



# BASELINE SURVEY YEAR 1-2

## AGREED OUTCOMES & INDICATORS FOR BASELINE REPORT

### OUTCOME 1

**ICONNECT will develop volunteering and training opportunities for older people (over 60s) that meet their life circumstances, expectations and positively impact on their health and well-being and their communities.**

THE AMOUNT OF VOLUNTEERS WHO EXPERIENCE GREATER SELF-ESTEEM OR HEALTH AND WELL-BEING AS A RESULT OF THE PROJECT WILL INCREASE (TARGET = 45)

THE NUMBER OF OVER 60S WHO PARTICIPATE MORE FULLY IN CIVIC SOCIETY THROUGH VOLUNTEERING IN THE ICONNECT PROJECT WILL INCREASE (TARGET = 50)

THERE WILL BE AN INCREASE IN THE NUMBER OF OVER 60S WHO ATTAIN AN ACCREDITED QUALIFICATION THROUGH THE ICONNECT PROJECT (TARGET = 30)

ALL ICONNECT OUTCOME TARGETS REACHED FOR PROJECT EVALUATION PERIODS Y1&Y2

### OUTCOME 2

**ICONNECT will increase access to essential social support services for over 60's groups at risk of exclusion and isolation thereby enhancing older people's quality of life in relation to equality, social inclusion, support and health issues.**

THE AMOUNT OF BENEFICIARIES WHO HAVE EXPERIENCED BETTER QUALITY OF LIFE THROUGH ENHANCED TRANSPORT SERVICES WILL INCREASE (TARGET = 200).

THE NUMBER OF DELIVERED ACCESSIBLE PASSENGER TRIPS TO OVER 60S AT RISK WILL INCREASE THROUGHOUT CRAIGAVON AND BANBRIDGE COUNCIL AREAS (TARGET = 10,000).

THERE WILL BE AN INCREASE IN THE NUMBER OF GROUPS WORKING WITH OVER 60S AT RISK WHO HAVE REPORTED INCREASE IN CAPACITY THROUGH BETTER ACCESS TO SERVICES (TARGET = 15)

ALL ICONNECT OUTCOME TARGETS REACHED FOR PROJECT EVALUATION PERIODS Y1&Y2

### OUTCOME 3

**ICONNECT will increase awareness and interest among the over 60s of the positive opportunities and benefits of volunteering throughout the project area.**

Not relevant to baseline study – but will be addressed in final (SROI) based project report as noted in previous EOY evaluations.

All indicators for Outcome 3 have been met as per Year 3 6 month report

## METHODOLOGY & SAMPLING

The ICONNECT baseline study used conventional qualitative/quantitative questionnaires attached in appendices.

### Outcome 1

(39) ICONNECT volunteers were surveyed as part of the baseline survey (encompassing all voucher recipients from year 1 and year 2.

(12) volunteers responded within the survey period and returned forms – response rate 30%

The baseline survey will be amended as further forms are returned.

### Outcome 2

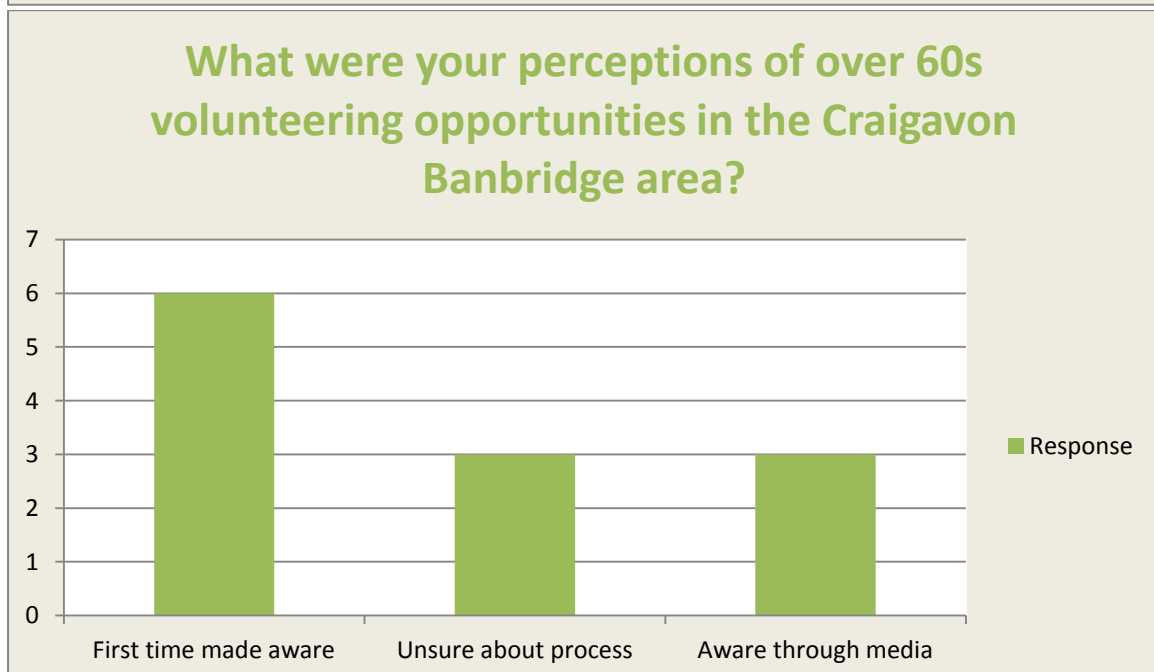
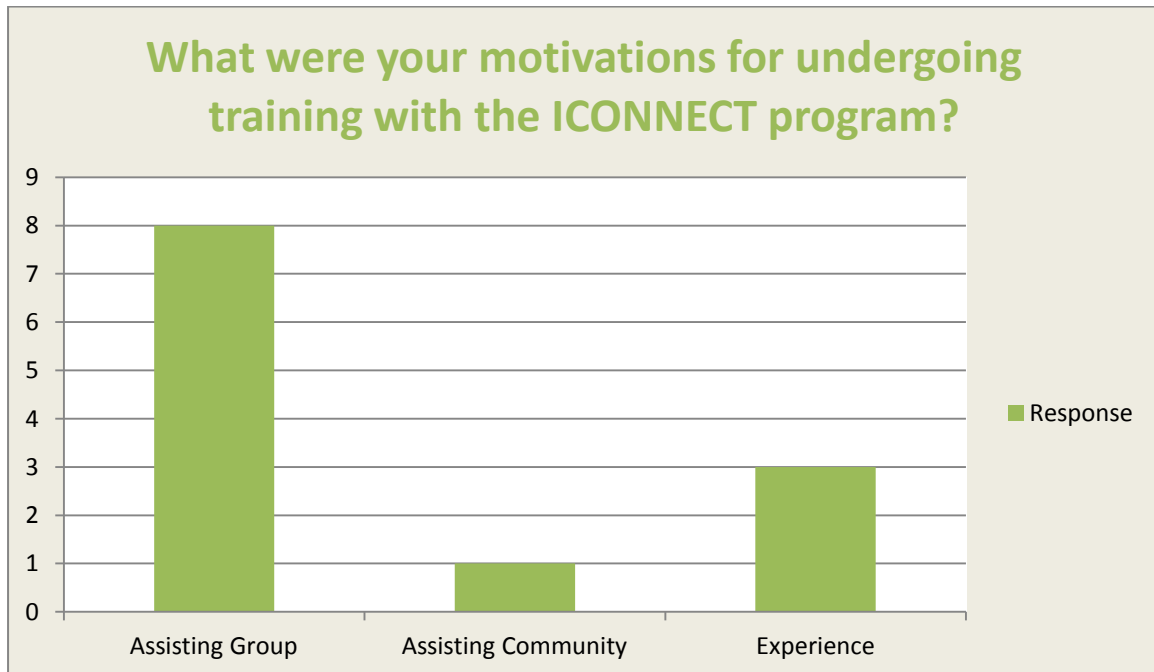
(18) ICONNECT beneficiary groups were surveyed as part of the baseline survey (encompassing all voucher recipients from year 1 and year 2.

(8) groups responded within the survey period and returned forms – response rate 44%

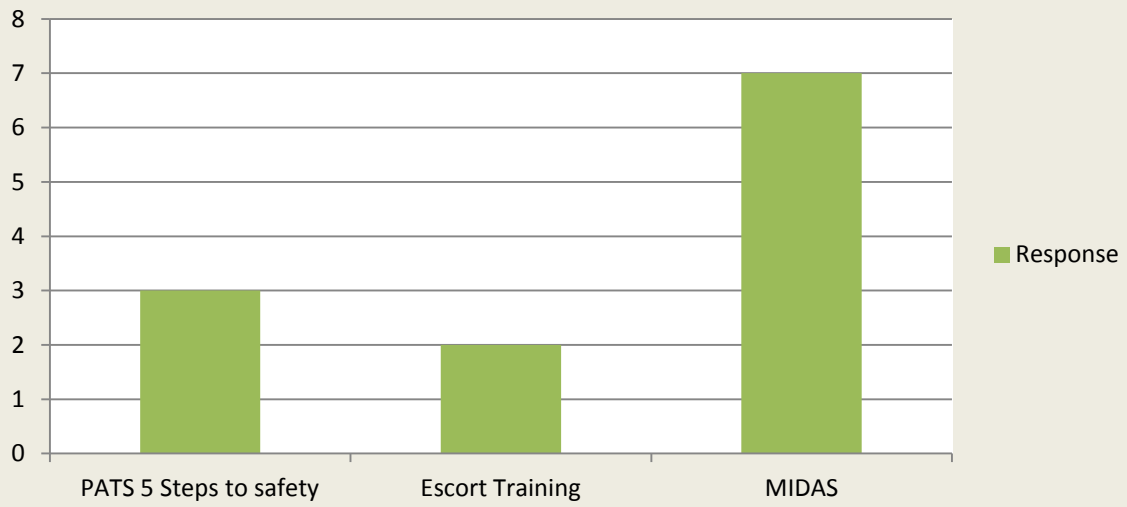
The baseline survey will be amended as further forms are returned.

## SURVEY DATA – OUTCOME 1

ICONNECT will develop volunteering and training opportunities for older people (over 60s) that meet their life circumstances, expectations and positively impact on their health and well-being and their communities.



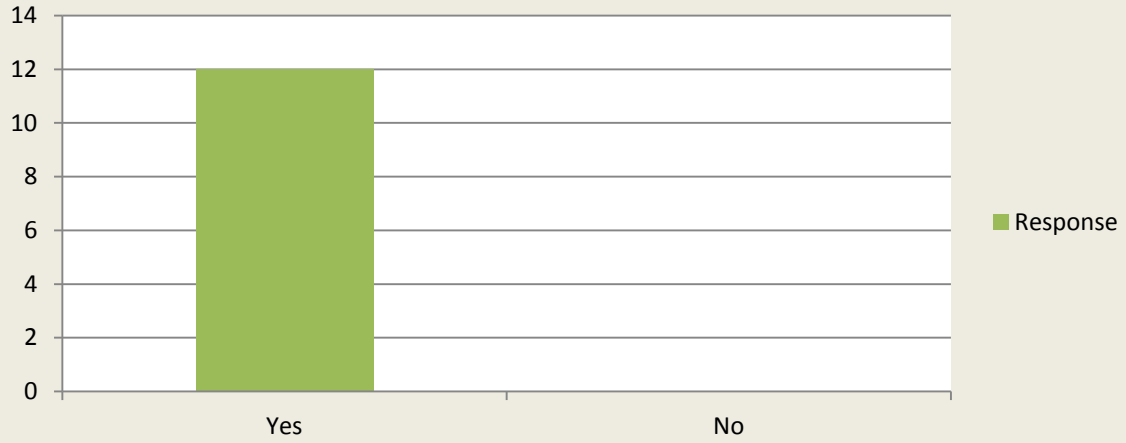
### Tell us about the nature of your volunteering and any training delivered?



