

Introduction

This report summarises the opinions, comments and suggestions of individuals and organisations we have recorded as accessing Voluntary Action East Lindsey (VAEL) services in the last year (2008/9). It describes the background and purpose of the Annual Survey in addition to the methodologies used during this evaluation.

Everyone who has received a service from VAEL has been given the opportunity to comment through the annual survey during April 2009, to which we have had 208 respondents. We are thankful to everyone who has made the effort to return the survey, which has demonstrated some very pleasing results and interesting suggestions to be considered over the next year. In comparison to the previous year's results, an improvement can be seen but it must be noted that the methods used in the survey have significantly differed and this is the first annual survey VAEL has conducted on this scale.

Working in partnership with other organisations of all sectors has had a great impact in our ability to deliver a variety of services across the East Lindsey district. Our thanks go to all that were involved in the projects and services we have delivered during 2008/9.

Purpose of Survey

Each year we strive to improve, increase and develop the services we provide to the East Lindsey district. In order to identify community need and find out what is requested from the district we conducted the annual survey in order to provide the opportunity for the voluntary sector and individuals to suggest and comment on our existing and potential future services.

Any issues to come out of the survey will be addressed accordingly and we will use the results to improve and shape services that we provide for and on the behalf of the district. We thank everyone who has returned their completed annual survey form.

Methodology

The annual survey has been designed using a mixture of closed and open ended questions, as well as a variety of survey and design analysis techniques, predominately using the five-point Likert scale measuring positive or negative response. Most questions have given the respondent the opportunity to comment, enabling us to gain more insight to opinions and suggestions.

Analysis

The following section outlines the results of the survey, in a question by question format.

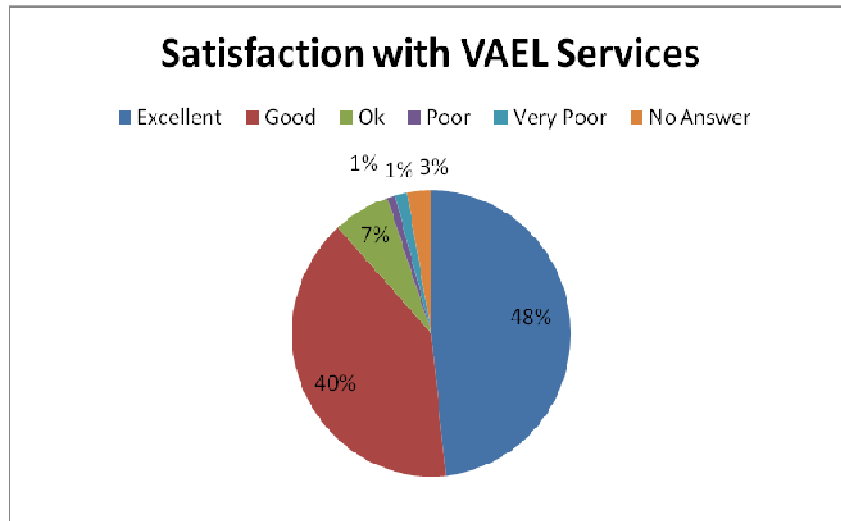
Question 1 – Please tick which services you have accessed from VAEL over the last year.

Service	% of respondents
Funding Advice incl. funding fairs	20%
Group development advice	5%
Desktop publishing	1%
Free Training	64%
Volunteer Bureau	37%
CRB Check	9%
Payroll	1%
Mail out	14%
Resource Library	4%
Room Hire	3%
ICT help and advice	4%
Community Directory	6%
Other	2%
No fill	3%

As can be seen from the table above the biggest percentage of respondents had received free training (64%) over the last year. The next most accessed service was the volunteer bureau (37%), followed by funding advice (20%). 25% of respondents have accessed more than one service provided by VAEL in the last 12 months.

Q2. Please rate the service you received from Voluntary Action East Lindsey.

The chart below demonstrates that 48% of respondents rated the service as 'excellent', and 40% as 'good'. This shows a 7% decrease in the number of respondents who have rated the service as 'excellent' in 2007/8, however, this year less people have rated the service they received at the lower end of the spectrum as 'poor' or 'very poor'.



We feel that the percentage drop may be due to the Louth and Skegness offices coming together to become one office base in Spilsby, and this meaning we lost a big part of the first quarter, taking a while for us to become known in Spilsby and for clients to realise and adapt to the move.

