

Third Age Project



Customer Satisfaction & Evaluation of Services Annual Survey Results

August 2022

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Annual Customer Satisfaction and Evaluation Survey August 2022 (covering the period from August 2021 to July 2022)

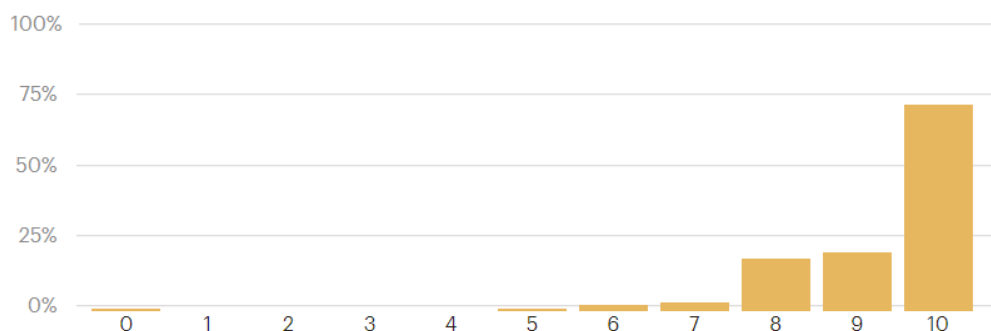
- **117** registered users (35%) responded out of a total of 338 current active users of the Charity’s services.
- **69** (58%) completed the survey online whilst **49** (42%) completed a printed version
- **75** (64%) In addition to answering ten questions also provided written feedback much of it very positive.

Several are new questions that have been added as a result of feedback received in last year’s survey (eg. more opportunities to make new friends; increase my health knowledge) and having launched our new Five Ways To Wellbeing programme (eg. The extent you have helped others, impact upon mental wellbeing).

Question 1 has 116 answers (Range) Avg rating: 9.2



“1 How would you rate your overall customer satisfaction with the services that were provided by TAP?”



Question One. 93% of respondents gave 8 or more out of 10 for their level of customer satisfaction with the Charity’s services over the last year.

10 out of 10	60%
9 out of 10	17%
8 out of 10	16%
Total	93%

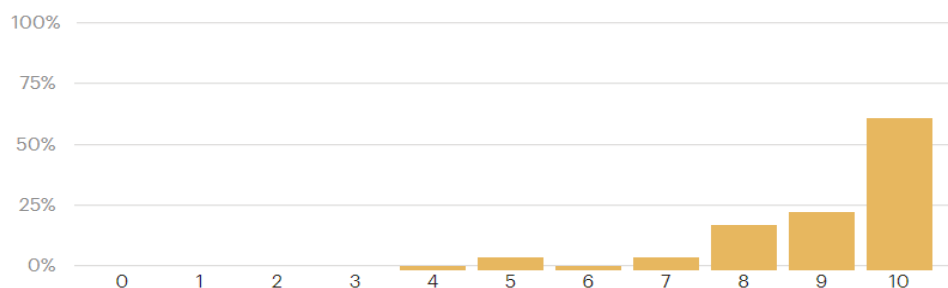
Note

In 2021 80% gave 10 out of 10 whilst in 2020 it was 57%

Question 2 has 65 answers (Range) Avg rating: 9.0



“2 How do you rate the quality of our Outreach services? (one to one support, phone calls, signposting advice, new members welcome). If you have not accessed this service please move on to the next question”



Question Two. 65 respondents said they had received an Outreach service from the Charity over the last year (56%). This was lower than expected likely to be due to misunderstanding about what these services actually are that embrace a very wide range of interventions and support from general signposting and advice, to linking up with a volunteer befriender or a buddy.

83% gave 8 or more out of 10 for the outreach service they received with 52% giving 10 out of 10.

We need to be more specific about the outreach services we provided and be clearer to users when they are accessing such services in future.

