



COMMUNITY ALARMS QUESTIONNAIRE

ANALYSIS

In November 2002, Babergh District Council sent questionnaires out to 67 users of the Contact Care alarm Scheme. 55 responses were received, giving a response rate of 82%.

1. Do you wear your pendant at all times when you are in your property?

Absolute Analysis % Respondents	
Base	55 100.0%
Do you wear your pendant at all times when...	
Yes	47 85.5%
No	8 14.5%

2. Have you used the service (by pushing the button on your pendant or on your alarm)?

Absolute Analysis % Respondents	
Base	54 100.0%
Have you used the service (by pushing the ...	
Yes	28 51.9%
No	26 48.1%

3. Did you think the response to your call was quick enough?

Absolute Analysis % Respondents		
Base		24 100.0%
Did you think the response to your call wa...		
Yes		22 91.7%
No		2 8.3%

4. Was the person who responded to your call able to provide the help you needed at the time?

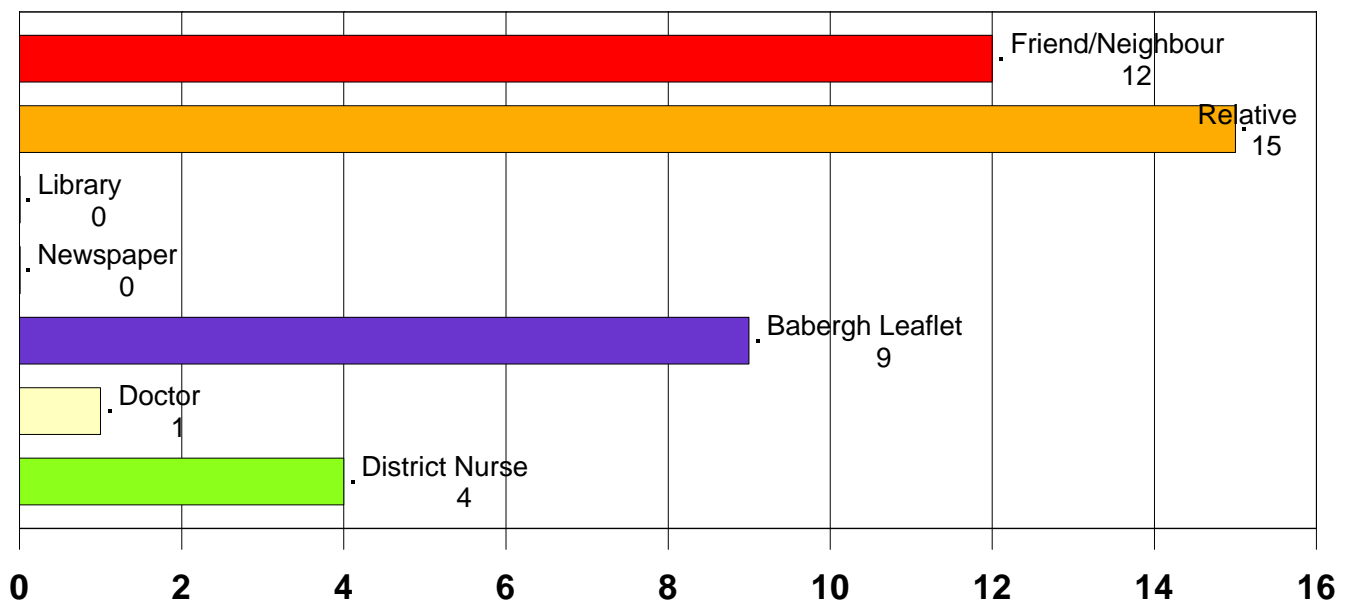
Absolute Analysis % Respondents		
Base		26 100.0%
Was the person who responded to your call ...		
Yes		25 96.2%
No		1 3.8%

5. Did you feel reassured by the response you received?

Absolute Analysis % Respondents		
Base		22 100.0%
Did you feel reassured by the response you...		
Yes		22 100.0%
No		- -

6. How did you find out about the Community Alarm Service provided by Babergh District Council?

Absolute Analysis % Respondents	
Base	41 100.0%
How did you find out about the Community A...	
Friend/Neighbour	12 29.3%
Relative	15 36.6%
Library	- -
Newspaper	- -
Babergh Leaflet	9 22.0%
Doctor	1 2.4%
District Nurse	4 9.8%



7. Do you know who to contact if your personal details change?

Absolute Analysis % Respondents	
Base	51 100.0%
Do you know who to contact if your persona...	
Yes	38 74.5%
No	13 25.5%

8. Would you like us to check regularly with you if your personal details have changed?

Absolute Analysis % Respondents	
Base	48 100.0%
Would you like us to check regularly with ...	
Yes	20 41.7%
No	28 58.3%

9. How frequently would you like us to contact you to check your details?

Absolute Analysis % Respondents	
Base	33 100.0%
How frequently would you like us to contac...	
Every 2 months	4 12.1%
Every 4 months	8 24.2%
Every 6 months	21 63.6%

10. How long did you wait for your alarm to be installed once you had applied for it?

Absolute Analysis % Respondents	
Base	41 100.0%
How long did you wait for your alarm to be...	
1-3 Days	7 17.1%
4-7 Days	19 46.3%
8-10 Days	12 29.3%
Over 10 days	3 7.3%

11. Did you feel happy with the installation and the instructions your received?

Absolute Analysis % Respondents	
Base	50 100.0%
Did you feel happy with the installation a...	
Yes	48 96.0%
No	2 4.0%

12. Would you be confident to use the alarm/pendant in an emergency?

Absolute Analysis % Respondents	
Base	50 100.0%
Would you be confident to use the alarm/pe...	
Yes	50 100.0%
No	- -

15. Do you have a computer?

Absolute Analysis % Respondents	
Base	52 100.0%
Do you have a computer?	
Yes	5 9.6%
No	47 90.4%

16. Do you agree or disagree with the following statements?

(a) Having the Alarm Service makes me feel secure.

Absolute Analysis % Respondents	
Base	51 100.0%
Having the Alarm Service makes me feel secure	
Agree	50 98.0%
Disagree	1 2.0%

(b) By having the Alarm Service I feel more independent.

Absolute Analysis % Respondents	
Base	52 100.0%
By having the Alarm Service I feel more independent	
Agree	48 92.3%
Disagree	4 7.7%

(c) **My family feel confident about me living on my own now I have a personal alarm.**

Absolute Analysis % Respondents	
Base	45 100.0%
My family feel confident about me living on my own now I have a personal alarm	
Agree	45 100.0%
Disagree	- -

17. **Do you think the service offers good value for money?**

Absolute Analysis % Respondents	
Base	50 100.0%
Do you think the service offers good value...	
Yes	49 98.0%
No	1 2.0%

18. **Have you ever used a Contact Care alarm from another provider (company)?**

Absolute Analysis % Respondents	
Base	50 100.0%
Have you ever used a Contact Care Alarm fr...	
Yes	- -
No	50 100.0%