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Links for Life VCSE Survey 23/11/2023 Results

bsi.
ISO 9001 Quality Management
ISO 14001 Environmental Management

FS 643660 EMS 643659

Which of these does your service support?
33 responses

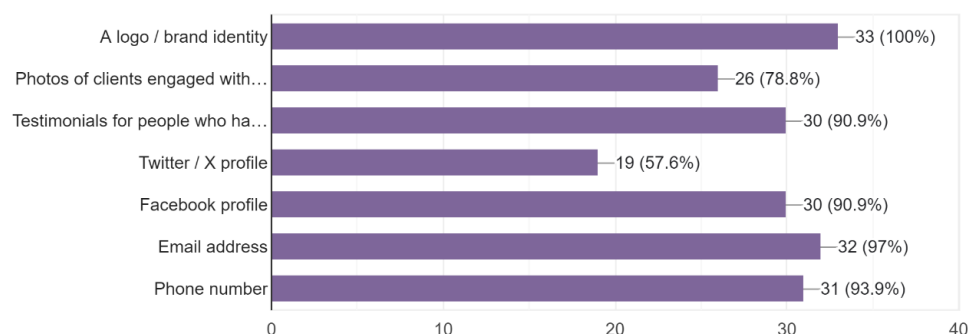| Category	Value
Active lifestyle	20 (60.6%)
Weight management / health…	12 (36.4%)
Tackling addiction	6 (18.2%)
Mental wellbeing	19 (57.6%)
Providing social opportunities	25 (75.8%)
Families and relationships	12 (36.4%)
Money and housing support	10 (30.3%)
Warm and safe homes	6 (18.2%)
Volunteering	21 (63.6%)
Connecting with nature	8 (24.2%)
Migrants and refugees	3 (9.1%)
Physical wellbeing (Oral, Sig…	6 (18.2%)
	1 (3%)
Social xare	1 (3%)
Education, pre employment	1 (3%)
Arts and crafts	1 (3%)
Digital inclusion	1 (3%)

We saw a large spread of services and some additional service types were suggested, such as digital inclusion and pre-employment support.

Action: We are doing ongoing work to ensure all services can be readily accommodated in the category scheme without it becoming too long and / or unwieldy.

Does your organisation have any of the following?
33 responses

| Category	Value
A logo / brand identity	33 (100%)
Photos of clients engaged with…	26 (78.8%)
Testimonials for people who ha…	30 (90.9%)
Twitter / X profile	19 (57.6%)
Facebook profile	30 (90.9%)
Email address	32 (97%)
Phone number	31 (93.9%)

All survey respondents had a logo and most respondents had access to service user testimonials and imagery. It was also seen that Facebook used significantly over X / Twitter.

Action: Enable organisations to add logos to profile pages. Social feed links to prioritise Facebook. Provide features for organisations to optionally add a photo gallery and present testimonials received form service users.

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How much space do you need to tell people about your organisation's offer?
33 responses
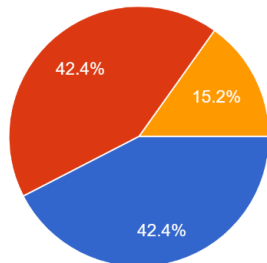
- ● A few paragraphs are sufficient
- ● The equivalent of half a page of A4
- ● More than the equivalent of half a page of A4

42.4%

15.2%

42.4%

Responses gave us a good feel for how long descriptions will typically be.

Action: We are going to optimise for presentation of copy up to 300 words in length, however there will be an option to 'read more' for descriptions that are longer.

How would you prefer to receive referrals?
33 responses
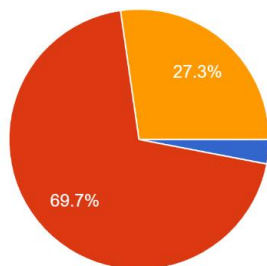
- ● Telephone
- ● Email
- ● From the Links for Life website

27.3%

69.7%

We saw that electronic referrals are favoured over telephone.

