

## Planning for the Future Survey 2024

### Introduction

This analysis is made up of short answer and multiple-choice survey information about the respondents from Body and Soul (B&S) HIV support group, with a focus on women and families. The sections are as follows; About me, which includes information about members; strengths; hobbies; biggest issue currently; and 6-month goal. About relationships, includes information regarding the members level of support and relationships inside and outside of B&S, and having the confidence and support to share and discuss their status outside of B&S. About health and wellbeing includes questions regarding managing medication, physical and mental health. Lastly, is about B&S, which asks questions regarding the effectiveness of their services, etc.

These sections were analysed across the entire dataset, not borough specific, using word frequencies, counts, percentages and bar charts, scatterplots and Likert scales for visualization, and statistical tests for correlations across paired variables to test the significance of any identified correlation.

**Dataset:** <C:\Users\Tamara\OneDrive - King's College London\Documents\Data Analysis\Planning for the Future 2024 Data.csv>

**Method:** Word frequencies are a common way to quantify short answer questionnaire data. This is achieved through a process called 'tokenization' which splits each short answer into separate words; a token = a single word.

Words which provide no insightful context, also known as 'stop words', are removed, and words of similar meaning e.g. exercise or exercises, are stemmed; collapsed down into their singular form to avoid duplications.

### About Me

When analysing word frequencies, it's clear that common strengths among respondents relate to people skills, communication, personality traits and cooking. This is reflected in Figure.1, where cooking

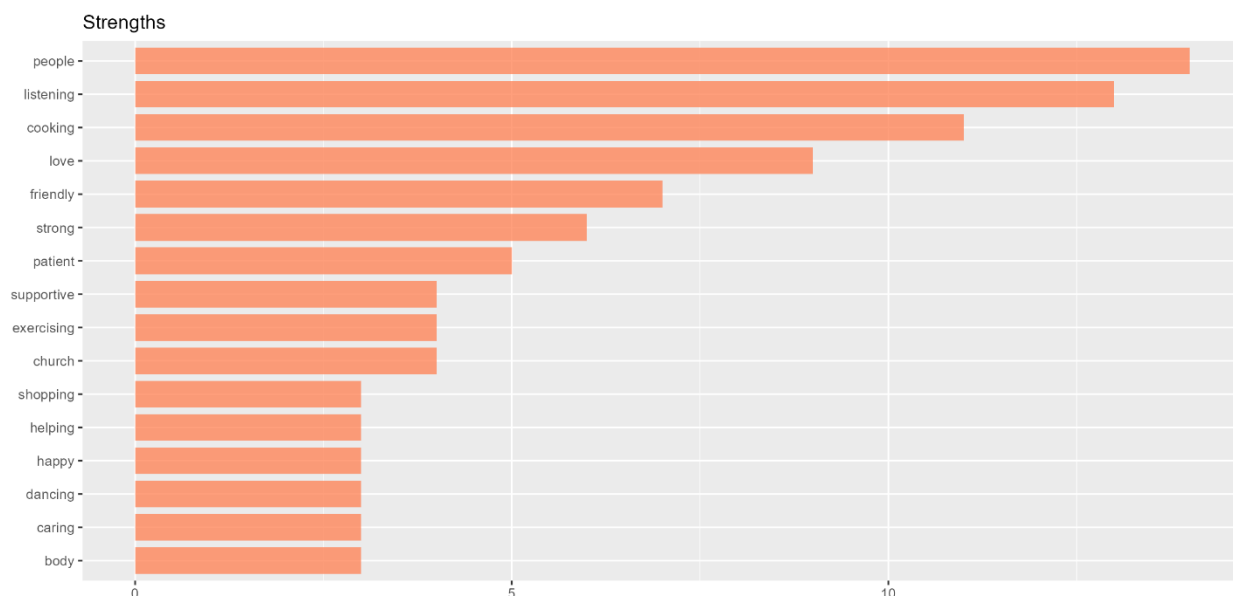
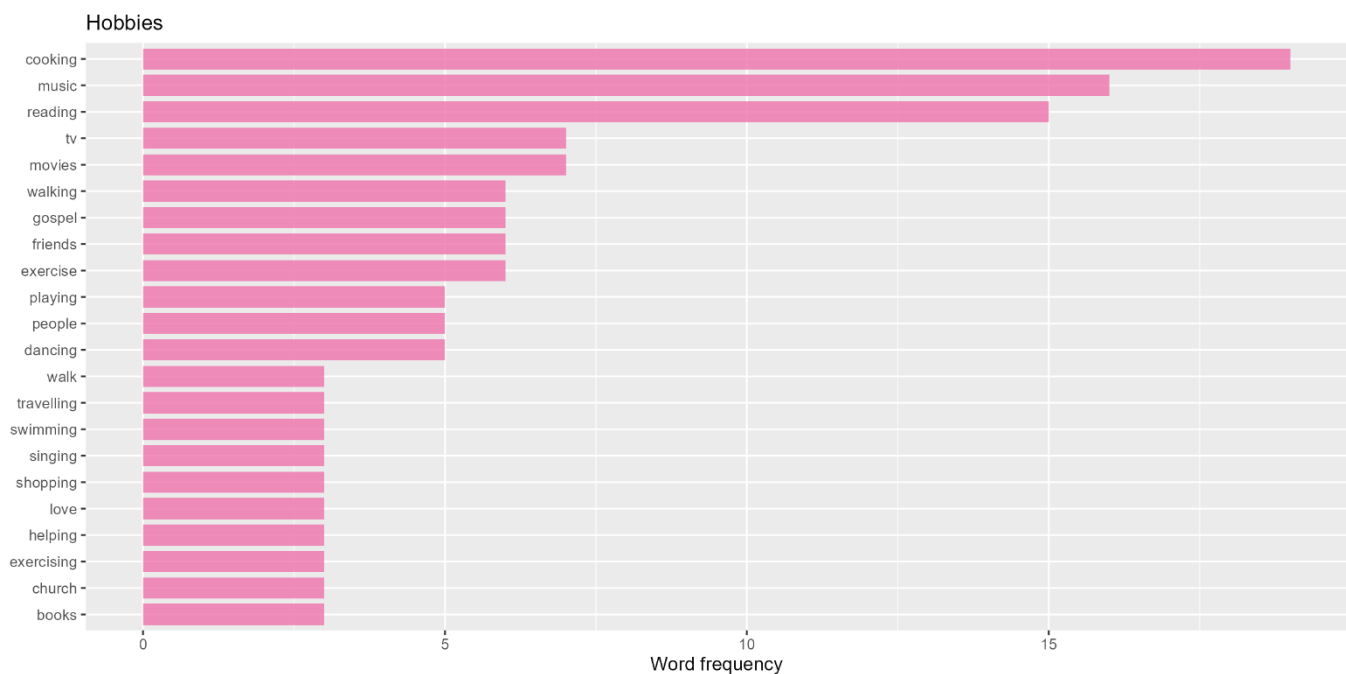


Figure 1. Bar graph of common words describing strengths, where the word frequency is greater than 2

represents 11.6%, while strengths associated with people account for 14.7%. Strengths relating to communication, such as ‘listening’ skills were among the second highest number of words found at 13.7%.

Words including “friendly” 7%, “love” 9%, and “strong” 6% were also among the top 10-word frequencies, indicating that respondent’s sense of strengths tend to be associated with personality traits.

Word frequency regarding hobbies is visualized in Figure.2, cooking 14.3% is a commonality across both variables, accounting for the word of highest frequency across both variables (Figure 1 & 2). Music 12% and reading 11.3% were also found to be common hobbies among respondents.



*Figure 2. Bar graph of word frequencies describing hobbies, where the word frequency is greater than 2.*

When looking across both strengths and hobbies it is interesting to see they share some common values, such as the previously mentioned “cooking” but also “love” “helping” “people” and “shopping”, this suggests that there may be some correlation between the word frequencies in these variables. This is shown in Figure.3 which compares the word frequencies of hobbies and strengths.

Overall, notice in Figure.3, that words in strengths are closer to the regression line than in hobbies. Words that are close to the line have similar frequencies in both variables, for example in both, the words “listening”, and “cooking” are at the upper frequency end. Whereas words that are far from the line are words that are found more in one variable than the other, for example “music” was found frequently in hobbies but not in strengths.

Also notice how the words extend to lower frequencies; words that were infrequently mentioned but shared in hobbies and strengths, e.g., “animation” “art” “helping” “swimming”, indicating that common values between hobbies and strengths are correlated at both a high and low frequency.

A Pearsons product moment test for correlation between paired samples was applied to quantify the correlation between the word frequencies in hobbies and strengths. As suggested above, word frequencies between hobbies and strengths were moderately positively correlated,  $r(38) = .44$ ,  $p = .004$ .

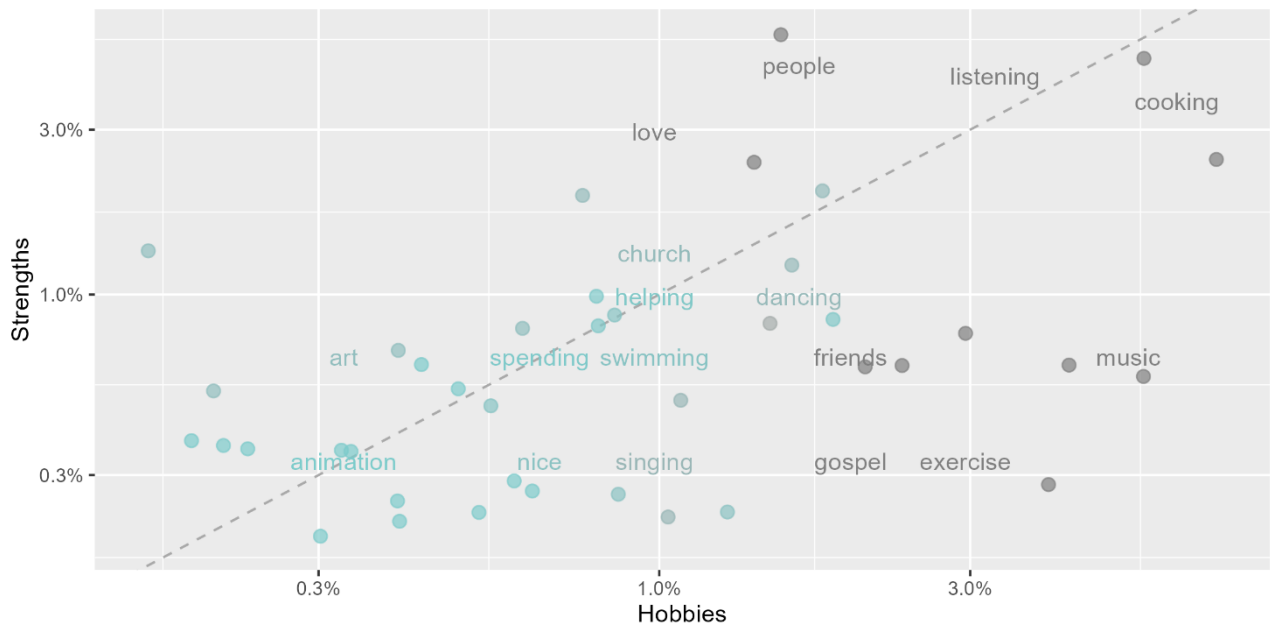


Figure 3. Scatterplot of word frequency between hobbies and strengths

When looking at the most frequent terms regarding the respondent's biggest issue currently, in Figure 4, it is clear there are a variety of present issues effecting the population in this survey in different ways, for example, issues around housing (17%), accounting for the single biggest issue, followed by health (15%) and immigration (12%). There are clearly some concerns regarding finances, with money, debt and tax accounting for (15%) when combined to represent various monetary concerns.

