



Age UK Westminster User survey

Current services

Age UK Westminster are reviewing the services we currently deliver and how we can best support older people in the future.

We would like to hear from you what we do well, how we can improve and what else we can offer to improve the lives of people over 50 in Westminster. We would be grateful if you could take 10 to 15 minutes to answer the questions below.

As a thank you to all that complete the survey and provide their contact details they will be entered into a Prize Draw for 3 brand new Android tablets. The deadline for the return of all completed questionnaires is **Sunday 21st March 2021**. **If you are completing the paper form please return your completed questionnaire in the enclosed envelope by that date.**

1. How did you hear about the services offered by Age UK Westminster?

- From a friend
- From a family member
- Leaflets or newspaper
- Website
- Referred by social worker or other professional
- Other (please specify)

2. When did you last use any services or activities provided by Age UK Westminster?

- within the last month
- within the last year
- in the last two years
- more than 2 years ago
- Never

3. If you have used any of our services or activities, please tick the ones that apply.

- Information and Advice
- Direct payments support
- Digital inclusion or help to get online
- Befriending
- Activities
- Events
- Visual Impairment Support
- Volunteering
- Digital library eg loan of laptop or tablet
- Christmas lunch
- Other (please specify)

4. How did you access the services or activities? Please tick all that apply.

In a Community Venue

Over the Telephone

Home Visit

On-line

Other (please specify)

5. How would you rate the service you have received from Age UK Westminster?

Very high quality

High quality

Neither high nor low quality

Low quality

Very low quality

6. What has been the impact of Covid-19 and the various restrictions on you?

7. Did you access any of the following services during the pandemic?

- Food parcels
- Digital inclusion
- Information and Advice
- Online activities
- Telephone befriending
- Shopping
- Other (please specify)

8. What could we have done differently to support you during the pandemic?

9. How important would you say that the support from Age UK Westminster was for you during the pandemic?

- Extremely important
- Very important
- Somewhat important
- Not so important
- Not at all important

10. Do you receive support from another organisation?

Yes

No

If yes, please tell us which



Age UK Westminster User survey Pandemic Impact

11. Have the pandemic restrictions affected your well-being? Please explain how

Yes

No

If yes, please tell us how

12. Are you more or less active than before the pandemic?

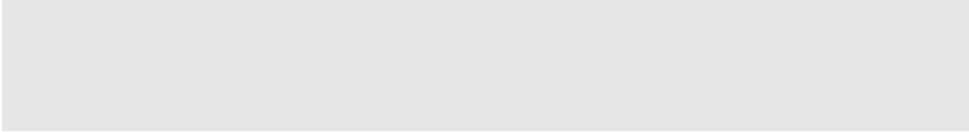
I have become more active

I have become less active

Stayed the same

13. What physical exercise classes would you be interested in attending after the lockdown?

14. What would help you to take part in more sport or physical activity?



15. Are you eating more or less healthy meals since the pandemic began?

- I am eating more healthy
- I am eating less healthy
- I am eating the same

16. Would you attend cooking classes that helped you to prepare healthy meals?

- Yes
- No



Age UK Westminster User survey
Service Development

17. Age UK Westminster is looking to develop a range of new services. Which of the following do you think would be of interest to you or older people you know?

	Definitely interested	Possible Interested	Not interested at all
Exercise classes and walks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Specialist advice on Debt, Housing or Social Care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Support to get online	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Later Life Planning service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telephone Befriending	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Support at Hospital discharge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community Hub	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Counselling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

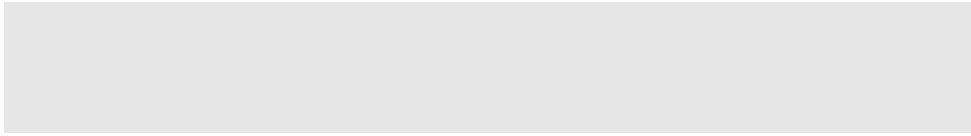
18. Age UK Westminster is also looking to develop some paid for services. Which of the following would you be interested in?

