



## Compass Card West Sussex Survey Responses May 2017

### Parent Carers

Total number of surveys submitted	118	
Already has a Compass Card	108	91.5%

### **How important is leisure to your family?**

Very important	80	67.8%
Important	37	31.4%
Not answered	1	0.8%

### **Is your child or young person with additional needs getting enough leisure activities?**

Yes	41	34.7%
No	67	56.8%
Don't know	10	8.5%

### **What stops your child/young person with additional needs from accessing leisure activities?**

Not enough activities suited to child's needs	55	46.6%
Activities too far away	54	45.8%
Activities too expensive	44	37.3%
Child or young person unable or unwilling to participate	30	25.4%
Child's needs not catered for	29	24.6%
Extra support needed and not available	27	22.9%
Activities not suited to child's age	25	21.2%
Child's interests not catered for	20	16.9%
Not enough spare time	19	16.1%
Facilities not suitable	14	11.9%
Child does not enjoy	13	11.0%
Transport too difficult	12	10.2%
Transport too expensive	9	7.6%
Don't feel welcome	9	7.6%
Not applicable	7	5.9%

### **If you have a Compass Card, how useful do you find it?**

Very useful	36	33.3%	of those with a card
Quite useful	49	45.4%	
Not very useful	14	13.0%	
Not at all useful	9	8.3%	

### **If you have a Compass Card, has it allowed your child to access more activities than they would do otherwise?**

Yes	62	57.4%	of those with a card
No	39	36.1%	
Don't know	6	5.6%	
Not answered	1	0.9%	

### How often do you use the Compass Card?

Weekly	12	11.1%	of those with a card
Every two weeks	10	9.3%	
Once a month	34	31.5%	
Less than once a month	23	21.3%	
Every three months or less	4	3.7%	
Hardly ever	10	9.3%	
Never	13	12.0%	
Not answered	2	1.9%	

### Does having a Compass Card help in any of these ways?

It makes leisure more affordable for us	66	61.1%	of those with a card
It means we don't have to explain our child's disability when we visit a place with a Compass Card offer	60	55.6%	
It makes us feel more welcome at places that have a Compass Card offer	36	33.3%	
It makes us feel part of the local SEND community	27	25.0%	
It makes us feel part of the local community as a whole	13	12.0%	
Not applicable	10	9.3%	

### What are your favourite Compass Card offers and why?

We received 87 comments from parent carers and a full anonymised list of those comments can be obtained by emailing [compass@amazingbrighton.org.uk](mailto:compass@amazingbrighton.org.uk) or calling 0300 123 9186. The most common themes were:

- Swimming at various venues
- Sealife Centre Brighton
- Cinemas
- Brighton Pavilion
- Theatres
- Bowling
- Soft play venues such as Flying Fortress in Ford
- Outdoor venues such as farms and Ferring or Aldingbourne Country Centre
- Trampolining
- Sports
- Libraries

However, some parent carers told us that they struggle to find offers that are suitable for their children, particularly children with complex needs, and that sometimes the discount isn't significant enough to make the offer worthwhile.

### Are there offers you'd like us to add to the Compass Card?

We received 66 comments from parent carers and a full anonymised list of those comments can be obtained by emailing [compass@amazingbrighton.org.uk](mailto:compass@amazingbrighton.org.uk) or calling 0300 123 9186. The most common themes were:

- Zoos
- One-to-one swimming lessons
- More cafes/eating out venues
- Therapeutic offers, e.g. play therapy, equine therapy
- More outdoor leisure offers
- More offers that young people can access on their own, i.e. discounts for them directly rather than a free carer
- Trampolining
- Bowling
- Transport offers, including buses and trains

- More offers available on weekends and in school holidays
- More offers in specific areas of the county, e.g. Crawley, Horsham, Northern areas
- More offers that are suitable for children with complex needs
- More offers at venues that have changing places toilets

**How useful do you find the different ways the Compass Team communicates with you?**

	Very useful		Quite useful		Not very useful		Not at all useful		Don't use	
Ebulletin	55	50.9%	37	34.3%	7	6.5%	3	2.8%	5	4.6%
Compass Card FB page	32	29.6%	34	31.5%	4	3.7%	4	3.7%	31	28.7%
Compass Card Twitter	5	4.6%	13	12.0%	3	0.0%	2	1.9%	81	75.0%
Compass Card website	24	22.2%	35	32.4%	3	2.8%	1	0.9%	39	36.1%
Compass Card blog	12	11.1%	13	12.0%	5	4.6%	5	4.6%	64	59.3%
Compass Card app	36	33.3%	28	25.9%	5	4.6%	1	0.9%	29	26.9%

