

Barnet - Age UK

Thank you for your interest in participating in this survey. We are Age UK Barnet would like your input on ideas and your experience with support services we provided during lock-down due to Covid-19.

It will take approximately 10 minutes to complete this survey and by completing the survey you help us design and implement better services and support for people in the borough. Thank you in advance for your time.

1. Gender

- Male
- Female
- Other

2. What is your age?

- < 55 years
- 55-65 years
- 66-75 years
- Older than 76
- Prefer not to say

3. Postal code:

4. Ethnic origin: Please specify your ethnicity.

- | | |
|---|--|
| <input type="radio"/> Asian British | <input type="radio"/> Japanese |
| <input type="radio"/> Bangladeshi | <input type="radio"/> North American |
| <input type="radio"/> Black African | <input type="radio"/> Other Asian Background |
| <input type="radio"/> Black African and white | <input type="radio"/> Other Black Background |
| <input type="radio"/> Black British | <input type="radio"/> Other Dual Heritage |
| <input type="radio"/> Black Caribbean | <input type="radio"/> Other Ethnic Group |
| <input type="radio"/> Black Caribbean and white | <input type="radio"/> Other White Background |
| <input type="radio"/> Chinese | <input type="radio"/> Pakistani |
| <input type="radio"/> Did Not Wish To Disclose | <input type="radio"/> South American |
| <input type="radio"/> European | <input type="radio"/> Turkish |
| <input type="radio"/> Indian | <input type="radio"/> White British |
| <input type="radio"/> Irish | <input type="radio"/> Not known |

5. How would you rate your health and your mobility on a scale 1-10 whereby 1 is very bad and 10 is very good?

	1 - Very Bad	2	3	4	5	6	7	8	9	10 - Very good
Health	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mobility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. How do you get around? Multiple answers possible

- I drive my car – my partner drives
- I use public transport
- I use taxis
- My family or friends help me to get around
- Other, namely...[Open]

7. Are you signed up for 'Dial a ride'?

- Yes
- No
- I don't know 'Dial a ride'

8. Which of the following activities interest you? Rate each activity on your level of interest on a scale of 1-10 whereby 1 is totally not interested and 10 is very interested.

	1 - Totally not interested	2	3	4	5	6	7	8	9	10 -
Computer classes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Exercise classes (yoga) (pilates) (Tai Chi) (Zumba) (Seated exercise) (Bollywood dancing) (areobic based classes)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Coffee mornings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Afternoon teas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information and advice sessions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health promotion/awareness sessions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Games clubs eg scabble , chess, cards	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lunch clubs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Walking groups	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Music groups	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Singing groups	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knitting groups	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Art classes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Crafts sessions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cooking clubs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reading clubs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Films/Movie clubs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gardening group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Brain / memory boosters, mindfulness, Alexander Technique	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sport ie table tennis, walking football	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Photography	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Discussion groups ie current affairs , culture	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Nostalgia	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	1 - Totally not interested	2	3	4	5	6	7	8	9	10 -
Men's Sheds ie DIY based socail group for men.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Day trips / outings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Brushing up your language skills, eg French , English	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other, please describe.....[open]	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. How long would you prefer the activities to last on average?

- 1 hour
- 2 hours
- Half a day – the morning
- Half a day – the afternoon
- An evening

10. Would you like to participate in an activity that takes place online, like a chat group or educational courses on Zoom or Skype? Please answer between 1-10 whereby 1 is totally not interested and 10 is very interested.

- 1 - Totally not interested
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 - Very interested

11. Have you every taken part in an activity organised by Age UK Barnet ?

Yes, namely.....

No, but I took part in an activity organised by another organisation, namely....

No I never participate in activities...because

Other....namely...

12. If you go to activities, how do you get to these activities normally?

- I never go to activities, so I cannot answer
- I never go to activities as I cannot get to these activities
- I normally go by.....[write down the mode of transport you use]

13. Please only answer this question if you have ever participated in an activity.

Please indicate whether you agree or disagree with the following statements, where 1 is totally disagree and 5 is totally agree:

	1 - Totally disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Totally agree
The activities give me self-confidence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The activities give me a sense of accomplishment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The activities increase my knowledge about the things around me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The activities provide opportunities to try new things	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The activities have helped me to develop close relationships with others	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel I belong to a community as a result of participating in activities at the centre	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The activities contribute to my well-being	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The activities help relieve stress	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The activities help me to stay healthy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

14. What support have you had from Age UK Barnet throughout the COVID lockdown period? Multiple answers possible. Please answer if and how often you used the support services since the lockdown in March._

	1 - Never used	2 - Rarely used (maybe 2-3 times in total)	3 = Sometimes used (4-6 times in total)	4 = Often used (weekly)	5 = Very often used (daily)
Shopping	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telephone befriending	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Food related help	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Prescription collection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Exercise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Zoom activity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

15. For those that have used the shopping service, please answer the following questions about the shopping service, score 1-5 whereby 1 is 'No, not at all' and 5 is 'Yes, very much'. **If you didn't use the shopping service, please skip the question and go to the next question.**

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	1 - Not at all	2 - Not really	3 - Neutral	4 - Yes somewhat	5 - Yes very much
Has it been helpful to have someone do your shopping?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Has help with your shopping made you feel reassured?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Has help with your shopping made you feel safer?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Has help with your shopping made you feel supported?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Thinking specifically of the person who has done your shopping / been calling you weekly, do you feel that they have helped you to feel less lonely?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Thinking specifically of the person who has done your shopping / been calling you weekly, do you feel that they have listened to you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Thinking specifically of the person who has done your shopping / been calling you weekly, do you feel that they have been easy to chat to?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Thinking specifically of the person who has done your shopping / been calling you weekly, do you feel that they have been able to offer helpful advice?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

16. For those who have used different services, please answer the following questions about the service, score 1-5 whereby 1 is 'No, not at all' and 5 is 'Yes, very much'

	1 - Not at all	2 - Not really	3 - Neutral	4 - Yes, somewhat	5 - Yes, very much
Have the (eg exercise classes / handy man service/shopping service etc) made you feel less lonely?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Have the (eg exercise classes / handy man service/shopping service etc) made you feel safer?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Have the (eg exercise classes / handy man service/ shopping service etc) made you feel more supported?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

17. This is the last question about services, please answer Yes or No for each question.

	No	Maybe	Yes		
Had you already used any Age UK Barnet services before the COVID lockdown?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you know about the online courses and concerts Age UK Barnet organises? Would you be interested in other Age UK Barnet services?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Would you recommend Age UK Barnet to other people?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are you likely to continue engaging with Age UK Barnet after this Covid-19 period is over?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

18. Do you have anything to add to your answers?

- No
- Yes, namely.....

19. Would you be willing to help us to get further insights in activities we would like to develop for Age UK Barnet? Please leave your email address here so we can contact you about this topic. We will not use your details for any other purposes.

No thank you

Yes, you can contact me on.....(fill in your email address or phone number)