10 out of 10	52%
9 out of 10	18%
8 out of 10	12%
Total	82%

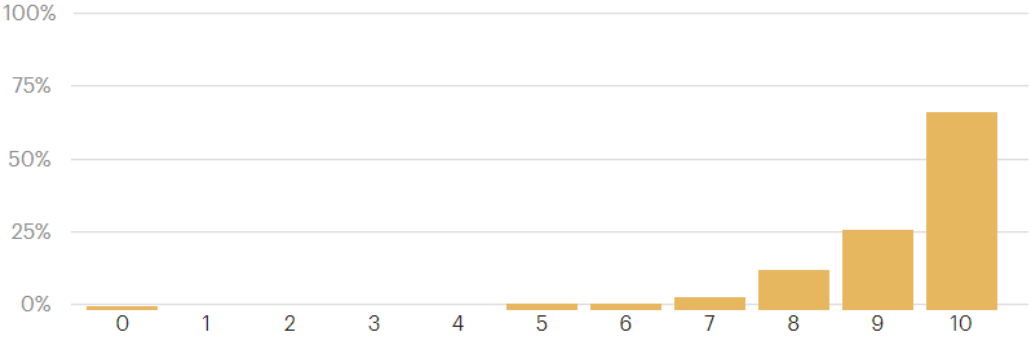
Note

In 2021 76% rated our outreach services 10 out of 10 whilst in 2020 it was 72%

Question 3 has 104 answers (Range) Avg rating: 9.2



“3 How do you rate the quality of our Online weekly newsletters?”



Question Three. Our online only weekly newsletter goes out every Friday morning going to 449 subscribers of which 265 are registered users. 104 respondents replied to the question about our newsletter with 89% giving 8 or more out of 10.

10 out of 10	56%
9 out of 10	23%
8 out of 10	11%

Note

In 2021 82% gave 10 out of 10
Whilst in 2020 it was 57%

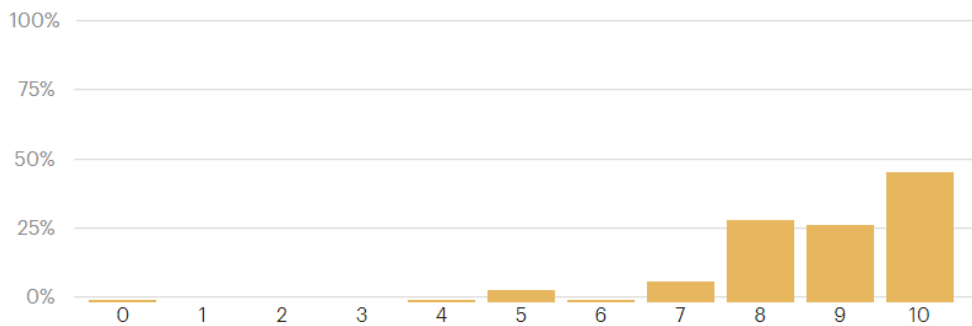
Total 83%

We suspect that the few that gave low ratings probably don't access the newsletter online. Although we do print out a monthly summary programme newsletter the main (chatty) part can only be accessed online. We need to encourage more of our users particularly those with mobile smart phones to learn and want to access our weekly newsletter. The newsletter does often contain important updated information about benefit entitlement and energy grants.

Question 4 has 112 answers (Range) Avg rating: 8.7



“4 How do you rate the amount of health knowledge gained through information provided by TAP? eg. our health talks”



Question Four. In past surveys this question has often received mixed responses which we feel is a result of the many barriers our users experience in accessing information due to mainly a lack of English both written and spoken. Nevertheless, 84% of respondents gave 8 or more out of 10 with 39% giving 10 out of 10.

