

Feel Good Gold Impact Report





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1. Background and Community Context

‘The Renewal Trust’ Nottingham is a long-established community development and regeneration charity, which works mainly in the inner-city areas of St Ann’s and Sneinton. The Renewal Trust, originally formed in 1997, has the following charitable objective:

“The relief of poverty and improving quality of life socially and economically in St Ann’s and Sneinton.”

One group created within their portfolio is the ‘Feel Good Gold’ group for older adults.

The target audience includes:

- Older adults living alone
- People with long-term health conditions
- Those experiencing frailty or dementia
- People unable to independently access community life
- Living within the St Ann’s and Sneinton communities.



Background and Community Context cont....

Established in 2023, Feel Good Gold aims to combat social isolation and loneliness among older residents of St Ann's and Sneinton.

The format of the Feel Good Gold programme is a series of weekly group sessions with a hot meal for people aged 60+.

The group is delivered at 'Cherry Lodge', a purpose-built community hub on Carlton Road in Nottingham. The venue is on a main bus route and therefore accessible to those able to travel independently.

The Renewal Trust is committed to ensuring that the group remains relevant to its members. For this reason, this impact report presents feedback from group members on the Feel Good Gold group offer.

To capture the feedback and insights of group members, we were invited to attend Feel Good Gold group meetings and speak directly with them. We received an exceptionally warm welcome and found that the group members were very motivated to share their experiences as part of the group. These insights will be included within this report.

2. Stakeholder Information

Stakeholders and Partner Agencies

Partner charities and community organisations support the Feel Good Gold programme by providing specialist knowledge, expertise, and services. This includes advice on wellbeing, finances, and energy, helping ensure participants receive holistic support that meets a range of needs.

Funders provide essential financial backing that enables the delivery of sessions, activities, meals, and facilities. Their support helps keep the programme accessible, inclusive, and affordable for all participants.

Volunteers play a key role in the programme by contributing their time and skills. They assist with activities, offer companionship, and help create a welcoming environment that fosters inclusion and community connection.

Referral organisations, including community connectors and digital inclusion officers, help identify and refer individuals who may benefit most, particularly those experiencing loneliness or social isolation. Their involvement strengthens access to the programme and supports its wider impact.



3. Methodology and Scope of Review

In2People attended the Feel Good Gold session on 28 January 2026 to introduce the review and engage group members. A co-designed questionnaire (developed with the Feel Good Gold team) was distributed to group members and relatives. Some group members completed the questionnaire independently, while others were supported by In2People.

Data was gathered through a combination of group discussions, one-to-one conversations, and follow-up interviews. Additional engagement took place during a session on 11 February 2026 to capture feedback from members who were not present initially. Two telephone interviews were also conducted with participants unable to attend either session.

In total, **21** group members contributed to the survey and discussions. Feedback was also obtained from their relatives and also stakeholders.

The research focused on participants overall experience of Feel Good Gold via three key themes:

- Engagement and Participation Outcomes
- Social Impact Outcomes
- Health and Wellbeing Outcomes

Discussions were centred on group members' lived experiences, with the aim of generating meaningful, outcomes-focused insights. All responses have been anonymised unless individuals explicitly consented otherwise. Findings are presented in summary form, reflecting common themes and some individual comments.

The report concludes with key highlights aligned to Feel Good Gold's objectives.

4. Participant Profile

Since its creation, the Feel Good Gold group has built a loyal membership and currently has approximately 20 regular attendees from St. Ann's and Sneinton at its weekly sessions. The membership criteria are for the 60+ community, and ages range from 60+ to 90+, though 57% of the group falls into the 70-79 age group.

