

New Note Orchestra

Members Survey Results 2019

1 INTRODUCTION

Every year New Note Orchestra asks members to complete questionnaires so that we may learn more about the impact we are having on people's lives, and how we might shape the way we do things in the future to ensure we are meeting their needs.

This year, we have grouped questions into key outcome areas which align with our Theory of Change document.

ARTISTIC DEVELOPMENT

Improving musical skills and producing music of high artistic value.

COMMUNITY DEVELOPMENT

Engaging with our local community, strengthening relationships, and feeling valued as part of the group.

HEALTH AND WELLBEING

Sustaining recovery from addiction and improved indicators of health and wellbeing.

IDENTITY

Feeling positive about life and rebuilding connections with friends and family.

Recovery Networks

In addition, this year we also wanted to understand New Note's contribution within the context of people's wider networks of support. We know that members attend a wide range of other creative groups and recovery support services, and consciously make lifestyle choices that support their recovery (dietary choices, exercise, practising mindfulness, gratitude and kindness for example). We want to ensure that New Note Orchestra complements the impact of support networks and explore how the group might strengthen areas that members felt they might benefit from additional support.

WE RECEIVED 20 RESPONSES FROM THE 2019 SURVEY, 100% OF CURRENT MEMBERS.

2 EXECUTIVE SUMMARY

New Note Orchestra (NNO) members were asked to complete this questionnaire in November 2019. NNO had been running for four years.

- 30% of respondents have been part of New Note Orchestra for four years
- 84% of members attending in 2019 also attended in 2018
- 70% of respondents have experienced homelessness
- 80% of respondents currently identify as having a mental health issue
- 100% said that NNO had been important to their recovery
- 95% said NNO had been 'significant' or 'dramatic' in supporting their recovery.
- NNO is the most important aspect of people's recovery across most indicators, apart from 'maintaining abstinence' where NNO is of equal importance to statutory recovery services and lifestyle choices such as diet, exercise, mindfulness etc.
- 88% said that their musical ability had 'significantly' or 'dramatically' improved since joining NNO
- 95% thought the quality of the music NNO produces is 'excellent'
- 80% said that being in the orchestra had 'significantly' or 'dramatically' reduced their loneliness
- 95% said that NNO had 'significantly' or 'dramatically' improved the quality of their lives
- 95% said that since joining the orchestra they now 'significantly' or 'dramatically' view their lives more positively.

The Office for National Statistics (ONS) conduct an annual Personal Well-being survey which allows us to compare responses for New Note members with the UK average¹. The average score for New Note members is 7.5, almost exactly in line with the 2019 national average of 7.6. This is a positive outcome for a group with adverse life experiences.