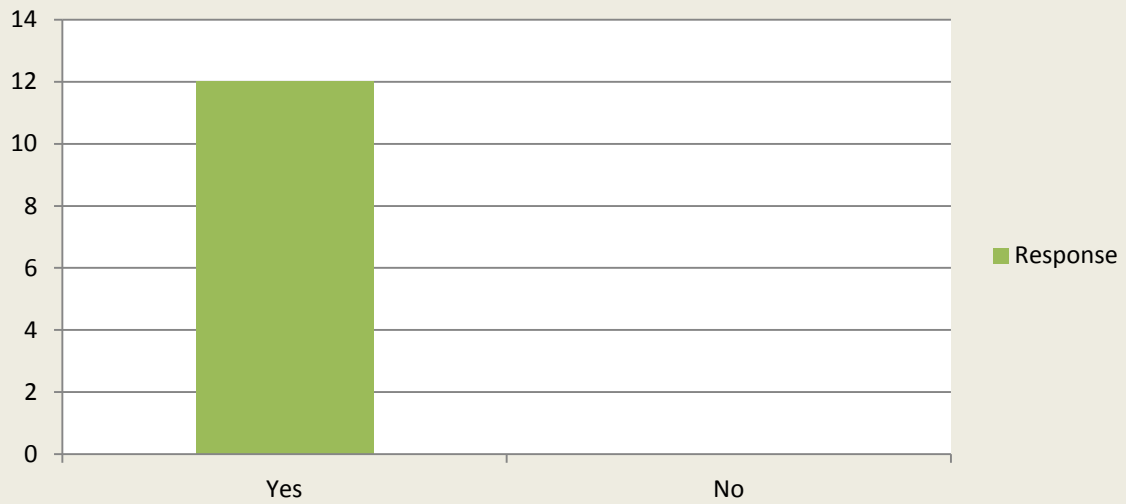
### What do you feel you got out of volunteering with your group as an ICONNECT driver?



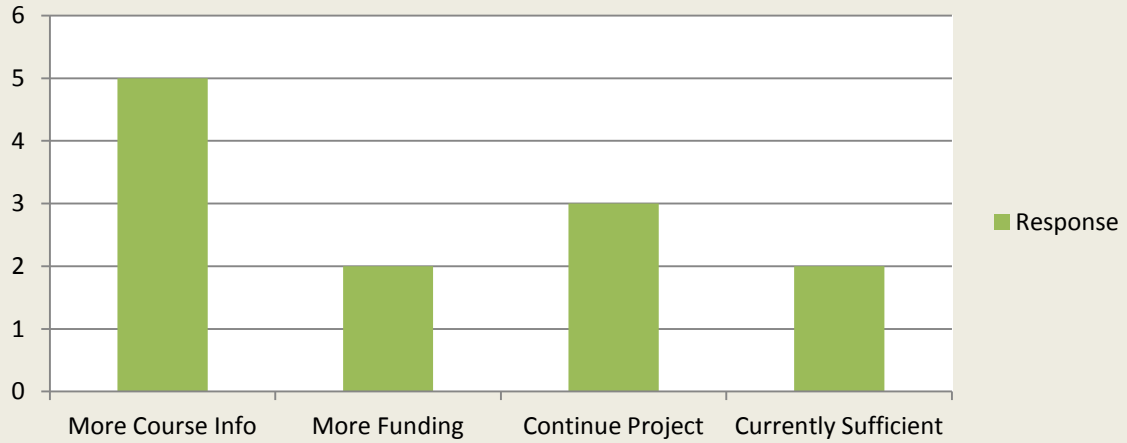
**Do you feel that your contribution is valued by your group or the ICONNECT project?**



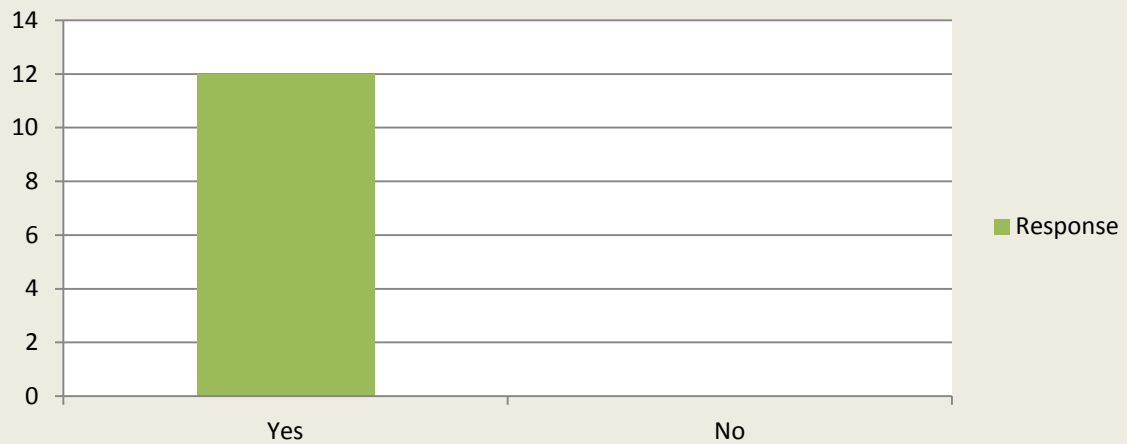
**Has participation in the ICONNECT program improved your quality of life or self esteem?**



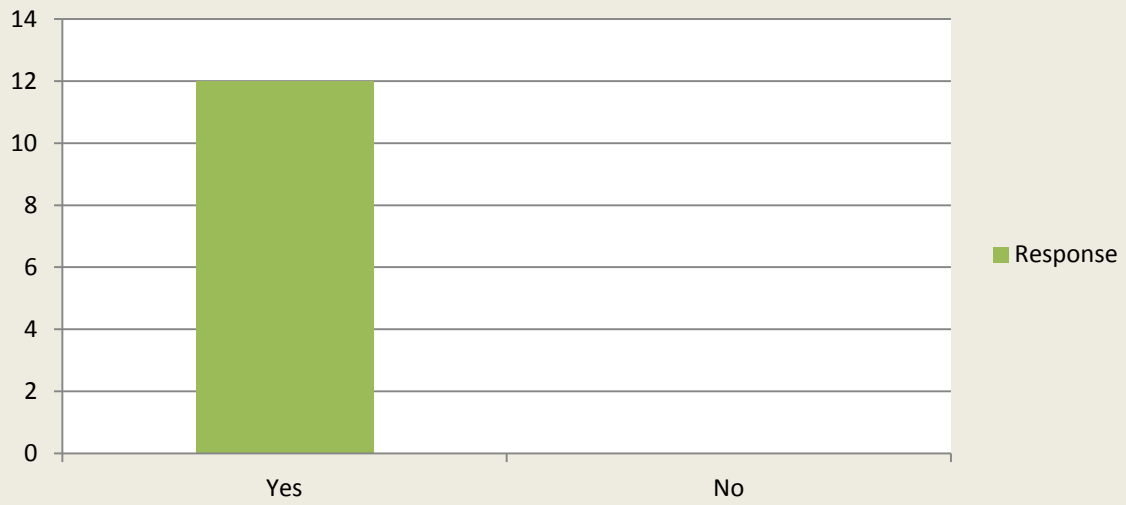
### Have you any ideas how we could support you more as a volunteer or improve the ICONNECT service?