Comments left about the satisfaction of the service received from VAEL include:

- “Like the regular updates and website.”
- “Newsletter is very informative.”
- “Help was given in all aspects.”
- “Excellent session but the venue was too cold.”
- “Generally when I want any advice I phone or email. Always get treated as a person, not looked down upon and always get the advice we need.”
- “Very open, friendly and informative response.”
- “Very helpful to be kept up to date.”
- “Have always found service given to be polite, friendly manner and knowledgable.”
- “Very efficient. Very helpful and polite staff.”
- “Whilst volunteering with VAEL I had the opportunity to learn a variety of new skills, which I believe will help me gain employment.”
- “Very friendly, approachable and knowledgable.”
- “I had a really good time doing my work experience at VAEL.”
- “Everyone involved has been very helpful.”

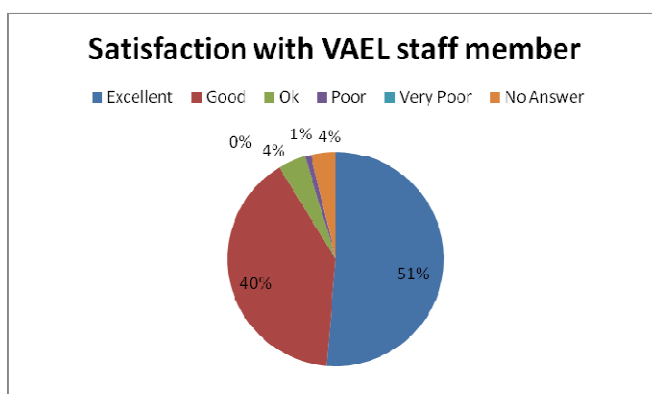
- “Very professional.”
- “Staff very helpful.”
- “Prompt and polite response to info requested.”
- “Information sometimes reaches me too late.”
- “Community directory – congratulations!”
- “ICT excellent advice when sought at ICT fair.”
- “Once I found VAEL, I found the service very helpful, friendly and polite.”
- “We are very pleased with the help received from your representatives and the information received.”
- “Funding advice is excellent.”
- “Volunteer Bureau is good.”
- “Efficient and very helpful.”
- “Always professional and easy accessible.”
- “Excellent service, prompt response.”
- “Most helpful.”
- “Always helpful.”
- “Very professional and always willing to help.”

Training specific

- “Training was to a very high standard.”
- “Confidence building course was excellent.”
- “Health and Safety trainer was very friendly and presented material well.”
- “Both Health and Safety, and First Aid course were excellent.”
- “The two courses I attended were very informative and I found the information useful in my work role.”
- “Informative and relevant training.”
- “First aid course – the call was returned straight away and was easy to get on the course.”
- “All the days of study you have provided have been excellent.”
- “Very good training enjoyed the day.”
- “Excellent First Aid Course.”
- “Very informative and enjoyable computer training.”

- “The training was well planned and delivered in a very convenient location.”
- “Health and safety instructor was very informative.”
- “Ken Syrett is extremely helpful.”
- “Very comprehensive course by some fantastic and knowledgeable people.”
- “Well put over to a mixed gathering.”
- “Ken Syrett was excellent. Efficiently and effectively delivered. Worth therefore attending.”
- “An interesting and well presented course (food hygiene, Spilsby)”.
- “I have attended some very good training courses.”
- “Training, very good.”
- “Excellent training courses.”

Q3. Please rate the staff member(s) supporting you in regards to the service.



The chart below demonstrates that 51% of respondents rated the service as ‘excellent’, and 40% as ‘good’. This shows a decrease in the number of respondents who have rated the service as ‘excellent’ in 2007/8, however, this year less people have rated the service they received at the lower end of the

spectrum as ‘poor’ or ‘very poor’ and therefore can be viewed as an overall improvement. Also there is a significant reduction in the amount of people who have not answered the question, reducing to only 4%.

Comments received regarding satisfaction with VAEL staff members include:

- “Great communication.”
- “Friendly and helpful.”
- “Had a nice and friendly chat and explanation of what was required.”
- “Staff members are very sociable, confident and excellent at what they do.”
- “Office staff helpful and polite.”
- “Tony Beal was a great support.”

