

Third Age Project



Customer Satisfaction & Evaluation of Services Annual Survey Results

August 2023

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Annual Customer Satisfaction and Evaluation Survey August 2023 (covering the period from August 2022 to July 2023)

- **114** registered users (34%) responded out of a total of 334 current active users of the Charity's services.
- **47** (41%) completed the survey online whilst **67** (59%) completed a printed version
- **51** (45%) In addition to answering ten questions also provided written feedback much of it very positive.

Rating Scale

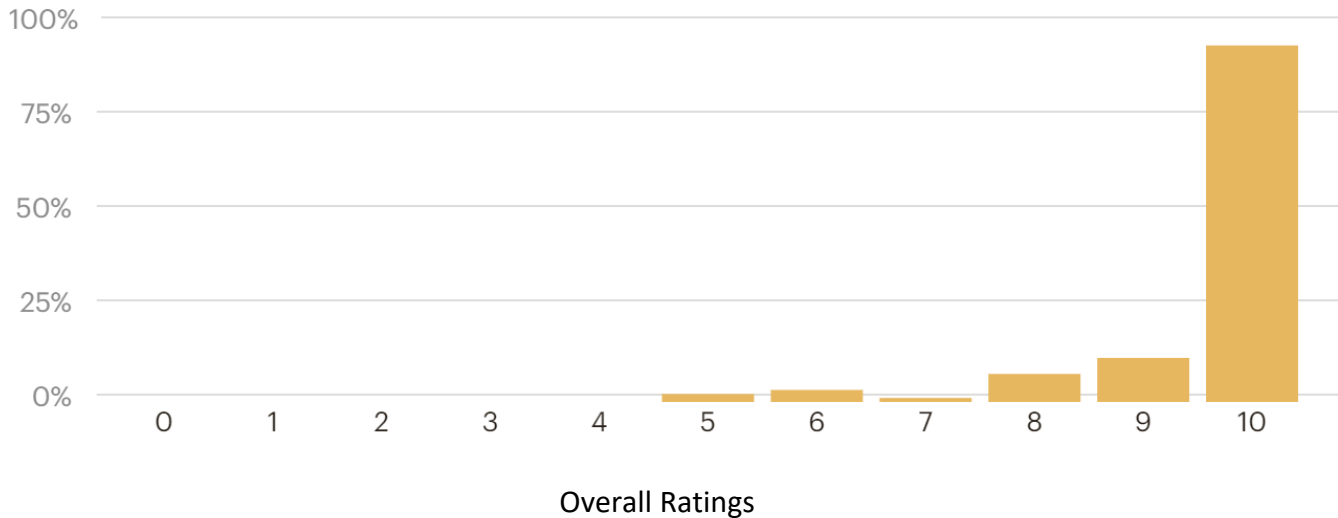
1	2	3	4	5	6	7	8	9	10
Negative Impact				Neutral Impact			much Impact		Significant Impact

Ratings 6 or higher out of 10 have been regarded as an indicator of beneficial impact. Ratings 8 or higher out of 10 have been regarded as having had a lot of beneficial impact upon TAP service users lives.

Whilst we do many feedback surveys the TAP Annual Questionnaire is the most important each year in helping us ascertain overall customer satisfaction and impact of our services and work upon our registered service users. We use a rating scale from 1 to 10 with 5 being neutral as the most easily understood method of obtaining feedback. Anything 6 or above means varying degrees of beneficial impact whilst anything between 1 to 4 indicate varying degrees of dissatisfaction being expressed. TAP welcomes critical and honest feedback as a means of us helping to make improvements and shape future priorities and services. The results show that a significant majority of our registered users rate our services highly and regarded as essential to their general health and wellbeing and to their daily lives. Our overall rating this year is 96% with 79% giving us the maximum of 10 out of 10. Nevertheless, there remains much to be improved and achieved around especially among those at highest risk of being Left Behind and in danger of being excluded whilst the rest of society comes out of the Covid Pandemic. We need to further expand our Outreach Work, Physical Fitness support and in tackling Anxiety and Depression (the latter is the highest diagnosed health condition within the borough).

Question 1 has 113 answers (Range) Avg rating: 9.6

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



	<u>2023</u>	<u>2022</u>	<u>2021</u>	<u>2020</u>
Question One	9.6	9.2	9.7	9.8

Blue indicates the period of the Covid Pandemic when the charity was subject to severe restrictions

Question One. 92% of respondents gave 8 or more out of 10 for their level of customer satisfaction with the Charity’s services over the last year.

