



Registered Charity, England, 01080179

Survey of Members and Stakeholders 2008-9

Methodology

This questionnaire was drawn up by staff from CVS Hounslow in order to get feedback from service users and stakeholders on the level of service provided in the period 08-09.

The planning group consisted of:

Rachel Fryatt
Clare Sewell
Nina Thomas

The questions used in the questionnaire were based on those used in previous surveys.

The questionnaire was sent out to all members by post , and twice by email. Reminders were sent regularly.

In order to encourage participation, anyone submitting an application was entered into a prize draw for £200 for their organisation.

The information collected has been analysed and forms the rest of this report.

18% of groups responded (a total of 34 of 194 organisations). All these groups had some contact with CVS Hounslow in the period 08-09.

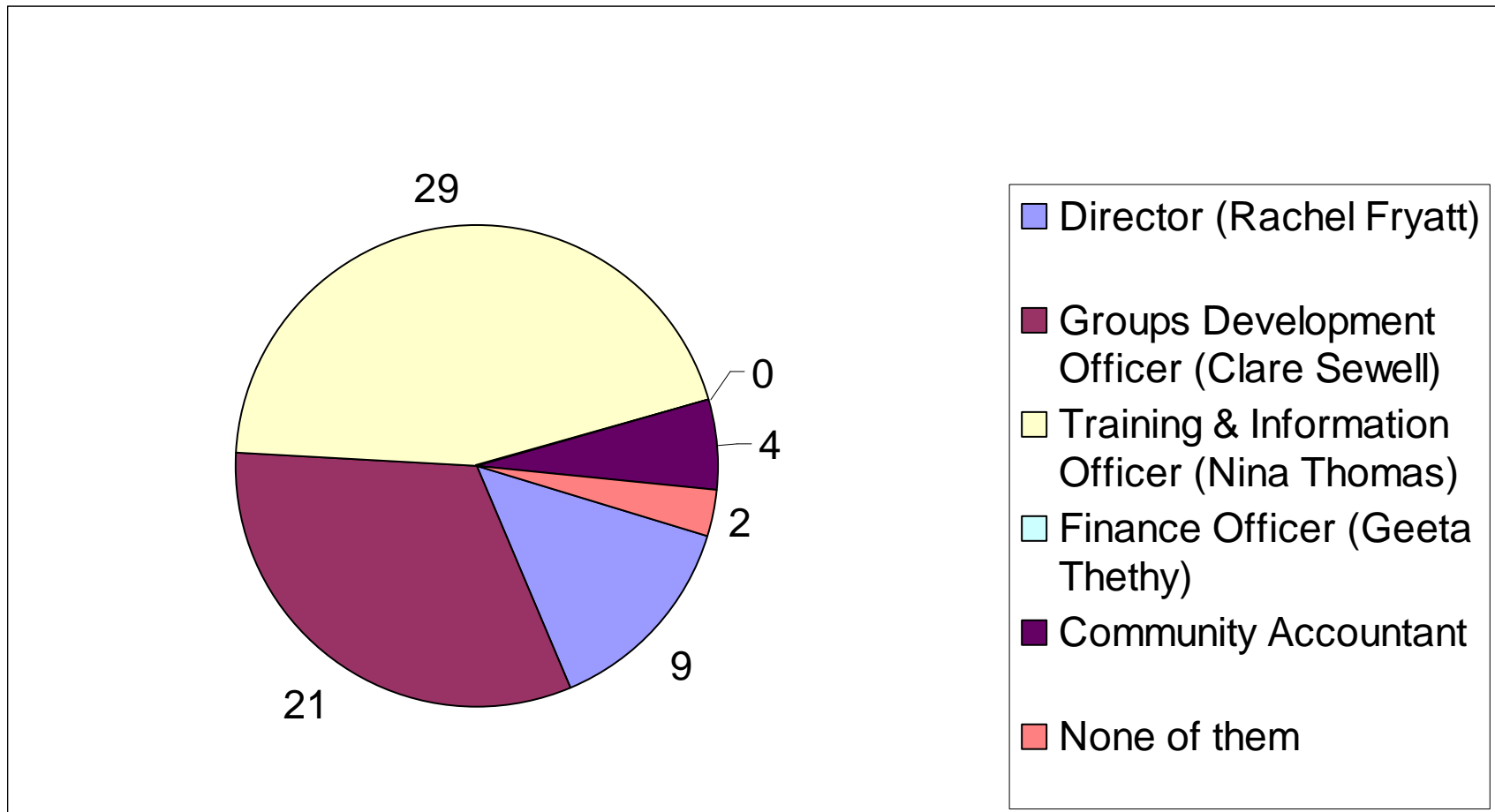
Feedback was generally very positive and improvements to the service were noticed and mentioned.

Brief Summary of Results

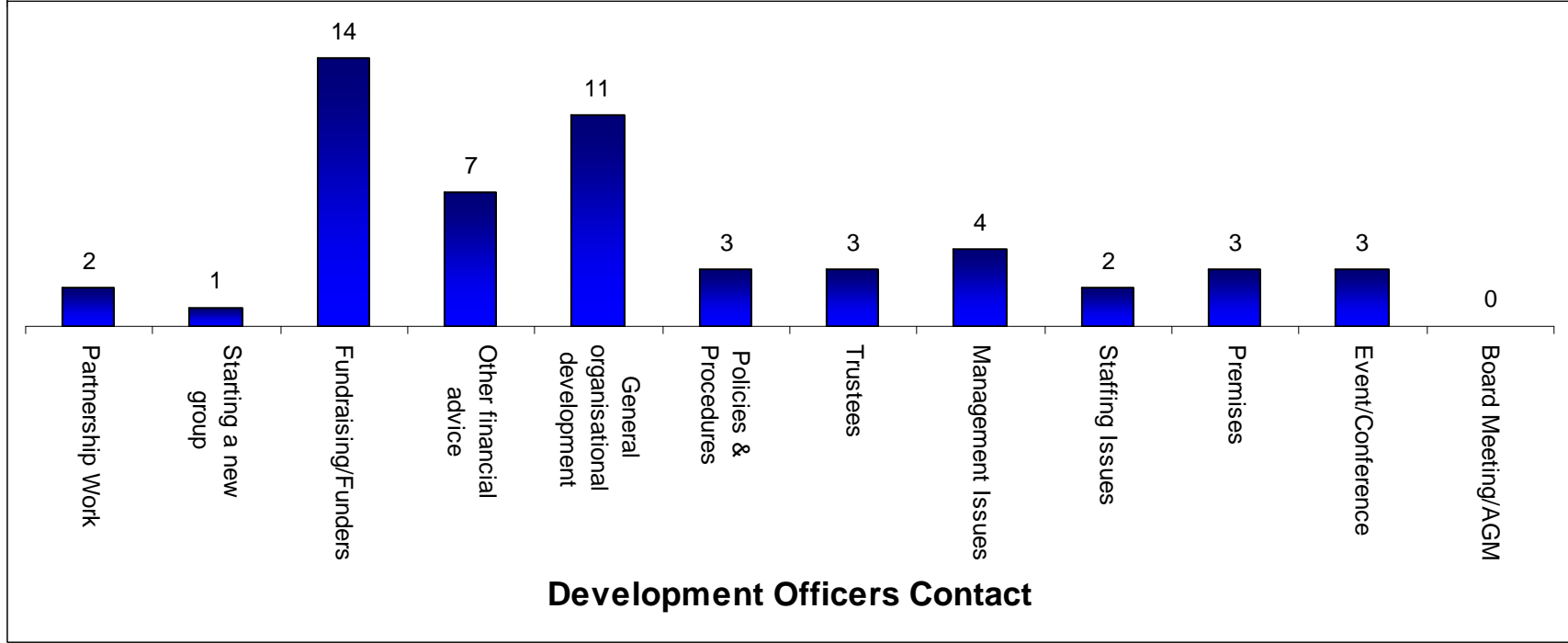
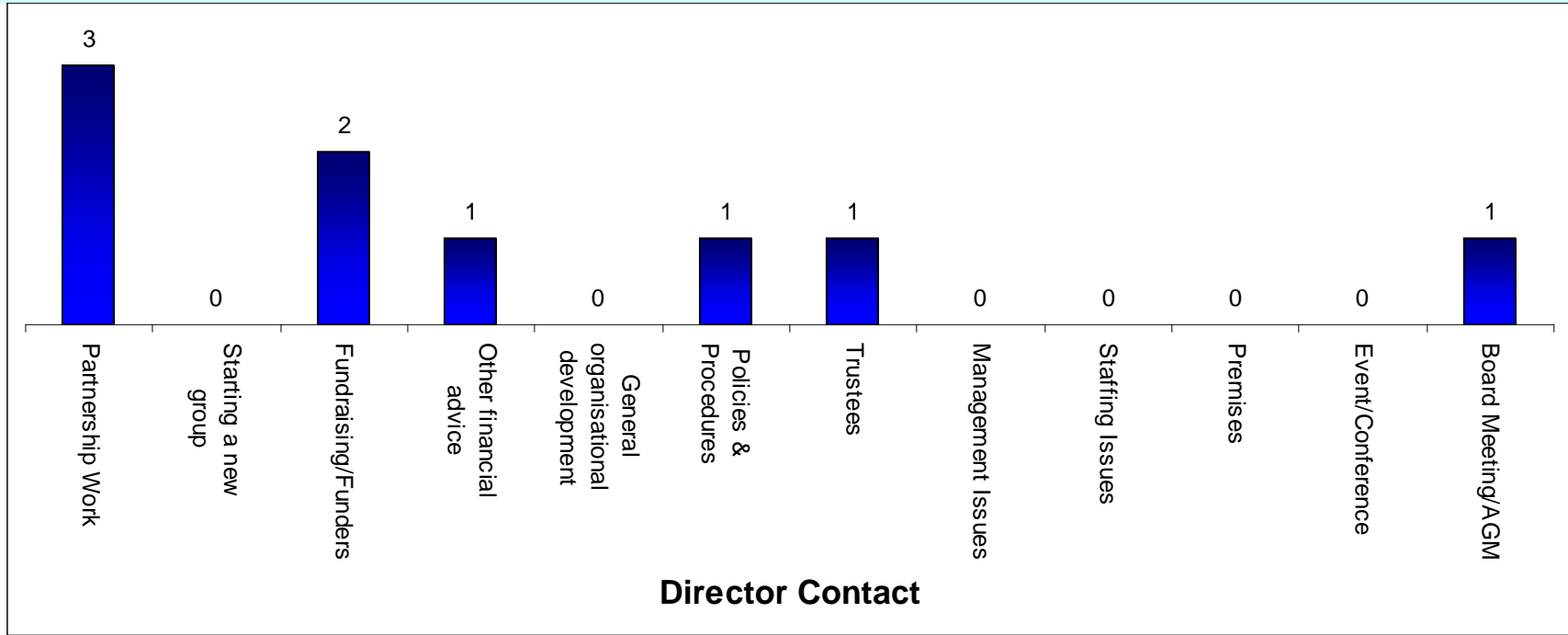
Access to training and networking opportunities were picked out as some of the things most valued by those who responded. Of the responders, most advice was given on funding opportunities and identifying funders and help with applications was highlighted as an area in which the responders would like more support.

Below are the results questions by question.

Have you had any contact with anyone at CVS Hounslow in the last year?

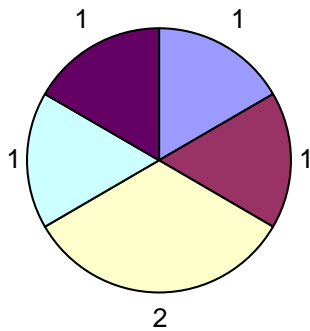


What contact did you have with CVSH? What did they help you with or discuss with you?



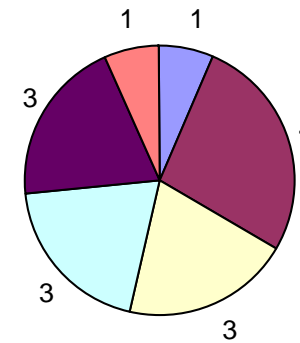
What contact did you have with CVSH? What did they help you with or discuss with you?

**Any other contact
Director**



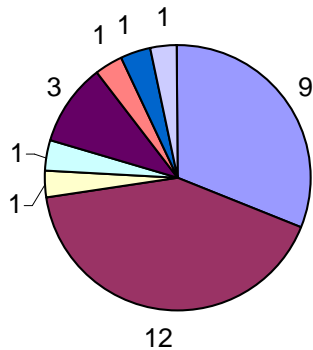
- Complaint regarding a partnership project
- CVS Trustee
- Capacity Building Meeting
- Signposting
- CYP Representation

**Any other contact
Groups Development Officer**



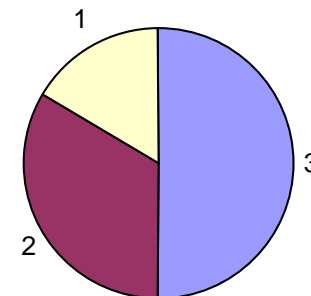
- General Org Development
- Finding Funders
- Funding application
- Signposting
- Partnership
- CYP Representation