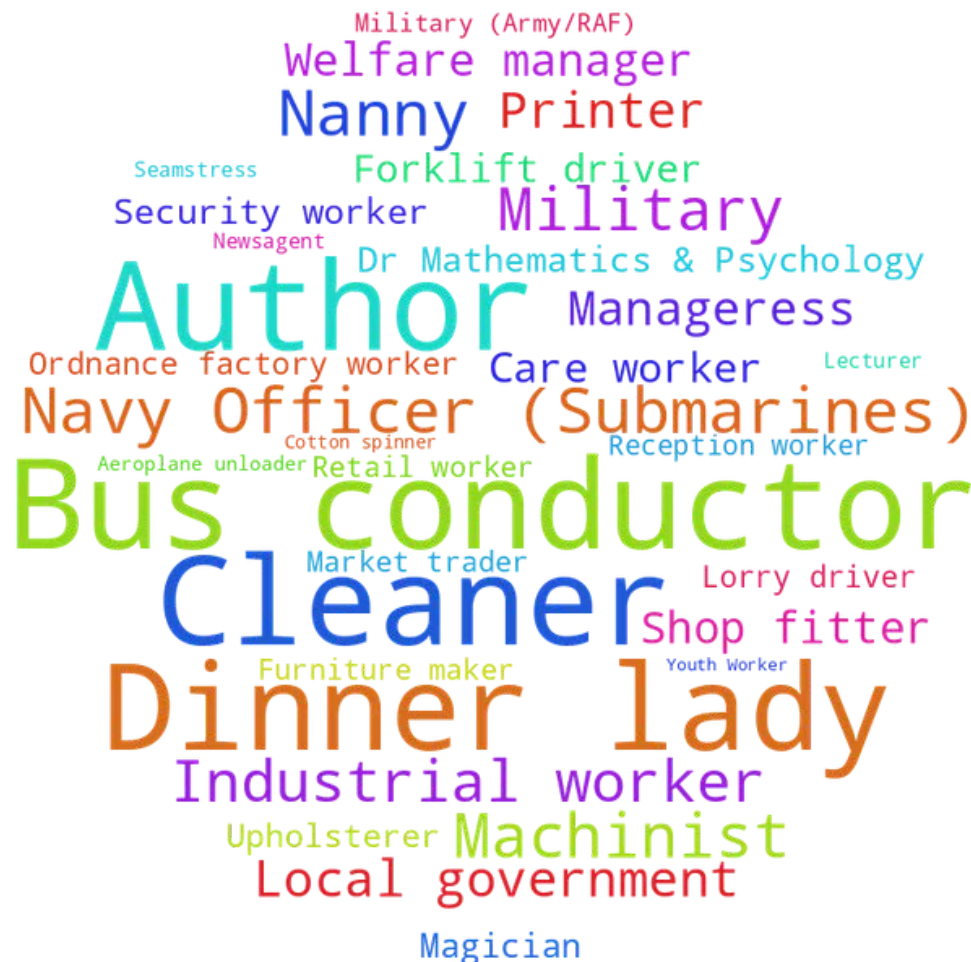
One of the strengths of the group is its multicultural demographic, which embraces citizens from diverse backgrounds. The majority of the group members were born in Nottingham (38%), with a further 27% being from cities across the wider United Kingdom. 35% of members were born in countries such as Jamaica, Pakistan, and Egypt. On observation, there appears to be a synergy among group members, regardless of background, and a collective environment that accepts differences and focuses on creating a welcoming space.

All attendees, whether they speak more than one language, communicate in English. There are currently no members of the group whose spoken language requires interpretation. The Feel Good Gold team is committed to being inclusive of all citizens who would be interested in attending the group and goes to great lengths to meet individual needs.



Participant Profile cont....

The demographic background of group members also varies. Through discussions, it was evident that they had enjoyed a vast range of occupations throughout their lives. These included the following occupations:



The work experience collectively gained by these citizens in all of their walks of life, appears to contribute to the level of cohesion enjoyed by group members.

The diverse blend of individuals within the Feel Good Gold group has created opportunities for the sharing of life experiences, cultures and traditions. The commonality of being members of the St Ann's and Sneinton communities has been enough to create a shared sense of belonging. One member commented that despite everyone's differences, 'some subjects relate to everyone'

5. Engagement and Participation Outcomes

There are two routes to becoming a member of the Feel Good Gold group - via self-referral or referral by a third-party organisation if they become aware of citizens who may meet the criteria and could benefit from the available support.

The majority of the members have been attending the group every week for more than a year (52.3%). The majority (57.1%) reported attending every week, followed by 42% who reported attending most weeks. The benefits described by group members have led to positive retention levels.

Based on members' feedback, weekly attendance is consistently between 15 and 20 members.

The value of attendance has been openly shared by members of the group, which offers insight into how retention levels have been so successful:

'I wouldn't normally come to something like this, but I am glad that I am here'

'The venue is always warm, which is important in the winter months'

'Attending FFG means that I have to make an effort to go out, which means that I meet new people and get advice'

'Most of us live on our own; this is somewhere to go for company'

'If you don't attend the centre, they will phone and see if you are ok. The staff are very supportive and caring'.



Engagement and Participation Outcomes

cont....

Feel Good Gold members shared that, in addition to the benefits of socialising, other aspects of the programme were also welcomed.

Members valued the inclusion of external speakers and facilitators offering advice. 47% of the group members reported valuing the advice available to them, whilst 38% appreciated having a variety of external speakers. Particular reference was made to external speakers who provided information sessions, e.g., symptoms of bowel cancer.

For a fee of £2, a hot lunch is provided, and 62% of the group members reported enjoying this element. Comments were made regarding the appreciation that their individual needs were willingly met:

'I am fussy with food and the staff know just how I like it and always accommodate'.

The inclusion of craft sessions, quizzes and bingo was also described as elements enjoyed by group members, with one member saying,

'I love the bingo, I wish we did it more often'.

Another element of the programme, which was discussed with great enthusiasm, was the enjoyment of trips. More than one group member shared a wish that more trips were arranged, with one suggesting that group member contributions should be considered if it meant more opportunities to go out as a group.



6. Social Impact Outcomes

The Renewal Trust team go to great lengths to create an engaging programme with enough variety to create ongoing interest. In line with the group's principal objective of addressing social isolation and loneliness, The Renewal Trust has developed a format that achieves this whilst also providing meaningful content.

Attendance at the group has offered members far more than the programme developed by the team. Feedback from members provides more detail regarding the personal impact on them and their improved sense of belonging as members of the local community:

'I enjoy attending the group, it is great for socialising, I feel better for it'

'By going to Feel Good Gold, I have made some good friends'

'When I go to Feel Good Gold, I always leave feeling uplifted'

'Coming to the group makes me feel good inside'

'Coming to Feel Good Gold is something to look forward to'

'The social and practical elements have been useful'

'Coming here makes me feel part of the community'

'Coming to FFG has encouraged me to go to other places'

Social Impact Outcomes

cont.....

Feedback from group members highlighted some of the particular areas of impact they had experienced since attending the group:

- 80% of attendees shared that seeing others in the group had a positive impact on their lives
- 76.1% of attendees shared that getting out had had a positive impact on their lives
- 71% of group members reported feeling happier as a result of attending the group
- 61% of group members expressed feeling more connected with their local community events
- Several group members particularly focused on the entertainment provided as part of the Feel Good Gold programme, with 61% sharing that it was a particular highlight for them
- Members of the group shared that they found out about other groups and services from The Renewal Trust team. 38% of attendees shared that, as a result of attending Feel Good Gold, and experiencing an improved confidence, they had also started to attend other offerings of Cherry Lodge, e.g., a church service or the 'Chatty Café' which is an additional group also hosted by The Renewal Trust.

These insights confirm that The Renewal Trust team has created a safe space that has a positive social impact for the citizens it supports.

7. Health and Well-being Outcomes



The Renewal Trust is committed to ensuring that Feel Good Gold is accessible to as many of the target audience as possible and additional provisions are in place to ensure they can access the programme's benefits.

For those with transport needs, community transport is available to bring members from their homes directly to Cherry Lodge and home again for a nominal fee. 28% of the current membership utilise this service. Group members shared the feeling of gratitude that this service is available to them, with one member sharing the following personal insight:

'I enjoy coming to Feel Good Gold, without the transport I would struggle on my own'.

Another shared that: 'FGG caters for all of my needs with me having physical disabilities'

Part of the Feel Good Gold programme includes gentle physical exercise. 28% of attendees reported noticing an improvement in their physical health since attending Feel Good Gold. 33% of the members shared that physical exercise is one of the elements they particularly enjoy. In fact, some members shared that they would like the frequency of these sessions to be increased.

Several group members shared that they suffer from emotional ill health, and group attendance has been recommended for its therapeutic benefits. It is well documented that social isolation can be compounded by loneliness; therefore, recognition of this and referrals from third-party organisations have been used to help combat it.

One group member shared the following insight.

'I suffer from depression, and it's great to be able to come here instead of sitting at home'.

Another group member shared that he had suffered from an emotional breakdown and had been referred to the group by the 'crisis team'. He shared that he had not been coming for long, but that he had been enjoying it so far.

Another group member shared that although to others it may appear that they are not integrated into the group, contrary to this belief, they found benefit from simply being present:

'When I come to Feel Good Gold, I like to sit by myself; the staff and volunteers respect that'.

47.6% of current members reported that attending Feel Good Gold was having a positive impact on their emotional well-being. It is evident that The Renewal Trust team's ability to meet individual needs was having a positive impact.