10 out of 10	39%
9 out of 10	21%
8 out of 10	23%

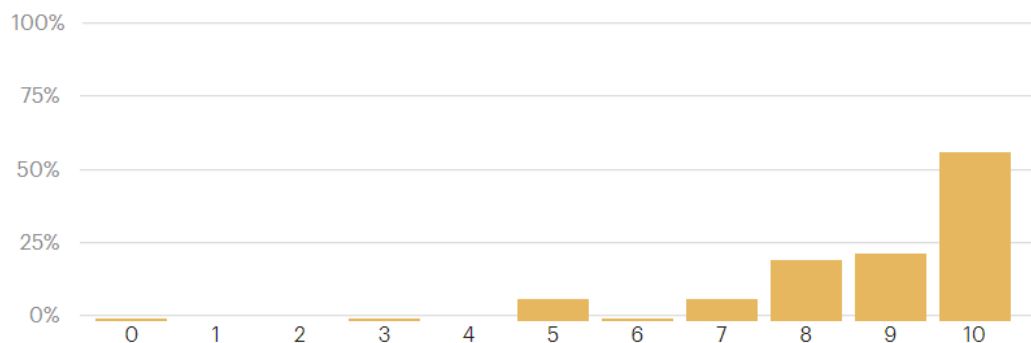
Total **84%**

We still need to ensure that we fully use our staff and volunteer interpreters as often as practicable when organizing health talks and events. We have also found focus groups based around ethnicity or shared home language can often be useful. Keep Learning is one of the Five Ways to Wellbeing. We ran monthly online health information workshops with specialists from Greenlight Pharmacy who are linked to the UCL School of Pharmacy. These workshops consistently attracted high numbers 35 – 50 registered users.

Question 5 has 114 answers (Range) Avg rating: 8.8



“5 How do you rate the number of opportunities for making new friends, especially with somebody from a different background?”



Question Five. This is a new question that arises from a previous user survey that found people wanted more opportunities to make new friendships. This need becomes more important in later life as a result of bereavement, living alone (85% of our users live alone) and relatives and friends moving out of central London. In such a diverse area such as ours older people are more likely to have a neighbour or another TAP member who comes from a different ethnic, cultural or religious background.

82% of respondents gave 8 or more out of 10.

10 out of 10	48%
9 out of 10	18%
8 out of 10	16%
7 out of 10	6%
6 out of 10	4%

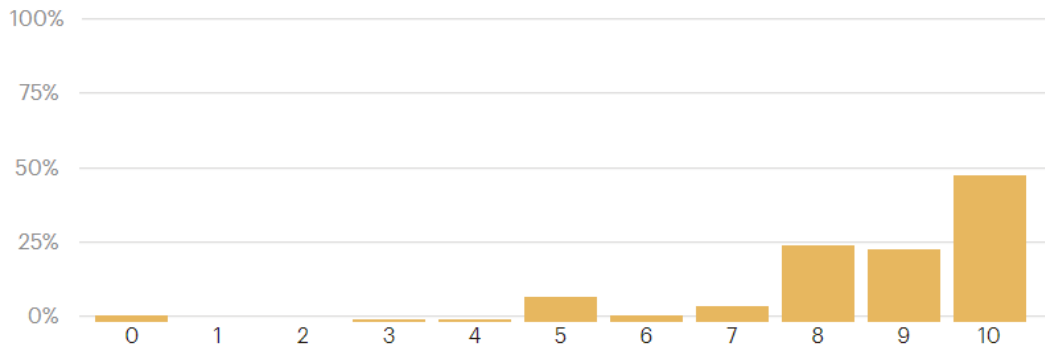
Total **92%**

Building new connexions is one of the Five Ways to Wellbeing and key to improving general health and wellbeing. During lockdowns and Covid-19 restrictions we delivered our online classes and services structured to encourage social interaction ie. Everybody received a warm welcome at the start especially newcomers whilst there was time set aside at the end for social chat and offers of help. Many of our teachers in addition, did one to one support to users having a hard time outside of the group sessions.

Question 6 has 112 answers (Range) Avg rating: 8.5



“6 How do you rate how much physically fitter you are as a result of participating in our exercise and sports classes?”



