

Norwich Community Alarm Service

User questionnaire

As part of our ongoing commitment to improving services, we would be grateful if you would spend a few minutes completing this questionnaire. Your opinions are important to us and will help us to improve. Your feedback also helps us identify unmet needs and your expectations of the service. It would also be helpful if you would complete the equality and diversity form as well.

While the questionnaire is **confidential**, should you wish to add your name and address at the end of the questionnaire, this is at your discretion.

If you need any help completing this questionnaire please contact a member of staff at NCAS on **01603 213700**. Please tick (or complete) the boxes as appropriate.

1 Are you a tenant of:

- Norwich City Council
- A housing association
- A private landlord
- I am a homeowner (not a tenant)

2 Do you live:

- Alone
- With partner

3 Do you have a history of falls?

- Yes
- No

4 Why do you have an alarm?

- Medical reasons
- Social care
- Security/safety
- Falls

5 How did you originally hear about the service?

- Local press/magazine
- Social services
- Citizen magazine
- Family/friend
- Day-care/
luncheon club
- Doctor/Nurse
- Occupational health
- Age UK
- Hospital
- NCC offices
- Other

6 How long have you been a Norwich Community Alarm Service user?

- Under a year
- 1-3 years
- 4-5 years
- Over 5 years

7 How did you find the referral process and obtaining an alarm?

- Very easy
- Fairly easy
- Neither easy nor difficult
- Fairly difficult
- Very difficult

Please state how could we improve this.

8 How did you find the information about how to use the equipment, given during the installation?

- Very helpful
- Fairly helpful
- Neither helpful nor unhelpful
- Fairly unhelpful
- Very unhelpful

9 How often do you use the service?

- Once a day Once a week
 Once a month Rarely

10 Does having the alarm have a positive impact on your quality of life?

- All of the time Hardly ever
 Some of the time Not at all
 I'm not sure

11 How reassured are your family/friends that you have the community alarm?

- Very reassured Fairly reassured
 Not sure Not reassured
 Not reassured at all

12 What do you think about Norwich Community Alarm Service as value for money?

- Very good Fairly good
 Average Fairly bad
 Very bad

13 How do you think the control centre operators handle your calls?

(tick all that apply)

- Very quickly Fairly quickly
 Neither quickly nor slowly Fairly slowly
 Very slowly Very efficiently
 Fairly efficiently Neither efficiently nor inefficiently
 Inefficiently Very inefficiently

14 When you call the control centre are you treated with care and consideration?

- Always Sometimes
 Hardly ever Never

15 When you call are the control centre operators: *(tick all that apply)*

- Very appropriate Fairly appropriate
 Neither appropriate nor inappropriate Fairly inappropriate
 Very inappropriate Very helpful
 Fairly helpful Neither helpful nor unhelpful
 Fairly unhelpful Very unhelpful
 Very polite Fairly polite
 Neither polite nor impolite Fairly impolite
 Very impolite

16 Would you be interested in any of the following additional services, which Norwich Community Alarm Service is able to monitor:

- Smoke detector** linked to the Community Alarm
 Fall detector linked to the Community Alarm
 Security devices linked to the Community Alarm
 Mobile response service. Should you not have any contacts to come to your assistance the alarm service would be able to send someone to help you in an emergency

If you have ticked any of these boxes, please provide your name and address at the end of the questionnaire so that we can contact you with more information.

17 How satisfied are you overall with the service provided:

- Very satisfied
 Fairly satisfied
 Neither satisfied nor dissatisfied
 Fairly dissatisfied
 Very dissatisfied

18 Do you have access to the Internet?

Yes No

19 Would you recommend the service to others?

Yes No Maybe

20 Please feel free to make any additional comments or suggestions regarding the services we provide, as your comments are important to us and will be used when planning the future direction of the service:

Thank you for completing this questionnaire.

Name

Address

Telephone number **Mobile number**

email

Your personal details will not be passed on to commercial organisations.

Please return this form by email to info@norwich.gov.uk or print it and post it to:

**NCAS
Norwich City Council
City Hall
Norwich NR2 1NH**

Equality monitoring form

We believe everyone should have equal and fair access to services and facilities. We aim to prevent anyone being discriminated against. To help us make sure we are meeting these aims please complete the section below.

You do not have to answer these questions. If you choose not to answer these questions it will not make any difference to the service you receive.

The information you provide will be only used for monitoring and is strictly confidential.

Date of birth _____

Gender Male Female Decline to answer

First part of postcode eg NR1 _____

Ethnic group

White

- English/Welsh/Scottish/Northern Irish/British
- Irish
- Any other white background
Please specify _____

Mixed/multiple ethnic groups

- White and black Caribbean
- White and black African
- White and Asian
- Any other mixed/multiple ethnic background
Please specify _____

Asian and Asian British

- Indian
- Pakistani
- Bangladeshi
- Chinese
- Any other Asian background
Please specify _____

Decline to answer

Black/African/Caribbean/black British

- African
- Caribbean
- Any other black/African/Caribbean background
Please specify _____

Gypsy/Traveller

- Romany Gypsy
- Traveller – Irish origin
- Traveller – other
Please specify _____

Other ethnic group

- Arab
- Any other ethnic group
Please specify _____

Do you consider yourself as having a disability? Yes No Decline to answer