8. Family Perspectives

Relatives consistently described Feel Good Gold as a highly valued and meaningful part of their family member's routine. Attendance was often framed as a highlight of the week, providing structure, enjoyment, and a renewed sense of purpose. Participants were seen to actively look forward to sessions, with some preparing early in anticipation. The opportunity to spend time with others, build friendships, and engage in shared activities was viewed as particularly important in supporting social interaction and reducing isolation.

Several relatives also noted positive changes in behaviour and activity levels, with individuals appearing more motivated and engaged since attending.

As one relative shared,

“My mum really enjoys attending the weekly sessions – it’s the highlight of her week,”

While another noted,

“Mum looks forward to going to FGG, it gives her a sense of purpose.”

Others reflected similar experiences, including,

“Looks forward to attending each week and enjoys catching up with friends” and *“On Wednesdays Dad is up early and ready for 08:30.”*

In addition to the benefits for group members, relatives highlighted the positive impact on their own wellbeing and caring responsibilities. Knowing that their family member was safe, happy, and socially connected provided reassurance and peace of mind. For many, this translated into a reduced sense of pressure and an improved ability to manage their caring role. The sessions also offered valuable personal time, enabling relatives to rest or focus on other responsibilities. Importantly, there was a strong emotional benefit in seeing their loved one enjoying themselves and forming connections.

As reflected in their comments, *“It is a benefit to me knowing mum has friends to meet,”* *“Knowing mum enjoys FGG makes me feel better as I know she is in safe hands,”* and *“It has made caring easier when she is out in the company of others.”* Others emphasised the personal value of this reassurance, noting *“Personal benefit to me seeing mum happy, knowing the group is making her happy”* and simply, *“Some time to myself.”*

9. Stakeholder Perspectives

Referral organisations work closely with individuals in St Ann's and Sneinton experiencing loneliness, social isolation, or low mood, making them well placed to recommend supportive community opportunities. Their referrals to Feel Good Gold help remove barriers to social engagement and connect people with available support.

Feedback from referral organisations include the following:

Digital Inclusion Officers Employed by the Nottingham City General Practice Alliance (NCGPA).

The Feel Good Gold programme offers people a welcoming and safe space where they can connect with others, take part in enjoyable activities, and improve their overall quality of life. Through social games such as bingo and access to affordable, healthy meals, it creates opportunities for people to socialise, relax, and feel part of a community. This kind of environment can give individuals a sense of purpose, encourage positive new social interactions, provide a warm and supportive space, and help lift their mood. It can be particularly beneficial for people who may feel lonely or isolated, have limited social interaction or hobbies, experience low mood, or simply want to have fun in a convenient location. Having visited the location and being familiar with Cherry Lodge also provides reassurance that the service and facilities offered are of good quality, which makes it a trusted place to refer clients.

Health and Wellbeing Coach (Nottm GP Alliance)

I was fortunate to have recently met with a patient on a Feel-Good programme. Themes of patient feedback highlighted enhanced physical health of the patient since attending regular sessions, as the venue is easily accessible via a short walk or less than 20 minutes by public transport from Nottingham City Centre. Additionally, patient conveyed encouragement was received from The Renewal Trust staff members and peers to access the King Edward Park surrounding Cherry Lodge.

Again, patient shared how remaining committed to the Feel-Good programme had built a strong rapport with others, helped to reduce isolation and instil emotional resilience. Patient notices change most to their mental health and wellbeing, regular contact with group participants and stakeholders as guests to the venue has allowed patient to improve their focus and mood.

9. Stakeholder

Perspectives cont.....

Patient highlighted this as an area for development and is now open to discussions on coping strategies as a care giver and receiver in a nurturing space as encountered with The Renewal Trust – Feel Good programme.

I urge health professionals to consider referrals into The Feel-Good Gold programme and similar initiatives from The Renewal Trust as I believe efforts from the team leading the project can result in a stable and healthy routine for patients and greater quality of life

Community Connectors Employed by Adult Services – Nottingham City Council

Feel Good Gold, delivered by the Renewal Trust, provides a vital community space for older people to connect, socialise and take part in meaningful activities. The group has a significant positive impact on reducing loneliness and isolation by bringing people together in a safe, welcoming and supportive environment. Through regular weekly sessions, citizens build friendships, develop a sense of belonging and gain a routine that gives them something positive to look forward to each week. Participation in the group supports improved mental wellbeing, encourages physical activity and increases confidence and happiness among attendees.

Community Connector

The group has demonstrated valuable support for individuals living with dementia, helping them remain socially engaged and connected to their community. By providing this early and preventative support, Feel Good Gold helps people maintain independence for longer, reducing reliance on other services and, in some cases, preventing or delaying the need for more intensive residential support. The group also supports individuals experiencing mental health challenges and those managing physical health conditions, providing an inclusive and understanding environment.