- “All staff has been very professional.”
- “Friendly and welcoming.”
- “Megan was very helpful.”
- “Always found the staff to be polite, friendly and professional.”
- “The staff were very enthusiastic.”
- “No doubt in ticking excellent.”
- “The staff are very supporting.”
- “All the staff are very helpful and supportive.”

Training specific

- “Brilliant trainer.”
- “Nice lecturer obviously knows a lot, course manager very pleasant.”
- “Very helpful and understanding tutor.”

Q4. Did the support you receive meet your requirements?

Yes	80%
No	4%
Partly	11%
No Answer	5%

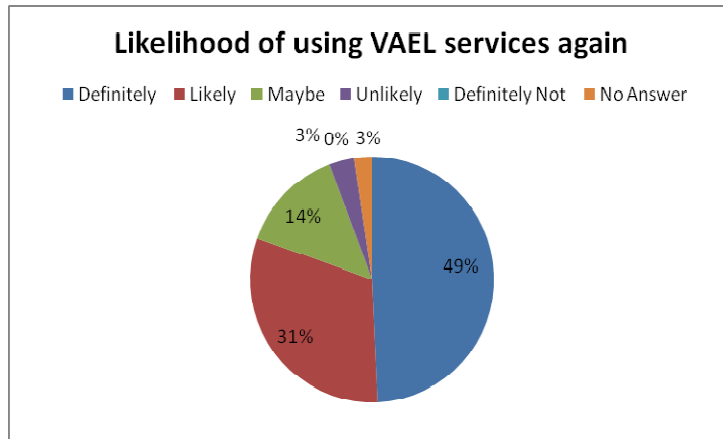
80% of all respondents feel that the support they received from VAEL met their requirements.

Comments received include:

- “I already had a voluntary placement prior to my interview but was very grateful for the advice.”

Q5. How likely are you to use Voluntary Action East Lindsey's services/support in the future?

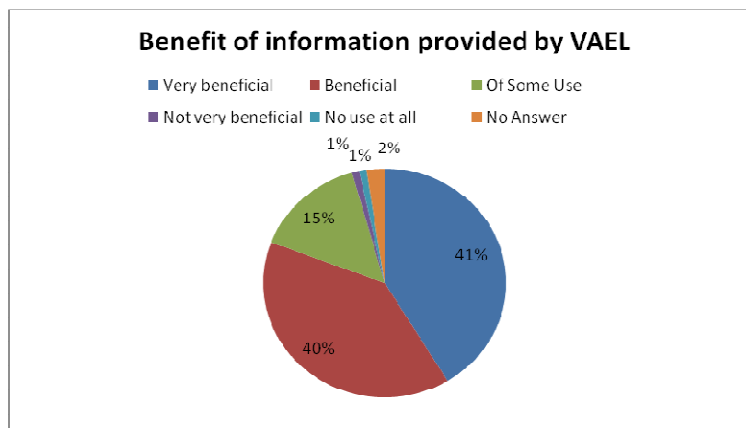
The results of this question show an increase from 46% (2007/8) to 49% to people who would ‘definitely’ use VAEL’s services again and no respondents stated they would ‘definitely not’ use VAEL again, as seen in the chart below, which displays an improvement from the previous year.



Comments received about this question include:

- “Already booked onto another course!”
- “Definitely – VAEL can and does save us many hours in wasted time by directing us to the right place.”
- “I have recommended your service to my clients who I support.”
- “I’m recommending VAEL to others.”

Q6 – *How beneficial was the information you received from Voluntary Action East Lindsey?*

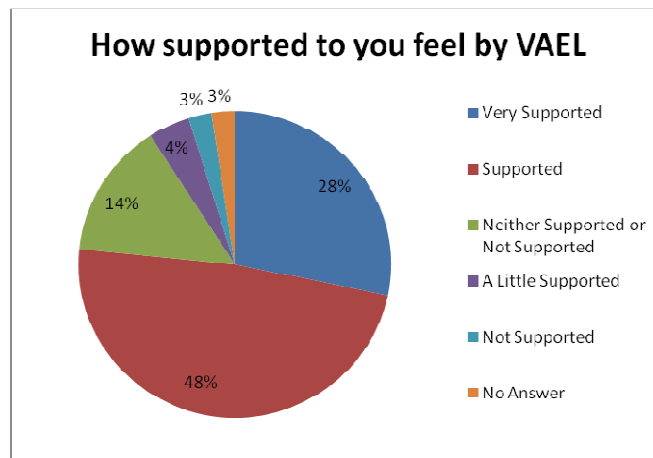


The above chart shows that 81% of all respondents found the information they received from VAEL either ‘very beneficial’ or ‘beneficial’ and 15% found it ‘of some use’.

