



GROW'S BENEFICIARIES' SURVEY AUTUMN 2020 REPORT



"I couldn't stay in my home if I didn't have the help you give me ..."

"I couldn't do any gardening which used to be one of my hobbies. It's so lovely to be able to watch it come into bloom once again. The company of your lovely ladies is also much appreciated."

"Lockdown was awful but once back into the swing of things everything has gone smoothly ... Long may GROW flourish"

NOVEMBER 2020

Knutsford G.R.O.W. (Garden Regeneration Over Ward Community Association)
Charity number 1091285

Knutsford G.R.O.W. (Garden Regeneration Over Ward Community Association)
Beneficiaries' Survey 2020.

Executive Summary

GROW has been helping Knutsford's frail and disabled with their gardens since 1999. In its 21st year, GROW thinks it does a good job but it's always good to check. One way GROW does this is by means of an annual survey responded to anonymously so beneficiaries can tell it like it is 'warts 'n' all' and also suggest improvements.

.A short survey was sent out by post together with an SAE to encourage a good response rate which at the end of the month was 46%.

Each question is listed, along with beneficiaries' answers as a percentage of those who answered and the quite frankly wonderful words that accompanied them including:

"I couldn't stay in my home if I didn't have the help you give me ..."

"I can sleep easy knowing that I need no longer worry that my garden will overgrow and ruin."

The volunteer gardening team and GROW's Coordinator should be justifiably proud of what follows:

Q1 100% reported Knutsford GROW had benefited them

Q2 100% would recommend the service to others

**Q3 How do you feel about your garden once Knutsford 'GROW' has visited?
 Please mark one box that's nearest to how you feel.**

Proud	It's nice & tidy	It's O.K.	Could be so much better	Embarrassed; it's awful
54%	46%	Nil	Nil	Nil

Q4 Do you get to go / sit in your garden a bit more since 'GROW' started attending to it?

Yes much more it's easier now	A bit	Not yet but I intend to	Not really but it's nicer to look at	No not at all	I'm physically unable to
82%	9%	Nil	Nil	Nil	9%

What could GROW do better? Get a Tree Surgeon volunteer again.

(GROW's Tree Surgeon volunteer had to retire in 2019 due to poor health.)

Main Report

GROW has been helping Knutsford's frail and disabled with their gardens since 1999. Its unique service model mixes volunteers who are able bodied with others who are less so in a supportive, friendly environment providing training for all. Its service users ['Beneficiaries'] benefit too; not only by having a neat and tidy garden with less trip hazards but also by the greater holistic wellbeing interacting with GROW brings.

Now in its 21st year, GROW thinks it does a good job but it's always good to check. One way GROW does this is by means of an annual survey responded to anonymously so people can tell it like it is 'warts 'n' all'. Beneficiaries were also assured that how they answered the survey or if they chose not to would not affect their access to the service in the future.

This document reports the results of the 2020 survey carried out in October. A short survey was sent out by post together with an SAE to encourage a good response rate which at the end of the first month was 46%

Beneficiaries were asked to answer a mix of yes / no, and quantifiable questions as well as given the opportunity of providing free format text to explain / amplify their views; these give a rich overview of how GROW (as it turns out) is valued by its beneficiaries over and above the gardening service.

Finally, keen to improve, GROW asked what it could do better.

Each question is listed, along with beneficiaries' answers as a percentage of those who answered and the quite frankly wonderful words from Beneficiaries.

The volunteer gardening team and GROW's Coordinator should be justifiably proud of what follows.

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Q 1 Has Knutsford GROW benefited you?

Yes 100%

No Nil

Kindly explain in a few words:

"My garden was a jungle but could not maintain it myself which they greatly did transform it"

"Being disabled I cannot do all I want to in the garden. GROW came on a number of occasions and sorted it for me"

"I have only had GROW twice as I can manage my garden with the help of family"

"I couldn't do any gardening which used to be one of my hobbies. It's so lovely to be able to watch it come into bloom once again. The company of your lovely ladies is also much appreciated."

"I suffer from many ailments and find it impossible to do my garden. I am very grateful for the service."

"Hedge cutting."

