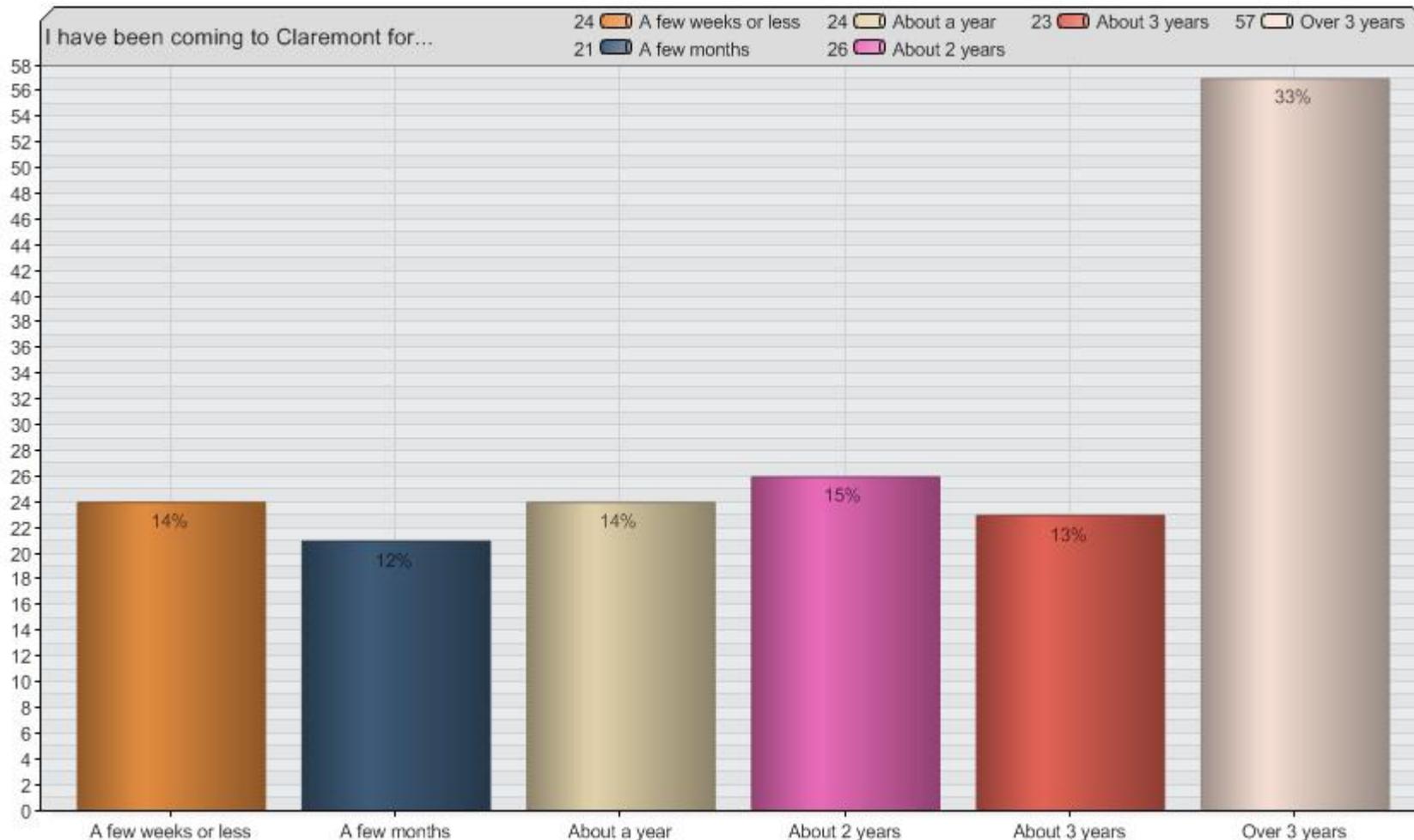


## Claremont Quality Survey 2014

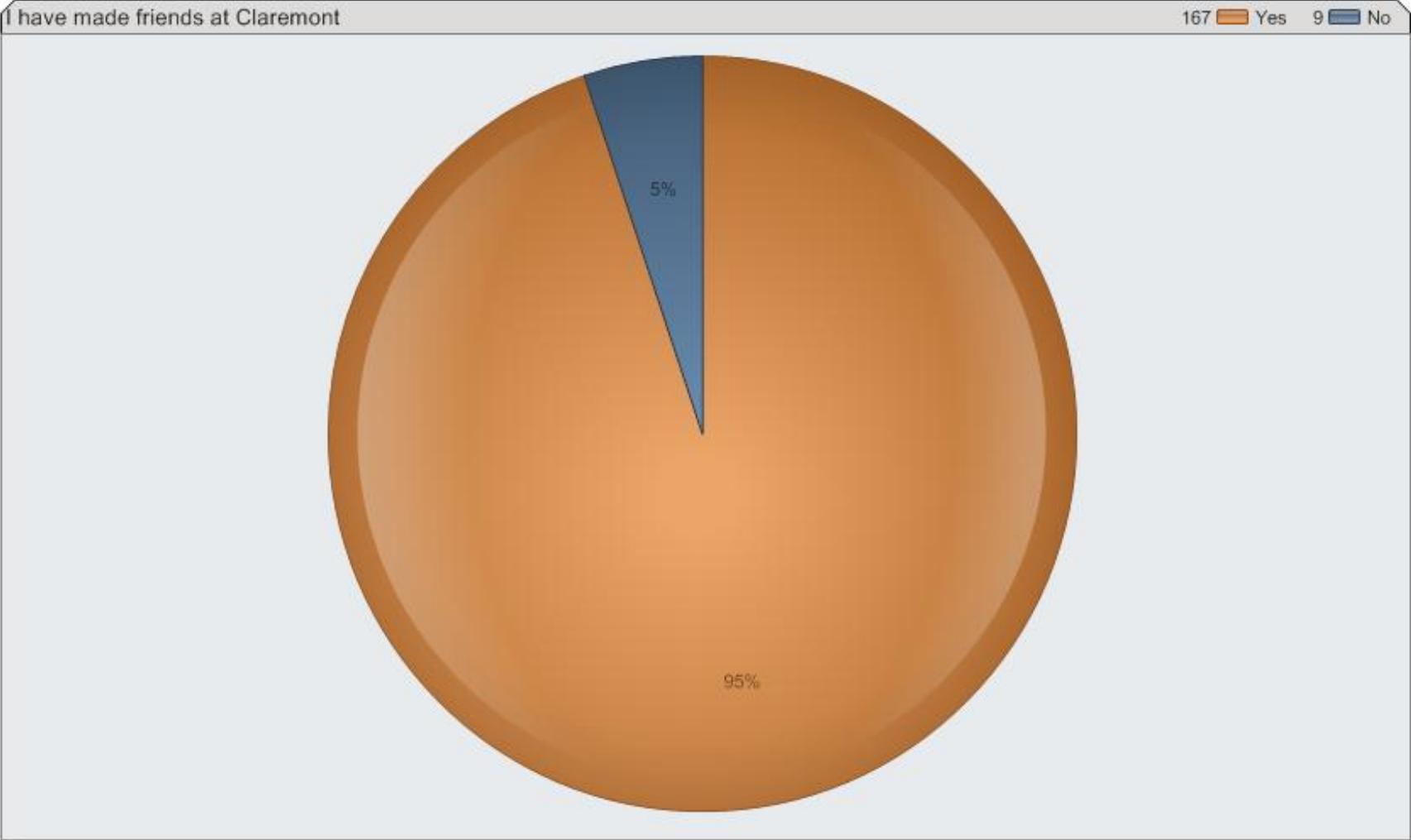
Number of responses=178

## I have been coming to Claremont for...



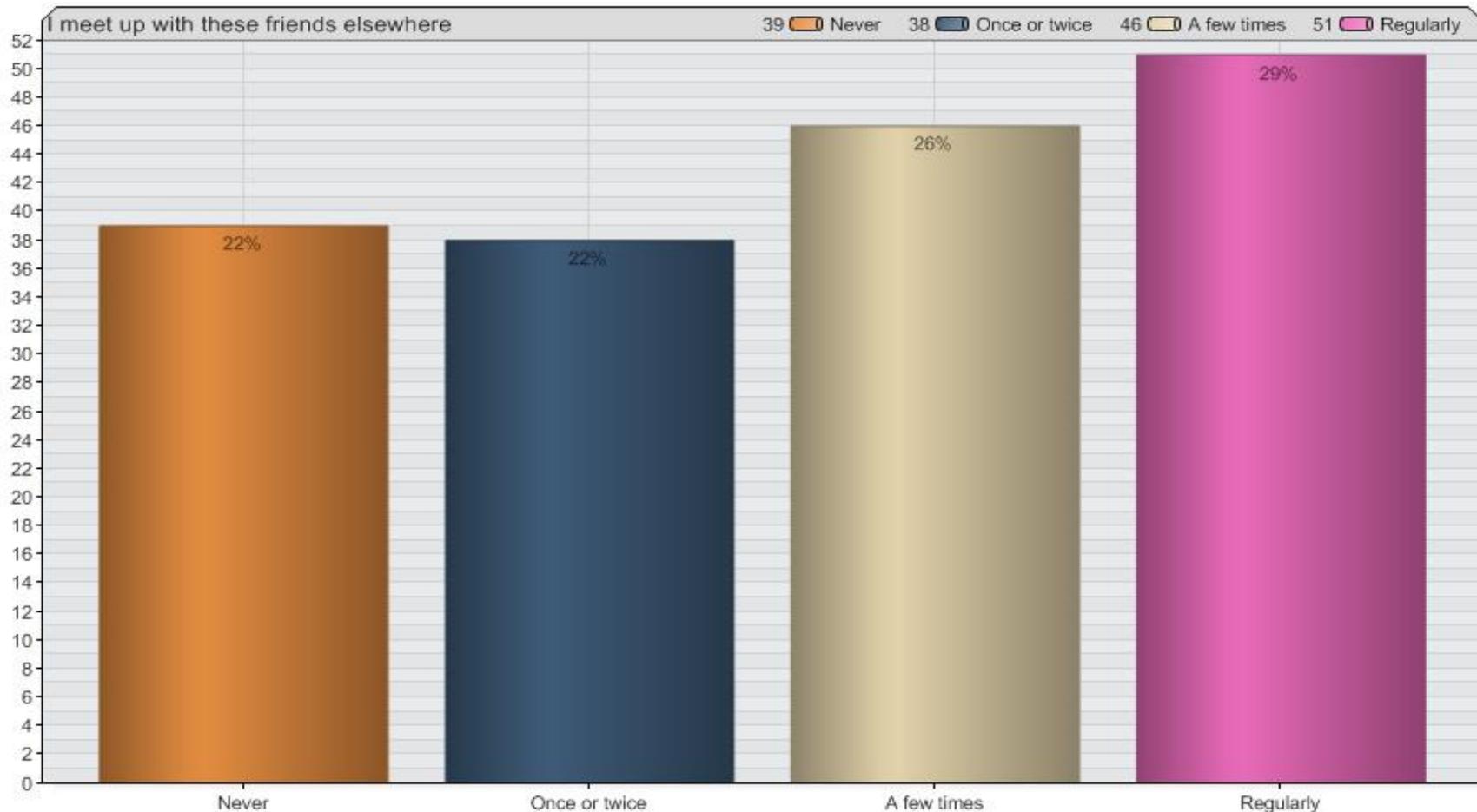
There was a good spread of people answering, with 26% being quite new to Claremont...

# I have made friends at Claremont



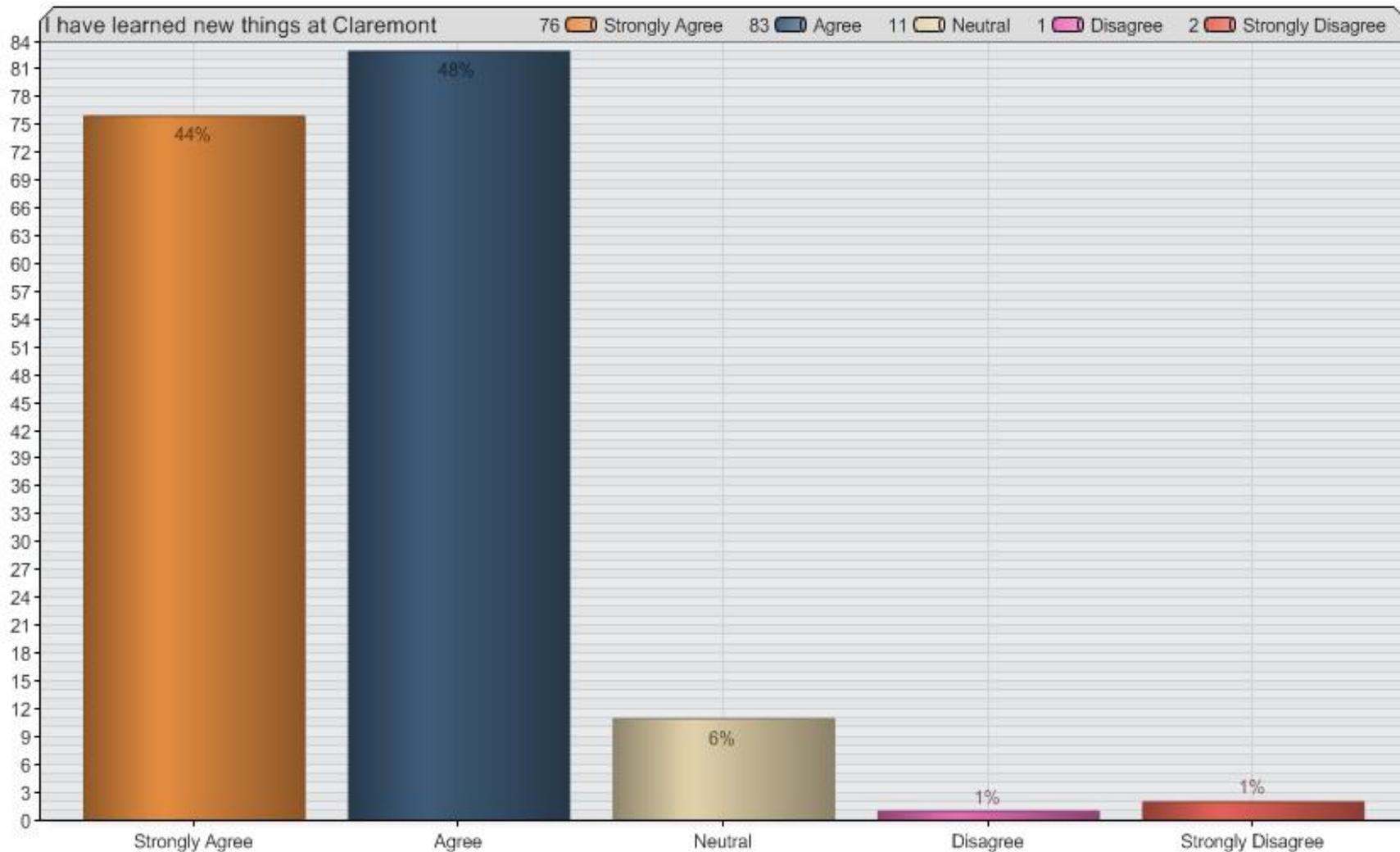
