

## About this survey

**Age UK Sunderland exists to promote and support the wellbeing of people 50 years and older throughout the City of Sunderland, to help improve their quality of life, stay active and independent.**

**As we move on from lockdowns and Covid restrictions we would like to better understand what is important to older residents across Sunderland. Hearing from you will help us to ensure that the services we offer continue to meet people's needs.**

**This survey should only take a few minutes to complete.**

**All responses will remain anonymous unless you decide to include your contact details so that Age UK Sunderland can contact you to discuss your responses further.**

**PRIZE DRAW – if you would like a chance to win a £50 Marks & Spencer Gift Card please complete your personal details at the end of this survey and respond by no later than Wednesday 30th June 2021.**

**We have 2 Gift Cards, each £50 in value, to give to the lucky winners.**

## About you

\* 1. Tell us about your previous contact with Age UK Sunderland – select an option from the list.

- I am a current Age UK Sunderland client
- I have previously been an Age UK Sunderland client
- I have never been an Age UK Sunderland client
- Unsure

2. How would you describe your gender? Please select

- Male
- Female
- Prefer not to say
- Other - please specify if you wish

3. Please select your age range

- 50-54
- 55-59
- 60-64
- 65-69
- 70-74
- 75-79
- 80-84
- 85-89
- 90 or over
- Unsure
- Prefer not to say

4. Please specify your ethnicity

- White British or Irish
- Mixed Heritage
- Black / Black British / African / Caribbean
- Asian / Asian British
- Traveller
- Prefer not to say
- Other - please specify

\* 5. How would you describe your sexuality?

- Heterosexual/Straight
- Bisexual
- Gay/Lesbian
- Other - please specify
- Unsure
- Prefer not to say

6. Which area of Sunderland do you live in?

- Barnes
- Castle N
- Copt Hill
- Doxford
- Fulwell
- Hendon
- Hetton
- Houghton
- Millfield
- Pallion
- Redhill
- Ryhope
- Sandhill
- Silksworth
- Shiney Row
- Southwick
- St Annes
- St Chads
- St Michaels E
- St Peters
- Washington Central
- Washington East
- Washington North
- Washington South
- Washington West
- Unsure
- Prefer not to say

7. Are you able to travel independently, either in your own vehicle or by using public transport?

- Yes
- No
- Unsure
- Prefer not to say

8. Thinking about how you feel regarding your mental health now and how you felt before the Covid pandemic and lockdown, would you say you feel...

- Better now
- About the same
- Worse now
- Unsure

9. Do you feel that you have enough support to improve your health & wellbeing as restrictions ease?

- Yes
- No
- Unsure
- Prefer not to say

10. As we come out of lockdown, which things are most important to you? Please select no more than 3 options from the list

- |  |   |
|--|---|
| <input type="checkbox"/> My physical health                | <input type="checkbox"/> Meeting new people / socialising             |
| <input type="checkbox"/> My mental health                  | <input type="checkbox"/> My diet / eating well                        |
| <input type="checkbox"/> My finances                       | <input type="checkbox"/> Feeling safe to come back into the community |
| <input type="checkbox"/> Seeing my family / friends        | <input type="checkbox"/> Feeling less isolated and lonely             |
| <input type="checkbox"/> Staying active / regular exercise | <input type="checkbox"/> Increasing my confidence                     |
| <input type="checkbox"/> Housing needs / concerns          |   |
| <input type="checkbox"/> Other - please specify            |   |

11. How often do you feel that you lack companionship?

- Hardly ever or never
- Some of the time
- Often

12. How often do you feel isolated from others?

- Hardly ever or never
- Some of the time
- Often

13. How often do you feel lonely?

- Often / always
- Some of the time
- Occasionally
- Hardly ever
- Never

14. How could Age UK Sunderland help you, your partner or spouse? Please select as many as you would like to.

- Help with benefits claims and entitlements
- Support with a dementia diagnosis
- Freshly cooked meal deliveries
- Activities such as exercise and courses
- Advocacy support, to help with life's more complex issues
- Support with shopping or housework
- Meeting people socially
- Opportunities to volunteer and help others
- Other - please specify
- Day services
- Regular calls or visits from a caring volunteer
- Support to reduce loneliness
- A better understanding of support services available
- Support to stay independent
- Help to access services to improve my mental health
- Support when discharged from hospital

## Thank You and Next Steps

Thank you for taking the time to complete this survey. We will use the information to help us improve our services.

If you would like to hear more about the services Age UK Sunderland offers, and enter our PRIZE DRAW to win one of two £50 M&S Gift Cards, please fill out your name and contact details below.

To be entered into the prize draw, surveys should be completed and returned no later than Wednesday 30th June 2021. If you are completing a paper copy of this survey it should be returned to Age UK Sunderland, Bradbury Centre, Stockton Road, Sunderland, SR2 7AQ by the same date.

Respondents must be 50 years old or above and live in The City of Sunderland local authority area. Full terms and conditions for the prize draw are available at:

<https://www.ageuk.org.uk/sunderland/about-us/news/articles/2017/auks-survey/>

### Your data and privacy:

Age UK Sunderland safeguards all personal data in line with General Data Protection Requirements (GDPR, 2018) and is committed to protecting and respecting your privacy and security. Whenever you provide us with any personal information we will treat that information in accordance with our Privacy Policy, our terms and conditions and current UK Data Protection legislation. See this webpage for further information: [www.ageuk.org.uk/sunderland/privacy-policy/](http://www.ageuk.org.uk/sunderland/privacy-policy/)

### 15. Name, Address and Contact Details

Name

Address

Address 2

City/Town

Post Code

Email Address

Phone Number

16. How would you prefer we contact you?

- By email
- By phone
- By post

17. If you have any particular communication needs please let us know what they are: