

**Lunch Clubs**  
Hackney

hackney  
cv<sup>s</sup> #FairerHackney



**Hackney Lunch Clubs Network**

**Annual Satisfaction  
Survey Report 2022**





Lunch at Hackney Chinese Community Services



Eran, Hackney Cypriot Association chef

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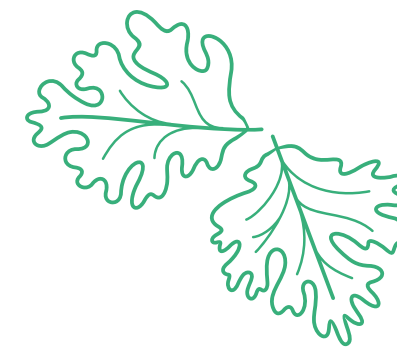






Lunch club coordinators receiving Community Achievement Award 2022

# Introduction



## ***The Hackney Lunch Clubs Network is a group of 12 community-led lunch clubs for people aged 55 and over in Hackney, East London.***

The clubs serve people from a variety of cultural backgrounds reflecting the diversity of Hackney including Caribbean, Chinese, Cypriot, Charedi Orthodox Jewish, Kurdish, Muslim, South Asian, Turkish and Vietnamese as well as lunch clubs which grew to serve older people on local authority housing estates in Hackney including Holly Street and Nightingale.

The clubs receive financial support from Hackney Council and provide a lifeline to many vulnerable older adults in the community. For some who don't cook for themselves they provide regular warm meals at affordable prices. For those who live alone and live without family support, the clubs provide connection and access to advice, support and exercise. For others the clubs provide respite from stressful caring duties at home.

In this report, we will discuss the results of the annual satisfaction survey in relation to 5 key outcomes in the LB Hackney lunch club contract. This will highlight the importance of the Hackney lunch clubs in our local community; for social connection, the sense of belonging, our current mental health pandemic and the simple fact that some of our elders in Hackney can't cook and survive on a very basic income at a time when food costs and heating costs are rising rapidly.

### **LIST OF PARTNERS**

- An Viet Foundation
- Chats Lunch Club
- Hackney Caribbean Elderly Organisation
- Hackney Chinese Community Services
- Hackney Cypriot Association
- Holly Street Luncheon Club
- Hot Line Meals Lunch Club
- Lunch Up, Woodberry Down Luncheon Club
- Nightingale Luncheon Club
- North London Muslim Community Centre
- Centre 151, VLC Pho Club

The Adiaha Antigha Community Achievement Award 2022 was presented to Hackney Lunch Clubs Network in October 2022. The award recognises the delivery of outstanding long-term service to the community.



# Background

## *The lunch clubs each have their own unique history and character.*

Holly Street and Nightingale were started by residents' groups on council estates in the 1970s and are standalone lunch clubs. Hackney Caribbean Elderly Organisation was born out of the need to provide food and support for elders in the Caribbean community and Halkevi was a lifeline in the 1980s when it first opened to provide food and advice for Kurdish refugees arriving from Turkey. Chats lunch club grew from a local church community.

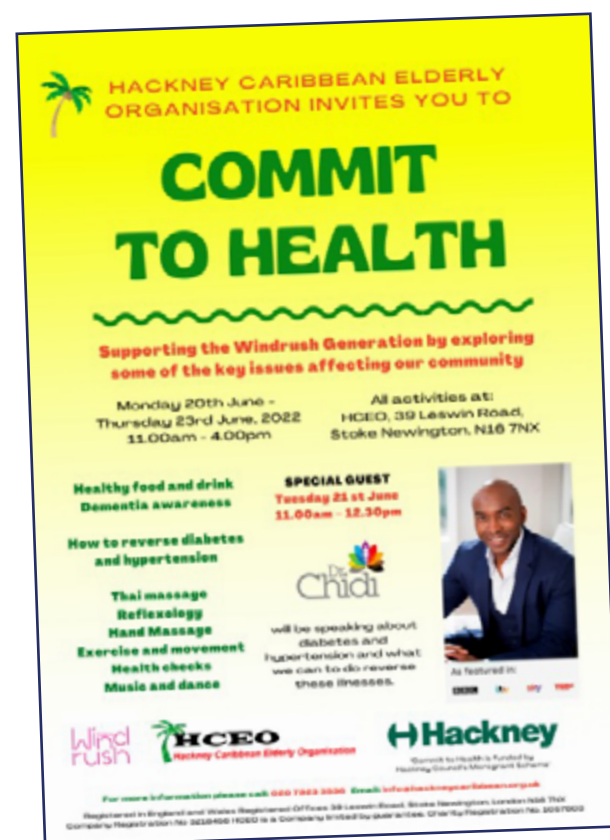
Some of them belong to community groups including North London Muslim Community Centre Elderly Social Club, Hackney Caribbean Elderly Organisation Lunch Club which falls under their Ageing-Growing-Engaging project, Hackney Chinese Community Services in collaboration with An Viet Foundation Lunch Club and Vietnam Laos Cambodia (VLC) Pho Club at Centre 151.

Some of the current members of lunch clubs aged 70+ from the Caribbean and South Asian heritage, were part of the large wave of migration to the UK in the 1950s and 60s.

"I feel motivated to support the elderly social club as this generation worked hard in a new country to build a future for their families."  
—Javed, lunch club coordinator at North London Muslim Community Centre

The staff are very dedicated to the lunch clubs and work hard to keep them running despite difficult circumstances. They create opportunities for their members, for example, this year Chats, Holly Street and HCEO hosted special Windrush events in June to celebrate their members to mark annual National Windrush Day.

◀ Flyer from HCEO "Commit to Health" Windrush event



Arlene, Hackney Caribbean Elderly Organisation chef





# Current context

## Cost of living crisis

Rising food and heating costs mean older people are in greater need of clubs at this time. Some older people are fearful of not being able to make ends meet and therefore skipping meals and turning heating off to save money.

*"Hackney residents are some of the hardest hit by the current economic climate. For decades, lunch clubs have offered a safe, friendly, welcoming community hub for our older, often isolated residents to connect over a hot meal. Today, more than ever, the clubs are serving as a lifeline as many members struggle with being able to afford even the basic essentials and are having to make a real choice between eating and heating."*

*As pressure on council budgets mount, the future of the lunch clubs is in the balance, so I'm really pleased Hackney Council has committed to one further year of funding. The funding will allow much needed support to some of our most vulnerable residents during what is proving to be one of the bleakest periods for a generation."*

—Tony Wong, Hackney CVS CEO



## Pandemic and food poverty in Hackney

During the pandemic there was a growing level of food poverty across generations and communities in Hackney. As described in our last annual report from 2021, lunch clubs in the network also responded rapidly during the pandemic by offering home deliveries, online classes, telephone befriending and more. They were an essential lifeline for older vulnerable adults, especially those living alone. Communities are now in recovery. Mayor of Hackney, Philip Glanville, recently said that one third of households in Hackney are in poverty in 2022.

## Hackney's Ageing Well Strategy 2020-2025

Hackney's Ageing Well Strategy sets out the council's vision for 'becoming an age-friendly borough where older residents feel empowered, informed, valued and supported through age-friendly communities and services and specialist care as the need arises'. Lunch clubs help the council achieve 3 of the 7 priorities: Health and wellbeing, Social and civic participation and respect, Safeguarding, safety and security.

The lunch clubs are a regular support for their members, making sure members don't slip through gaps and have social support.

*"The lunch club and support from the network forms the heart of what we do to support older people in the community. From this base we 'pick up' on some of the other challenges of ageing they are facing and are developing a programme of work to include local partnerships and cross-cultural opportunities."*

—Hackney Caribbean Elderly Organisation



## Sustainability of older people's lunch clubs in Hackney Lunch Clubs Network

Hackney Council have been the main funding source for the lunch clubs in the network for many years, however with growing costs and funding cuts to local authorities this is not sustainable. The clubs and community groups that host lunch clubs are struggling to make ends meet.

Hackney Council, Hackney CVS and Hackney Lunch Clubs Network have been working together to ensure that the lunch clubs, which are so vital to the community, are sustainable financially in the future. To do this, the lunch clubs are seeking additional funding sources as well as exploring ways to work together collaboratively in what is a very challenging financial climate. Avenues that are being explored include; sharing resources to increase cost efficiency, corporate partnerships, building relationships and seeking wider opportunities in the local health system, and fundraising.



We are proud to have supported the community with:

**27,411**  
meals served



**4,391**  
activity  
sessions held



**25,304**  
attendance  
at activity  
sessions



Totals from 12 lunch clubs for the period  
October 2021 to end September 2022.

# The Annual Satisfaction Survey 2022

*This report is based on an annual satisfaction survey of all members attending lunch clubs.*

The surveys were completed between June and September 2022. Some surveys were completed by the members themselves and in other cases (notably where English is not the first language) surveys were completed with the help of lunch club staff or volunteers over the phone or in person. Those surveys by members themselves compared to those completed by someone else do have a different flavour and can be less personal/less expressive. Overall the responses we received give a strong sense of the positive impact attending the clubs has on members.

## Survey questions based on five key outcomes

The lunch clubs aim to improve the health and wellbeing of people aged 55 and over in Hackney and neighbouring boroughs. The current lunch club contract from London Borough of Hackney includes 5 key outcomes. We reviewed and analysed the annual survey responses against the key outcomes.

## 5 Key Outcomes

### OUTCOME 1

*Reduction of older people becoming isolated and socially excluded and therefore delay or prevent people escalating to higher levels of need (The Care Act 2014).*



### OUTCOME 2

*Individuals are empowered to influence the design and delivery of the service they receive.*



### OUTCOME 3

*Individual's quality of life, health and wellbeing improves as a result of the lunch clubs service.*



### OUTCOME 4

*Lunch club services are accessible to culturally and ethnically diverse communities and those disadvantaged by health inequalities.*



### OUTCOME 5

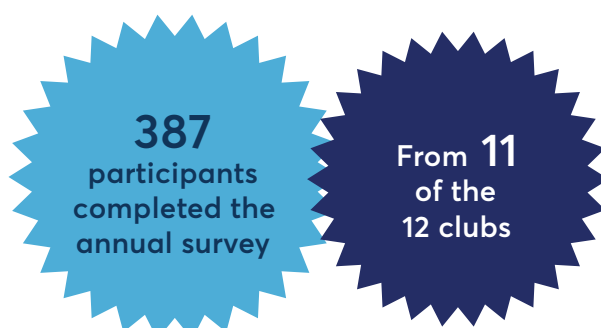
*Individuals receive a service that maintains their dignity.*





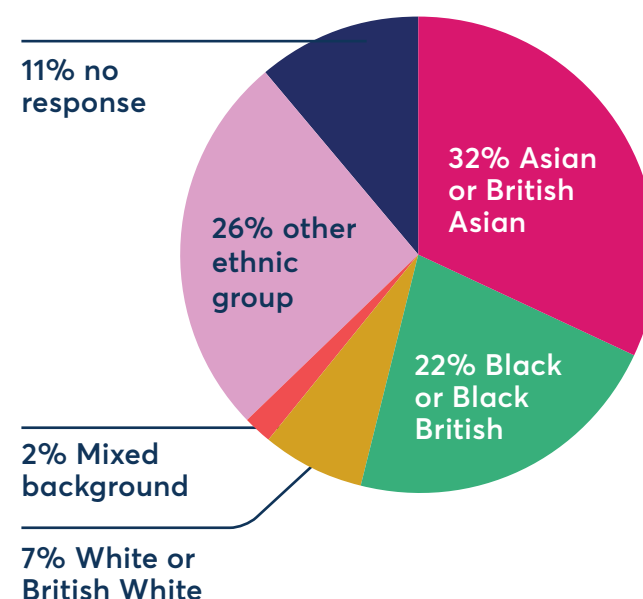


## Demographics

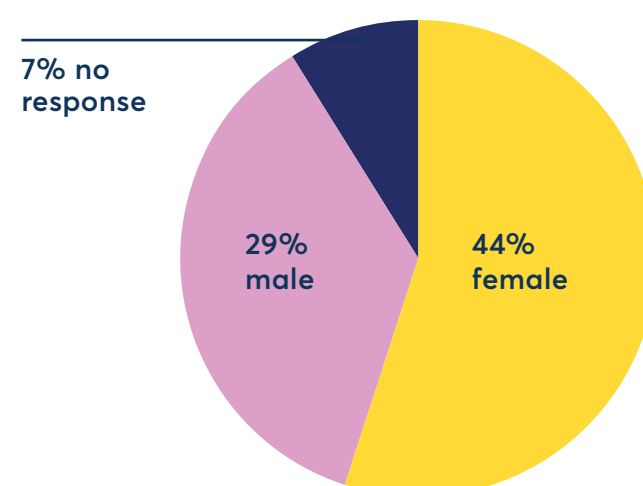


One of the objectives of the lunch club service is to ensure they are accessible to diverse communities and those disadvantaged by health inequalities. Our statistics show that 32% identify as Asian/British Asian, 22% identify as Black/Black British and 7% identify as White/British White. The figure which stands out is those who chose "Other ethnic group" was 26%. Our results illustrate that lunch clubs are reaching diverse cultural groups. Next year we will use the 2021 census categories which we hope will be more inclusive and will help us to look at this and respond in more detail.

### ETHNICITY

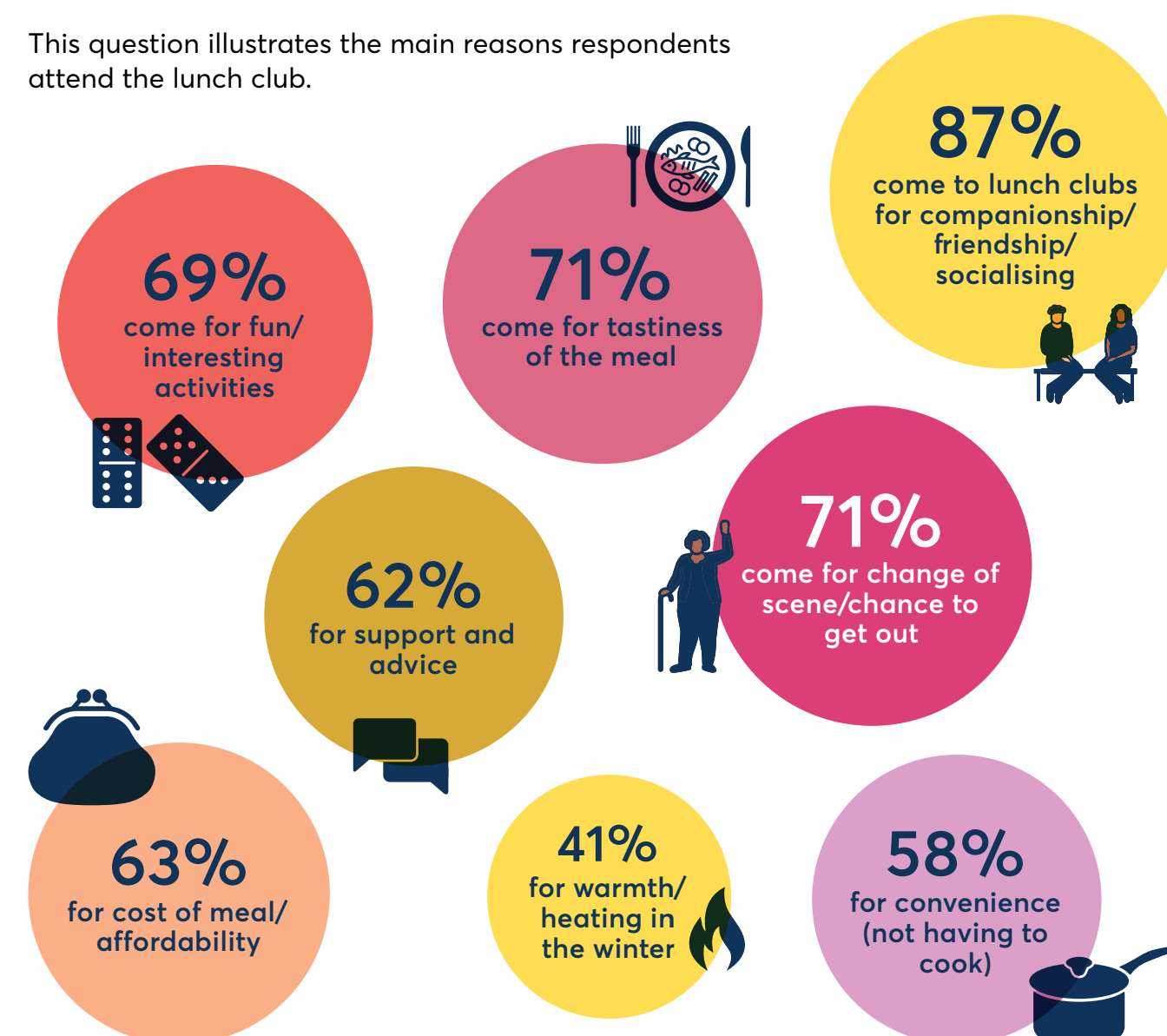


### GENDER



## Why do members come to the lunch clubs?

This question illustrates the main reasons respondents attend the lunch club.





## OUTCOME 1

# Reduction of older people becoming isolated and socially excluded and therefore delay or prevent people escalating to higher levels of need. (The Care Act 2014)

98%  
of lunch club  
members  
agree

71%  
strongly  
agree

that they "feel less isolated  
and more socially connected  
as a result of the service."

"If I don't come the staff will call me to make  
sure I am OK. It is a very warm feeling."  
– Hackney Chinese Community Services

Mah Jong, Hackney Chinese Community Services

## 1. Social Connection – mixing with people of your own age and sharing worries

"I agree that I am less avoidant than I  
was on my own all the time."  
– Chats Lunch Club

"I have fellow members to talk over  
matters and if I am troubled I can  
share my problem and get help."  
– Hackney Caribbean Elderly Organisation

"It's nice to go out and meet other  
people around my age group."  
– Hackney Caribbean Elderly Organisation

From all the comments  
shared by members,  
it is the importance of  
friendship and social  
connection that stands  
out above all else:

**"Regardless of the range  
of activities provided  
by the lunch clubs, from  
our feedback, most older  
people just want to get  
out of the house to go  
somewhere they feel safe  
to make friends, have  
and chat and laugh.  
Activities are the bonus."**

– Lullyn, lunch club  
coordinator at Hackney  
Caribbean Elderly  
Organisation



Lunch clubs are specifically geared to  
bring a group of people in the same  
age group together. There is something  
significant about older people being  
able to meet other people their age in a  
social setting. Having an opportunity to  
let off steam, laugh, share problems, feel  
understood by others etc.

**"Research has proved that people have  
a powerful need for social connections  
– small and large. We should prioritise  
connection in our lives and do what we  
can to have friendly interactions with  
people, no matter how small."**

– Judy Harris, Learning and Engagement  
Lead, Connect Hackney

### SOCIALISING IS SO GOOD FOR OUR HEALTH

"Mrs K is widowed and fiercely independent, living  
alone for 35 years. Her only interactions and  
so-called socialisation were visits to the doctor's.  
These were getting more frequent as her physical  
and mental wellbeing were deteriorating especially  
since the pandemic. She is left helpless and even  
more lonely. A kind neighbour referred her to join  
the lunch club with the intention of her having  
outside connections. After much persuasion she  
attended one of the activities, although rather  
reluctantly. She joined a music activity and fell in  
love with the unique warm and caring atmosphere  
of the home and needed no convincing to return  
for more sessions. Her ailments and pains have all  
but disappeared – as it is known music and singing  
and socialisation can do for elderly. She is currently  
making plans to move into Schonfeld Square to  
be with her friends and to easily participate all the  
activities."

Hot Line Meals case study



## 2. Lunch clubs offer practical support and act as a safety net

91%  
of lunch club  
members  
agreed

52%  
strongly  
agreed

*that they "have a greater awareness of other services outside of the lunch club that can help me in my life."*

Lunch clubs offer much more than hot meals, they often provide practical support and act as a safe space for many older people. The practical support offered by lunch clubs can prevent older people falling through the cracks of care which could improve their wellbeing.

One example of this is a woman attending one of our clubs who was experiencing domestic violence at home. She shared this with her lunch club friends and staff at the community centre which led to her receiving extra support to ensure her safety. In this situation, there is a risk that if she had not been in a place where she felt safe to communicate, she would still be suffering at home in silence.

### MENTAL HEALTH SUPPORT

"There is a couple who are members and have also been volunteers in HCCS for over 10 years. Unfortunately, the wife was involved in a car crash 3 years ago. During lockdown, the husband had to take care of his wife and his mental health collapsed. As a result, he ended up in psychiatric hospital for 4 months. After lockdown, HCCS reopened and he visited. We could clearly see he was in a bad state mentally and physically. During lockdown he fell downstairs at home twice and fell in a bus. He has difficulty lifting his neck for a long time and can't stand for too long. HCCS is encouraging them both to come to the club and not isolate at home for their mental health. HCCS staff provide them with transport and free lunch. Now, both have their smiles returned; especially the husband who is now free of his terrible mental health. He is still quite unwell physically. There will always be someone to bring them to the lunch club by car whether it is a member or a staff member."

*Hackney Chinese Community Services case study*

### PRACTICAL SUPPORT

"One of our users had an issue with their Housing Benefit claim as they had changed address and it had been several months and no action was taken by the council. We referred him to our in-house Advice surgery where they were helped to put in a complaint and get his benefit put back into claim. The user was severely anxious about this and as a result of the referral they got the outcome they wanted."

*North London Muslim Community Centre case study*



Hackney Caribbean Elderly Organisation



## OUTCOME 2

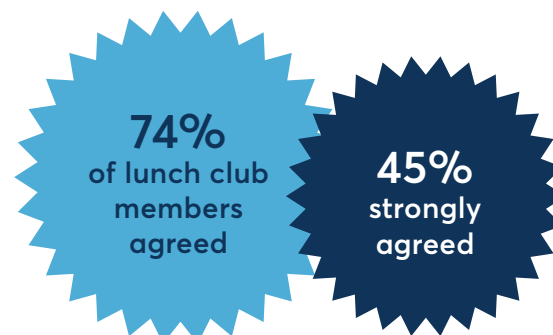
# Individuals are empowered to influence the design and delivery of the service they receive

## 1. Engaging with the opinions of members

It is very important for lunch clubs to show their members that their opinions and voices matter. This can be shown by engaging members in the actual design and delivery of the service. For example, HCCS realised that their members really wanted to be more engaged in the choice of food served and requested more variety. Many of the members have their own special recipes that they have asked the chef to cook and also requested that each week there would be a menu listed with the dishes coming up:

克尼華人社會服務中心 Elderly Luncheon Club 長者午餐會 Menu 菜單 (17th, 19th, 21st January 2022)	
星期一 例湯 揚州炒飯	Monday Soup of the day Special fried rice
星期三 例湯 南乳花生炆豬腳 甜酸薑絲煎紅魚 什菜+白飯	Wednesday Soup of the day Braised Pork knuckles and Peanuts with Red Fermented Beancurd Sauce Deep-fried Red Fish with Sweet and Sour Sauce +Mixed vegetables+Rice
星期五 例湯 枝竹炆豬肉 豆版醬煎封慈魚 什菜+白飯	Friday Soup of the day Braised Pork With Dried Bean Curd Sticks Deep fried mackerel fish with Spicy Yellow Bean sauce +Mixed vegetables+Rice

(因海Covid-19,只提供菜單) 菜單以當日為主, 如有變動, 敬請原諒



*that they are "involved in decisions about what activities and food are provided at the service."*

## 2. Lunch club managers responding to feedback

Most lunch club members agree that they are involved in decisions, but we can see from the results that some members have expressed a different opinion here.

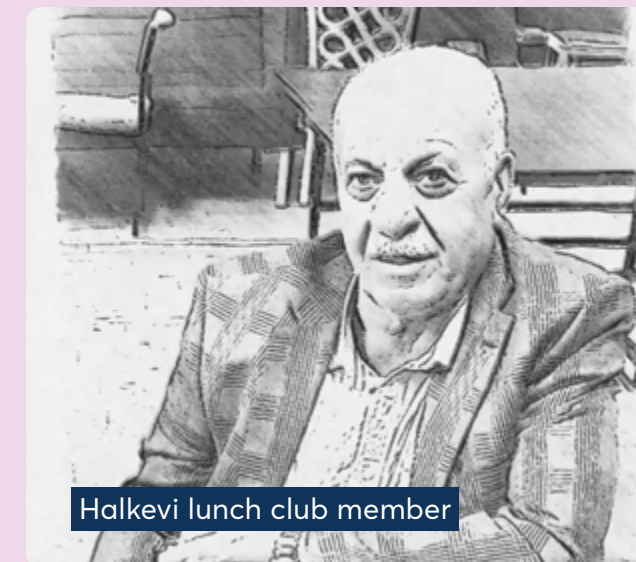


*that they are "involved in decisions about what activities and food are provided at the service."*

The lunch club managers have embraced the opportunity to make things better. For example, Holly Street lunch club is currently fundraising for some new kitchen equipment so that they can start cooking food from scratch again. Something they learned from member comments in the annual survey.

**"I put my point and I get a reasonable answer. Find it easy to make suggestions." – Holly Street**

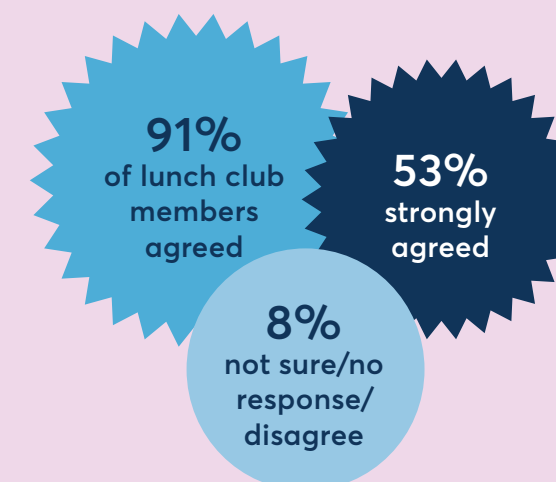
A similar response was seen from members at the NLMCC lunch club. At their clubs (separate for men and women), food used to be prepared freshly on site by lunch club members. Lunch club members were happy to cook this food as meals were offered free of charge, however since charging for lunches has come in, members are less inclined to take part in cooking the meals. Currently the lunch club meals are ordered in from an outside caterer. The lunch club coordinator is exploring options for finding a volunteer cook to bring cooking back in house.



Halkevi lunch club member

It's not always possible to please everyone, especially when there are members with diverse food tastes and needs, but it is important to take on board comments and suggestions from members where possible within the confines of budget etc.

**"My opinion matters."  
–Hackney Caribbean Elderly Organisation**



*that they are "clear about the role of lunch clubs in meeting my needs and what they offer."*

**"Yes, I am clear about the role of the club. I am informed about activities and events." –Hackney Caribbean Elderly Organisation**



## OUTCOME 3

# Individual's quality of life, health and wellbeing improves as a result of the lunch clubs service

## 1. Impact of returning to clubs on members health

The pandemic negatively impacted our lunch club members mental and physical health, this was highlighted by our members survey responses.

Physical health:



Mental health:



"Before pandemic I will go to the lunch club once a week by walk. During the pandemic I haven't got reasons to go out."  
– Hackney Chinese Community Services

"I had a minor stroke during pandemic because I stopped my exercise during pandemic."  
– Hackney Chinese Community Services

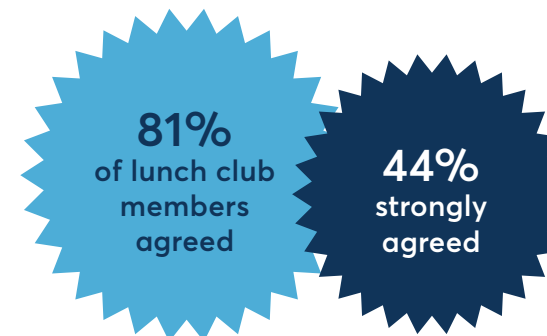
"This club has been a life line for me. I lost my wife at the end of January 2022 and started attending the club in March. I love coming to this club! The people are so friendly and welcoming, and I have made many friends because of this. Our fitness instructor (Susan) is great! She is an excellent trainer and is so encouraging and supportive. Well done Susan! The food is delicious!! I look forward every week to coming and meeting up with everyone and especially love doing the exercises! Everyone is so friendly!! This is a great club with great people, great food, great exercise where I always feel happy and respected. They are doing a wonderful job!"  
– New member, Chats Lunch Club



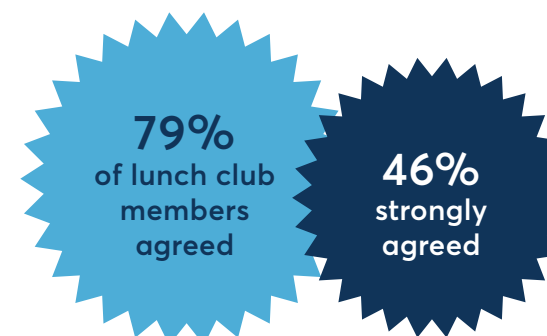
"Sitting down too much during pandemic. Muscle and joint pain." – An Viet

"Isolated, crying, stress and alone. Feel like dying. What's the fun of living." – Hackney Caribbean Elderly Organisation

Since the pandemic lunch clubs have been hugely valuable in improving the mental and physical health of their members.



that they have noticed their "physical health improving since returning to the lunch club after lockdown."



that they have noticed their "mental health and sense of isolation improving since returning to the lunch club after lockdown."

There were many comments from members expressing how much fitter they felt by resuming regular journeys to their lunch clubs, quite often by foot at least part of the way. Some people mentioned coming back to their clubs more after the lockdown than before and that they felt safe returning. Those who were unable to return as regularly mentioned this is because of restricted mobility resulting from lockdown or extra caring duties at home. Overall though, comments from members express the positive impact on their health and wellbeing from returning to clubs, joining exercise classes, meeting friends, eating warm freshly cooked nutritious meals.

"I walk to lunch club it is improving my physical health." – Hackney Chinese Community Services

"Enjoy socialising, exercising. The Lunch Club is good, I've been coming here for many years, and hope for many more. We can't do these things at home by ourselves."  
– Hackney Caribbean Elderly Organisation

## SUPPORT GIVEN TO REDUCE ANXIETY OVER THE COST OF LIVING CRISIS

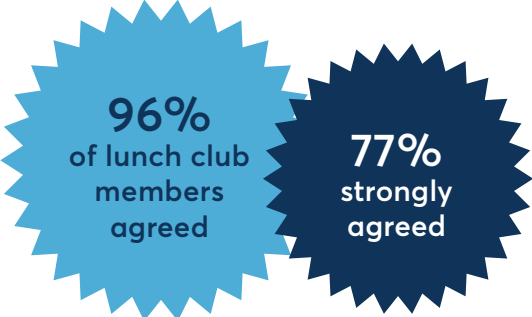
"This quarter was marked by an increase in mental health issues and anxiety amongst our members. This was caused by the general increase of energy prices which led many of our participants to wonder how they will manage to pay their bills, especially once the cold weather sets in. One of our members who has serious financial issues came to speak with us to share his fear of the future and what will happen if he is unable to pay his bills and was crying when addressing us: 'I am scared because I have too many debts and I don't know how I can pay this (showing us his bills) on top of everything else. Please help me, I don't know what to do'. Many members are confronted with challenging financial situations and we are trying our best to advise them on how to stabilise their finances. Moreover, we have connected the most exposed members with schemes that will help them with their energy bills."

VLC Pho Club case study



2. Safe, secure and welcome

We see from our results that lunch club members feel safe and secure at their lunch club, this would have a significant impact on their health and wellbeing.



that they feel "safe and secure while receiving this service from the lunch club."

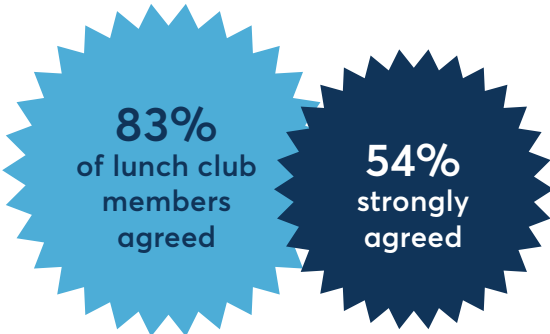
"How fabulous to see the manager working alongside the staff and spend time chatting with elderly people. Making sure everyone looked after and feeling safe." – VLC Pho Club

"People look out for each other and help each other. Also, the volunteers assist and help those that are less able e.g. assisting with their meals, escorting them to the toilet." – Chats Lunch Club

"Welcome posters were up, and the staff was very happy to see us." – Hackney Caribbean Elderly Organisation

"I had mental issues because of pandemic and my wife had car accident. During the lockdown I had an accident that made me difficult to take public transport, but the staff will use their own car to collect." – Hackney Chinese Community Services

"Happy to be back at the club with friends. Missed the club in Covid." – Chats Lunch Club



that their lunch club supported them well in returning to the lunch club after the pandemic.

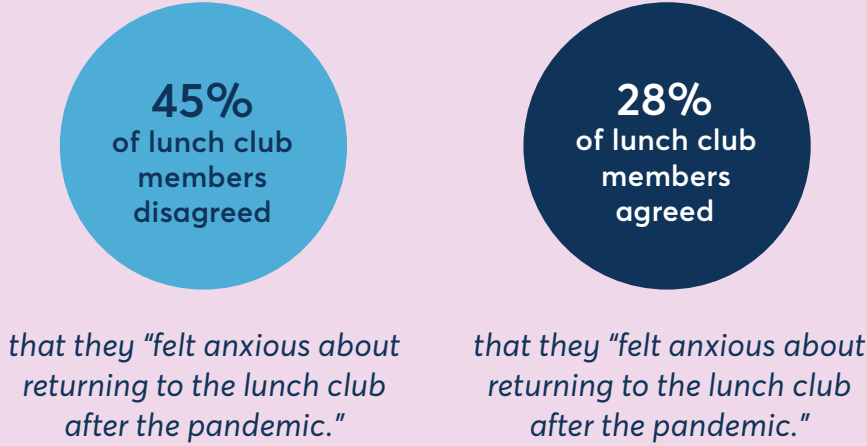
There is a sense of confidence and trust in the club's management of the risks returning after lockdown.

There were a few comments about family members being anxious that elderly relatives might contract Covid-19 if they go back to outside activities. Overall though we read of members being encouraged to return.

"My family worry Covid-19 but happy me can go out more." – Hackney Chinese Community Services

"My family was confident with the support and only too happy for me to return." – Chats Lunch Club

We also noticed less anxiety about returning to clubs than expected.



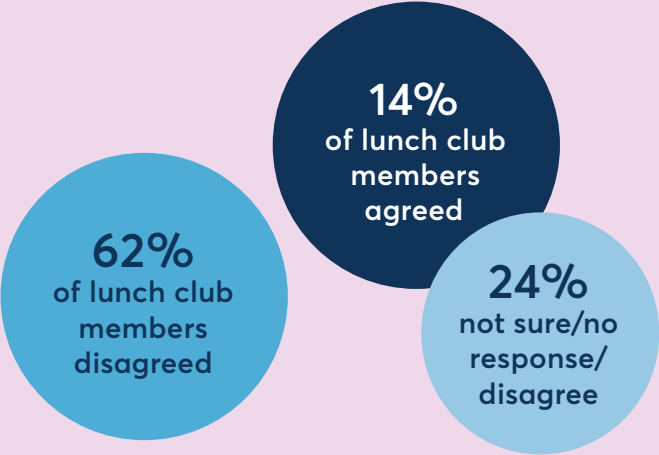
that they "felt anxious about returning to the lunch club after the pandemic."

that they "felt anxious about returning to the lunch club after the pandemic."



3. Enjoyment – a key to good health

Lunch clubs bring joy to many and it is this simple joy that is important to mental health and wellbeing. This joy meant that most members were keen to go back to lunch clubs after the pandemic and in many cases, attend more often than before.



that they are "attending their lunch club less after the pandemic than before."

that they are "attending their lunch club less after the pandemic than before."

Most clubs work hard to make sure that various activities are available for their members.

"The friendliness at the club encourages me to go more than before." – An Viet

"I am attending more. The house will drive me nuts." – Hackney Caribbean Elderly Organisation

"I am attending more activities more now and meeting new friends." – Chats Lunch Club

"This club offers so much! Companionship, friendship, exercise, which is done in such a fun way. Our trainer is excellent." – Chats Lunch Club

"My mental health feels relaxed when I come here." – VLC Pho Club

"Meeting friends, trips out, bingo, health tests." – Hackney Cypriot Association

"Meeting friends and new people, social activities, having fun." – Chats Lunch Club



Some of the activities and support offered at lunch clubs:

**SPECIAL ACTIVITIES**

- Daytrips – seaside, countryside, places of cultural interest
- Social, Cultural and Seasonal activities
- Singing

**EXERCISE**

- Chair-based, gentle exercise, hand exercises
- Fan, Chinese and Quadrille dancing
- Health walks
- Seated bowls (Boccia)
- Table tennis (Ping Pong)
- Tai Chi

**SUPPORT**

- Advice, Advocacy and Outreach support
- Befriending
- Information talks e.g. wills and power of attorney

**SOCIAL GAMES/ACTIVITIES**

- Bingo, Card games
- Coffee mornings
- Dominoes, Mah Jong and Tavla (Backgammon)
- Karaoke

**LEARNING**

- Arts and crafts
- Baking
- ESOL classes
- Flower arranging
- Lectures

**HEALTH/THERAPY**

- Dementia memory wellbeing group.
- Health talks e.g. diabetes, nutritional awareness
- Rabbit therapy
- Manicure

**ATTENDING THE LUNCH CLUBS IS GOOD FOR HEALTH & WELL BEING**

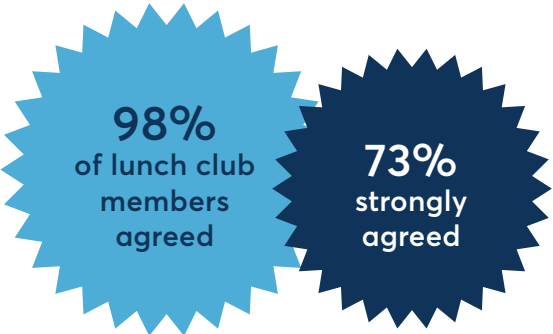
"CD joined us at the beginning of March. He is very flamboyant in his style of dress, shoes and a very likeable person. He likes music, dancing and was a DJ. We have had many musical activities during the last month, including a drumming session where each person had a drum to participate. CD thoroughly enjoyed this and showed off his 'dance moves'. At the end of March CD had a full health check for his conditions; he came in the next day beaming because his doctors were very pleased with his results. His feedback for our 'activity survey' was: 'since I've been coming here I feel much better, I like coming here, I like the food, music and everything'. His carers are also pleased with the progress CD has made during the short time he has been attending the centre."

*Hackney Caribbean Elderly Organisation case study*



**4. Nutrition**

Members responded very positively to the question about health, nutrition and enjoyment of the food served; one of the key outcomes in the lunch club contract.



*that the food and drinks served at their lunch club "are healthy, nutritious and enjoyable for me."*

**"Eating hot balanced diet lunch and keeping me active since I returned to the lunch club." – An Viet Foundation**

**"Activities and nutritious food and physical help from staff members have added to our improvement." – Hackney Caribbean Elderly Organisation**

**"I eat more healthily at the club. I am too lazy to cook when at home." – An Viet Foundation**

**LUNCH CLUB MEMBERS WHO DON'T COOK FOR THEMSELVES**

"Nightingale Luncheon Club has a few men attending who don't cook for themselves at home. The club is open every week day. Although the attendance is less since the lockdown due to deaths of members and reduced mobility, those who do attend often come 5 days a week and some have been attending for 15 years or more. One man, whose mother lived on the estate, travels in every day from his home in Old Street. He's 92. Another man who attends lives with his elderly parents, his mother has recently moved into a nursing home and his dad who is now blind relies on meals brought home to him from the club. Isolation and age-related health issues can also have a big impact on an older person's ability to cook well for themselves."

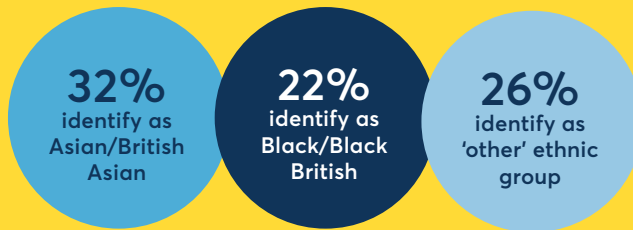
*Nightingale case study*



## OUTCOME 4

# Lunch club services are accessible to culturally and ethnically diverse communities and those disadvantaged by health inequalities

The demographic data from the survey shows us that lunch clubs are accessed by people from a variety of diverse ethnicities. This includes 32% who identify as Asian/British Asian, 22% who identify as Black/Black British and 26% identifying as 'other' ethnic group.



"I can meet my friends, talk my language. I feel good!"  
– Hackney Cypriot Association



Karaoke after lunch, Hackney Chinese Community Services

## 1. Mother tongue/language

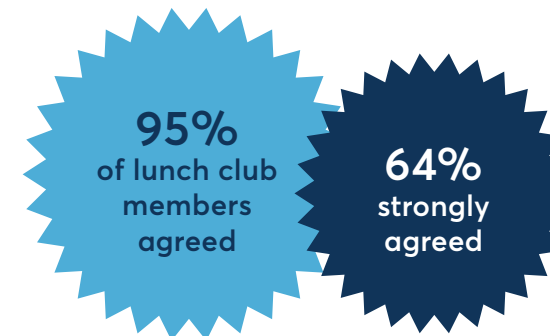
A strong point in the lunch club network is the diversity of language and that 6 of the 12 clubs are run in a mother tongue. Many members commented on the positive impact of being able to speak their mother tongue at a lunch club. Languages spoken include Chinese, Gujarati, Kurdish, Turkish, Vietnamese.

We know that language can be a major barrier for many and can have a major influence on health inequalities (for example) in the borough. Access to advice and support at a lunch club where your mother tongue is spoken can be a relief.



Beriya, Halkevi chef

## 2. Culturally appropriate



that their "cultural needs are met and understood."

The clubs in our network are divided into two groups: cultural and general. The cultural group includes Kurdish, Chinese, Vietnamese, Cypriot, Caribbean, South Asian/Muslim and Jewish lunch clubs.

Hackney has residents from many different cultural heritages and it is important to offer safe, welcoming spaces to those reaching the later stages of life. The other groups in our network, although more generic also have people attending from a mix of cultural groups. These clubs have an awareness of the different cultural needs of people who attend. Being understood is a very important part of feeling connected, trusting and finding a sense of belonging.

Most people who attend a cultural club identify as belonging to those various cultural heritages. What makes these groups important for those attending is:

- finding a club
  - where their language is spoken
  - with food that is reminiscent of food from home
  - where culturally appropriate games are played
- making friends with people from their own cultural group
- connection with belonging, roots, history, politics etc.

