



BCVS
Stakeholders Review
2008

Forward

This has been a major task 'testing out' the effectiveness and reputation of the BCVS.

This has been the most comprehensive 'whole organisation' set of surveys the BCVS has ever undertaken simultaneously.

The BCVS is very aware that it is not an 'island' but is only as effective as its work for, and with, a wide range of organisations, community initiatives and partnership working.

We hope you find it useful and informative.

Michael Newstead
Director of the BCVS

Introduction

Bassetlaw Community and Voluntary Service encourages:

- **Community initiatives** and **involvement**
- **Community information** and **networking**
- **Practical help** to local organisations
- working in **partnership** to maximise potential

The BCVS is essentially about **Organisations**.

A quote from research by Nottingham University:

'It is the declared policy of the BCVS...to assist people in groups (wherever appropriate) in defining their own needs, intention and potential and to provide them with whatever support, advice facilities or resources that they may need to meet them by their own autonomous efforts.'

The BCVS is not an 'island' but is only as effective as its relationship with, and support of, a wide range of organisations and community initiatives which affect the community life of Bassetlaw.

BCVS is very clear that our task is to help **support organisations** in order to help them work in the community.

Several surveys have been run in parallel in order to gain comprehensive feedback from the widest range of organisations. This tests how the BCVS is perceived by those it supports.

This included:

- The **BCVS Bi-Annual Survey**
- **BCVS ICT Support**
- **Involvement in Partnerships/Committees** etc.
- **BCVS Course Programme Evaluations**
- **Volunteers placed** in organisations through BCVS INVOLVE and other **BCVS Volunteer Development, support and promotion**
- The experience of **individual volunteers** who have been interviewed through BCVS INVOLVE

This is the most comprehensive survey of its work and involvement that the BCVS has ever undertaken.

As well as looking at experiences the survey also **looks forward** to future planning and involvement. This section is added as an **annex** at the end of the report.

The way we work

- The BCVS is a small generalist voluntary and community sector **support and development agency**. It is firmly rooted in the community life of the District.
- It includes a strong commitment to **volunteer development and support**.
- It works in strong, close partnership with a range of **effective specialist organisations** which can give in-depth support as appropriate.

The BCVS works in line with the National Association for Voluntary and Community Action (NAVCA) **model of a CVS** as well as being an **accredited Volunteer Centre** recognised by Volunteering England.

Services and support

CVS promote the effectiveness of local voluntary and community groups by providing them with a range of services. These may include access to basic facilities, such as meeting rooms, photocopiers and ICT equipment. CVS also support local groups through regular news, training and funding advice.

Liaison

As a focal point for the local voluntary and community sector, CVS encourage networking between individuals and groups within the sector, and between local groups and the statutory and private sectors. This allows local groups to learn from one another, establish contacts and work more effectively. CVS also help different communities to organise their own networking activity.

Representation

CVS enable the views of local groups to be represented. For example, many CVS run voluntary and community sector forums which provide an opportunity for local groups to put forward their views on national and local policies.

Development work

CVS take the initiative in identifying gaps in service provision and work with groups to develop new and innovative services to meet these needs.

Strategic partnerships

CVS work in partnership with local government and other statutory agencies to shape the delivery of services. CVS play a key role in empowering local groups to take part in partnerships and are directly involved in a wide range of regeneration, neighbourhood renewal, health and social care, learning and other government initiatives. Strategic partnerships may be sub-regional, district wide or neighbourhood. They may cover several issues or have a particular focus.

BCVS Bi-Annual Survey

As well as seeking feedback on **experiences** this survey is the main way we gauge **direction for our next training and events programmes**.

Response

Sixty nine questionnaires were completed, which is a very encouraging response.

These were **received from**:

- **Small organisations**
- **Larger structural organisations**
- Organisations **based** throughout the large geography of Bassetlaw
- **County-wide** organisations affecting Bassetlaw
- **North Nottinghamshire wide and Derbyshire border** organisations affecting Bassetlaw

We received replies from:

County wide -

- APAS (Alcohol Problems Advisory Service)
- Business in the Community
- CASY
- Community Accounting Plus
- Connexions Nottinghamshire
- Enable (learning and skills consortium)
- Networking Action with Voluntary Organisations (NAVO)
- Nottingham and Nottinghamshire Advocacy Alliance
- Nottingham and Nottinghamshire Lesbian and Gay Switchboard
- Nottingham and Nottinghamshire Parent Partnership Service
- Nottingham and Nottinghamshire Racial Equality Council
- Nottinghamshire Community Foundation
- Nottinghamshire County Council Performance Team
- Nottinghamshire Police Hate Crimes team
- Novas Scarman Group
- Pre-School Learning Alliance
- Relate Nottinghamshire
- Rural Community Action Nottinghamshire
- Southwell and Nottingham Diocesan Board of Finance
- Tanc Ltd
- Think Children

Local –

- A1 Housing Bassetlaw Ltd
- Bassetlaw Citizens Advice Bureau
- Bassetlaw Community Development Team (Nottinghamshire County Council)
- Bassetlaw Healthy Living Centre
- Bassetlaw Mencap
- Bassetlaw Mind
- Bassetlaw Play Forum
- Bassetlaw Primary Care Trust
- BBC Radio Sheffield
- Building Blocks
- Carlton in Lindrick Village Hall and Conference Centre
- Centre Place – Worksop
- Clowne and District Community Transport
- Doncaster and Bassetlaw NHS Foundation Trust
- Dukeries Training Agency Ltd
- DYNAB
- Focus on Young People in Bassetlaw
- HOPE
- Junction Arts
- Langold Centre
- Let's Build
- Mansfield and North Nottinghamshire Society for Deaf People
- Mansfield Woodhouse Children's Learning Centre
- Misterton Parish Council
- New Life Church (Retford and Worksop)
- New Roots Housing Project
- North Notts Community Arena
- Nottinghamshire County Council Social Care and Health – Greenacre (learning disabilities)
- Nottinghamshire County Council Social Care and Health – Worksop Base
- Nottinghamshire Women's Aid
- Poplars Church
- Rainbow Learning
- Retford Action Centre
- Retford and District Residents' Association
- Rumbles catering
- Rural Bassetlaw Befriending Scheme
- St. John Ambulance – Worksop Division
- St. John's Church – Worksop
- Stapleford Bureau
- SureStart Children's centres (Bassetlaw)
- The Crossing Church and Centre – Worksop
- The Furniture Project
- The Well (Retford Baptist Church and Projects)
- TraxFM
- Tuxford Mine of Information
- Witness Service
- Worksop Priory
- Young Potential/Circle Arts – Worksop

Feedback

Equipment

If you have used BCVS Loan Equipment have they been of use to you?

- No - *North Notts Community Arena*
- Don't know what is available - *DYNAH*
- Yes, I have borrowed their display boards on several occasions - *Bassetlaw MENCAP*
- Absolutely - *HOPE*
- Display stands for open day. Helpful maximising display space available - *The Well*
- Yes - *NOVAS Scarman group*
- Yes and first class - *Nottingham and Nottinghamshire Advocacy Alliance*

Development Support

Has your Project / organisation received development support from the BCVS

Yes - NNLGB

Yes - Enable (informal support – helping us understand the local community and make the most relevant links.

Yes - A1 Housing (as applicable to the Sandy Lane Forum)

Yes - New Life Church – with our Worksop New Life project

Yes - Retford Action Centre

Yes - Langold Centre

Yes - Bassetlaw Mind – Assistance in funding applications and information given on relevant issues when requested

Yes - North Notts Community Arena

Yes - CASY – in setting up our website

Yes - Focus on Young People in Bassetlaw

Yes - DYNAH

Yes - Hope

Yes - Young Potential / Circle Arts

Yes - Think Children – support with funding issues when developing into Bassetlaw, funding surgeries, help with website

If this was advice of money resources, was it useful

Yes - NNLGB

Yes - A1 Housing

Yes - New Life Church

Yes - Langold Centre

Yes - Bassetlaw Mind Yes – North Notts Community Arena

Yes - DYNAH

Yes - Hope

Yes - Young Potential / Circle Arts

Yes - Think Children

Did it lead to extra resources for your organisation / community initiative

Yes ->NNLGB

Yes - A1 Housing – application made for funding to Nottinghamshire Community Foundation was successful

Yes - New Life Church – still working through with our Worksop church – helped in past with finance / Older People’s Resource Centre Project

Yes - Langold Centre

Yes - Bassetlaw Mind

Yes - North Notts Community Arena

Yes - DYNAH

Yes - HOPE

Yes - Young Potential / Circle Arts

Yes - Think Children

If you received development advice was this helpful (eg: Constitution/Trustees/General Health of your Organisation/Initiative etc)

Yes ->NNLGB

Yes - A1 Housing – help in developing constitution for the Sandy Lane Forum Development Group