**Any other contact
Training & Information Officer**



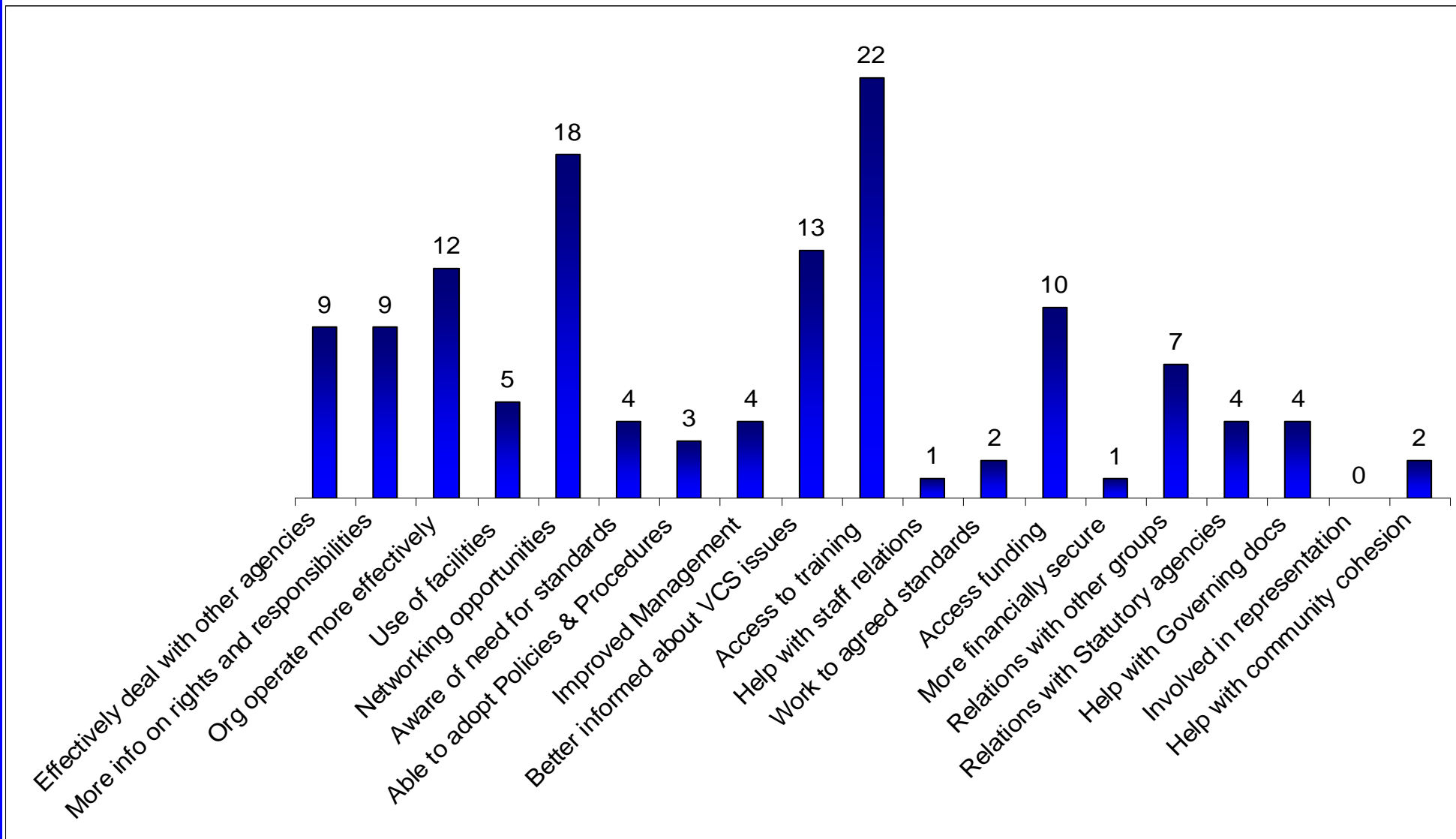
- Attended training
- Source of information
- Networking
- List of Independent Examination
- Info Distribution
- Photocopying
- General Advice
- Other