Community Connector

9. Stakeholder

Perspectives cont.....

I have found The Renewal Trust/Feel Good Gold /Tuesdays socials encourage and nurture kindness between the citizens who attend. You often see people naturally looking out for one another, offering support and companionship. For example, one lady who had attended Feel Good Gold later went along to the Tuesday morning Social. Her carer had dropped her off but wasn't due to return until after the group had finished (staff were still there), but three of the other citizens stayed behind with her. They spent time chatting, listening, and making sure she felt comfortable and safe until her lift arrived. It was a simple but powerful act of kindness, and a wonderful example of how the connections built through The Renewal Trust Feel Good Gold ripple out into the wider community.

Community Connector

The amazing Feel Good Gold Team truly embody kindness, compassion, and genuine care. They are always jolly, welcoming and approachable, creating an

atmosphere where everyone feels comfortable from the moment they arrive.

No one is ever made to feel excluded; instead, people are embraced as part of a warm and supportive community. The staff and volunteers consistently go above and beyond to ensure every citizen feels valued, heard and supported.

Community Connector

10. Hopes for the Future

Group members were clear that Feel Good Gold is a well-run and valued programme, particularly given the constraints of limited funding. However, they also identified a number of areas where, with additional resources, the offer could be further strengthened and expanded. There was a strong appetite for building on the existing provision to enhance both the range and frequency of activities, while maintaining the welcoming and supportive environment that participants value. Alongside this, members expressed a genuine desire to connect more deeply with one another. One suggested starting point is creating opportunities for individuals to share their past work and life experiences, recognising that many have had interesting and varied careers. Small changes, such as varying seating arrangements, were also seen as a practical way to encourage greater interaction and mixing within the group.

In terms of programme development, participants highlighted the need for a wider variety of activities and more regular delivery of those already enjoyed. In particular, there was strong interest in increasing the frequency of chair-based exercise sessions and bingo. Suggestions also included introducing monthly talks, and enhancing the overall activity offer through more outdoor and nature-based experiences. Having an allotment was mentioned alongside a broader increase in outdoor activities to support both physical and mental wellbeing.



Hopes for the Future cont...

There was also clear enthusiasm for expanding the social and recreational elements of the programme. Members suggested organising more trips, with some openness to making contributions to support these, as well as introducing themed social events such as a curry night. Increasing entertainment was another priority, including the potential to invite performers such as a comedian. In addition, participants highlighted the importance of promoting Feel Good Gold more widely within the local community to increase awareness and attendance. Finally, group members expressed a deep appreciation for the kindness and generosity of the FGG team and warmly welcomed the Christmas goodie bags!

11. Outcomes Against Objectives



Below is a summary of group member responses against Feel Good Gold objectives:

Outcome Area	Reported Impact
Seeing others socially	80% positive impact
Getting out of the home	76.1% positive impact
Increased happiness	71%
Increased community connection	61%
Improved emotional well-being	47.6%
Improved physical health	28%
Increased activity levels/routine	76%

Members also reported improved confidence, which encouraged engagement with wider services and community activities beyond Feel Good Gold.

38% went on to attend additional community provision, such as Chatty Café

12. Conclusion and Key Impact Highlights

Feel Good Gold has demonstrably achieved its objective of reducing loneliness and social isolation among older adults living in St Ann's and Sneinton.

Key highlights include:

- Creation of a safe and trusted community space
- Development of meaningful friendships among members
- Improved emotional well-being and happiness
- Increased physical activity through gentle exercise
- Enhanced confidence and independence
- Greater awareness and uptake of community services
- Positive impact on carers through respite opportunities
- Strong retention and consistent attendance.

The programme has evolved beyond a social group into a valued community asset, supporting older residents to remain socially connected, physically active and engaged within their local environment.

The Renewal Trust Team

The Feel Good Gold members had developed a sense of trust in The Renewal Trust team. Individuals commented that they were friendly, caring, and committed to meeting their particular needs. One group member commented that *'They remember my name and my love of football, and I really like that'*, another shared that *'the staff are brilliant'*.

Group members reported receiving a warm welcome from the staff when they attend the group, whilst another shared that they felt able to share concerns with team members.

Overall, Feel Good Gold continues to provide vital preventative support, contributing positively to both individual well-being outcomes and wider community cohesion.

