



## VOLUNTARY ACTION CALDERDALE SATISFACTION SURVEY FOR ORGANISATIONAL DEVELOPMENT TEAM 2010

We contacted 85 groups the team had worked with on a regular basis, providing various support and advice.

Of the 85 groups contacted – we received 34 responses.

Of the 34 responses 12 groups were from the upper or lower valley of Calderdale.

The questions asked were as followed:

### 1) Where did you hear about VAC?

Word of mouth	<b>41%</b>	<b>14</b>
Past work with VAC	41%	<b>14</b>
VAC website	0.0%	
VAC leaflet	03%	1
Email	0.0%	
VAC newsletter	03%	1
Funding Fair	09%	3
Networks	0.0%	
Other	03%	1
<b>TOTAL</b>		<b>33</b>

### 2) Why did you contact the Organisational Development Team at VAC?

Setting up a new group	26%	9
Funding advice and support	<b>44%</b>	<b>15</b>
Governance	0.0%	
Finance/budgets	0.0%	
Business planning	0.0%	
Policies and Procedures	15%	5
CRB checks	03%	1
General advice/other	12%	4
<b>TOTAL</b>		<b>34</b>

### 3) How did the Organisational Development Team member/s enable your organisation to develop?

(Please tick more than one box if relevant)

Obtaining funding	20.5%	6
Writing a Constitution	<b>24.0%</b>	<b>7</b>
Roles and Responsibilities of committee members	3.3%	1
Identifying available legal structure	3.3%	1
Business planning	10.0%	3
Signposting to another appropriate agency	13.3%	4
Use of Planning Toolkit	13.3%	5
Other (please specify)	<b>24.0%</b>	<b>7</b>
<b>TOTAL</b>		<b>34</b>



## COMMENTS

- helping me get things in order with the project I am with
- General background information - grant application temporarily on hold
- General advice about holding a meeting, committee, etc.
- CRB
- Too early to say since most things are in place and the focus is now on funding.
- Helped us to understand funding information.  
Obtain volunteer CRB checks
- General advice in strategies and approaches to funders. Also involvement through Community Cascade
- ADVICE AND FURTHERANCE OF CONSORTIA AND PARTNERSHIP - NETWORKING WITH OTHER SIMILAR BODIES- RE ASSESSING THE DATA HELD ABOUT US
- Obtaining funding, finding volunteers

### 4) Was there anything we did particularly well?

- you photo copied all the kits i needed from the internet for me thank you .
- Very understanding of our position and gave clear guidelines on what would and would not be possible.
- Made available time for a one to one and have organised relevant workshops
- Always very helpful in most things
- Helping to prepare our application for Charity Status and also helping to build a business plan
- The work you completed for me was very good and the advice given really helped.
- a listening ear and sound advice
- all the help we have had as been very helpful x
- How to structure applications and identification of appropriate funding sources
- Advise was very good. Friendly people
- Clear, concise information
- provided support and stability
- yet to see as have yet to make appointment with regard crb check!
- Good general advice on grants. However, our group doesn't really qualify. We applied for an Age Concern grant, but were turned down. We considered others but decided that as we did not qualify, it was not worth the effort in filling in the forms.
- Helpful
- Organisation and follow up has been good to date. I like the training sessions as well.
- Generally 1st Class Service
- Everybody we met were polite and helpful
- Acted as a signpost service which enabled our organisation to access information from other community groups. Good info sharing on training available
- A brilliant source of info and encouragement
- We have been impressed by all aspects in our contacts with you and the support that can be offered.
- having examples
- Clear advice on winding-up an organisation and then on writing a new Constitution



- Always there with the right advice when needed
- Funding, Trainings, Finding Volunteers

**5) Was there anything we could improve on?**

- keep wasting time asking the same questions -very unsatisfactory finally i rang the charity commission they answered everything and explained fully i had ticked several boxes wrongly because i did not understand the terminology used .
- Not really x 4
- Not really. Staff were helpful, friendly & realistic
- Too early to say.
- Nothing apparent at present time
- follow up. Guidance on Service contracts
- No. When I needed advice which CVAC could not provide, they referred my queries immediately to PERS.
- I would like 2 funding fairs a year but also to include finding Volunteers

**6) Is there any other services you would like us to offer that we do not currently offer**

- Information about representation, partnership working and where VCS fits in with statutory sector
- No one has told me what services are available I expected that info on my initial visit
- No
- Not really
- just keep helping groups like mine
- Depending on our future activities, we would certainly ask for advice again
- Too early to say.
- No
- You cover most things relevant to our organisation
- Not that I can think of.

**7) Based upon our performance, how likely is it you will use our services in the future?**

Certain	<b>62%</b>	<b>21</b>
Very likely	29%	10
Somewhat likely	03%	3
Unlikely	0.0%	
Very unlikely	0.0%	
<b>TOTAL</b>		<b>34</b>