Yes - Langold Centre

Yes - Bassetlaw Mind – helpful in developing organisation

Yes - North Notts Community Arena

Yes - DYNAH – infrastructure and continuing support from BCVS

Yes - Hope

Yes - Young Potential / Circle Arts – the support and advice was a key factor in our sustaining a presence within Bassetlaw

Yes - Bassetlaw Mencap – Very useful for new charitable organisations and for new people thrust into management positions

Suggestions:

- Not sure what this would entail but the challenge of having so many new buildings across the county ... all help and advice would be welcome! - *Sure Start Children’s Centres (Bassetlaw)*
- Don’t fix what is working well – *Poplars Church*

Any other comments you would like to add

- The location of BCVS makes its use problematic for a Nottingham base organisation. Just a fact of life, not a criticism of BCVS - *Nottingham and Nottinghamshire LGB Switchboard*
- The range of courses offered by the BCVS is wide, varied and relevant. The courses are delivered to a very high standard and offer excellent value for money. A1 housing has no hesitation in recommending that its staff and tenants attend relevant courses offered by the BCVS - *A1 Housing Bassetlaw Limited*
- Excellent work and feedback. NNCLL would not be the success it is today, without the support of BCVS. Contacts, advice, courses etc - *North Notts Community Arena*
- The HLC has received advice from BCVS from time to time which has always been wise counsel! - *Bassetlaw Healthy Living Centre Network*
- IT support is received from the BCVS. This is always very useful. Much time and trouble is given by the BCVS IT Support Worker to assist the smooth running of FoYPiB - *Focus on Young People in Bassetlaw*
- I find BCVS very supportive and there when you need them, a mind of information and contacts with vast knowledge on funding and resources, thanks - *Nottinghamshire Women's Aid*
- Would be happy to share the work of DYNAH with others - *DYNAH*
- My experience throughout the country of CVS is quite vast. The BCVS in Bassetlaw is by far the best service for all types of support and resources. I have found the whole service vital to my survival in Bassetlaw. An all round great service! - *Young Potential/Circle Arts*

If you have used BCVS Meeting Rooms have these been up to standard?

- Useful and effective for small-scale meetings - *Nottingham and Nottinghamshire LGB Switchboard*
- The room at Worksop is of a good standard. The building generally is very well maintained and welcoming - *Enable*
- Yes rooms very comfortable with state of the art IT kit - *BBC Radio Sheffield*
- Yes, excellent - *Langold Centre*
- Yes well equipped, very clean and well organised - *Dukeries Training Agency*
- Excellent facilities - *North Notts Community Arena*
- Yes - *Bassetlaw CAB*
- The meeting room is how you would expect one to be - *The Furniture Project*
- Yes - *The Crossing*
- Yes - *Nottinghamshire Women's Aid*
- Need costings - *DYNAH*
- Yes, this has been used by Voluntary Sector Network of LDPB - *Bassetlaw Mencap*
- Yes - *HOPE*
- Yes I have used the Worksop meeting room and found it to be up to standard, although the heating has been a issue sometimes in the afternoons. Too cold - *Tuxford Mine of Information*
- Always - *Young Potential/Circle Arts*
- Yes, high standard - *New Roots Housing Project*
- Yes they are always of a high standard - *Mansfield Woodhouse Children's Centre*
- Rooms are always clean and well equipped - *Connexions Nottinghamshire*
- Our experience is that is has been very good. The network ensure excellent attendance - *NOVAS Scarman group*
- Both rooms are of a very high standard, they are both welcoming and clean but not too big that you are lost in a meeting - *Rural Community Action Nottinghamshire*
- Very nice room and facilities at Worksop - *CA Plus*
- Yes - *Bassetlaw Community Development Team, NCC*

Do you find the email BCVS Community News useful?

- Yes - *Nottingham and Nottinghamshire LGB Switchboard*
- Yes - *Enable*
- Yes, very useful and have followed many leads from this to funding and other sites - *New Life Church*
- Yes very useful - *Mansfield and North Nottinghamshire for Deaf People*
- Very useful - *BBC Radio Sheffield*
- Brilliant - Lots of useful info and links - *Let's Build*
- Yes Very Useful - *Langold Centre*
- Yes - lets us know what is going on in the local and regional areas. Also where potential development funding may be available and how to apply - *Dukeries Training Agency*
- Yes, one of the best around (and I'm trustee of another cvs!!!) - *Building Blocks*
- Yes - *Bassetlaw MIND*
- Very informative - *Rural Bassetlaw Befriending*
- Very useful. Email is a quick and easy access to information - *Sure Start Children's Centres (Bassetlaw)*
- Yes very useful - *New Life Christian Centre*
- Yes - *Stapleford Bureau*
- Very - *Junction Arts*
- Yes, it usually keeps us abreast and up to date with potential funding streams - *North Notts Community Arena*
- Yes - *TRAX FM*
- Yes - *Doncaster and Bassetlaw Hospitals NHS Foundation Trust*
- Very - *Casy*
- Yes very, sometimes in St John we can feel a little isolated and only tend to work with other volunteers at major incidents or major incident training, so Community News helps us to see what's going on elsewhere - *St John Ambulance, Worksop*
- Yes - *Bassetlaw CAB*
- Very useful for the HLC projects - *Bassetlaw Healthy Living Centre Network*
- Yes - *Poplars Church*
- Yes - *Worksop Priory*
- Yes it offers me information about what has happened or is coming up in my area - *Worksop Priory*
- Community News emails are an excellent means to access information about the area and current funding opportunities - *The Furniture Project*
- Yes - *Clowne and District Community Transport*
- Very and it can easily be forwarded on to others - *Focus on Young People in Bassetlaw*
- Yes - *Misterton Parish Council*
- Yes very useful - *Nottinghamshire Women's Aid*
- Very informative, a lot of reading and excellent grant information - *DYNAH*
- Excellent up-to date and full of information - *Rumbles Catering*
- Yes, most certainly! - *St John's Church, Worksop*

- It is very useful for organisations to know of possible funding. To date we have not needed to use it as funding has been obtained through other sources – *Bassetlaw MENCAP*
- Yes – *Centre Place*
- Very useful. Has been particularly helpful in identifying possible additional funding sources – *The Well*
- YES - *Tuxford Mine of Information*
- Very useful. Very informative - *Young Potential/Circle Arts*
- Yes – *Rainbow Learning*
- Yes its very helpful indeed - *Mansfield Woodhouse Children’s Centre*
- Yes – *APAS*
- Yes very interesting usually and always gain lots of information from the bulletin – *Connexions Nottinghamshire*
- Very useful indeed - *NOVAS Scarman group*
- Yes – *TANC Ltd*
- Yes – *Nottingham and Nottinghamshire Parent Partnership Service*
- Yes – *Nottingham and Nottinghamshire Advocacy Alliance*
- Yes – *CA Plus*
- Very useful. A very good digest of what is happening in Bassetlaw (and beyond). Clear, concise and user friendly – *Nottinghamshire Community Foundation*
- Yes - *Pre School Learning Alliance*
- Yes extremely useful – *NAVO*
- Yes – *Nottinghamshire Police Hate Crime Team*
- Yes – *Bassetlaw PCT*
- Sometimes – *Nottinghamshire County Council, Adult Social Care and Health*
- Yes, good source of information – *Bassetlaw Community Development Team, NCC*

Your Views of the BCVS

- An organisation, which makes an effort to involve and work for the whole of its community - *Nottingham & Nottinghamshire LGB Switchboard*
- BCVS are the gateway to the Bassetlaw VCS. They have enabled us to make the relevant links in the District and also put organisations in touch with us. The BCVS website is well known throughout Nottinghamshire and not just with the VCS. We recommend it to organisations looking for training opportunities - *Enable*
- The range of courses offered by the BCVS is wide, varied and relevant. The courses are delivered to a very high standard and offer excellent value for money. A1 housing has no hesitation in recommending that its staff and tenants attend relevant courses offered by the BCVS - *A1 Housing Bassetlaw Limited*
- Very positive from personal contacts with members of the BCVS team. Also great encouragement and support. We have followed many of the leads and information given which has helped a lot - *New Life Church*
- The BCVS is a major contributor to all aspects of voluntary work throughout the area. Its work is invaluable - *Retford Action Centre*
- The work of the BCVS has been essential in the area I cover. Meeting with their Director, Michael Newstead when I first came into post, pointed me in the direction of many fantastic opportunities. They have offered advice and guidance in many areas of my work. They have also supported us on events promoting the event to their mailing list and enabling us to exceed the number of people we had hoped to attend - *Greenacre*
- A very effective organisation providing support, information, advice, training and support for VCF sector organisations and community groups contributing substantially to the economic, social and cultural life of the region - *BBC Radio Sheffield*
- Very supportive - giving advice and information realistically with loads of encouragement - *Mansfield and North Nottinghamshire for Deaf People*
- My experience of the BCVS has always been positive - *Let's Build*
- BCVS is a very effective and useful organisation. Nothing is too much trouble for the staff. Without the continued support of the BCVS we would not be able to operate as an effective organisation - *Langold Centre*
- The BCVS are always extremely helpful, regardless and are a leading source of information for the community. The BCVS lead by example, provide true partnership with organisations and are always ready to see the "wider/bigger" picture - particularly when it benefits the local area - *Dukeries Training Agency*
- I think the BCVS always come across as professional, positive and passionate towards the VCS of Bassetlaw. Our experience of the training you provide has greatly improved. A few years ago we struggled with some of the courses but there seems to have been an increase in the standard of training offered. The information you provide is of the highest standard and I find useful (as a fellow information junkie!!) - *Building Blocks*
- All staff are friendly and supportive. They have all been willing to advise and help when it has been requested. Thank you - *Bassetlaw MIND*
- Staff at the CVS are always a pleasure to work with, informative and experienced and knowledgeable - *Rural Bassetlaw Befriending*
- We have received ongoing support from BCVS both, as an organisation and, personally as a coordinator. Their inclusive approach and wealth of knowledge enhances what we are trying to achieve - *Sure Start Children's Centres (Bassetlaw)*
- Had very good experiences each time we have done anything with BCVS. Everyone has always been more than helpful to us - *New Life Christian Centre*

