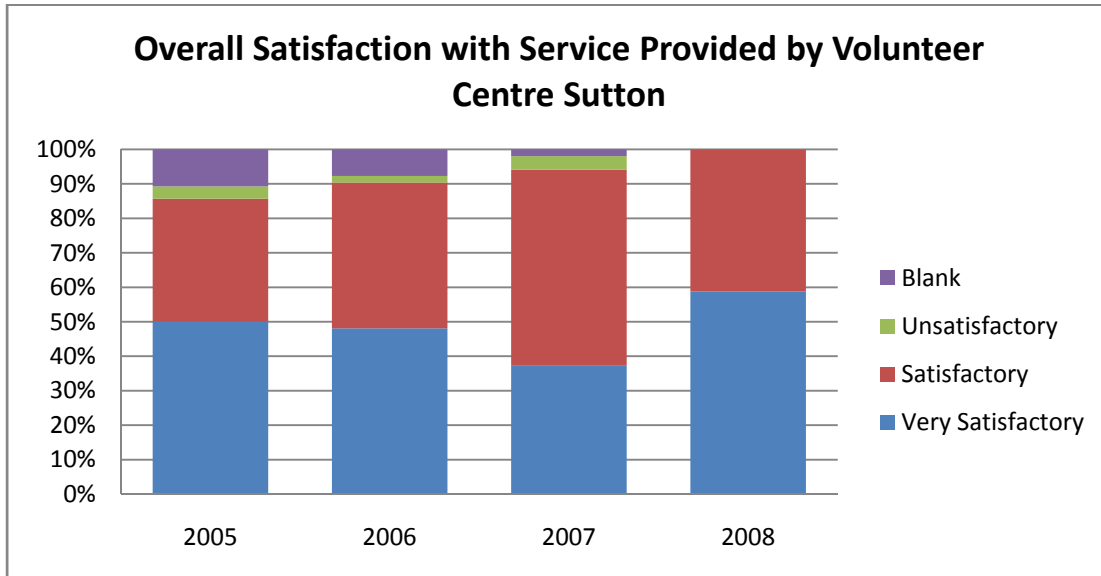


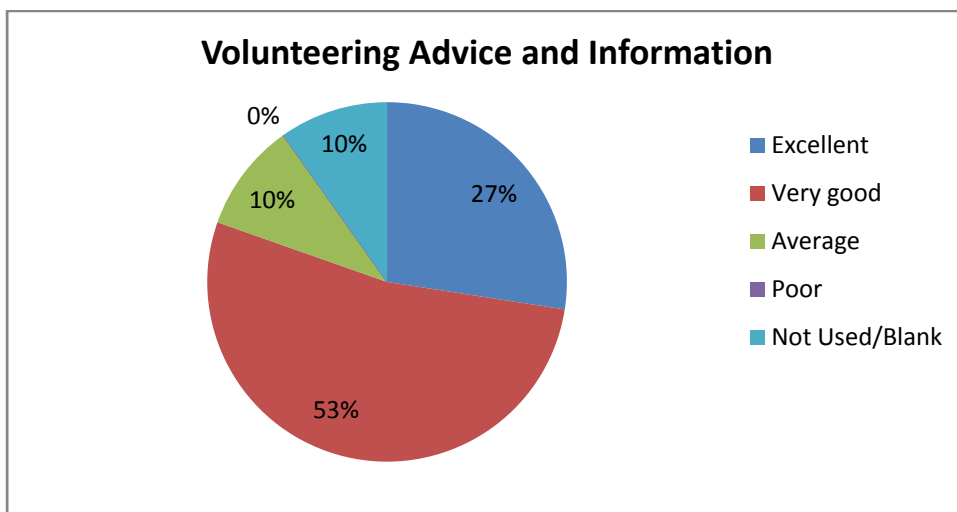
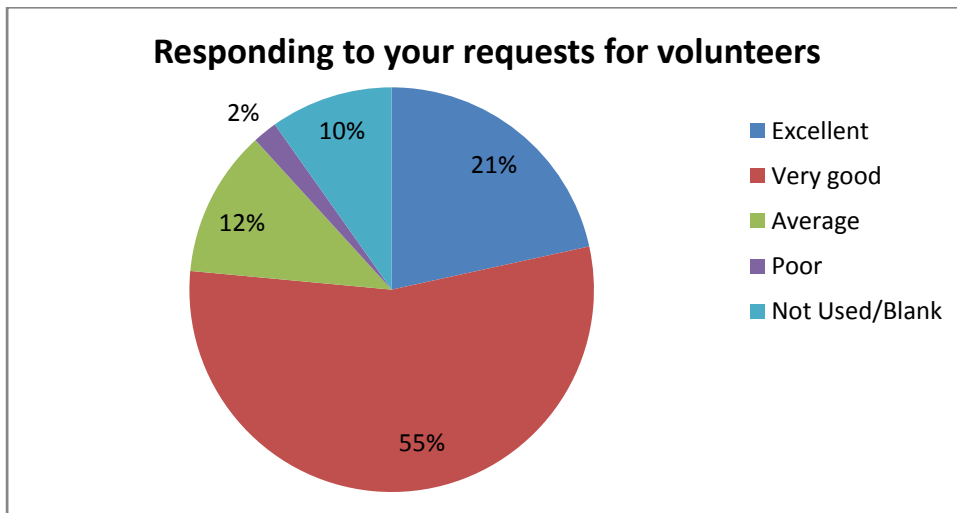
SUMMARY OF FEEDBACK FROM ORGANISATIONS AND VOLUNTEERS FOR APRIL 2009