"I came to understand whether the African culture is still present in the ways of the Caribbean." – Hackney Caribbean Elderly Organisation

"Definitely as an Afro-Caribbean but others who are not of the same group are provided for." – Chats Lunch Club

"Food, languages and traditional events make me feel this is my country." – VLC Pho Club

"Yes, I can truly say my cultural needs are met." – Nightingale Luncheon Club



North London Muslim Community Centre



## OUTCOME 5

# Individuals receive a service that maintains their dignity

99.7%  
of lunch club  
members  
agreed

79%  
strongly  
agreed

*that they are treated with respect and dignity as an individual when attending the service.*

"The staff know my condition and they all treated me with respect. Makes me feel loved and belong."  
– Hackney Caribbean Elderly Organisation

"Staff always listen to me and respect me. I feel very confident." – VLC Pho Club

"The atmosphere is so welcoming by everyone to each other."  
– Chats Lunch Club

"Very happy to attend. There is no other place like this."  
– Hackney Cypriot Association

"Yes, I feel very respected and well treated." – Hackney Chinese Community Services

"Emotionally and physically I felt supported at the lunch club." – An Viet

## 1. Members feel treated with dignity and respect

In the survey, the highest positive response was reflected when members were asked if they feel treated with respect and dignity as an individual when attending the service. Such a resounding and positive response certainly expresses the high regard that members have towards the clubs they attend and the staff who work there. Comments from members describe the dedication of staff and volunteers attending the centres. The staff provide a warm and welcoming atmosphere at their clubs. There is a feeling of family and friendship and of being known.



Hackney Caribbean Elderly Organisation



Tavla, Hackney Cypriot Association

## 2. Making complaints

93%  
of lunch club  
members  
agreed

66%  
strongly  
agreed

*that they "feel confident to make a complaint which would be taken seriously, and appropriate action is taken."*

"If there is a complaint it is discussed openly. I do not know of anyone who has complained and felt it was not dealt with." – Chats Lunch Club

"I love this place. Staff always willing to help me if I ask something."  
– VLC Pho Club

"Never complained but if I needed to, I feel it would be taken seriously."  
– Hackney Cypriot Association

"The staff accept members complaints and find solutions." – Hackney Chinese Community Services

"The staff always make me feel like if I have a problem I can come to them."  
– Nightingale Luncheon Club





# Summary, challenges and comments

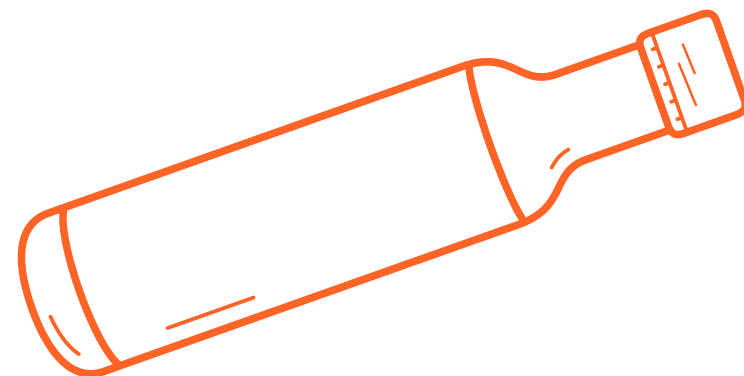
## THIS SURVEY HAS DEMONSTRATED:

- Lunch clubs are important for reducing isolation and improving social connection of older people.
- Lunch clubs reach a diverse group of older people, the majority of attendees feel their cultural needs are met and they are treated with dignity and respect almost all of the time.
- Attending lunch clubs improves members quality of life both physically and mentally.
- The pandemic had a vast impact on older people in Hackney and lunch clubs played an important role in supporting people to recover from those challenging times

## COMMENT ON LANGUAGE AND HOW IT MIGHT HAVE IMPACTED RESULTS

Each club managed the completion of the surveys themselves. Some clubs did them as a group activity e.g. HCEO and Chats, where the club manager and volunteers sat with members while they were completed. Other clubs utilised a volunteer e.g. Holly Street who sat with individual club members and helped them answer the questions. Some clubs e.g. HCCS called members over the phone and completed the forms for them. One of the clubs, VLC translated some of

their surveys into Vietnamese to help those members who can't speak English to complete the surveys. Language may have skewed some of the answers due to some meanings being lost in translation e.g. Question 21. 'What else could the lunch clubs do to support you?' It looks like this was read by HCCS as 'what else does the club do to support you?' due to the answers listed all being things that the club offers in addition to food and activities.



## CHALLENGES LUNCH CLUBS HAVE FACED

### Slow return after lockdown, impact on club's morale and finances

Since re-opening after the 2021 lockdown, there have been challenges for some of the clubs to bring numbers back up to normal. The impact of low numbers can feel demoralising for lunch club staff and impacts members experience of the club. People mostly come to clubs to make friends and feel the warmth of connection with others. There is the benefit of a warm meal but overall, we know from comments that it's the social connection which is the strongest pull for members. When a club is quiet it can feel frustrating for all involved.

This also impacts the finances of lunch clubs. Clubs receive funding that covers most food costs and goes towards supporting some basic salaries for cooks/managers. However, the increase in fuel and food costs is leading to quite a lot of financial stress. Income from lunch sales also contributes to the financial flow of the clubs. Lunch club staff have mentioned that the drops in numbers are connected to deaths of members during 2020-21, anxiety of some members about starting regular life again after the lockdown and those who are unable to attend for mobility reasons – recent supported transport cuts in Hackney have further impacted the ability of members with mobility challenges to attend clubs.

It is also worth noting here that the number of lunch club network partners reduced from 14 to 12 during 2020-21. Two lunch club partners, Salvation Army Hoxton and Salvation Army Cambridge Heath decided to leave the current contract.

### Reaching out to new members and people isolated at home

It's not always an easy step for an older person living alone to reach out to a new club or new activity. It can feel uncomfortable and even scary. There could be a fear of the unknown and habits can be hard to change.

At a recent meeting with members of the Hackney Pensioners Convention some members expressed their desire to get out and about and engage in social activities with new people but also a fear of going alone and a worry about how to find a place that will be welcoming to them. Reaching people who are isolated at home and not engaged in activities and services is a big challenge and one of the key areas of work for our lunch club network to focus on in 2023.

### Key priorities for 2023

- Increasing financial sustainability of the lunch clubs by exploring more options including corporate partnerships, trust fundraising, linking with local health system and sharing resources between clubs.
- Welcoming more Hackney residents 55 and over to attend a lunch club, especially those who are more hard to reach and isolated.
- Ensuring lunch clubs are supporting the health and wellbeing of their members by providing healthy, nutritious meals, fun activities and exercise to improve physical, mental and social health of members.



BRINGING TOGETHER COMMUNITY LUNCH CLUBS, FOOD BANKS,  
COMMUNITY FOOD HUBS

We have seen a growth of groups in Hackney focusing on food poverty and food justice in the past few years. Food banks are popping up in primary schools, local swimming pools and on housing estates. We have seen projects such as Made in Hackney, Made Up Kitchen, Community Food Hubs, Hot Line Meals rising to the challenge by cooking and

delivering meals to the more vulnerable. Hackney Food Bank is going from strength to strength. Lunch clubs for older people appear to be growing in numbers, beyond the network that this report focuses on. Some clubs outside the network include Gascoyne 1, Gascoyne 2, Friday Lunch Club, Prideaux House, All Ages Community Café, Carib Eats Canteen.

What to do if you want to help?



To support lunch clubs update cooking equipment and deliver more activities to members, go to our Just Giving page.



Lunch clubs are always looking for volunteers with regular time to spare to help with various tasks.

Contact the lunch club you are interested in.



[www.justgiving.com/campaign/hackneylunchclubs](https://www.justgiving.com/campaign/hackneylunchclubs)

Acknowledgements

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Claire Brown, Mary Flatley, Jessica Lubin and May Rowland-Pomp for help with the report.



Ha Nguyen, preparing lunch for VLC members



# Annual Lunch Club Satisfaction Survey 2022 questions and results

1. **I feel that I am treated with respect and dignity as an individual when attending the service.**  
99.7% of members feel that they are treated with respect and dignity as an individual when attending the service. (79% strongly agree).
2. **I feel less isolated and more socially connected as a result of the service.**  
98% of lunch club members agreed that they "feel less isolated and more socially connected as a result of the service." (71% strongly agree)
3. **I am involved in decisions about what activities and food are provided at the service. If yes how?**  
74% of members agreed that they are "involved in decisions about what activities and food are provided at the service." (45% strongly agree, 10% disagree, 14% not sure)
4. **I have a greater awareness of other services outside of the lunch club that can help me in my life.**  
91% of members agreed that they "have a greater awareness of other services outside of the lunch club that can help me in my life." (52% strongly agree, 3% disagree)
5. **I feel that the food and drinks served at the service are healthy, nutritious and enjoyable for me.**  
98% of lunch club members agreed that the food and drinks served at their lunch club "are healthy, nutritious and enjoyable for me." (73% strongly agreed)

6. **I feel that my cultural needs are met and understood.**  
95% of members feel that their "cultural needs are met and understood." (64% strongly agree)
7. **I am clear about the role of lunch clubs in meeting my needs and what they offer.**  
91% of members agreed that they are clear about the role of lunch clubs in meeting my needs and what they offer. (53% strongly agree, 8% not sure/no response/disagree).
8. **I feel confident to make a complaint which would be taken seriously, and appropriate action is taken.**  
93% of members "feel confident to make a complaint which would be taken seriously, and appropriate action is taken." (66% strongly agree)
9. **I feel safe and secure while receiving this service from the lunch club.**  
96% of lunch club members agreed that they feel "safe and secure while receiving this service from the lunch club." (77% strongly agree)

10. **I come to the club by:**

A: Walking	97	25%
B: Bus	224	58%
C: Dial a Ride or community transport	28	7%
D: Car	13	3%
E: Other	16	4%
No Response	9	2%

11. **I attend the lunch clubs for**

*Companionship/friendship/socialising*  
*Tastiness of the meal*  
*A chance to get out/change of scene*  
*Fun/interesting activities*  
*Cost of the meal/affordability*  
*Support and advice*  
*Convenience (not having to cook)*  
*Warmth/heating in the winter*  
*Other*

336 (87% of all respondents)  
 276 (71% of all respondents)  
 274 (71% of all respondents)  
 267 (69% of all respondents)  
 245 (63% of all respondents)  
 241 (62% of all respondents)  
 224 (58% of all respondents)  
 160 (41% of all respondents)  
 19 (5 people specified volunteering)

12. **My lunch club has supported me well in returning to the lunch club after the pandemic.**  
83% of members agreed that their lunch club supported them well in returning to the lunch club after the pandemic. (54% strongly agree, 16% not sure/no response)
13. **I have felt anxious about returning to the lunch club after the pandemic.**  
45% of members disagreed that they "felt anxious about returning to the lunch club after the pandemic." 28% of members agreed that they "felt anxious about returning to the lunch club after the pandemic."
14. **My family and friends have encouraged me to return to the lunch club after the pandemic.**  
74% agree their family and friends have encouraged them "to return to the lunch club after the pandemic." 20% didn't respond or chose not sure which seemed to tally with people who didn't find this question appropriate for them as they didn't have friends/family encouraging them.

15. **How was your physical health impacted during the pandemic?**  
39% got worse, 33% stayed the same, 2% got better. (physical health)  
42% got worse, 32% stayed the same, 3% got better. (mental health)

16. **How was your mental health impacted during the pandemic?**  
39% got worse, 33% stayed the same, 2% got better. (physical health)  
42% got worse, 32% stayed the same, 3% got better. (mental health)
17. **I have noticed my physical health improving since returning to the lunch club after the lockdown.**  
81% of lunch club members agreed that they have noticed their "physical health improving since returning to the lunch club after lockdown." (44% strongly agreed)
18. **I have noticed my mental health and sense of isolation improving since returning to the lunch club after the lockdown.**  
79% of lunch club members agreed that they have noticed their "mental health and sense of isolation improving since returning to the lunch club after lockdown." (46% strongly agree)
19. **I am attending my lunch club less after the pandemic than before.**  
62% of members disagree that they are "attending their lunch club less after the pandemic than before." 14% of members agreed that they are "attending their lunch club less after the pandemic than before." (24% not sure/no response)



## APPENDIX 2

# Full demographics of respondents

Total number of respondents: 387

### Ethnicity

Asian or British Asian	Black or Black British	White or British White	Mixed background	Other ethnic group	NR
124	87	26	8	101	41
32%	22%	7%	2%	26%	11%

### Religion/Belief

Christian	Atheist-No religion	Buddhist	Muslim	Jewish	Secular beliefs	Other	NR
127	104	54	33	2	1	21	45
33%	27%	14%	9%	1%	0%	5%	12%

### Gender

Female	Male	NR
212	140	35
44%	29%	7%

### Gender identity different to the sex assumed to be at birth?

No, it's the same	Yes, it's different	NR
156	2	229
40%	1%	59%

### Sexual Orientation

Hetero	Bisexual	Lesbian or Gay woman	Gay man	Prefer not to say	NR
301	3	2	1	16	64
78%	1%	1%	0%	4%	16%

### Disability (based on Equality Act 2010)

No	Yes	NR
244	71	72
63%	18%	19%

### Caring Responsibility

No	Yes	NR
290	33	64
75%	9%	17%

### Religion/Belief (OTHER)

Alevi	12
Catholic	1
Deis	1
Greek Orthodox	2
Methodist	1
Unspecified other	4
<b>TOTAL</b>	<b>21</b>

### Ethnicity (OTHER)

African-Caribbean/Caribbean	4
British	1
Chinese/Chinese Vietnamese	19
Cypriot	3
Greek Cypriot	3
Irish	1
Jewish	1
Kurdish	5
South American	1
Turkish/Turkish Cypriot	14
Vietnamese	47
Unspecified other	2
<b>TOTAL</b>	<b>101</b>

## APPENDIX 3

# All comments from members in response to survey questions

These questions are based on the 11 service user outcomes in the LB Hackney lunch clubs' contract and based on the 5 key outcomes above.

### 1. I feel that I am treated with respect and dignity as an individual when attending the service.

**An Viet Foundation** | Yes, the staff are very friendly | Yes, the staff are nice | Yes, the staff and me like family | Yes, the staff are nice | Yes, the staffs are nice and friendly | The staff are nice.