Comments received include:

- “Able to apply training practically and feel more confident in myself.”
- “I learnt a lot more about what services are available in my local community.”
- “All information received has helped me produce plans and policies.”
- “Funding information helped us prepare an application.”

Q7- How supported do you/your organisation feel by Voluntary Action East Lindsey?

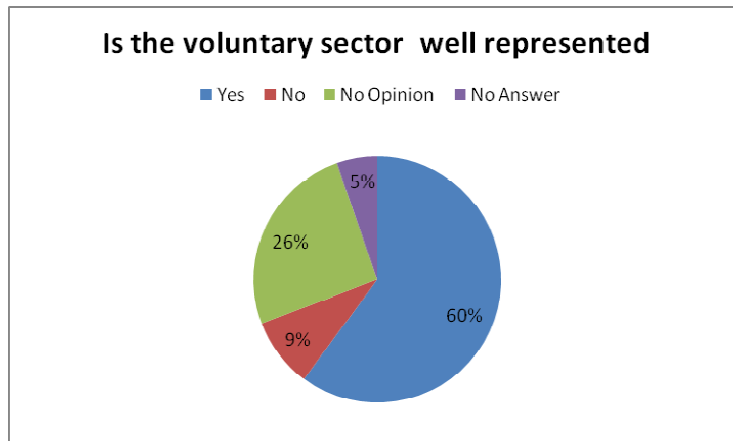


VAEL strive to support community and voluntary organisations throughout East Lindsey and therefore we wanted to know how supported our clients felt. 76% of all respondents feel supported by VAEL.

Comments included:

- “As and when required.”
- “Ken and Sharon are fantastic!”
- “VAEL is a valued partner.”
- “To receive free training is such a bonus for a charitable organisation like ourselves.”
- “We appreciate the opportunities VAEL provides.”
- “CRB checking was done. Very good service. Thank you Michael.”

Q8 – Do you feel that the voluntary sector is well represented in East Lindsey?



Comments:

- “More publicity for organisations is needed to help promote the fantastic services that are provided.”
- “Not sure all that is available.”
- “I think the voluntary sector in East Lindsey is under –resourced. I feel East Lindsey is an overlooked area for funding in UK.”
- “VAEL is very active and known in the community.”
- “I feel there could be more in the Skegness area.”
- “Once I’d been put in touch with VAEL they seemed to pop up everywhere but I’d never heard of them before.”
- “East Lindsey shows more awareness of the need to work with the voluntary sector than some other communities.”
- “I have little experience of other areas to compare it with. Although I would say since VAEL I know where to look.”

Q9 – If you are an organisation, has the support that you have received from Voluntary Action East Lindsey enabled you to continue providing services to your local community?

Yes	42%
No	8%
Partly	20%
No Answer	30%

- “Yes our access centre has been used as a training location by VAEL and we hope so in the future. This has bought training to village residents.”
- “The support has enabled us to develop our event. We were able to successfully organise an event in the area and plan on doing so again.”
- “Yes, training, bulletin’s newsletters and information. I feel confident about VAEL being the place I could, would, return to for information, advice and would be able to point me in the right direction.”
- “The provision of free training means our funding goes further, therefore enabling us to provide more services and support to our clients.”

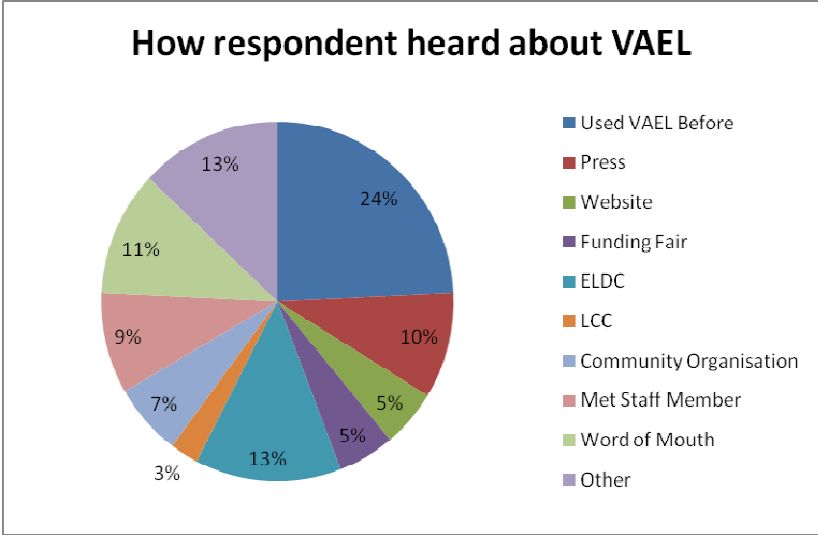
Q10 – Please list any quality standards you work to.

