

Dudley Volunteer Organisers' Network

Members Survey

August 2007

The period September 2006 to August 2007 was a busy year for DVON and its members. A grant from Awards for All funded a training programme and allowed the purchase of materials for a training/reference library for members.

The Committee felt it would be useful to gather members' feedback on the group via an e-survey, which would be quick and easy to complete and less time-consuming than a paper-based survey. Views were sought on the group, our training programme and the new resources, which would allow the Committee to plan for the future and meet the needs of their members.

The response rate was a very reasonable 27.5%, which is above average for a survey.

Questions asked are detailed below along with response rates, comments etc.

1. Do you attend DVON meetings?

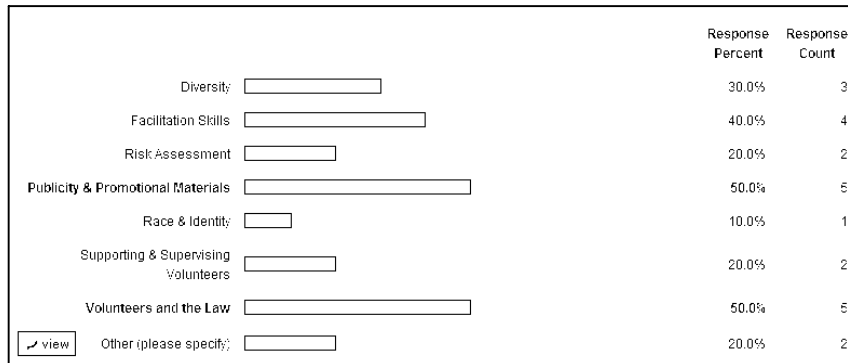
| | Response Percent | Response Count |
|------------------------------|---------------------|-----------------------------|
| Yes <input type="checkbox"/> | 81.3% | 13 |
| No <input type="checkbox"/> | 18.8% | 3 |
| | | <i>answered question</i> 16 |

2. What benefits do you feel you gain from membership of DVON?

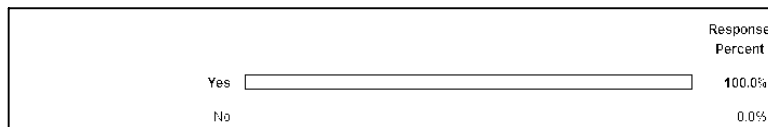
- Great bunch of people - networking opportunities, training opportunities, information sources.
- Networking - Useful training programmes - Community Events - Obtaining potential volunteers via the CVS - Obtaining important information regarding any issues surrounding volunteers
- Support from other organisations of best practice, Training opportunities and advice and guidance.
- Networking and meeting other people who have the same problems I do with volunteers
- Networking with other groups. Information exchange. Supporting each other with volunteer issues. Training
- Great networking opportunities and information sharing.
- Training, networking opportunities and help with recruiting volunteers
- Relevant training Support via email/telephone at hand Meeting people in similar working environments
- Although I do not attend the meetings as often as I would like. The support of the group and the chance to network is important.
- Networking with friendly people from organisations in the Dudley/WestMids area.
- Networking and meeting new people all the time. Our talks have been particular interesting. Sharing good practice ideas.
- Networking

It was interesting to note that 10 out of the 12 members who responded to this question mentioned 'networking'. This is obviously the main benefit to joining DVON is networking and meeting other volunteer organisers.

3. Have you attended any DVON Training Sessions?



4. Do you feel the training has helped you in your role with supporting volunteers?



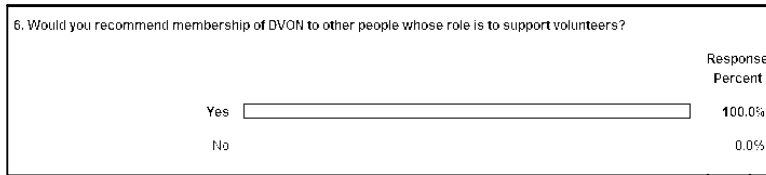
This was a resounding response and an indicator that our training is relevant for our members, helping them enhance their existing skills and gain new ones.