**Chats Lunch Club** | I am always very well looked after | I enjoy going to the club | It is another outlet for us to go to | I feel that I am part of a friendly group | Meeting others and engaging in conversation | Everyone treats each other with respect and are friendly | Most definitely! | The club has a warm and friendly atmosphere | The way they treat us | The atmosphere is so welcoming by everyone to each other.

**Hackney Cypriot Association** | Very happy to attend. There is no other place like this | Definitely agree. Cemile and the team are very respectful | Very nice | I am very happy | I feel very happy. Less stressed | Very friendly.

**Hackney Caribbean Elderly Organisation** | Staff are courteous and very helpful. They are always ready to listen. They make time to listen to us | We are treated with respect. Everyone is nice | Yes, we are treated with respect | Everyone is respected | Care for and treated with respect and staff are very caring | Everyone is respectful | I am treated with respect by everyone | I feel respected | The staff know my condition and they all treated me with respect. Makes me feel

loved and belong | Everyone treated me with respect | I've been treated very well with respect when attending the centre | Yes everyone is treated with respect | Yes everyone is respected | It OK | Everyone treats me with respect | My opinion matters | As an individual I am treated with dignity and respect | I am treated with respect and dignity. Everyone is respectful | The staff are friendly and helpful | The staff is friendly and helpful | I'm treated with respect | I love coming to the club | I felt welcome when coming to the centre | That I enjoy myself at the club | The centre makes me feel special | I enjoy myself at the club. The staff treat me good and the volunteers | Warmly greeted. Assisted with our coats. Check our temperatures | Staff are friendly and always greeted with a smile | All staff treat us with respect and make us feel good | Because everyone is friendly, and the staff look after us | Everything is OK | Everything is good | I am so happy and delighted with the service.

**Hackney Chinese Community Services** | Yes, the staffs are very nice | Very good, the staffs are very nice and respectful | Yes, the staffs are very nice | Yes, the staff are nice | The staff are friendly and nice | Yes, the staffs are friendly and nice | Yes staffs are nice | Yes, the staff very nice and friendly | Yes, the staff are very nice | Yes, I feel very respected and well treated | Yes, the staff are very nice | The staff are very nice and I come to lunch club because my wife love to cook and singing. Will share her recipes with the chef.



**Nightingale Luncheon Club** | I'm listened to and asked what I think about certain matters my dietary needs are respected and met | Yes, they treat me with respect and listen to what I say.

**VLC Pho Club** | Staff so nice and always willing to help if I ask something | Thanks to all staffs at VLC, work hard and very friendly | VLC very friendly and chatty and staff polite and attentive | Staff always willing to help everyone | Friendly staffs and nice place | All staffs and volunteers are efficient and friendly | I happy to recommend this place and back soon. The staff were great too | The place was warm and welcoming. Staff are friendly | I came enjoy my time and meals | VLC staff are amazing, friendly and very helpful | Friendly staff. Warm place | The atmosphere was great | Staff were useful and friendly | Staff are very friendly kindness. I like this centre | Friendly staff. Nice place | Myself and my friend came for lunch mid-week very friendly staff and they made sure we were well looked after | I visited VLC recently with a friend for food. The staff were very friendly and attentive. I will be back soon | Staff were all lovely | I love this place. Staff always willing to help me if I ask something | Staff always friendly and welcoming | Feel welcomed by staff | Friendly and polite | Staff friendly and will do everything they can make sure you are happy | Great friendly service and food was amazing for the price | If you want a friendly reliable and value for money, this will meet your requirements | I came lunch club quite often staff always welcome me like their family.

## 2. I feel less isolated and more socially connected as a result of the service.

**An Viet Foundation** | Yes, more friends and happy.

**Chats Lunch Club** | I look forward to Thursdays | Make use of the exercise and enjoy myself | Yes part of a friendly team | Happy of meeting others | I agree that I am less avoidant (not sure of word) than I

was on my own all the time | This is such a valuable and important service. Look forward every week to coming | I would like to go out more often | Mix with other people | We look out for each other and respect is shown at all times.

### **Hackney Caribbean Elderly Organisation**

| I have fellow members to talk over matters and if I am troubled I can share my problem and get help | Yes coming to the centre helps me and I get to meet people | Yes | It's nice to go out and meet other people around my age group | Because I get to come out and socialise and make friends | I enjoy coming to the club and socialise | Yes because I make friends with different people | Get me out of the house and I enjoy the activities | Helps me to socialise | When I come out I feel good and I get to meet people | Yes because I get to leave the house | Gets me out and mixing with people | Attending the centre makes me more sociable and I connect more with people | Isolation is when you are at home alone. It's good to have this club to come out to | I felt less isolated | It's good to socialise | I have some friends | I have made friends | The members are friends | Other attendees are friendly, and we can have a good laugh | Other attendees are courteous, and we are like one family | I feel good coming to the centre and meeting all different people chatting laughing etc | Yes, when I come and feel good and relaxed.

### **Hackney Chinese Community Services**

| Yes, love the activities | Yes, more friends | Yes more friends now | Yes more friends now | Yes more friends and very happy.

**Hackney Cypriot Association** | I get to talk, get help. I am very happy | I feel good because I can express myself in my language | Coming back to lunch club helps me with loneliness | Found new and old friends | We see our friends | Feel happier. See our friends | See my friends | I feel myself very happy | I feel very happy to come to the centre.

**Holly Street Luncheon Club** | I feel less

isolated. Otherwise I would sit at home very lonely | I like to come to the club | 15-year attendance. Lovely meal. Lots of fun | Certainly do otherwise don't leave the house | Need parking as have a disability and Hackney has difficult parking facility.

**Nightingale Luncheon Club** | The club involves me in all activities that takes place in and out of the club and it makes me feel a part of the club. I've got many friends | The club gives me a reason to leave the house every day. I would be stuck indoors without them | Getting to see the other members and staff really helps | Club makes me feel welcome and not alone. Enjoy meetings people | Always feel welcome.

**VLC Pho Club** | Nice place and I have more friends in here | Many friends I have when attend here. Reduce isolation | I have a lovely time in here | A good and friendly environment. Staff always willing to help | Great place to lunch and have a catch up | I have friends to chat and do physical exercise every week. Fun place | Staff treat me with respect | I have more friends when join this club. I feel great | Have lovely lunch time weekly make me not lonely | My friend invited me to come here. Very happy | Cannot wait to come every week | Good meal, good environment and good price. I will be back weekly | Make new friends more than last time | My friend brings me to come here. I feel happy because here are some activities help me reduce isolation and make new friends | Really enjoyable. Staff are lovely friendly and helpful. It's a great place | Nice meal, pleasant staff and very reasonable in good weather there is a nice garden. I feel so happy when I attend here | Meet friends and chat. Feels fun | Always a reliable place to come | Thanks for always warm welcome and good food. make me happier | Lovely place for elderly and a great atmosphere | Make new friends, chatting, physical exercise.

## 3. I am involved in decisions about what activities and food are provided at the service. If yes how?

**An Viet Foundation** | Yes, share my experience | Yes share my food recipes and cooking experience | Yes help the kitchen | Yes, I will volunteer help the kitchen | Yes share my cooking experience | The staff will ask us for suggestions. I always support the staff.

**Chats Lunch Club** | I am not involved but I believe others are | I enjoy the exercise and meeting different people | We always ask where would like to go for day trips and the other events | The coordinator discusses and asks for suggestions for activities and food | We are always asked what we would like to eat and given a choice of meals | Strongly agree in group meetings | I am involved in everything | Activities and food already provided. However, you can decide what food you want | Every decision is discussed fully to members. We have a say.

### **Hackney Caribbean Elderly Organisation**

| We are always consulted on the type of activities which suit us best. We also say what kind of food we would like. We are listened to | Yes, they discuss with us | Yes by meetings | The menu is always on display | I like fish | They always asked | It's nice to have cooked food | Certain foods I like and certain foods I don't like. they provide what I like at the centre such as chicken | As a member I help with gardening and feel that my advice is valued | I receive activities and my meal well done | Yes, it's good to get involved | Really good | Cut and craft games | We always discuss with staff what food we like to eat | Art and craft, choice of games. Can say what I would like to eat | Art work, games | Yes sometimes we have choices | By asking lots of questions | They ask questions to ask us for answers | Whatever is going | 10/10 | I am involved in the sessions.

### **Hackney Chinese Community Services**

| Yes, share my cooking experiences | Yes, help the kitchen staffs and share



my cooking experience | Yes share my cooking experiences | Give idea for activity | Share my food recipes and experiences | Help cook with kitchen staffs | Share my food experience and recipes | Yes share my food recipes | Yes share my experience | Yes share my cooking experience and my recipes | Yes share my food recipes and the kitchen staff.

**Hackney Cypriot Association** | The food everything is nice already. I know about the activities | I suggest what to cook next day | Cemile sees us all 1-2-1. I suggest and am asked about menu, activities, pop-up dance | I say what I fancy for next time. They try to do it | I request what I like for lunch. Say about the activities | Say what we like | Yes, we say what activities to do | What to do. What eat | I say what I like to be cooked next day | Everything nice | No involvement | I say what to cook, what activities to do e.g. knitting.

**Holly Street Luncheon Club** | Would like other activities - this would increase numbers attending on Monday and Friday | I enjoy varied selection of meals and am consulted on menu. I would like some Caribbean style fresh cooking at times | Food is good | Information and inclusion about other services. Lost when other side day centre closed | No access | Have diabetes - more choice for diabetics | Have other activities in my life already | Would like more input into menu | Likes food.

**Nightingale Luncheon Club** | We are asked on a daily basis what we would like for dinner and are always given a choice | Yes most definitely. I'm always asked what I think club always respects choice of food I prefer and meets my dietary needs | We get a choice of 2 meals | I love that we get a choice of 2 meals and I can have delivery when am not well | It's nice to have a choice of dinners | They always include members with decisions about food and activities | The staff always make an effort to include members in decisions | I have a say in what I do and eat which are met by lunch club and staff.

**VLC Pho Club** | Sometimes they asked me

which activities you like? What activities you want us to provide?

#### 4. I have a greater awareness of other services outside of the lunch club that can help me in my life.

**Chats Lunch Club** | I attend another club of personal interest | No I am not aware of other services etc | They always told us about other services in our area | I know of other services but do not currently use them | Yes, I am but I don't partake in anything else | I am not interested in another lunch club I love this one | Makes no difference. I am aware of services via my family GP etc. However, I can get help at the club | Other clubs would send, and we exchange the services available outside of my lunch club.

**Hackney Caribbean Elderly Organisation** | I am always signposted when necessary | Yes, they inform us of other places | We are well informed | Yes, I know about other services | We are informed by staff | We are well informed about other services | These services are explained by members of staff | I know other council clubs, but I choose Caribbean centre | Yes, we have guest speakers | I am aware of other services outside of the club. the staff informed us | Church and visit people to do bible study and those who are sick | Decisions made by family/next of kin | This is the only club I know about | I like coming to the centre. I need to know what is going on inside the centre and they tell me | I am thankful to come here | I have learnt more about health services | I know about this club I attend | We need to be more informative | We need to be more informative | Yes, they always tell us about things | Yes, we do get informed | I go to another club on Thursday and Friday in Islington - Selby Centre | Church - everything is the church | Yes, I do | I know of other services through the organisation.

**Hackney Chinese Community Services** | Yes, very helpful | Yes benefit advice | Yes, my life is much much better | I love to

sing. Karaoke is best activity for me.

**Hackney Cypriot Association** | I see what is available | Poverty, fuel crisis, I get information about this, health issues also. Very happy | I like it they speak Turkish.

**Holly Street Luncheon Club** | Has other networks e.g. Church for this. Found out about exercise class at LC.

**Nightingale Luncheon Club** | If I need someone to help me I only have to ask, and they will help me | The club brings me up to date with social activities and events outside other information services | It's brilliant that they help me if I need anything | Lunch club always makes me aware of help and services that I can use | The club always lets me know of any activities or other services outside of the club.

**VLC Pho Club** | Local restaurant, pubs, swimming | Swimming. Walking to parks. Shopping | Yeah swimming walk around parks | I was first made aware of the Covid vaccine at the community centre and was reassured by friends I met there | Shopping. Parks | Travel, cinema, shopping | A lots of activities | Cinema, swimming, shops | Travel, restaurant, beach | Swimming, walking around parks, shopping.

#### 5. I feel that the food and drinks served at the service are healthy, nutritious and enjoyable for me.

**An Viet Foundation** | Yes, food is healthy | Yes, the food is tasty and healthy | I come to lunch club all the time.

**Chats Luncheon Club** | Did not always have food provided by the club | Sometimes I love the meal, or I go to my daughter and I have a meal | Could be better | The food service is very good the same food like in the West Indies | As a diabetic the food meets my need. As I have choice | Food is nutritious and enjoyed by all | The food is very nice. I enjoy the food | We have a choice and decision on what we would like and rotating the menus every 3-4 weeks.

**HCA** | Nice home food | Healthy affordable, culturally specific menus and foods | Healthy and clean | Wonderful and tasty. I love the food here | Very nice | Very nice. Freshly cooked | Very nice | Our traditional food very nice | Very nice | They cook our food | I help them serve it too.

**Hackney Caribbean Elderly Organisation** | Food is both healthy and enjoyable at the centre. Mostly because others are preparing and doing the hard work to prepare it. When one lives alone it's not always easy to prepare your own meals. When you do, short cuts are taken and the meal is not the same. Sometimes not nutritious at all | Nutritious | I enjoy the food | I enjoy the food | Yes, I enjoyed the fish especially it was nice | The food is good | Yes, I enjoyed the food and drinks | The food is good | I have a balanced diet whenever I attend the club. The food is great | The food is good | Overall the lunch club provides a wonderful service, the meals are delicious and tasty whenever I have a meal. Socially it's very entertaining | Tasty | Yes, it's good | I enjoy the food and drinks | The food and drinks are healthy | Yes, it's alright | Like the food sometimes | Some elderly people do not eat much, a little at a time | If the club wasn't here I wouldn't come | The food is good | The food is both nutritious and tasty | The food and drinks I receive are healthy and nutritious | Yes, the food is good | Food is very nice | I like the lunches | The food and the drinks are very good and enjoyable | Very much so as a cancer and arthritis patient having problems with eating/diet and taste I find that I am able to eat the food they cook here | Most times | The food is nutritious and healthy | Yes, I enjoy the food | Yes, the food is good | Meals tasty and presentation is good | Very | The food are always tasty. Could do with a bit more on the plate | Everything is agreeable. We get good stuff | Very good.

