



Planning

Survey Summary (March 2021)

intro

survey



How older people like
to connect with others

A postal survey of
1,500 older people –
led to 172 surveys

An 11.5% response rate,
which is more than
double the industry
average (5%)



key findings

half of respondents would consider being part of an older persons' group

7 in 10 respondents attended AGEnda events and/or read their newsletter

6 in 10 respondents would be interested in learning more about a befriending service

1 in 4 would be interested to some extent in being a befriender volunteer

3 in 10 respondents had completed an online survey in the last year

summary

overall, there was a strong response rate, and an appreciation for the great work being done for older people by AGEnda and others

befriending was a popular concept; and fitted in with a general desire to return to events, classes and social outings among older people – with many pursuing a health angle

recommendations on tradesmen and housing adaptations were sought. Lifts were also sought to appointments as well help with housework; and assistance with new phones/computers



50%

1 in 2 older people
would consider being
part of an older
people's group

planning

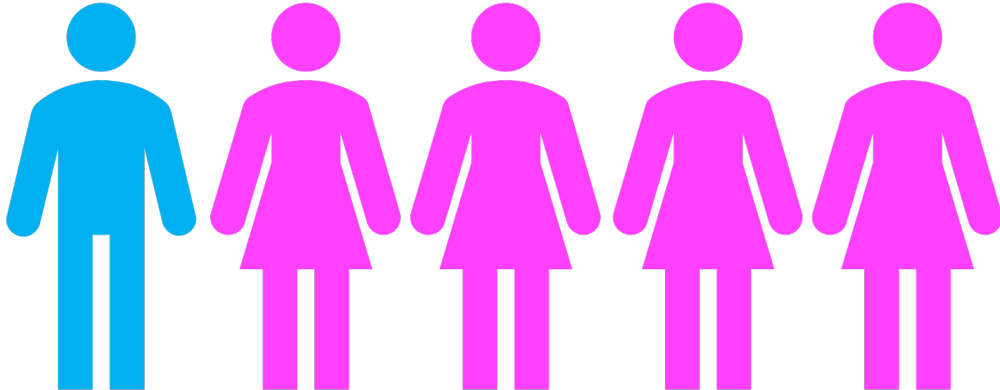
survey results



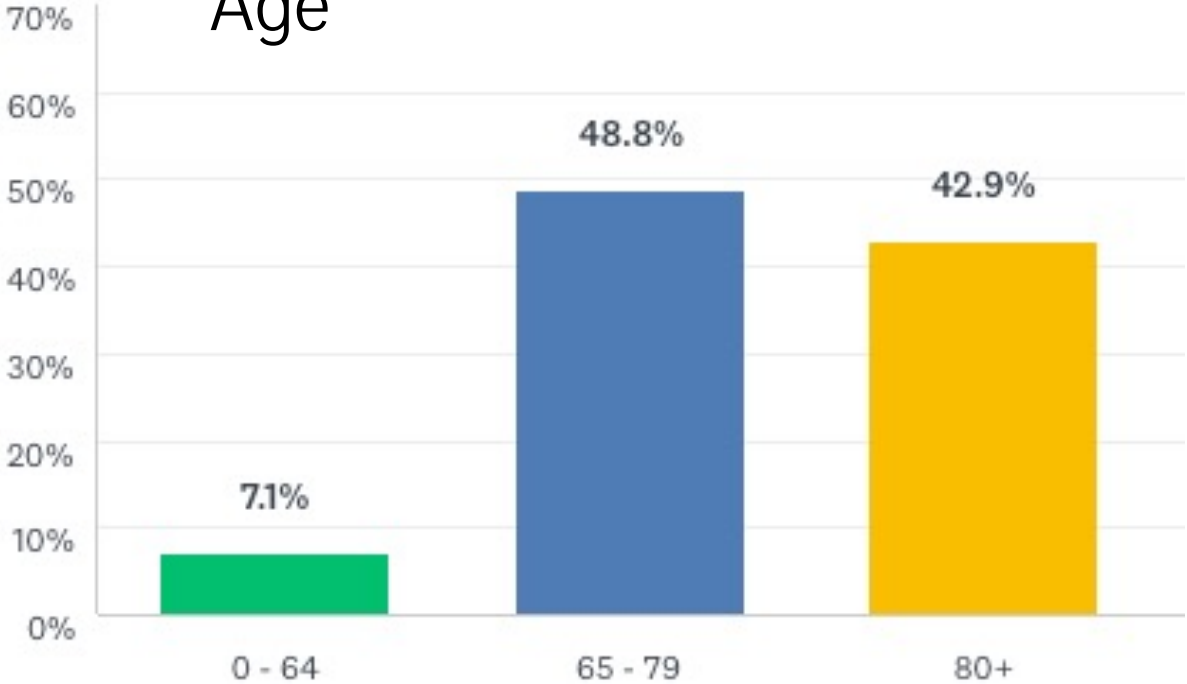
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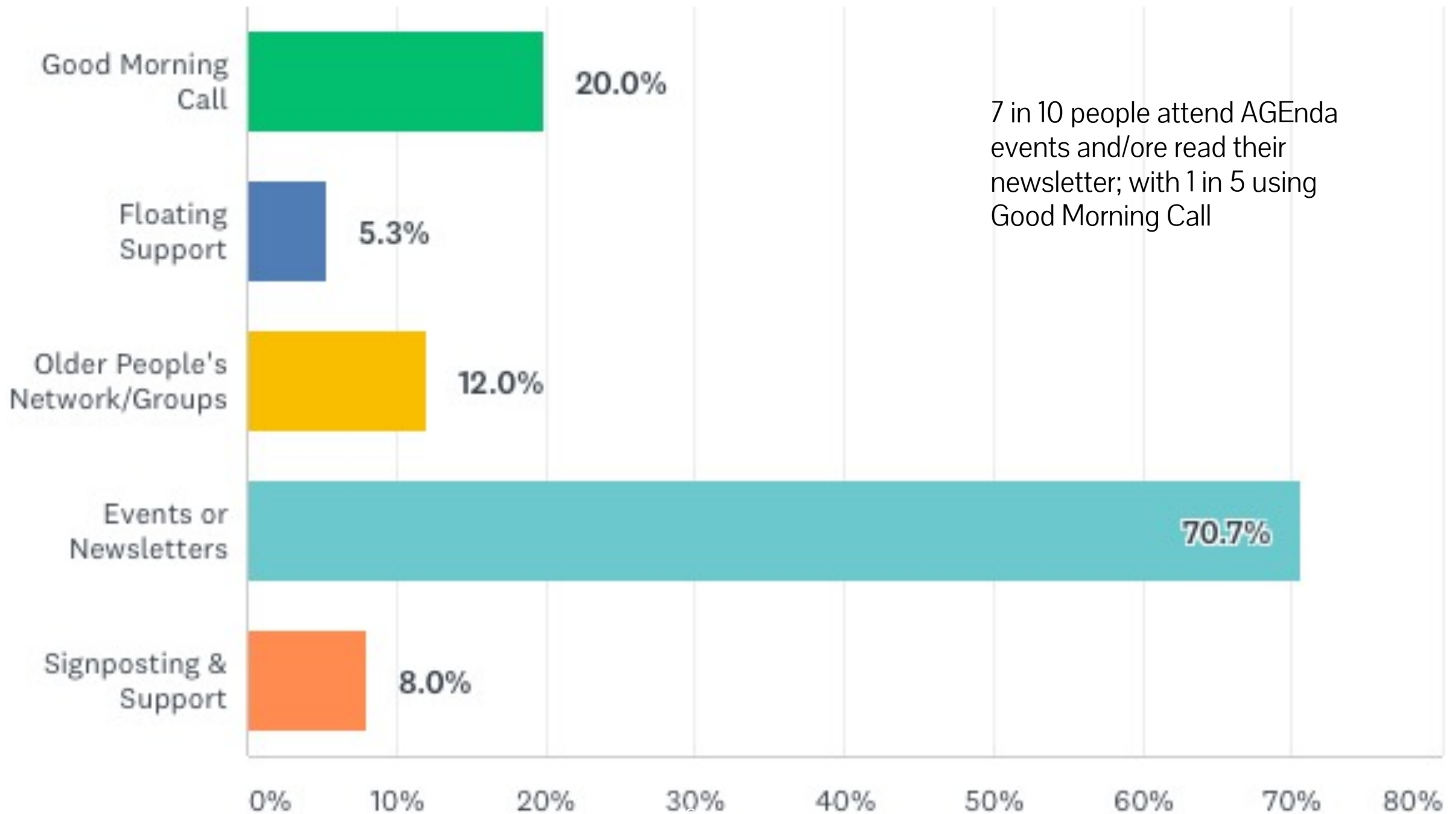
81% are female