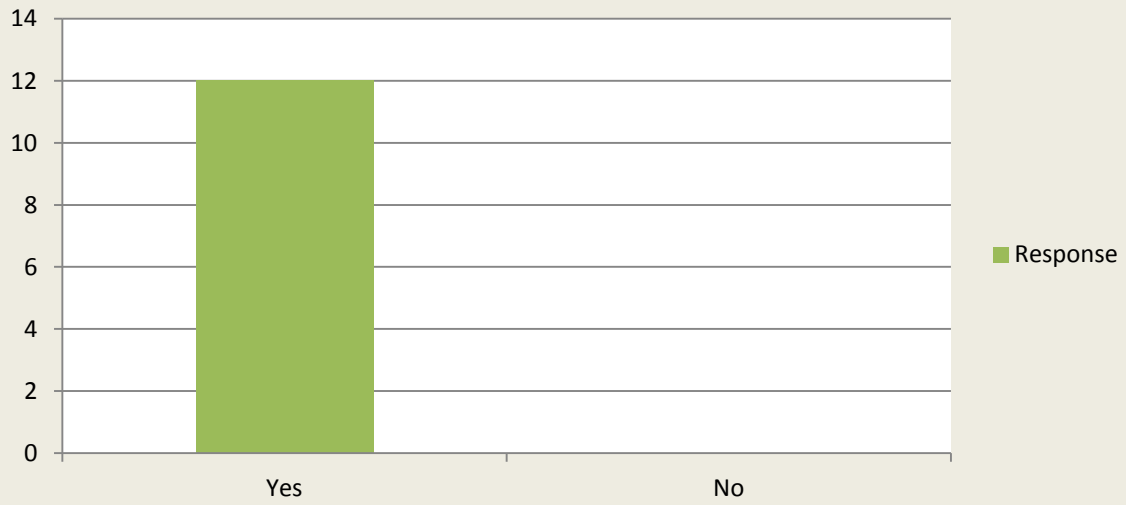
### Would you recomend volunteering through ICONNECT or similar schemes to other people?



### Are the Iconnect staff and trainers helpful and courteous?



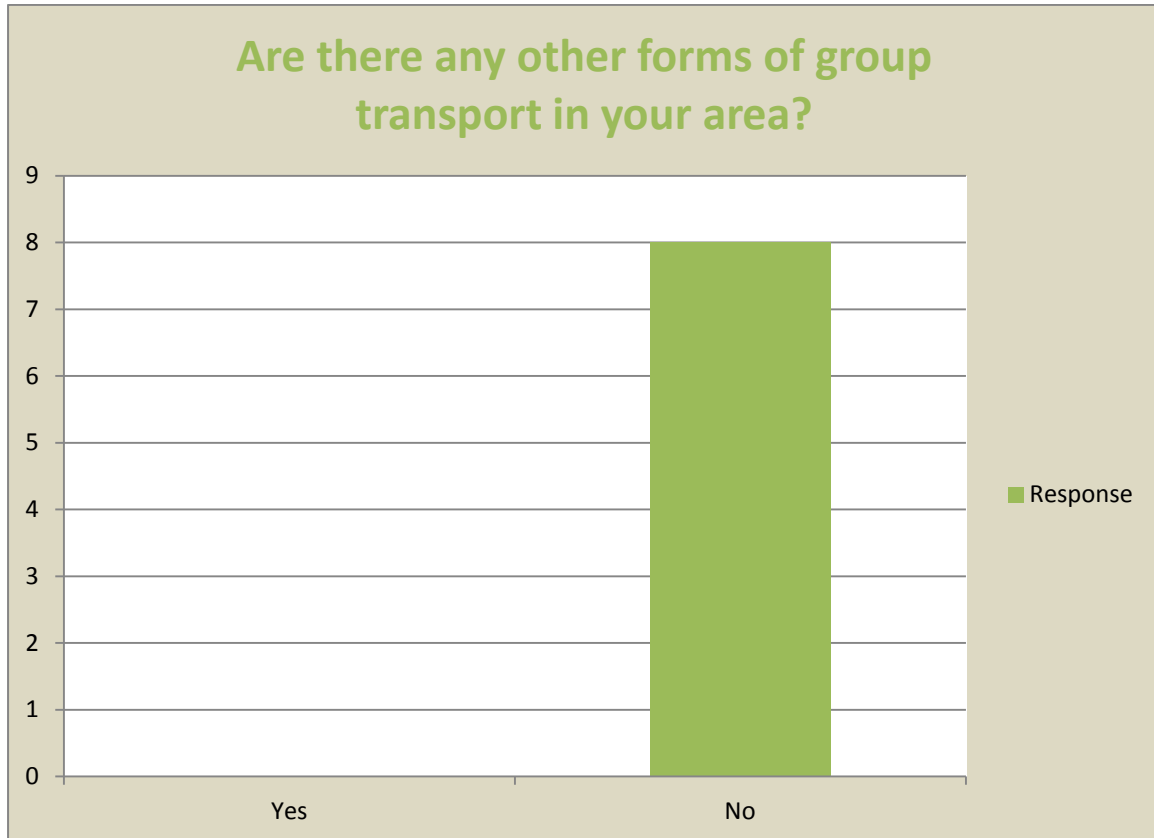
### Would you like to see the project extended for an additional year?



