



2019 Annual Survey

We sent out 91 surveys to people predominantly by post but others by hand to people who had used the service the most during the last 12 months. We excluded people who had not responded to previous questionnaires or had not used us within the last 12 months. We received 39 responses equating to over a third of the total. Some questions were unanswered.

	Question One Sufficient	Question Two Adequate	Question Three Not Enough
Social Contact	6	12	19
Social Enhancement	A Lot 23	Somewhat 10	Little 6
Quality Of Life	A Lot 18	Somewhat 14	Little 2
Worthwhile	A Lot 16	Somewhat 17	Little 2
Happiness	A Lot 17	Somewhat 16	Little 2
Health & Wellbeing	A Lot 21	Somewhat 11	Little 2
Use of Service	More 19	Same 6	Less 6
Access centre if Closed	As Often 7	Less often 15	Not At All 13

The majority of respondents rated the service as a 10 (26) with the remaining few either giving a 9 or 8 and one who gave the service a 5.

Nearly 50% of respondents indicated that they were concerned how they might access our service should their health deteriorate. This might suggest the other respondents have, or continue to have, access to transport via a carer.

11 people indicated that the service had provided respite for themselves or their carer.

The large majority indicated that they found our service easily accessible giving either a 10 (18) or a 9 (8). There was a response of 7, 6, 5, 4 and 3 given from a maximum of 10 where in one case related to lack of disabled car parking spaces within the shopping centre.

Over 50% of those who responded indicated that they had received further information from us though very few indicated that they had found the information useful.

All respondents indicated that they had been treated with dignity and respect.

8 respondents indicated that they would prefer the questionnaire and invite to be undertaken online. 10 people were happy to continue to receive by post whilst 12 people indicated that they no longer wished to receive this information. Several failed to express a preference.

All but one was happy for us to use comments they had provided to promote the service.

It is clear that people continue to value the service, particularly in reducing social isolation improving health and wellbeing and having the ability to visit the shopping centre.