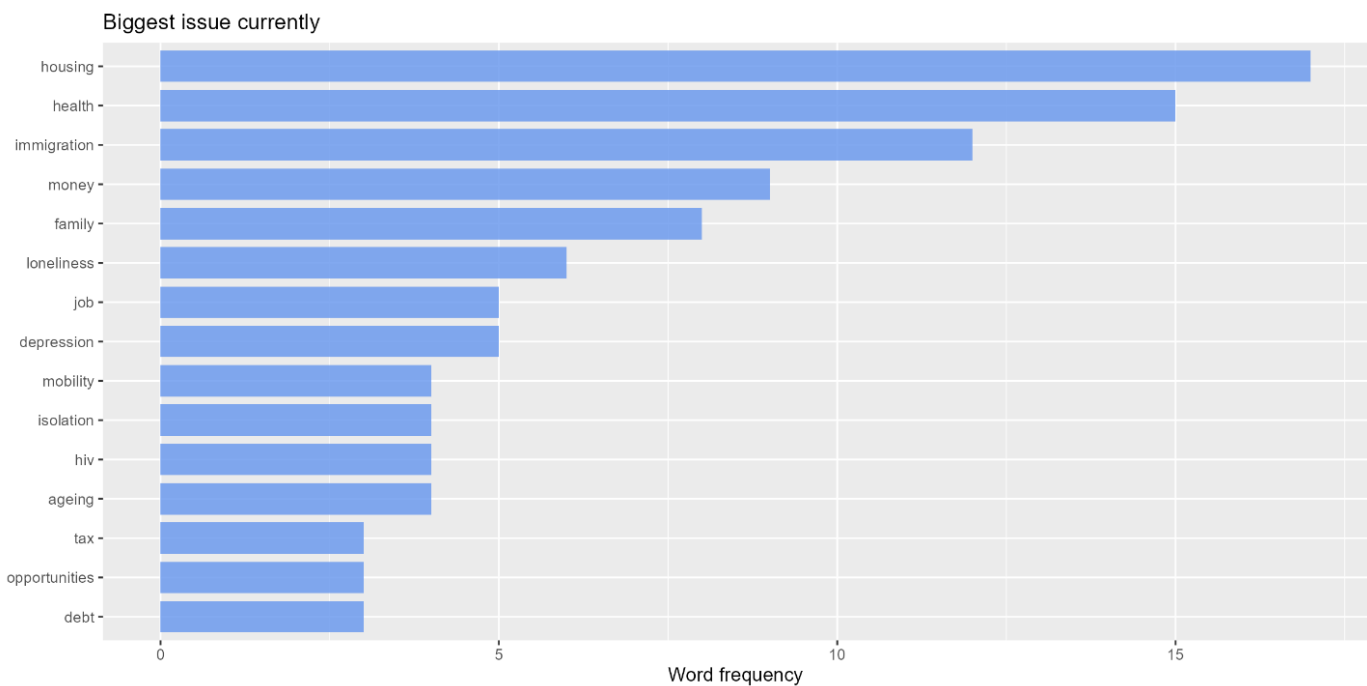


Figure 4. Bar plot visualizing biggest issue currently when the word frequency ( $n$ ) > 2

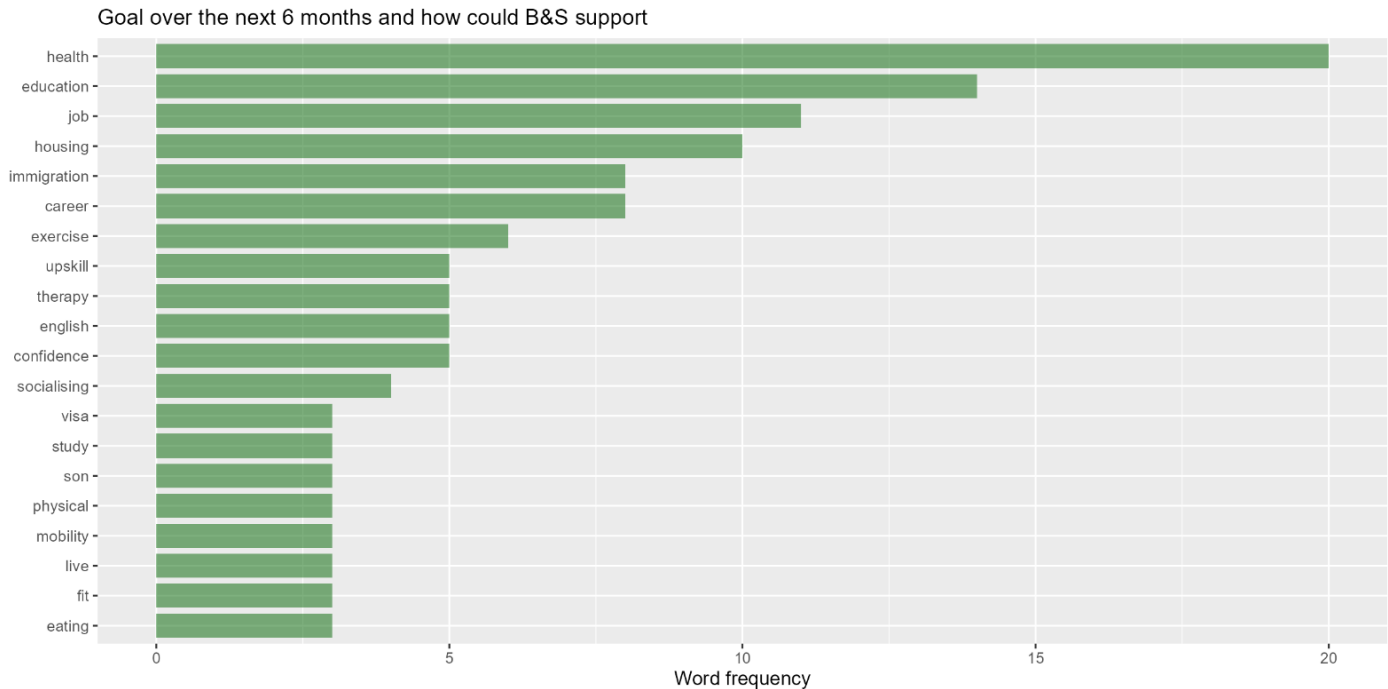


Figure 5. Bar plot visualizing six-month goal when word frequency is  $(n) > 2$

Similarly, health (16%), housing (8%) and immigration (7%) are also represented in the top five-word frequencies, displayed in Figure 5. However, education (11%) e.g. university, job opportunities (9%), and upskilling (4%) in different areas, e.g., ICT and English skills, were frequently found to be a six-month goals but not a current issue, highlighting that while these two categories share some similar values and suggest a degree of correlation between the two variables, e.g., current issue is likely to influence a 6 month goal, this seems to be depending upon the intensity of the issue, for example housing represents a similar frequency in both variables (17% and 16%), as does health (15% and 16%) whereas jobs (9%)

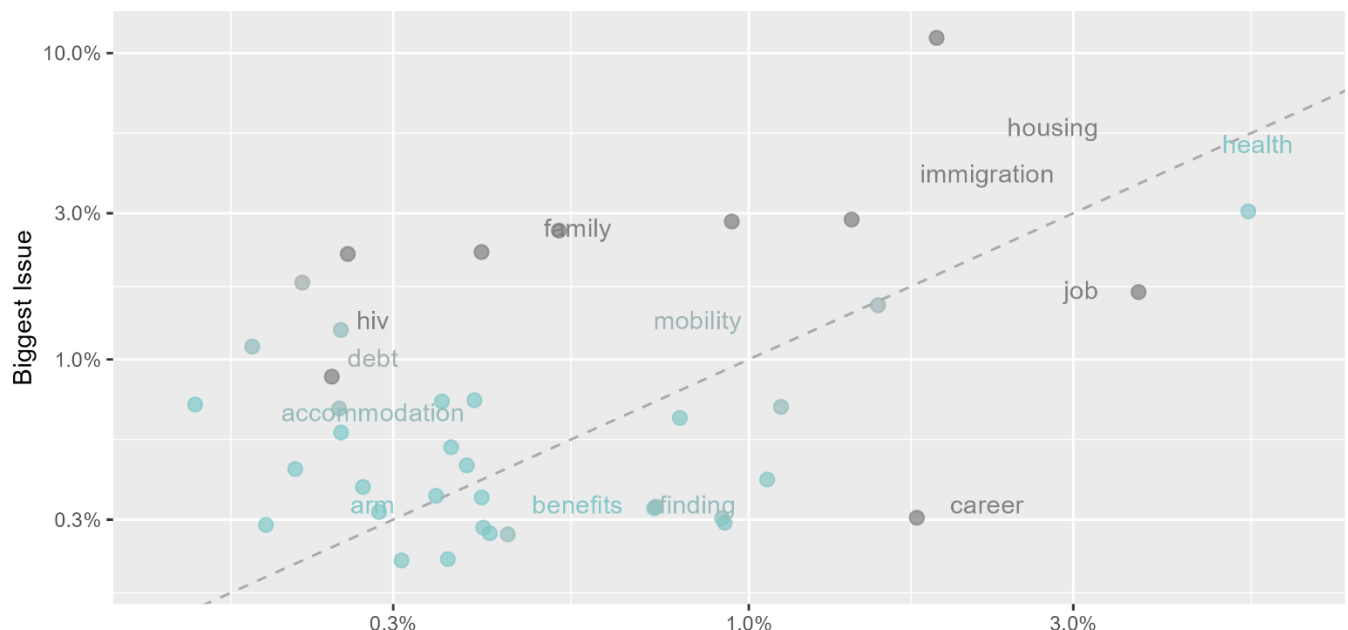


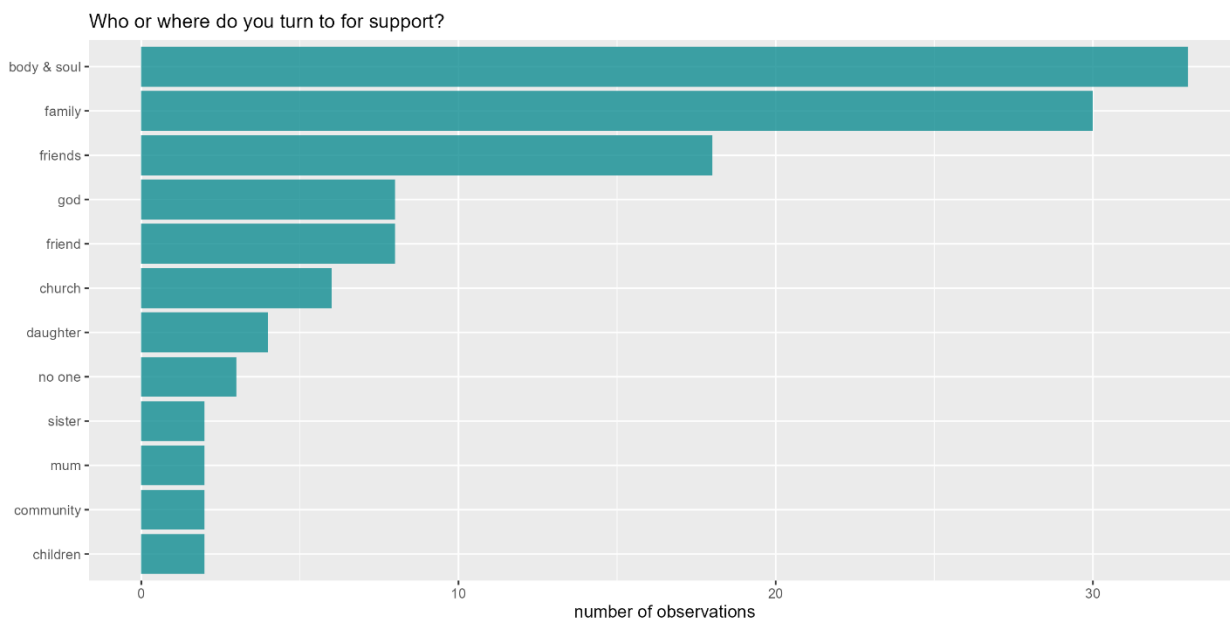
Figure 6. Scatterplot visualizing the correlation between the proportion of word frequencies found in biggest issue and 6-month goal.

and education (11%) are frequently found as a goal but not so much as an issue (job = 5% and education = 0%).