ORGANISATION SURVEY – Sent to group January 2009

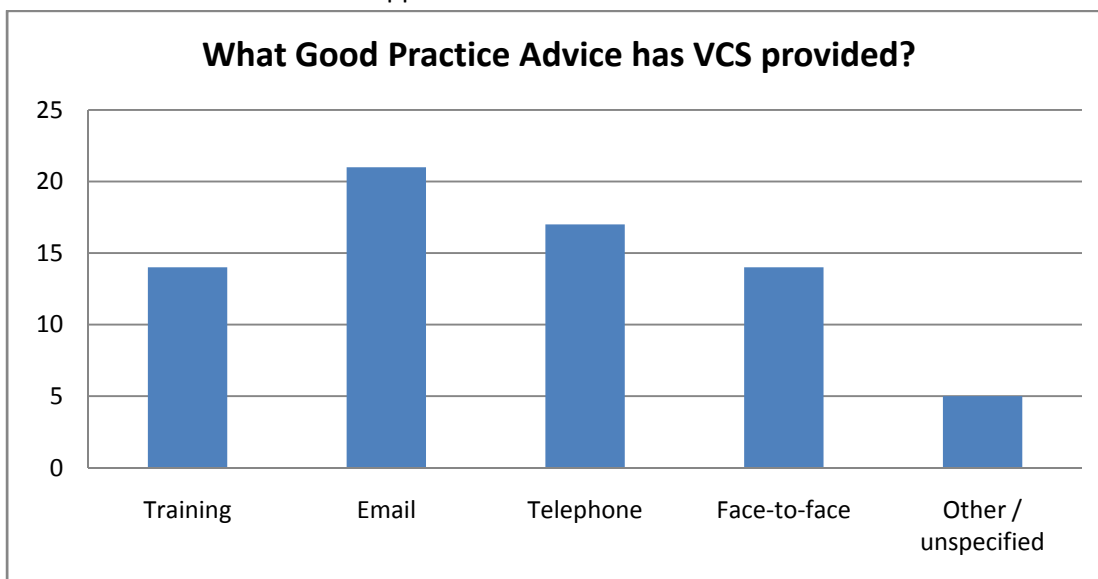
51 responses from 400 surveys = 13% response rate (about the same as last year).



How Would You Rate the Following Two Services?



41 had received some kind of support = 80%



Comments on the Open Day

- “It was well run but could have been more central”
- “Well organised but no recruits from us”
- “Our stall raised money and the lady who was recruited has proved a good supporter”
- A number of groups would have liked to attend, but either didn’t see the information of it clashed with another event.

