

Findings from our Annual Survey 2022

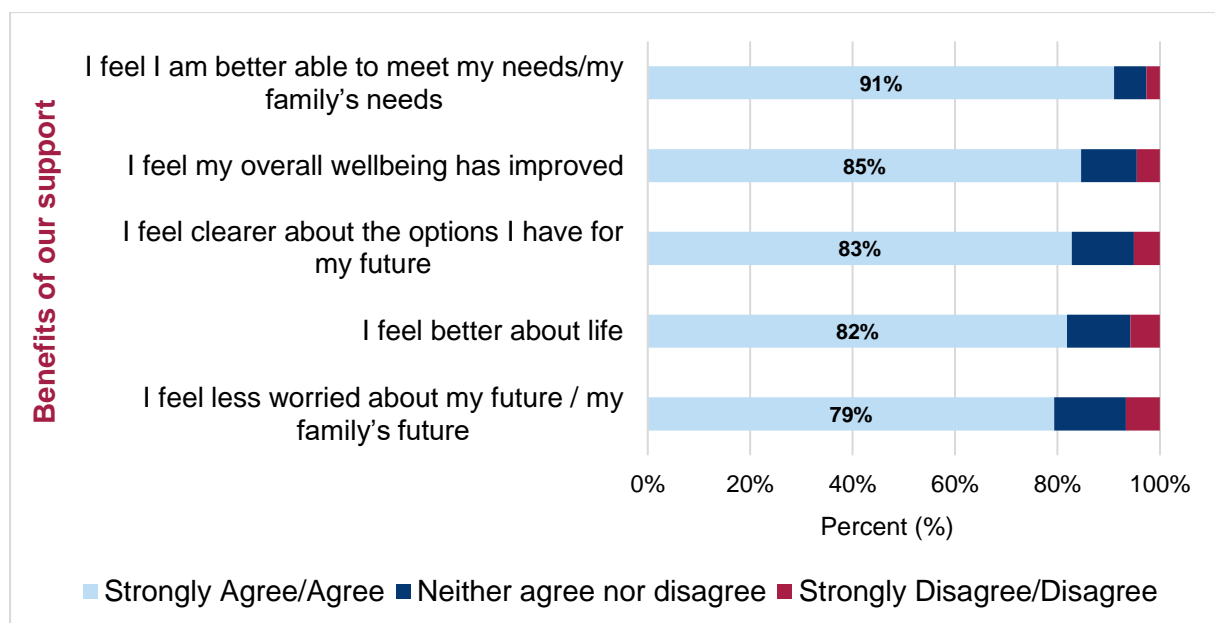
Introduction

In March 2022, we distributed an Annual Survey to ask our clients what they think about our services. We received feedback from 336 clients (a 25% response rate) who had accessed a range of services and represented the diversity of clients we work with¹. The survey was available to complete online or manually at the Centre, and respondents had the choice of completing the survey in one of 5 languages (English, Arabic, French, Spanish and Tigrinya).

What we learnt

Benefits of our support

- 85% of respondents agreed with one or more of the following statements:



- Respondents said that we have supported their children in multiple ways including:
 - providing a safe place to learn and play;
 - helping children with their education;
 - providing opportunities to join in with fun activities; and
 - providing activities during the holidays.
- Words such as 'essential', 'invaluable' and 'life saving' were used to describe the Centre's support.

¹ There was limited feedback from 16-24 year olds compared to the number of clients we support in this age range.

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Over 150 comments were received, demonstrating the different ways that the Centre's support had led to increased stability and improvements in our clients' quality of life.

"It has really turned my life and my children's life around for good"

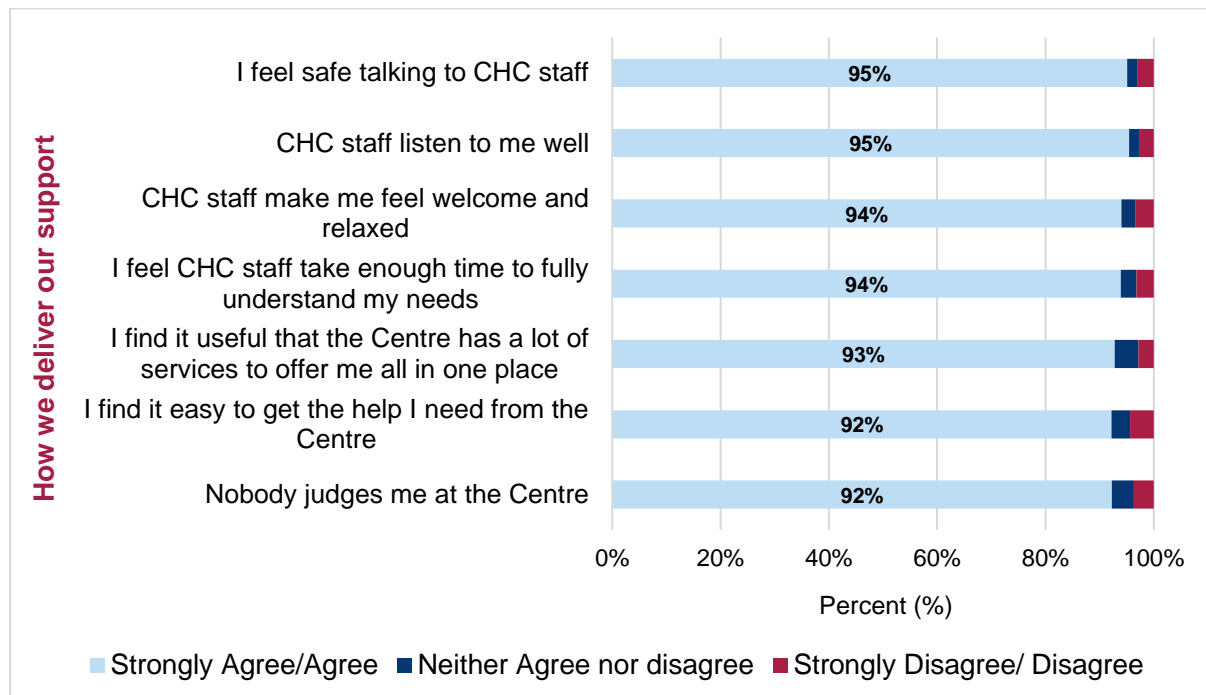
"I feel my family is much more stable and have become strong to be able to do other things in life."