**Any other contact
Community Accountancy**



- Accounts
- End of Year
- Not very helpful

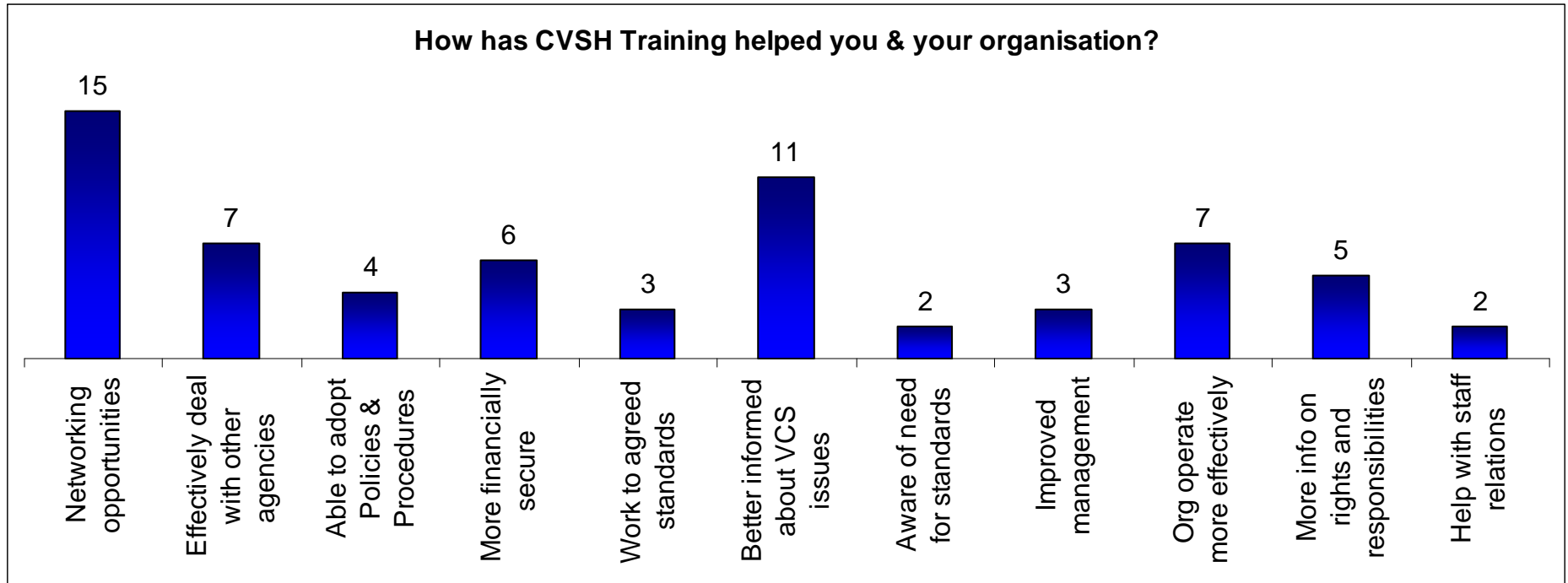
How useful has the contact with CVSH been to you & your organisation's development?