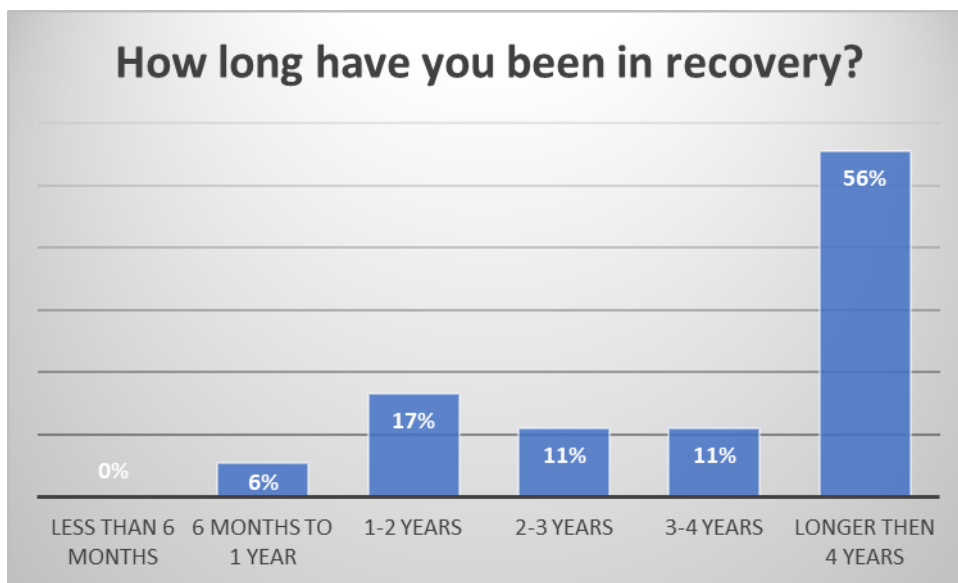
3 MEMBERSHIP PROFILE

3.1 LENGTH OF RECOVERY

90% response rate

1

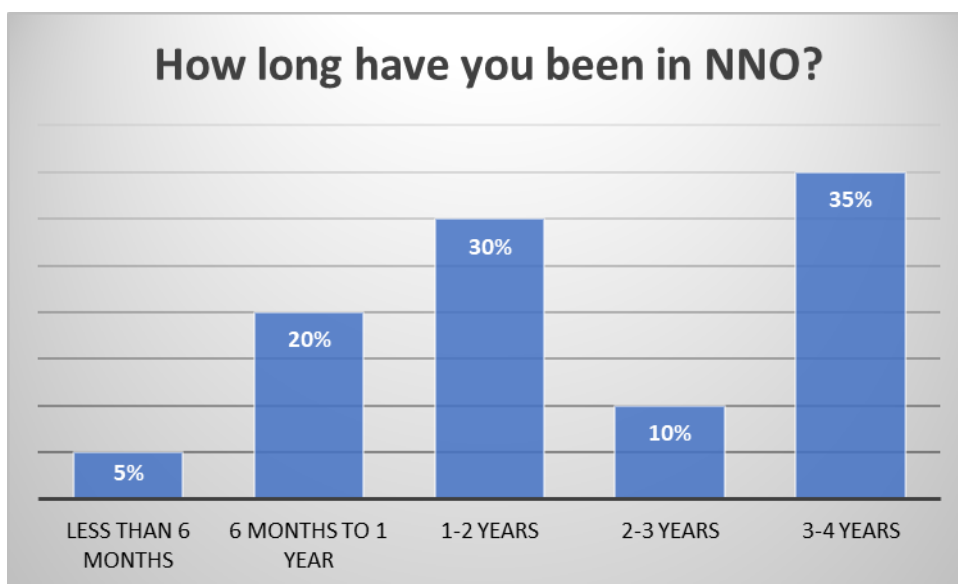
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56% of respondents have been in recovery for more than 4 years. 2 people didn't answer the question or marked it as not applicable. We know that a minority of individuals' primary reason for attending the group is to support their mental wellbeing and do not identify as being in recovery from addiction. There are also individuals who play a supporting role by using their skills and experience