Given that 26% were new to Claremont, a 95% result here is very encouraging...

## I meet up with these friends elsewhere



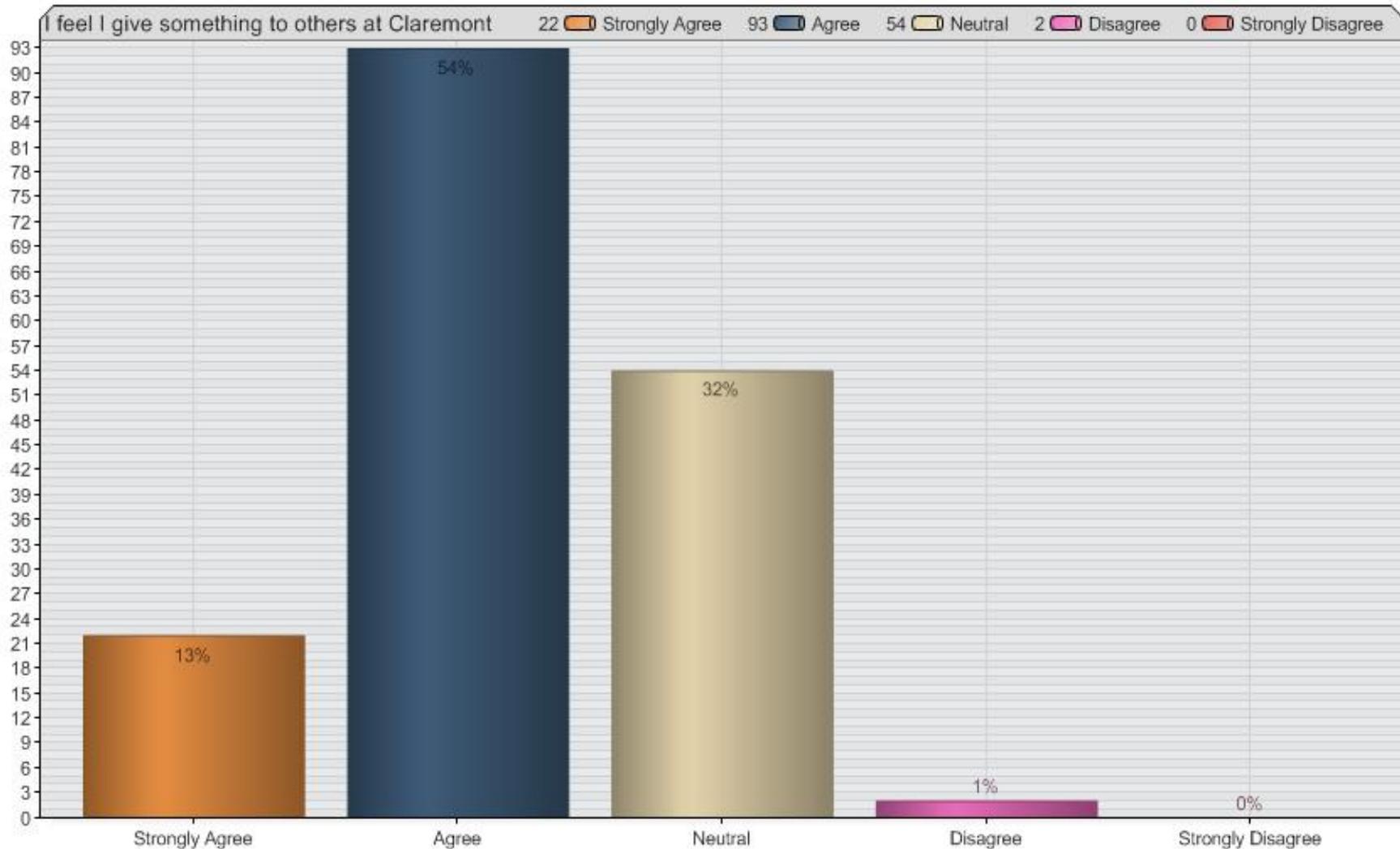
This question often suggests friendships beyond the very casual. 55% report meeting up at least a few times, 22% once or twice and 22% not at all. Given that 26% are new to Claremont, this last result is not surprising.