Question Six. The Covid pandemic hit older people and our users hard physically (as well as mentally) as a result of being confined within their own homes for long periods of time during a succession of prolonged lockdowns. Although all restrictions have ended there is still a significant minority of older people and of our own users experiencing FOGO (Fear Of Going Out). These are the older people our Outreach Team have been targeting with regular home visits, phone calls, online classes and one to one buddy walks.

79% of respondents gave 8 or more out of 10.

10 out of 10	41%
9 out of 10	20%
8 out of 10	19%
7 out of 10	4%
6 out of 10	7%

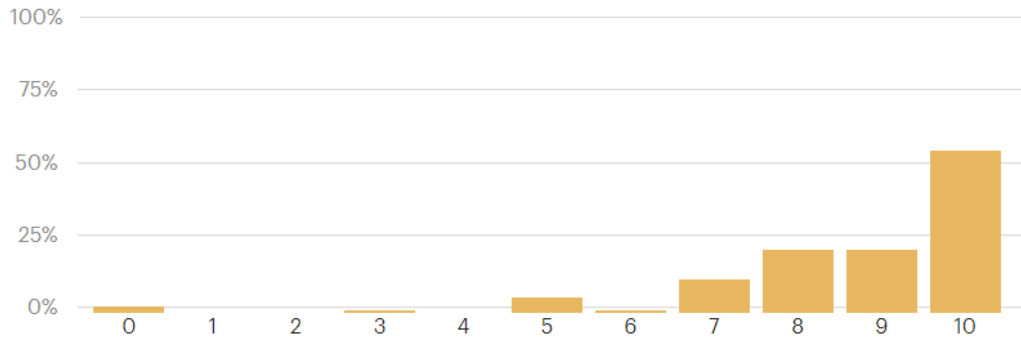
Total **91%**

This is one of the Five Ways to Wellbeing. We were conscious of the need to continue to encourage regular physical activity for all abilities whether at home via online classes, out of doors (spaced two metres apart) in our outdoor classroom (a local fenced football pitch!). We moved these indoors as soon as it was allowed

Question 7 has 116 answers (Range) Avg rating: 8.7



“7 How do you rate the extent you feel less lonely and better connected as a result of taking part in TAP activities and services?”



Question Seven. This is a new question that aims to assess the impact of our services in reducing the feeling of loneliness and social isolation.

80% of respondents gave 8 or more out of 10

10 out of 10	47%
9 out of 10	17%
8 out of 10	16%
7 out of 10	9%
6 out of 10	3%

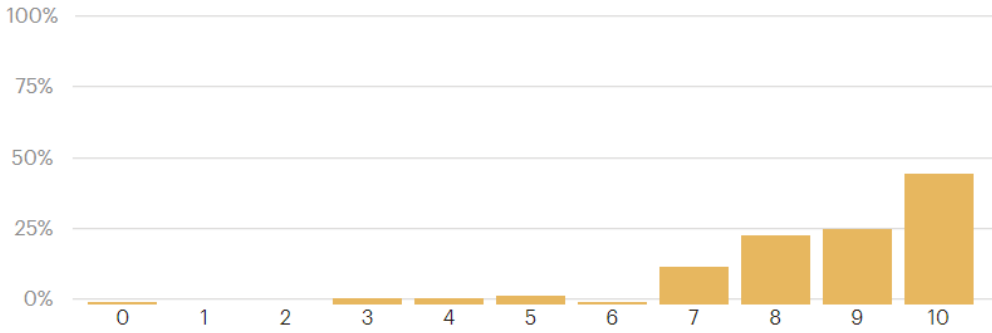
Total 93%

Many of our users rate as being at high risk of social isolation and loneliness as a result of meeting many of the risk factors used nationally in a social isolation index (such as poor health, living alone, social flattened accommodation, low income). We expanded our outreach services to target those at highest risk.

Question 8 has 117 answers (Range) Avg rating: 8.6



“8 How do you rate the extent you feel less anxious and able to relax more easily as a result of taking part in TAP activities?”



Question Eight. The Covid Pandemic has had a significant adverse impact upon older people and in particular our users in terms of increased levels of anxiety and reduced self-confidence in going out and re-connecting to former friends and social activities.