Other contact:

Key into Local Agenda; Source of General Info; Actioning Fundraising Plan

How useful has the contact with CVSH been to you & your organisation's development?



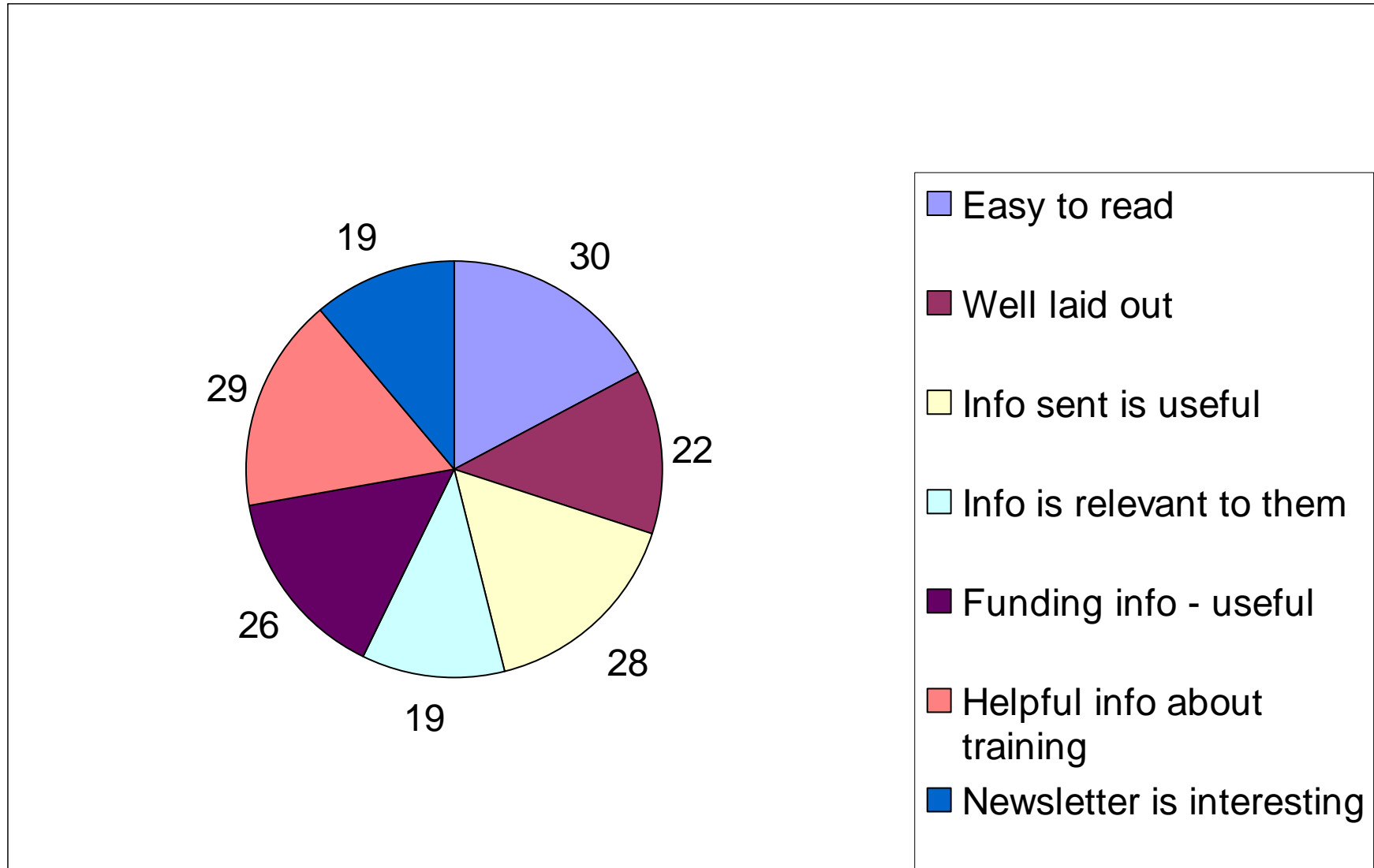
Other:

