



Community Partner Survey Responses February-March 2021

Response summary

- The survey was live from February 11th - March 10th 2021
- 18 respondents
- 100% completion rate (everyone clicked submit at the end but a couple of questions were skipped)
- Typical completion time = 5 minutes 37 seconds

Questions and responses

Q1. In what capacity(ies) have you interacted or worked with South London Cares? (Select all that apply)

- | | |
|--|----|
| • I have referred or signposted someone to your programmes | 14 |
| • I circulate your Social Club and Activity Pack to people I work with | 9 |
| • We are part of the same community networking group(s) | 7 |
| • You have attended an event or activity that I ran | 4 |
| • You have referred or signposted someone to my work | 3 |
| • I provide funding or business support to your organisation | 3 |
| • We have worked together on a project | 2 |
| • I work in a community space that you have used | 1 |
| • I have led a club or activity for you | 0 |
| • Other (please specify) | 3 |
| ○ 'Provided very useful information about the winter wellbeing campaign- thank you!' | |
| ○ 'Introduced SLC to Southwark and send funding info' | |
| ○ 'work collaboratively, along with other partners, to support a client' | |

Total number of interaction types selected = 46

The average number of interaction types per respondent = 2.56

Q2. The Cares Family’s mission is to help people find connection and community in a disconnected age, which we do through several programmes. From your experience of working with South London Cares, to what extent do you think we are achieving the following?

	1) Not at all	2) A little	3) Somewhat	4) Fairly well	5) Very well	Median
Reducing loneliness and isolation	0	0	3	6	9	4.33
Deepening belonging, purpose and power	0	1	3	7	7	4.11
Bringing people together to bridge social, generational, digital, cultural and attitudinal divides	0	1	1	9	7	4.22

If you have rated any of these at 1 or 5, we would appreciate it if you would explain the reasons why.

‘I was very impressed to hear about the work you did through winter wellbeing - taking time to speak to people in their homes and the way that although this might not reflect as well in the number of people spoken to, it had a deeper and meaningful impact on someone's life. The activities you offer clearly help people to feel included and reduce isolation in what has been a difficult time socially for many.’

‘clients that I have supported who mentioned that they are members of SLC - gave positive reviews’

‘My response really is my general understanding, not specific examples during the pandemic. I'm aware of the good history of excellent work you do. I know from speaking to older residents and young volunteers that you achieve all of the above well.’

'I have been involved both directly and indirectly with SLC and I know from those involvements that SLC has really made a big difference in the areas I have rated as 5'

'Excellent flexible adaptable programme across the borough'

'I particularly like that matches are seen as both sides benefitting. I think younger and older people have a lot to offer each other and it's important to recognise and promote that as much and as widely as we can.'

Q3. To achieve our mission, we need to ensure we are approachable and efficient in our interactions with you and the people you work with. Please rate your experiences with us on each of the following, from 1 (very dissatisfied) to 5 (very satisfied):

	1) Very Dissatisfied	2) Dissatisfied	3) Neutral	4) Satisfied	5) Very Satisfied	Median
Our communications with you	0	0	0	6	12	4.67
Our referral processes	0	0	4	9	4	4
Our referral waiting times	0	0	9	6	2	4.18
Accessibility of information about our work	0	0	1	9	8	4.39
Opportunities to work collaboratively	0	0	4	6	8	4.22

If you have rated any of these aspects at 1 or 5, we would appreciate it if you would explain the reasons why.

'My interactions with South London Cares have always been friendly and efficient and referrals have been processed quickly. Beyond referring or signposting people to your programmes, I haven't worked collaboratively with yourselves.'

'Great website, great promotion of the activities newsletter'

'I haven't much knowledge of the referral waiting times, but have been very impressed by communication with you and the time spent looking at winter warmth collaboratively. The information sent to me about the projects is very clear and accessible.'

'Good communication but not too sure about info on referral process'

'Sending a regular newsletter to keep us informed of the services on offer. On the collaborative work... staff was easily available to discuss client's support needs and possible solutions. Staff was also very good in seeking out the other organisations that were involved in supporting the client...connecting us and created a cohesive support network. Staff kept us all informed of the client's changing needs and support that was offered.'

'I have always found these things to be very straightforward'

'Great emails with activity information. Not always as easy to find on the website but emails are perfect. Easy to use referral forms.'

'No experience with referral waiting times.'

'where it is blank it's because I don't know the answer!'

Q4. We are determined to make our programmes more inclusive and our network of neighbours more diverse. On a scale of 1 (not-at-all inclusive) to 5 (very inclusive), please tell us how inclusive you feel our programmes are (i.e. how well-represented they are with regard to race, religion, culture, class, gender, sexual orientation, and ability).

Not at all	A little	Somewhat	Fairly	Very	Median
0	1	1	8	8	4.28

Please explain the reasons for your answer, if you wish to.

‘I haven't had direct contact with your programmes so I'm not in a position to really know how inclusive your programmes are - but certainly, when I have liaised with SLC staff they have always been friendly and inclusive and sensitive to cultural differences.’

‘Before covid, I would have said very inclusive based on feedback from our users but during covid given the difficulties older people have accessing the internet, affording or using devices I am not sure how inclusive your programmes are now. And that has affected all of our responses above.’

‘The information I have seen on your webpage demonstrates working with people of different cultures and ethnicities and we spoke about looking at reducing the language barrier with communications, an interpreter etc when discussing the winter wellbeing project.’

‘On the website, the referral guidelines outline that people living with dementia are excluded from receiving support, even if this is not in practice. This would suggest that referrals for individuals with the diagnosis who can maintain a conversation will be automatically rejected. Clients' individual differences are not taken into consideration. The organisation offers services across two boroughs thus allowing people to travel and integrate with others from a wider demography/community-base.’

‘A high proportion of people have dementia and are excluded from your referral process and yet they are probably the most marginalised and lonely.’

‘I’m unsure! I don’t know who attends. I refer people of broad backgrounds.’

Q5. Please share three words that describe your impression of South London Cares and the work we do. They can be constructive, celebratory or leftfield — we are open to whatever comes to mind!

activists	engaging	neighbourly
adaptable	enthusiastic	open
approachable	exciting	passionate
caring	exclusive	patronising
caring	friends	progressive
caring	fun	purposeful
communal	fun!	resilience
communicative	inclusive	responsive
community	inclusive	sharing
community	innovative	supportive
community-based	innovative	thoughtful
creative	innovative	thoughtful
cross-generational	inspiring	together
determined	interactive	uplifting
diverse	intergenerational	vibrant
empowering	intergenerational	vital
empowering	kind	welcoming

Q6. Please use the space below to share any other feedback, ideas or comments you have about us and our work.

'I think it is a great organisation, but it still does not reach a lot of people that would benefit from the activities.'

'Think we would welcome being very clear about what kind of opportunities for joint working you are interested in - to avoid unnecessary approaches.'

'Thank you very much for all your help and keep up the good work!'

'Need more information on how we can refer people and what other projects are available for the elderly to get involved in.'

'the activity sheets look good - be interesting to know what % of people I have sent them off to have used them'