- BCVS is what a CVS should be! - *Stapleford Bureau*
- First rate service with excellent pro-active staff - *North Notts Community Arena*
- Extremely professional, helpful and well informed on current developments - *Doncaster and Bassetlaw Hospitals NHS Foundation Trust*
- Excellent, always glad of the help and support we have always received – *St John Ambulance, Worksop*
- Always positive and helpful – *Bassetlaw CAB*
- A very user-friendly organisation which supports the voluntary and community sector in Bassetlaw to an excellent degree - *Bassetlaw Healthy Living Centre Network*
- You are like the sunrise on a summer morning. The light you bring to our world helps us see things more clearly. You are like a sweet perfume that comes into a community when people serve and care with sincerity. In short, we think you are great! – *Poplars Church*
- Very grateful to the advice and support from Michael Newstead in the setting up of a development trust and local knowledge – *Worksop Priory*
- The BCVS are a great team and are always willing to help with anything, they are professional - *The Furniture Project*
- We have worked with three different CVS's and have always found BCVS to be the most structured and effective one in terms of disseminating information and encouraging attendance at meetings and training events via email - *Clowne and District Community Transport*
- FoYPiB have had close links to the BCVS for some twelve years. The BCVS over this time have offered support to our work in many ways. The staff at all times are very helpful with a wealth of knowledge and skills and a great deal of experience which they have shared with FoYPiB which has assisted the charity's development - *Focus on Young People in Bassetlaw*
- An invaluable support mechanism for the voluntary/community sector. ICT advice and support is second to none – *Misterton Parish Council*
- We use BCVS on a regular basis from advice to IT support, I find the help and the support that the BCVS offers is priceless, everyone is always willing to help. I attend quite a few of the training courses that you supply which are very informative and very useful, and your volunteer support is very useful. I'm hoping to attend your volunteers network in the near future and also our organisation struggles with it, so the support that Ian gives us is excellent. All there is to say is keep up the good work – *Bassetlaw Play Forum*
- Very good, the advice given and volunteers sent our way have been very useful – *The Crossing*
- A very positive experience from true professionals – *Nottinghamshire Women's Aid*
- Our experience of the BCVS has always been open/honest. We have a good practical working relationship as well as a support network. I have gained support from Lesley, Andrew, Ian and Michael – *DYNAH*
- The courses we have attended in the past have been well planned and thought out – very enjoyable. We would use the BCVS again if courses were appropriate to our business – *Rumbles Catering*
- One of the most helpful aspects of the training courses has been the contacts gained and the resulting networking possibilities – *St John's Church, Worksop*
- A very necessary link for organisations which is neither NHS or Adult Social Care and Health – *Bassetlaw MENCAP*
- BCVS staff are accessible, up to date and eager to support the VCS – *HOPE*

- BCVS provides an invaluable resource to help us understand where we can find support. It is also a key point for networking with other organisations and agencies with interlinking needs/requirements – *The Well*
- Retford and District Residents Association very much appreciate the BCVS as a dependable umbrella organisation available for advice, linking community sections, hence advancing the well-being of the District. Whilst to date we do not take the course opportunities it is realised these are an important part of BCVS work – *Retford and District Residents Association*
- I have found the BCVS very helpful and the staff within the centre always there to help and lend a hand if needed – *Tuxford Mine of Information*
- My experience throughout the country of CVS is quite vast. The BCVS in Bassetlaw is by far the best service for all types of support and resources. I have found the whole service vital to my survival in Bassetlaw. An all round great service! – *Young Potential/Circle Arts*
- Over the past 8 years our experience of BCVS has always been extremely positive. It is my intention to utilise the service further in order to explore future funding opportunities – *New Roots Housing Project*
- BCVS are very good – they are a reliable support system for North Nottinghamshire. They encourage genuine partnership working and share information and knowledge with members. I have worked with BCVS when working in different organisations and have never been let down by them – *Rainbow Learning*
- I have contacted BCVS many times for advice and support and the response has always been very informative, helpful and immediate – *Mansfield Woodhouse Children’s Centre*
- Top dollar – others can only dream of emulating the BCVS – *APAS*
- BCVS provides us with grant information, advice and support on a range of issues relating to the voluntary and community sector. We work well with you on many projects and view you as a key partner for us in the local area – *Connexions Nottinghamshire*
- It has been an excellent experience. The centre is highly thought of by us as an effective community engagement junction and partner – *NOVAS Scarman group*
- Relate Nottinghamshire has enjoyed and benefited hugely from a solid working partnership with BCVS since 2004/5. Our staff has always noted the professionalism, commitment and efficiency of BCVS personnel. We sincerely believe we would not have been able to work effectively in North Nottinghamshire without the valuable support and backing of BCVS. We have also benefited from attending some of the high quality training events organised by BCVS – *Relate*
- As a partner working with the BCVS I can say that the BCVS make partnership working a pleasure and the work that they do is invaluable to the many groups and strategic boards with which they are involved. Keep up the good work – *Rural Community Action Nottinghamshire*
- The Bassetlaw CVS is on of the BETTER infrastructure support organisations – *Nottingham and Nottinghamshire Advocacy Alliance*
- We’ve worked very closely with BCVS over many years. We rely to a great extent on the BCVS referring local organisations to CA Plus for services which we can offer. We would find it very difficult to encourage people to use our services without this local face. We’ve also delivered training courses through the BCVS, and need to make sure this can continue. BCVS itself is also a client of ours – *CA Plus*
- A very well managed and organised CVS supporting local needs and local people– *Nottinghamshire Community Foundation*
- Very efficient and persistent – *Pre School Learning Alliance*

- The BCVS engagement is equality and diversity issues in the area (including involvement in the Police Minority Consultative forum and with the LSP new communities work) is extremely strong and valued - *Nottinghamshire Police Hate Crime Team*
- BCVS makes a significant contribution to the Bassetlaw District and is well respected - *Bassetlaw PCT*
- BCVS has demonstrated leadership and commitment to ensuring the development of a vibrant voluntary sector in Bassetlaw. One of their strengths is the ability to cross the voluntary/statutory sector divide by utilising effective partnerships. Over the years BCVS has proved to be a dynamic organisation, capable of responding to a variety of challenges and changes in direction, especially the interface of Health and social Care. It has also played a key role in acting as honest broker in organising the collection and dissemination of public opinion that has helped shape policies locally and across the county - *Nottinghamshire County Council, Adult Social Care and Health*

Very Satisfactory

Yes ->NNLGB
Yes - Enable
Yes - A1 Housing
Yes - New Life Church
Yes - Nottinghamshire County Council - Performance team
Yes - Retford Action Centre
Yes - Langold Centre
Yes - Dukeries Training Agency
Yes - Bassetlaw Mind
Yes - Rural Bassetlaw Befriending Scheme
Yes - Stapleford Volunteer Bureau
Yes - Junction Arts
Yes - North Notts Community Arena
Yes - Trax FM
Yes - Doncaster & Bassetlaw Hospitals NHS Foundation Trust
Yes - CASY
Yes - St Johns Ambulance - Worksop
Yes - Bassetlaw CAB
Yes - Bassetlaw Healthy Living Centre
Yes - Focus on Young People in Bassetlaw
Yes - DYNAH
Yes - Rumbles Catering
Yes - St John's Church
Yes - Bassetlaw Mencap
Yes - Hope
Yes - Retford & District Residents Association
Yes - Young Potential / Circle Arts
Yes - New Roots Housing Project
Yes - NCC Adult Social Care & Health Greenacres
Yes - Mansfield & North Nottinghamshire Society for Deaf People
Yes - BBC Radio Sheffield
Yes - Lets Build
Yes - Building Blocks
Yes - Sure start Childrens Centres
Yes - New Life Church
Yes - Witness Service
Yes - Poplars Church
Yes - Worksop Priory
Yes - The Furniture Project
Yes - Clowne & District Community Transport
Yes - Misterton Parish Council
Yes - Bassetlaw Play Forum
Yes - The Crossing
Yes - Nottinghamshire Women's Aid
Yes - Centre Place
Yes - The Well
Yes - Tuxford Mine of Information
Yes - Rainbow Learning
Yes - Mansfield Woodhouse Children's Centre

