Third Age Project

ANNUAL REPORT 2025

Customer Satisfaction & Evaluation of Services

THIRD AGE PROJECT

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INTRODUCTION
ABOUT TAP

Third Age Project was established over two decades ago in January 1997 to serve the needs of 1 in 4 of the local population who are over 60 years of age.

Started to tackle stark social, health and economic inequalities that exist among local older people that means they have a much shorter lifespan and are at greater risk of developing long term conditions and suffering poor mental health.

OUR MISSION

TAP's mission is to turn on its head the prevalent view that the Third Age is a burden on society and promote the view old people are valuable and important assets to be placed at the very heart of a community. In doing so we transform older people's lives, nurture creative aspiration, co-produce low cost services and build community, reversing the declining quality of life and well-being of the elderly.

OUR VISION

1. To assist disadvantaged older individuals in overcoming barriers like poverty, disability, language, and culture that limit their access to facilities and services.
2. Aim to reduce loneliness and social isolation in older individuals, especially those living alone, by connecting them with neighbors, family, and friends.
3. Empowering disadvantaged older individuals to have a stronger voice and the skills to exercise greater choice and control in their lives.
4. To improve the general health and well-being of disadvantaged older people within Camden through the delivery of physical activity and healthy living programmes.

Overall, how satisfied are you with the services provided by TAP?

Overall Experience

How long have you been attending TAP's activities or receiving its services?

How would you rate the quality of TAP's outreach services (e.g. home visits, phone check-ins)?

115 responses

TAP Services and Communication

How would you rate the quality of TAP's online weekly newsletter?

113 responses

TAP has helped me with finance and welfare support.

TAP Services and Communication

Learning and Social Connections

How satisfied are you with the amount of health knowledge you've gained through TAP? (e.g. Greenlight Health talks, Philomena's Health Talk, Memory Café)

How satisfied are you with the opportunities to make new friends from diverse backgrounds through TAP?

115 responses

TAP Services and Communication

Health and Wellbeing

I feel more physically fit because of TAP's exercise and sports activities.

115 responses

I feel less lonely as a result of taking part in TAP's activities or receiving its services.

Health And Wellbeing

After engaging in TAP's activities or services, my mental health has been positively impacted.

I have been able to help others and support the charity by being part of TAP.

Health And Wellbeing

Community and Belonging

I feel a stronger sense of connection and belonging to the community through TAP's activities.

TAP's community and intergenerational activities have helped strengthen community ties.

Community and Wellbeing

SOME FINAL **COMMENTS**

- Compared to another community centre, I feel more connected here as the members of staff and TAP members are much more friendlier and care about people. You can say hello anybody and they will say hello back.
- Amazing service, real variety. Naomi and Mes are so kind and helpful. I really enjoy coming.
- I really enjoy the classes TAP provides and the staff are very helpful, friendly and professional.
- I appreciate the Complimentary tickets and visits that I'm able to go to. In my working career and family life, I didn't explore much of London. I enjoy the activities and the friends at TAP.Thank you for all your dedicated work.
- When I first joined TAP I was really nervous but everyone was so welcoming.I became a volunteer almost a year ago and am now a board member. I'm really enjoying being part of the TAP community.
- The provision and communications are excellent .
- I enjoy coming to TAP as it helps me to improve my language and my health. Also get to see my friends which is a real bonus.
- Activities and trip are very good and. Enlighted the mind - very educational
- Thank you for everything, I benefit a lot by attending exercises classes / health walks/ sewing club and trips.
- Wonderful service, great teachers. TAP team are very helpful and approachable.
- Third Age Project is very good and I like coming to have a chat and friendship with the Men's Social group
- TAP are doing very good work. I enjoy coming to the Men's Shed to socialise and have a cup of tea & biscuits
- Staff are all friendly. I receive so many benefits from all of the activities. Please carry on!
- I really appreciate all activities provided and the help from the office. Staff are very friendly and helpful
- This is an essential place to all old people as it gets them out of the house.
- It is nice to focus on something positive and good to get the negative thoughts out.
- This is my second home. I look forward to coming to the sessions.