34% of respondents claim their organisation works to a quality standard.

Listed quality standards included:

- NVC
- CSSI, NAAPS
- ISO 9001 (2008)
- Investors in People
- EYFS
- Ofsted
- QMM B55750
- Quality Council
- ISO 9000
- CGC Standards
- Tennis Clubmark
- Quality Care
- AALA (HSE)
- Supporting people
- QAF
- NVQS
- Local Authority recommendations
- Own

Q11 – How did you find out about Voluntary Action East Lindsey?



The chart above demonstrates that respondents have heard about Voluntary Action East Lindsey in a variety of methods. 24% of respondents have used VAEL before and continue to use us, but there does not appear to be a specific method of publicity that has proved to be a greater success.

For the respondents who have indicated 'other' these include:

- Seen office
- Invited to a meeting
- Family member works for VAEL
- Notice at local library
- Attended training session at a parents' group
- Connexions
- Search on Google
- Church Community Worker
- Through a funding advisor
- Noticed sign outside Boatshed, Mablethorpe
- Poster/leaflet
- Trustee of VAEL

Suggestions for services:

Opportunity for networking between voluntary sector organisations and community groups, showcasing/sharing good practice and facilitate joint working.

VAEL says... "We will be hosting networking events throughout the next year."

Good computer starter group in the Sutton on Sea area.

VAEL says... "We will look into holding computer for beginners in the Sutton on Sea area."

Small working parties that our service users here at Witham Lodge can get involved in.

Volunteer fair to recruit volunteers and promote our services rather – not celebration events.

VAEL says... "Volunteers' week is about celebrating volunteering and recognising the work volunteers do in our local community however, we are considering holding a volunteer recruitment event in the future."

More holiday activities for 5-7year olds

VAEL says... "This is not really our remit but we will pass on this suggestion to relevant organisations who are in a position to deliver this kind of activity."

More in Alford.

VAEL says... "We now have volunteering outreach post in Alford Library, run training courses in Alford and looking at holding other events/activities in the Alford area."

More voluntary work with animals.

VAEL says... "We continuously endeavour to list volunteer opportunities throughout our district including those working with animals. If you know any organisations working with animals who have a volunteer position, please get in touch."

Get more contacts in Louth.

VAEL says... "We already have many contacts in Louth area, but as with the whole of East Lindsey we are constantly getting new contacts."

Send emails around with courses that are upcoming.

VAEL says... "We have a monthly e-bulletin that includes training information. To get on the distribution list please contact us."

More support for young volunteers.

VAEL says... "V Involved work with and support young volunteers with whom we have a very good working relationship."

Better publicity/media coverage would make a difference.

VAEL says... "We already do a lot of publicity but are always looking at and trying new ways of getting our name and services known."

Accompanied shopping for the elderly. A team of people willing to do small repair jobs for the elderly.

VAEL says... "The Good Neighbours scheme and many other befriending volunteering opportunities we hold can offer this service to elderly people."

Assist volunteers into charity organisations

VAEL says... "We already do this through our Volunteer Bureau. If you have a volunteer opportunity please let us know."

Directory of staff and their job roles to be left a local libraries etc.

VAEL says... "We have booklet called 'our services' which outlines what work we do. We will look at getting a wider distribution for this document."

Support network for CEOs of charity organisations.

VAEL says... "We are hoping to be involved in starting a support network in the near future."

Help with setting up a computer programme for our Charity.

VAEL says... "We may be able to recruit a suitable volunteer with IT skills who would be able to help you do this kind of work. Please contact us so we can list your volunteering opportunity on our database".

More lobbying within local government.

VAEL says... "As an independent organisation, acting as a voice for the voluntary sector we would, and already do, feed your opinions and needs through to strategic bodies such as the Local Strategic Partnership and local government."