- Yes – Think Children
- Yes – APAS
- Yes – Connexions
- Yes – Novas Scarman
- Yes – Relate
- Yes – Tanc
- Yes – Nottingham & Nottinghamshire Parent Partnership Service
- Yes – Southwell & Nottingham Diocese
- Yes – Rural Community Action Nottinghamshire
- Yes – Nottingham & Nottinghamshire Advocacy Alliance
- Yes – Community Accounting Plus
- Yes – Nottinghamshire Community Foundation
- Yes – Pre-School Learning Alliance
- Yes – Business in the Community
- Yes – NAVO
- Yes – Nottinghamshire Police Hate Crime Team
- Yes - Bassetlaw PCT
- Yes – NCC Adult Social Care & Health
- Yes – Bassetlaw Community Development Team

Satisfactory

- Yes – Carlton Village Hall & Conference Centre

Not satisfactory - None

Summary

Very satisfactory - 68
Satisfactory - 1
Not Satisfactory - 0

Free ICT Support to Groups and Organisations

We received twenty three replies from:

- Bassetlaw District Council
- Bassetlaw Healthy Living Centre Network
- Bassetlaw Mind
- Carlton Gateway
- Community Accounting Plus
- Community and Voluntary Partners (Bolsover)
- Double Impact
- Everton Parish Council
- Focus on Young People in Bassetlaw
- Freed Beeches
- Gringley on the Hill Parish Council
- H and D Training
- HOPE
- Langold Centre
- Literacy Volunteers
- Mansfield and North Nottinghamshire Society for Deaf People
- Milton Cricket Club
- New Testament Church of God
- North Nottinghamshire LGB Development Group
- Nottinghamshire Wildlife Trust – Worksop Branch
- Ranskill Parish Council
- Think Children
- Worksop and District Table Tennis League

There were several **key questions** to test the effectiveness of this area of BCVS work.

Did the help you received meet the needs of your organisation?

Very much so (three respondents)

Yes – a lot (two respondents)

Yes - (eleven respondents)

Yes, we were able to access the internet.

Yes – a great deal.

Yes. Due to access restrictions to the LSP website from within BDC buildings we could not maintain the website without BCVS' help.

Perfectly.

Definitely.

Most definitely.

Absolutely.

Were you satisfied with the support given?

- Yes – very much (three respondents)
- Yes – (eight respondents)
- Absolutely (two respondents)
- BCVS is always useful for those times when computers go wrong! Ian has always been able to help.
- Yes – Ian has been a great help.
- Very satisfied. An excellent resource for local organisations. Ian is excellent on all aspects of I.T. and always extremely helpful.
- Very.
- Yes – the quality of support given by the BCVS is now and has always been excellent.
- Perfectly satisfied.
- Brilliant support given.
- More than satisfied.
- Highly.
- Very satisfied
- Yes – Ian very useful.
- Excellent and really beyond the call of duty!
- Very good indeed.

If you attended a BCVS training course, did you find this useful?

- Yes – (nine respondents)
- Yes – very useful.
- Excellent.
- Did not attend ICT course but did attend the AGM which I found very helpful.
- Yes – All the courses I have attended have been instructive and designed for people of all abilities.
- Attended a short website course some years ago which got us started.

We welcome comments on the BCVS in general.

- Very friendly and professional.
- Excellent.
- Always helpful. Training room very useful.
- Very good organisation.
- Very supportive organisation. Thank you to you all.
- An excellent resource for local organisations.
- Very helpful and clear to understand training.
- Helpful and approachable.
- Excellent service.
- BCVS, over the years, has provided this organisation with an extremely high level of technical and administrative support. Without this level of support we would find it very difficult, as an organisation, to complete our role within the local community we serve. We cannot speak highly enough of them. They are an excellent organisation.
- The BCVS is a vital support mechanism for the voluntary sector. From my point of view, the ICT support and advice is second to none and is most important to organisations which lack such in-house expertise.
- Excellent organisation.
- All staff are extremely helpful and knowledgeable in their subject which they are prepared to share with other voluntary sector organisations.
- The BCVS is an excellent organisation which is run by dedicated staff. They provide many different courses at reasonable rates. Without the BCVS many voluntary organisations would not be able to function as courses run elsewhere are incredibly expensive.
- Very well informed organisation.
- Nice people.
- Highly informative and helpful.
- Very helpful organisation.
- Excellent and responsive.
- Very happy with organisation.
- A very good resource for Bassetlaw.
- Truly excellent. Couldn't have got a better service anywhere.
- Excellent at every time of contact.

There were no negative comments at all.

There were a few requests for further ICT support which have been individually followed up.

Summary:

All respondents were obviously **very satisfied** with the support received.

Representation

The BCVS is represented on a wide range of committees/partnerships and working groups, the nature of this 'representation' can vary considerably.

It can be:

- The BCVS is represented in its **own right** as the local CVS
- On behalf of the **wider voluntary and community sector**
- Sometimes as **individuals** who work at or are Trustees of the BCVS

To add to this 'mix' representation can also be for the individuals concerned:

- **Full legal** trustee and directorship responsibilities
- **No legal responsibilities** (just part of the committee/working group)

We were keen to test out if our presence is:

- At the **right level** and **useful**
- Whether the BCVS **needs to be there** at all
- Whether the presence of the BCVS adds **wider linkages to the voluntary and community sector**

Replies were received from:

- Bassetlaw Elderly Action Network
- Bassetlaw Healthy Living Centre Network
- Bassetlaw LSP Board and Executive Group
- Bassetlaw LSP Community & Young Peoples Sub-Group
- Bassetlaw New Communities Forum
- Bassetlaw Preventative Adaptations Scheme
- Bassetlaw Regeneration Group
- Crossing Centre Social Enterprise Board
- Enable Board
- Focus on Young People in Bassetlaw Board
- Manton Pathfinder Board
- North Nottinghamshire College Board and relevant sub-groups
- North Nottinghamshire LSP Development Group
- North Nottinghamshire Minority Consultation Group (Police)
- NSF Mental Health Group
- Putative Worksoop Priory Development Trust
- Rural Bassetlaw Befriending
- Worksoop Charities

Is BCVS Representation Useful?

- Michael Newstead, is the Director / Vice Chair of the Bassetlaw Local Strategic Partnership and plays a very strategic role.
- Michael Newstead leads the New Communities Forum along with Paul Buck a local Headteacher. This group is playing a vital role in improving our approach to integrating new communities in the district and understanding their needs.
- Yes, exceptionally. The BCVS has a wealth of knowledge that is useful to our group to enable partnership working.
- Yes. Both as a Trustee of FoYPiB and from a practical point of view.
- Yes.
- Very. We're always glad of the information and support.
- Yes definitely. Andrew has really driven this group forward and has given it direction.
- Yes – offers suggestions and provides input at various levels.
- Yes – Andrew is a very useful support and idea driver to the scheme.
- Yes. BCVS representation adds balance to the group which would otherwise mainly consist of statutory body representatives.
- Yes. BCVS brings a high level of commitment, experience and knowledge to the group.
- Yes. The representation brings many things – a measured view from many people which counters some of the vested interests, a knowledge of the range of support and services available from the voluntary sector and how some of this links together.
- Yes – the agenda for services for children and young people is significant and involves a large number of agencies. Andrew's input is always calm and measured and helps us to cut through some of the maze to get to the crux of the matter.
- BCVS representation is critical with regard to what Enable aims to achieve. It has enabled us to make the relevant links and begin to understand the issues and needs within Bassetlaw.
- BCVS is represented on the Management Committee of the BHLC – the Bassetlaw Partnership for Health. Also we consult Andrew from time to time on various issues. Both have been extremely helpful.
- BCVS has previously been a nominating body for the Board of Governors, and has provided nominations of individuals who have contributed substantially to governance of the College. Whilst this has not been a representative role as such, the nominated members have been able to contribute a welcome perspective from the wider voluntary sector.
- As I am a newcomer to the District Michael has given me a lot of information and insight.