Finance training; Skilled up staff

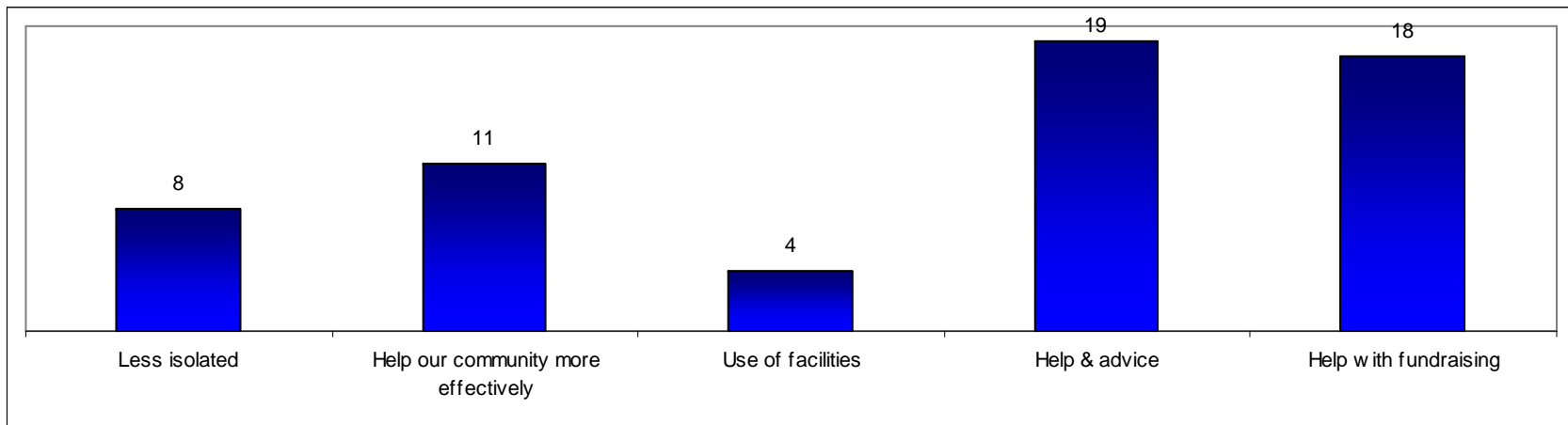
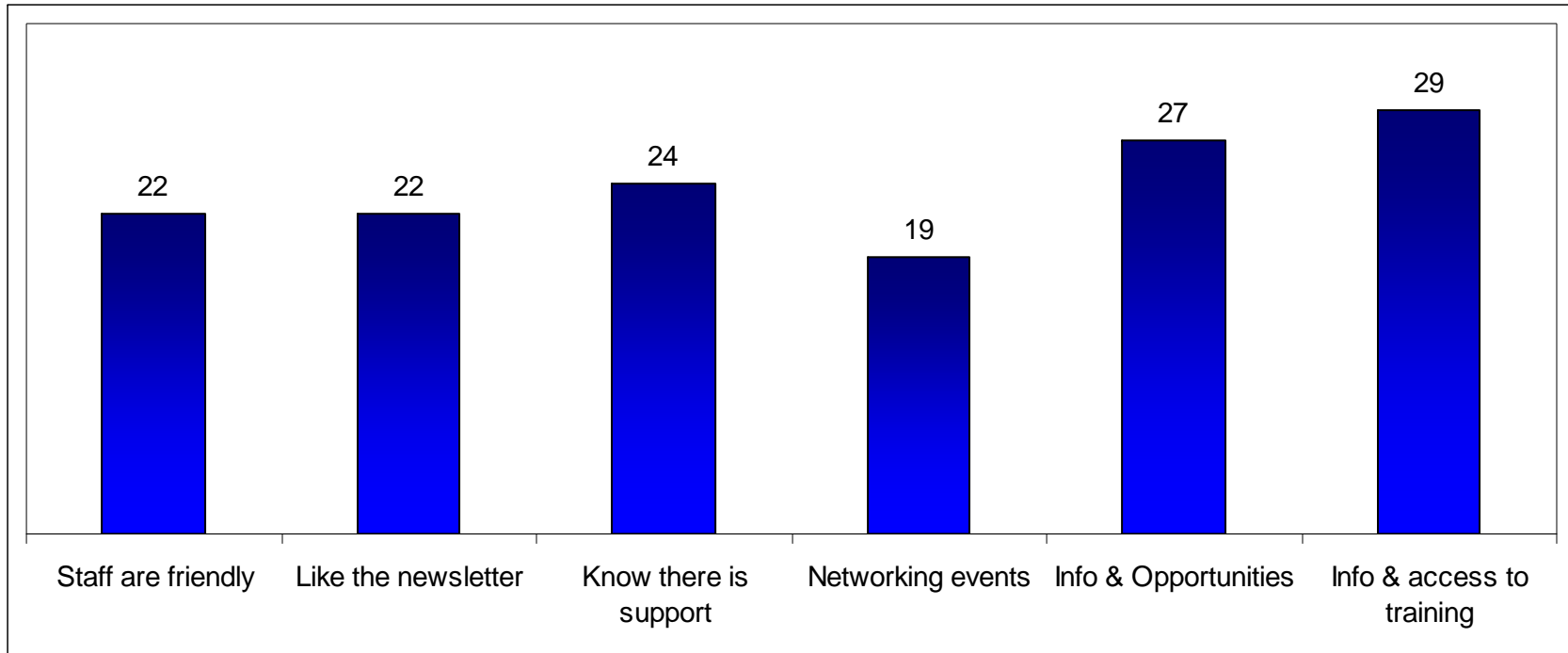
Is there anything else you want to tell us about your dealings with CVSH staff?

- Helpful
- Friendly
- Good signposting
- Efficient
- Much improved information
- Email service - Useful
- Need more help
- Good service
- Good communication
- Brilliant
- Good advice