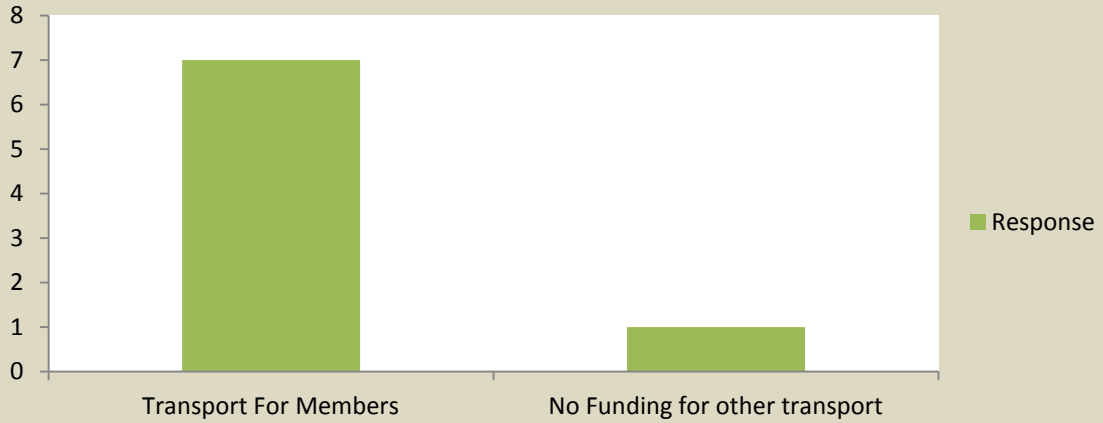


## SURVEY DATA – OUTCOME 2

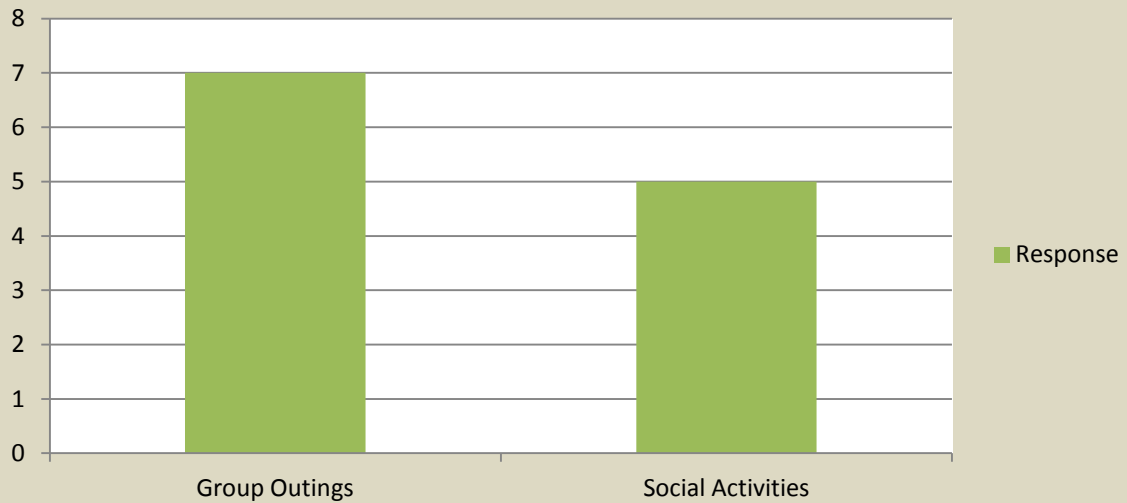
ICONNECT will increase access to essential social support services for over 60's groups at risk of exclusion and isolation thereby enhancing older people's quality of life in relation to equality, social inclusion, support and health issues.



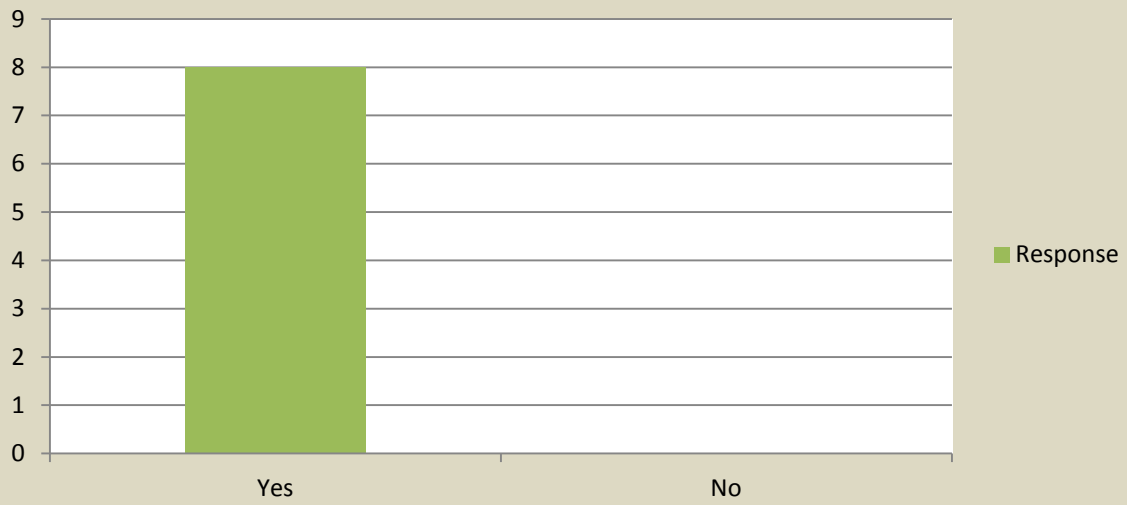
### Why do you use the Iconnect Voucher Scheme for your groups transport requirements?