"My finance improvement has given me a better quality of life."

- Some respondents' had ideas about how we could improve going forwards, some of which related to extending our service offer. For example: providing more support for people who have been evicted and are homeless with children; exercise classes; more after-school clubs; and more support for young people's mental health.

Experience of our support

- 97% of respondents agreed that they would tell other people about the Centre's services if they needed help.
- 92% or more of respondents agreed that they feel safe, welcomed and listened to.



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"I received outstanding support and help at a time when I was most desperate."

"I feel that I was heard..."

"... the council wasn't listening to me. With their [CHCs] help ... I managed to get the right welfare benefits... Thank you so much."

- On the handful of occasions that respondents disagreed with these statements, it was often due to feeling unheard, judged or discriminated against, or feeling as if their individual vulnerabilities had not been adequately taken into account.
- 8 out of 10 respondents agreed that the quality of our support during the Covid-19 pandemic had been maintained.
- The majority (66%) would prefer support either in person or a combination of in-person and online/phone support going forwards.
- A few respondents said that they had found it hard to get in touch with a member of staff, thus they questioned whether the Centre needed more capacity.

Awareness of the Centre's work

- 92% of respondents had been told about the Centre by someone else; 32% from a family member or friend; 60% from another organisation.
- Over half of respondents were aware of more than one of our service areas; over a third of respondents had received support from more than one service area.
- There was an appetite amongst respondents to remain in contact with the Centre's work and 63% were interested in finding out more about our new Centre Forum - a place where they can share their views and ideas about the Centre's work.
- A few respondents felt that we could do more to raise awareness of the Centre's services within the local community.

Summary

We're incredibly pleased with the response we received to the Annual Survey and we're encouraged by the number of respondents who are happy to keep in contact with our work. The results are overwhelmingly positive and add to our increasing evidence base regarding our service level outcomes as well as the benefits of our approach and service offer.

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Our response

- We will consider how to increase feedback from 16-24 year olds and ensure that children's voices are heard throughout the year.
- We will review the communication of our service offer to our multiple stakeholders.
- We will review our hybrid working policies to ensure that we are responsive to clients' preferences regarding mixed method (virtual and face to face) delivery.
- We will take into account client's ideas within our service development plans and pursue the development of the Centre Forum.
- We will continue to invest in the systems and processes we need to appropriately capture the range of outcomes our clients experience as a result of our support.

Comments from respondents

"I have received my status, I have Employment, I have a stable home for me and my family and it's all down to the help of Cardinal Hume Centre."

"CHC have helped me so much with my finances and sorted out the mess I found myself in due to becoming very unwell. All the staff are so kind and supportive."

"Staff have given me emotional support and helped me with my mental health needs by directing me in the right direction."

"To help with my son at a difficult time of my life, during lockdown when my mental health was unstable and I was feeling depressed... they was there for me. Also got food and food parcels, clothing items from them"

"I have received hundreds of food parcels, clothing, toiletries, vouchers and many invaluable hours of immigration advice and actual legal representation. I was destitute and undocumented for decades but thanks to the fantastic work of the centre, I'm now legally in the UK!!"

"When I lost my job, I was very isolated... they helped me to overcome my loneliness..."

"Housing benefits, government pensions, and obtaining housing all seemed like bureaucratic minefields I would lose a lot of sleep over, or worry myself sick before I contacted the centre. Once they were clearly explained to me I'm pleased to say that is no longer the case. I've noticed an overall feeling of personal well-being."

"I was very lonely. I was able to open up to someone who can listen to me. I got my confidence back and found jobs under their guidance."

"I'm not sure if I'd be here today without the kindness and support I received from the Centre."

Thank you for reading the results of our annual client survey