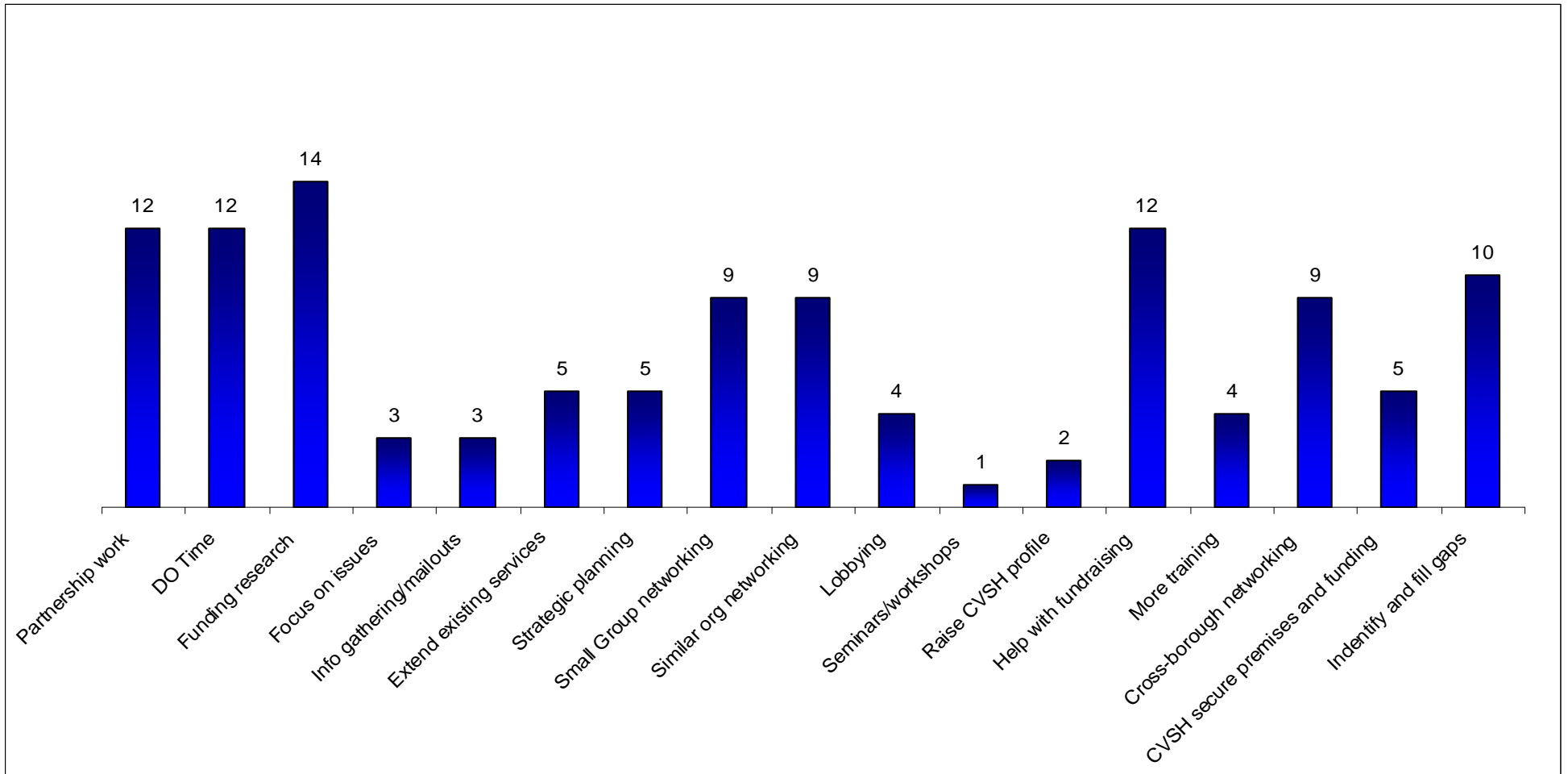
What do you think of the newsletter and other information we send out?



What do you & your organisation get out of being members of CVSH?



If CVSH had enough funding to let us do more, what would you like to see us doing?



Issues

Accountant to audit annual accounts;
Support for VCS managers;
Drugs/gun crime/faith relations

Lobbying

Refugees/BMER/Communities;
Disabilities; With Local Authority;
Domestic Violence; Homelessness

Training

Mid level for new managers - budgeting,
Supervision; general management skills;
IT, Employment; Welfare benefits; and
community cohesion

Finally, is there anything else at all that you would like to say about CVSH, either about the service it already provides, the staff or about what you would like to see in the future?

- Provide funding
- Want 2nd tier orgs to be better funded to increase capacity
- Want CVS to improve help on securing funding
- Helpful & friendly staff
- Always seem to have an answer
- Couldn't provide a better service than they already do
- CVS Need larger premises for groups to use for meetings, conferences and talks
- Community accountant should help with annual accounts
- CVS should lobby on LSP particularly around N17 and commissioning
- Need provide updated info to groups
- Work towards a one stop shop with the volunteer centre for community groups
- Because of the improvement in services feel more able to use the service
- Appreciate events
- CVSH are proactive
- Kept well informed
- Really appreciated the funders event—would like more of these
- Would appreciate more cross boundary work
- Service is greatly improved
- Plays a really positive role for VCS
- Would have appreciated a SAE for the return of this survey
- More DO/staff
- CVSH's service is very useful but is limited by its size
- CVSH staff are always very helpful
- Particularly grateful to NT
- Funding bids already being done better as a result of contact
- Excellent training opportunities—more please
- We seem to have had a sudden influx on info we have never seen before
- Training opportunities are good but our org doesn't have the capacity at the moment to take them up
- Knowledge of local LA contacts and of strategic developments could be better
- CVSH helped us get funding that we would not otherwise have got
- Appreciate friendly, helpful responses
- Wants to be left off email except for fit for funding

Details of organisations linked to a particular community or ethnicity.