"Help for many years as I have arteritis. This is appreciated."

"I have a very large garden. At my age now I cannot keep it under control. GROW does it well."

"I really love my garden but sadly can no longer cope with it. I can still enjoy looking at my garden thanks to Knutsford GROW."

"They come to cut my lawn regularly and how I like it."

"It is wonderful to have a regular service from people I now consider my friends."

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Q2 Would you recommend this service to others?

Yes 100%

No Nil

Please state why...

"They do an excellent job and if you give a donation for their hard work it can benefit other people in a predicament who like myself cannot afford much more."

"GROW has never let me down (only the weather has) and because they do a really good job I would have no hesitation in recommending them to anyone."

"The twice I had them to cut the back Lilandi trees they made a good clean job and after filling my green bin they took the remainder cuttings away."

"I have already done so!"

"If you like your garden to look neat and can't manage it Knutsford GROW is the best help you can get."

"Because they are polite and helpful."

"For elderly people with mobility problems this is a vital service"

"I have been helped by GROW for many years and GROW have always been helpful and cheerful and I am sure they will help anyone in need."

"Very reliable and friendly service."

"They will do whatever you ask them to do if they can."

"Because my garden is kept lovely and the people are great to have a chat with."

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**Q3 How do you feel about your garden once Knutsford 'GROW' has visited?
Please mark one box that's nearest to how you feel and add some words to
explain if you like.**

Proud	It's nice & tidy	It's O.K.	Could be so much better	Embarrassed; it's awful
54%	46%	Nil	Nil	Nil

Some words to explain if you'd like to.

"They always clean up after themselves and you could not ask any more of them."

"So many people have commented on how lovely my garden looks and it's now a pleasure to sit on my bench and enjoy it."

"They leave the front and back clean and tidy."

"The garden is so large it has to be all lawn and once it has been mowed I enjoy it."

"It is well maintained, looking neat and tidy. Lawn is mowed, shrubs cut back, hedges clipped etc."

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Q4 Do you get to go / sit in your garden a bit more since 'GROW' started attending to it? Please mark the box that's nearest to how you feel add some words to explain if you want to

Yes much more it's easier now	A bit	Not yet but I intend to	Not really but it's nicer to look at	No not at all	I'm physically unable to
82%	9%	Nil	Nil	Nil	9%

Please tell us more if you'd like to

"My disability is such that it hampers much of my daily life, I quite simply cannot undertake much of what I would love to do."

"I can't do much but I help out with my trusty secateurs when Anne and co. are here, and even pull a few weeds out when they're not!"

"At the moment I can only look at it." [Due to physical disability]

"I live with a communal garden and apart from the hedge I do everything else myself."

"As sole carer for my wife we get out as much as possible."

"It is just lovely to be able to enjoy it without worrying about how I will get it cut."

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Q5 Please add any further comments you'd like to make (continue overleaf if you need more space)

"I couldn't stay in my home if I didn't have the help you give me so many grateful thanks from me and my family ...they have always been willing to do any jobs I have suggested ... work is always extremely good ... their company is appreciated ... long may GROW flourish."

"I can sleep easy knowing that I need no longer worry that my garden will overgrow and ruin."

"I am a lady, 89 years of age and to me it is a wonderful service which I would recommend to anybody."

"I have a great deal of fondness and admiration for GROW ..."

"When I and my family are unable to work I will certainly get in touch with GROW."

"I was very kindly offered a lawnmower which I accepted so I could try and maintain my lawn myself which, even with my disability I can sometimes except for my hedges which a bit in need of maintaining but besides that I am pleased. Many thanks."

"We sat out [in] the front garden on V.E. day for afternoon tea. It was good to join neighbours on this occasion."

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Things GROW could do better:

"I miss looking after my own garden but I have a very good friend who cuts the lawn and other jobs to keep it tidy." (It is presumed this person is part of GROW's 'Adopt a Garden' scheme.) "some time in the future I would like Knutsford GROW to trim the tall trees and bushes."

"The only thing is when the grass is cut they leave the cut grass on the lawn instead of raking it so it looks messy."

"For many years a tree surgeon used to come. He was very helpful as I have many trees. I hope he will come again when possible."