**Hackney Chinese Community Services** | Yes, the food is tasty and healthy | Yes, the food is tasty and healthy | Yes, the food is healthy and delicious | Yes, the food's



tasty | The food is delicious | Yes, the food is tasty and healthy | Yes, the food is tasty | Yes, the food is tasty | Yes, the food is tasty and healthy | Very tasty food.

**Holly Street Luncheon Club** | Food is fine. Some juice, tea, soft drinks would be good. Water and coffee provided is good | Enjoy all meals especially Caribbean cooking | Sometimes I bring my salad | Would like more salad and varied food. Same meal every week. More choice for vegetarians | Proper food to eat. They need improve and more variety of choices | Likes the dinners and can eat all of them but would like variation | Would like more Caribbean food on the menu.

**Nightingale Luncheon Club** | I come here 5 days a week most weeks. It is very enjoyable to me | I am very happy with food and drinks served they are healthy and nutritious, and I really enjoy and look forward to eating at the club | I come 2-3 days a week but if I need another day I can ring the club and always help me | I love coming here to see my friends | I come 5 days a week and I enjoy it | Come 5 days a week | I enjoy all meals provided | Healthy food and drinks served at lunch club and enjoy eating there | I enjoy all the dinners served and find them very nutritious.

**VLC Pho Club** | Excellent warm food in winter, it was busy at 12 but find a table no problem, service good | Fresh food, very tasty, a place for enjoy Vietnamese traditional food | Great friendly service and the food was amazing for the price | Soup and food very good. Really should give it a try folks | Healthy food. Tastes very nice | Food was delicious, so warm when winter | Food was so amazing. Staff were very good | Quality food. Look like home made. love it | Good for all the family. My children love it as well | I love this club provided the activities | Always pleasure to have lunch here | Food very fresh and healthy | Amazing lunch meal weekly | What a great experience I had. The food was delicious, and the service was spot on | Clean tables and tasty food | Food is so yummy, very tasty | I attended

the regular with my friends. I enjoyed food and lovely atmosphere | I recommend this club again for lunch meal. Great choice both food and drinks. Drinks are free | Portion size was great | Very nice food. They offer free drink tea coffee. So great! | Have a very nice meal, great community and staff are friendly, also very reasonably priced for food too | Food come quick and fresh. I love this place | All meal came well-presented and tasted lovely. A good place to come for elderly people | All meals were hot and tasty. Great price too | I am vegetarian, but I still feel the food with soup and vegetables so fresh. They offer me no meat. I am very pleased with their service | Food so nice, fresh, look like homemade | Table clean and food always nice | Delicious food | So great when taste hot food during winter at VLC | Food was good and fast service | Yummy | Very delicious fresh food | The food was very good quality and cooked well | Overall great food and hygienic | Nice food, very good value | Very nice, fresh and healthy.

## 6. I feel that my cultural needs are met and understood.

**An Viet Foundation** | I am Vietnamese, but I can speak Chinese too.

**Chats Lunch Club** | Most definitely | Cultural needs are met | Definitely as an afro-Caribbean but others who are not of the same group are provided for | All my needs are met here and understood.

**Hackney Caribbean Elderly Organisation** | We are specifically catered for and our culture is most paramount to those catering for our specific needs | I came to understand whether the African culture is still present in the ways of the Caribbean | All our needs are catered for, culturally, always listen to music, play dominoes, watch movies etc | Yes, especially during musical exercise and discussions | My cultural needs are met and catered for. e.g. music, food, etc | Play dominoes, listen to music. Talks etc. Everything is catered for culturally | All my cultural

needs are catered for e.g. music, films, black history month etc | The members apply cultural needs during musical exercises and food | Yes black history month and talks | Yes there's always talks on, culture etc | Yes, we celebrate black history month | My cultural needs are met | Yes, music, food | I would like a little more singing, praying, encourage them to go to church | I am a church man and goes to church regularly. I like spiritual music | I like the activities, games, music, storytelling | My culture understood | More activities | I like music and exercises | The staff always helpful | We have different cultural things like folk singing, drumming, different herbal remedies | We have different cultural things e.g. drumming, singing, herbal remedies | Yes talk about different issues | Yes because we always get information | I can't answer any more questions | Yes especially with the food, music etc.

**Hackney Chinese Community Services** | Yes, feeling respect our cultures.

**Hackney Cypriot Association** | Always met | I can meet my friends, talk my language. I feel good!

**Holly Street Luncheon Club** | Feel accepted and comfortable in the club | Sometimes | More rice, peas, sweet potato, plantain, red fruit | Needs improvement | Like a tasty meal | Likes food to be different to that which eaten at home | Don't know how to answer this question | No complaints.

**Nightingale Luncheon Club** | Nothing is too much for the people involved in this club | Yes, I can truly say my cultural needs are met | The people involved in the club are so helpful.

**VLC Pho Club** | Language and food are very important to me. I have everything when I attend VLC | I can eat my traditional food weekly. I am so happy | I attended our new year annual. Thanks a lot for this activity | I met many Vietnamese and I chat with them by my language, great!!! | I love the atmosphere and food were lovely | Vietnamese food

made me reduce to miss my country. I come back Vietnam every two years but now I'm older I can't travel a lot | My mental health feel relax when come here | Food and languages, traditional event makes me feel this is my country.

## 7. I am clear about the role of lunch clubs in meeting my needs and what they offer.

**Chats Lunch Club** | They are invaluable | Lunch clubs are important as they provide warm meals, activities and a place to meet with others | This club offers so much! Companionship, friendship, exercise, which is done in such a fun way. Our trainer is excellent | Meeting friends and new people, social activities, having fun.

**Hackney Caribbean Elderly Organisation** | HCEO do their best to meet/cater for our needs. I am not quite sure about lunch clubs. HCEO is much more than a lunch club. They do very well. They do what they do | They tell us | They explain everything | Yes, I am aware of what they offer | Yes, I am clear about the role of the club. I am informed about activities and events | The staff ensure that all needs are met | Staff always inform us on what's happening | Yes, I know what they do. They tell us | Very clear on the roles of the club | I know what they do there but I don't take part in some activities like dancing | I accepted the clubs care they offer | Yes, I understand | Yes, I understand and staff explain | Yes, we are always told of what is happening | Explained what we keep information confidential.

**Hackney Cypriot Association** | Meeting friends, trips out, bingo, health tests | Cemile is fabulous to us, explains benefits and changes to our health | I got the help I needed so far | Very are happy.

**Holly Street Luncheon Club** | No more choice for veg | Could improve on meal | Like more activities, crochet, knitting | Not much choice | Not clear about rules but very happy here for years and years. Recently don't like changes.



**Nightingale Luncheon Club** | Yes, I'm clear about the role of lunch club in meeting my needs and what they offer. Everything is good, and I can't fault them.

#### 8. I feel confident to make a complaint which would be taken seriously, and appropriate action is taken.

**Chats Lunch Club** | Yes, I feel confident | If there is a complaint it is discussed openly. I do not know of anyone who has complained and felt it was not dealt with | I would speak to the head of the club on the day | Should there ever comes a time to make a complaint there would be no problem to do so.

**Hackney Caribbean Elderly Organisation** | I am 100% confident about making a complaint and it will be treated seriously | I feel that if I make a complaint to staff members they will take me seriously | I am confident to complain | Yes, I can complain to a member of staff | I am confident about making a complaint if it arises | If and when I have a complaint, I know it would be taken seriously because of the care they provide | Yes | Yes, I can complain | I am confident to make a complaint | When you make a complaint you should do so with kindness | I am not a complaining person | I suppose so. I have nothing to complain about | I think that I am able to say something that I don't like | I make no complaint | I would not know who to go to in the centre | I would not know who to speak with about any complaints | Staff are very attentive to what I have to say | Staff listens attentively and try to be fair in decision making | Staff will listen attentively | Yes but there's nothing to complain about | Yes, I am confident.

**Hackney Chinese Community Services** | The staff accept members complaints and find solutions | The staffs are respectful and accept our complaints | The staff will solution soon.

**Hackney Cypriot Association** | But there is nothing to complain about | Never

complained but if I needed to I feel it would be taken seriously | But everything is nice | Open and public information displayed, Cemile is a trusted community leader | I have no complaint though I am very grateful | I have no complaint so far | Have no complaints so far | No complaint | No complaint | But have no complaint so far | I do not have complaints, but I feel I can say if I need to | But there is nothing to complain so far.

**Holly Street Luncheon Club** | I put my point and I get a reasonable answer. Find it easy to make suggestions | They do what they like | Feel taken seriously.

**Nightingale Luncheon Club** | I have highlighted concerning matters and it's been dealt with in a professional way by the club I'm very happy with it | The staff always make me feel like if I have a problem I can come to them.

**VLC Pho Club** | No complaint because very good service | Staff always listen to me and respect me. I feel very confident.

#### 9. I feel safe and secure while receiving this service from the lunch club.

**Chats Lunch Club** | Yes, I am well looked after | People look out for each other and helps each other. Also, the volunteers assist and help those that are less able e.g. assisting with their meals, escorting them to the toilet | I feel very safe.

**Hackney Cypriot Association** | Cemile and the team create a safe space for us to come to | I like this place and people that's why I come here | I feel relaxed and happy | I would not have come if I did not feel safe.

**Hackney Caribbean Elderly Organisation** | Positively | I feel very safe everyone makes sure we are safe and secure | Very safe and secure | Very safe | I feel extremely safe and secure the staff looks after us ensuring we are safe | The doors are kept closed and whenever a member gets up out of their chair a staff would accompany and ask where

they are going | I feel safe and secure because we are like family | The staff ensure everyone is safe | Very safe | Staff are caring | Yes safe and secure the staff look after us | Friendly and relaxed | Very safe and secure. The staff looks after us | Management and staff make sure everyone is safe and secure and I feel very safe | Yes very safe and secure | Of course I do | I am glad when my doctor gave this club | Everything is fantastic | I feel safe | Staff are supportive | Yes staff is protective of us | Yes because security is vital | I feel good because I meet people | I look forward to coming here when I am at the centre. I feel delighted and lifted.

**Hackney Chinese Community Services** | The centre provided correct Covid-19 information.

**Holly Street Luncheon Club** | I feel safe | Feel safe | My grandchild drops me off and my daughter drops me back.

**Nightingale Luncheon Club** | Yes, staff members are always checking doors and extra aware of who enters the building and my safety while I attend | Always feel safe and secure in the club.

**VLC Pho Club** | The place is big and holy, and many people like it | Very clean good toilets | Comfortable and welcoming atmosphere | Very safe and tidy | Safe place and kind staff | Very safe and tidy. Clean | Good social distancing in place | A good Covid safe place good selection of foods, friendly management and staff | How fabulous to see the manager working alongside the staff and spend time chatting with elderly people. Make sure everyone looks after and feeling safe | Food is good and surrounding are nice. I feel safe.

#### 10. Any other comments

**An Viet Foundation** | The place is too small.

**Chats Lunch Club** | The members are friendly. Manager supportive | Playing games and exercise | This club has been

a life line for me. I lost my wife at the end of January 2022 and started attending the club in March. I love coming to this club! The people are so friendly and welcoming, and I have made many friends because of this. Our fitness instructor (Susan) is great! She is an excellent trainer and is so encouraging and supportive. Well done Susan! The food is delicious!! I look forward every week to coming and meeting up with everyone and especially love doing the exercises! Everyone is so friendly!! This is a great club with great people, great food, great exercise where I feel happy and respected at all times. They are doing a wonderful job!

**Hackney Caribbean Elderly Organisation** | To learn and hear new things, new places. Holidays are excellent. Meeting new people and friends. Sharing commonalities. It's exciting and educational | Support and to find myself. Proper link between Caribbean and Africa. Chance to get out of home to see what I can do with my brothers who are thinking of Africa | I enjoy the club and look forward to coming | I am happy when I come to the club. Everyone is so nice, and I am looked after | I enjoy coming to the club and look forward to the weekly activities and meeting different people | I enjoy coming to the club everyone is friendly | I enjoy coming to the club it gets me out of the house. I enjoy meeting people and all activities | The lunch club is alright, and I enjoy coming. The staff and members are great | When you are at home you get depressed | The members are very helpful, friendly and easy to get on with. It's a lovely club to come to. Everyone is happy and shows respect. The cook is very good and respects everyone | I love the club because I am able to have a chat with my friends, do some gardening, go on visits and take part in so many activities | I am very thankful to be here | The centre has helped me meet new people in my borough | This club has rescued me from serious depression/mental issues/isolation | Everything is fine. Members, staff. I enjoy coming and socialising | It's better that



the meals are cooked on the premises than when we used to order the meals in | I feel happy about everything | I find that the whole scenario is good enough and is helpful | I come for the company, social, good gathering.

**Hackney Chinese Community Services** | The centre is too small. I love to come to the centre for lunch and activities. I hope they can change to a bigger place | The centre is too small.

## Post Pandemic Lockdown Questions

### 11. My lunch club has supported me well in returning to the lunch club after the pandemic.

**An Viet Foundation** | Give me correct Covid 19 information | The HCCS staff are very friendly and supportive | Very much supported. Special I am struggling about my benefit | Yes. Able to come together to share a meal | Sending me weekly menu, messaging me about new upcoming events and activities | Emotionally and physically I felt supported at the lunch club | Fresh cooked lunches and eating with many friends | I live on my own. It gives me opportunity to meet with others.

**Chats Lunch Club** | Throughout the difficult times | Happy to be back at the club with friends. Missed the club in Covid | The standards high in its sanitation and still is.

**Hackney Caribbean Elderly Organisation** | Makes me feel welcome and happy to come out | I was welcomed by everyone | It good | Kept in touch throughout the pandemic by phone and visits | I didn't take any of the vaccinations | The staff rang me up | My lunch club made meal during pandemic deliver to my door | New member | New member | Welcome posters were up and the staff was very happy to see us | Welcome posters were up and the staff was very happy to receive us | Yes, we were really supported during

the pandemic | We get supported and help telephone calls etc | New member | New member | I don't know a thing about Covid. My son and I never suffered with Covid. No problem | All the necessary safety rules was put in place | Covid comes and goes and I feel covered.