Do you feel that the BCVS should not be on the group at all?

- No (9 respondents)
- No - The BCVS ensure linkages are made but also has a role to play.
- No, I feel it very appropriate for this to be CVS.
- Michael is vital to the success of BLSP as is the support of the BCVS.
- Yes. Absolutely key. BCVS have a wealth of experience and expertise in engaging communities.
- Andrew has made no secret that he does not have the breadth of knowledge on children and young peoples issues as on some other topics and expressed a willingness to stand down if more appropriate representation could be found. We tried this about a year ago – it clearly did not work and we continue to value Andrew's input.
- BCVS is absolutely the most appropriate representative.
- Nominations from BCVS, I am sure, continue to be welcomed by the Governing Body, although recent changes to governance regulations now mean that governor appointments are made on the basis of skills and nomination is no longer required.
- No, our partnership would be poorer, less dynamic and effective if BCVS was not involved.

Does the presence of the BCVS open up wider linkages to the Voluntary and Community Sector?

- Absolutely. Their ICT links and regular communications give us a direct link with communities of geographical and interest across the whole of Bassetlaw.
- Yes. BCVS is a trusted link with communities. Their excellent ICT connections across the district, and regular communication with groups, means we can reach a good cross section of Bassetlaw people very easily.
- Yes. The BCVS work with a much larger audience than most organisations, therefore they are able to disseminate information widely.
- Yes, the knowledge of MJN is most useful.
- Yes, knowledge of need in the community.
- It does, mainly perhaps by its ability to 'join up the dots' and see the bigger picture of voluntary working in the district.
- Yes, because of the make up of this group- definitely needed at BEAN. The BCVS acts as the gateway to these new links.
- Yes – gives advice to other attendees on other agencies and how these can assist/provide solutions to issues raised within groups.
- Yes. Andrew brings new ideas and fits things together for the benefit of all.
- Yes. BCVS ensure relevant linkages are in place and provides a balanced view in its own right.
- Yes links LSP groups and activities in Bassetlaw.
- Yes. There is a tendency for statutory services to focus on the 'usual suspects' in the voluntary sector, ie those known to them. CVS brings a wider perspective and knowledge.
- Yes BCVS involvement links Manton to the bigger picture particularly at a District and sub-regional level. It also enables good practice of MCA's partners to be spread and promoted beyond Manton whilst providing a conduit for good practice from the voluntary and community sector to be imported into Manton and learnt by the MCA's partners.
- Yes in terms of helping each of us to make appropriate linkages to voluntary and community sector.

- BCVS has enabled us to engage with the relevant organisations in Bassetlaw not only CVS but the appropriate public sector organisations and individuals.
- Yes, BCVS advice is very useful in keeping in touch with what is going on in the voluntary and community sector in Bassetlaw.
- Nominated governors have been able to bring a perspective to governance covering the whole spectrum of the voluntary sector locally. Their understanding and appreciation of this wider picture has been valuable to the College's decision making in ensuring an understanding of the potential for both synergy and adverse impact.
- Yes it does, through contacts which we didn't know of and wouldn't have thought of.

Further comments about the perception of the BCVS, it's approach and work.

- BCVS is a trusted and valued partner. They are not a 'passenger' in partnership working, they are a true co-worker, leading and contributing.
- Professional and enthusiastic approach.
- The BCVS offers good mutual support to FoYPIB.
- Couldn't fault it. Comments and support are both very professional, useful and encouraging to those at the coal seam.
- The BCVS has a reputation second to none across Nottinghamshire for its excellent work with groups. Dedicated staff and its knowledge and experience that you cannot get from anywhere else. (2 responses)
- The BCVS provides a vital link between the statutory and voluntary sector, which is essential given the government's push towards involving the third sector more and more.
- BCVS has a deep understanding of the community in which it works.
- The involvement of the BCVS Director is critical because BCVS and its director are well respected seen as an honest broker able to assist in building partnerships.
- It is always measured, and always encourages us to take a wider view. However, what is even more beneficial is the understanding it brings of the statutory sector perspective and how best these can work together to reach collective goals.
- Both as chair of the group and in my 'day job' at the PCT the input of the CVS and the attitude / approach it takes is very valuable.
- BCVS always appear to be clear about their role and this is clearly articulated. It recognises what it can best do and what is better done by others. We find BCVS easy to work with.
- Has been very co-operative and helpful in the initiation application to BLF, setting up and running of the BHLC Network. BCVS is a very user-friendly organisation.
- I feel BCVS benefits from being perceived as independent and acting as 'honest broker' in its approach. This has added considerably to the governance of the College over the years.
- Grateful thanks.

If you have attended BCVS coordinated partnership events have they been useful to you and in what way?

- The experience for yourself events have not only introduced me to new projects and venues but have also provided networking opportunities where you meet people with a similar focus as you – *Greenacre*
- Very useful – networking has been particularly useful, and the information given has in many cases prompted ideas of our own - *Mansfield and North Nottinghamshire for Deaf People*
- Yes very useful networking last year at The Crossing Centre – *BBC Radio Sheffield*
- Useful way of networking, partnership working and promoting the organisation – *Bassetlaw MIND*
- The team have attended these and have been useful to keep up to date with changes and achievements. This often opens up other opportunities for the CC's as our aim is to work in partnership with other organisations in improving services for families and children – *Sure Start Children's Centres (Bassetlaw)*
- Yes, as an introduction to local PCT's work - *North Notts Community Arena*
- We have attended in the past and found them a useful place in which to network – *Casy*
- Very useful, good networking opportunities – *Bassetlaw CAB*
- They have been useful in networking and for promotion - *Clowne and District Community Transport*
- Yes, we have hosted an event – *The Crossing*
- Good way to meet people and find out contact details also enables you to promote your organisation – *Notts Women's Aid*
- Shared priorities, goals and achievements - *DYNAH*
- An opportunity for both professionals and organisations to get together for updates – *Bassetlaw MENCAP*
- Yes. Good to see in more details what organisations are doing – *HOPE*
- I have attended the volunteer fair, and experience for yourself, and found both very useful. The volunteer fair found me two new drivers for our community car scheme and awareness of what we do as an organisation and experience for yourself has been helpful in understanding how other organisations operate etc - *Tuxford Mine of Information*
- It is always useful to know what others are doing - *Young Potential/Circle Arts*
- Have attended, the best bit is networking/making useful contacts – *Connexions Nottinghamshire*
- The PCT has participated in these events on an organisational level and individual staff level. As an organisation, events e.g. Partnership for Health Annual Event are useful in facilitating public and service user engagement and engagement with other agencies. On an individual staff level events are useful on a number of levels including allowing them to access information on other groups, services and networking and also to raise the profile of their own areas of work - *Bassetlaw PCT*
- Partnership for Health annual event is a good forum for sharing information and putting National developments into a local context - *Notts County Council, Adult Social Care and Health*
- Yes, good networking events/contact with volunteers - *Bassetlaw Community Development Team, NCC*

How well do you think the BCVS performs at partnership work?

- BCVS are the most important organisation in Bassetlaw in terms of developing relevant links and partnerships. We could not have developed our work without BCVS - *Enable*
- Very Well - *New Life Church*
- Extremely well, they gel a lot of groups together so that having the BCVS involved seems to add credibility to much of work that happens locally - *Greenacre*
- Extremely well - a useful and effective resource for all groups - *Mansfield and North Nottinghamshire for Deaf People*
- Very good and effective - *BBC Radio Sheffield*
- I have found the BCVS an invaluable source of information and contact along with opportunities to meet the most appropriate organisations/individuals - *Let's Build*
- Extremely well - *Langold Centre*
- Excellent, leads by example - *Dukeries Training Agency*
- Extremely well - *Building Blocks*
- Very well and very supportive - *Bassetlaw MIND*
- Excellent! Very inclusive and endeavour to explore and understand what is going on in the area - *Sure Start Children's Centres (Bassetlaw)*
- One of the best - *Stapleford Bureau*
- Excellently - *North Notts Community Arena*
- Very well - *Doncaster and Bassetlaw Hospitals NHS Foundation Trust*
- Excellent - *Casy*
- Very good - *Bassetlaw CAB*
- Very well - *Bassetlaw Healthy Living Centre Network*
- I think BCVS is excellent at partnership working, it works very hard to provide the means for groups to work in partnership - *Clowne and District Community Transport*
- Very well - *The Crossing*
- Excellent - *Notts Women's Aid*
- Excellent, although would like to extend access - *DYNAH*
- Positively, creatively, helpfully - *St John's Church, Worksop*
- Very well - *Bassetlaw MENCAP*
- Excellent - *HOPE*
- Very good - *The Well*
- The BCVS works well at partnership working and keeps us involved and up to date with most of what is happening in our area - *Tuxford Mine of Information*
- Excellently - *Young Potential/Circle Arts*
- Very well - if any information required BCVS do their best to supply it - *Rainbow Learning*
- Very well - *Mansfield Woodhouse Children's Centre*
- Extremely well, very valuable partners to many agencies - *Connexions Nottinghamshire*
- Exceptional - *NOVAS Scarman group*
- The BCVS are exceptional at Partnership working - *Southwell and Nottingham Diocesan Board of Finance*
- The BCVS role in coordinating the new communities work with the LSP has been invaluable - *Nottinghamshire Police Hate Crime Team*
- The BCVS team performs very well and 'holds the ring' locally for much of the partnership working that takes place - *Bassetlaw PCT*
- It networks really well and the work of its staff is generally much valued by this Department and organisations across Bassetlaw - *Notts County Council, Adult Social Care and Health*
- Excellent - *Bassetlaw Community Development Team, NCC*

Summary

All respondents seemed **very satisfied** with the involvement and role of the BCVS in its 'representation' role.