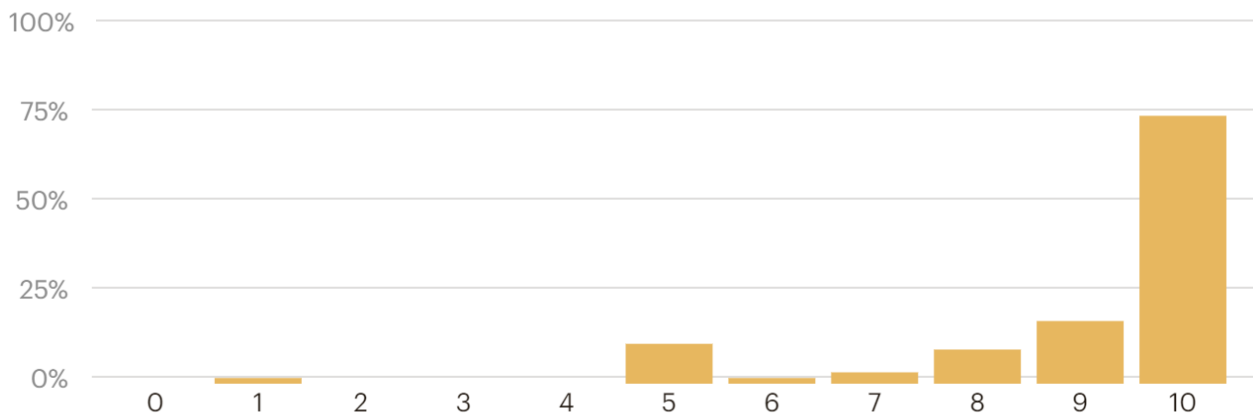
	<u>2023</u>	<u>2022</u>	<u>2021</u>	<u>2020</u>
10 out of 10	79	60	80	57
9 out of 10	9	17	14	21
8 out of 10	4	16	3	15
7 out of 10	1			3
6 out of 10	3			2
Total	96	93	97	98

Question One Commentary

TAP received a higher overall rating during the Pandemic when we expanded our range and type of support services we provided recruiting extra volunteers and befrienders and to run a major Food Bank. Nevertheless 79% of respondents gave us the maximum of 10 out of 10 despite having to reduce many of these services in order to concentrate on the re-opening of the Centre and getting back to face-to-face activities and classes.

Question 2 has 75 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. 75 respondents said they had received an Outreach service from the Charity over the last year (66%). Our Outreach services obtained the highest ratings during the Pandemic when we were able to recruit additional staff and volunteers (due to furlough).

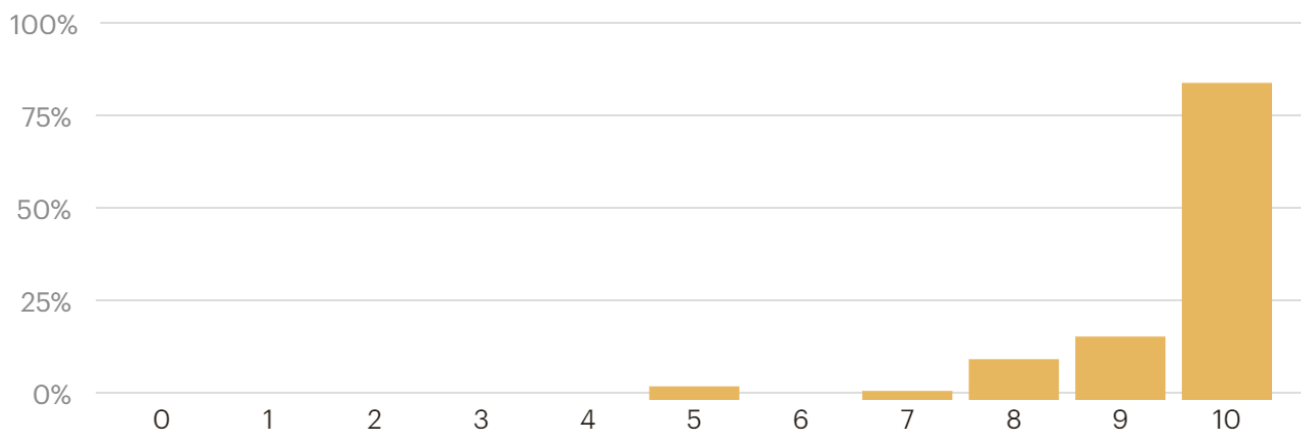
Nevertheless, 83% gave 8 or more out of 10 for the outreach service they received with 62% giving 10 out of 10.

It needs to be noted that 13% of respondents gave 5 or lower ratings to this question. Upon further investigation it was found that many had not received an outreach service. However, TAP did have staffing issues during the period that affected our Outreach services and we are conscious that these need to be further developed and expanded.

