



# QUALITY OF SERVICE SURVEY 2017: Results

## Introduction

Every year the members at Furzedown Project are invited to provide feedback on an aspect of the services they receive. This year the questions were framed using the outcomes identified in the Wandsworth Older People's Strategy for promoting well-being, independence and choice for older people. This Strategy was developed by Wandsworth Council and Wandsworth Clinical Commissioning Group working in consultation with the Wandsworth Older People's Forum and other community organisations.

The survey was completed by the members who take part in the activity sessions we offer, it does not include feedback from clients of our Home Visiting Scheme whose opinions were sought in 2016.

## Summary & Conclusions

The results of this survey indicate that the Furzedown Project does support older people to maintain their own health and independence and contributes to achieving many of the key outcomes of Wandsworth Older Peoples Strategy.

The Project scores especially highly in helping to maintain older people's levels of fitness (Section 1), in preventing / reducing social isolation, and promoting the formation of peer support networks and friendship circles (Sections 3 &4). The importance of our Supported Transport / Minibus Pick Up Service is highlighted for the 35-40% of attendees who would otherwise be unable to make the journey from home to our centre.

We are gratified by the positive outcomes achieved in relation to the increased levels of physical activity, the increase in the levels of friendship people experience and the reductions in social isolation. Preventing and overcoming social isolation is our primary focus. We have long believed that it compounds and contributes to many of the health problems experienced in later life and are grateful for the work of the Campaign to End Loneliness (and others) in evidencing and making known its detrimental impacts.

## Our Survey Method

350 questionnaires were sent out and 110 were received. During the period in which the survey was undertaken (April – May 2017) we recorded 225 weekly visits to the Project by older people attending our activity sessions.

In late 2016 the Short Warwick-Edinburgh Mental Well-being Scale was used in our attempts to evaluate the impact of our work in the WCCG Community Resilience Pilot. We found this approach to be unsatisfactory because it was confusing and occasionally distressing for our members to complete. It also proved very burdensome to administer and beyond the staff resources and skills available to us. We have asked people to respond to a series of statements about the difference attending the Furzedown Project make to them, and to their sense of being less isolated and more connected.

Where questions were left unanswered we have counted and reported these as **3 = neutral/not applicable** so each tally row should add up to 110. Tally boxes **1 = strongly agree** and **2 = agree** are recorded separately but can be added together for each statement and viewed as positive impacts that arise from their participation in Furzedown Project activities.

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Project Manager  
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July 2017

Please ✓ the box that best expresses your opinion.

1 = strongly agree

2 = agree

3 = neutral / not applicable

4 = disagree

5 = strongly disagree

From 110 Responses

1. Health and healthy Living		1	2	3	4	5
a	Attending the Project helps me to keep physically active	69	25	13	1	2
b	Through coming to the Project, I feel better in myself	59	28	22		1
c	Attending Exercise Classes at the Project has made me feel fitter	46	15	37	11	1
d	Visiting the project helps me maintain my confidence & self esteem	39	30	40		1
2 Housing and the Home		1	2	3	4	5
a	I feel the Project can advise me how to stay safely in my own home	34	22	48	2	4
b	The Project can help me manage the practicalities of living independently	28	15	64	2	1
3 Living in a supportive and inclusive neighbourhood		1	2	3	4	5
a	The Project has enabled me to make friends / maintain friendships	61	35	11	1	2
b	Attending the Project makes me feel part of the local community	37	35	32	3	3
c	Without the Project I would feel more isolated & less connected	41	33	35	1	
4 Keeping Connected		1	2	3	4	5
a	The Project helps me to participate in activities I enjoy	56	29	22	2	1
b	The Project has enabled me to use my skills / learn new skills	33	29	45	2	1
c	It helps me find out about other activities in the area	28	28	50	3	1
d	At the Project I can make a useful contribution as a volunteer / helper	23	18	36	20	13
5 Getting out and about		1	2	3	4	5
a	The Project minibus helps me to get out and about	29	15	60	3	3
b	Transport and getting around is a problem for me	26	17	30	26	11
c	I enjoy the opportunities for outings provided by the Project	30	17	59	2	2
d	I have alternative means of getting out and about					
	Own/family car	36		Dial A Ride or Taxi Card	10	
	Walking	42		Mobility Scooter	6	
	Public transport	48		Other	6	
6 Income and Finances		1	2	3	4	5
a	I can get confidential advice about finances and benefits at the Project	16	21	64	4	5

7	Information	1	2	3	4	5
a	The Project is a useful source of local information	22	21	65	2	2
b	The Project can refer me to other useful services and agencies	27	23	55	2	3
8	Involvement in the project	1	2	3	4	5
a	I feel that my views about the Project would be listened to by staff	41	32	35	1	1
b	Members play a strong part in the running of the Project	40	30	37	2	1
c	I feel I could help in the running of the Project if I wished	23	12	48	18	9
<b>9. Improvements I would like to see in how the project is run &amp; any other comments:</b>						
Not reported here						
<b>10. New activities/outings I would like to see at the project</b>						
Not reported here						
<b>11. Do you have regular contact with people who you meet at the Project?</b>						
<p>Yes - 66    No - 27</p> <p>How many people?  The number of regular contacts between members ranged from 1 – 9 people. It is very heartening that people who meet at the Project are in touch with each other outside of their meetings here. It is a testament to the peer support &amp; friendship circles that are formed through the opportunities for social contact that we offer.</p> <p>Have you swapped phone numbers with other Project members? Yes - 67    No - 18</p>						
<b>12. Do you have a disability or Long Term Health Condition?</b>						
Yes - 68    No - 26						

## Equalities Monitoring Information

23 people from 110 left this sheet blank other left specific questions unanswered.