Courses Evaluations

BCVS runs a **comprehensive training programme for organisations**.

From 1 April 2007 – 31 March 2008 there were **725 attendees**.

There were **573 completed evaluation forms** from a wide range of organisations.

On the evaluation forms there were some specific **comments/ideas** expressed on individual courses as well as the overall programme, including:

- Trainer very good (or words to that effect) (many respondents).
- Interesting courses (many respondents).
- Very informative.
- Will use the skills learned today.
- Enjoyable – new tips to take away and develop.
- Enjoyable – I would be happy to attend other training course.
- Very practical and useful.
- Made me look at volunteering more locally.
- Really useful and has given me better tools with which to work with and think about with my Project.
- Enjoyed all the exercises. Kept the session alive.
- Good refresher and has given me ideas for further work.
- Excellent. An invaluable tool to effect positive change within society.
- Well done BCVS. Very informative and worthwhile.
- Excellent – very participatory.
- Great day!
- Excellent Co-ordinator. Very worthwhile course.
- Hesitation in attending public speaking course. Didn't feel half as bad as I thought I would. Thank you very much. Very worthwhile.
- Comfortable surroundings with excellent Trainer. Lovely food.
- I enjoyed the course and found the content very appropriate and well delivered.
- Really, really useful course!
- I have found the day really beneficial. Thank you.
- A well constructed course, well delivered and very interesting.
- Very well delivered, covering equality and diversity side of things very well.
- Just what I needed to enable me to progress and develop use of volunteering as part of my role.
- Very informative course – would like to attend similar courses regarding volunteers.
- I found the teaching very good. Kept it so I good understand. All quite relaxed.
- An excellent training facility/opportunity.
- Enjoyed it being more practice than theory.
- Thank you. Let's see if I can put this into practice.
- Plenty of leaflets and useful information guidelines.
- Thank you for a fascinating session. Lots of personal learning and for my charity. Good feedback.
- Fantastic training course – very informative. The time flew!
- Course delivery easily understood with class participation excellent.

- Very good introduction to fundraising.
- Re-inforced and revisited issue. Enjoyed the day. Useful reflection and also meeting others.
- Interesting to hear other people's issues.
- Helped to step aside and think.
- Good handouts (lots of replies in this vane).
- Will now be able to write a policy for working with vulnerable people.
- Very inclusive. Lots of opportunities for discussion.
- Enthusiastic and knowledgeable Tutor. Informative and encouraging. Will endeavour to use the Media more.
- A course I would definitely recommend and it was really beneficial.
- We are hoping to have Harold come to the College to train all staff.

There were also some very complimentary comments about individual, named Tutors.

A minority of comments on the negative side included:

- Too hot in the afternoon (one respondent)
- Need for tables to work on (four respondents)
- Food too exotic (one respondent)
- Keep disability parking spaces clear (one respondent)
- It was clear that one or two respondents had not read the course outline accurately (four respondents)
- Half day courses which could be a full day (four respondents)

If you have attended BCVS arranged courses, have you felt these to be useful to your organisation?

- Several staff have attended different training events and all have proved useful in developing knowledge and skills relevant to the organisation – *Enable*
- They have often offered courses not found elsewhere - *Greenacre*
- Yes – *Stapleford Bureau*
- I have found these courses extremely useful – *The Furniture Project*
- The courses we have attended have been very useful and have backed up other training received elsewhere, e.g. for our trainers, they attended the public speaking and presentation course and found it to be very helpful – *Clowne and District Community Transport*
- Yes all training that staff have attended have been useful to the organisation – *Notts Women's Aid*
- Yes, but feel we need support on access packages, upgrading our website - *DYNAH*
- Really positive insights gained. Very good! – *St John's Church, Worksop*
- I originally attended a Counselling course organised by BCVS about 20 years ago and have been using the skills ever since – *Bassetlaw MENCAP*
- Extremely useful courses; are always well organised and very cost effective for voluntary sector organisations – *Centre Place*
- Yes, they have been useful - *Tuxford Mine of Information*
- Well-presented and relevant – *New Roots Housing Project*
- Yes very, I attended several courses in my previous role as a volunteer of a toy library - *Mansfield Woodhouse Children's Centre*
- Feedback from staff who have attended courses has generally been very positive. Local courses also allow networking within the community to take place, always valuable – *Connexions Nottinghamshire*
- The organisation has sponsored a number of staff to attend a variety of courses. We find the prices very reasonable and the quality of the course content and delivery very good. The feedback from staff who have attended courses has been positive *Bassetlaw PCT*

Summary

262 – Excellent
181 – Very good
126 – Good
4 – Satisfactory
0 – Poor

Feedback on Organisations Involved in Volunteering

Replies were received from:

- Age Concern Nottingham and Nottinghamshire
- Bassetlaw Citizen's Advice Bureau
- Bassetlaw Mencap
- Bassetlaw Mind
- Bassetlaw Play Forum
- CAST (Fishing project)
- Centre Place – Worksop
- Clowne and District Community Transport
- Connexions Nottinghamshire
- Connexions Nottinghamshire
- CSV North Nottinghamshire Volunteering Project – Nottinghamshire Healthcare Trust
- Girls Friendly Society – Manton, Worksop
- Hettys
- Leonard Cheshire Disability
- National Youth Advocacy Service
- NCC DVI Team
- New Roots Housing
- North Notts Community Arena
- Nottingham and Nottinghamshire Advocacy Alliance
- Nottinghamshire Women's Aid
- Poplars Church – Worksop
- Red Cross
- Retford Action Centre
- Rural Bassetlaw Befriending
- St. John Ambulance – Worksop
- Support After Adoption
- The Crossing Church and Centre
- Tuxford Mine of Information
- Victim Support – North and East Nottinghamshire
- Witness Service
- Worksop East Tenants and Residents Association
- Young Potential/Circle Arts

There were several **key questions** to test the effectiveness of this area of BCVS work.

Did you receive new volunteers via BCVS INVOLVE?

Yes (fourteen respondents)

Did you receive any new volunteers through events/Media links co-ordinated by the BCVS?

- Yes (six respondents)
- Not sure
- Not yet, but we've made some good contacts and the process is working through.
- Over some years.

Did you attend a Volunteer Fair etc?

- Yes – (twenty two respondents)

Did you find such events useful?

- Yes (twenty one respondents)
- Would attend in the future.
- We have attended events and volunteer fairs. Useful networking opportunities and awareness raising with the general public.
- Yes – attended one.

How was our organisation of such events?

- Excellent (nine respondents)
- Very good (six respondents)
- Good (four respondents)
- No problems.
- Well organised.
- Yes – very good for networking and raising profile.
- Excellent as usual.
- OK.
- Varies – sometimes more space needed but overall good depending on venue.
- The second fair was cancelled so was unable to attend (outdoor event – heavy rain).

Did these help you to promote volunteering to the general public?

- Yes (twenty two respondents)
- Yes definitely.
- Yes – on the first fair.
- Yes – very much so. We work with young people twelve-nineteen and their parents – so important we attend community events.
- Yes – we picked up some referrals but no volunteering to help with them unfortunately.

Twenty two organisations also expressed interest in taking part in **future volunteering events**.

Has your organisation attended courses as part of the BCVS programme?

- Yes (nineteen respondents)
- Yes – but only a few.

If so, what percentage of the overall BCVS training programme was relevant to your needs?

- 100% (eleven respondents)
- 80% (one respondent)
- 50% (two respondents)
- 30% (two respondents)
- 10% - we do our own training.
- Yes (two respondents)

Are there further courses we could add into our programme?

- Any networking/information type events are useful. 'Experience for Yourself' visits are really good – more of please.
- No – just more First Aid courses. They get booked up too quickly.
- For me, relevant courses would be working with young people eg. Suffering abuse; vulnerable special needs; disabilities; play therapy.
- Have you any courses on recruitment and selection?
- Suggest further sessions on Local Area Agreements and Local Strategic Partnership.
- We always look at courses offered and, if relevant, book on-line.
- Very thorough coverage.
- We only attend relevant courses, so no idea what percentage.