	<u>2023</u>	<u>2022</u>	<u>2021</u>	<u>2020</u>
10 out of 10	62	52	76	72
9 out of 10	13	18	16	19
8 out of 10	8	12	3	6
7 out of 10	3			
6 out of 10	1			3
Total	87%	82%	95%	100%

Question 3 has 98 answers (Range) Avg rating: 9.5

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



Question Three. Our online only weekly newsletter goes out every Monday morning to 477 subscribers of which 286 are TAP registered users. 98 respondents replied to the question about our newsletter with 95% giving 7 or more out of 10.

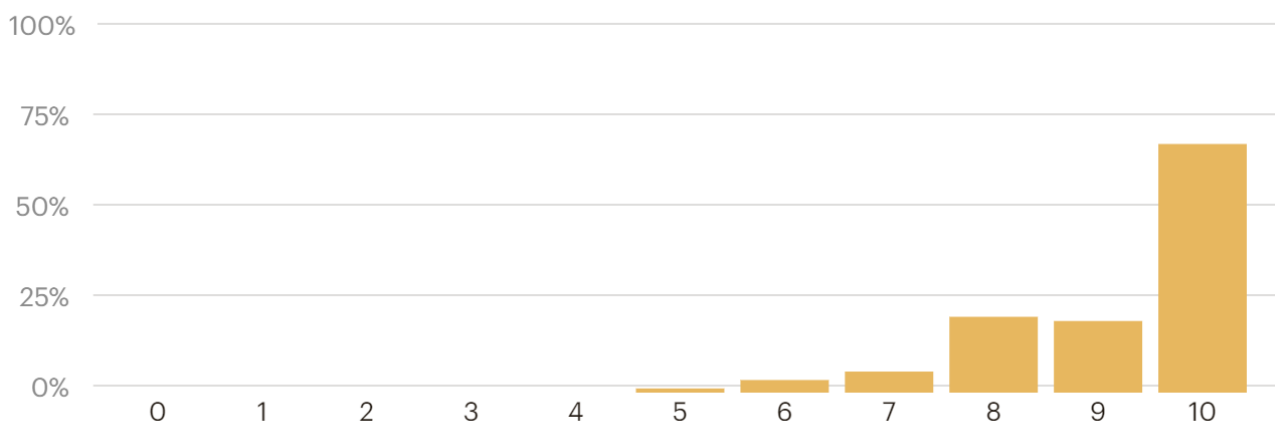
	<u>2023</u>	<u>2022</u>	<u>2021</u>	<u>2020</u>
10 out of 10	71	56	82	55
9 out of 10	14	23	12	17
8 out of 10	9	11	2	19
7 out of 10	1	2		4
6 out of 10				4
Total	95%	92%	96%	99%

Question Three Commentary

TAP’s weekly online newsletters have been continuously produced throughout the period with its subscription list increasing by over 700% since the start of the Pandemic in February 2020. It can be seen as a success story with 86% of active TAP service users receiving it each week. A recent separate questionnaire found that a high proportion of subscribers access detailed health and information supplements inside the newsletter and say it has become a major way of obtaining knowledge. It is noted that 5% of respondents gave a 5 rating as they currently can’t access the newsletter online.

Question 4 has 103 answers (Range) Avg rating: 9.2

“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, 91% of respondents gave 8 or more out of 10 with 57% giving 10 out of 10.

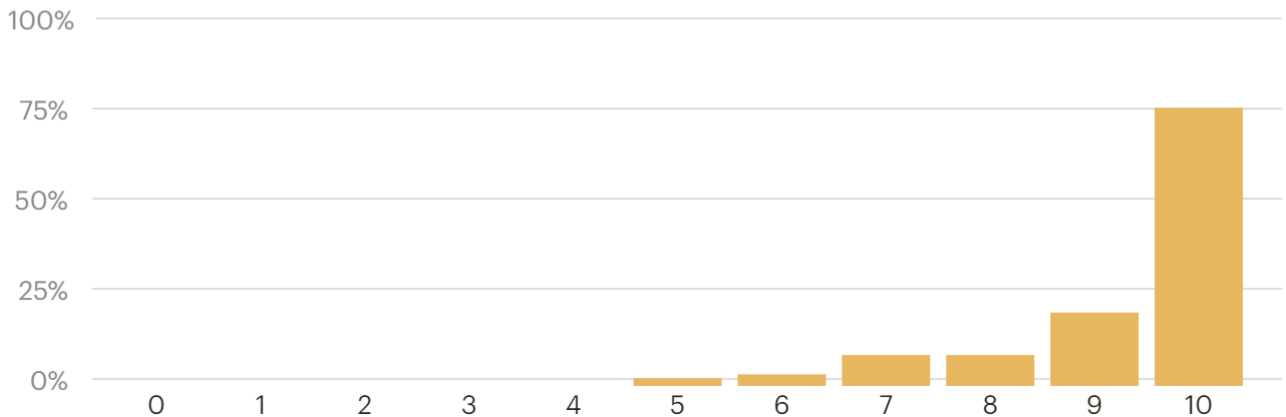
	<u>2023</u>	<u>2022</u>	<u>2021</u>	<u>2020</u>
10 out of 10	57	39	78	51
9 out of 10	17	21	13	32
8 out of 10	17	23	3	11
7 out of 10	5	3	2	2
6 out of 10	3	1		
			(online sessions)	
Total	99	87	96	96

