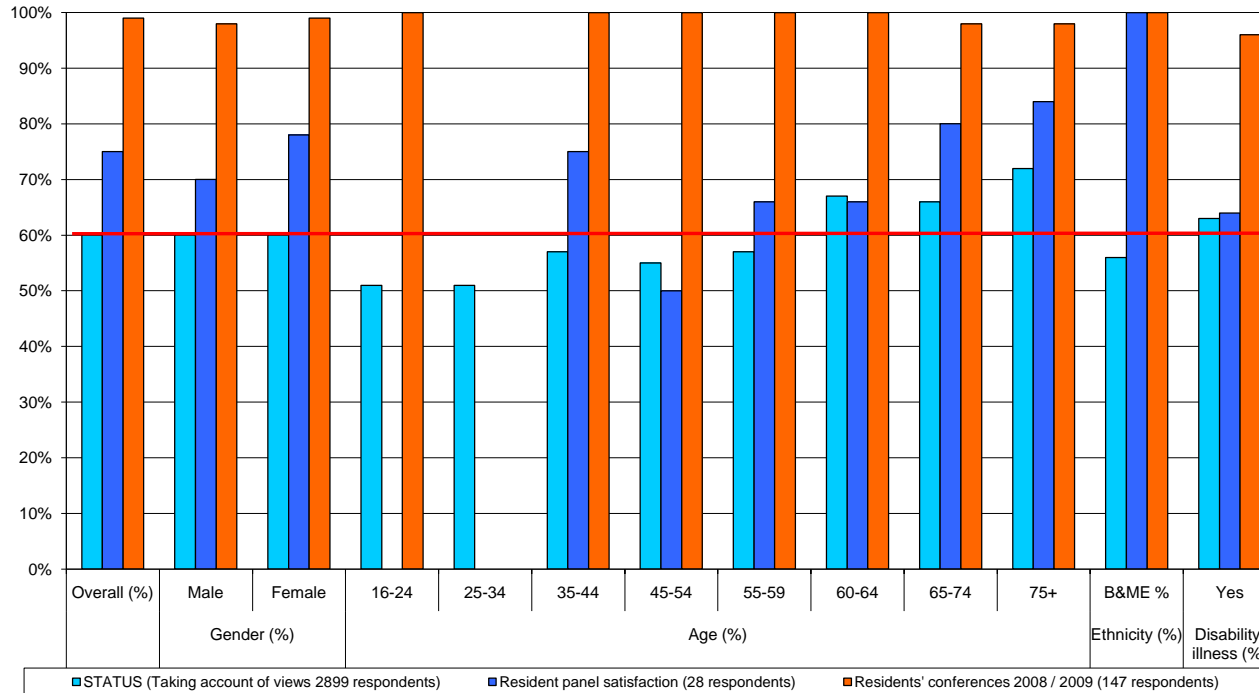


Resident Involvement Satisfaction

Service Area Sept 09 (inclusive)	April 09																								
	Overall (%)	Gender (%)				Age (%)												Ethnicity (%)		Disability/ illness (%)					
		Male	Female	16-24	25-34	35-44	45-54	55-59	60-64	65-74	75+	B&ME %	Yes												
STATUS (Taking account of views 2899 respondents)	60%	60%	60%	51%	51%	57%	55%	57%	67%	66%	72%	56%	63%												
Resident panel satisfaction (33 respondents)	99%	100%	12	99%	17	0%	0	0%	0	100%	2	100%	1	100%	2	100%	7	99%	8	100%	4	100%	3	100%	12
Residents' conferences 2008 / 2009 (121 respondents)	99%	99%	30	99%	65	100%	1	0%	0	100%	2	100%	9	100%	16	100%	20	99%	52	99%	50	100%	6	100%	67



Key points

- Satisfaction with the conference is high with 99% of respondents stating that they were satisfied with the event.
- It is not possible to make comparisons with the STATUS survey for residents aged below 44 due to the under representation of this age group.
- Levels of satisfaction with both the panels and conferences are higher than the overall level of satisfaction identified by the STATUS survey.