The extent of the relationship between the issues and goals is plotted in Figure 6. It shows as suggested above that they share some common values, at different levels of frequency, including the previously mentioned values, “health”, “housing”, and “immigration” are close to the upper end of the regression line, confirming their high frequency in both, current biggest issue, and six-month goal. See further how words such as “career” and “job” are further away from the slope line, indicating that they are generally considered as a goal than an issue. A product moment test for correlation between paired samples was applied to quantify the correlation between the word frequencies in goals and issues. As suggested above, word frequencies between six-month goals and biggest issues currently, were highly correlated and statistically highly significant,  $r(37) = .72$ ,  $p = <.001$ .

### **About Relationships**

When looking into support among respondents, B&S accounts for the most frequently mentioned place where members would turn for support, making up 28%, followed closely by family 25.4%, and friend(s) 22%. Furthermore, those who mentioned finding support within their religion (God and church) was mentioned 11.8% of the time. While respondents who mentioned having no-one/where to turn to for support were only mentioned 3 times, accounting for 2.5% of responses overall. This is a positive result, indicating that overall, most members in this group have some form of support system in place, somewhere they can turn to when required.



*Figure 7. Bar plot visualizing term frequency for support when number of observations > 2*

However, when looking at spaces outside of B&S where members can discuss HIV openly, you can see in Figure.7 there's a strong indication of a lack of support and isolation in this area, with respondents saying they had no other place or people to talk to openly about HIV 35 times, accounting for 25.2% of responses overall. Members who had spaces other than B&S to discuss HIV openly account for 17.3% of respondents, with a further 8% specifying this is with family members, and a further 11.4% for friend(s).

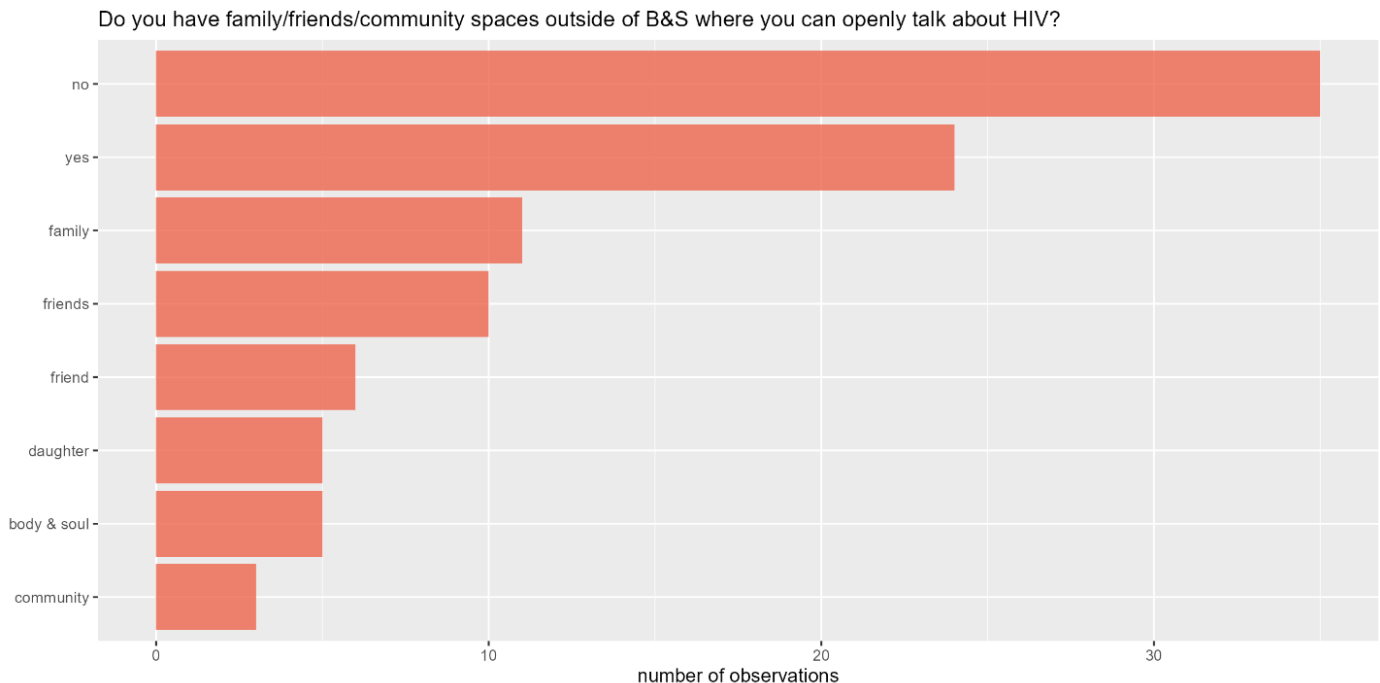


Figure 8. Bar plot where number of observations is > 2

There is a similar response in Figure.8, when asking if there is anyone respondents would like to share their status with, an equal proportion of respondents answered yes 25%, or no 25%, those who were interested expressed interest in sharing with family 5%, friends 4% and future children 2%.

Whilst exploring these two variables; having space to discuss HIV outside of B&S, and respondents wanting to share their status with others, there is some correlation between the two variables. For example, when answering these questions there is a clear split in opinion, yes vs no. You can see this in Figure. 9/8/7. Figure.9 looks at how correlated the two variables are by comparing term frequency, the scatterplot shows “yes” and “no” both appear at the upper frequency, very close to the regression line, this tells us that both of these values occur at a high frequency in both variables. Which suggests that a positive response, in regard to having space outside of B&S to discuss HIV, is positively correlated with a positive response to sharing your HIV status, and vice versa.

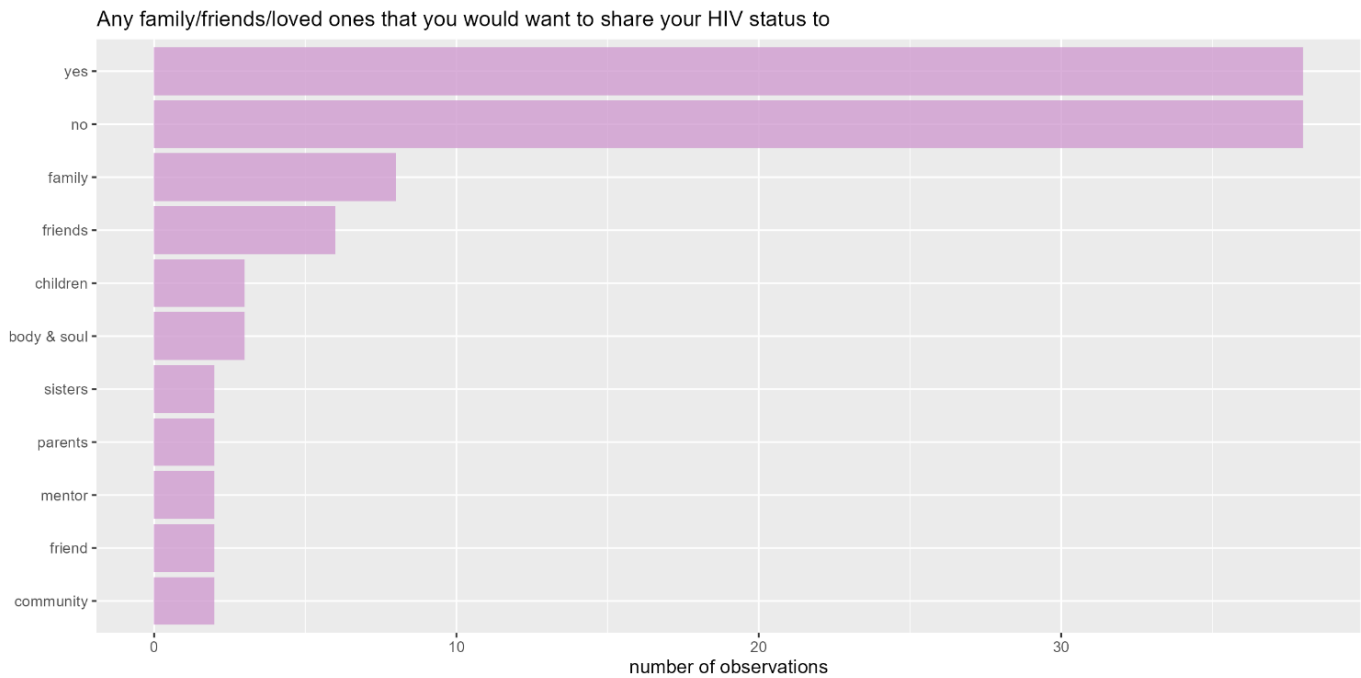


Figure 9. Bar plot visualizing term frequency of who (if anyone) respondents would share their status to, where frequency is > 1