**Is there any way that we could improve our communication with you?**

We received 26 comments from parent carers and a full anonymised list of those comments can be obtained by emailing [compass@amazingbrighton.org.uk](mailto:compass@amazingbrighton.org.uk) or calling 0300 123 9186. The common themes were:

- More Facebook posts
- Make the ebulletin less wordy/in an easier format
- Use text messages
- Give details of the price after the discount has been taken off, as the discounted price might still be too expensive for some families
- Send details of only offers that suitable for the individual child, e.g. wheelchair accessible, rather than all offers
- Include info about changing places toilets with all offer communications

**Is there any way we could improve the registration process for Compass West Sussex?**

I'd like to be able to complete the registration form online	51	43.2%
I'd like help completing the form over the phone	7	5.9%
I'd like to be able to pick up a form from somewhere near me (e.g. Children's Centre/library)	32	27.1%

**Is there anything else you'd like to tell us relating to leisure and the Compass Card? If yes, please tell us below. If you don't have a Compass Card, you can also tell us why you haven't applied:**

We received 35 comments from parent carers and a full anonymised list of those comments can be obtained by emailing [compass@amazingbrighton.org.uk](mailto:compass@amazingbrighton.org.uk) or by calling 0300 123 9186. The common themes were:

- Parent carer is very happy to have the card and it has had a positive impact
- Some offers are only available at certain times, e.g. not school holidays, which isn't helpful to families
- More offers are needed in particular areas of the county
- Some venue staff don't know about the card when families visit
- The card is less useful to some children with complex needs, and/or wheelchairs, due to a lack of suitable offers
- Some parents are unsure about how secure the info they share with Amaze will be

## Young People

Total number of surveys submitted 7

### **Do you have a Compass Card?**

Yes	6	85.7%
No	1	14.3%

### **If you have a Compass Card, did you fill in the Compass registration form yourself?**

Yes	1	16.7% of those with a card
No	4	66.7%
Don't know	1	16.7%

### **How old are you?**

11	1
13	2
14	1
15	1
16	1
20	1

### **How important is it for you to go out and enjoy yourself?**

Very important	5	71.4%
Important	2	28.6%

### **How often do you go out and enjoy yourself?**

All the time	1	14.3%
Sometimes	5	71.4%
Not very often	1	14.3%

### **What stops you going out and enjoying yourself?**

I don't have people I can do things with	5	71.4%
Doing new things makes me anxious	4	57.1%
My disability makes things difficult	3	42.9%
I need support and the people who help me don't have enough time	2	28.6%
Getting transport to and from the places I want to go is difficult	2	28.6%

### **If you have a Compass Card, do you go out and enjoy yourself more now than when you didn't have the card?**

Yes	1	16.7% of those with a card
No	1	16.7%
Don't know	4	66.7%

### **If you have a Compass Card, how often do you use it?**

Every week	1	16.7% of those with a card
A couple of times a month	1	16.7%
Sometimes	4	66.7%
Hardly ever	0	0.0%

### **What are your favourite Compass Card offers?**

- Football
- Cinema bowling swimming
- Library, swimming in Horsham.
- Free films from the library
- Gym movies

**Are there any new offers you'd like us to add to the Compass Card?**

- More places to visit. In Chichester area
- Cinema, theatre, swimming.
- Lego!! As I love lego. Restaurants aka pizza express

**Sometimes Amaze might want to tell you about fun things you can do. Or we might want to ask you what you think about our ideas. How can we tell you about these things?**

You could tell my mum or dad or carer	6	85.7%
You could tell my teacher	1	14.3%
You could email me	2	28.6%
You could tell me through the Compass Card app	1	14.3%
You could text me	1	14.3%
You could tell me on Facebook	1	14.3%
You could tell me through the Compass Card website	1	14.3%
You could use Instagram	1	14.3%
You could use Snapchat	1	14.3%

**If you don't have a Compass Card yet, can you tell us what's stopping you?**

I don't know enough about the Compass Card	1	100.0%
I need help with the form and my mum or dad or carer hasn't got time to apply for a card	1	100.0%
I don't know how to get a Compass Card	1	100.0%

**Is there anything else you'd like to tell us about leisure and the Compass Card?**

- It helps me to get out and about with my mum and dad