## I have learned new things at Claremont



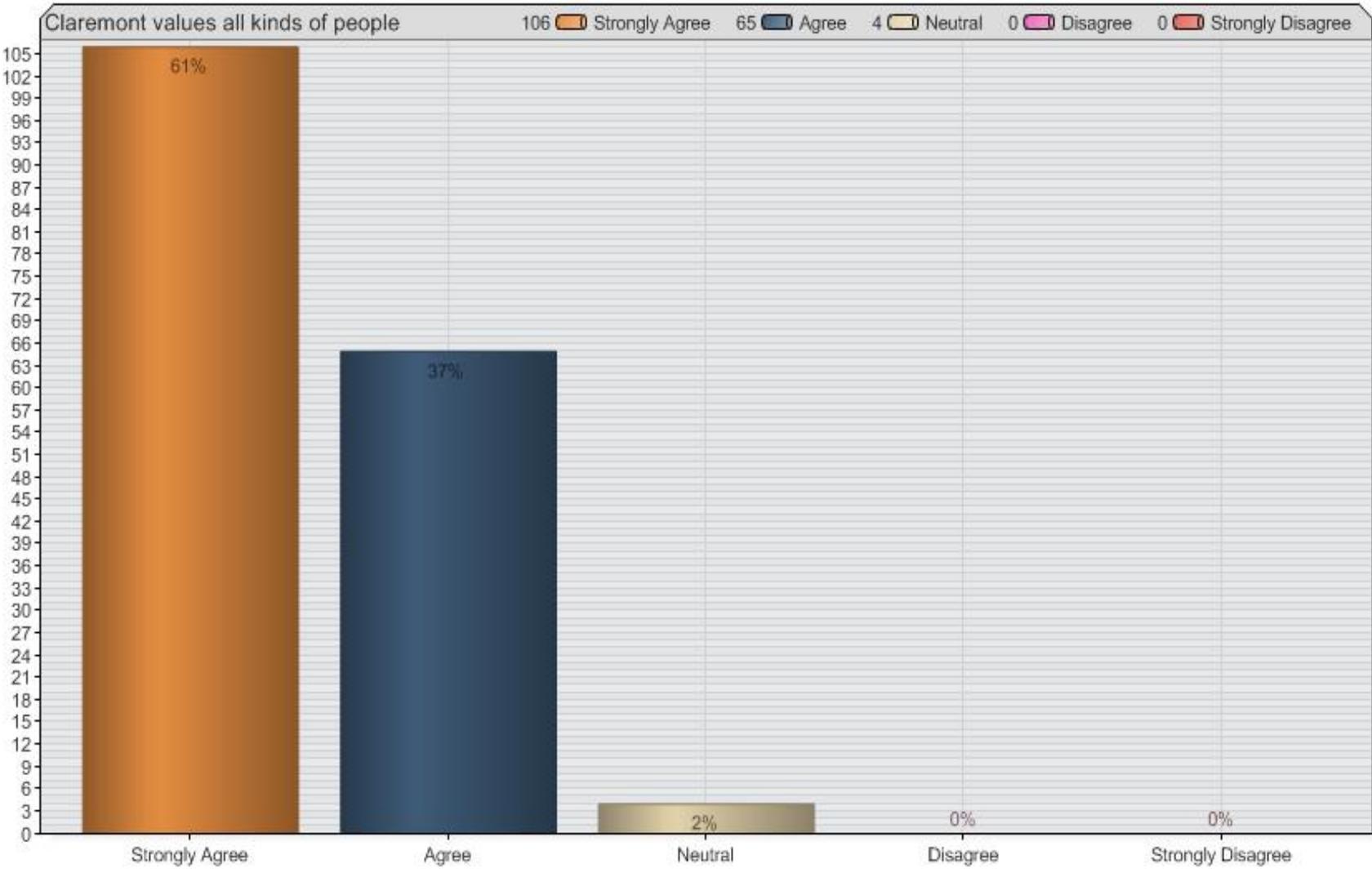
Only 8% of replies were neutral or negative. Not all activities at Claremont are aimed at learning new things. 92% felt that they had learned something new. Learning is one of the 5 Ways to Well-being.

## I feel I give something to others at Claremont



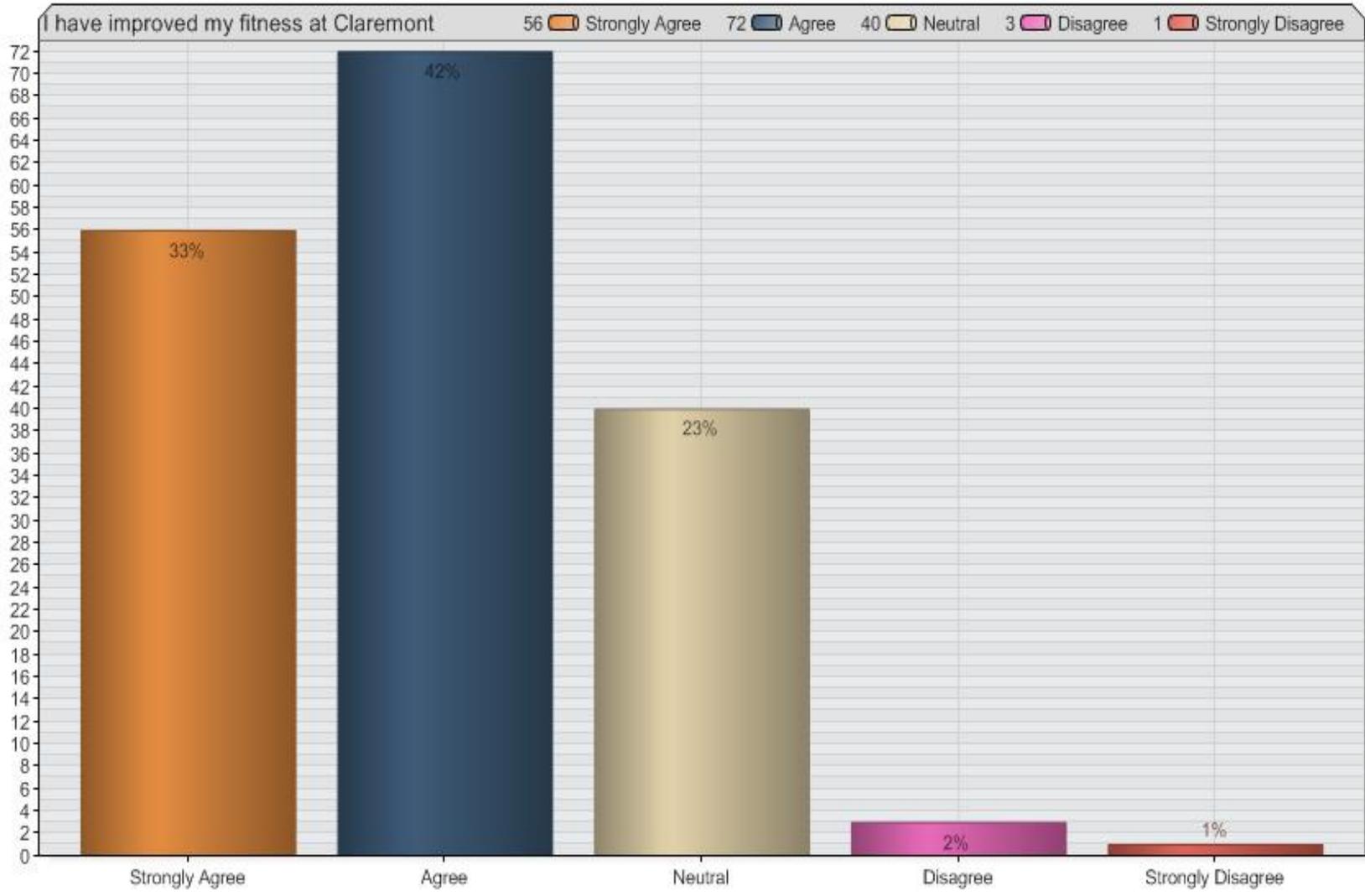
67% felt that they gave something to others at Claremont. Giving is one of the 5 Ways to Well-being. Most others were neutral. We will explore how we can encourage and facilitate more giving between members.