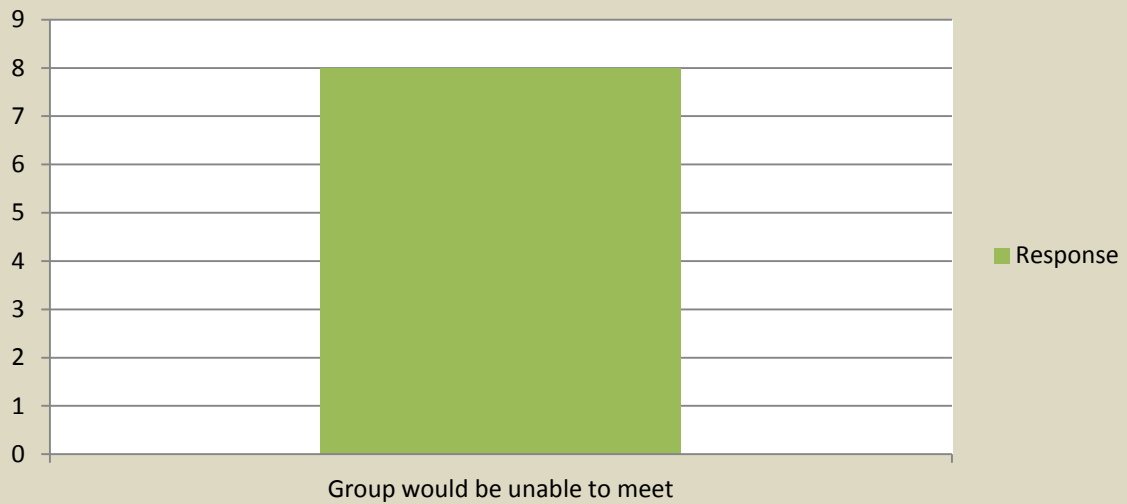
### Where do you use the Iconnect Service to travel to?



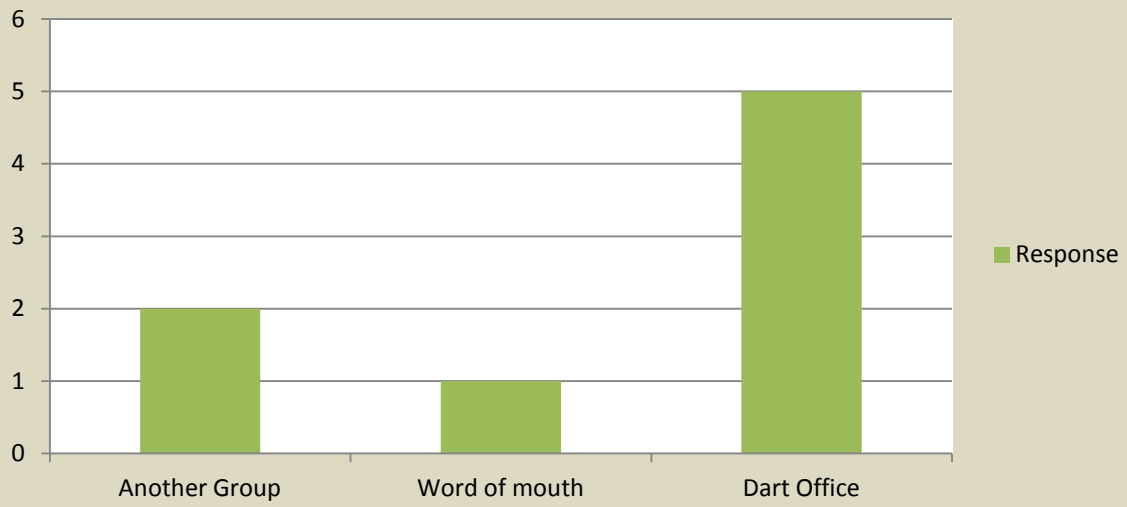
### Does the Iconnect voucher scheme meet all of your transport needs?



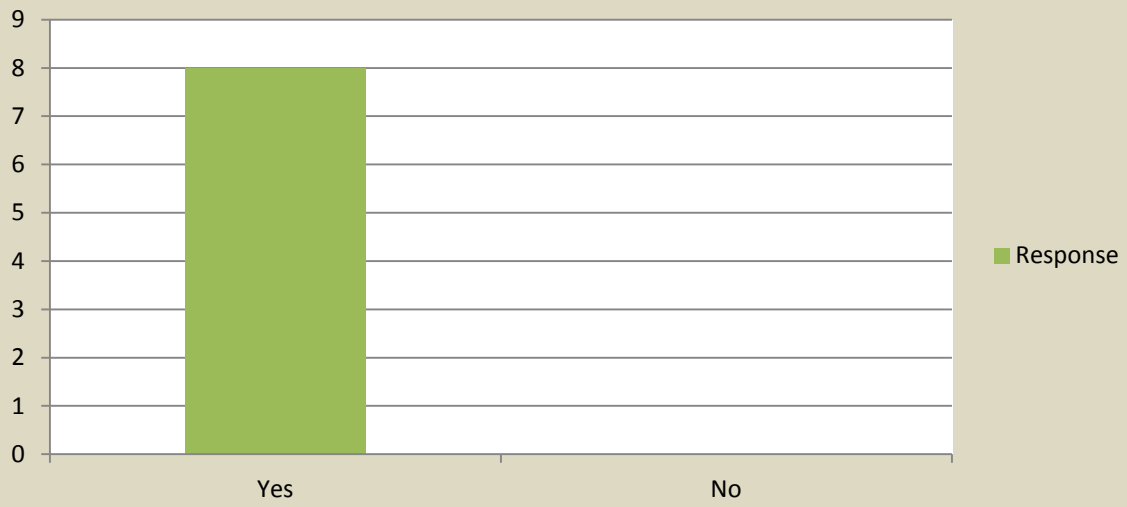
### What barriers would you face if Iconnect vouchers were not available for your group?