to support the group musically, or by using their experience of technology, logistics and media.

3.2 LENGTH OF MEMBERSHIP

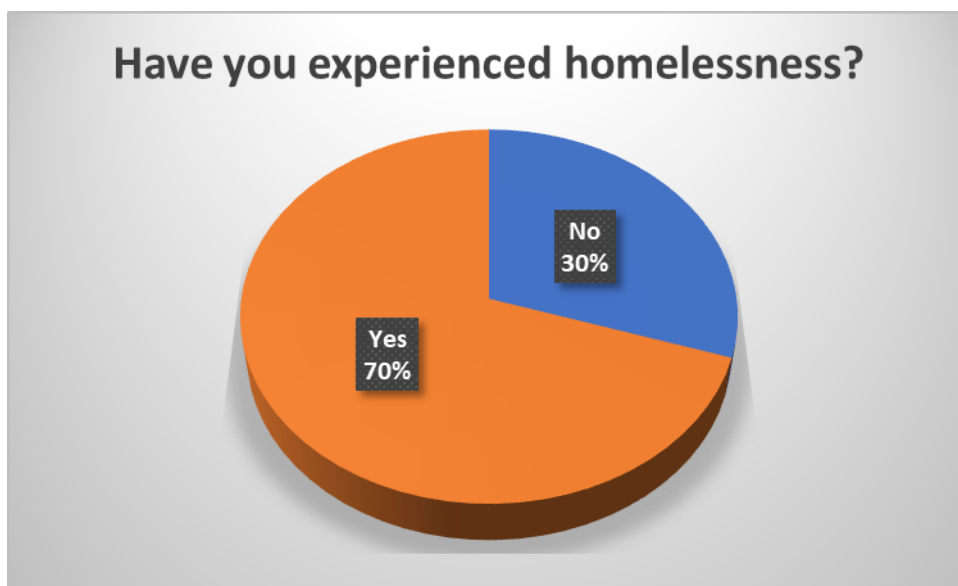
100% response rate



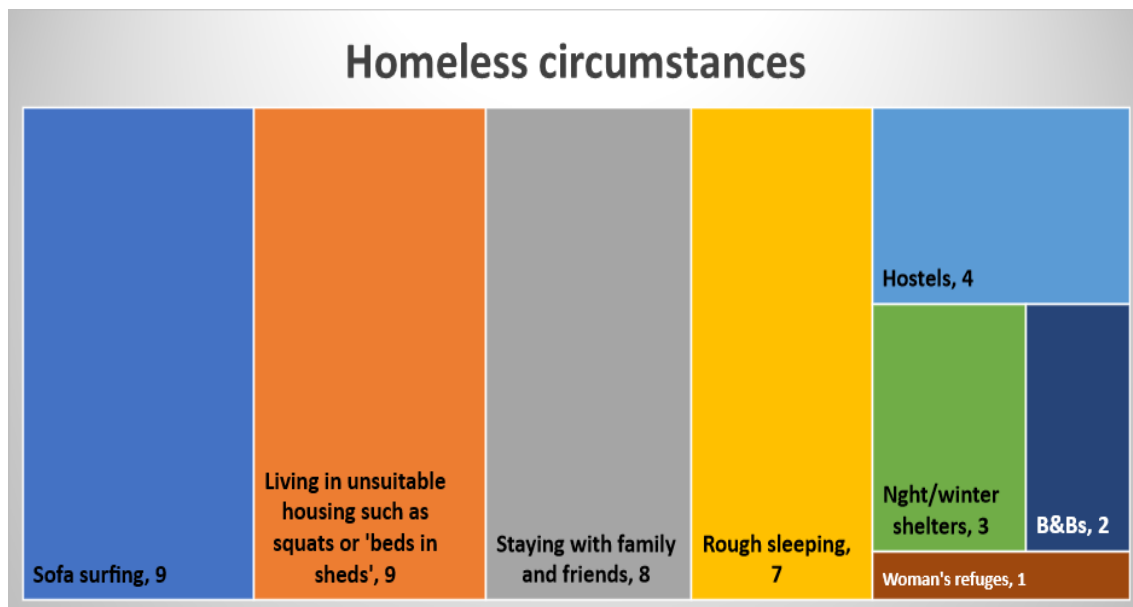
35% have been a member of NNO for 3-4 years, 30% have attended for 1-2 years. This fits with the data we already have from our weekly attendance registers. NNO turned four years old in October 2019 and so there are now 6 members which have been part of the group for over 4 years. We also know that 84% of members attending in 2019 also attended in 2018 (retention rate).