13. Acknowledgements

In2People would like to take this opportunity to thank the management at Feel Good Gold for commissioning this review, and for the service users, stakeholders and family members who shared their experiences with us.

Use of this Report

This report has been prepared by In2People exclusively for the use of the Renewal Trust in accordance with the terms of our engagement and for the purpose of fulfilling our agreed responsibilities. It is intended solely for this purpose and should not be relied upon by any other party.

Our report is limited to the matters that have come to our attention during the course of our review. It is not intended to be, nor should it be construed as, a comprehensive examination designed to identify all matters that may be relevant to those charged with governance.



Appendix 1



Questionnaire for Feel Good Gold Service Users

About You

1. How old are you?
 60-69 70-79 80-89 90+
2. How long have you been attending Feel Good Gold?
 Less than 3 months 3-12 months Over 1 year Over 3 years
3. How often do you come to Feel Good Gold?
 Every week Most weeks Sometimes First time
4. Where were you born?

.....
5. How would you describe your gender?
.....

6. How do you get to Feel Good Gold?
 Walk Bus / Taxi Lift Community Transport Other

Your Experience at Feel Good Gold

7. Do you enjoy coming to the weekly group?
 Always Most of the time Sometimes No
 8. What do you enjoy the most? (You can tick more than one)
 Seeing other people/socialising
 The lunch
 The entertainment/games
 Getting out of the house
 Staff/volunteers
 Access to advice and practical support
 Guest speakers
 Physical activities
 Creative activities
 Trips
 Other (please say): _____
 9. Do you feel welcomed and included at Feel Good Gold?
 Always Most of the time Sometimes No
- Comments.....

Wellbeing and Social Impact

10. Has coming to Feel Good Gold made you feel less lonely?
 Yes A little No change
11. Do you feel happier after coming to the group?
 Yes Sometimes Not change
12. Does coming here help you feel more confident going out in general?
 Yes No No change
13. Has Feel Good Gold helped you to make new friends?
 Yes A little No change
14. Has coming to Feel Good Gold given you a sense of purpose?
 Yes A little No change
15. Has your physical health improved since coming to Feel Good Gold?
 Yes Sometimes No change
16. Has coming to Feel Good Gold improved your mental health?
 Yes A little No change
17. Has coming to Feel Good Gold made you feel part of the community?
 Yes A little No change
18. Has coming to Feel Good Gold made you more aware of events that are happening in your local area/community?
 Yes A little No change



Practical Impact

19. Does the group help you stay active or keep a routine?

Yes Sometimes No change

20. Do you find the lunch helpful (good value, saves cooking, nice to have)?

Yes Sometimes Not really

21. Do the guest speakers provide practical advice and support?

Yes Sometimes Not really

22. Do the staff/volunteers provide practical advice and support?

Yes Sometimes Not really

23. Have you attended other events at Cherry Lodge?

Church service

Festivals

Chatty café

Other

Comments.....

Overall

24. How would you describe the impact attending Feel Good Gold has had on you?

25. Please tell us about any comments or suggestions that could improve your experience at Feel Good Gold.

Comments.....



Questionnaire for Family Members

About your relative/the person you care for

What is your relationship to them?

Partner/spouse Son/daughter Other family Friend Carer

How long have they been attending Feel Good Gold?

Less than 3 months 3-12 months Over 1 year Over 3 years

Observed Changes

Have you noticed a positive change in their mood since attending Feel Good Gold?

Yes A little No change

Do they seem less lonely or isolated?

Yes A little No change

Do they look forward to attending Feel Good Gold?

Yes Sometimes Not really

Has Feel Good Gold helped them stay socially connected (talking to others, making friends)?

Yes Sometimes Not really

Has it made them more confident going out in general?

Yes A little No change

Has it given them a sense of purpose?

Yes A little No change

Has it improved their physical or mental health?

Yes A little No change

Has it improved their connection / awareness of their community?

Yes A little No change

Do you feel they are eating better or enjoying their meals more?

Yes Sometimes No change

Comments.....

Practical Benefits

Has attending Feel Good Gold made caring for them easier in any way?

Yes A little No change

If yes, how? _____

Has the group helped them keep a routine or stay more active?

Yes A little No change

Comments.....

Overall Views

How would you rate the impact Feel Good Gold has had on their overall well-being?

Very helpful Helpful Somewhat helpful Not helpful

Any comments or suggestions that could improve their experience at Feel Good Gold?

Comments.....

Benefits to you

Have you gained any personal benefit as a result of the person you care for / relative attending Feel Good Gold?

Comments.....

...