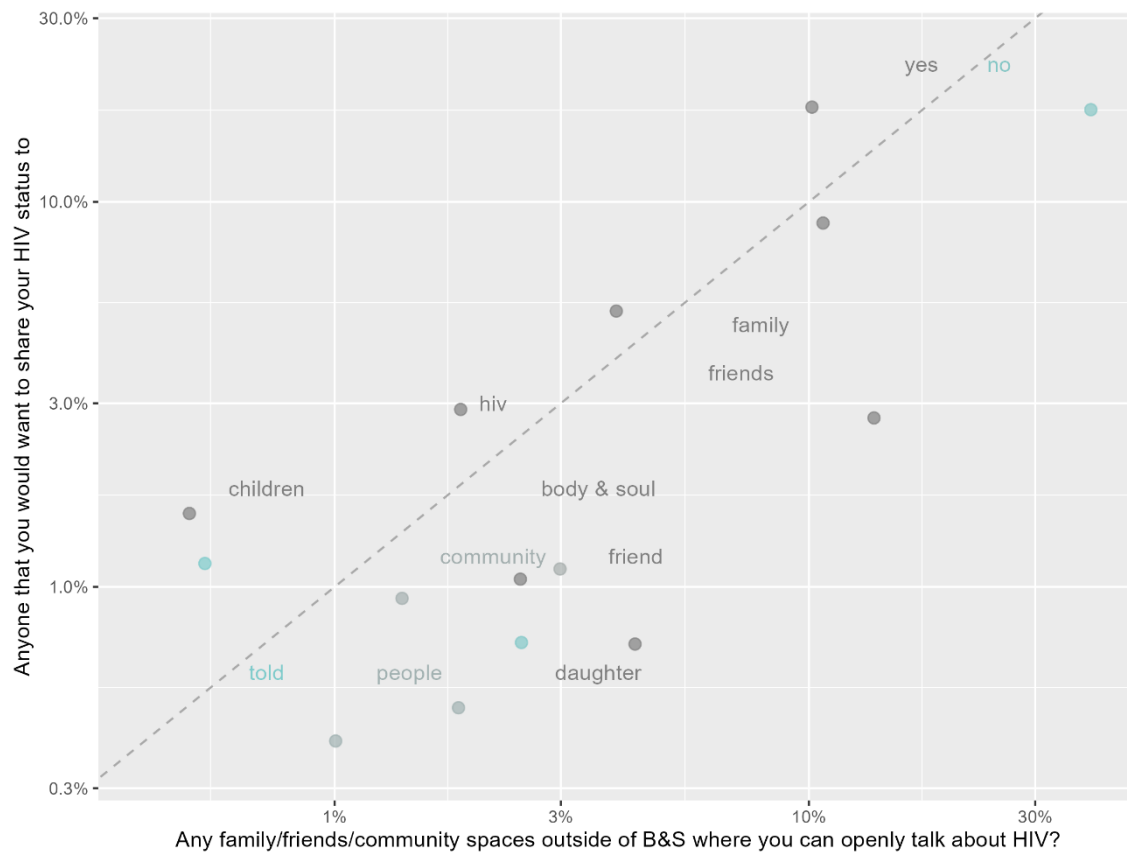


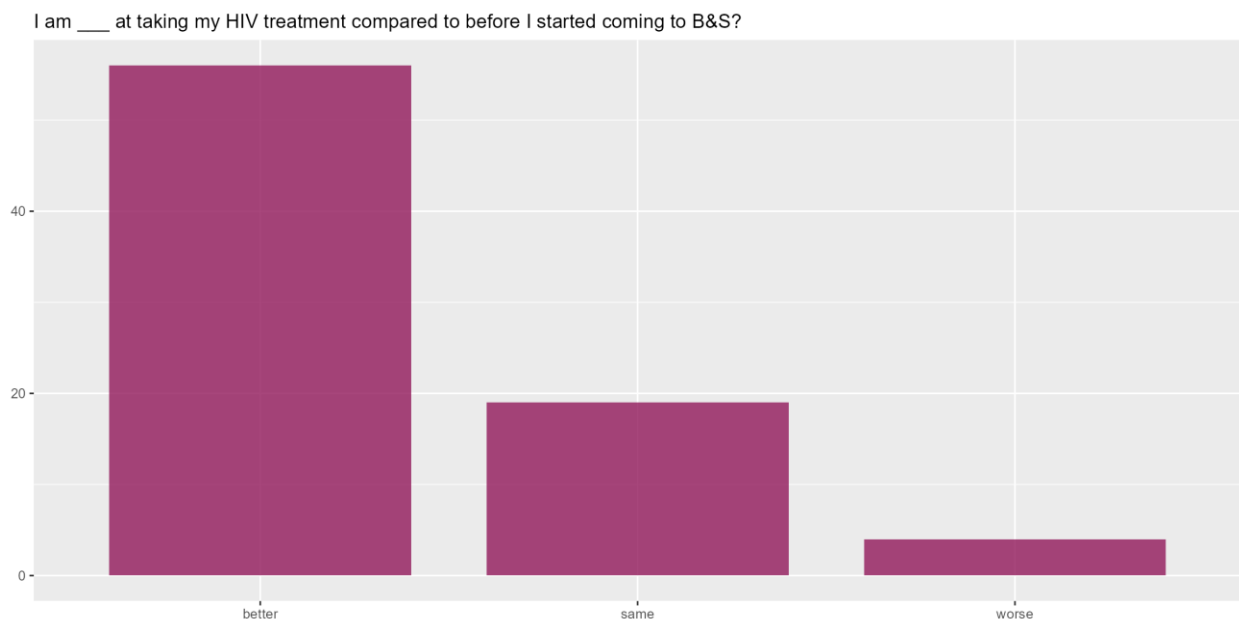
Figure 10. Scatterplot visualizing term frequency across two variables

To test this suggested correlation, a test for correlation between paired samples was applied to quantify the correlation between discussing HIV outside of B&S and wanting to share your status with certain people. The two variables were found to be highly positively correlated with and statistically highly significant,  $r(13) = .94$ ,  $p = <.001$ . Emphasizing that further support outside of B&S is an important factor for respondents to feel confident and want to share their HIV status with others. This is somewhat indicative of the stigma surrounding this community.

### ***About Health and Wellbeing***

There is a clear positive association toward managing HIV treatment and joining Body and Soul, with 56 respondents (68.3%), saying they manage their treatment better than before coming to Body and Soul, 19 (23%) feel they manage the same, and only 4.8% which is equivalent to 4 responses overall feel they are managing their treatment worse than before. This is a positive response and highlights the importance of these services to educate and support individuals with managing their treatment effectively.

Similarly, then looking at Figure 11, you can see another positive association with managing medication overall, 74.4% of individuals felt they were able to manage their medication, 14.6% were sometimes able to manage medication, and 6% felt they were not able to manage their medication. This is a similar response to what we see in Figure 11, whilst many respondents are managing their treatment effectively, there does seem to be a small group, around 5% of respondents who are having some problems managing their treatment.



*Figure 11. Bar plot visualization the number of respondents who are better/same/or worse at managing treatment*



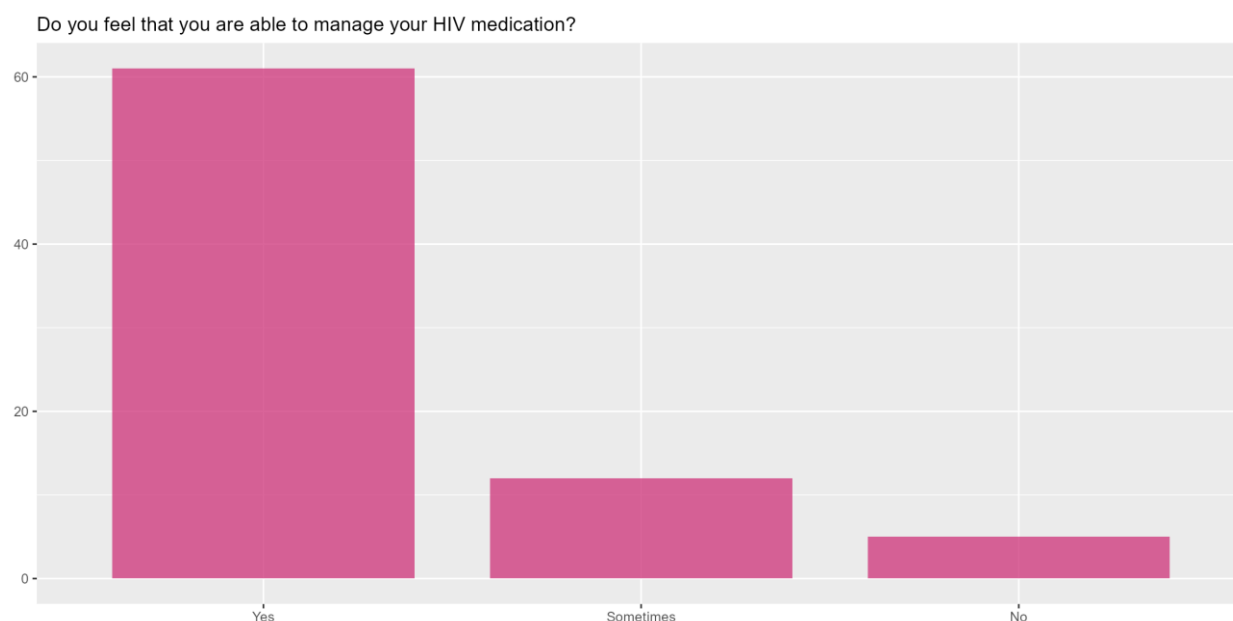


Figure 12. Bar plot showing number of respondents and managing medication.

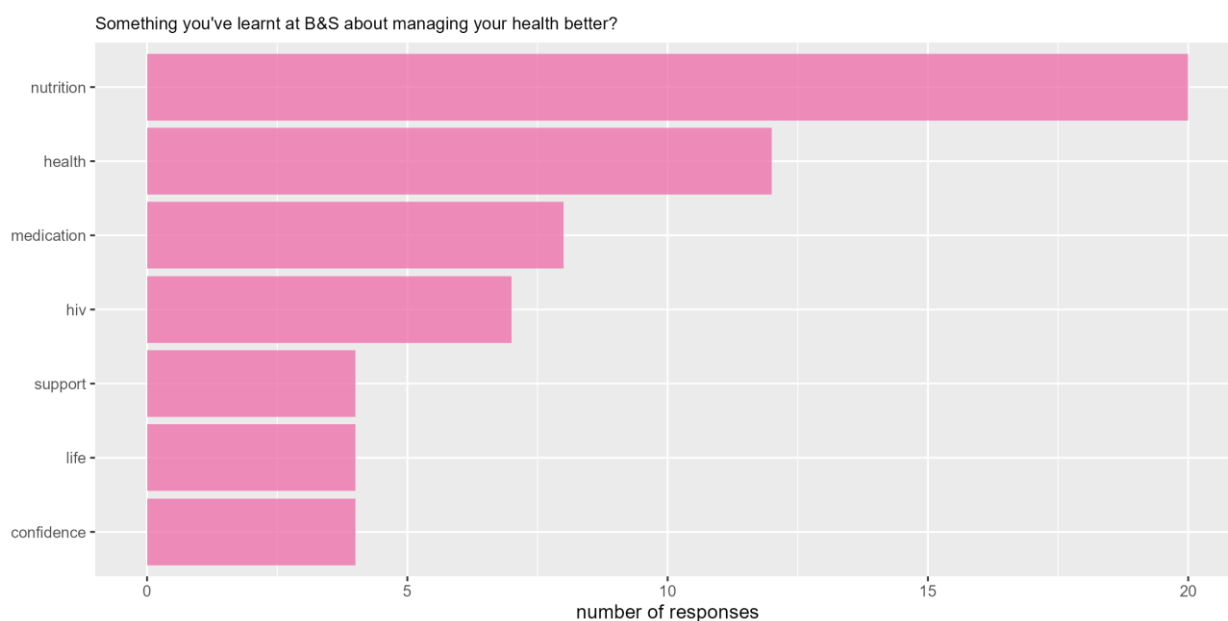


Figure 13. Bar plot of word frequency regarding ways respondents have learnt about managing health,  $n > 3$

When investigating term frequency, where the frequency is  $> 3$  in Figure 12, nutrition and health was mentioned the most frequently among respondents, with nutrition making up 34%, health 20.3% and medication 13%. This suggests further the positive impact these services have in educating and supporting members and goes in line with what is highlighted in Figure. 10, that Body and Soul are particularly effective at providing services to help members manage their HIV treatment successfully.