3.3 HOMELESSNESS

100% response rate



70% of members have experienced homelessness at some point in their lives. Only one member of the orchestra said that they are currently homeless. The graphic below shows the range of homeless circumstances members have experienced, most members of the orchestra have experienced more than one type of homelessness.

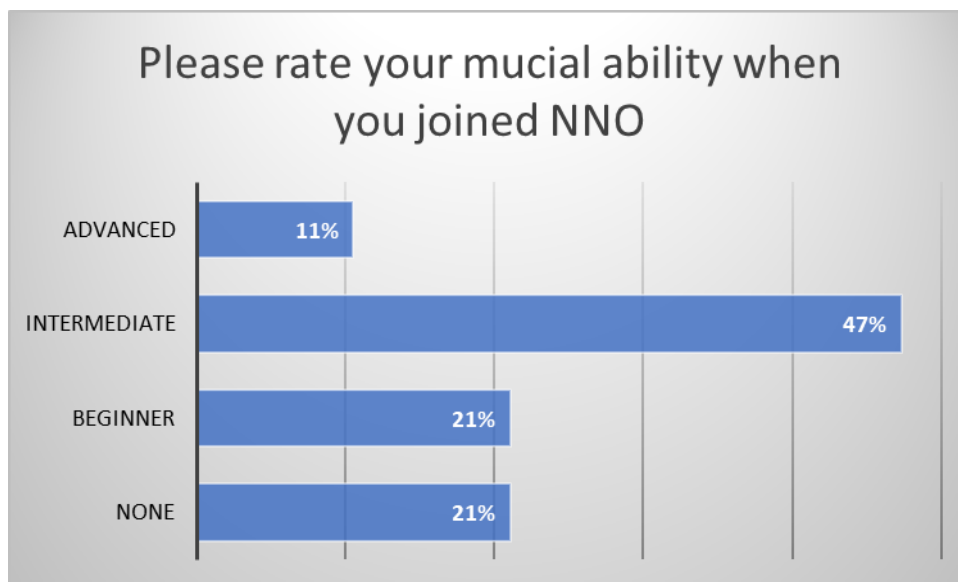


4 OUTCOMES

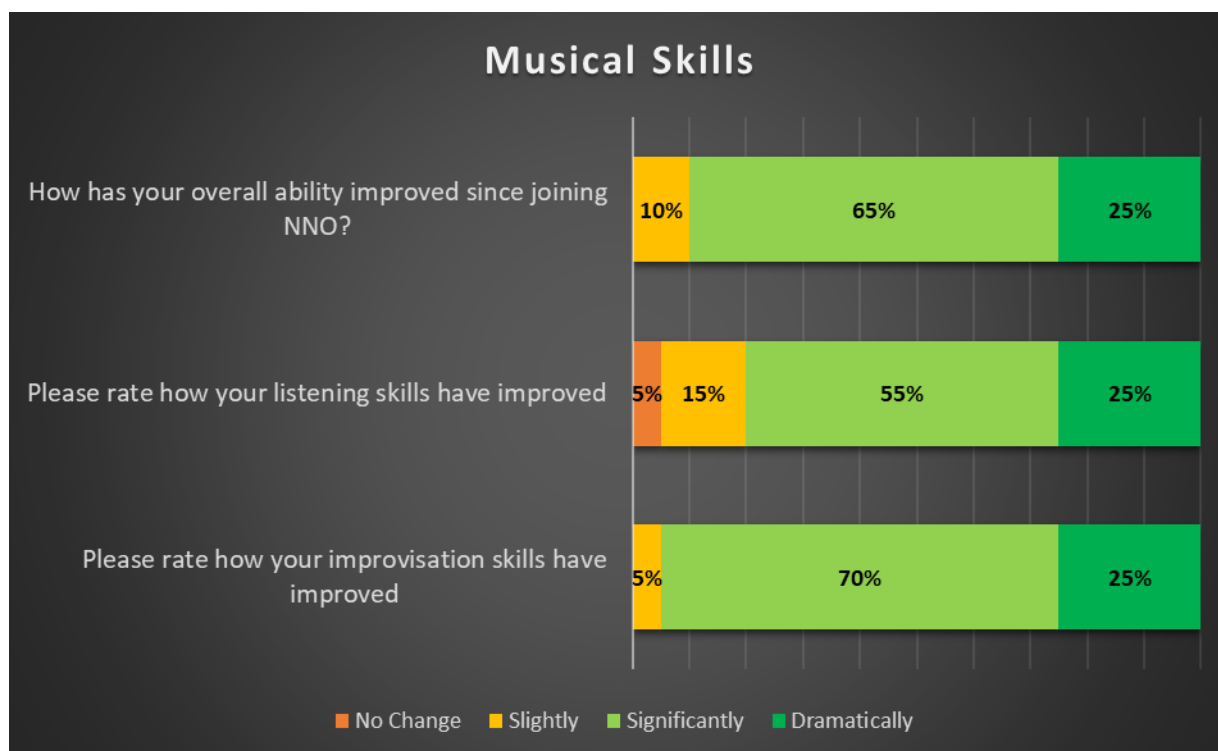
4.1 ARTISTIC DEVELOPMENT

4.1.1 Musical Ability

95% response rate

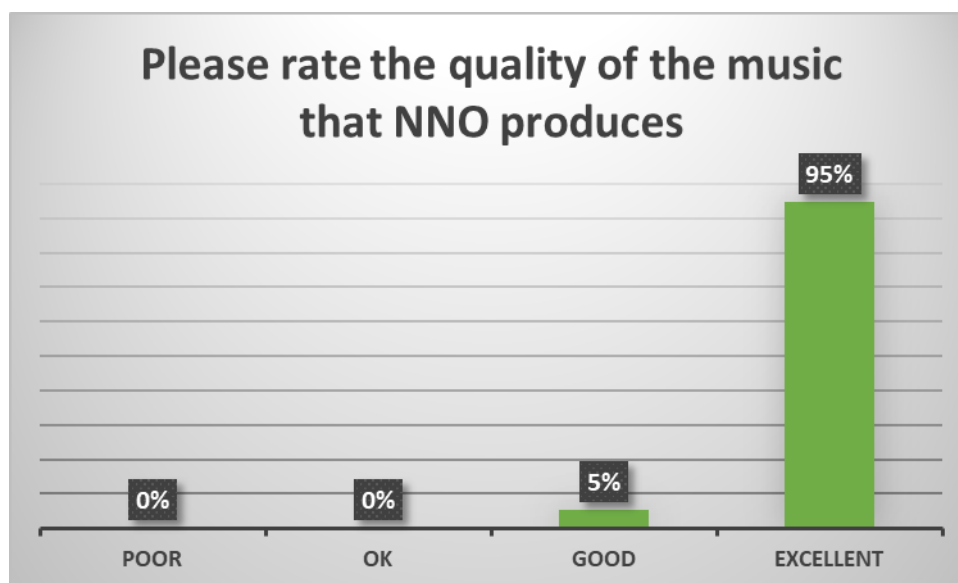


47% said they were at an intermediate level of musical ability before they joined New Note, 42% said they were a beginner or had no musical ability, and 11% said they were already at an advanced level. The chart below shows that 88% of responses described musical skills that had improved 'significantly' or 'dramatically' since joining New Note.