# Claremont values all kinds of people



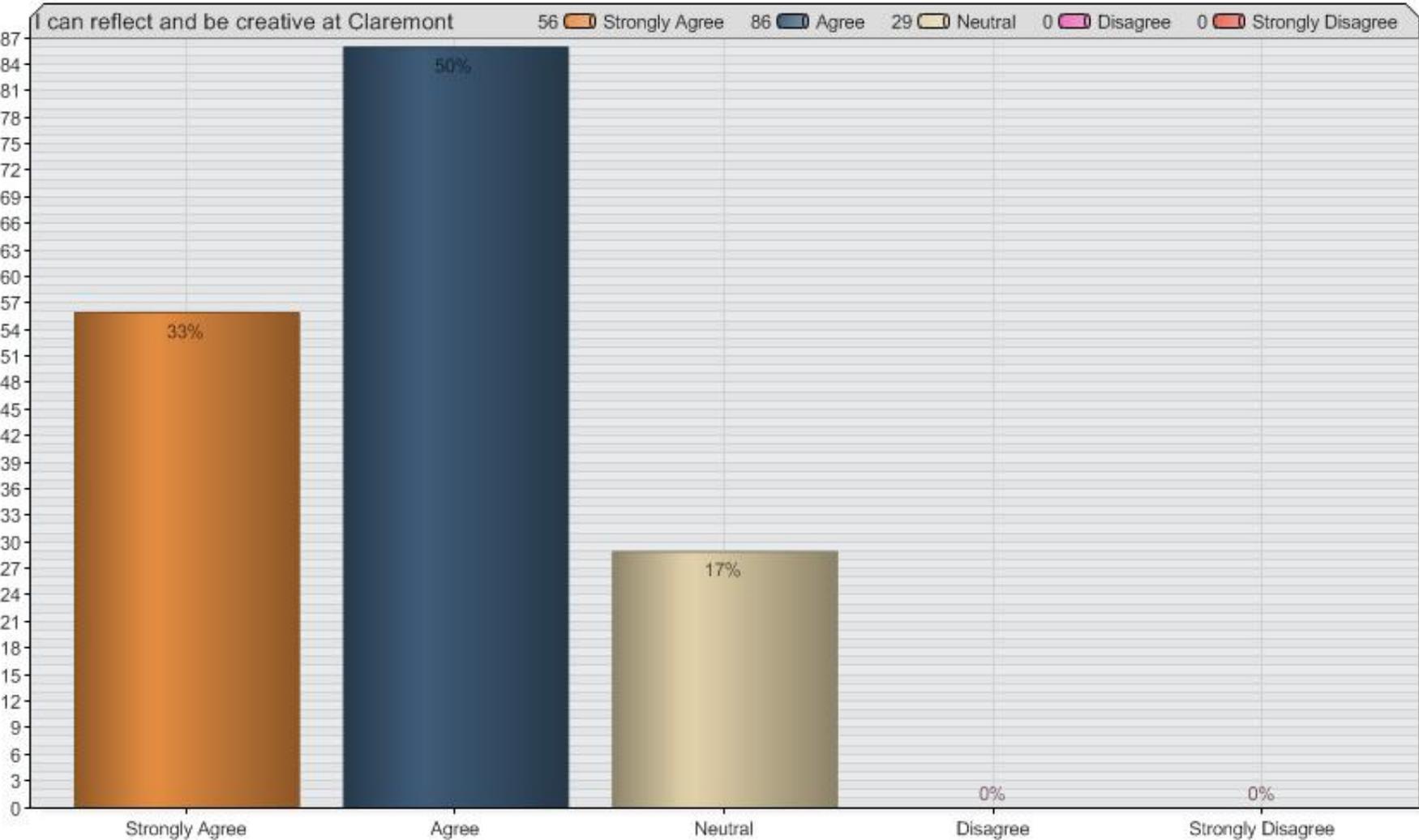
98% gave a positive response to this question and comments included those saying how much we welcome new people from all backgrounds and ethnicities. Valuing is one of the 5 Ways to Well-being.

# I have improved my fitness at Claremont



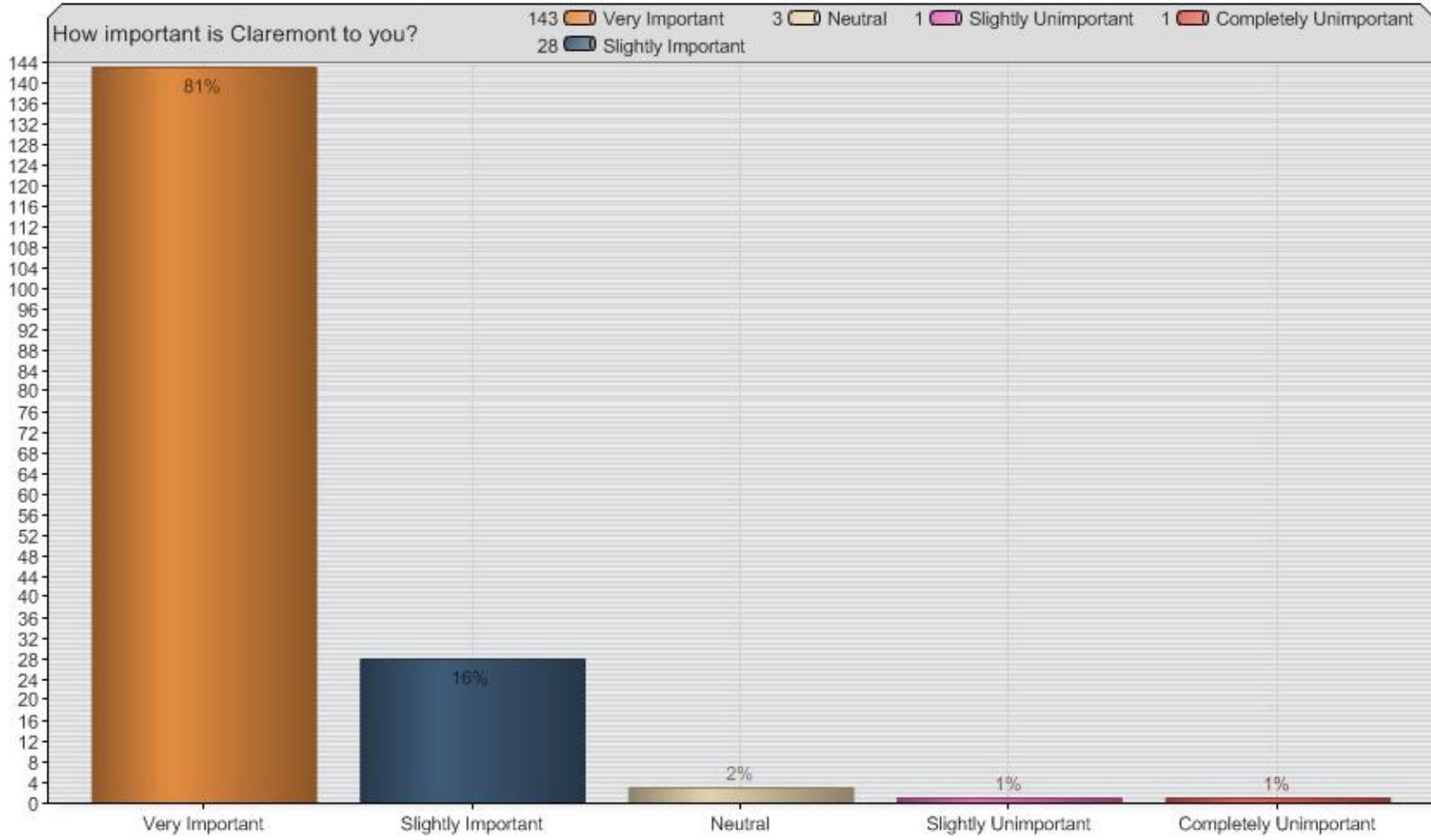
Not all Claremont activities are about physical fitness but 75% said that they had improved their fitness here. Exercise is one of the 5 Ways to Well-being.