92% are aged over 65



Age





7 in 10 people attend AGENDA events and/or read their newsletter; with 1 in 5 using Good Morning Call

“I have had help from AGEnda who directed me to the above who started doing my prescriptions. They found out I needed further help which I appreciate. I would like to say a very big Thank you to AGEnda.”

Survey Response

“When covid ends if events could be reorganised. I appreciate any advice on improving my mental and physical health.”

Survey Response

“I have no family. I love social interaction with like minded people whatever the service is.”

Survey Response

“ AGEnda Good Morning Call is an excellent service for older people - irreplaceable. Other services excellent. AGEnda services have been front-line during pandemic.”

Survey Response

new service suggestions

help with setting up new phone/computers

chats with people and trips out in a car

older peoples club and/or befriending

classes such as yoga/pilates/tai chi/music

coffee mornings and check on people

prevention of scams

getting older people to appointments

housing rights

men's health groups

walking group

support for people with dementia

assistance with housework

offer to give talks (e.g. art)

house adaptations for older people

The most popular requests were for a befriending type service; followed by help with phone/computer and health options



Older people are keen to meet people; some have families etc in place but for many they are keen to meet others and engage them – coffee mornings, classes, events and befriending service offer opportunities to do this and are very much welcomed by survey respondents

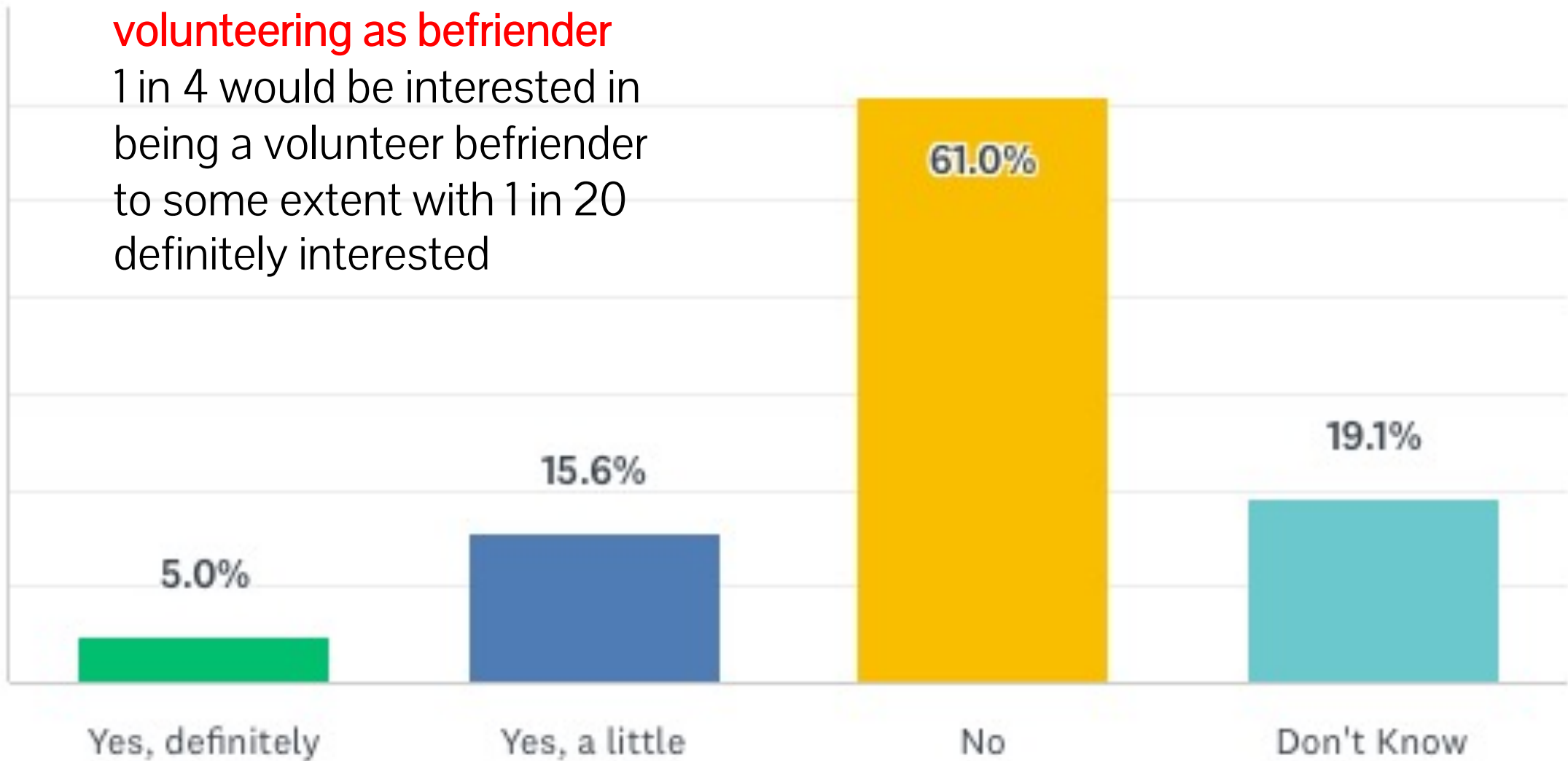


59.2%

3 in 5 older people would
be keen to learn more
about a potential
befriending service

volunteering as befriender

1 in 4 would be interested in being a volunteer befriender to some extent with 1 in 20 definitely interested





online survey participation
3 in 10 (30.8%) have
completed an online survey