4.1.2 Quality of Output

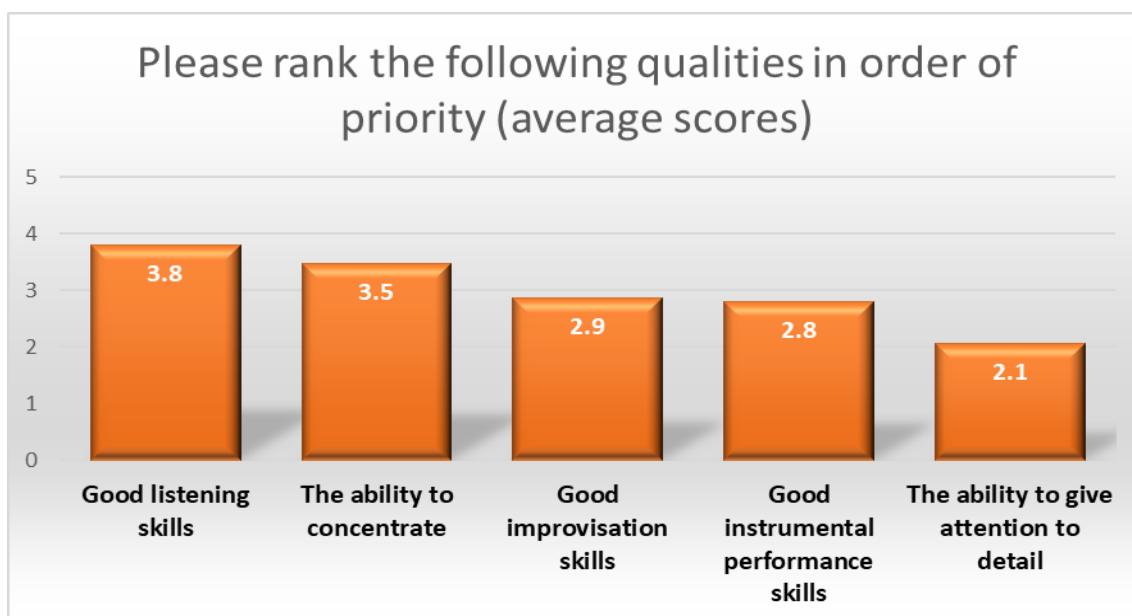
95% response rate



95% of respondents thought the quality of music the orchestra produces is excellent, one person thought it was good. One person selected both 'good' and 'excellent' which isn't included in the chart above.