# I can reflect and be creative at Claremont



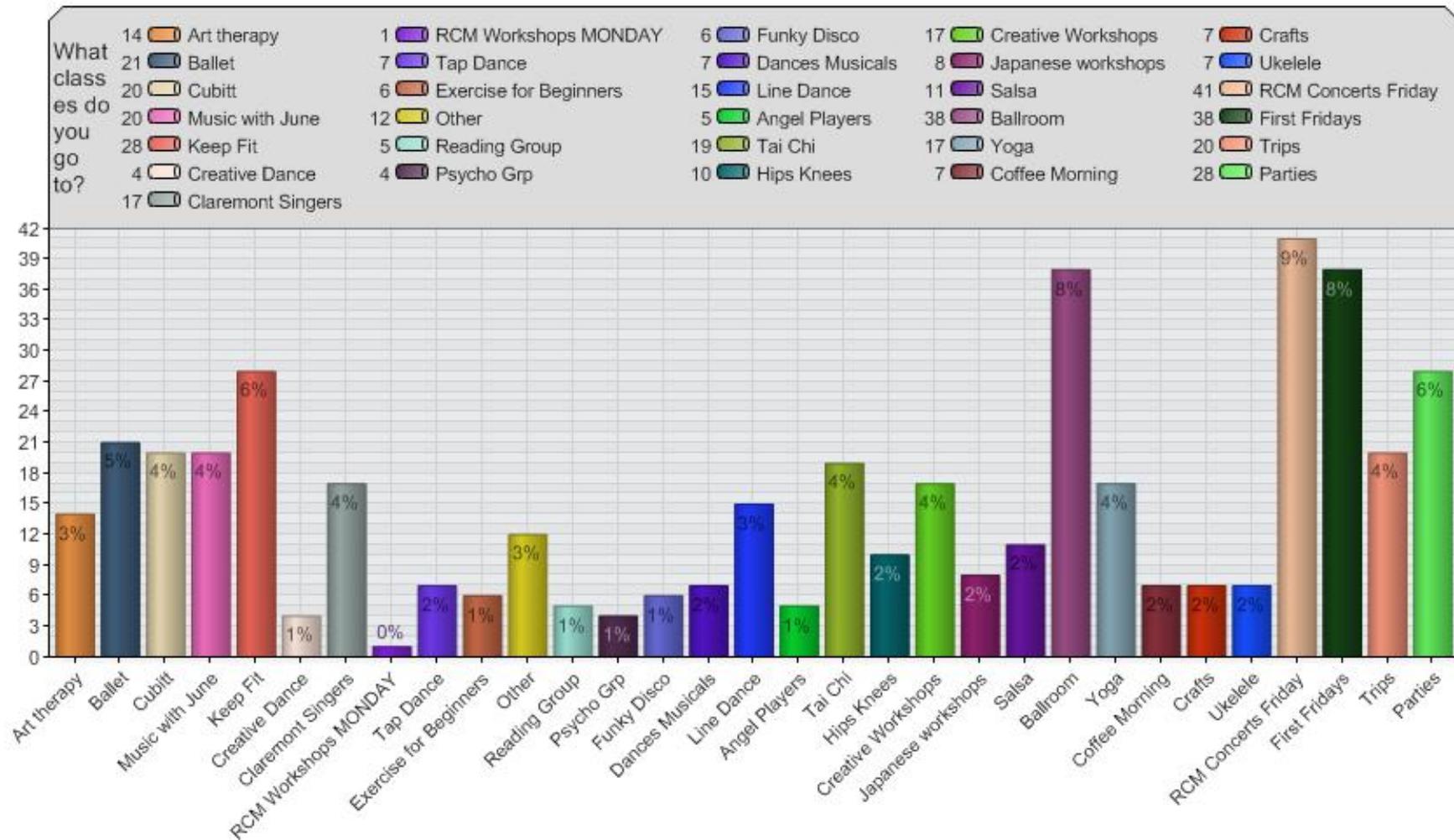
Again, not all Claremont activities are geared towards reflection/creativity but 83% responded positively to this question. Reflecting and being creative are other elements in the 5 Ways to Well-being.

# How important is Claremont to you?



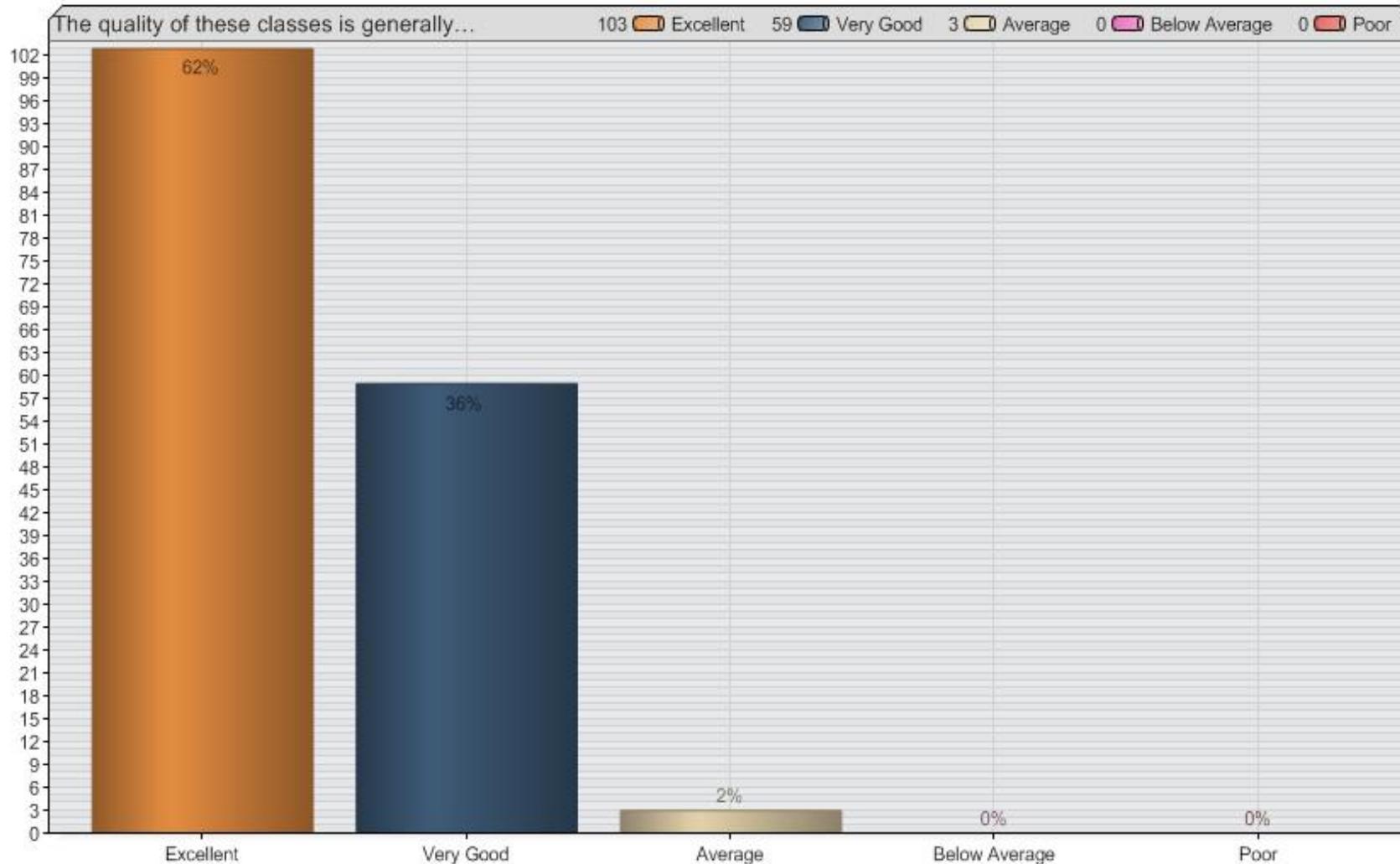
81% said it was very important and 16% slightly important. A very small number were neutral or said it wasn't important to them. Given the choice in services available in London, this seems like a very good overall result.

## What classes do you go to?



There was a very broad range of responses here, giving a good picture of people's views from a variety of perspectives and interests.

The quality of these classes is generally...