76% of respondents gave us 8 or more out of 10.

10 out of 10	38%
9 out of 10	20%
8 out of 10	18%
7 out of 10	11%

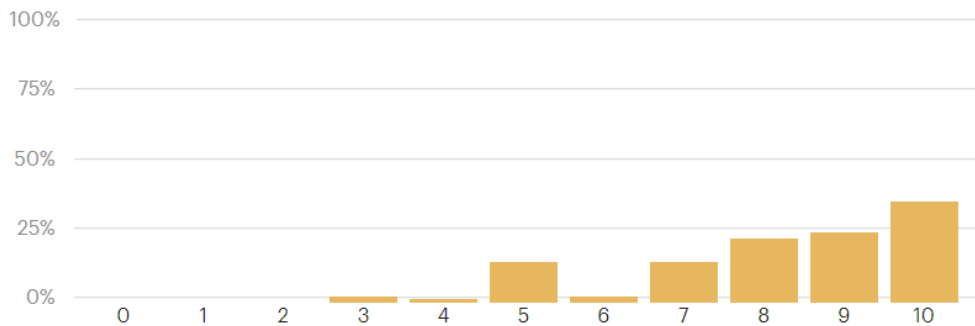
Total **87%**

Last year’s user survey found 68% of respondents with increased anxiety levels as a result of the Covid-19 Pandemic. Our response was to increase the number of one to one and small group sessions in relaxation techniques, meditation, yoga and tai chi. Mindfulness is one of the Five Ways to Wellbeing.

Question 9 has 99 answers (Range) Avg rating: 8.2



“9 How do you rate the extent you feel you were able to help other members and the charity in helping to delivering activities?”



Question Nine. This is a new question asked to monitor our effectiveness in supporting users in meeting outcomes under one of the 5 Ways to Wellbeing – Helping Others. We also wish to promote a strong self-help ethos among our users and within the Charity. The question is meant to help users think about the ways they have or can help others when taking part in our activities and that there are opportunities to co-produce existing and new activities and services. We aim to be expanding this aspect of our approach and in seeking ways of measuring outcomes.

69% of respondents gave 8 or more out of 10.

10 out of 10	30%
9 out of 10	20%
8 out of 10	18%
7 out of 10	12%
5 out of 10	12%

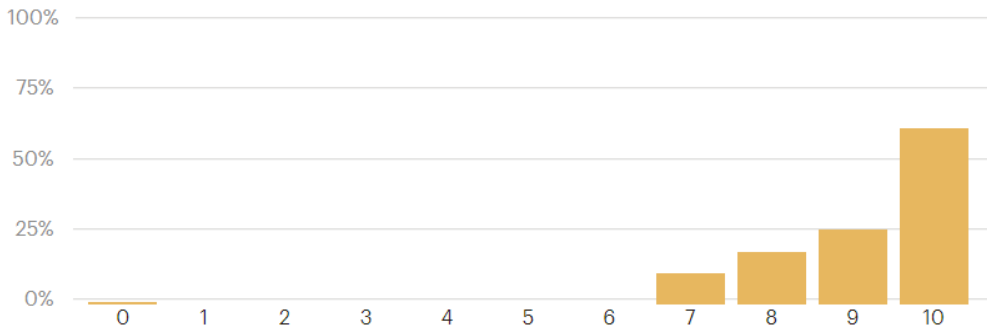
Total **93%**

We have established a Members Forum made up of our key volunteers to work with TAP staff to oversee training and volunteering opportunities but also in doing a regular skills audit drawing upon users knowledge and talents to co-deliver some of our services.

Question 10 has 117 answers (Range) Avg rating: 9.1



“10 How do you rate the overall impact of TAP services upon Your general health and wellbeing?”



Question Ten. This aims to create a single figure that will measure overall impact of our services upon our users general health and wellbeing over the year. It is clear that a majority of registered users view our services as essential to them in their daily life.

