

LONDONERS HELPING LONDONERS

SNAPSHOT OF INFORMATION AND REFERRAL REQUESTS FOR POVERTY REDUCTION SERVICES IN LONDON



London has no shortage of programs, organizations, initiatives and individuals working towards poverty reduction for our community, yet it is often difficult for those needing assistance to find what they need. Programs like 211 London & Middlesex, Help Yourself Through Hard Times, and Neighbourhood Resource Centres provide Londoners help in finding what they need, while these organization's data collection helps us gain insight into the needs Londoners are seeking out.

Here are some trends for referrals and information seeking for Londoners within the LPRC @ King's focus areas:

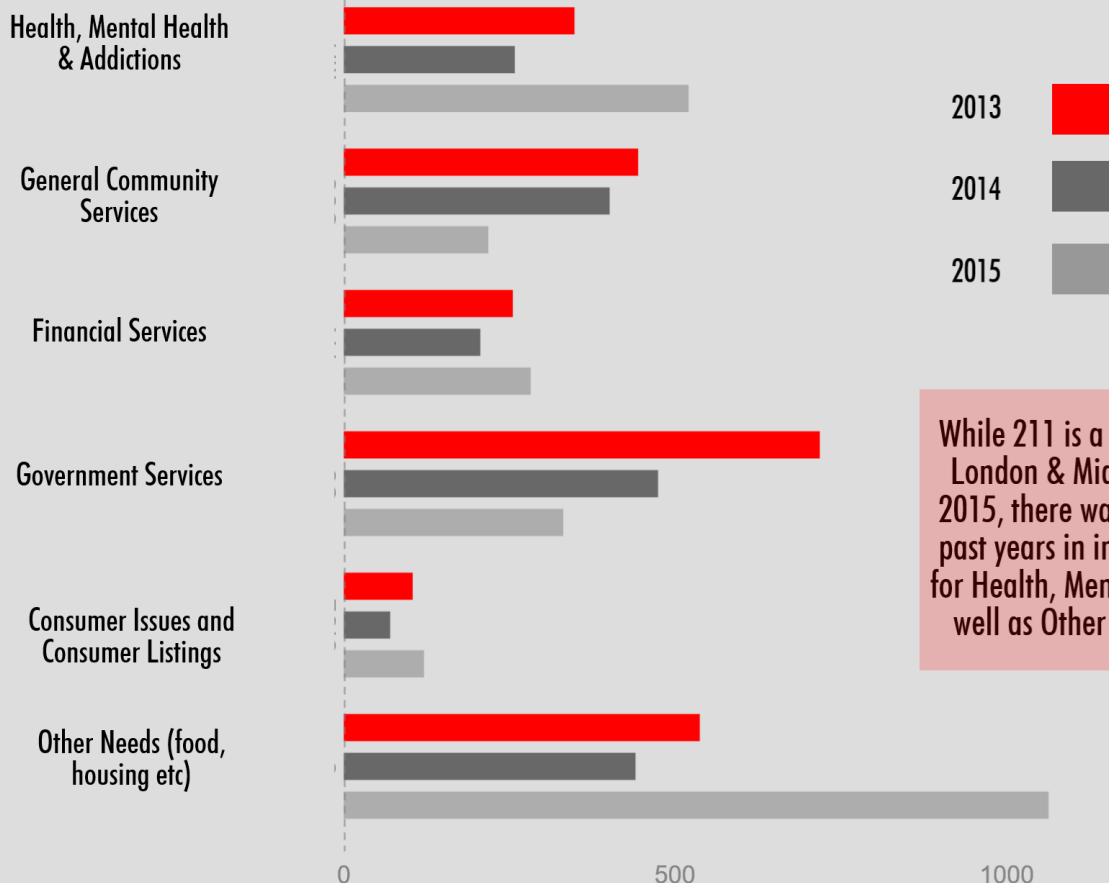
211 Ontario - London & Middlesex

211 is the source Canadians trust when seeking information and services to deal with life's challenges. 211 London Middlesex was launched in October, 2011 to ensuring residents can access and understand information about services available in our community. LPRC @ King's has been collecting 211 data since 2013.