There were several other organisations mentioned by respondents, see Figure 13, however these were all mentioned quite infrequently, whilst no other organisations “none” was mentioned the greatest number of times, equivalent to 58.3% overall. Positive East was mentioned 7 times accounting for 11.7%, and river house 4 times, 6.6%, whilst rest were all mentioned less than 3 times. It is clear then that support in this area is not particularly widespread, with most respondents, 58.3%, stating that Body and Soul are the only HIV organization they attend, further highlighting the importance of their services within this community.

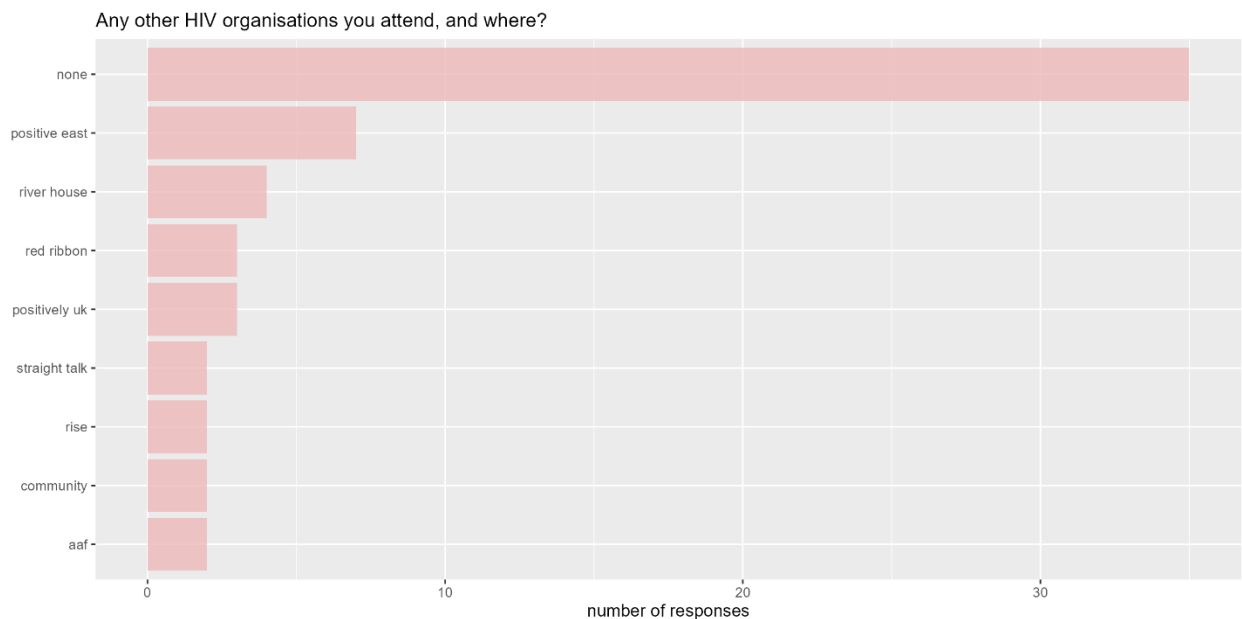


Figure 14. Bar plot highlighting the number of responses regarding other HIV organizations.

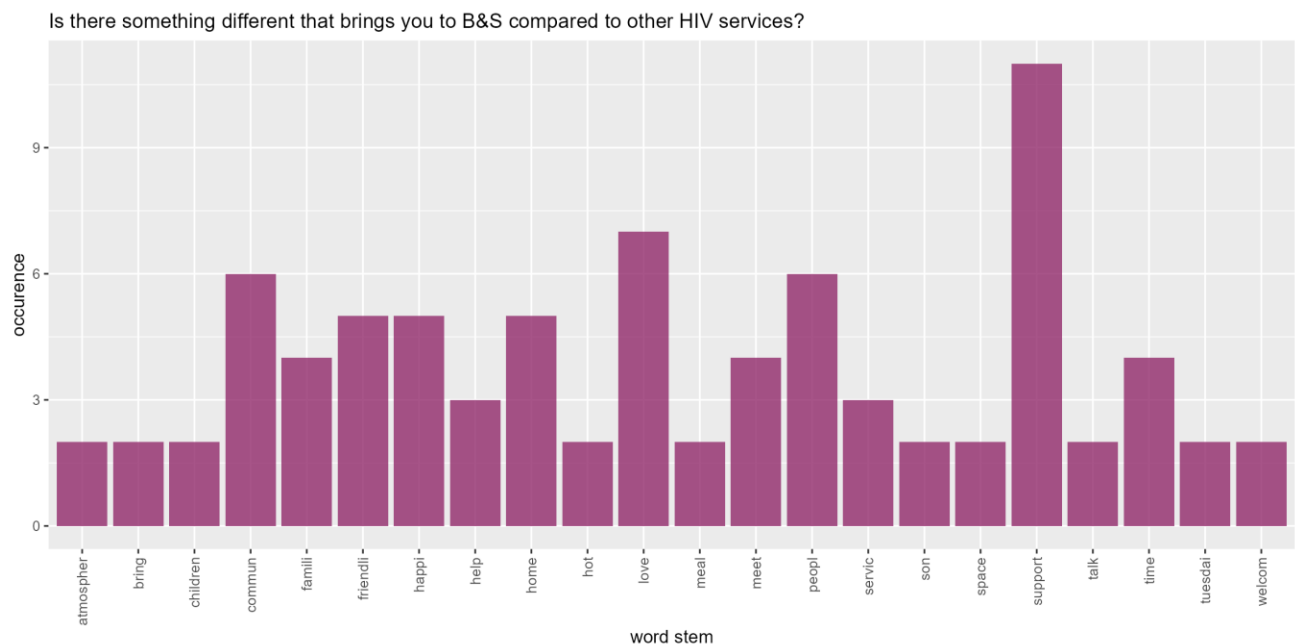


Figure 15. Bar plot of responses regarding how B&S is different to other HIV services

Figure 14 shows the most frequently used word stems, descriptive words that are collapsed and categorized into their singular form, e.g., supportive, supported = support. As you can see in Figure 14 there is a wide range of values without much variance, even when filtering the data to look at values with more than one occurrence, however there are some words which seem to occur more frequently than others, for example “support” 6.8%, “love” 4.4% and “commun” 3.7% (community), represent some of the most frequently used words and highlight the use of positive words used to describe Body and Soul in the variable as a whole (see Figure.14).

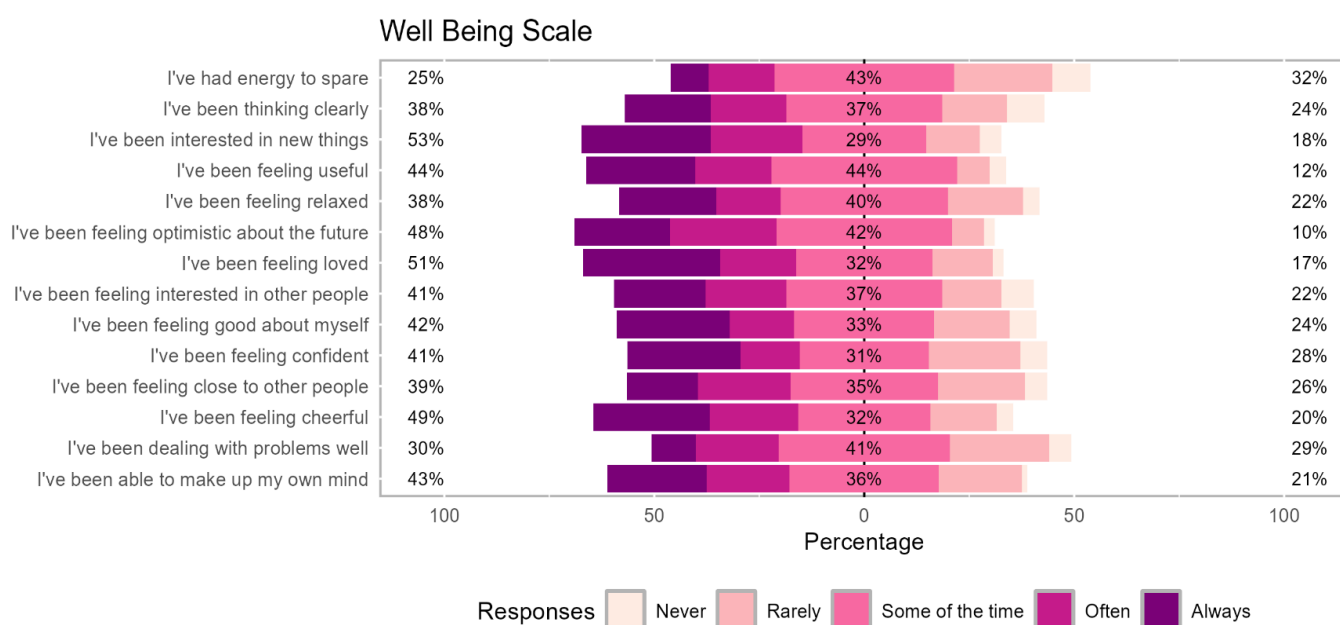


Figure 16. The Wellbeing Scale visualized on Likert Scales – percentages are calculated by combining (Never/Rarely), and (Always/Often) for analysis.

The wellbeing scale gives a good overview of areas where respondents are doing well and where further support may be required, for example “I’ve had energy to spare” represents the question answered most negatively in Figure 15, with 32% answering rarely or never. Similarly, health is mentioned frequently as a current issue and a 6-month goal, see Figure 3, energy levels are ultimately conditional on various aspects of health, therefore it makes sense for this to be answered in such way, representing an area requiring further support.

## About Body and Soul

When looking at term frequency over occurrences greater than two, we see a wide range of varying values, with a dominantly positive sentiment. “Support” was mentioned 19 times, accounting for the term with the highest frequency, highlighting again, what has been found previously in this report, e.g., Figure 14, that the level of support that B&S provide is one area that respondents have consistently reported that they are doing very well in.