85% of respondents gave 8 or more out of 10

10 out of 10	51%
9 out of 10	21%
8 out of 10	13%
7 out of 10	7%

Note

71% rated us 10 out of 10 in 2021
whilst it was 55% in 2020

Total 92%

We are proud of the fact that we never closed even when we had to cease delivering group activities within our centre as a result of Covid-19 restrictions. We ensured that we continued to maintain regular contact with our 300+ registered users (and of course new referrals) in a variety of ways such as phone and walk buddies so that they knew they were not alone and should not face the pandemic on their own and that TAP was always there to help at the end of a phone.

Question 11 has 75 answers (Open Text)

“Please provide any additional comments or suggestions you wish to make that will provide evidence which will support your responses.”

- TAP services are first class.
- I always look forward to my activities with TAP and I am never disappointed. There is something for every taste and ability and many opportunities to meet new people from many different countries and backgrounds and to make new friends. It is a very welcoming relaxed environment with a beautiful well-tended garden.
- Lovely, friendly, caring staff. And you made it possible for me to take a holiday without worrying that my 90-year-old neighbour would be left on her own. Thank you for everything you do.
- My life would be so different without TAP. It has changed my life so much - for the better.
- My life has changed for better since I joined TAP
- I feel because of me participating in mindful movement classes yoga/ tai chi and volunteer gardener. I has less pains and inflammation in all my joints and muscles, gaining more flexibility.
- I would like more classes and I'm also interested in ukulele.
- I. have felt it to be My Base
I am there less to join many more activities due to my journey this year
- No complaint
- I have met new friends. During the pandemic the online information we received was very valuable, joining the exercise, walking for health and up to date news about the centre The staff are all very friendly and helpful at all times. There are always fun and laughter .The trips being booked are excellent places to visit.
- Tap has an interesting mix of activities to suit all abilities. I find it a very welcoming place where I've made many new people
- I find TAP a very friendly, diverse organisation. The courses and outings are fantastic. All praise to our hard working Manager Tony, his staff and Volunteers.
- All TAP staff provide a very good service and support to all members
- There are less men coming to the tap, but I have been on some activities photography, more men's activities like men's only cooking group, men's only keep fit, men's days out only men
- Tap is great! So many friendly faces and a great choice of activities. Always a positive experience.
- Staff are always friendly and very helpful and attentive to the less able bodied people.
- Staff are very welcoming, good listeners, pleasant and accommodating
- I'm happy with the charity, but always hope there will be scope to offer more classes/ events in the future.
- I am only just getting back to normal after Covid-19 restrictions. Hope next year will be better.
- I am glad i joined the Tap. Meet new friends and enjoyed the activities. Most of all the well being.
- I feel comfortable in attending come activities organised by the centre. I am looking forward to participating in more events and activities when my health and mobility improves.