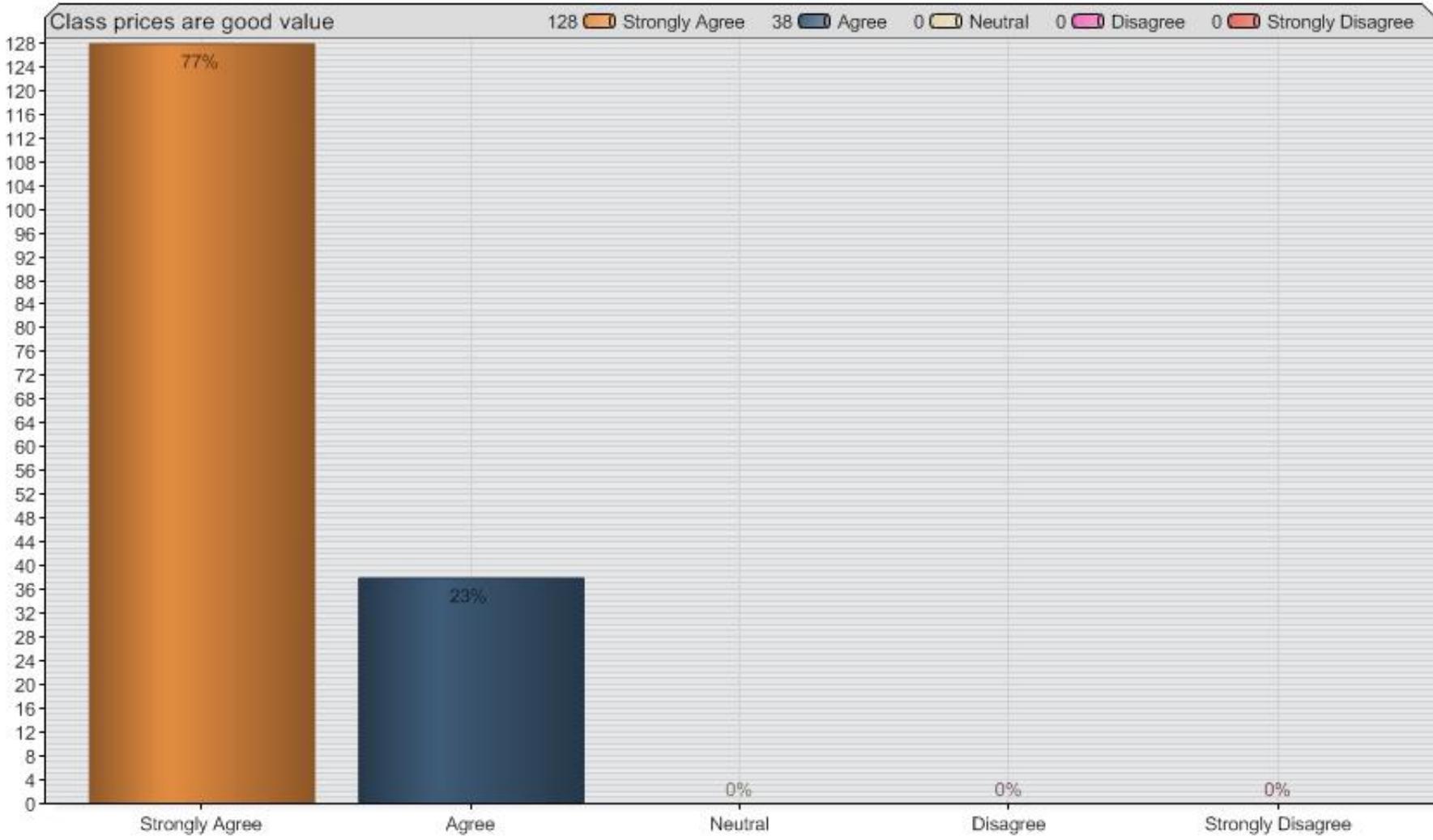


98% said that classes were excellent or very good, with only 2% saying they were average.

## What other classes would you like? (Sample)

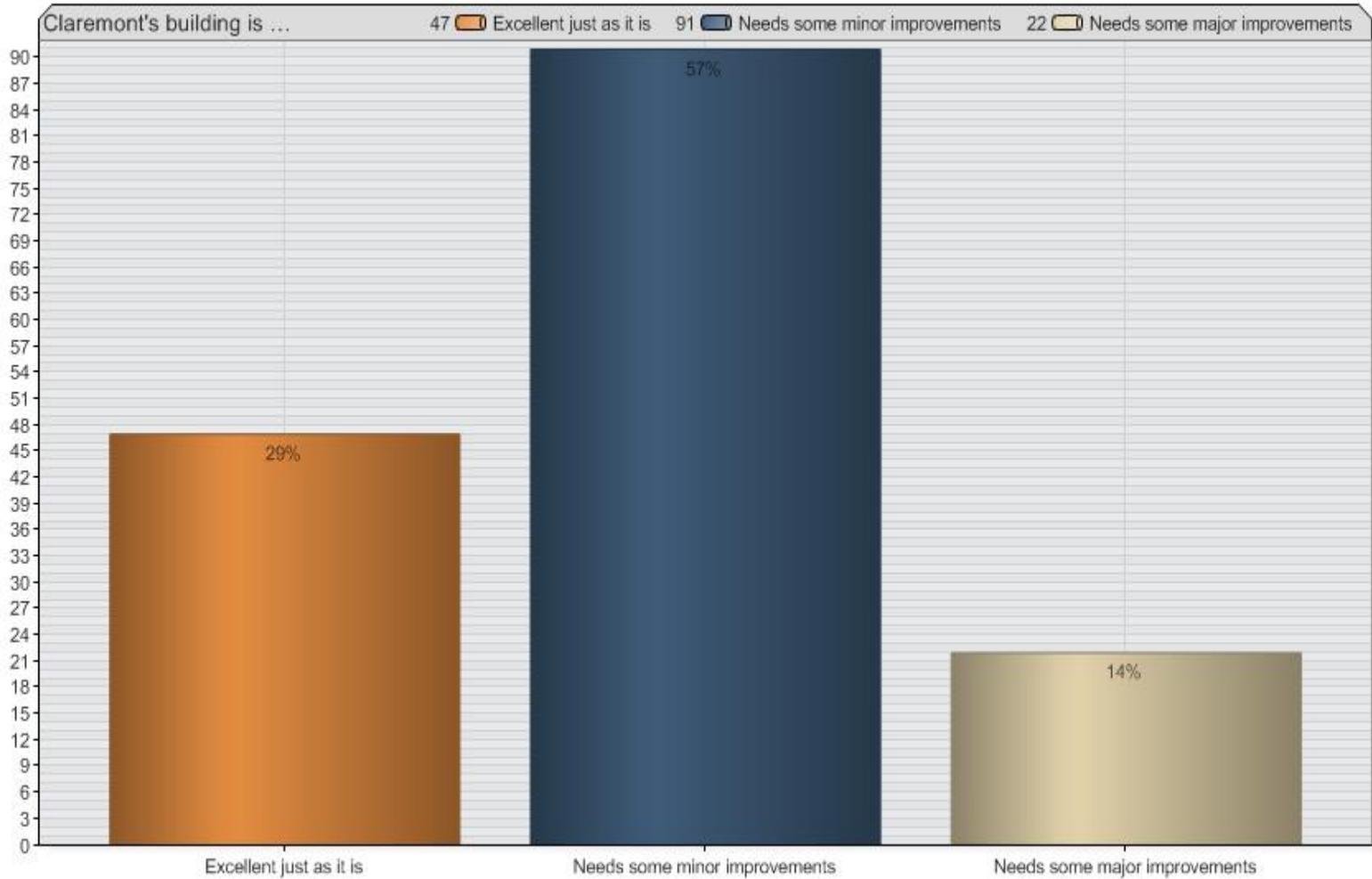
more ballet classes - the Monday class is too big  
country dancing (Scottish or Irish)  
French conversation  
maybe a dance class on Monday sequence dance perhaps?  
I would like conversational German and Italian for people who can already speak a bit.  
more life-drawing and (just a personal view) traditional painting. thanks.  
penny whistle workshop again  
zumba gold  
zumba/belly dancing  
a language class - Spanish French Japanese (basic)  
meditation  
Perhaps some classes to help people learn about how to use a computer now and then.  
maybe pilates  
knitting / sewing  
will-making workshop  
clowning  
how to use the computer?  
Pottery  
Languages  
Cultural studies  
piano lessons  
I think there should be classes/events on Saturdays & Sundays as well.  
Flamenco  
circle dancing  
languages  
sculpture  
more photography  
Music therapy would be interesting  
drama coaching  
sculpting?  
music - more improvisational/modern  
sculpture/clay?  
hula hooping!  
meditation (mindfulness)  
country dancing  
computer help  
pilates, perhaps  
fitness class on Fridays  
belly dancing  
laptop help computer  
computers  
advanced salsa  
hula hoop  
bridge  
A 'MINDFULNESS' GROUP