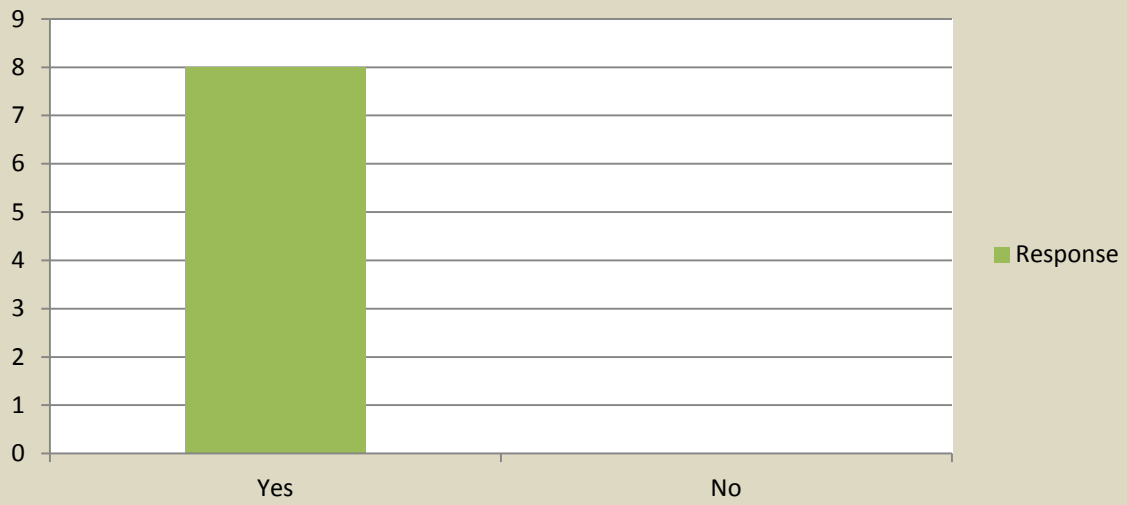
### How did you first hear about the ICONNECT voucher service?



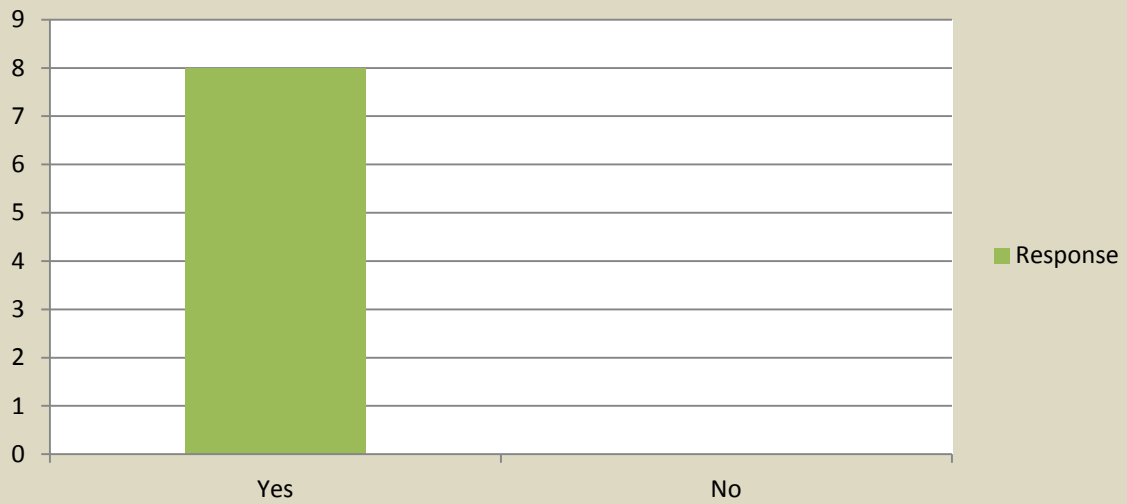
### Is the booking service easy and efficient to use?



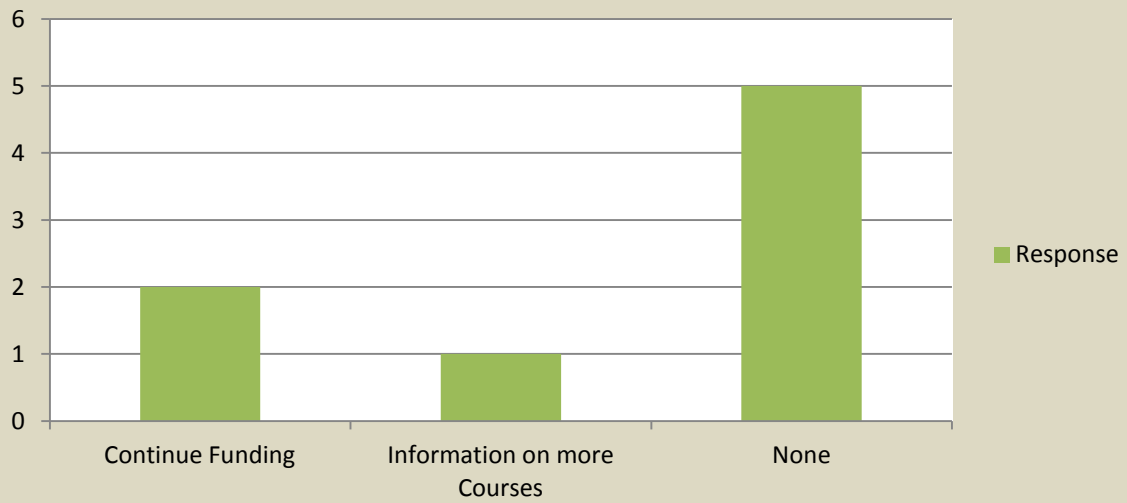
Are the buses physically suitable for your needs?



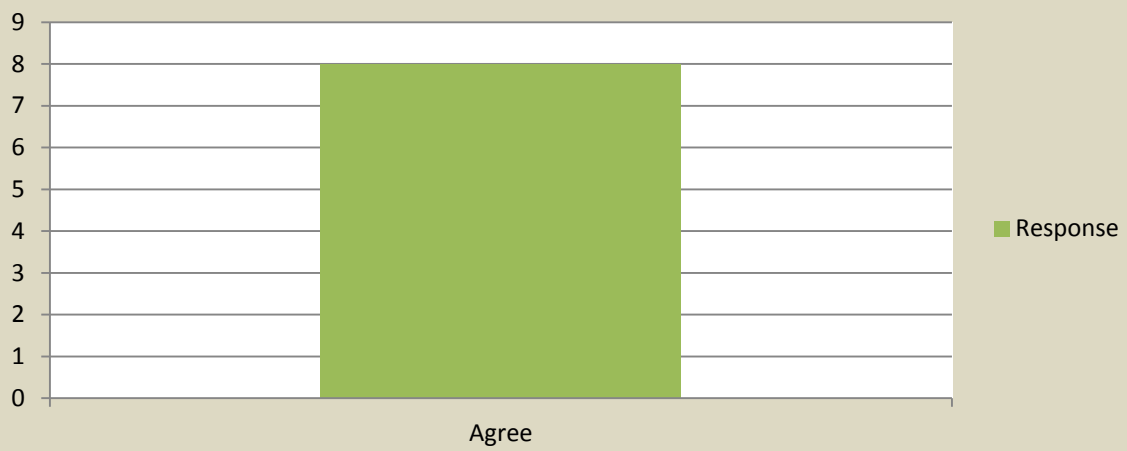
Are the Iconnect volunteer drivers helpful and courteous?