- Everyone at TAP is lovely and welcoming and its great to learn a new skill, country dancing
- TAP is a most welcoming community centre and it's natural warm atmosphere makes me feel free and happy
- overall is very good
- It will be nice to continue zoom classes those who cant attend the class
- I especially like in dancing classes Mary tells us to find a new partner each time so no need to worry about having someone to dance with. Everybody is very relaxed and pleasant and we laugh when we make mistakes. There is no criticism. It is good exercise and learning the steps helps my memory. Mary is a first class teacher. I am very glad I have found this class to go to.
- Hi there. It's always been a pleasure to do volunteer teaching at TAP and hope to continue in the future.
- Since I have joined the Tap in 2014 it became a routine and a habit of my life. I have learnt lots of things, meeting beautiful friendly people from different backgrounds and culture. Confidence of talking to people. I am happy that I joined this small community. Thanking Tony, Urmi and other members of staff that works very hard looking after us. They always gave a priority to the old and disabled people. I believed that all members in this community were all happy. Cheers and thank you all for all the support. God bless you all.
- Don't receive the newsletter by email
- The support during the pandemic was excellent as I have numerous health worries.
- I had a lot of support via telephone chats and I was going through a lot of medical issues which gave me support to be in good place.
- The on-line classes have been excellent and has given me a new lease of life. I try and join in as much as possible and gives me chance to meet new people and make friends.
- I really have enjoyed the talks on health and wellbeing as these talks assist me to be more informative towards my own health issues and the slides are excellent to assist me when I go and visit my health care professionals.
- I enjoy the Bollywood dancing which I can do sitting down as I am not steady on my feet. It allows me to exercise at home on zoom.
- I love the weekly newsletters because it tells me all the forthcoming events that is going to take place and what is going to happen I. The futures TAP is going to provide and I also like the little email reminders that I receive on the day to remind me of events.
- Tony and the team are all excellent who will gone extra mile to assist and help members. Excellent work everyone well do
- TAP classes & activities have been so important for the older community especially during lockdown with keeping everything going online with Zoom and regular phone calls. Thank you to Tony, staff and the volunteers for making this possible
- Would be great if you offer more courses eg. advance computer cooking & flower arrangement.
- Knowing that such an organisation as TAP exists where one can make contact with friendly people is a value in itself. Some of the activities and events have also been very enjoyable. Learning for the sake of performance does not particularly work for me but I'm sure others do enjoy that aspect.
- I love going to TAP I'm always welcome with kindness and a smile.

- Please bring back the cookery classes and I would also be interested in computer classes
Where I have filled in the 'zero' it is where I have not participated. On the whole, I think TAP is excellent.
- I am not a regular attendee, but every time I have in centre it makes me feel good.
- My heart rate goes down in drama
- I think TAP is absolutely amazing. I have met so many lovely people.
- Its lovely to get out of house and meet new people
- By joining TAP it makes me fit, healthy and happy
- Since I've been a member of TAP I feel a lot healthier and fitter. Exercise classes helps me to be more active physically and relaxes me mentally. Also I'm less anxious.
- The Staff is helpful and supportive
- Kind, Helpful.
- I am interested in learning ukulele. Any other classes.
- Be nice to me and my brothers , get on the trips
- No suggestions because you did very much!
- I would appreciate if you can have a piano class as am interested to join if its available
- No suggestion
- I enjoy taking part in activities and it makes me happy, keeps me busy.
I would like to join the sewing club please.
- Very well, satisfied being a member. Lets hope it will continue the good work. TAP is always there for us.
- I enjoy coming to the centre and take part in the activities provided
- Absolutely great, so good to get back after Covid, it's a great place. Wide choice of activities, physical, social, practical- So Much!
- I get huge amount of benefit from doing TAP activities. Gratefully appreciated!
- It helps me a lot to come to TAP Centre
- I like to improve my mental wellbeing and see my friends everyday
- It's good to have made friends over the years as they are there in times of need.
- Philomena's class helps me with back pain, want to learn how to use iPad.
Irregular Heartbeats, so being monitored, not able to do much exercise.
- At present its going well, I miss our old lunch club, hot meals. please bring back the cooked meals
- Without TAP there would be a lot of lonely people.
- I am 62 years old, I feel 36, Yes! You all make me happy :-)
- I feel more fitter as a result of joining TAP exercise classes.
- I like coming to TAP activities to improve my health and also to improve my English. I feel lonely at home so when I come here I see my friends and activities keeps me occupied and motivated.
- Enjoy exercise, English club, meeting others
- It helps me for exercise, learning English and making friends. I like coming to TAP

- More English Classes please
- More trips and outings please
- Very happy to be a part of TAP

- This is the best club in London!
- Enjoy bingo, drama, referred for dementia and Jane is her daughter (a new member)

- A great place to go and meet people and lots of different things! Friendly atmosphere.
- "This place helped a lot during lockdown. I was suffering with bad anxiety and they were marvelous with checking up on me with the help and support".
- Go out for the park with a little group.
- I feel content and happy when Kalisha comes to visit me every day.
- Its great to be with people of my age. I enjoy the classes.

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