Action: As part of the project we will be implementing a secure referrals platform with integrated email notifications.

What best describes your activity / service?

33 responses

- People can drop-in / just turn-up
- We prefer people to contact us first or book a place before arriving

51.5%

48.5%
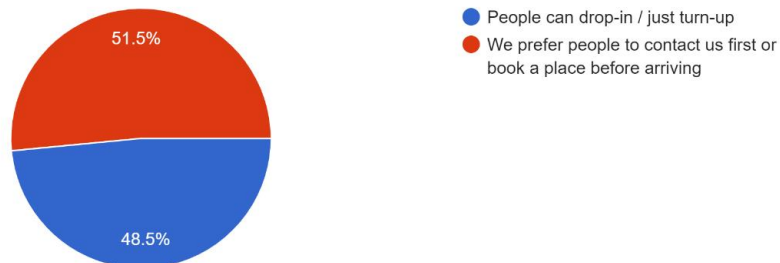
There was a near 50-50 split between those organisations that prefer people to make contact first and those with services where people can simply turn up.

Action: We will develop a profile page that accommodates both approaches with clear flagging where an enquiry / booking is needed in advance.

Will your organisation have a waiting list for its activities / services?

33 responses

- Yes
- No
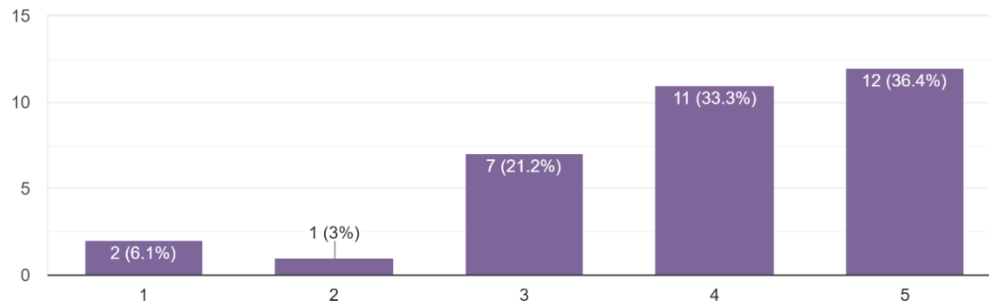- Unsure at this time

42.4%

33.3%

24.2%
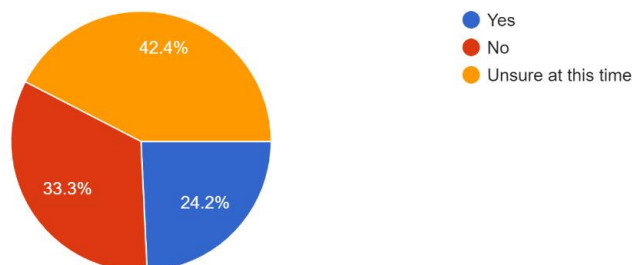
The majority of organisations were uncertain about needing a waiting list or not.

Action: We'll build a feature into the profile page that can be activated when needed to flag that there is currently a wait, together with the anticipated length.

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Location of your service

33 responses

It was interesting over 80% of respondents offered more than one service in more than one location. We notice service directories are normally orientated to one entry per service which can lead to repetition, as well as being restricted to one location.

