

# Hounslow Community FoodBox Referral Partner Survey 2023



## Why this survey?

FoodBox works on a referral basis, we rely on our key partners to identify people in genuine need for us to provide emergency parcels.

So it's vital to understand our referral partners' opinions about our service and if we could improve it.

In February we asked them to complete an online survey, all responses were confidential and the results are here.

## Who are our referral partners?

We already know that our referral partners come from a very wide range of professions. The Council (30%) and the Jobcentre (28%) provide most referrals.

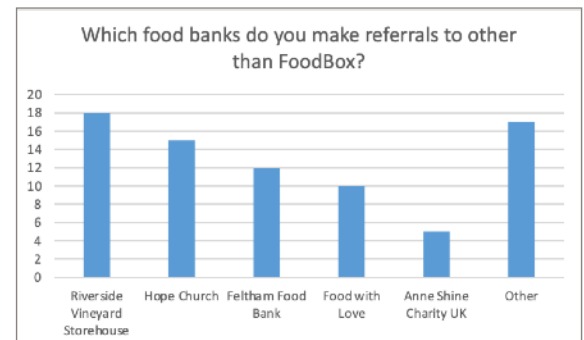
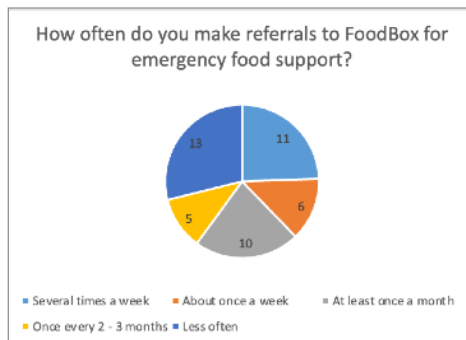
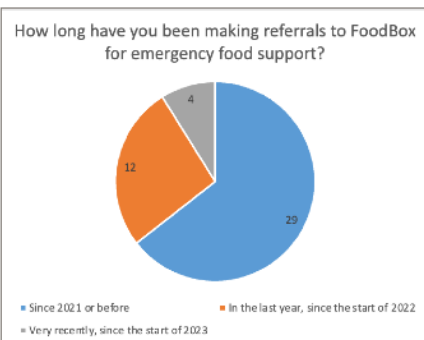
The Council's Community Solutions Team is the principal source of referrals - almost 1 in 5. Other referral partners include: St. Mungo's, Citizens Advice, Hestia Hounslow Life, many NHS health professionals, schools, Refuge – more than 100 organisations.

FoodBox forwards most enquiries that we receive direct from the public for food support to the Community Solutions Team, because they are also able to provide residents with advice and support as well as referrals to FoodBox.

We also know they are busy people, so we are thankful that 10% found time to complete our survey.

## Familiarity with FoodBox

Most of our referral partners who responded are longstanding, they have been using us for a year or more and many are requesting food parcels at least weekly. Almost all of our regular referral partners are using other food banks too.



Other places for food support noted include South Street Café, Holy Trinity Church, Chiswick SDA Church, Afghan and Central Asian Association, Open Kitchen, BridgeLink Centre Food Pantry.

## Speed of response is FoodBox's key strength

Our ability to offer next day response is our key strengths, so thank you to all our volunteers who work through the week to make this happen. Thanks also to our drivers, as our delivery service is the second most important reason for choosing FoodBox.



## Referrers are very satisfied with Foodbox service

We are delighted that FoodBox has a very high level of satisfaction across the board for our service. From ease of making a referral and the speed of our response, the quality and suitability of the food parcels through to the positive attitude of the volunteers, everyone at FoodBox can be very proud of the service we offer.



## And finally...FoodBox is very warmly appreciated

Almost everyone in the survey 'would praise FoodBox to a colleague.' We received a score of 9.8 out of 10. Here are some of the comments we received about our service.

'All the clients I have referred to FoodBox have been very satisfied with the items delivered and praised the volunteers'

'The FoodBox team are amazing, supportive and friendly'

'Volunteers always happy to help. Clients often feel embarrassed but staff non judgemental and make clients feel comfortable.'

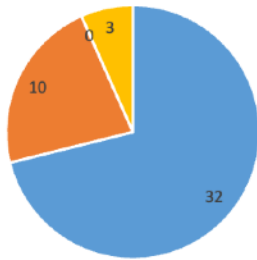
'I am so grateful that when families are at their most vulnerable you are there to help them quickly and in such a dignified way'

'Great working with your team - you really are brilliant'

'I have been impressed by the professionalism of FoodBox Volunteers, who seem to go the extra mile to help the people I have referred. Please keep up the good work. I also wanted you to know that your support for the community is appreciated'

We would like to thank every volunteer at FoodBox for creating such a professional and appreciated service. All of us, from drivers to packers and the backroom volunteers, can be very proud of what we have created.

Do you anticipate need for emergency food support increasing in the next 6 months?



■ Likely to increase ■ Likely to stay the same ■ Likely to decrease ■ Not sure

## Looking to the future...

Sadly, almost all of our referral partners anticipate an increase in the need for emergency food support, or the same level of need as now.

On a more positive ending, we are taking note of a few suggestions for how we could enhance our service over the next few months:

working with our referral partners to reduce reliance on food parcels by raising awareness of other support services

signposting sources of information for healthy and cheap recipes

Whatever the challenges are for 2023, we know that our volunteer community and all our supporters will be there to help us meet these challenges.

**A very big Thank You from the Trustees of Hounslow Community FoodBox**