5. What training topics do you feel are most useful to those who support volunteers?

- Volunteers and the law, Facilitation skills, funding workshops
- Supporting & Supervising Volunteers; Recruiting and managing Volunteers; Facilitation skills;
- Depends on where the co-ordinator is when they join i.e. inexperienced or advanced experience. For myself; I have found the publications and law issues relevant, as these were areas in my personal development that needed brushing up on skills wise.
- It depends on the size of the organisation and how many volunteers there are. For smaller groups supervision training very important.
- Recruitment & Retention The Law & Volunteers
- Volunteers and the Law General Volunteer Management
- Managing vols, recruitment and retention and issues around good/safe practice.
- Retaining volunteers Attracting volunteers Handling volunteers (disciplinary)
- All of them. How to deal with volunteers who are difficult.

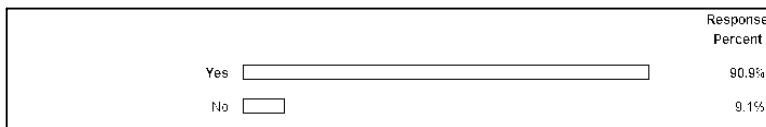
The responses to this section were very encouraging as the items requested have either already been included in the training programme, or are planned for the next 12 months.

6. Would you recommend membership of DVON to other people whose role is to support volunteers?

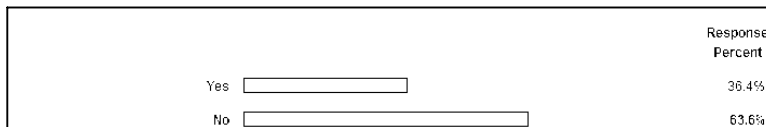


Another resounding response and very encouraging that membership of the group would be recommended to others.

7. Are you aware of the DVON Resource Library?

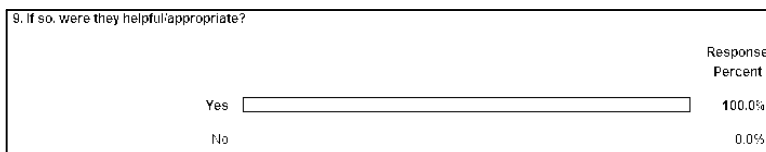


8. Have you borrowed any of the resources?



The response to questions 7 and 8 is positive and even if members do not use the resource library, it suggests the majority are at least aware of the information available and would be able to access it as necessary.

9. If so, were they helpful/appropriate?



Feedback Comment:

- “Very appropriate - have borrowed Handling Problem Volunteers (Steve McCurley & Sue Vineyard - CDRom). Proved very appropriate with an issued faced by myself personally!”

Another encouraging response and the comment from one of the members confirms that the resources purchased are appropriate and of benefit to the members, which was the main aim of setting up the resource library.

10. Please add any other comments/feedback on DVON

- Keep up the good work!
- I have found our affiliation with the DVON to be absolutely paramount - we have increased our number of community events and have found them to be positive. Networking with other organisations has also proved to be beneficial to both our volunteers and service users. The friendliness within the regular meetings is lovely and the number of organisations that use this are increasing. The speakers invited are interesting and relevant and it is a pleasure to be part of the DVON.

- It's great to be part of such a supportive group.
- Would be helpful to raise the profile in the Public & Private sector as a useful resource.
- Members are helpful.
- DVON is well thought-out and ideal way to guide similar organisations to collaborate and therefore become more successful.

The comments in this section were again very encouraging and the suggestion about raising the profile of the group in the Public and Private sector was a great idea. It would be useful for the Committee to look at marketing the group to the public and private sector, as there may be openings for the group to take part in consultation work.

Conclusion

The survey has been a very useful exercise and has provided confirmation that the group is serving its members' needs. It has also given some ideas for development of the group in the future.

Thanks to:

I would like to thank those members who kindly completed the survey for their input.

Also Sue, Sharon, Carla and Tina for their support over the past 12 months with the programme.

Special Thanks to:

Joan Freeman a volunteer in the Volunteer Centre, who spent a considerable amount of time setting up the library and cataloguing all the resources. A tedious task, particularly the creation of record cards for each item, but carried out with efficiency and a smile! Thanks Joan.

Eileen Fielding
Vice-Chair

August 2007