Question Four Commentary

In separate surveys as well as in the 2022 annual questionnaire TAP users expressed the need to access up to date information and knowledge about health and social care. Over the last year we have taken this on board through delivering a major Training and Information programme of lunch-time information sessions and much longer more detailed accredited training workshops by Pharmacists and UCL teachers from Greenlight Healthcare. This was tremendously successful with 12 topics being dealt with by specialists such as First Aid, Mental Health, Heart Health with 93 users attending at least one session and an average of 22 attending every session. Volunteer interpreters in Spanish, Chinese and Sylheti were used. We will also soon be launching a new ESOL & Health course.

Question 5 has 112 answers (Range) Avg rating: 9.3

“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 arose 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.

	<u>2023</u>	<u>2022</u>	<u>2021</u>	<u>2020</u>
10 out of 10	64	48		
9 out of 10	18	18		
8 out of 10	7	16		
7 out of 10	7	6		
6 out of 10	3	4		
Total	98	92		

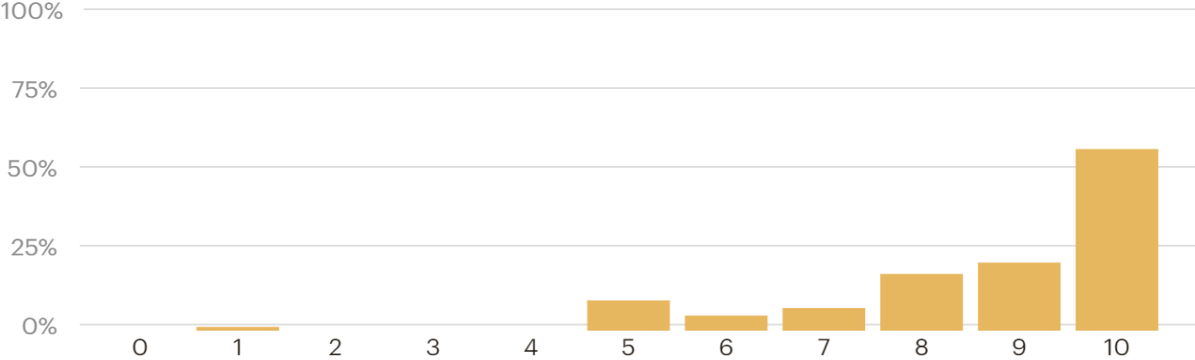
During the Pandemic activities were mainly online but there was a Popular online Chat Room called TAP into TAP

Question Five Commentary

Making new friends has always been high on TAP’s agenda and following the ending of restrictions and the re-opening of our Centre we have expanded the opportunities for doing so launching a new weekly Well-Being Café on Monday mornings, re-starting our Tea Dances and re-launching our Memory Café on Thursday Afternoons. We have also expanded the number of organized group walks. There is a 33% Increase in those giving a 10 out of 10 rating for the number of opportunities for making new friends.

Question 6 has 100 answers (Range) Avg rating: 8.7

“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 now ended there is still a significant minority of older people experiencing Fear Of Going Out (FOGO) and have become housebound. There are also older people who are regarded as critically vulnerable due to a serious long-term condition, receiving cancer treatment or are awaiting a major operation that have to continue to self-isolate. There are others that as a result of physical health decline during Covid have now become wheelchair users with limited access to regular physical exercise

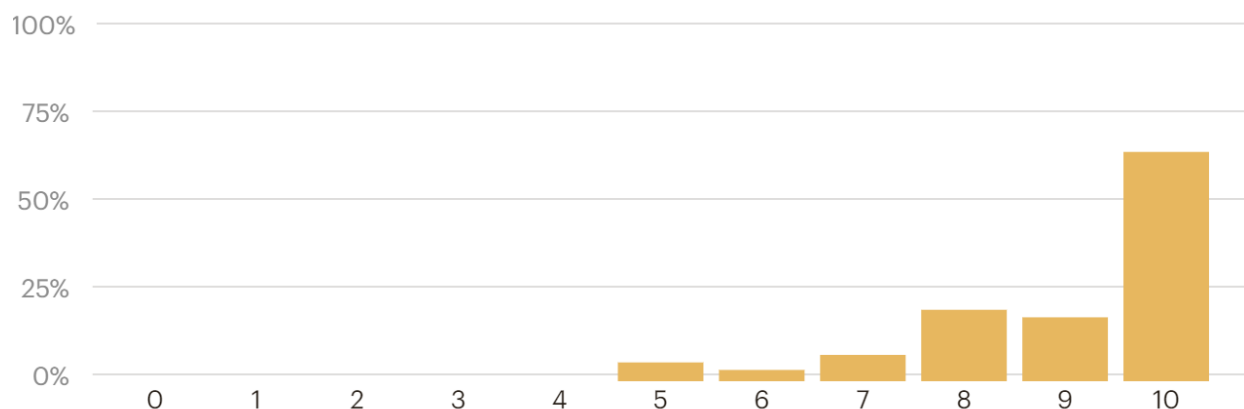
	<u>2023</u>	<u>2022</u>	<u>2021</u>	<u>2020</u>
10 out of 10	48	41	During the Pandemic classes were held out of doors and online	
9 out of 10	17	20		
8 out of 10	15	19		
7 out of 10	5	4		
6 out of 10	4	7		
Total	89	91		

