

## Summary of Members' Comments, Quality Questionnaire 2014.

This is a very special, creative, caring and exceptional centre.

I had a really bad year last year - depression - without Claremont it would have been hopeless

Claremont means everything to me - I don't know what I would do all day long - gets me out

It is a home from home in the middle of Islington. It has been a huge support to me during a stressful time in my life. Thank you.

It was the first place that took me in (through a Japanese befriender that volunteered for you) after being stopped at an outreach centre where I became outcast, having no worth or value. I still struggle!

A great resource in my recent widowhood

I 'retired' not long ago and found the sudden inevitable gap very unsteady - Claremont treats and helps people a great deal

Claremont is a huge support to me. I've been going to a therapy group for a long time now. All the people running the group since I started going have been caring and supportive.

I look forward to be there. I have learned about myself. I need it!

Social interaction helps depression and loneliness

Fun place/fun people motivation to get out after a 'death's door' experience

It means a LIFE-LINE: not only a 'fun' place, though it is that too. The staff truly CARE and value us - and each other. They value quality too. Especially precious to me are the FRIDAY CONCERTS when we meet and enjoy committed young artists - who seem to value US

Claremont is a nice welcoming place

This is a very important amenity in Islington

Very happy place to come for any activities

Keep up the good work

Very enjoyable

I look forward to my Monday afternoon class, and many more to come

It is like a youth club for the former youths

Claremont means 2 hours of creativity a week, which is good for the soul!

You're doing very well. Claremont means a very great deal to me.

You are fabulous. A special place. Thank you.

It gets me out of the house and I get to meet other people

Fantastic that a place like this exists. It's encouraged me to look around at other places to see what's going on.

Just keep going in this climate of closures.

Claremont is for me a great source of education, interesting social events and companionship

Claremont staff are so welcoming and make you feel at home. Through our activities we make new friends and our horizons are widened considerably.

It's a lovely welcoming place

Claremont gives a stability to my week. It is very important to me.

I think it covers most things very well. I can only come one day a week but I enjoy it VERY much.

Integral part of my life as it caters for my age group without fear or favour.

All doing very well. All the staff are helpful kind and professional. Claremont means sense of wellbeing and belonging.

The staff listen when you speak to them the staff are very respectful

What, if anything, makes Claremont different from other centres?

The degree of EMPATHIC UNDERSTANDING and use of creative arts

Claremont has helped me with any health problems I might have. I, along with other people, have had support at Claremont. No other centre has this.

It is not condescending

They don't talk down to you. Some people in other centres speak to the participants as if they were deaf, doddering and stupid. At Claremont staff speak to us as adults.

No whiff of condescending what-so-ever!

Non-judgemental something for everyone - have Parkinson's and had lost confidence in singing - this is helping

The quality of all tutors, the character/charisma of the people who attend to us and assist us. Other centres there's always things like arguments. If someone is rude or out of order in the classes - if you tell the staff they fix it quickly. I like this a lot.

The ethos

More friendly

The friendliness of everyone

Very friendly but excellent

Very friendly. Makes everyone feel welcome.

Very open and welcoming

Friendly

Friendly and helpful

Friendly

Friendliness

More friendly, very willing to engage with anyone and answer queries etc.

Open attitude. Very easy to access.

Feeling of acceptance & togetherness

Everybody is made welcome especially on first visit and subsequent visits

I find Claremont more welcoming + friendly than other centres.

There is always a welcoming + sympathetic atmosphere - and readily helpful staff

General atmosphere, friendly staff

Very friendly helpful staff

More equality than other places, relaxed and generous

It's friendly and cosy

Relaxed atmosphere

Just so much more in every way especially of staff smiling at us

More friendly and personal

Friendly atmosphere and people

Very friendly

More friendly

Friendly

Good atmosphere - friendly

Very welcoming

Very friendly

I find the staff very friendly.

Very friendly. Staff very helpful.

Inclusive

Brings local people together. Multicultural.

It welcomes everyone

People from all social backgrounds attend

Value all clients, regardless of age or ability

Variety of classes; community feel; high level of welcome  
Very communicative  
The atmosphere is kind and supportive. Staff are excellent.  
Good atmosphere nice people  
It's a caring AND efficient centre.  
Its amazing atmosphere, nice staff  
Welcomes everybody  
Excellent cooperation  
I think that in general Claremont members appear to be more sociable  
The ageing members – polite - a lot of chat and smiles  
Interesting activities for older clients  
Inexpensive and large variety of classes for all ages and shapes  
Wide variety of classes - intellectual, cultural and therapeutic content  
Variety of events  
Great variety of classes area to have tea and coffee  
Location and staff  
Wide range of activities at very reasonable cost  
The huge range of classes available  
Everybody (if old) can come  
The members seem livelier  
Many opportunities for creativity  
Lack of lots of rules and procedures. Not needed to fit in with Council's policies and ideology (which are often confused and shifting). The arm's length principal of satisfying funders seems more flexible.  
People come join to learn as well as socialise  
Truly holistic/amazing variety  
Dedication all round  
Good company  
It suits all ages and whatever they think of.