	Definitely Interested	Possibly Interested	Not Interested at all
Nail Cutting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shopping	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
De-cluttering	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Handy person or small DIY support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gardening	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleaning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Home Care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Will writing or Lasting Power of Attorney	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

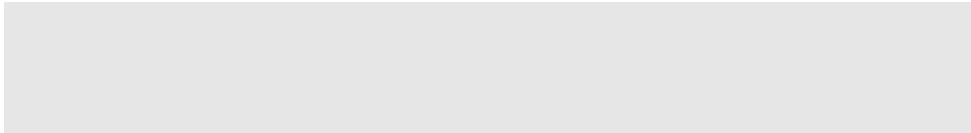
19. We want to ensure we support all older people in Westminster. Which of the following targeted activities do you think would be of interest to older people in particular those who do not currently access our services?

- Men only events and activities
- Women only events and activities
- Events and activities for my community
- Events and activities for people with a dementia
- Support for Armed Forces Veterans
- Support for older women affected by domestic violence
- Events and activities for another particular community. Please tell us which

20. Are you aware of any particular gaps in support for older people in Westminster? Please tell us which gaps you have identified.

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21. Please tell us about any other ideas or services that you would like us to explore as part of our future development.

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22. Are you able to get online?

Yes

No



Age UK Westminster User survey

Digital inclusion

23. Has the pandemic made you want to get online?

Yes

No

24. If you are not online, what are the main barriers to you getting online?

Need laptop or tablet

Need someone to teach me

Can't afford wifi/broadband connection

Need someone I can ask when things go wrong

lack of confidence

not interested

Other (please specify)

25. How could we best support you to overcome these barriers and get online?

26. Would you use a project that helps older people to get online?

Yes

No

27. Which of the following would most help you access online services and activities?

- Computer classes that teach the basics
- Computer classes that teach more advanced skills
- Link with a digital buddy who can offer on-going support
- One-off support when problems arise
- Access to laptops and tablets through Digital Library



Age UK Westminster User survey

Events and activities

28. How frequently do you attend Age UK Westminster events and activities (either in person or on-line) ?

- Once a week
- A few times a month
- Once a month
- A few times a year
- Never
- Other (please specify)

29. Would you like to attend more events or activities?

- Yes
- No

30. How could we support you to attend more events or activities?

- Offer more diverse activities
- Offer more online activities
- Help me to get on-line
- Offer more activities in my neighbourhood
- Offer activities just for women
- Offer activities just for men
- Other (please specify)

31. Have you used the Age UK Westminster charity shop on Harrow Road?

- Yes
- No

If no, please tell us why



Age UK Westminster User survey Charity Shop

32. Are you happy with the offer in our charity shop?

Yes

No

33. Please tell us about any suggestions you have on how we could do things differently or improve the shop.

34. Do you think we should continue to have a presence on the High Street?

Yes

No

Please explain your answer



Age UK Westminster User survey

About yourself

Please tell us a bit about yourself.

35. How old are you?

- under 50 years
- 50-59 years
- 60-69 years
- 70 - 79 years
- 80 to 89 years
- over 90 years

36. How would you describe your gender?

- Male
- Female
- Non binary
- Prefer not to say

37. Which ethnicity best describes you? (Please choose only one.)

- White British
- White Irish
- White Other
- Black British
- Black Caribbean
- Black African
- Indian
- Pakistani
- Bangladeshi
- Chinese
- Arab
- Multiple ethnicity / Other (please specify)

38. Do you live alone?

- Yes
- No

39. What best describes your tenancy?

- Owned occupier
- Council tenant
- Housing association tenant
- Private tenant
- Other (please specify)

40. Which ward in Westminster do you live in?

41. If you would you like to be entered into our Prize Draw for a brand new tablet. Please provide your contact details.

Name	<input type="text"/>
Address	<input type="text"/>
Address 2	<input type="text"/>
City/Town	<input type="text"/>
Postal Code	<input type="text"/>
Email Address	<input type="text"/>
Phone Number	<input type="text"/>