Question Six Commentary

We have to ensure that nobody is left behind as others start to create as near normal routine of independent living as possible and that exercise programmes are inclusive and for wide ranges of abilities and needs. 7% of respondents gave a rating of 5 and upon further analysis include wheelchair users and others who are not currently accessing our exercise sessions.

Question 7 has 112 answers (Range) Avg rating: 9.0

“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 asked for the first time in 2022 that aims to assess the impact of our services in reducing the feeling of loneliness and social isolation.

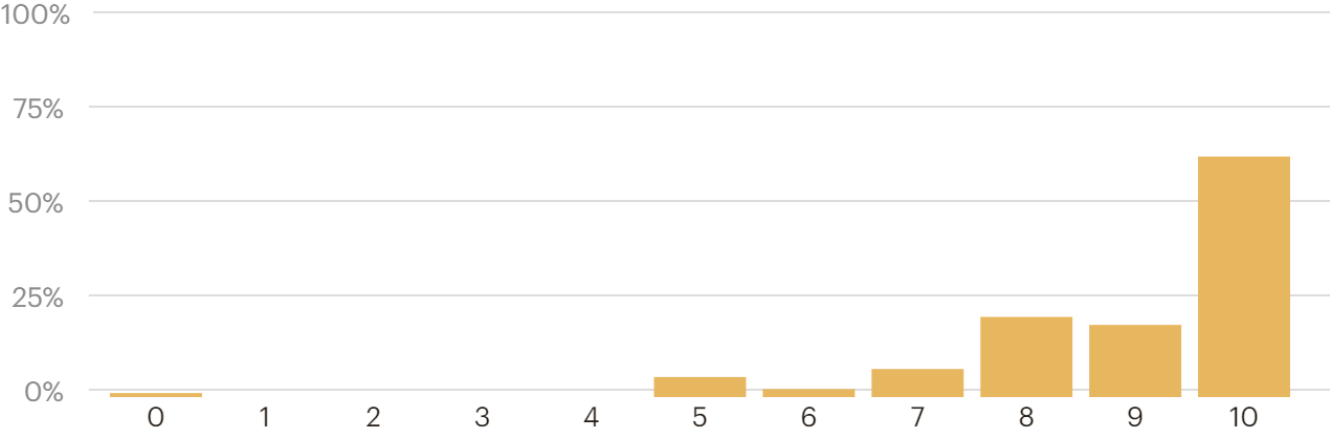
	<u>2023</u>	<u>2022</u>
10 out of 10	54	47
9 out of 10	13	17
8 out of 10	17	16
7 out of 10	6	9
6 out of 10	3	3
Total	93	92

Question Six Commentary

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). Over the year we expanded our outreach services to target those at highest risk. Note that 4% of respondents gave a 5 rating and it is clear that many older people (particularly new referrals) regularly experience hours of loneliness and remain socially isolated.

Question 8 has 113 answers (Range) Avg rating: 8.9

“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. We have expanded our mindfulness and relaxation sessions over the year with more small group sessions. Anxiety and the risk of depression is the highest diagnosed health condition locally and is compounded by factors such as the Cost of Living Crisis, Housing Disrepair (due to the backlog of post-Covid repairs) and delayed major operations or hospital appointments. Appointments with a GP continue largely to be over the phone with fac-to-face ones still only too rare.

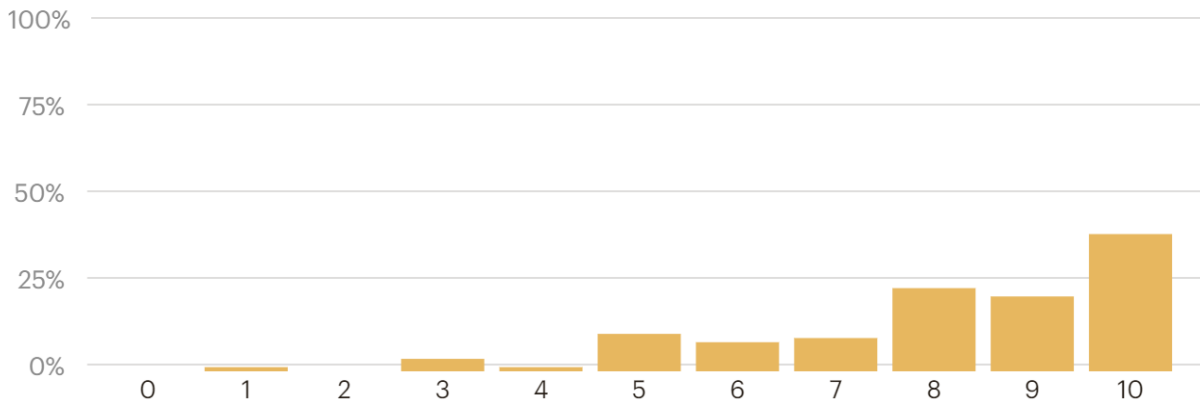
	<u>2023</u>	<u>2022</u>
10 out of 10	53	38
9 out of 10	15	20
8 out of 10	16	18
7 out of 10	7	11
6 out of 10	2	0
Total	92	87

Question Eight Commentary

There has been an increase of 39% in users giving a 10 out of 10 rating since 2022 with 92% of respondents giving 6 or more out of 10. However, there are 4% of respondents where our support does not appear as yet to have had a beneficial impact upon their general wellbeing.

Question 9 has 100 answers (Range) Avg rating: 8.1

“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 only asked from 2022 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.

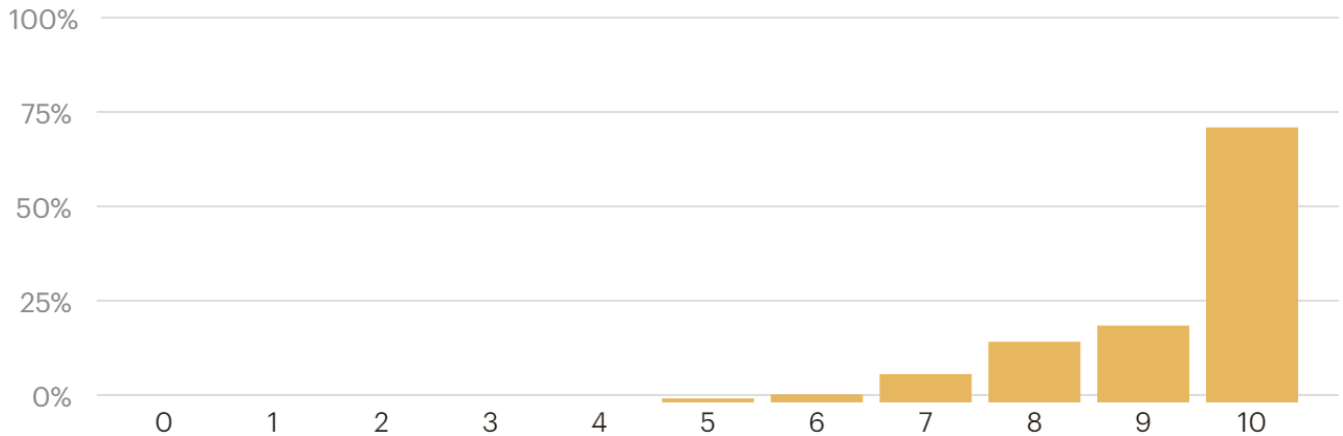
	<u>2023</u>	<u>2022</u>
10 out of 10	33	30
9 out of 10	18	20
8 out of 10	19	18
7 out of 10	8	12
6 out of 10	7	0
Total	85	80

Question Nine Commentary

A slight improvement in ratings from last year with 85% of respondents giving 6 or more out of 10 as against 80% in 2022. We are still experiencing the consequences of Covid with previously regular volunteers now in much poorer health and are less confident in helping out in group situations or dealing with people they don't know. 9% of respondents gave a 5 out of 10 rating and upon further analysis these appear to be users in poor health or have a disability and therefore perceive themselves to have obstacles in becoming a volunteer.

Question 10 has 112 answers (Range) Avg rating: 9.3

“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.