**Hackney Chinese Community Services** | Very concerned about my health. Very thankful for what they did | Very concern my mental and physical health | The staff are friendly. Very concern my health | Very thank you the staffs support. I can't able to walk long time because I had car accident 3 years ago, but they will come to pick me up when I come to centre | I had mental issues because of pandemic and my wife had car accident. At the lockdown. I had an accident that make me difficult to take public transport, but the staff will use their own car to collect | All the time very help and support. They will sort out my problem when I am struggling | Very helpful, support me when I need help | Very helpful and support when I need help | Provided correct Covid-19 information | Even I am not come to centre the staff still contact me | I will come for lunch every open day. If me not come the staff will call me to make sure I am OK. It is very warm | Help me sort out digital technology like my phone | Join all the events and activities for performance | Provide correct Covid-19 information | Yes, I felt safe and happy to return to lunch club and can meet friends again | Staff and volunteer calls | Provided correct information | Updated information and news of various events and activities | All the time, during and after the pandemic, ensuring I have adequate food and medication | Always good food, good atmosphere and good company | Very much. The staffs encourage me to join the activity | Covid-19 information. Benefit information.

### 12. I have felt anxious about returning to the lunch club after the pandemic.

**An Viet Foundation** | I come to lunch

club once a month. I will go same after pandemic | Happy I can go to the lunch club | Feel safe to go to the lunch club | More anxious at home | My daughters said I go out more now | Never. I felt safe and secure returning to lunch club | Never. I always felt safe and happy returning to the lunch club | I worried very much to get back to lunch club to join their activities and lunches | Go more to meet my old friends and enjoy overfriendly setting of hot traditional meal.

**Chats Lunch Club** | I looked forward to attending | Was happy to see everyone and to be back to the club after so long indoors | No need to feel anxious everything spot on.

**Hackney Caribbean Elderly Organisation** | Not anxious to return but anxious to see my friends and hear about how they are doing | I felt anxious about staying in | Because I did not know what to expect | Because I wasn't sure | I could not wait for the club to open. It helps me look forward to going out | Because I didn't know what to expect at the club | I was glad. It doesn't make sense to stay at home | I am glad to come out | I am very glad to return | Now I am perfectly fine returning to the lunch club | I was not sure how healthy everyone was | Was unsure of how many members were healthy | Yes because I was fed up at home | I was worried about getting Covid but I was safe.

**Hackney Chinese Community Services** | Scary Covid-19 virus | I was looking forward to coming back to the club | I am 93 years old. Fear to go out | Worry about Covid 19 | I'm not too worry Covid 19 | The centre provides a very good Covid 19 information and protection. Not anxious to go back lunch club | Lunch club will provide Covid 19 protection | I am very glad I can return to lunch club | Feel happy to go back for lunch | Not worry Covid-19. Come every open time | Come to centre for lunch and karaoke every open time | Scary Covid-19 | Isolated home is more anxious and stressful | Worry Covid-19 | Come to the

lunch club to be a volunteer | Come every lunch time. Never miss one | I love to meet people | Worry Covid-19 virus | Still worry about pandemic but still want to go to lunch club | Never, as the club is always safe | The lunch club provided good protection | Not anxious. Happy to return | I will come to lunch club but still worry Covid-19 | I know the club done all needed to ensure safety and eliminate all anxiety | Happy to return back to their normal activities | Always look forward to the lunch club | I miss the old days before pandemic | Covid-19 | More anxious if still on pandemic and not able to come to lunch club | No Not anxious, felt very safe at lunch club. They provided Covid-19 protection | Happy to come back.

### 13. My family and friends have encouraged me to return to the lunch club after the pandemic.

**An Viet Foundation** | They want me out more. My family believe the centre will provide correct protection | My wife came too | Me and my husband in the lunch club regular customers | Me and my wife is regular customer of the lunch club | Everybody is eager to go out where and when we can | Staff and volunteers are helpful in giving information regarding the pandemic | As well as myself wanted to return to the lunch club after the lockdown.

**Chats Lunch Club** | Happy to go back. Was not worried | My family was confident with the support and only too happy for me to return.

**Hackney Caribbean Elderly Organisation** | Sometimes. My daughter is happy for me to come out as she is having a baby | Yes, they encourage me to come out of the house | Because they want me to get out of the house and socialise | Yes because they want me to get out of the house | I enjoy going to the lunch club it gets me active | Yes always encouraged me to get out and do things | Yes, they said I should get out of the house | They persuade me to come out | They encourage me

to return to the club to get involved in activities | They advised me to get out and about specially to go to the club | Yes because they want to know that I'm OK | Yes, they prefer if I leave the house | I wanted to come back. My husband drops me | Staff and volunteers got in touch with me during and after the pandemic | My family well please for me to return | Yes, my sister especially | New member | They were anxious for me to get back to socialising | They wanted me to get back to socialising | No, I was looking forward to it | really wanted to come back | No problems | They encourage me to come out to get out of the house.

**Hackney Chinese Community Services** | My family encouraged me out more | They scary the Covid 19 virus | My family want me out more, it makes me happy | They worry about Covid 19 | My family worry Covid 19. Want me stay at home | My husband with me | My wife with me | My family still worry Covid-19 | Worry Covid-19 | Worry Covid-19 | I will encourage my family to come with me | Worry Covid-19 | Cheap lunch and tasty | Cheap and tasty lunch. Karaoke only costs £1. | Tasty lunch | My family are worry, but they very support me | My family happy me out more | My family happy me out more | At times friends from the club come to pick me | My children always encouraged me to go have lunch at the club | I need no encouragement as I enjoy it so much | My family worry Covid-19 but happy me can go out more | My family very supporting me out more | Yes, they are happy me go out more | They are happy me out more.

#### 14. How was your physical health impacted during the pandemic?

**An Viet Foundation** | I will do exercise at home | Sitting down too much during pandemic. Muscle and joint pain | I eat more healthily at the club. I am too lazy to cook when at home | The lockdown restricted me going out to play table tennis and chess.

**Chats Lunch Club** | Not seeing my grandchildren | But lack of exercise so my

body was not supple I began to feel stiff | But was good to be able to get back to the club for activities and socialising | Fractured ankle.

**Hackney Caribbean Elderly Organisation** | I had a few asthma attacks | My walking is very slow. Pain in my knees and back | No change | Because I could not go out and exercise especially not attending the club | Sometimes it's good and sometimes not so good | I had 3 injections | Because I had Covid | Isolated, crying, stress and alone. Feel like dying. What's the fun of living | Through a lot of prayers by the grace of god I was able to remain healthy | Through prayer by the grace of god I remained healthy | No worries | No problem.

**Hackney Chinese Community Services** | Stay at home too long | Stay at home all the time | I had a minor stroke during pandemic because I stopped my exercise during pandemic | Very bad still at home. Not physical exercise | I joined online exercise course during lockdown provide from HCCS lunch club | I fall twice during the pandemic. That make me difficult to walk | My knees getting worse | Keep exercise | Still working during pandemic | I will keep exercise at home during pandemic | Keep exercise | I do exercise | I am a lazy person. Don't like exercise | Before pandemic I will go to the lunch club once a week by walk. During the pandemic I haven't got reasons to go out | 24/7 eating and sleeping | Because of my mobility and not able to go out to do some light exercise | Sitting down watching TV at all time | Exercise went down | Get fat. Not healthy | Get back ache, knees pain | Back pain. Tired | Back pain, tired, fat.

#### 15. How was your mental health impacted during the pandemic?

**An Viet Foundation** | Stress at home | The staff and volunteers call me regularly to ensure I am in good stage | Not able to see and talk to friends face to face | Fear of isolation, no companionship.

**Chats Lunch Club** | Felt depressed at times.

**Hackney Caribbean Elderly Organisation** | The staff at the centre remained very kind and attentive during this period | My mental state never changes. Constantly utilised by myself | Not much to do and I missed the different faces to talk to | Staff visits to home with activities | Staying indoors made me lazy | I was worried about Covid | Sometimes it's good and sometimes not so good | Spent 9 days in my room when I wasn't well | I felt OK | Fine. Had lots of things to do | Not very much | Isolated, crying, stress and alone. Feel like dying. What's the fun of living | No it was alright. No problem | Because I used to go for walks.

**Hackney Chinese Community Services** | Not friend, not family living with me | Very bad. Can't see any friends | Very bad my husband passed away | Even staying at home will join HCCS online course | I had mental issues and had been stay at hospital for 4 months | Stress at home | Very stressed | Anxious isolate at home | Stress isolate at home | Keep busy | Keep me busy | Keep contact with friends and HCCS staff | Keep me busy | Stress isolation at home | Yes very bad. Isolate at home. Cannot see friends. Chat with friends | Lonely | Stress | Isolation. Lonely | Felt bored and anxious. Not safe to go anywhere | Was under a lot of strain at the time | No Connection with others | Nothing to do at home | Stress at home all the times | Stress at home | Easily emotional. Stress.

#### 16. I have noticed my physical health improving since returning to the lunch club after the lockdown.

**An Viet Foundation** | I will join the event and activities | I will come every day for table tennis | I will come to lunch club everyday if open every day | Come for lunch and playing table tennis | I lives very close to centre walk to the lunch club for lunch and karaoke | Lunch club provides more activities and encourages me join and more exercise | Able to

exercise. Lunch club provides line dancing, well-being walks, table tennis etc | Move more at the lunch club. I joined many of their physical activities | Can go back to the club to play table tennis | Can play table tennis, chess and sing karaoke. It motivates me to exercise | A well balanced diet and affordable price lunch | Eating hot balanced diet lunch and keeping me active since I returned to the lunch club | Maybe the healthy and delicious lunch and meeting lovely people.

**Chats Lunch Club** | My balance and physical health have greatly improved | It's nice to restart the club again as it's nice to start exercising and going on trips and the lunches again | Well I am going out but still have problem with my mobility | Remains the same.

**Hackney Caribbean Elderly Organisation** | Activities and nutritious food and physical help from staff members have added to our improvement | Stayed the same | Yes especially doing the exercises | Yes especially because of the exercise | Yes because I can get involved with the exercise | It improved a bit. the walking is still slow and the pain is still there. But I look forward to come out and meet people | Yes feel good in my body | I feel stronger especially doing the exercises | Yes, I feel good especially meeting my friends and staff | I had little bit more energy | Getting out of the house and seeing everyone | I look forward to going to club | Yes because I am happy coming out and seeing my friends | Yes, I feel better within myself | I like to come out | We have exercise twice a week. Tuesday and Thursday | Improve since returning | Yes, I've been going to the gym and do activities at the club | Yes exercise helps me | Talking to people freely instead of always being quiet. I feel accepted and belonging | I feel now that I am back with my family | Because I missed the socialising and different activities | Yes improved because I'm among friends | I feel better within myself.

**Hackney Chinese Community Services**



| Can meet friends | Participate different activities | I walk to lunch club it is improving my physical health | My health got much better play table tennis singing karaoke | Joined the activities | I can walk to lunch club but can't walk every day | The lunch club has provided a lot of activities that encouraged me to join and do exercise | I join the sing and dance club at lunch club. Performance on events | I will come to the centre to join the activities | Even my knee is bad, difficult to walk too long, but now I can walk without walking stick | The centre provides activities and events. I will always join | I will walk to the lunch club | Most the I will walk to the lunch club | Because I still working only join the events | Only attend once after lockdown will attend more in the future | I come back for lunch club not much but the staffs are nice will call me regular to make sure me is fine | Yes encouraged me to walk more | More activities to join | After pandemic I come to the lunch club is less before but I still come for the event or come with friends | Encourage me join the activity and do more exercise | I will join the activities, day trips and dance | Will join the activities | After pandemic my knee is got worse but I still will go to lunch club by walk. Encourage me more physical exercise | Can do line dancing, Tai Chi | I will try to walk to the lunch club | Much better | I love the activities at lunch club | I do Tai Chi after returning to the club and other physical activities at the club | Regularity attendance improved my physical health, especially the delicious fresh cooked meal | I exercise more now | I come not much like before but still join all the activities | Very happy to come back | Yes join the activities | Join the dance group, trip.

**17. I have noticed my mental health and sense of isolation improving since returning to the lunch club after the lockdown.**

**An Viet Foundation** | Can see friends | I will meet all my friends at the centre for lunch and playing table tennis | I meet my friends and playing with them every lunch time | Happy to meet friends | Very happy to have tasty meal and singing karaoke | Can meet friends and play. Also have a tasty meal | Can meet friends and activities | More laughter | Giving free mask and testing kit make me confident to return. I see more people and make new friends | Able to get together with the club's friends | Eating a well-balanced diet lunch together talk and laugh together | Additional support in mental health because a mental health talk is organised and mental health counselling | Seeing many more friends and participating in the activities apart from lunch | Participated in their 3 wellbeing walks, breathing in fresh air, meeting different people.

**Chats Lunch Club** | Feels less isolated and more lively | I am happy | It is good to meet up with friends you have not seen for a while | Had no problem with isolation.

**Hackney Caribbean Elderly Organisation** | This has positively helped in many ways. Also meeting and chatting with friends | Stayed the same. The environment made me feel better | Yes, I feel much better coming to the club | It is still the same. I am trying to keep well | Yes because it makes me feel good to come out | I like to come out | I'm healthy. Haven't got mental health problems | I feel happy about coming back | I went for walks and took part in the zoom activities | I am thankful to return | Yes, I have seen an improvement in my life | Little bit | Whenever I get depressed and wanted to scream I remember that I can going to the lunch club next day and I felt better | I am more relaxed | I feel now I am back with my family | The same.

**Hackney Chinese Community Services** | Yes, I can sing karaoke | Not anxious at home by myself | Even I can't come to lunch club a lot but I'm still very happy when I can come | Very happy | The lunch

club centre is only place where I want to go, excluding my home | My mental issues has recovered and all good | Very anxious and stressed during pandemic, now I am very happy can back to normal and can come to the lunch | Meet friends. Play Mah Jong game | Very happy can meet friends and join the activities | Meet friend singing karaoke, dance and lunch | Meet friends have lunch and play games | Meet friends and chat with staff | Meet friends having tasty lunch listen people singing karaoke | Have a good lunch and karaoke meeting friends and chat | Have a tasty meal and karaoke | Very happy to have lunch and karaoke | Happy | The staffs very concern me feel respect and warm | Happier to see friends and play games with them | The lunch club is my friend meeting point | Fun with other people and meet new friends | Happy to meet friends | Very improving my mental health | Singing karaoke and have a good laugh, no more lonely | Very happy to meet friends, have tasty meal. Karaoke | Very happy to see friends | More people to talks and share thoughts | Socialising with others is always a good thing | Even come not much but still happy can see friends | Yes have tasty healthy meals | Happy, fun.