# Class prices are good value



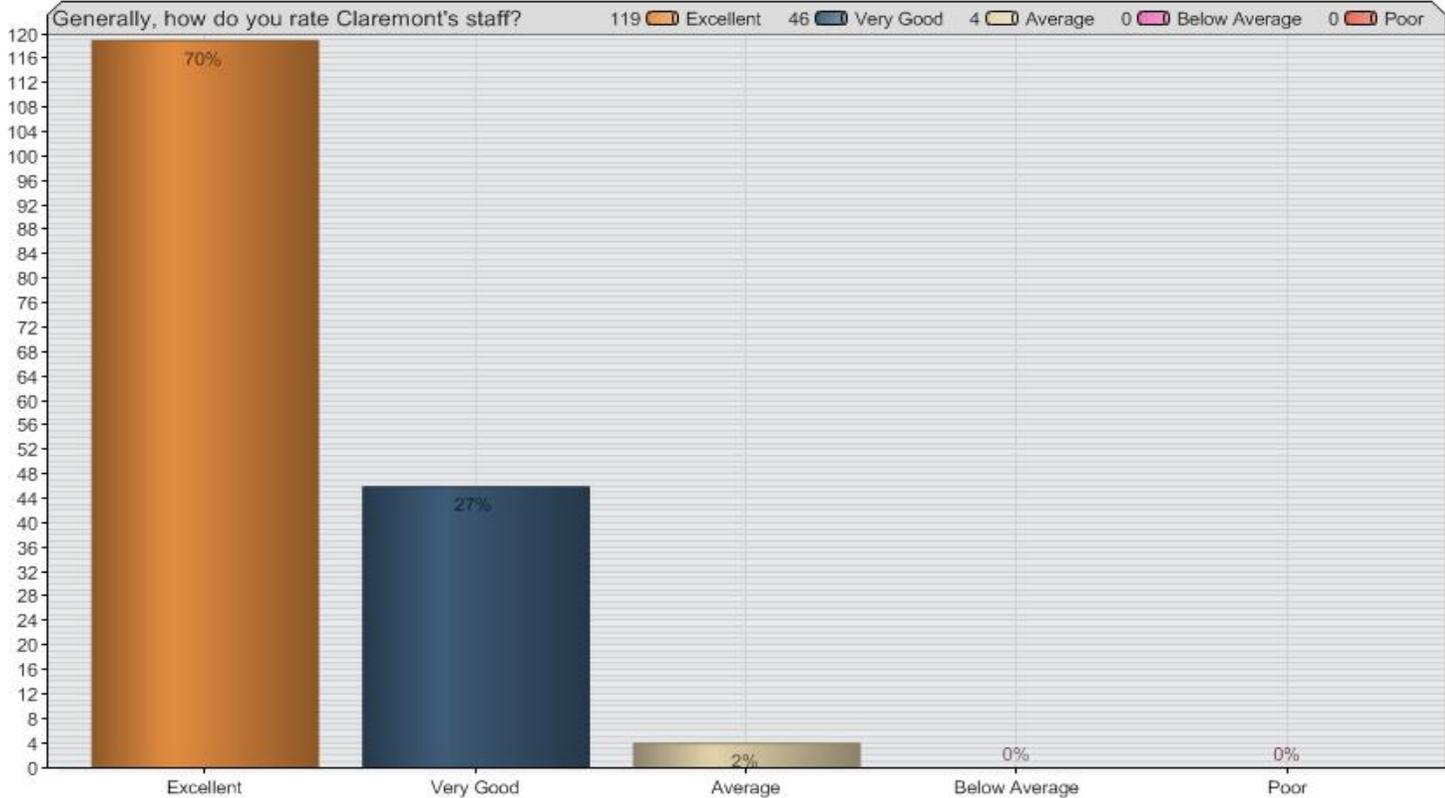
*Everyone felt that prices were good value...*

# Claremont's building is ...



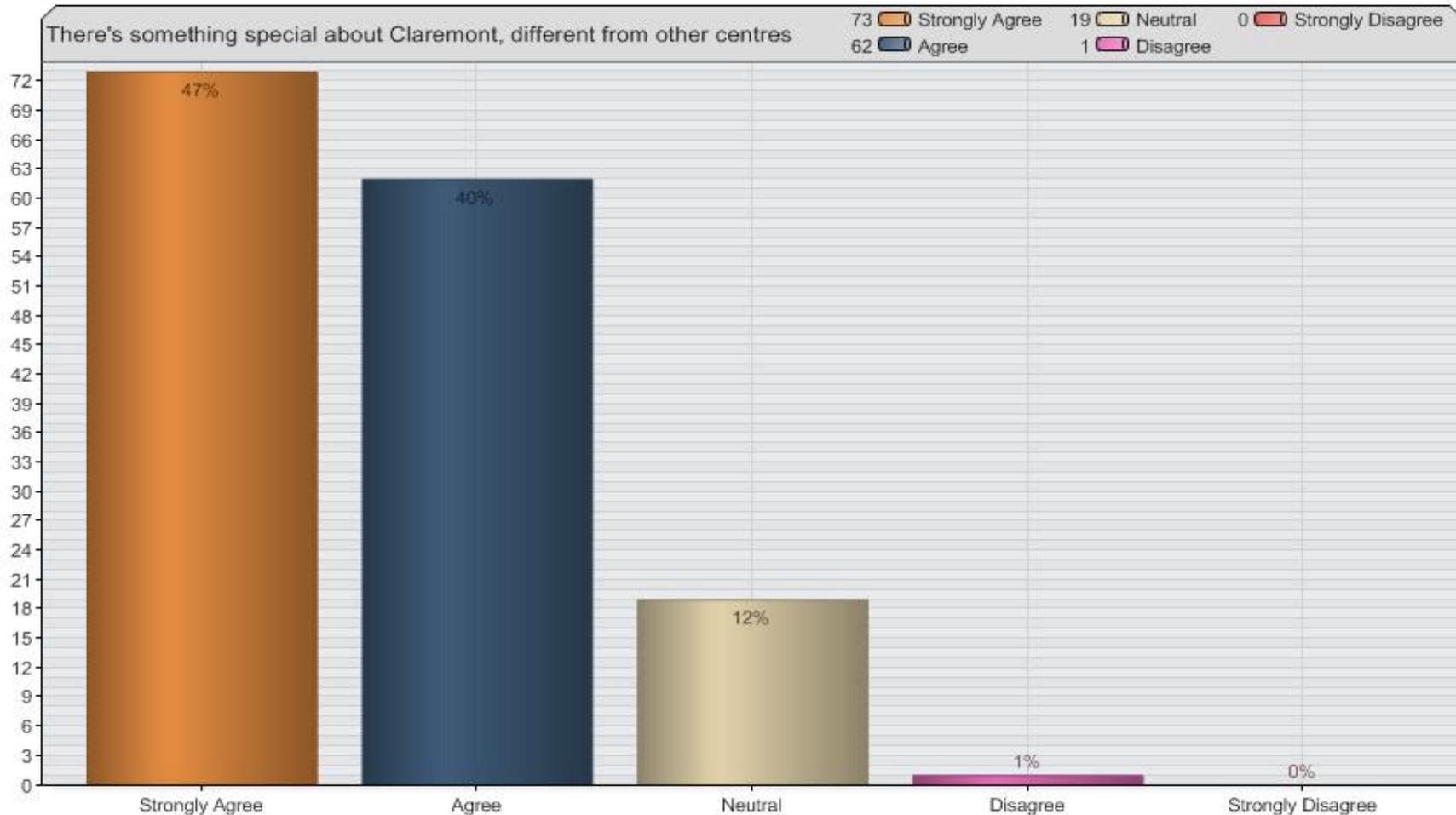
At the time of the survey, the womens' toilets were out of order and there were a number of other issues to do with the entrance corridor and Old Hall floor. These have all now been addressed and there is a plan for comprehensive refurbishment.

# Generally, how do you rate Claremont's staff?



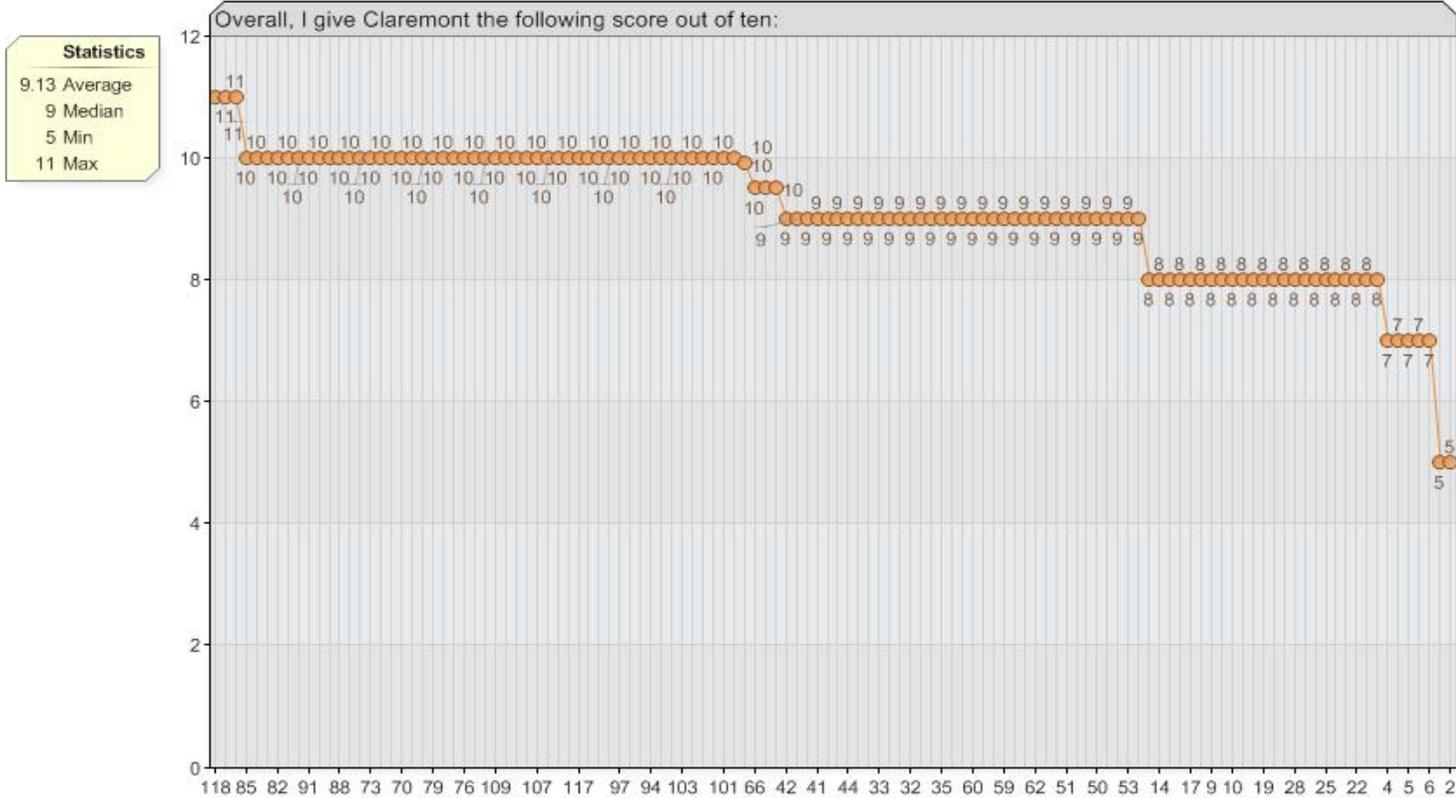
Enter notes to introduce and explain this slide to the reader here...