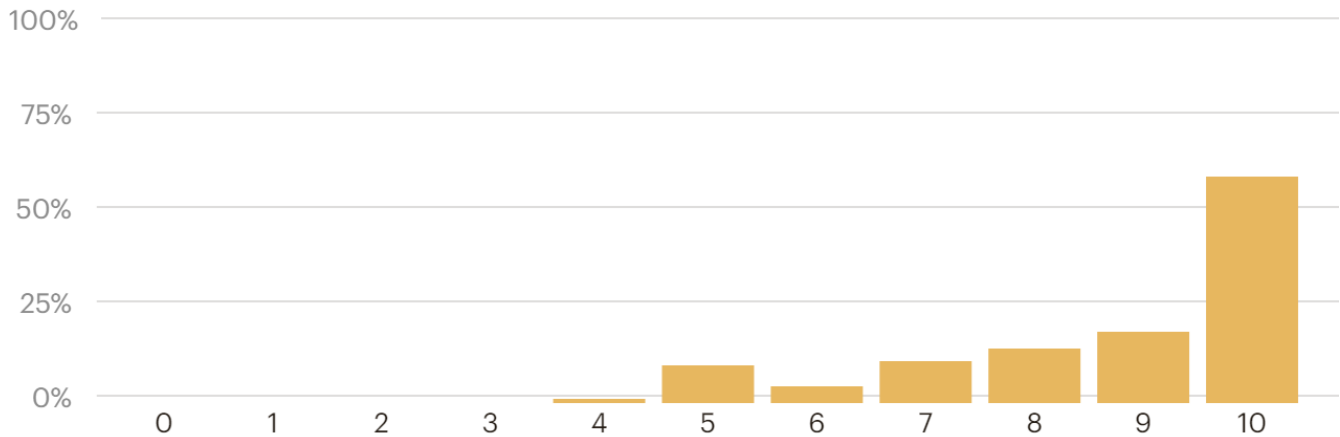
	<u>2023</u>	<u>2022</u>	<u>2021</u>	<u>2020</u>
10 out of 10	59	51	60	55
9 out of 10	17	21	20	17
8 out of 10	13	13	8	19
7 out of 10	6	8	6	4
6 out of 10	2			4
Total	97%	93%	94%	99%

Question Ten Commentary

59% of responses gave us the maximum rating of 10 out of 10 for the impact we have had upon their general health and wellbeing with 97% of respondents giving 6 or more out of 10 (ie. TAP services have had an overall beneficial impact upon their health).

Question 11 has 108 answers (Range) Avg rating: 8.7

“11. How do you rate the level of support TAP has provided in services, information and help to alleviate the effects of cost of living crisis?”



Question Eleven. This is a new question that aims to help us ascertain how far TAP has been able to provide practical help and support to users during a Cost of Living Crisis. Unfortunately, we were only able to provide additional financial help (over and above that provided by the Government) to these defined as having an exceptional need or circumstance. Payments came from a variety of welfare funds including a Hardship Fund provided by the Council and were on average around £200-£300 per household. We also offer emergency Food Vouchers. 7% of respondents gave us a rating of 5 out of 10 and upon further analysis tended to be users who did not approach us for help or whom circumstances were not defined as exceptional. Nevertheless 85% gave us 6 or more out of 10 meaning that our interventions were beneficial to them.

2023

10 out of 10	49
9 out of 10	14
8 out of 10	9
7 out of 10	9
6 out of 10	4
Total	85%

Question 12 You are very welcome to provide any additional comments or suggestions you wish to make that will provide evidence that will support your responses

51 additional written responses received

Always welcomed anytime.

Feels very friendly and helpful for many things

Happy events ...lots of fun for those able to attend

Quality advice, health and. Other.

I have been a TAP member for a number of years now and have introduced a few friends to become members. I try to participate in classes & activities as much as I can and enjoy going to TAP to socialise as it is a very welcoming centre. We are very lucky to have it on our doorstep.

I only went to tap for a few weeks then I became ill but cannot wait to get back for the summer

I've gained so much from being a member of the Third Age Project. I feel much better connected to my local community, as I've been able to meet so many other older local people from all sorts of different backgrounds and made new friends. I've been able to improve my health and fitness, and my knowledge of health issues, and enjoyed taking part in various social activities. It gives me a special boost when I'm able to give back to the community through volunteering for the Project. I live alone but rarely feel lonely, and I'm reassured to know that there's always someone to give me help and support if and when I need it.

TAP is excellent. Providing good service to the members

I enjoy very much the classes I attend and feel better for having attended.

TAP has been a very important part of my life and I would be lost without it. My physical and mental health would be much poorer.

I am very lucky to joining TAP Tony and Urmi are excellent. Make me feel welcome. All the lovely groups.

Nice to come to tap and see and meet up with friends

I joined several years ago, from a member already attending Country Dancing. It's been a great asset in making friends, learning new skills, keeping healthy & fit. My husband and myself are both Volunteers.

I love all the Excercise and walk specially the different parks around London.