Training courses suggestions:

- Returning to work
- Computer skills for mothers/carers
- Manual handling
- Human resources
- Animal related courses
- Dealing with first aid emergencies at home.
- Self defence
- Stress-management
- Anxiety management
- Assertiveness
- Epilepsy Awareness
- Dementia Awareness
- Basic living skills
- Cooking
- Maths

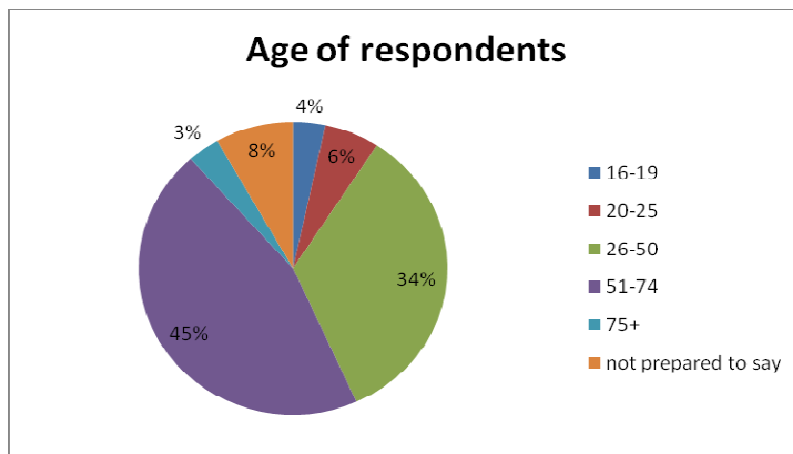
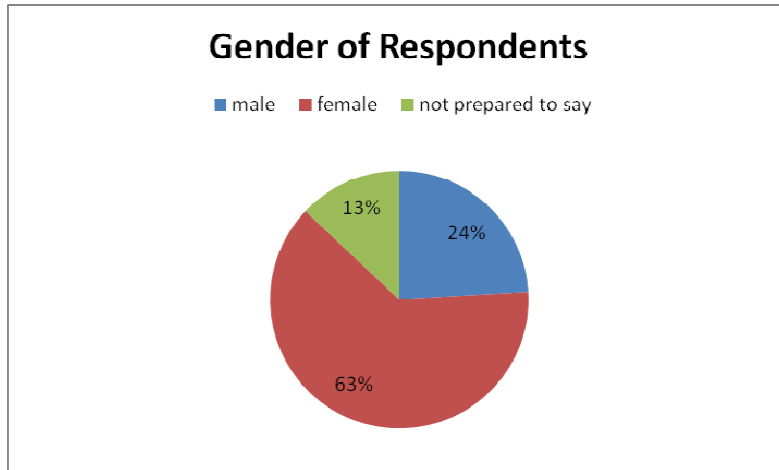
VAEL says... "We already touch upon and cover some of these topics in our comprehensive training programme, although we welcome suggestions for new topics and strive to provide courses where there is a need."

Other comments:

- "Have printed off lists of courses from website and will be booking staff onto them".
- "You provide a very worthwhile service and your training staff are very helpful, friendly and approachable."
- "Would love newsletter by email – save p&p."
- "Find the newsletters very glossy – must cost a fortune to provide. Leaflets that usually come with them often have the same information on them so can't see the purpose."
 - *VAEL says... "our monthly bulletin is going electronic in forthcoming issues and will no longer be provided in hard copy unless you ask for it. The newsletter is unfortunately too large a file, in electronic format, for easy e-distribution, but can be downloaded from our website. The leaflets enclosed with the newsletter and other mailouts do not provide identical information to the newsletter; the information is additional."*
- "Many thanks for your help so far."
- "Working for voluntary car scheme, will do more when time is available."
- "Thank you for your support so far. We enjoy working with all the staff and think you have done an amazing job of raising the profile VAEL."
- "I have thoroughly enjoyed the voluntary web design I have been doing."
- "Keep up the good work!"