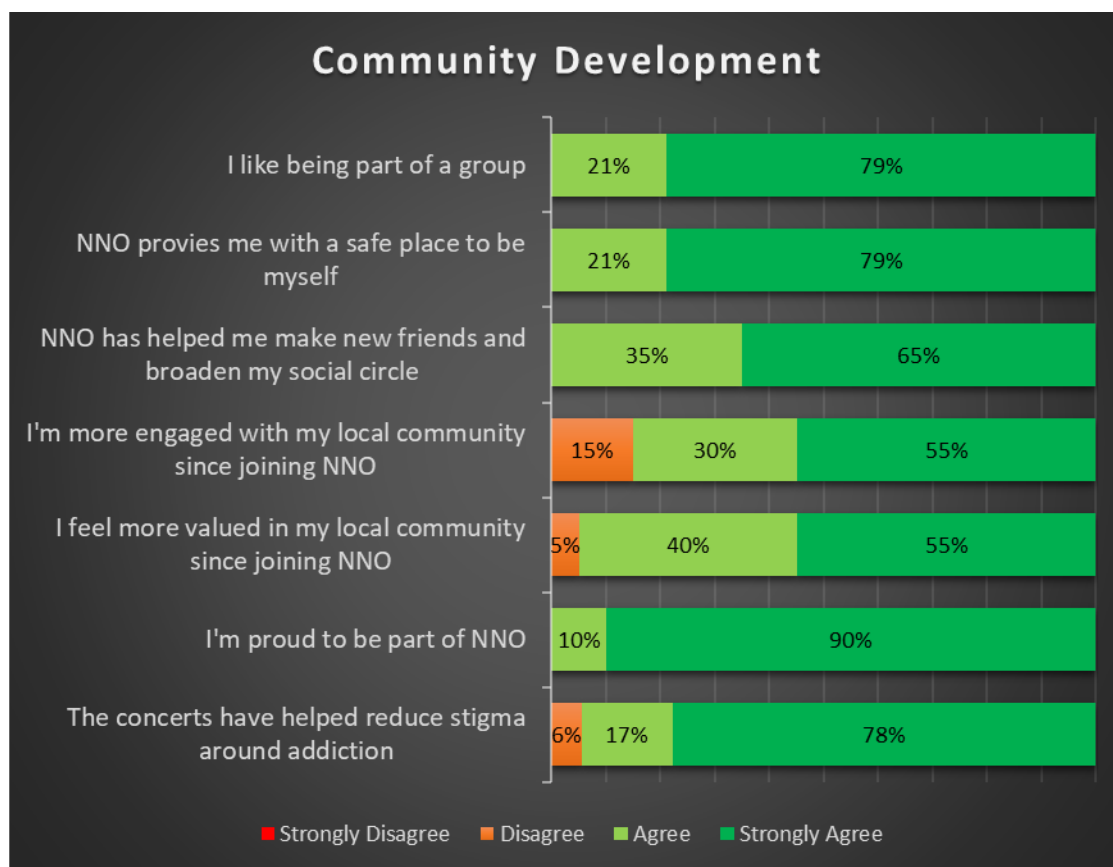
4.1.3 Musical Skill Priorities

75% response rate



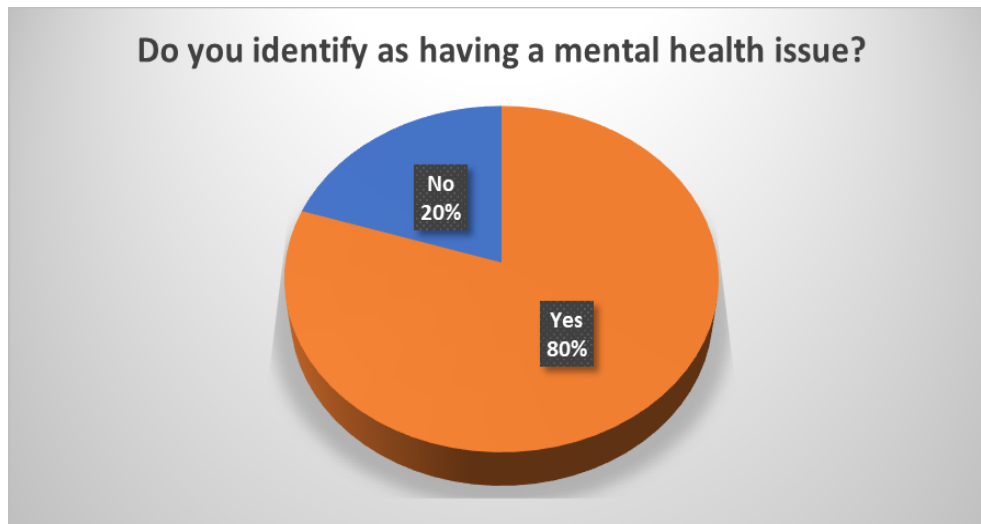
Members were asked to rank each skill in order of priority from 1 (lowest priority) to 5 (highest priority). The average scores in the chart above shows that there is no clear consensus on which skill is more important, but listening ranked highest, and attention to detail ranked lowest. The low response rate for this question was due to a number of people misunderstanding the question; we will use these results to improve the question format for the next survey.

4.2 COMMUNITY DEVELOPMENT

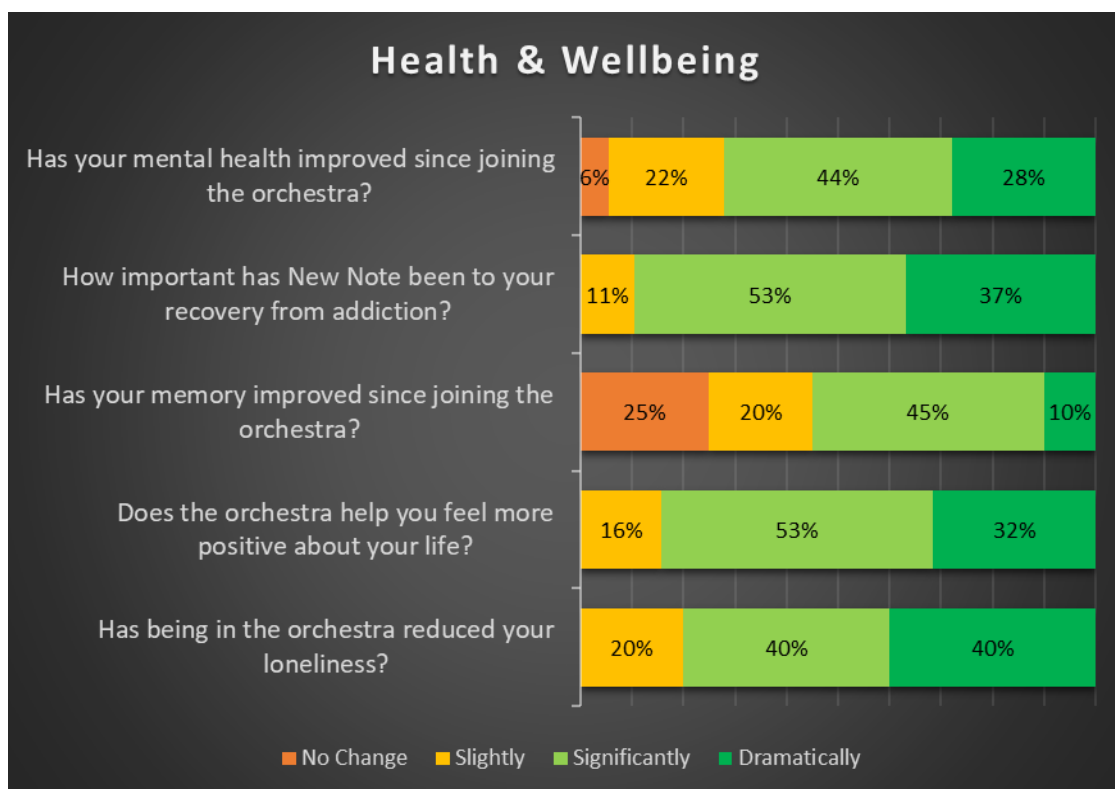


The Community Development outcomes above show that NNO is achieving its objectives in this area with a **96%** positive responses rate. Members responded most positively when asked if they were proud of being part of the orchestra. The weakest area is 'feeling engaged with the local community', although 85% of responses were still positive for this question.