Sadly i travel quite a long way to TAP or I could take up more of the activities provided by TAP. It is a remarkable resource for the community

TAP provides an invaluable service for the local community

<p>I appreciate the service this establishment provides and feel that elderly benefit greatly.</p> <p>Maybe the Centre could offer a 'placement' to students thinking of going into work with the OAP i.e, Physio, mental health practitioner. Hair dressers, even family members taking on the role looking after someone elderly.</p> <p>Also a support worker onsite to help some members, who have difficulties in accessing information and services, that will help them to maintain their independence. It's just a thought!</p>
<p>It is a very friendly atmosphere and relax place to be in.</p>
<p>Good atmosphere & some good activities eg. singing, talks from historians etc.</p>
<p>I've been 9 years joining this. I'm very happy to all the activities, walking and happy to learned likeable class. Everybody is friendly. and met lots of friends. I'm very glad very friendly staff enjoy giving all the support to everyone, Thank you very much!!</p>
<p>In a wheelchair so collected by volunteers really appreciate it. Thanks to them for keeping me coming to classes, don't know what I'd do without them</p>
<p>There is a nice spirit of comradery in the art class and have felt so much better meeting nice people, very happy that I found this project.</p>
<p>I enjoy the _____ and meeting the other people in other groups. The Volunteers are very kind and helpful every one very friendly and very nice at everything.</p>
<p>I enjoy coming to classes, health talks and occasionally running a workshop as an active Volunteer. TAP is very welcoming and friendly.</p> <p>The Manager, and staff are very hard working and committed. Thank you!</p>
<p>Tony and team are always responsive to my needs and very very helpful to meet my health needs and values me as a person</p>
<p>I hope this TAP carries on helping us, it's been very helpful</p>
<p>Satisfactory</p>
<p>Everything is very good</p>
<p>I enjoy coming to play Bingo with my friends</p>
<p>I take part in drama and Bingo</p>
<p>Thank You for everything</p>
<p>I enjoy comin to the classes and meeting friends</p>

<p>I want to get up and out in the morning, to be at the classes. So Much fun and keeps me active.</p>
<p>An excellent service catering to the needs of a diverse population of users, inclusive, welcoming and friendly. TAP has been very helpful and understanding of the needs of my 94 year old mother who uses a wheelchair and has advanced Alzheimer's. Mum has enjoyed going on guided walks on Hampstead Heath and Regent's Park, attending talks and local history walks and the dementia cafe. Recently we had fun at a dancing display and afternoon tea and in the past we joined a day trip to Bognor Regis. We very much look forward to continuing to be members of TAP and developing the friendships we have made.</p>
<p>I enjoy the Wednesday exercise classes and Bollywood dance classes very much. I feel happier after these sessions/classes. My body feels from head to toe feels lighter and i have more energy.</p>
<p>Since my health declined I have been very grateful for the help that TAP has provided.</p>
<p>All the staff are very caring and helpful. There is a good variety of activities organised by TAP and they are often topical to the season/ what's happening at the time.</p>
<p>Being a member and a volunteer help provide myself with a lot of selfcare as well as giving back to all the community, in which I live in. Good for my soul.</p>
<p>Members and staff are very friendly supporting helping each other. Enjoyed all the activities, learnt lots of things, fun and laughable. Good luck!!!</p>
<p>Volunteering to provide activities at TAP has given new purpose to my retirement.</p>
<p>As a person living on my own very pleasing to have a Centre to visit offering so many different activities. There's a good mix of social and educational.</p>
<p>The Third age project is a very good place to for meeting new people making friends and joining many activities. The services are excellent.</p>
<p>It's a wonderful place to come and make new friends and spend time to.</p>
<p>My life-support. you help me with a drama and friends and bingo and all the help you provide. God Bless you</p>
<p>Would not have learnt to play the ukulele without TAP</p>
<p>TAP is one of the very few organisations that encourage and support elderly men to participate in activities and actively get involved with community events.</p>

There is something for everyone and new activities all the time.
TAP has changed my life for the best at my age
The TAP Men's Shed at the YMCA has provided the opportunity to exercise is helping me to recover my physical strength after the devastating illness of Polymyalgia rheumatica. Also, I'd not experienced such comradery since I retired 9 years ago, which is, I'm sure, a benefit to my mental well-being to.
Felt more energetic and relax attending exercises on aerobics, Yoga, tai chi and Uke playing as well as attending health talks and attending barbecue parties meeting other different nationalities and most of all enjoyed watching some drama and dancing shows performed by TAP members as well as hired outside performers. I do sometimes attend some exercises via zoom as I have some computer webinar courses at home to attend to. Overall, my health has improved after my Mastectomy breast cancer operation two years ago. I'm most grateful to TAP organisers for my improved well-being. God bless to you all and hope to continue your wonderful services to us all.
Being a member of Tap over the years has helped my lifestyle.
Keep up the good work
Over all very happy and proud to be a member.

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