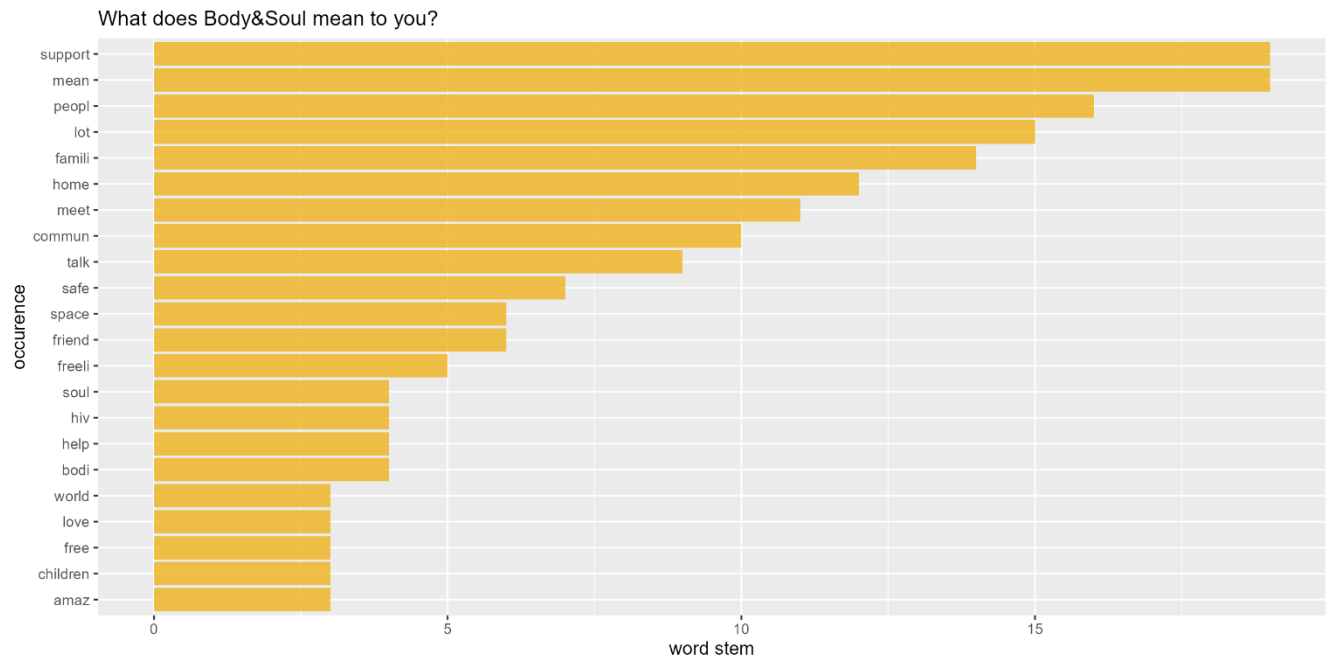


Figure 17. Word stem frequencies where the number of occurrences is > 2

The word “mean” also came up a considerable amount in Figure 15, “mean” in this sense is tokenized from the statement “means a lot”, the use of stemming functions and stop words, throws away the “a”, and splits up the remaining two words. So, by interpreting “mean” as its original input, we can see this has been mentioned 19 times, signifying that respondents value the support and services B&S provide. Terms such as: people, family, home, community, safe, friend, etc., were all found to be used frequently in Figure 15, when describing what B&S means to them. It is clear that B&S is much more than a service to respondents, it represents a safe space for members to talk, a sense of community, a family/homely feel, and a reliable source of support and guidance.

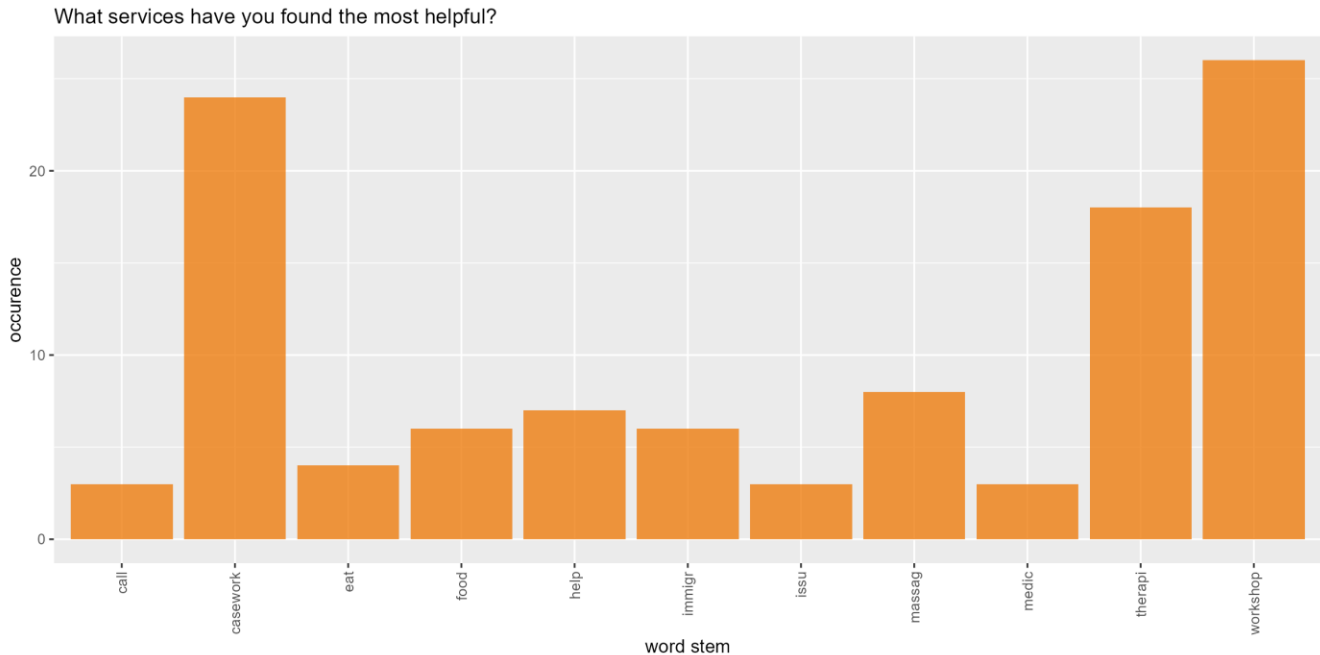


Figure 18. Word stem frequencies of services members have found most helpful when occurrences > 2

The most commonly occurring word frequencies in Figure 17, represent services found to be the most helpful by members, with workshops found to be the most helpful at 22.6%, for example one members mentions that the "Workshops, therapies, dietician, exercises, have really changed my life psychologically and physically". Casework represented 20.9%, helping members in various aspects of life e.g. immigration and housing, case work has a major impact on people's lives with one respondent reporting; "Casework: without B&S I wouldn't be where I am today. I never had my own address" Therapies make up around 15.7%, with various mentions of different therapeutic methods, e.g. nutrition, 1 to 1 therapy, massages, and regular calls either by phone or text, mentioned frequently as helpful.

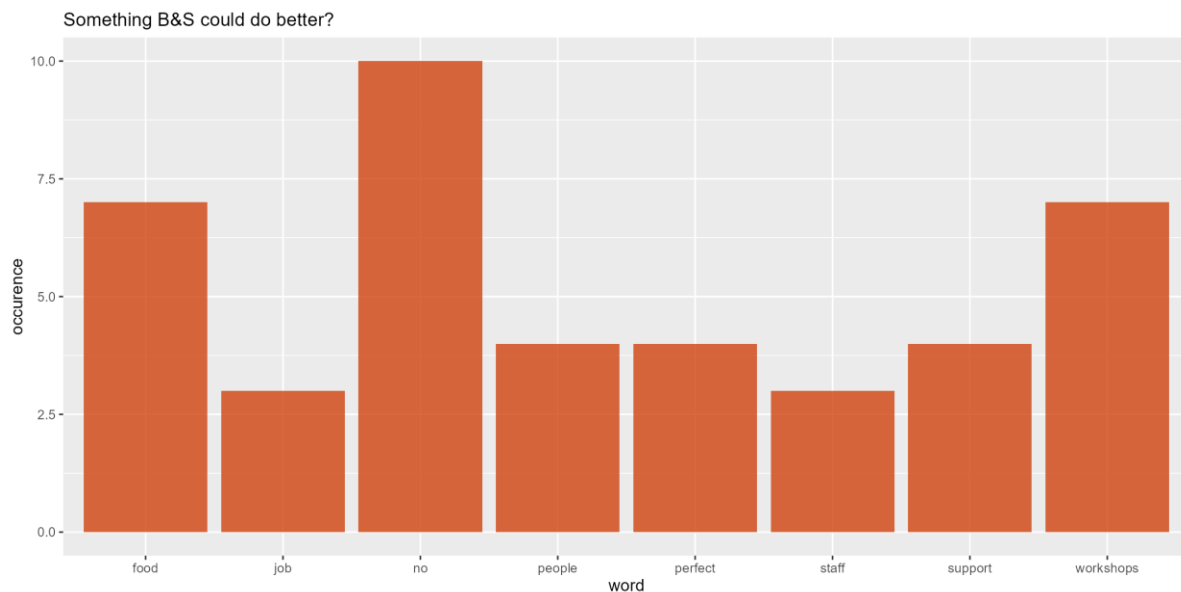


Figure 19. Word frequencies with an occurrence of > 2 looking at what B&S could do better.

When observing something B&S could do better, food was mentioned 12.1% of the time, including requests for more variety regarding dishes, for example one respondent mentioned trying different countries' delicacies. Another area was workshops, also making up 12.1%, with requests for increasing the number of workshops, providing more HIV related workshops, and making workshops more fun e.g., music and dance. There were also a couple of mentions regarding staff changes and retention. However, the largest group of values were made up of “no’s” “nothing” and “none”, all re-coded to “no” for analysis, representing 17.2% of word frequencies for this question. This is where members could not think of anything B&S could do better, with descriptions of the establishment being “perfect” was mentioned 7%. Furthermore, the NAs in this group, which signify missing values (unanswered question) represented 22.4% is considerably high, which we can assume was due to either satisfaction with the current services or no suggestion to improve or change, indicating that across the group members seem overall satisfied with the services provided.

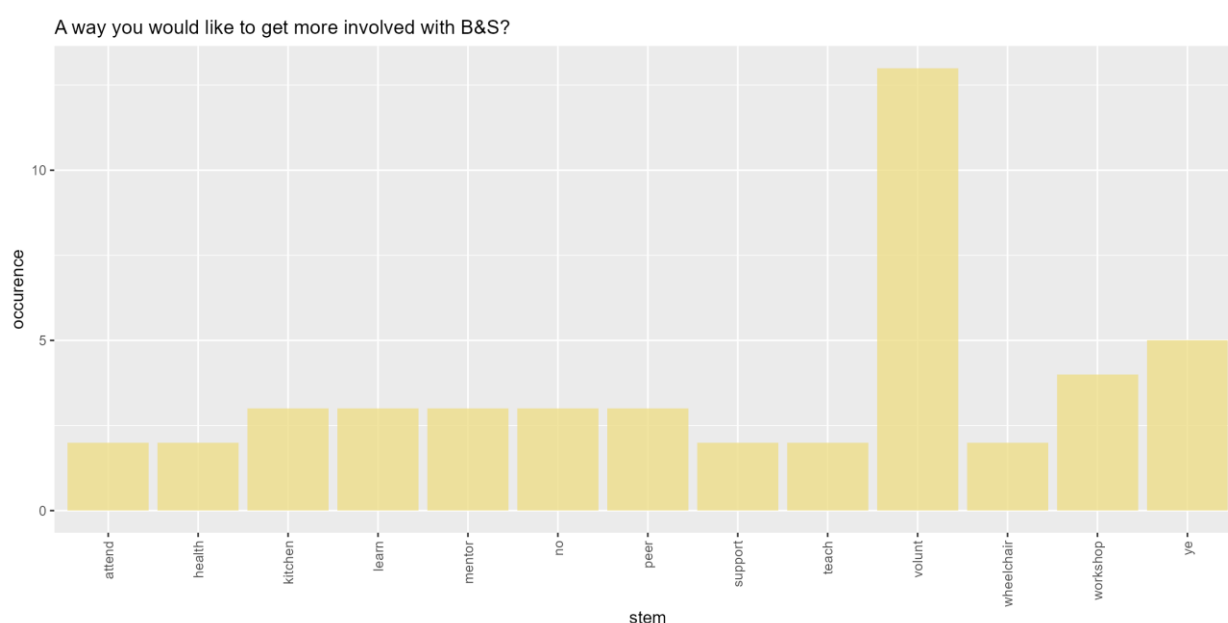


Figure 20. Word-stem frequency where the occurrence is where the number of occurrences is > 1.