## There's something special about Claremont, different from other centres



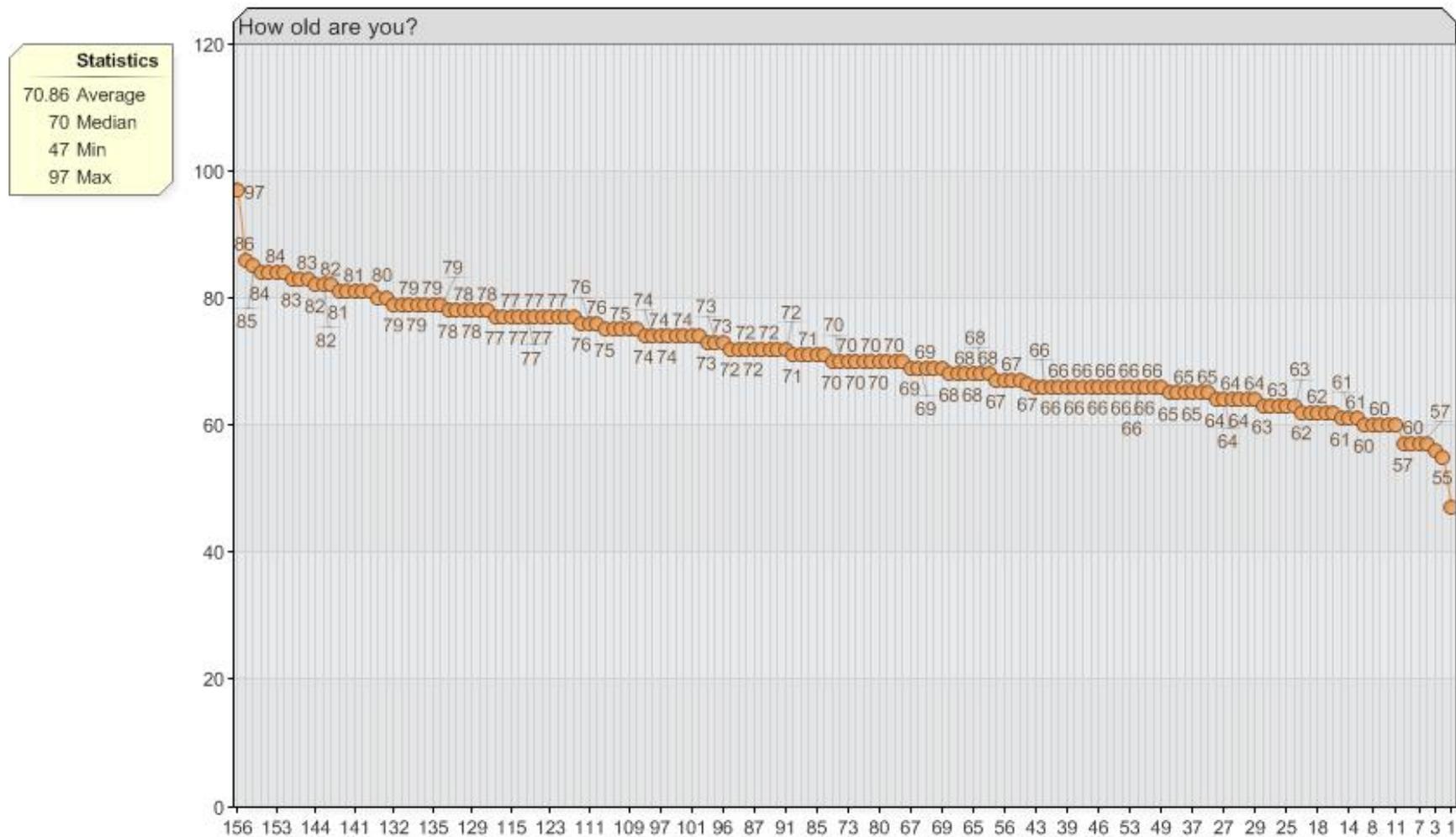
87% thought that Claremont was special in some way and there were lots of helpful descriptions of how this was so. Key messages included: friendliness of staff and other members, inclusiveness, empathy, and aspirational attitudes.

Overall, I give Claremont the following score out of ten:



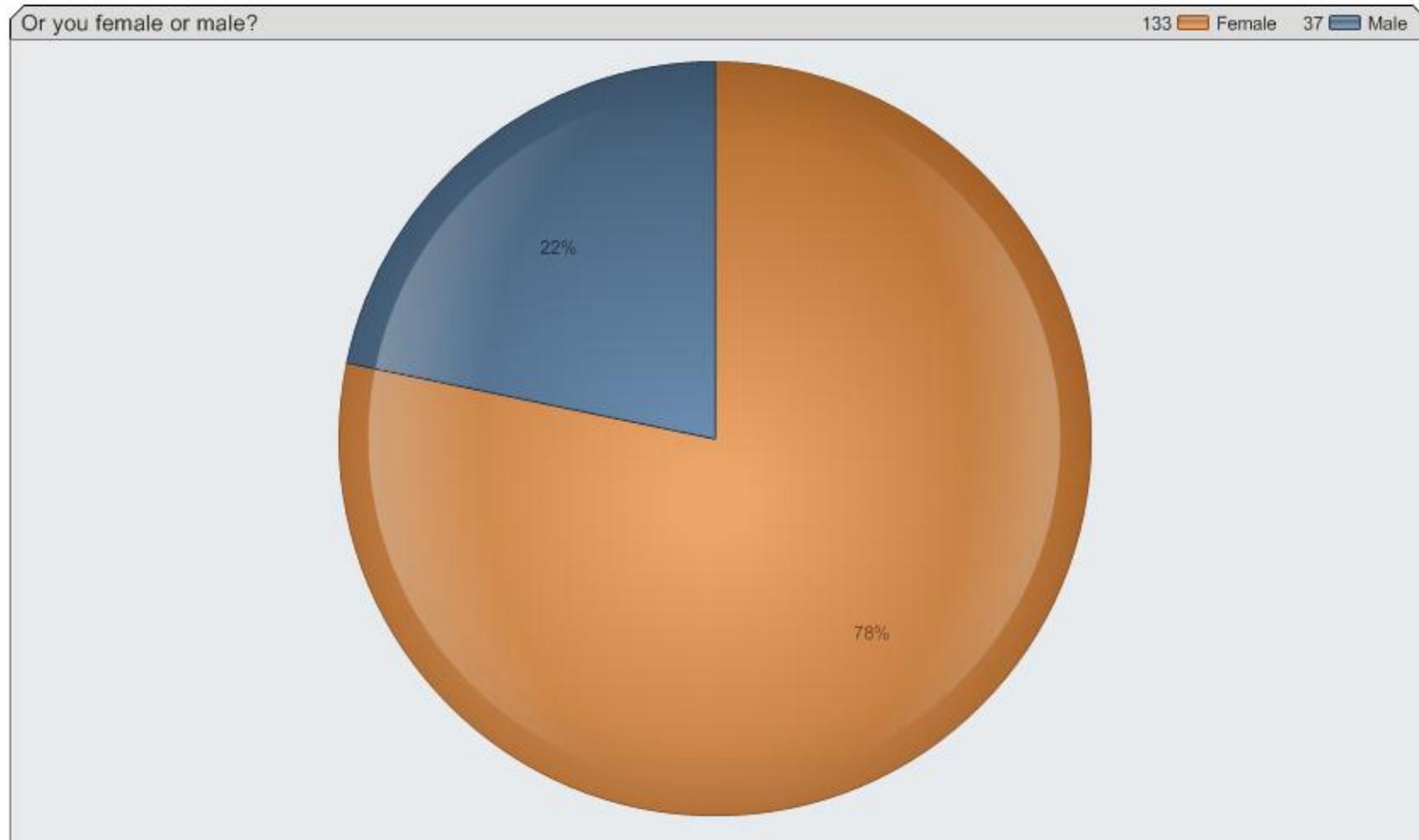
Enter notes to introduce and explain this slide to the reader here...

# How old are you?



People's ages were fairly evenly spread across the retirement spectrum. There was one person under the official age of membership, which affects the average age of about 70.

## Or you female or male?



22% of respondents were men, which is slightly less than our membership database figure of about 30%.

## Any other comments? Some sample answers:

- 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.
- Claremont is not condescending.
- There is equality at Claremont.
- There is a feeling of acceptance & togetherness.