



Participant Voice:

How Stuart Low Trust responds to Participant Feedback

Stuart Low Trust

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Participant Voice

Stuart Low Trust listens to its participant's feedback carefully, to ensure participants receive the services they wish to see.

SLT aims to adapt services, wherever possible.

Below is a summary of how SLT responded to feedback during the period November 2020 to May 2021.

- **We launched monthly Chi Kung classes on Zoom** in Jan 2021 after receiving an email request from a participant in Oct 2020 asking for this activity during lockdown. These sessions are now one of our most well-attended Saturday Project workshops, with continuous positive feedback where participants tell us they feel more 'at ease' and 'calmer' post session.
- **We launched Estorick Art Workshops on Zoom** in Nov 2020 after several participants requested this. Launching these zoom art sessions enabled participants to continue expressing themselves through art and engage in the social aspects of the sessions that boost confidence and alleviate social isolation. The art sessions are our most well-attended weekday workshop.
- **We changed the Estorick Art Workshops to Wednesdays** in Dec 2020. This was to accommodate participants who told us they wished to attend but could not make the original day (due to clashes with non-SLT activities they attend regularly run by other organisations).
- **We extended the length of our Estorick Art Workshops from 1hr to 1.5hr** from 26th May 2021, following at least 7 pieces of feedback that requested the benefit of extending the workshops. Extending the time allowed participants more time to engage in the process of making art.

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- **We updated our host process / guidance** in April 21 after receiving 3 pieces of feedback. We scripted a shorter and more friendly welcoming message to ensure participants felt at ease at the start of the workshop.
- **We continued to expand our Zoom activity program** whilst our face-to-face activities are closed. This was in response to a large amount of positive feedback from participants asking for more online sessions. Our Saturday project sessions now take place 3 times a month. Our Estorick Art Workshops in partnership with the Estorick Gallery now take place twice a month. New sessions include Gentle Exercise sessions in partnership with Healthy Generations and Music Appreciation. Both are well received.
- **We are reviewing our online Zoom booking process** in response to a few participants feeding back asking if we could simplify it. We are currently gathering feedback from a participant 'steering group' to gauge their ideas on how we can make our booking process more accessible for participants.
- **We produced a second Mindfulness in Nature DVD**, posted to participants in February 2021. Participants gave a huge amount of positive feedback in response to the first DVD, posted out as a Christmas gift, that we sought funding to produce another. This 2nd DVD is presently being adapted for hard of hearing residents, for increased accessibility, and this will be sent out in the summer.

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- **We trialed extra time to talk and socialise in 8 zoom sessions** following participant feedback that they missed social aspects of the virtual sessions. We trialed extra time before and after the zoom activity session which proved successful. Participants told us they felt more engaged and enjoyed this new time to talk together. We continue to run these extended sessions as funding allows.
- **We launched a Friday Quiz Night and Karaoke Night** in response to participant requests for them. They were wanting to have more fun and social activities. We set some up and publicized, however, participants did not sign up to attend. But we had responded to their feedback and had offered these sessions. We are now opening out our Friday evening Events to include talks and performance.

Trainer/Host-led changes:

- **From Oct 2020 we stopped requesting boroughs when doing registers on Zoom** - following concerns raised by trainers that participants were not comfortable doing this in front of peers.
- **We streamlined our process for registering new choir participants** to simplify signing them up.
- **We have improved the Zoom process** so that hosts can be sure they are admitting participants who have booked. This assists in hosts ability to safeguard and clarification with bookings.

Outcome and Conclusion

Participant voice is key in SLT's service provision, whether shaping the future or adapting present activities.

We continually strive to listen to what our participants tell us, their feedback is vital in how we shape the future.

Where SLT is able to make changes quite quickly, we will do so. We are listening and responding, wherever we can.