In Figure 19, volunteering was the most common response when looking at ways members would like to get more involved with B&S, with 13 occurrences, some areas members would like to volunteer in include peer mentoring, and welcoming new members, for example one respondent suggested “creating a one-off talk about the experiences of being affected”. Other areas included helping in the kitchen with food preparation, admin and helping at workshops.

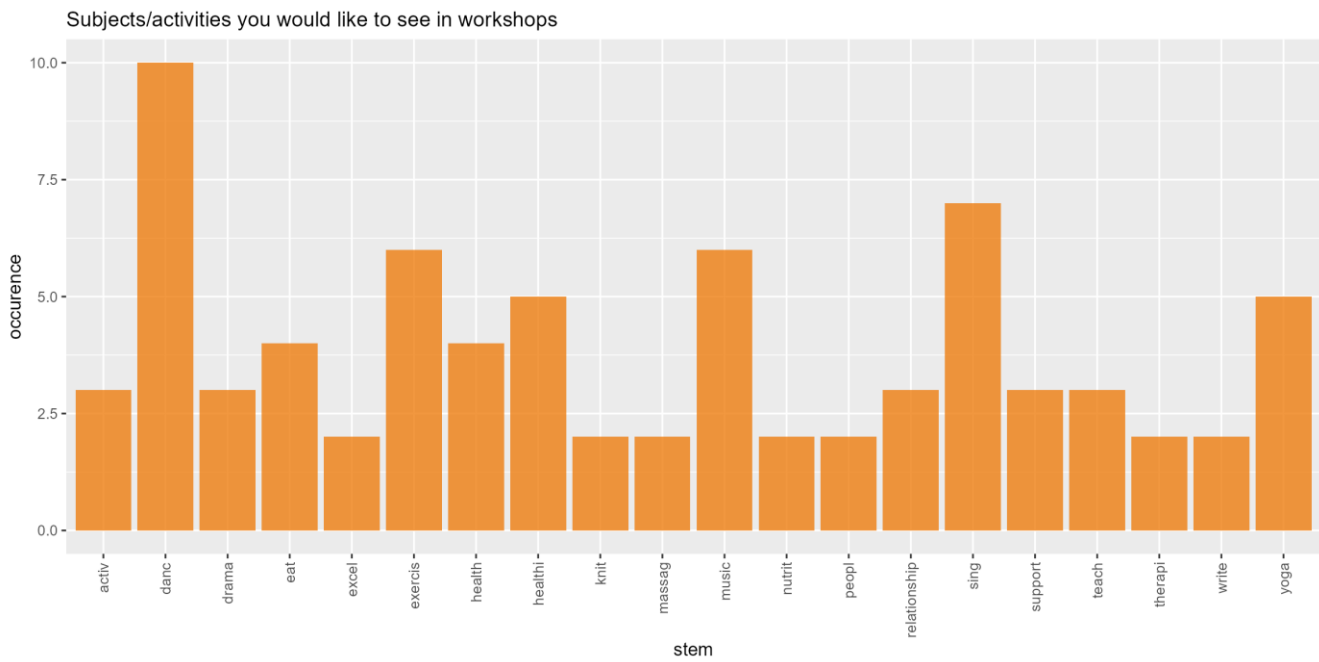


Figure 21. Word stems of subjects/activities members would like to see more of in workshops, occurrence is > 1.

In Figure 20, the introduction of more music 3.5%, dance 4.9%, and singing 3.5% in workshops was a common occurrence, similarly to this was the mention of more movement/fitness type of workshops, including yoga, meditation and exercise. Aspects of leading a healthy lifestyle were mentioned commonly, occurred 9 times overall, regarding eating, exercise, and workshops supporting various aspects of mental and physical health e.g. medication management, men's workshops. Some other responses included requests for trips outside of the B&S building such as cinema trips, exhibitions, gardening.

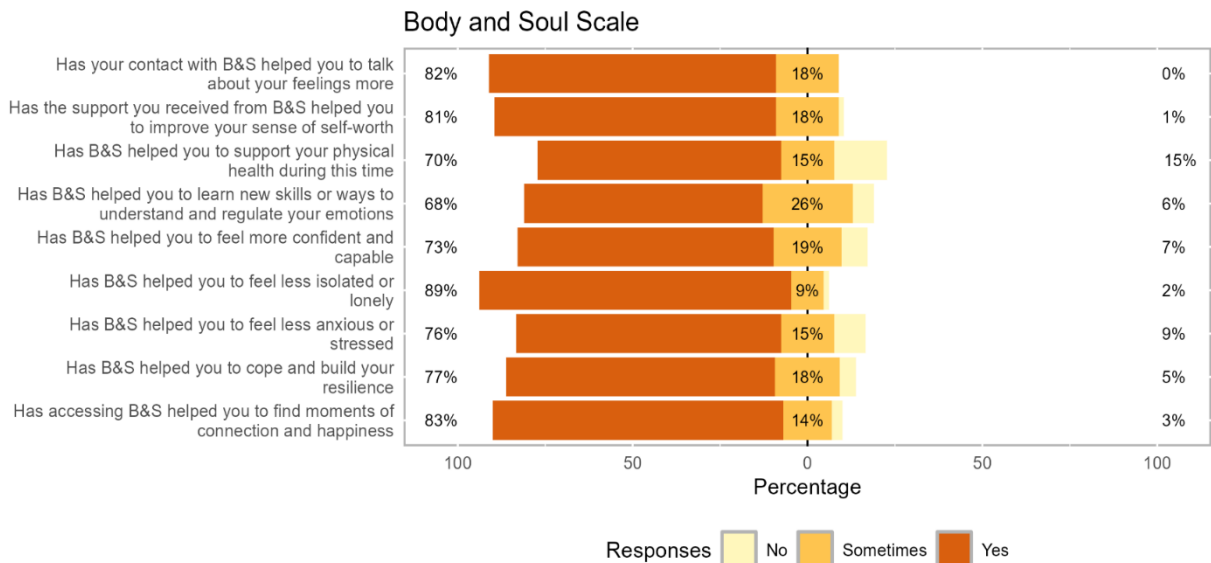


Figure 22. Likert Scales visualising the Body and Soul Scale

As you can see from Figure 21, Body and Soul receive overwhelmingly positive reviews when asking questions determining the effectiveness of their services and how helpful they are to their members. For

example, you can see that the highest reported response for “no” was when asking “has B&S helped to support your physical health during this time?”, at 15%. Whilst this is a low percentage it does highlight what we have seen previously in the data, that health is factor that seems to come up a lot in each section of this report. For example, it was identified as a common feature in “biggest issue” and “6-month goal”, whilst education around mental and physical health was identified as something members would like to see more of in workshops, therefore, health clearly represents one of the main areas that members are interested in improving.

Furthermore, Body and Soul seem to be the most effective at reducing isolation and loneliness among members, with 89% saying B&S have helped in this aspect, and only 2% of members felt as though it had not helped. This is an incredibly positive response and feed into a lot of areas previously discussed, you can see this particularly in Figure 7, with B&S making up the largest response for where members turn to for support, and in Figure 14 and 16, where responses that are manifested in the recognition of support from B&S are consistently reported at the highest frequency.

Therefore, the all-round services B&S provide, in many different forms e.g. therapies, workshops and casework, phone calls and check ins, account for the various ways in which B&S are effective at reducing loneliness and increasing health and wellbeing for members, by providing a variety of services, support and a sense of community for a group that is somewhat underrepresented in London, perhaps nationally, in regard to charities, accessing support and community (see Figure 13).



## Appendices

**Table 1. Strengths**

<i>word</i>	<i>n</i>	<i>percent</i>
<i>people</i>	14	14.73684
<i>listening</i>	13	13.68421
<i>cooking</i>	11	11.57895
<i>love</i>	9	9.473684
<i>friendly</i>	7	7.368421
<i>strong</i>	6	6.315789
<i>patient</i>	5	5.263158
<i>church</i>	4	4.210526
<i>exercising</i>	4	4.210526
<i>supportive</i>	4	4.210526
<i>body</i>	3	3.157895
<i>caring</i>	3	3.157895
<i>dancing</i>	3	3.157895
<i>happy</i>	3	3.157895
<i>helping</i>	3	3.157895
<i>shopping</i>	3	3.157895

**Table 2. Hobbies**

<i>word</i>	<i>n</i>	<i>percent</i>
<i>cooking</i>	19	14.28571
<i>music</i>	16	12.03008
<i>reading</i>	15	11.2782
<i>exercise</i>	9	6.766917
<i>movies</i>	7	5.263158
<i>tv</i>	7	5.263158
<i>friends</i>	6	4.511278
<i>gospel</i>	6	4.511278
<i>walking</i>	6	4.511278
<i>dancing</i>	5	3.759398
<i>people</i>	5	3.759398
<i>playing</i>	5	3.759398
<i>books</i>	3	2.255639
<i>church</i>	3	2.255639
<i>helping</i>	3	2.255639
<i>love</i>	3	2.255639
<i>shopping</i>	3	2.255639
<i>singing</i>	3	2.255639
<i>swimming</i>	3	2.255639
<i>travelling</i>	3	2.255639
<i>walk</i>	3	2.255639

**Table 3. Biggest Issue**

<i>word</i>	<i>n</i>	<i>percent</i>
<i>housing</i>	17	16.66667
<i>health</i>	15	14.70588
<i>immigration</i>	12	11.76471
<i>money</i>	9	8.823529
<i>family</i>	8	7.843137
<i>loneliness</i>	6	5.882353
<i>depression</i>	5	4.901961
<i>job</i>	5	4.901961
<i>ageing</i>	4	3.921569
<i>hiv</i>	4	3.921569
<i>isolation</i>	4	3.921569
<i>mobility</i>	4	3.921569
<i>debt</i>	3	2.941176
<i>opportunities</i>	3	2.941176
<i>tax</i>	3	2.941176

Table 4. 6-Month Goal

word	n	percent
health	20	16
education	14	11.2
job	11	8.8
housing	10	8
career	8	6.4
immigration	8	6.4
exercise	6	4.8
confidence	5	4
english	5	4
therapy	5	4
upskill	5	4
socialising	4	3.2
eating	3	2.4
fit	3	2.4
live	3	2.4
mobility	3	2.4
physical	3	2.4
son	3	2.4
study	3	2.4
visa	3	2.4