Action: We will build the directory out so VCSEs can add as many services to their organisation profile as needed. We'll also make it so VCSEs can plot a location for each of their services.
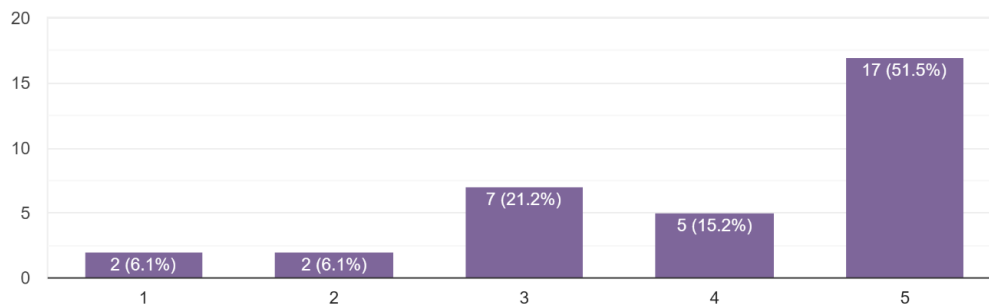
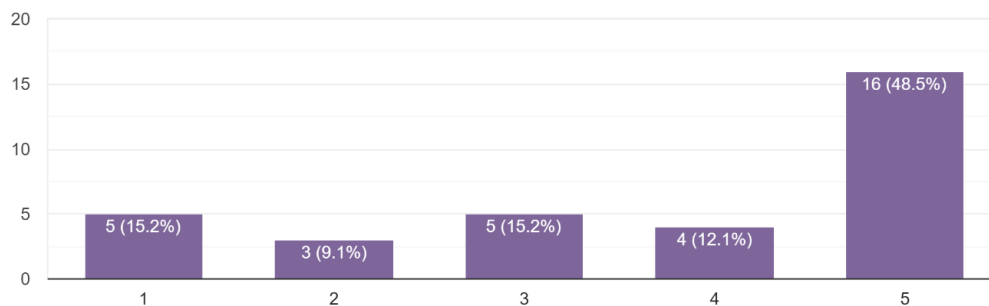## Who you support (e.g. age, gender)
33 responses
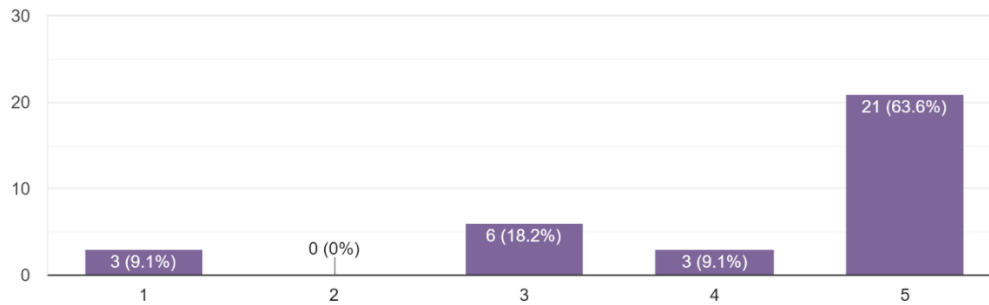
Accessibility (e.g. wheelchair access)
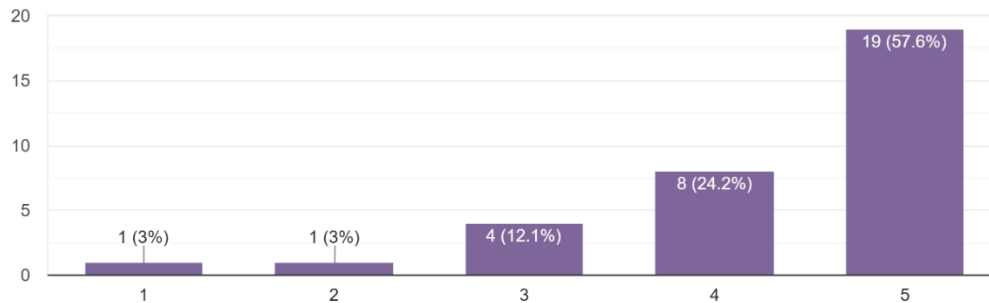33 responses

Requirements (e.g. cost, fitness-level needed)
33 responses

Availability and opening times
33 responses

Opening times and eligibility scored most highly in response to this question, however it was clear all aspects identified were important.

Action: We'll make sure all aspects identified can be published on the profile page and prioritise the presentation in accord with the responses received.