Gender	Tick	Age	Tick
		15 – 19 years	
Male	17	20 – 24 years	
		25 – 34 years	
Female	70	35 – 44 years	
		45 – 54 years	
	87	55 - 64 years	6
		65 – 74 years	26
		75 – 84 years	40
Ethnic Background	Tick	85 plus years	15
White: English/Scottish/Welsh/Northern Irish/UK	42		
White: Irish	3	Sexual Orientation	Tick
White: Gypsy or Traveller		Heterosexual	44
Mixed ethnic background	3	Lesbian	2
Asian UK – Indian	7	Gay man	
Asian UK – Pakistani	2	Bisexual	
Asian UK – Bangladeshi	2		
Asian UK – Chinese		Religion or Belief	Tick
Asian UK – Any other Asian	2	No religion	11
Black UK – African	1	Christian	55
Black UK – Caribbean	16	Buddhist	1
Black UK – Other		Hindu	6
Arab		Jewish	1
Any other ethnic group		Muslim	5
		Sikh	1
		Other religion	

***Thank you for your help!***

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# Activities at the Furzedown Project

Tel: 020 8 677 4283

91-93 Moyser Rd SW16 6SJ

## MONDAY

Outings (July – Aug)	(Various)
Swim Club	<i>transport &gt;&gt;&gt;&gt;</i> 10.00-12.00pm
Fit & Fitter: 2 classes of 45mins	9.30-11.00am
Exercise Therapy	11.00-11.45am
50+ Restart British Bangladeshi Group	1.00- 4.00pm
Monday Get-together	<i>transport &gt;&gt;&gt;&gt;</i> 2.00- 3.30pm

## TUESDAY

Reading & Discussion Group	10.00-12.00am
Yoga	10.00-11.00am & 3.00- 4.00pm
Bingo	<i>transport &gt;&gt;&gt;&gt;</i> 2.00- 4.00pm

## WEDNESDAY

Co-op Shop, Cards,	<i>transport &gt;&gt;&gt;&gt;</i> 9.30-11.15am
Craft Class & Friendship Group	<i>transport &gt;&gt;&gt;&gt;</i> 2.00-4.00pm
Singing Group	<i>transport &gt;&gt;&gt;&gt;</i> 2.00-4.00pm

## THURSDAY

Exercise Therapy 9.30 – 10.15	<i>transport &gt;&gt;&gt;&gt;</i> 10.15-11.00am
Computer Support	10.00-11.00am
LGBT 50+ Coffee Morning	10.00-12.00pm
Chair Based Exercise	<i>transport &gt;&gt;&gt;&gt;</i> 11.00-11.45am
Bridge & Scrabble	<i>transport &gt;&gt;&gt;&gt;</i> 2.00- 4.00pm
Fusion Exercise	<i>transport &gt;&gt;&gt;&gt;</i> 2.15- 3.15pm

## FRIDAY

Art	10.00-12.00pm
Fitness & Fun	11.00-12.00pm
Classical Indian Singing & Friendship	12.30- 3.30pm
Bingo	<i>transport &gt;&gt;&gt;&gt;</i> 2.00- 4.00pm

Library service at all opening times

Councillors Surgeries 1<sup>st</sup> Sat of every month 11.30-12.30 pm

# Fitness & Exercise Activities at the Furzedown Project

91- 93 Moyser Rd, SW16 6SJ, 020 8 677 4283

**Monday:** 10:00 *Swim Club:* from the Project to Balham Leisure Centre in the minibus return by 11.45

9.30 - 11.00 *Fit and Fitter:* (2 classes of 45 mins each) exercise to music session including a progressive strength and balance programme for the active independent older adult

11.00 - 11.45 *Exercise Therapy Classes:* this class will benefit older adults with a wide range of conditions including high blood pressure, diabetes, obesity, osteoporosis, mobility and balance problems, depression, and cardiac conditions through the provision of an evidence based exercise session.

**Tuesday:** 10:00 - 11:00 & 3.00 - 4.00 *Iyengar Yoga:* led by Gwen Race

**Thursday:** 9:30 - 10.15 & 10:15 - 11:00 *Exercise Therapy Classes:* this class will benefit older adults with a wide range of conditions including high blood pressure, diabetes, obesity, osteoporosis, mobility and balance problems, depression, and cardiac conditions through the provision of an evidence based exercise session. (Transport available for the 10.00 class)

11:00 - 11:45 *Chair Based Exercises:* a chair-based exercise session designed to help people build up their activity levels without putting unwanted strain on their hips, legs or arms. (Transport available)

2:15 - 3:15 *Furzedown Fusion:* a flexible approach to traditional exercises targeting strength, balance, stability, strength and endurance by combining various exercise disciplines. (Transport available)

**Friday:** 11:00 - 12:00 *Fitness & Fun:* exercise for mind & body for the active independent older adult led by Sunanda Rajan