**Age UK Barrow and District Customer Survey Results Report**

**Total number of respondents: 47**

**95%** of respondents felt it was important to maintain an Age UK presence in the community.

**The most popular services:-**

*(More than one option could be selected)*

**86%** of customers had used the Charity Shop, being the most popular service identified by respondents

**81%** of respondents indicated that they had engaged with activity clubs (e.g. Craft Groups, Cooking & Baking, and Exercise groups)

**67%** of customers responding had used the Information & Advice service

**51%** had used the Home Energy Checks service

**37%** of customers responding said they had used the RespectAbility service

**Suggested additional services in the future:**

***Categorised***

|  |
| --- |
| * Group Activities (e.g. Book Clubs, Chair Exercise classes, Music Clubs)
 |
| * Community Café *(for people to get together and chat)*
 |
| * Hot Lunches at Lakeland House
 |
| * Hot meal delivery service
 |
| * Information Hub for local services (e.g. Plumbers, Roofers, decorators etc.,)
 |
| * I.T. Lessons (e.g. How to use an i-Pad)
 |
| * Prescription Collection & Delivery
 |
| * Shopping service
 |

**If a charge was necessary for a service (23 respondents):-**

**£3** was indicated by 35% of those responding as being a reasonable charge

**£2** was indicated by 26% as a reasonable charge

One respondent indicated that they would be prepared to pay £10 for a decent hot meal and pudding.

**45%**,the remainder of respondents, had indicated that they would not be prepared or able to pay anything for services.

**40%** of respondents indicated that they often feel lonely or isolated, with 47% who did not feel that way, 13% being unsure

**Respondents said that they would like to be able to attend activities at the following venues:-**

*(Multiple answers were applicable)*

|  |  |  |
| --- | --- | --- |
| **Answer Choice** | **Response Percent** | **Response Total** |
| Age UK Centre at Lakeland House | 76.6% | 36 |
| Local Community Centre | 25.5% | 12 |
| Other Community setting (see below) | 40.4% | 19 |
| *Dalton Drill Hall* | 5% | 1 |
| *Lunch Clubs locally* | 5% | 1 |
| *Job centre or employment centre*  | 5% | 1 |
| *Nelson Street* | 5% | 1 |
| *Don't know*  | 32% | 6 |
| *No venues suitable as unable to get out or don't want to attend anything currently on offer* | 47% | 9 |
|  | (% of Total "Other Setting") |

**28 people responded regarding transport to and from activities and needing assistance**

**36%** of respondents said they had transport difficulties, and find it difficult to get out.

**36%** of those that could travel, used their own vehicle but there is no parking at Lakeland House.

**29%** used Buses or Taxis. They could only access Buses after 9:30 though as their passes were limited.

**25%** of respondents had poor mobility and were not able to get out by themselves.

**11%** of people responding said they tend to walk everywhere.

**When we asked about the time of day that would be best to run activities**

**39%** of people were happy to attend activities at any time of day, whereas 13% wanted to attend during working hours**,** and 2% after 09:30 AM due to bus times.

**11%** said activities in the morning would be most suitable and 9% said that activities in the afternoon would be better

**24%** of people responding said that they were not intending to attend any activities

**91%** of customers responding to the survey, were not interested in being involved with the design of services being offered

**Respondents indicated the following key things that AUKB could do differently to increase the support offered to older people:-**

**50%** of respondents felt that AUKB were doing well already. However, other suggestions were as follows:-

|  |
| --- |
| * Inclusivity (of Lonely/Isolated people)
 |
| * Befriending calls
 |
| * Local venue within walking distance
 |
| * Carer on site for people with physical disabilities
 |
| * Lunch at venue
 |
| * Friendship groups
 |
| * Transport to the venue
 |
| * Not refer to people as "Old"
 |
| * Improved parking
 |
| * Chair based exercises
 |
| * Café
 |
| * Shopping service
 |
| * Improved gender mix of attendees
 |
| * Prescription delivery
 |
| * Publicity of services *(not using digital methods – i.e. through local radio and local newsletters)*
 |

The charity shop was by far the most used service, with 81% of respondents indicating that they had used this service. The least used services were Lunch Clubs and Trusted Assessor home assessments, and yet respondents had indicated that they wanted to have Lunch clubs or a Café at the activity venue, alongside improved parking or more accessible services. Whilst the majority of respondents, 39%, said they could attend activities at any time of day, some said that as they were using buses they would need to attend something that allowed for travel time as their bus passes were only valid from 09:30 AM.

In terms of where the activities would be delivered there was a slight preference for Lakeland House with a 10% variance between services being offered at Lakeland House or within Community/Other settings. The majority of respondents were based in the Town Centre but a quarter of respondents said they had poor mobility and needed assistance, or rarely went out. A third of customers responding, indicated that they had their own vehicles but as Lakeland House has no parking they did not attend activities there.

The majority of customers resonding to the survey, said they did not want to be involved with the design of services but did offer suggestions for what additional services or approaches would be helpful, such as a Café, Friendship Groups (tea and chat), activities for younger (older people) and an improved gender mix of attendees. Other suggestions were for prescription and shopping services alongside activities such as chair based exercise groups. Befriending services were also considered to be popular and would be of benefit in the future. Some resondents who had indicated that they did feel isolated and lonely said that they would like there to be inclusivity to ensure they were able to attend activities.

Only 23 customers responded to the question regarding the cost of services, and of those the majority said they would be willing to pay £2 to £3 for services but 40% of those responding were not in a position to attend services or afford to pay for services and a few respondents suggested that they should only pay a percentage of the Handyperson costs, with AUKB paying the balance.

It was also suggested that there should be more publicity of services, using local radio and newsletters/newspapers, or awareness events – perhaps engaging with local action groups, as not all older people have access to, or want to use, e-mails or social media.

**Beverley Nicholson**

**Transformation Project Manager**

**16th July 2020**