

cybermedia

Links for Life VCSE Survey 13/12/2023 Results

Reference: 231123R

Issued by: Cyber Media Solutions Ltd.

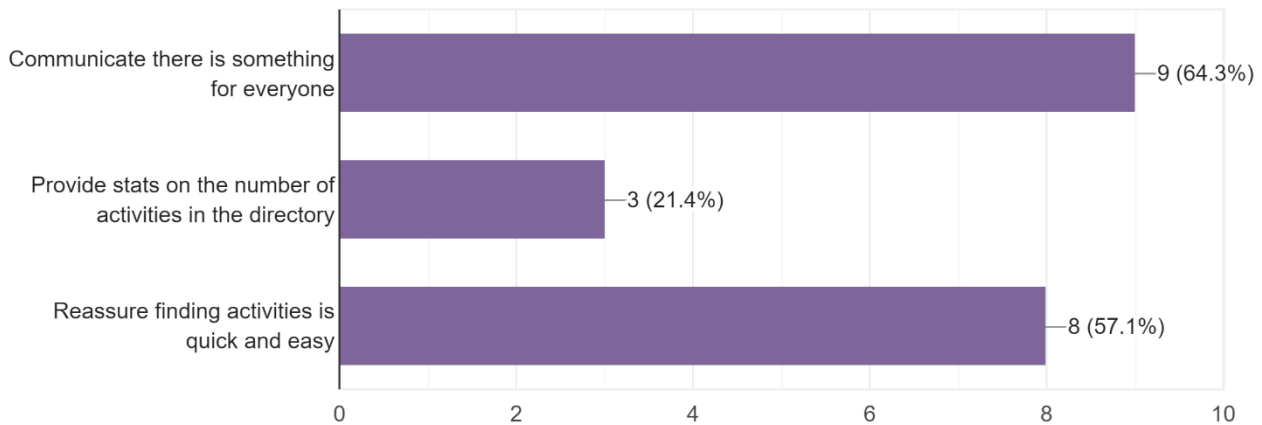
Date of Issue: 04/01/2024



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What would be the best way to encourage users to engage with the directory?

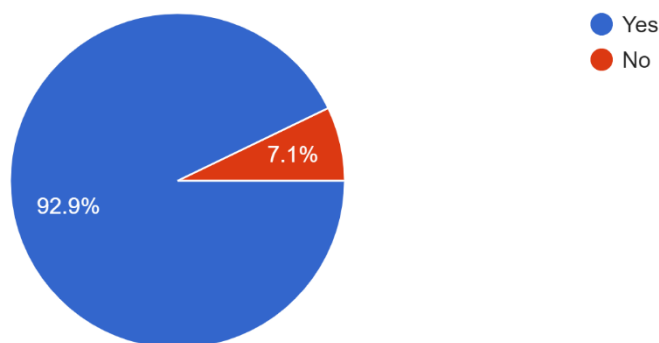
14 responses



Action: Avoid stats-driven promotion and focus on reassurance and encouragement.

Would you like to publish all your organisation's offer (all activities, venues, times etc) on the new Links for Life website?

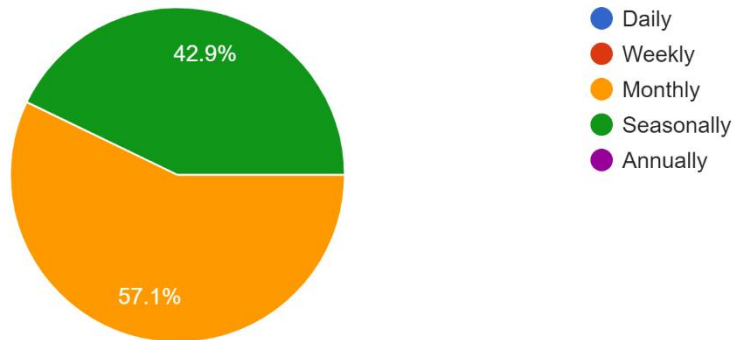
14 responses



Action: Ensure directory profile templates are flexible to accommodate extensive range of activities and services.

How often will you update or change your offer?

14 responses



What issues have you encountered previously when publishing your offer online?