in the last year

any other comments

would be glad to attend events again; and keen to meet people from wider area

help and advice making contact and representations to public bodies. The good vibrations [leaflet] is excellent

shopping trips with others

would like help to get on the 'net'

reputable tradesman/handyman scheme

help people who have lost loved ones

befriending service quotation

"I think a befriender service is an excellent idea. I visit an elderly friend (92 years) once a week for 3 hours and speak to her on the telephone 2-3 times a week. I don't drive unfortunately but can still help with shopping essentials and I take her a container of homemade stew or soup. I think it is vital especially now for her mental health and well being"

People are keen for events to occur again but also help with services – especially with technology (e.g. phone) and recommending tradespeople who come to their home

“I would be very happy to help people learn to use their computers/mobile devices etc.”

Survey Response

“All that AGEnda are doing constantly impresses me and I know the heart of those who are working so hard to maintain and increase the services should be commended. The local community benefits greatly - Unsung heroes.”

Survey Response

“I’m blessed in still being able to drive Would be willing to take folk to hospital appointments or even out for a trip, just to take them out of the house. Only criteria is I have mobility problems so wouldn’t be able to help people with similar problems”

Survey Response

“Quite a few of my friends would like small groups for seniors to learn how to use a computer, laptop. Feeling isolated because everything is on the 'Net”

Survey Response



technology support

many older people would like help with technology; especially phones and computers. Devices they will use regularly to connect with others



“you do great work. Keep it up and thanks”

Survey Response

appendix

raw results

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