Table 5. Hobbies/Strengths proportion

word	Hobbies	Strengths
animation	0.003279	0.00369
art	0.003279	0.00738
church	0.009836	0.01476
cleaning	0.003279	0.00369
cooking	0.062295	0.04059
dancing	0.016393	0.01107
enjoy	0.003279	0.00369
enjoying	0.003279	0.00369
exercise	0.029508	0.00369
family	0.003279	0.00738
fixing	0.003279	0.00369
friends	0.019672	0.00738
gardening	0.003279	0.00369
gospel	0.019672	0.00369
helping	0.009836	0.01107
information	0.003279	0.00369
learning	0.003279	0.00738
listening	0.032787	0.04797
love	0.009836	0.03321
meet	0.003279	0.00738
meeting	0.016393	0.00738
music	0.052459	0.00738
nice	0.006557	0.00369
people	0.016393	0.051661
planning	0.003279	0.00369
reading	0.04918	0.00738
sewing	0.006557	0.00369
sharing	0.003279	0.00369
shopping	0.009836	0.01107
singing	0.009836	0.00369
socialising	0.003279	0.00369
spending	0.006557	0.00738
swimming	0.009836	0.00738
taking	0.009836	0.00369
time	0.009836	0.01476
travelling	0.009836	0.00738
walking	0.019672	0.00369
walks	0.003279	0.00369
writing	0.003279	0.00369
NA	0.003279	0.00369

Table 6. Issues/Goals proportion

word	6 Month Goal	Biggest Issue
accommodation	0.002801	0.007722
arm	0.002801	0.003861
benefits	0.005602	0.003861
broken	0.002801	0.003861
career	0.022409	0.003861
child	0.002801	0.003861
companionship	0.002801	0.003861
custody	0.002801	0.003861
debt	0.002801	0.011583
discipline	0.002801	0.003861
employment	0.002801	0.003861
family	0.005602	0.030888
finances	0.002801	0.003861
finding	0.008403	0.003861
future	0.005602	0.003861
goals	0.002801	0.007722
health	0.056022	0.057915
hiv	0.002801	0.015444
house	0.002801	0.003861
housing	0.028011	0.065637
immigration	0.022409	0.046332
isolation	0.002801	0.015444
issue	0.008403	0.003861
issues	0.002801	0.015444
job	0.030812	0.019305
keeping	0.005602	0.003861
kids	0.002801	0.003861
living	0.002801	0.003861
mobility	0.008403	0.015444
money	0.005602	0.034749
paying	0.002801	0.003861
pip	0.005602	0.003861
renewal	0.005602	0.003861
social	0.005602	0.003861
son	0.008403	0.003861
status	0.002801	0.007722
visa	0.008403	0.003861
worker	0.002801	0.003861
NA	0.005602	0.007722

Table 7. Main support

<i>word</i>	<i>n</i>	<i>percent</i>
<i>body &amp; soul</i>	33	27.9661
<i>family</i>	30	25.42373
<i>friends</i>	18	15.25424
<i>friend</i>	8	6.779661
<i>god</i>	8	6.779661
<i>church</i>	6	5.084746
<i>daughter</i>	4	3.389831
<i>no one</i>	3	2.542373
<i>children</i>	2	1.694915
<i>community</i>	2	1.694915
<i>mum</i>	2	1.694915
<i>sister</i>	2	1.694915

Table 8. Support outside B&amp;S

<i>word</i>	<i>n</i>	<i>percent</i>
<i>no</i>	35	25.17986
<i>yes</i>	24	17.26619
<i>family</i>	11	7.913669
<i>friends</i>	10	7.194245
<i>friend</i>	6	4.316547
<i>body &amp; soul</i>	5	3.597122
<i>daughter</i>	5	3.597122
<i>community</i>	3	2.158273

Table 9. Share status

<i>word</i>	<i>n</i>	<i>percent</i>
<i>no</i>	38	25
<i>yes</i>	38	25
<i>family</i>	8	5.263158
<i>friends</i>	6	3.947368
<i>body &amp; soul</i>	3	1.973684
<i>children</i>	3	1.973684
<i>community</i>	2	1.315789
<i>friend</i>	2	1.315789
<i>mentor</i>	2	1.315789
<i>parents</i>	2	1.315789
<i>sisters</i>	2	1.315789

Table 10. Relationships proportion

<i>word</i>	<i>discuss out of b&amp;s</i>	<i>share status</i>
<i>body &amp; soul</i>	0.035971	0.019737
<i>children</i>	0.007194	0.019737
<i>community</i>	0.021583	0.013158
<i>daughter</i>	0.035971	0.006579
<i>family</i>	0.079137	0.052632
<i>friend</i>	0.043165	0.013158
<i>friends</i>	0.071942	0.039474
<i>hiv</i>	0.021583	0.032895
<i>no</i>	0.251799	0.25
<i>people</i>	0.014388	0.006579
<i>status</i>	0.028777	0.019737
<i>talk</i>	0.014388	0.006579
<i>told</i>	0.007194	0.006579
<i>yes</i>	0.172662	0.25
<i>NA</i>	0.014388	0.013158

**Table 11.**

<i>I am ___ at taking my HIV treatment compared to before I started coming to B&amp;S</i>	<i>n</i>	<i>percent</i>
<i>better</i>	56	68.29268
<i>same</i>	19	23.17073
<i>worse</i>	4	4.878049
<i>NA</i>	3	3.658537

**Table 12.**

<i>Do you feel that you are able to manage your HIV medication</i>	<i>n</i>	<i>percent</i>
<i>Yes</i>	61	74.39024
<i>Sometimes</i>	12	14.63415
<i>No</i>	5	6.097561
<i>NA</i>	4	4.878049

**Table 13. Something you've learnt at B&S about managing your health better.**

<i>word</i>	<i>n</i>	<i>percent</i>
<i>nutrition</i>	20	33.89831
<i>health</i>	12	20.33898
<i>medication</i>	8	13.55932
<i>hiv</i>	7	11.86441
<i>confidence</i>	4	6.779661
<i>life</i>	4	6.779661
<i>support</i>	4	6.779661

**Table 14. Other organisations you attend and where?**

<i>word</i>	<i>n</i>	<i>percent</i>
<i>none</i>	35	58.33333
<i>positive</i>	7	11.66667
<i>east</i>		
<i>river house</i>	4	6.666667
<i>positively</i>	3	5
<i>uk</i>		
<i>red ribbon</i>	3	5
<i>aaf</i>	2	3.333333
<i>community</i>	2	3.333333
<i>rise</i>	2	3.333333
<i>straight</i>	2	3.333333
<i>talk</i>		

**Table 15. Is there something different that brings you to B&S compared to other HIV services?**

<i>stem</i>	<i>n</i>	<i>percent</i>
<i>support</i>	11	6.918239
<i>love</i>	7	4.402516
<i>commun</i>	6	3.773585
<i>peopl</i>	6	3.773585
<i>friendli</i>	5	3.144654
<i>happi</i>	5	3.144654
<i>home</i>	5	3.144654
<i>famili</i>	4	2.515723
<i>meet</i>	4	2.515723
<i>time</i>	4	2.515723
<i>help</i>	3	1.886792
<i>servic</i>	3	1.886792
<i>atmospher</i>	2	1.257862
<i>bring</i>	2	1.257862
<i>children</i>	2	1.257862
<i>hot</i>	2	1.257862
<i>meal</i>	2	1.257862
<i>son</i>	2	1.257862
<i>space</i>	2	1.257862
<i>talk</i>	2	1.257862
<i>tuesdai</i>	2	1.257862
<i>welcom</i>	2	1.257862

**Table 16. What B&S means to you**

<i>stem</i>	<i>n</i>	<i>percent</i>
<i>mean</i>	19	5.864198
<i>support</i>	19	5.864198
<i>peopl</i>	16	4.938272
<i>lot</i>	15	4.62963
<i>famili</i>	14	4.320988
<i>home</i>	12	3.703704
<i>meet</i>	11	3.395062
<i>commun</i>	10	3.08642
<i>talk</i>	9	2.777778
<i>safe</i>	7	2.160494
<i>friend</i>	6	1.851852
<i>space</i>	6	1.851852
<i>freeli</i>	5	1.54321
<i>bodi</i>	4	1.234568
<i>help</i>	4	1.234568
<i>hiv</i>	4	1.234568

<i>soul</i>	4	1.234568
<i>amaz</i>	3	0.925926
<i>children</i>	3	0.925926
<i>free</i>	3	0.925926
<i>love</i>	3	0.925926
<i>world</i>	3	0.925926

**Table 17. What services have you found most helpful?**

<i>stem</i>	<i>n</i>	<i>percent</i>
<i>workshop</i>	26	22.6087
<i>casework</i>	24	20.86957
<i>therapi</i>	18	15.65217
<i>massag</i>	8	6.956522
<i>help</i>	7	6.086957
<i>NA</i>	7	6.086957
<i>food</i>	6	5.217391
<i>immigr</i>	6	5.217391
<i>eat</i>	4	3.478261
<i>call</i>	3	2.608696
<i>issu</i>	3	2.608696
<i>medic</i>	3	2.608696

**Table 18. Something B&S could do better**

<i>word</i>	<i>n</i>	<i>percent</i>
<i>no</i>	10	4.587156
<i>food</i>	7	3.211009
<i>workshops</i>	7	3.211009
<i>people</i>	4	1.834862
<i>perfect</i>	4	1.834862
<i>support</i>	4	1.834862
<i>job</i>	3	1.376147
<i>staff</i>	3	1.376147

**Table 19. A way you would like to get more involved with B&S**

<i>stem</i>	<i>word</i>	<i>n</i>	<i>percent</i>
<i>volunt</i>	volunteer	8	4.761905
<i>volunt</i>	volunteering	5	2.97619
<i>ye</i>	yes	5	2.97619
<i>workshop</i>	workshops	4	2.380952
<i>kitchen</i>	kitchen	3	1.785714
<i>learn</i>	learn	3	1.785714

<i>mentor</i>	mentoring	3	1.785714
<i>no</i>	no	3	1.785714
<i>peer</i>	peer	3	1.785714
<i>attend</i>	attending	2	1.190476
<i>health</i>	health	2	1.190476
<i>support</i>	support	2	1.190476
<i>teach</i>	teach	2	1.190476
<i>wheelchair</i>	wheelchair	2	1.190476

**Table 20. Subjects/activities you would like to see in workshops**

<i>stem</i>	<i>word</i>	<i>n</i>	<i>percent</i>
<i>danc</i>	dancing	8	3.960396
<i>sing</i>	singing	7	3.465347
<i>music</i>	music	6	2.970297
<i>healthi</i>	healthy	5	2.475248
<i>yoga</i>	yoga	5	2.475248
<i>eat</i>	eating	4	1.980198
<i>exercis</i>	exercise	4	1.980198
<i>health</i>	health	4	1.980198
<i>activ</i>	activities	3	1.485149
<i>drama</i>	drama	3	1.485149
<i>relationship</i>	relationships	3	1.485149
<i>support</i>	support	3	1.485149
<i>teach</i>	teach	3	1.485149
<i>danc</i>	dance	2	0.990099
<i>excel</i>	excellent	2	0.990099
<i>exercis</i>	exercises	2	0.990099
<i>knit</i>	knitting	2	0.990099
<i>massag</i>	massage	2	0.990099
<i>nutrit</i>	nutrition	2	0.990099
<i>peopl</i>	people	2	0.990099
<i>therapi</i>	therapy	2	0.990099
<i>write</i>	writing	2	0.990099