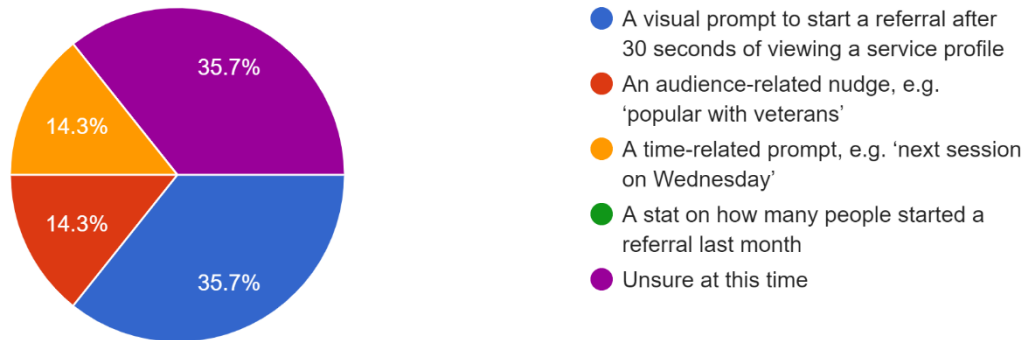
14 responses



Action: Most prevalent issues encountered appear to be time-consuming administration and records and repetition of content entry. We need to ensure that records are quick, easy and intuitive to update, and that duplication of content entry is avoided.

Which of the following would best encourage people to complete a referral?

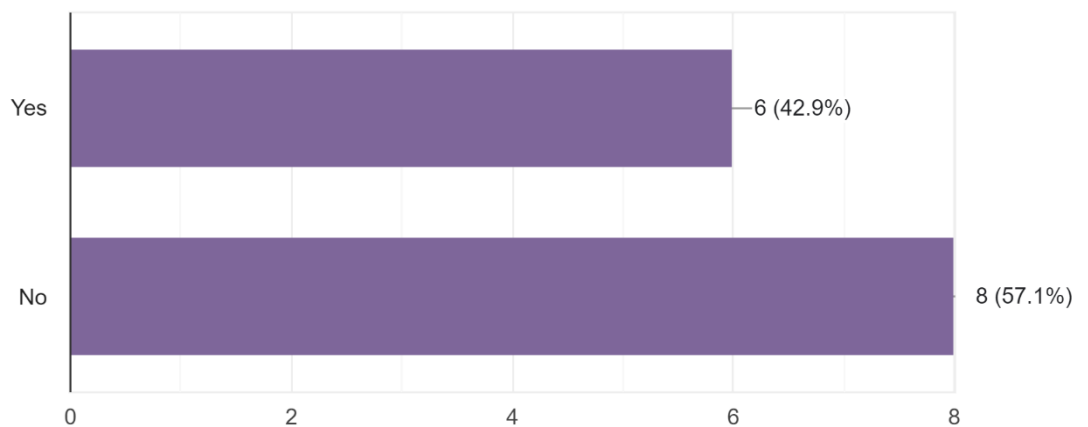
14 responses



Action: Implement 'start a referral' prompts following dwell time of an individual in a service profile. Implement audience-related nudges.

Would you like to publish a typical response time for referrals you receive?

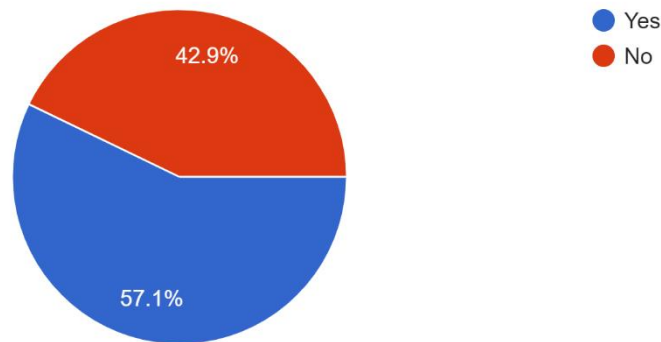
14 responses



Action: Enable providers to choose whether to publish a typical response time or not.

Do you work with clients of no fixed abode?

14 responses



In addition to regular questions such as name and contact details, is there anything specific that needs to be on the referral form?

13 responses

- No
- I Watson ShARP
- No thanks
- Can not think of anything
- Reason for support
- Interests, health conditions
- Address
- Any special requirements or aids the client may need.
- Safeguarding, language spoken.
- Not sure at this time

Action: Ensure referral form accommodates referrals related to individuals of no fixed abode. Enable special requirements such as safeguarding, language, support aids and health conditions to be communicated within the referral form.