- “Impressive organisation – wish all districts had the same.”
- “VAEL has been my single best find of 2008. Thank you for the high level of training you’ve supplied.”
- “Equality and diversity monitoring – I think this is total irrelevant to ask this – what does it matter? I understand that funding depends on this kind of questionnaire but in East Lindsey we cannot be judged on an ethnically diverse population. What does gender and age have to do with anything?”
 - *VAEL says... “We are asked to collate this information to satisfy our funders.”*
- “I do believe your organisation is worthwhile and offers many training opportunities to organisations.”
- “I have done two one day courses with VAEL and found them very interesting and beneficial and look forward to attending more.”
- “The venue was being refurbished, it was dusty, and the toilets disgusting. More thought should go into where a course is held.”
 - *VAEL says... “We are sorry some trainees experienced this but we believe the training centre we now have has meant the discomfort during the refurbishment was definitely worth it.”*
- “Feels the services of VAEL should be advertised in a more overt manner. A higher profile in the press, plus radio and local TV would engineer a lot of interest. “
- “The voluntary transport scheme scheme is excellent but needs to be more widely known.”
- “Serves a useful function in Spilsby. Room hire rates are just a tad above average for the town.”
 - *VAEL says... “Our venue hire prices include refreshments and use of laptop, projector and interactive SMART whiteboard.”*
- “I have found the courses very good and the certificates have been sent promptly following the course.”
- “More courses on the weekends please!”
- “Some interesting courses available – more forward notice please!”
- “Please keep up your excellent work!”

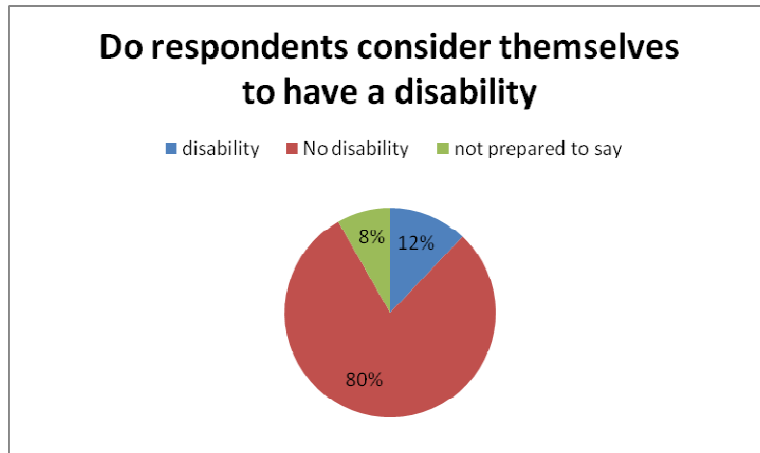
Equality & Diversity Monitoring



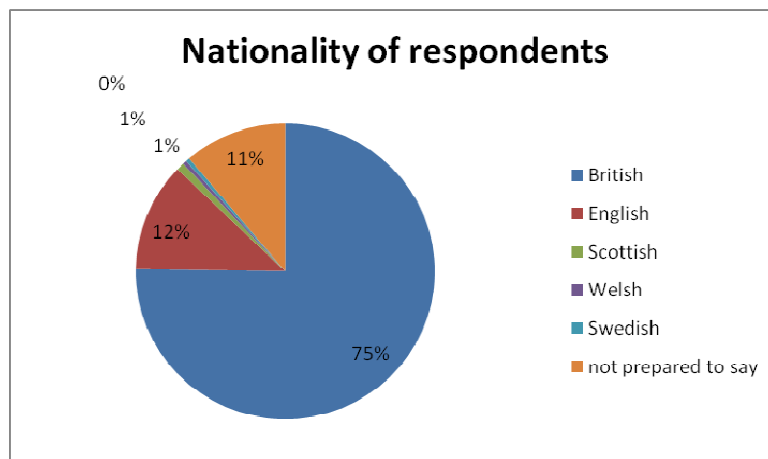
42% of respondents considered their religion to be Church of England, a further 16% listed their religion as Christian. 31% of respondents preferred not to say or were of no religion.

Other religions respondents listed included:

- Vedic
- Pentecostal Christian
- Church of Scotland
- Ecumenical
- Methodist
- Catholic
- Mormon
- Monnismon
- Pagan
- Quaker



90% of respondents were of White British ethnicity. Other ethnic groups included White Irish, White Other and Mixed – White/Asian.



We asked if the respondent felt like they fitted into any of the following groups:

- Ex- Offender
- Refugee
- Unemployed
- Returning to labour market
- Low/no qualifications
- Live in rural areas
- Homeless
- Drug and alcohol misuse
- Lone parent
- Family with young children
- Carer

The chart below illustrates the results.