Needs not currently being met by Volunteer Centre Sutton

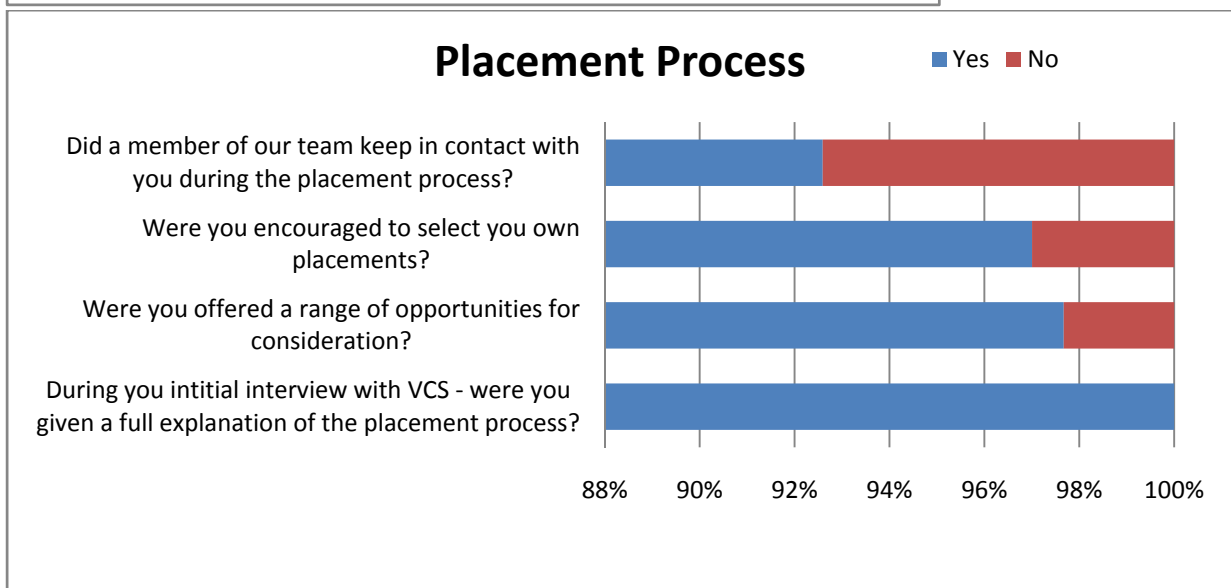
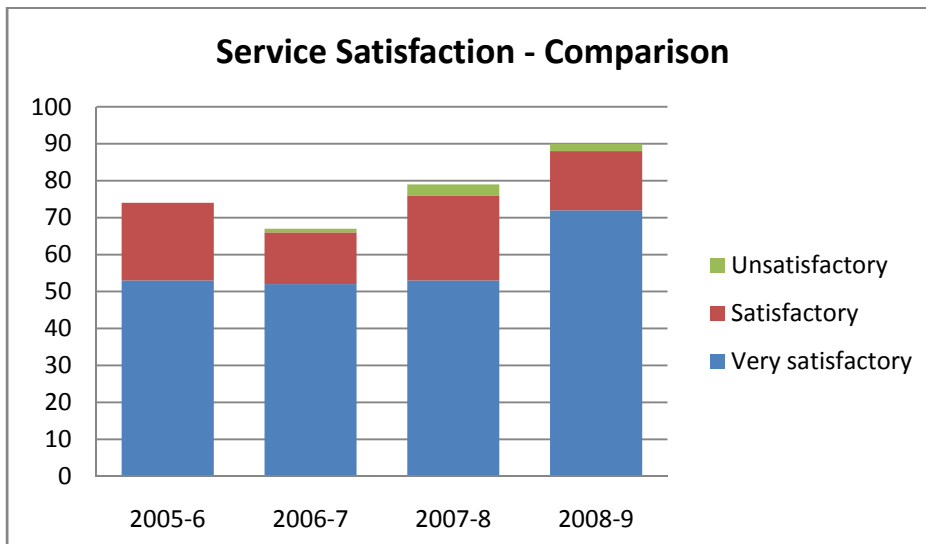
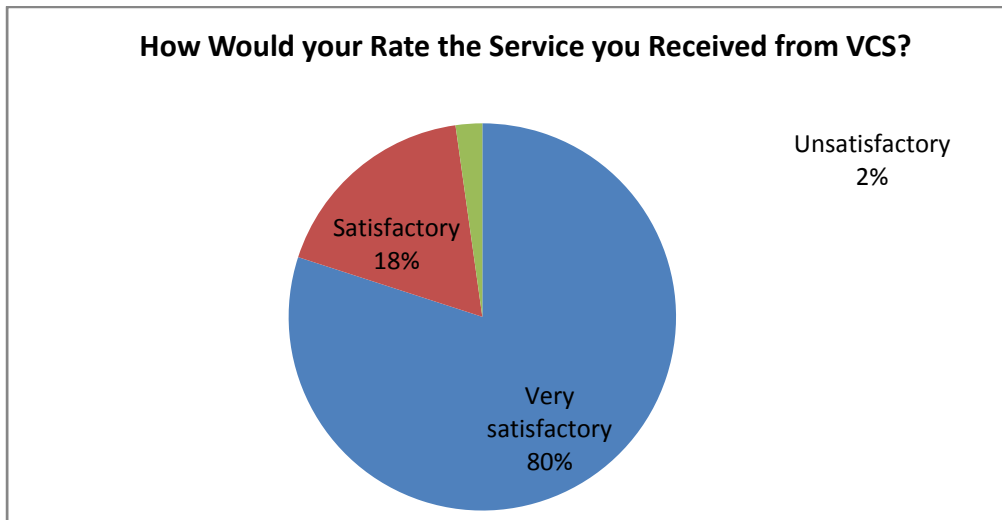
- 2 Requests for new volunteers into specific roles
- 2 Requests for more volunteers/members
- “Do you manage and police check volunteers as if you did this we would be able to take some but as it is, they would have to apply via the council then wait for interview, police check etc that is why the youth service avoids using volunteers from the centre except young people under 19 who we register as members”
- “Training on volunteer management and performances management with regard to problem performance”
- “Obtaining references and CRB checks, we thought references were taken up by the centre but recently found out this was not the case.”