Londoners Using 211 - Overall



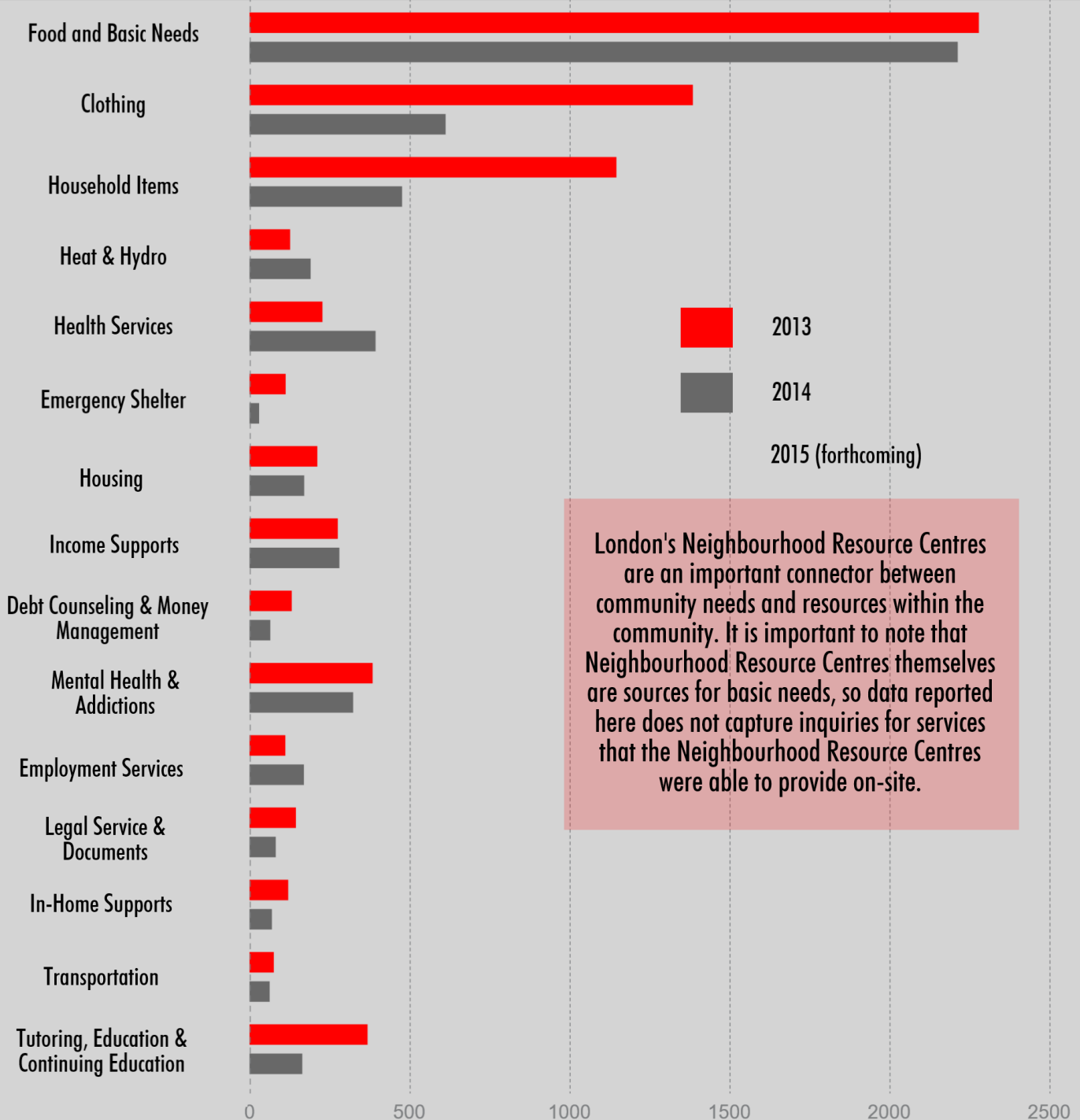
Reasons for Calling 211, 2013-2015



While 211 is a new service for Ontario and London & Middlesex, it is evident that in 2015, there was a significant increase over past years in individuals seeking resources for Health, Mental Health and Addictions as well as Other Needs (food, housing, etc)

London's Neighbourhood Resource Centres (NRCs)

Neighbourhood Resource Centres (NRCs) are essential hubs within London's neighbourhoods providing various community development, basic needs, and child and youth programs for our community. The NRCs in London from which the LPRC @ King's collects data includes: Glen Cairn Neighbourhood Resource Centre, South London Neighbourhood Resource Centre, LUSO Community Services and Crouch Neighbourhood Resource Centre. The following data combines all 4 NRC data into one chart, showing where NRC staff are providing information or referrals.



London's Neighbourhood Resource Centres are an important connector between community needs and resources within the community. It is important to note that Neighbourhood Resource Centres themselves are sources for basic needs, so data reported here does not capture inquiries for services that the Neighbourhood Resource Centres were able to provide on-site.

Uses for this data: This data can be used to get a general idea of the types of needs that are existing within the community, and the types of referrals agencies are making in order to connect people with resources in the community.

Limitations of this data: 211 and NRCs are not the only bodies in London making such referrals, so it is important to note that referrals and information provision may vary across sites, types of agency, and services offered. Another factor to consider is that access to these referrals is dependent on knowledge of and engagement with 211 and NRCs.

Sources:

- 211 Ontario/London & Middlesex data as reported to the London Poverty Research Centre @ King's
- Neighbourhood Resource Centre data as reported to the London Poverty Research Centre @ King's

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