

# We're listening

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June 2022





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# Why we listen to participants

- Our participants are the reason the charity exists - we want your views so that we know what is working and what needs improving.
- We want everybody to feel heard. We believe that organisations which listen to every person are the best organisations.
- We want to be responsive and we constantly strive to be better. Your feedback helps us do this.
- It gives us an opportunity to reflect on what we are doing, how we are doing it and why. Can we do it differently? Can we change old ways which are no longer working?
- Listening opens up dialogue between all of the people who make LEGS what it is: the participants, staff, trustees, volunteers, funders.
- Open, honest communication is essential to build trust and meaningful connections, which is what we all need to feel safe and fulfilled.

# How we listen

We welcome feedback at any time, in any format. It all helps to inform how we run the charity and develop our new services. It makes us better at what we do. Here are some of the ways you can contact us:

## By email

[info@legs.org.uk](mailto:info@legs.org.uk)

## By telephone

07377 259 778  
Victoria Bailey-King  
Operational Director

07717 825 564  
Sarah Sparkes  
Clinical Director

## Participant Voice Sessions

Attend a Participant Voice session (twice a year) on Zoom.

Or speak to the Participant Voice Representative, Julie, by email: [julieagbonifo@hotmail.com](mailto:julieagbonifo@hotmail.com)

## In person or on Zoom

Speak to your physiotherapist in your group.

## By post

LEGS  
c/o 1 Vicarage Lane  
London  
E15 4HF

## Feedback surveys

We regularly send anonymous feedback surveys which inform our planning and policy design.



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# Participant Voice



## What is it?

- It's the name we give to the views and feedback of people who access LEGS' services.
  - It's a positive forum, a safe space, where participants can talk freely and honestly.
  - It shapes the charity. It's a tool for empowerment - it allows participants to feel listened to and valued.
  - It is one of the ways trustees and the Leadership Team of LEGS evaluate the success of the charity and create plans for development.
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# Feedback sessions

Twice a year, we hold Participant Voice Sessions. All LEGS members are invited to join, via Zoom, to give feedback to the Participant Voice Representative, share ideas or suggestions for improvements. You can send your ideas in advance if you are not able to join. In all of our sessions we use the Chat function to allow typing and the use of Close Captions to support communication.

If communication is difficult for you, we will support you using your individual strategies and resources.

## Questions we asked you

- If you could change one thing at LEGS, what would it be?
- What do you think LEGS could be doing better/improving on?
- What do you think LEGS is doing well?
- What's the one thing at LEGS you enjoy the most/feel grateful for?
- Do you have any issues, ideas or feedback you'd like to let the trustees and Leadership Team know about?



# The good stuff!

- In general, participants were extremely positive about LEGS and the staff
- Members are happy with the classes, which they say meets their needs.
- Staff were praised for their helpfulness, kindness and professionalism. LEGS staff 'go the extra mile'.
- The Neuro Café is a highly valued weekly session. It is seen as informative and an important part of LEGS' service.
- The introduction of automated reminder emails has been appreciated and well received.
- Classes are well structured and organised.
- Participants value seeing the progress of their peers - it gives them more confidence.



# Your suggestions & our response

<p>Organise a pedal bike group for Westminster residents.</p>	<ul style="list-style-type: none"><li>• We can't run weekly groups but we can signpost you to other charities which support cycling (e.g Bikeability).</li></ul>
<p>Increase the number of classes LEGS offers.</p>	<ul style="list-style-type: none"><li>• This is the primary aim of our current Strategic &amp; Operation Plan.</li><li>• We are aiming to open 4 new classes in the next 12 months.</li><li>• We currently run 18 classes with a small team and we are very proud of this.</li><li>• We are delighted that participants want more classes.</li></ul>
<p>Organise more opportunities for social interaction amongst participants.</p>	<ul style="list-style-type: none"><li>• We think the peer support LEGS participants offer one another is one of the best things about the charity.</li><li>• We worked hard to create this sense of community by keeping our approach personal, the groups small and organising bi-annual social events. We are committed to continuing this, as we expand and more members join.</li><li>• We will organise a Summer Social online.</li><li>• Could a participant volunteer as Social Secretary?</li><li>• Could participants who are keen to meet face to face organise local groups and meet up?</li></ul>

# Your suggestions & our response

Create a self-assessment tool participants can use within the sessions to measure their progress.

- We encourage participants to measure the effectiveness of your participant in exercises by using specific objective and measurable targets (e.g. timing how long you can stand in tandem).
- We will encourage you to use the Rate of Perceived Exertion Scale which should decrease as you become more proficient at the exercise.

Add testimonials to the LEGS website.

- We have Testimonials and People's Stories pages on the website but we are redesigning the layout to make these more visible.
- We regularly invite participants to write testimonials and would love to share these on the website.
- We will send an invite for testimonials again.
- We will focus on creating videos for this section.

Communicate to participants the range of classes LEGS runs.

- Our timetable and details of the classes we run are advertised on our website (see Exercise Classes).
- We send participants news of new classes in our quarterly newsletter emails.
- We are redesigning our website to make it more intuitive.

Run a Pilates class.

- This is being planned for 2022-2023 on Zoom and in the studios.



# Your suggestions & our response

<p>Provide some guidance/information to members considering returning to commercial gyms.</p>	<ul style="list-style-type: none"><li>• We can do this through the Neuro Café sessions and encourage peer support who have already done this, and how they achieved this.</li></ul>
<p>Increase public awareness of LEGS and advertise to spread the word.</p>	<ul style="list-style-type: none"><li>• We are creating a Marketing Strategy.</li><li>• We are increasing our social media output to build awareness.</li><li>• We are visiting GPs and other referring clinicians to advertise our services.</li><li>• We continue to collaborate with well established institutions and organisations such as King's College London, University College London, the Stroke Association and Headway (brain injury charity) and we speak regularly at industry events.</li></ul>
<p>Simplify instructions for some exercises.</p>	<ul style="list-style-type: none"><li>• Participants should speak directly to their physiotherapist if anything is unclear.</li></ul>
<p>Produce assessment reports for participants so they have a record of their progress and can internalise their learning.</p>	<ul style="list-style-type: none"><li>• We don't have the resources to produce detailed assessment reports but can send you a record of your re-assessment notes.</li><li>• You can keep a record of your own scores by making notes in your re-assessments and referring back to these.</li></ul>

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# Thank You

Thank you to everybody who contributes by giving their views, attending a Participant Voice session, or taking the time to give their feedback.

Special thanks to Julie, LEGS Participant Voice Representative for her thoughtful, generous and voluntary work for LEGS.

Email

[info@legs.org.uk](mailto:info@legs.org.uk)

Website

[www.legs.org.uk](http://www.legs.org.uk)

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