Any other comments

- “It was good to have a rep visit and discuss the roles of volunteers and help complete the 14 profiles”
- “Some very satisfactory (training) others unsatisfactory (referrals). The referral forms from do-it.org that we receive from you are not as helpful to us as those from other VCs, because the VC would usually contact them before contacting us. This also makes it more difficult to feed back to you on whether we've taken a vol or not.”
- “Thank you for all your help this year.”
- “Thank you for referrals so far.”
- “Just ensure that information sent about current volunteering roles is updated regularly.”
- “Excellent. Wonderful and supportive team. Very approachable. It’s a pleasure to work with Tanya and Sarah.”
- “Staff at the centre are extremely professional and helpful; they are quick to respond to any of my requests or questions. I am so grateful for all they do.”
- “You provide a great service, please do carry on”
- “Sutton office provides best service, the lady in charge is excellent”
- “Over the years we have had some excellent volunteers from you. Your service to the local voluntary organisations and charities is first class. Many thanks”
- “It has provided us with some very valuable members”
- “WE never get any volunteers referred to us from you, only by Croydon”
- “Doing a good service to the community”

VOLUNTEER FOLLOW UP SURVEYS – Sent April 2008-March 2009 8 weeks after placement

296 were sent and 92 responses received – a 31% response rate



In your opinion is there any way VCS could improve its services to you as a volunteer?

- “More contact / communication from the volunteer centre”
- “Very impressed with how friendly and professionally I was treated”
- “I am a full time worker and it was difficult to visit the centre. You could do the procedure easier for working people like me”
- “I looked at 6-7 organisations within the centre that interested me, but when I read them at home I found that I did not fulfil the criteria, so I think it is a good idea to spend more time reading in the centre”
- “A follow up appointment 1 or 2 months after placement could be useful”
- “Longer time with people”
- “I've applied as a volunteer since June, but I haven't received anything I look forward to hearing from you very soon”
- “More volunteer opportunities to youths”
- “Too early to know, positive feelings about it all so far. Perhaps if I had a reference number that I could quote when I phoned the centre that might save conversations with people I don't need to bother.”
- “I look forward to actually starting.”
- “Sometimes difficult to make appointments more flexible time to make appointment between 9-5.”
- “Keep contact”
- “Could have been advised that I would need to give references address at the day centre interview.”

Reasons given for not volunteering or stopping volunteering

- “The project was a trial run for future prospects”
- “It only lasted six months”
- “I'm volunteering with another organisation in my field – CAB
- “Took up training”
- “Became ill, not able to function.”
- 2 people got a paid job.

27 out of 28 people not currently volunteering would consider volunteering in the future

26 out of 26 people not currently volunteering would return to the centre

Any other comments

- Contacted the place that I volunteered directly and did not use the centre for the placement
- I haven't really started yet! My initial interview was in august but I can't start until I've been trained in November
- “Recommended the volunteer centre to friends and very satisfied”
- “Present procedures are very satisfactory”
- “I am very happy with the services from the volunteer centre”
- “Excellent help”
- “My intentions were to come back + see you when this ended in December but I have been offered a paid job with the visitors association at Highdown prison where I do voluntary work I am so pleased many thanks.”

- “Centre is great and the people are amazing”
- “They are brilliant; don't think much more is possible!”
- “The centre was very helpful. I can't think of any need for improvement”
- “Very helpful, gave support without being pushy”
- “I really enjoy helping”
- “Good service already.”
- “I am satisfied that I was told all my options and the centre suited my needs on information”