Have you attended any occasional volunteer co-ordinators' meetings?

- Yes (seven respondents)
- Not attended so far (two respondents)

Have these been useful?

- Yes (seven respondents)
- Not at the moment. I attend the Ashfield network. May wish to in the future.
- Yes – would find useful for staff and volunteers.
- Yes – if time allows.

If you have not – would you find such meetings useful?

- Yes (eleven respondents)
- Yes – probably.
- Unsure.
- Yes – if time to do.
- I'm going to start attending the network meetings.
- Perhaps.
- We haven't a co-ordinator but if we did it would be useful.

Twenty two organisations also expressed interest in future **meetings**.

Any comments to add about the BCVS as a whole?

- We have always found staff at BCVS very helpful and often signpost people to you for support with a range of things.
- All the courses I attended were relevant, informative and very well organised although, in terms of attracting volunteers, we haven't been successful from the Bassetlaw area but, in terms of networking with other organisations through the courses, this may prove very positive. Thank you for all your hard work.
- New in Post – so not sure previous contact.
- We do not have volunteers but signpost people who want to volunteer to your service for support.
- A very helpful and supportive link with us.
- I find everyone at the BCVS to be very supportive and understanding. The courses you put on are excellent most of all your ICT support is top class. Our organisation is finally moving into the future thanks to Ian. Keep up the good work BCVS.
- You give an excellent service and try to get involved where ever possible.
- I have always found the BCVS to be helpful.
- Your approachable, caring attitude is always a constant support to me and the members of G.F.S.
- It is good to have an organisation as yourselves in the area. Nottinghamshire is such a large county it's good to have yourselves locally.
- Of all the CVS links I have in Nottingham City and County, this is the most efficient in communication along with Nottingham CVS.
- We think you are great. You are like Google – all the information we need is right there at the end of the 'phone or on-line.
- We are lucky enough to have people wanting to get involved with our Bassetlaw clubs in Retford and Worksop.
- Sorry – not had time to develop and build on links made when I first came into post.
- You all do an excellent job. Well done.
- Generally an informative and helpful organisation.
- Information received by email is always welcome as it is relevant and useful to know.
- Very professional, well organised and committed organisation that is invaluable to Bassetlaw's community.

Summary

Most 'very satisfactory' replies but we are aware we could go further with our development support of volunteering with more resources. We have achieved a lot by good will, partnership and the flexibility of BCVS staff.

Feedback from Individual Volunteers who have been interviewed by BCVS INVOLVE – The Local Accredited Volunteer Centre

We received **thirty eight replies** by email, post and telephone interview.

There were two questions which asked specifically about **the experience of BCVS INVOLVE**.

Did you find the range of information and opportunities available to you at BCVS helpful?

Your experience of BCVS INVOLVE.

- Very good (five respondents)
- Yes (twelve respondents)
- Yes – very useful (eight respondents)
- Yes – very helpful. I still have all the paperwork and am continuing to seek opportunities.
- At the Centre we went through a list of possible voluntary organisations and I chose several to take home and contact.
- I heard about this from JobCentre Plus. Hopefully this will be a stepping stone for me to get back into full time employment after being off work for ten years due to a broken neck and damaged spinal chord.
- It would be helpful if there was more publicity, especially about the benefits of volunteering.
- The service is fantastic but not widely known.
- Yes – but I moved house shortly after seeing you, so information may have gone astray!
- OK – could have done with several leaflets about organisations I was referred to.
- Know about BCVS, used to live in the District.
- Very, very helpful. Wish other organisations contacted had been as helpful!
- If I hadn't found the BCVS I would not have so easily have been able to find voluntary involvement which gave me an excellent experience.
- I found the volunteer service through Yellow Pages. Yes, the woman who I met was very friendly and helpful.
- Yes – The range of information and opportunities were very helpful. They have helped me on my way back to work.
- Extremely helpful and informative.
- Yes, particularly as they directed me towards volunteering with a range of appropriate possibilities.
- Very helpful. I found the BCVS on the Internet.
- I found the help and support from Lesley Thorlby most beneficial and wish to thank her for her sensitive support.

Summary

Better than we thought. With further resources we could improve this area. Marketing and information is a key area to further develop.

Stakeholders Review 2008 - Annex

Future Interest in Training Courses/Events

Interest in courses	
Volunteering	
Links between the Media and Volunteering	17
Understanding the Benefits System as it affects Volunteering	19
Supporting Additional Needs Volunteers	18
Volunteer support and supervision	20
Developing a volunteer policy	18
Young People's Volunteering and Community Awareness	19
Volunteering and the Law	24
Recruitment and Support of Volunteers	33
Equality and Social Justice	
Effective Working with Men	14
Equality and the Law	16
Multicultural Awareness	20
Disability Awareness	24
Lesbian, Gay, Bisexual (LGB) Awareness	14
Support of Refugees / Migrant Workers	21
Support of Offenders and Ex-Offenders	13
Developing an Effective Equality Policy	13
Assertiveness Training / Confidence Building	24
Managing	
Managing a Small Team	26
Leadership Skills	32
Time Management	27
Stress Management	27
Managing Multiple Priorities	24
Managing Conflict	32
Developing Effective Monitoring/Evaluation	30
Creating an Effective Team	25
Promotion / Marketing	
Marketing Your Organisation	34
How to be interviewed on Local Radio	18
Developing a Corporate Identity	12
Public Speaking and Presentation	28
Direct links to the Media	22

Money / Finance	
Complying with the Accounting Procedures required by the Charities Act	18
Dealing with Contracts	22
How to Fundraise	21
Making Effective Grant Applications	29
Basic Accounts and Internal Controls	12
Payroll Systems	7
Understanding Gift Aid	14
Writing Business Plans	26
Good Practice	
Good Reception Practice (First Impressions Count)	14
Understanding Basic Health & Safety	17
Recruitment and Selection Procedures	12
Responsibilities of Trustees/Directors	24
Survival as an Administrative Worker/Volunteer	13
Insurance and Voluntary Organisations	10
Criminal Records Checks	17
Developing an Effective Child Protection Policy	10
Running Effective Meetings/Committee Skills	16
Developing a Quality Standard (eg. Investor in People / PQASSO etc.)	18
First Aid Appointed Person (Certified course)	28
Understanding the Data Protection Act	25
Good Employment Practice	17
Effective Partnership Working	21
Effective Community Consultation	18
Management of Community Buildings	16
Basic Food Hygiene	18
Fire Protection	15
Undertaking Feasibility Studies	13
Running Effective Focus Groups	18
Other	
Working Effectively with Groups	21
Basic Drugs Awareness	11
Effective Minute Taking	22
The Support and Development of Community Enterprises	14
Introduction to counselling/listening skills	11
Negotiating Skills (internal and external)	17
Understanding Data Protection	12
Dealing with Aggression and Difficult People	23
Undertaking an Environmental Audit	11
Personal Safety - Practical Tips and Suggestions	18
Customer Care - Who is Your Customer	13
Physical Self Defence - Restraint Techniques	8
Lifting Skills - People	2
Lifting Skills - Goods	4
ICT	
Using Email and the Web	10
Having Your Own Website	21
Introduction to Using a Computer	8
Digital Photography	11
Desktop Publishing	20

Networking/Awareness Session	
Understanding Changes and Opportunities in the Health and Social Welfare Field	23
Understanding the Bassetlaw LSP and BDC Community Plans and LAA's	30
The Opportunity to visit other key organisations to learn more about their work	27
Explore close links between the private sector and community organisations	22
Current funding opportunities	37
A customised Roadshow	16
An informal network of organisations which support families and children	18
Close links with North Nottinghamshire College	17
Help and Development (These have been followed up individually)	
A payroll service with Community Accounting Plus	5
In-depth support for your Management Committee and Trustees	12
Use of mini-buses (with Clowne and District Community Transport)	11
Practical help with buildings	12
Information on meeting rooms	13

Volunteering

Suggestions:

- Accreditation for volunteers – *Enable*
- I'm sure that NCC will be interested in them all – I've ticked the ones that the equality team are particularly interested in at the moment – *Nottinghamshire County Council, Performance Team*
- Deaf Awareness Raising to other organisations – in order to work with Deaf volunteers whose first language is British Sign Language – *Mansfield and North Nottinghamshire for Deaf People*
- Boundaries for volunteers supporting people in the community (e.g. befriending) – *Building Blocks*
- Most of these sections are covered under our national body training – *St John Ambulance, Worksop*
- We provide placements for the unemployed through A4E. We need on-going recruitment support and expenses for volunteers – *DYNAH*
- I think that you should also arrange some appropriate courses like First Aid etc. in the evenings – volunteers are often otherwise employed/studying during the daytime hours – *Bassetlaw MENCAP*
- Training and induction for volunteers – *Tuxford Mine of Information*
- In my role I support and supervise volunteers and I am always looking out for relevant training opportunities – *Mansfield Woodhouse Children's Centre*
- Social Enterprise aimed at grass root communities – *NOVAS Scarman group*
- Changes in charity law – *Pre School Learning Alliance*