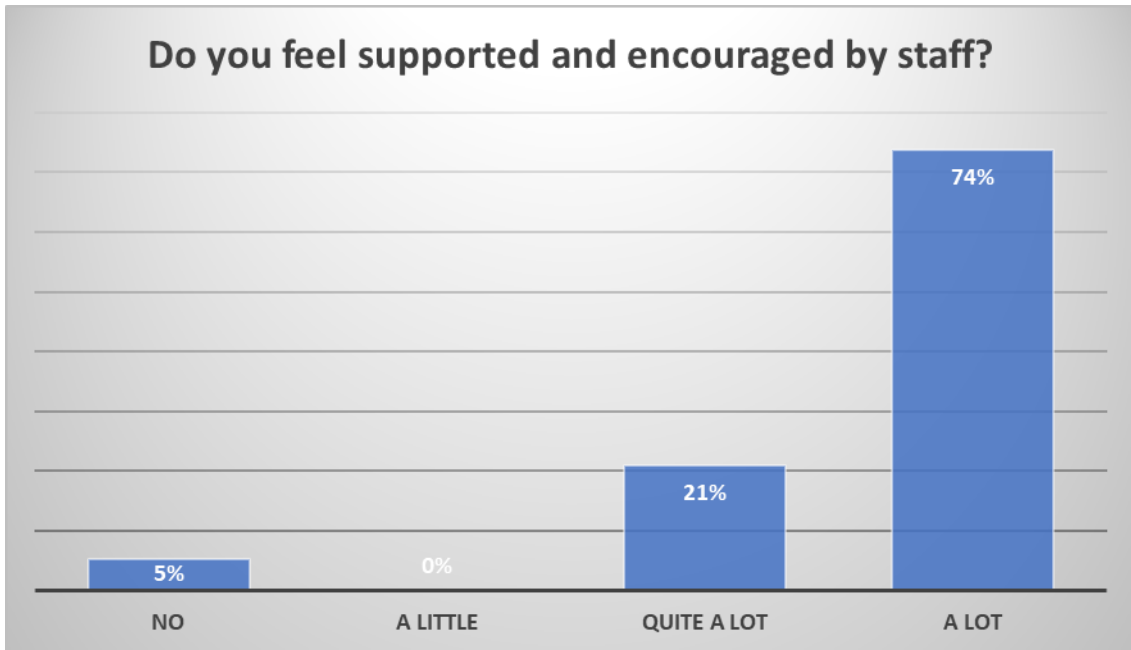
4.3 HEALTH AND WELLBEING



80% of New Note members said that they currently identify as having a mental health need.

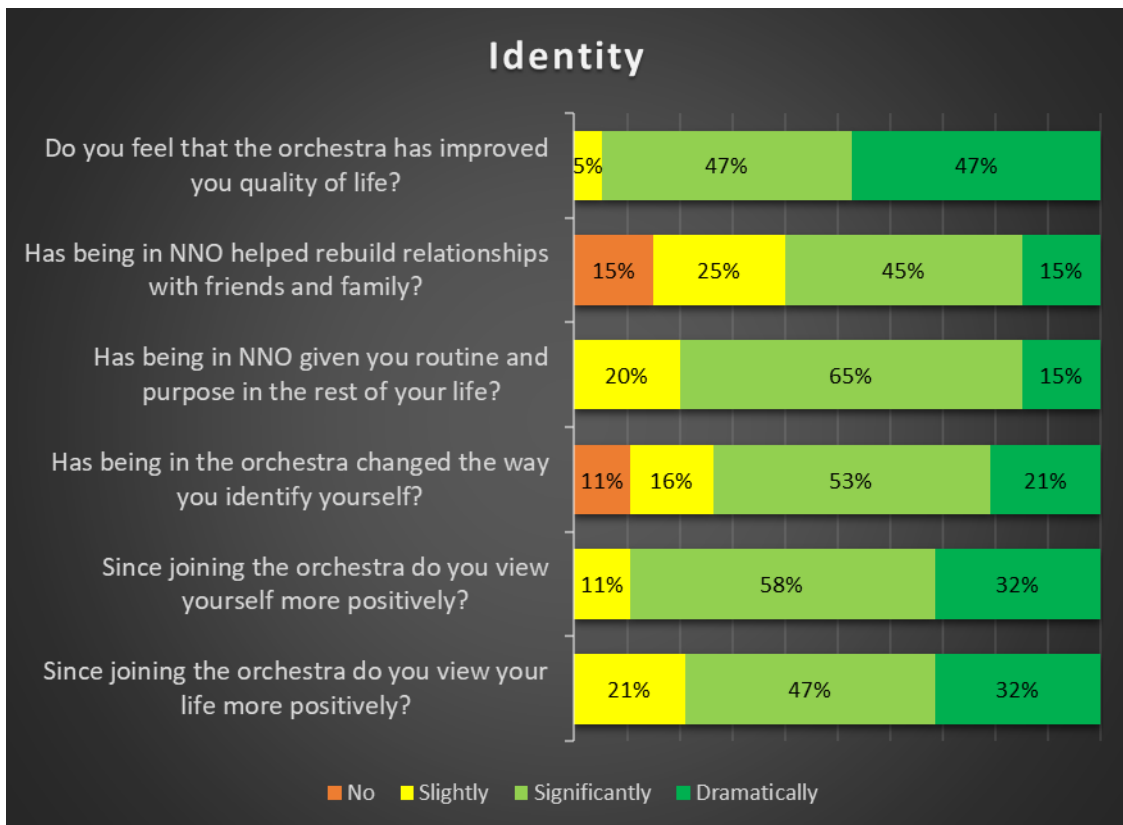


Outcomes were generally very positive, with **76%** of responses agreeing that they had seen significant or dramatic improvements in their health and wellbeing. The weakest area was improvements in memory, with 45% of members saying they had seen only slight or no improvement. Supporting recovery was the most positive response (89% significant or dramatic improvement) followed by feeling positive about life (84%) and reducing loneliness (80%).