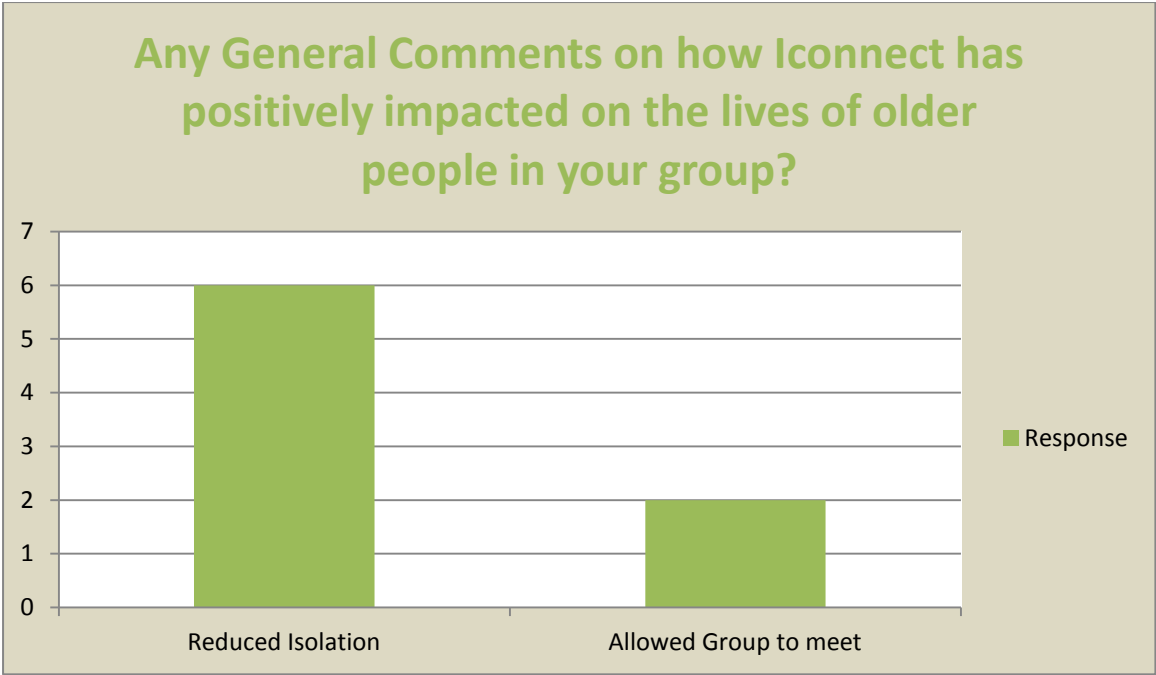


### Have you any suggestions on how to improve the service?



### Would You agree that Iconnect has increased access for groups at risk of exclusion and isolation?





## BASELINE REPORT KEY FINDINGS

The ICONNECT baseline report for Y1 & Y2 confirms findings submitted as part of the ongoing evaluation process for BIG Lottery.

Key findings for Outcome 1 – Volunteering included:

- All of the ICONNECT over 60's volunteers were motivated by the need to help their group, social network or wide community.
- Over 50% of ICONNECT over 60's volunteers had no knowledge of volunteering opportunities for older people prior to engagement with the ICONNECT project. Only 25% had a perception about what older volunteering would involve.
- Roughly 60% of volunteers sampled volunteered as drivers while the remaining 40% assumed volunteer escorting roles. (All achieved accredited qualifications in MIDAS)
- All volunteers surveyed derived a sense of satisfaction from volunteering through the ICONNECT project.
- All volunteered surveyed felt that their contribution is valued by their group and other beneficiaries.
- All volunteers agreed that volunteering has improved quality of life and self-esteem
- Over 45% of volunteers sampled felt that more marketing and awareness raising was required on training and volunteering opportunities and that courses should be increased.
- All ICONNECT volunteers sampled would be happy to refer or recommend the ICONNECT project to friends and other groups
- All project participant's sampled acknowledged ICONNECT staff to be helpful and courteous
- All project participant sampled wished the project to be extended for an additional year

Key findings for Outcome 2 – Transport support included:

- All of the ICONNECT groups stated that there were no other forms of accessible group transport provision in their area.
- The main activity cited by respondents for transport voucher use was transport for group members (50%)
- Social activities and group outings were the most common trip purpose.
- All respondents sampled stated that the voucher scheme was suitable for the groups transport needs.
- Over 70% of groups surveyed stated that the group would be unable to meet without ICONNECT transport support.
- Over 60% Groups surveyed stated that they had found out about the project from DART marketing activities social network or wide community.
- All groups surveyed agreed that the ICONNECT voucher support has increased access to older groups at risk
- Over 70% of groups surveyed stated that the ICONNECT voucher support has reduced rural isolation and increased access to activities.



## **BASELINE REPORT RECOMENDATIONS**

While the ICONNECT baseline report for Y1 & Y2 broadly supports findings submitted as part of the ongoing evaluation process for BIG Lottery a number of issues have been flagged through an examination of qualitative and quantitative data from both surveys, Outcome 1 &2 respectively.

(1) Marketing & Awareness raising – over 45% of respondents stated that they would like to see more marketing and promotion of the ICONNECT project.

It is envisaged that exposure through umbrella bodies and regional networks will increase once project website is operational – target date for live launch 22 June 2015 – [www.icconnectni.com](http://www.icconnectni.com).

(2) Concerns about continuation of funding

Project engagers and beneficiaries wish to see the project extended into year 4 and for DART to make serious progress in mainstreaming the ICONNECT project beyond a possible Year 4 extension. Links are being created with PHA/health Trust initiatives and also synergies with current strategies with regards dementia support are being explored as sustainable options.