**18. I am attending my lunch club less after the pandemic than before.**

**An Viet Foundation** | Same like before | The staff can see me every open day | I come for playing table tennis and lunch | Come every open time at the lunch club and all the events | Same as before. Go to for lunch when I have time | I go with friends from lunch club | The friendliness at the club encourages me to go more than before | I need to come out more after the lockdown | I come out more frequently now than before pandemic. No more excuse now | I go to all lunch club that I can reach out.

**Chats Lunch Club** | No same as before. Enjoy the extra exercise on Mondays | I am attending more activities more now

and meeting new friends | Until my ankle is surgically sorted out | I am attending even more lunch club.

**Hackney Caribbean Elderly Organisation** | Remains aware of picking up new infections/illnesses etc | Because of my health | Because of my breathing and health conditions | I am attending more. The house will drive me nuts | Not less but attend other places | Because of my arthritis in my legs and hands | I come 3 days a week | Because of hospital appointments | I'm attending more sessions | Because of my arthritis in my legs also because of my asthma | I attend the club even more | I am attending the club the same way | New member | My attendance has increased | No. I'm attending more | At the beginning I was coming for 2 days but now I'm coming 3 days.

**Hackney Chinese Community Services** | I can come to lunch club every day as can as possible | Same as before | I really want to go to lunch club as much as possible, but it is too difficult for me | My family worry Covid 19 | Come more. Singing karaoke, dance | Come every lunch | Will come to lunch when I have time | Come to lunch club every open day | Same as before. Come for lunch when I have time | Same as before | Same as before accompanying with my wife | Not much like before because can't stand too long but still keep go to the lunch club when I can | Come for lunch as much as possible | I try to go to centre have lunch as much as possible | Not much as before | Covid-19 | Come for lunch once a week | Never miss one lunch except for doctors appt or holiday | Not much as before | Not much different come when I have time | I joined the volunteer team | My knee is not good like before | Come all the lunch time and activities | Not worry Covid-19. I will come when I have time | Come every day | Worry Covid-19 but still go to the lunch club | Yan make her times and a friend come to pick me up | Just the same as before | Come all my free time | Worry Covid-19 95. Come my all the

free times | Will come when I have time |  
Come to lunch club when I'm free.

## 19. What else could the lunch clubs do to support you?

### Outings/Day trips

More outings. Take us out more. Seaside. Trips to National Trust. I want to visit Vietnam again. Walking to the parks. I would like more outings for seaside in the summer. Trips out. Regular outings. Like day trips. To go out more often. Trips to museums and theatre. To go out more often. Day trips out/away would be appreciated if possible. More outings. More outings.

### Home support

Food parcels. Meals delivered. Food parcel. Extra shopping. Sometimes when I am home I would like someone to visit me.

### Activities/exercise

More activities. Activities. Swimming. Outdoor games. Exercise. Dancing. Table tennis or badminton. Open Karaoke. I want to play mah-jong. Encouragement to be social with each other. More entertainment, more activities e.g. reading class. Jumble sales. Chair based exercises. Maybe they can introduce some kind of handicraft activities. Hand-crafting, colouring pictures, making small upholstery coverings i.e. cushions. When it's my birthday I would like the club to do me a party. More activities. getting involved more. More exercise.

### Open more

Open more often. Please open 3-4 days per week because I like this place. I want to meet on Sundays too. Increase it to two days a week.

### Transport

Offer transportations for older people who can't come. We could call my friends who stay home every day. Transport. Would love to come back.

### Health and welfare support

We need support with GP appointments and language support. Welfare support, forms filling, blood pressure, weight checks. Covid-19 information. Benefit service. Benefit/Translation services. Translation services. Benefit advice. Mental support. IT and translation. Translation support, GP, pharmacy. Translation, advice, Covid-19 information. Covid-19 information. Translation service. Advice services. Benefit. Translate. Bank. Gas. Water bills. Benefit. Translation. Bank gas water bill. IT digital translation. Benefit. Translation. Doctor appt. Translation. Letter translation. Translation. Advice services. Translation services. Translation. IT digital. Advice. Benefit. Advice. My benefit. Advice.

### Learning

Teach us how to use the computer. Teach all about computer. Older folks do not know about computer. I am awaiting the start of the computer classes.

**An Viet Foundation** | Covid-19 information | Benefit service | Benefit translate services | Translate services | HCCS has done well in supporting me as their member | Meeting friends, daily activities, advice with benefits, making appointments with GP and lunches | Use my time wisely as I involve in their gardening | Enjoyable familial eating atmosphere. More activities like line dancing, table tennis, events, well-being walks.

**Chats Lunch Club** | They have done everything possible | I get all the support I need | Increase it to two days a week | If I am not well the administrator visits to see how I'm doing | I am happy with service | Hand-crafting, colouring pictures, making small upholstery coverings i.e. cushions | To go out more often | Teach us how to use the computer. Teach all about computer. Older folks do not know about computer | Trips to museums and theatre | MORE LOVE | I am awaiting the start of the computer classes | I am happy with

the way the club is | To go out more often | I feel that the lunch club is doing all that is required | Everything they are doing is alright.

### Hackney Caribbean Elderly Organisation

| Good question. To do more will need more resources of every kind. Human, technology, funding etc. Good regular talking therapy, etc | The club does everything. They are doing a good service | Nothing | Nothing else. The club supports us | Nothing else. Done more than enough | The lunch club supported me and could not do any more they done more than enough | At the moment they are doing a lot | Nothing | Nothing | Done enough | Nothing | Nothing | Nothing needs to change | They did everything | The lunch club do more than enough for me. They are very helpful | They supported me during the pandemic and after. They done enough | I cannot think of anything else | They do enough | Nothing else. they do enough | When it's my birthday I would like the club to do me a party | Sometimes when I am home I would like someone to visit me | Not that I know of | More activities. Getting involved more | Keep on going | More exercise | Lunch club is looking after us. Lunch club staff looked after us | Day trips out/away would be appreciated if possible | More outings | More outings | Nothing else I get all the support. I miss it when I'm not attending | Nothing they did more than enough | Satisfied with support provided | Could not do anything more than what they are doing at the moment.

### Hackney Chinese Community Services

| Everything if I ask | Benefit advice | Mental support | IT and translation | Translation support, GP, pharmacy | Everything when I need to help | During the pandemic the lunch club staff very concern me. Will call me weekly. It makes me feel very warm and big support | Me and my husband was volunteer at the centre before pandemic but unfortunately, I had car accident and my husband has mental issues during the pandemic. The HCCS lunch club very support when we

have bad situations. After the pandemic we are difficult to take public transport the staffs will come to collect us every time. Now my husband very health now. His mental issues have recovered | Everything | Translation, advice, Covid 19 information | The staffs is like family very support me everything. 28. Covid 19 information. Translation service. Advice services | Benefit. Translate. Bank. Gas. Water bills | Benefit. translate. Bank gas water bill | IT digital translation | Benefit | Translate | Doctor appt. Translate. Letter translation | Translate | Advice services. Translation services | Translate. IT digital. | Advice. Benefit | Advice | My benefit. Advice | Translate my documents | Advice. IT digital | Good meal | Good meal | More activities | Befriending, home visit | Apart from good food good good company a good atmosphere it could only be better if it was on more days | I think the lunch club also giving me socialising opportunity | Correct Covid-19 information. Will try to go out more | Cheap lunch | Advise, benefit, news, information | Cheap meals.

**Hackney Cypriot Association** | Thank god for you | Nothing. It is enough | Chair based exercises, welfare support, forms filling, blood pressure, weight checks | No everything is fine. They do what they can anyway | Keep in touch with friends and fellow villagers | We need support with GP appointments and language support | No they are doing what they can | Maybe they can introduce some kind of handicraft activities.

**Holly Street Luncheon Club** | Don't know | Fully satisfied with support | Encouragement to be social with each other | Unsure | More entertainment, more activities e.g. reading class | Trips out | Regular outings. Jumble sales | Transport. Would love to come back | Like day trips.

**Lunch Up** | More activities and outings | Food parcels. Meals delivered. Activities | Take us out more. Seaside. Food parcel. Swimming. Outdoor games | Extra shopping.



**Nightingale Luncheon Club** | They do anything we asked them to do | Nothing | Everything they have done and continue to do has been all we could ask for | They do everything they can for us.

**VLC Pho Club** | I happy with your service now | Exercise. Dancing | Open more often | Trips to National Trust | Offer transportations for older people who can't come | Table tennis or badminton | Open Karaoke | Please open 3-4 days per week because I like this place | I want to visit Vietnam again | Walking to the parks | Great service | I received updated health information monthly. Happy about that | I want to play mah-jong | I would like more outings for seaside in the summer | I want to meet on Sundays too | We could call my friends who stay home every day.

## 20. Any other comments about this time post-pandemic (after the pandemic)?

**An Viet Foundation** | Thank you, the staff, still on duty their job during the pandemic | No more Covid-19. Thank you HCCS staff that keep contact me during pandemic | I find out I must come out every day now | I pray no more lockdown, no more pandemic, lunch club open as usual.

**Chats Lunch Club** | Members took care of themselves | Good | It's also nice to take part in the workshops that are taking place and going to the theatre.

**Hackney Caribbean Elderly Organisation** | Pandemic is not full over. Therefore, we are always alert. But remains hopeful | Pandemic people must leave us alone | I am happy at the club especially the exercise. The manager and staff are very friendly and nice people. I am very happy with them | Not really. Too much form filling | During the lockdown the organisation kept us going by delivering activity kits and did zooms | The lunch club is very helpful because I make friends | Still feeling the blow of the pandemic. Not interested in taking more booster | Thanks to the lunch club. I have somewhere to go have lunch feel safe and

meet new people. Able to join in activities, feel welcome, never want the event to end every time I come. Don't want to go home. Isolation | Be more aware of my surrounding and health | Be more aware of our surroundings and health | That Hackney lunch clubs continues to offer the service it does presently.

**Hackney Chinese Community Services** | No more pandemic | Very appreciate the lunch club staff contact me and chat with me every week. This is making me feel not lonely and stressed | Hope not more pandemic | Don't want pandemic | The staff are very nice and warm. When I isolate at home they keep weekly contact me | No more Covid-19 thank you HCCS staff keep contact me during pandemic | During the pandemic. Very thank you the HCCS staff to contact me in regular to make sure I am fine. Feel very warm | Hope not more pandemic | Please don't not more happy again | I live alone. Friends are scared to visit me during pandemic | I have seen the improvement in others since the pandemic. A lot is due to the lunch club.

# You are never too far from a lunch club in Hackney!

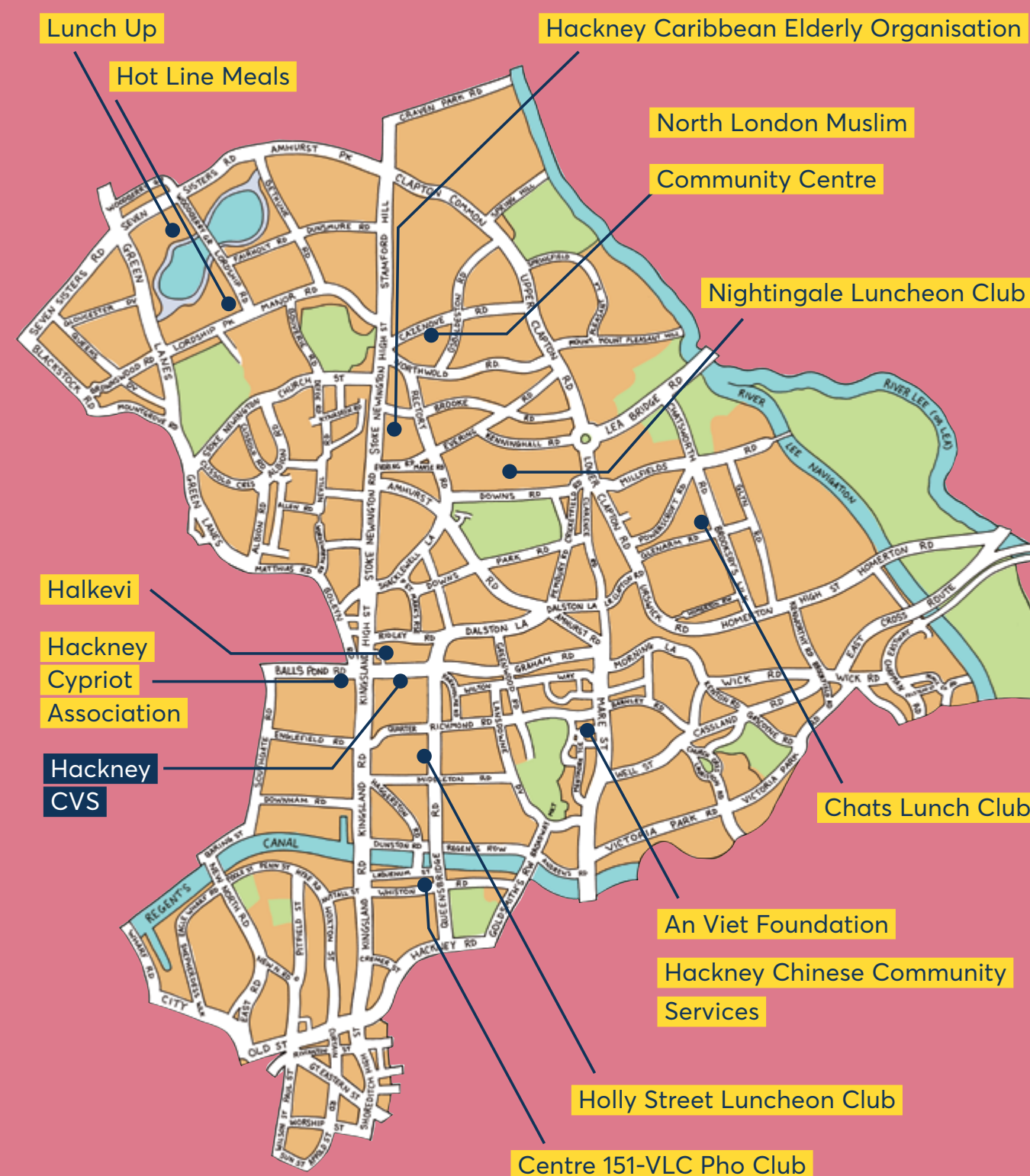


Illustration: Jane Smith, @janeillustration



Holly Street Lunch Club

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