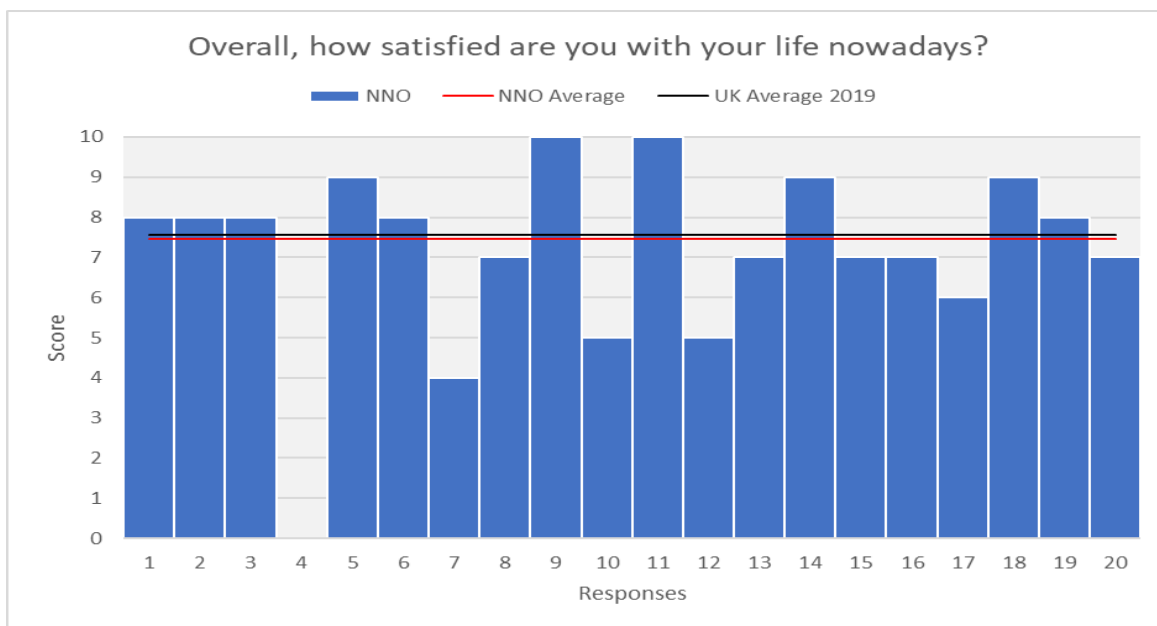
As part of the Health and Wellbeing outcomes, members were asked if they felt supported by New Note staff. **74%** said they felt supported ‘a lot’, **21%** ‘quite a lot’, one person felt that they were not supported and encouraged, and one person did not answer.

4.4 IDENTITY



89% of responses saw significant or dramatic improvements for identity outcomes, with 95% of members saying that NNO has had at least a significant impact on their quality of life. The least positive response was for building relationships with friends and family (60% significant or dramatic improvements).

The Office for National Statistics (ONS) conduct an annual Personal Well-being survey which allows us to compare responses for New Note members with the UK average². The average score for New Note members is 7.5, almost exactly in line with the 2019 national average of 7.6. This is a positive outcome for a group with adverse life experiences, although three members rated their life satisfaction as average or just below average. Individual results for this question are provided in the chart below.



²

<https://www.ons.gov.uk/peoplepopulationandcommunity/wellbeing/bulletins/measuringnationalwellbeing/april2018tomarch2019>

5 RECOVERY NETWORK

In order to understand NNO's role in people's wider recovery networks, members were asked to rate the importance of each type of support in strengthening their recovery, where 0 is 'doesn't help/not applicable', 1 is 'helps a little', 2 is 'quite important', and 3 is 'very important'. Indicators are derived from NNO's Theory of Change outcomes, and average scores for each indicator are shown in the table on the next page.

The results show that New Note Orchestra is the most important aspect of people's recovery across most indicators, apart from 'maintaining abstinence' where NNO is of equal importance to recovery services and lifestyle choices (such as diet, exercise, mindfulness etc.). New Note is also of low relative importance for building relationships with friends and family which mirrors the results for this indicator in section 3.4 (Identity).

As would be expected, New Note is the most important source of support for improving musical ability, but it is interesting to see that this question also scored low overall, meaning that NNO plays an important role in musical development which people don't receive from other creative groups (which did not score that highly for this indicator).

It is clear from these results that New Note Orchestra is providing support across a range of indicators which members feel they do not receive at the same level from other areas of their lives. Aside from the creative outcomes, New Note is important to people in giving them a sense of purpose, increasing confidence, improving a positive view of themselves, and for achieving a challenge and learning new skills.

While New Note Orchestra does not attempt to provide therapeutic support for maintaining abstinence, and so it is right that we are of equal importance to specialist services and lifestyle choices, we will look at results that attracted low scores across all network areas to see how we might close the gap between people's needs and the support they currently receive.