Equality and Social Justice

Suggestions:

- Providing input into LGB Awareness – *Nottingham and Notts LGB Switchboard*
- Harassment Policy - *Enable*
- Deaf Awareness Raising - *Mansfield and North Nottinghamshire Society for Deaf People*
- How to support drug and alcohol users – *Let's-Build*
- How to support people affected by someone else's drug or alcohol use – *Let'-Build*
- Assertiveness training needs to be provided from both ends we experience that over assertiveness then needs to be supported – *DYNAH*
- All our volunteers have to be CRB checked – *Bassetaw MENCAP*
- I am launching a dads/male carers group in May and would attend these training courses - *Mansfield Woodhouse Children's Centre*
- Meeting the needs and issues re migrant communities - *NOVAS Scarman Group*

Managing

Suggestions:

- Project Management – *Enable*
- Supervision & Appraisal – *Enable*
- Training Needs Analysis – *Enable*
- Moving from team leader to manager – *Building Blocks*
- This would be most effective office based – with further courses in access packages – *DYNAH*
- Currently not required but may be in the future – *Bassetlaw MENCAP*

Promotion/Marketing

Suggestions:

- Newsletters/e-newsletters – *Enable*
- How to get the Retford Times to come into town in competition with The Guardian to offer choice and break monopoly – *Poplars Church*
- On-going media support or student link from Notts College – *DYNAH*
- Closely linked with all LD organisations in Bassetlaw and their families. May sometimes need to advertise special events – *Bassetlaw MENCAP*
- My groups of parents would benefit from these – *Mansfield Woodhouse Children's Centre*

Money/Finance

Suggestions:

- Contracting with statutory agencies – *Building Blocks*
- No understanding of how to get started – *DYNAH*
- Currently OK but need update to changes in regulations when they occur – *Bassetlaw MENCAP*
- The parents group are looking at raising funds for the Centre – *Mansfield Woodhouse Children's Centre*

Good Practice

Suggestions:

- When employment goes bad! Disciplinary procedures (very expensive to get support from a solicitor!) – *Building Blocks*
- Cost of some needs addressing. PQASSO would benefit – *DYNAH*

Other

Suggestions:

- Business Plans – *Enable*
- Choosing a quality system – *Enable*
- Deaf Awareness Raising & Communication skills – *Mansfield and North Nottinghamshire for Deaf People*
- Basic Alcohol Awareness – *Let's Build*
- OCN Mentoring – *Let's Build*
- Mental Health Awareness – *Building Blocks*
- The next stage course for the counselling/listening skills – *Bassetlaw MIND*
- All the courses I have attended have been very useful – *Bassetlaw Healthy Living Centre Network*
- Alcohol awareness – *APAS*

Networking/Awareness Sessions

- Closer links with North Nottinghamshire College would be good and useful - *DYNAH*
- Information sessions on new policy for persons with disabilities – *Rumbles Catering*
- The BCVS circulation network through email for organising any events is extremely useful – *Bassetlaw Healthy Living Centre Network*

ICT

Suggestions:

- Doing 'complicated' things on websites - *Nottingham and Notts LGB Switchboard*
- Developing websites to include Flash Player – in order for information to be given in BSL Sign Language for BSL users – *Mansfield and North Nottinghamshire Society for Deaf People*
- Using Outlook – *Building Blocks*
- Database – *Bassetlaw MIND*
- The web site and volunteering best practice – *Poplars Church*
- Yes, but feel we need support on access packages, upgrading our website – *DYNAH*
- Bassetlaw MENCAP would like to start up a new website with Ian Bower's help – *Bassetlaw MENCAP*
- Using Microsoft protect? – *Young Potential/Circle Arts*
- Excel, word – basic, intermediate and advanced; also a 'top tips' session as a refresher – *Southwell and Nottingham Diocesan Board of Finance*

Can You Offer Help

- We have a possibly unique range of resources relating to LGB history. We can offer training/presentations on LGB history – *Nottingham & Notts LGB Switchboard*
- Enable is the specialist Infrastructure organisation for learning and skills and can support organisations with regard to accessing funding for learning, accreditation, quality systems, staff and volunteer training and development, curriculum development – *Enable*
- Training on children's work/youth work, Child Protection issues/Health and Safety with Children/Youth groups. Practical Training in Creative Resourcing of Children's Youth Work – Using Visual aids, Puppetry, Storytelling, Communication – *New Life Church*
- Media training, publicity, newsletters etc. - *BBC Radio Sheffield*
- We can offer training on drugs/alcohol and related issues as well as some funding for recovering drug and alcohol users to become more integrated into society – *Let's Build*
- Mental Health Awareness; Professional Boundaries; Rickter Board; Presentation skills; Grief & Loss; Dealing with violence and aggression; HR issues (Our HR manager is CIPD qualified and very good!!) things like, employing staff ... when it goes wrong; Managing Staff; Supervision Skills; Appraisal skills; Developing your career; Life coaching facilitating groups; Service User involvement; Change Management; Helping clients find their potential; I'm sure there are others we can do for you!! - *Building Blocks*
- Our remit is to work in partnership with other organisations that support and work with children and families under 5. We would be open to exploring this further. Areas that we will be developing in the coming months for the district are: Common assessment Framework & Early Support Training - *Sure Start Children's Centres (Bassetlaw)*
- We have meeting rooms available for a small hire cost. We have people experienced in taking seminars on Child Protection, Health & Safety with children/young people, practical creative skills (we take seminars and workshops on things like Puppetry, Storytelling, Visual Communication etc) - *New Life Christian Centre*
- If any local social enterprise requires advice, or support we would consider helping - *North Notts Community Arena*
- Listening skills for adults and children – *Casy*
- Covering First Aid for events if we are free in our already busy schedule. We do perform some training where able for other groups, especially youth groups – *St John Ambulance, Worksop*
- We have many years experience in running a local charity adapting and changing to stay relevant and accessible. We are the world's largest sender of volunteers into Romania and have developed expertise to deal with long and short term overseas placements. Some just get involved as a taster for fun and adventure, at the top end we arrange placements for medical professionals and universities as part of Degree Course "Medical Elective" – *Poplars Church*
- We can offer rooms for meetings, courses etc. – *The Crossing*
- Help to write Articles of Association. Planning - timing services. The benefits of Volunteering. Sharing knowledge of a practical service and how to develop some – *DYNAH*
- Happy to help if we can. Not sure of specific areas that might be relevant – *The Well*
- We are able to offer support and training to other groups and individuals. As a UK online centres network we can offer free training in email (email address free) internet, and skills for life, CV writing etc. either on a group basis or individually. We can offer work-based support for those looking to get back into work. *Tuxford Mine of Information*

- As our remit is to provide training together with necessary resources to help people with or recovering from long term mental health issues increase their soft/life skills, self-confidence. We also help encourage idea of community involvement and volunteering though sometimes this is a long way off. We would be pleased to receive contact details of organisations you think would benefit from this – *Rainbow Learning*
- As we are out of your area I think transport will be a concern - *Mansfield Woodhouse Children's Centre*
- Alcohol Awareness; Dealing with difficult customers; Assertiveness; Assessment of problem drinkers/drug users; Gambling problems; Addictions in a new perspective; Income generation for voluntary organisations – *APAS*
- Training in: - Managing Volunteers; Social Enterprise; Occasional Small Grants; Health and Safety; Capacity Building and much more - *NOVAS Scarman group*
- When funding is available TANC can help with community needs analysis and action planning; business plans; feasibility studies; fundraising; governance; community consultation and research; social accounting and reporting; running community buildings; computer networking; website design; print design for leaflets; newsletters and annual reports and social enterprise development - *TANC Ltd*
- We offer training to parents and professionals working with parents (including volunteers) around children's special educational needs. We could offer bespoke training to a group or provide opportunities for individuals from other groups to access our usual training - *Nottingham and Nottinghamshire Parent Partnership Service*
- RCAN offer a wide range of support to community groups in the rural areas of Bassetlaw working in partnership with BCVS, BDC, County Council and other voluntary organisations, these include: funding advice; village hall advice; community group support; representing rural communities at strategic levels within the LSP - *Rural Community Action Nottinghamshire*
- ProHelp, Cares - *Pre School Learning Alliance*
- Committee Skills; Funding support; Initial group work e.g community contacts/constitution/committee procedures etc. ongoing support; general development information - *Bassetlaw Community Development Team, NCC*