

## Guest questionnaire 2018

This summer we asked 38 guests to give us feedback on what we do at Hope Kitchen. We wanted to know how well we are doing and how we can improve. We are looking into ways to put some of the suggestions into practice such as offering hot chocolate and having information available about housing and drug and alcohol issues.

Please read the full survey which follows but here are some things of interest:-

29 men and 9 women filled in questionnaires

17 were homeless, 3 sofa surfing, 7 poorly housed and 11 in reasonable accommodation.

97% rated the sandwiches as good or very good and 94% rated the soup as good or very good

The top three sandwich fillings were cheese and onion, cheese and pickle and egg mayo.

74% of guests who responded said they had a faith that was important to them.

Many commented on the food, friendship and support that they received when attending Hope Kitchen.

Thank you to all who filled in the feedback sheets and thanks too to all volunteers and guests who make Hope Kitchen what it is.

### **Feedback from Hope Kitchen Guests July 2018**

We used a questionnaire to ask guests about their experience of Hope Kitchen and this is a summary of what they said. We received 38 replies.

<b>Age?</b>	18-30	31-40	41-50	51-60	over 60
29 men	1	5	10	9	4
9 women	0	5	2	1	0

#### **How did you here about Hope Kitchen?**

From a friend/word of mouth	20
Seaview	4
Job Centre	2
Snowflake	1

#### **How long have you been coming to Hope Kitchen?**

First time	3
1-6 months	5
6 months or more	27

#### **Your current accommodation?**

Homeless	17
Sofa surfing	3
Poorly housed	7
In reasonable accommodation	11

#### **How often visiting Hope Kitchen?**

1-2 times a week	27
1-2 times a month	2
Less often	6

#### **Do you use the service provided by St John Ambulance?**

Often	3
Sometimes	17
Never	13

**If you have received personal items at Hope Kitchen, which ones?**

Socks	17
Toiletries	11
Sleeping bags	11

**How do you rate the quality of the sandwiches?**

Poor	0
Average	1
Good	14
Very good	22

**Ways to improve?** – steak sandwich, salad, seeded brown bread, salmon, caviar, spaghetti Bolognese, food is amazing.

**How do you rate the quality of the soup?**

Poor	0
Average	2
Good	15
Very good	19

**Ways to improve?** – “Garlic”, “can’t improve on perfection”.

**How do you rate the quality of the drinks?**

Poor	1
Average	2
Good	15
Very good	17

**Ways to improve?** – “hot chocolate”, “pepsi/coke”, “herbal tea”, “beer now and then”, “better quality coffee”, “more love”, “can’t really be improved”.

**What is your favorite sandwich filling? These are the top 3**

Cheese and onion	18
Cheese and pickle	14
Egg mayo	13

**Do you find the staff who serve the food and drink to be considerate and helpful?**

Rarely	0
Sometimes	2
Mostly	2
Always	33

**How to improve?** – “just keep doing what you are”, “talk with the guest”, “spot on”, “staff are always happy and cheerful which gives everyone a lift”.

**Do you find the volunteers who help at the tables to be considerate and helpful?**

Rarely	1
Sometimes	1
Mostly	1
Always	33

**How to improve?** - “keep going”, “no need to improve”, “staff who chat at the tables are absolutely invaluable for social care”.

## **Would you like Hope Kitchen to provide more information about various issues? If so which?**

Yes 20 No 14

Housing 15 Health matters 5 Debt counseling 3 Alcohol/drugs 8  
Other – emotional wellbeing, link to social worker/mental health.

## **Other than food and drinks, what does Hope Kitchen provide that is useful to you?**

Comments received: Friendship. Talking. Helpfulness. Kindness. Always try to cheer you up when you are depressed. Peace within. That someone cares. A warm friendly environment to relax in. Warmth, compassion and genuine concern. Warmth and good conversation. Friendly company. Safe environment to relax and enjoy good food. Clothes. Spiritual guidance. Advice. Safe place to sit and talk in the warm. Friendly people to talk to.

## **How can Hope Kitchen be improved?**

Comments received: Open on more occasions. Opening times 18.00 – 20.00. It's good as it is. No complaints. Let some contribute, helping with the duties. Open in the day. Group sessions, art, writing. 7 days a week. Open more often (mentioned 3 times). Hot food – Bolognese, curry.

## **If Hope Kitchen closed, what would you miss most?**

Comments received: The food and volunteers. The food which really helps me survive, the social side and time to meet and talk with people who actually care and don't judge. All the people and the support that is given out of the kindness of their hearts and we all love you for it. Everything, please don't (close). All the friendly faces and people., the food and drink is a well blessed bonus. We would struggle on day to day life that give us hope where there is no hope. Soup. Safe meeting place and conversation. Congenial attitude of the staff. Meeting friends. Everything, friendly atmosphere. Hope Kitchen stops me feeling alone in a lonely world. A chat. Staff and food. Food, drink and a jolly good chat. The staff. Food and company. Friendship.

## **Do you have a faith that is important to you? If so what?**

Yes 23 No 8

Anglican. Church of England. Catholic (2). In the one who made us all. C of E. Jesus. General belief in God. God is universal. One God. Moslem. In a living Lord.  
I don't know. I was very anti-religion but life and what I've witnessed has made me question what I though I knew.

## **Where do you think you will be in a year's time?**

Comments received: Rehoused in sheltered home. It all depends on my operation; alive or in a coffin. I don't know (5). Ain't got a clue. That is in the hands of God. Hopefully in full-time work with my own flat and I would like to volunteer for Hope Kitchen. Funny farm or a coffin. Housed hopefully. Married to a supermodel. On a cruise if I had money. Place to live, job to pay my way. Bradford. Hope Kitchen. Back in Europe-home. In a flat. Away with a job.