

CVS SERVICES SURVEY

A summary of the stakeholders' opinions survey conducted in December 2009 about the current and future services provided

CVS Development Team



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SUMMARY

The aim of the survey was to determine what support the respondents require from the CVS as a whole, and from the Voluntary Community Forum.

The responses will be incorporated in the strategic plans of the CVS in the future.

A total of **40** organisations responded to the survey questionnaire from a pool of 255 that is a response of 16%. This is considered to be a representative sample.

The survey covered questions and opinions about: -

- The responding organisations status
- The CVS voluntary and community forum present and future
- The present CVS core service provision
- Stakeholders opinions about future CVS service provision.

The status of the organisations from a total of 40

Registered charities	19
Registered charities and limited companies	3
Registered company	1
Social enterprise	1
Unincorporated associations	12
Un sure	4

Affiliation to CVS

Affiliated	36
Non affiliates	2
Did not respond	2

Voluntary Community Forum

In the last 12 months **27*** were happy with the forum, **11** were unsure

Attended	22
Had not attended in the last 12 months	16
Unsure	1
Did not respond	1

** We assume that 5 of the 27 respondees were new to the forum*

FUTURE VOLUNTARY COMMUNITY FORUM MEETINGS

The top 5 items respondents would like to see at meetings were: -

	Number	%*
Funding updates and information	14	35
Idea sharing about policy and practices	11	27.5
Opportunities to work with other organisations	10	25
Presentations from other organisations	8	20
A 'Voice' for the Voluntary/Community Sector	8	20

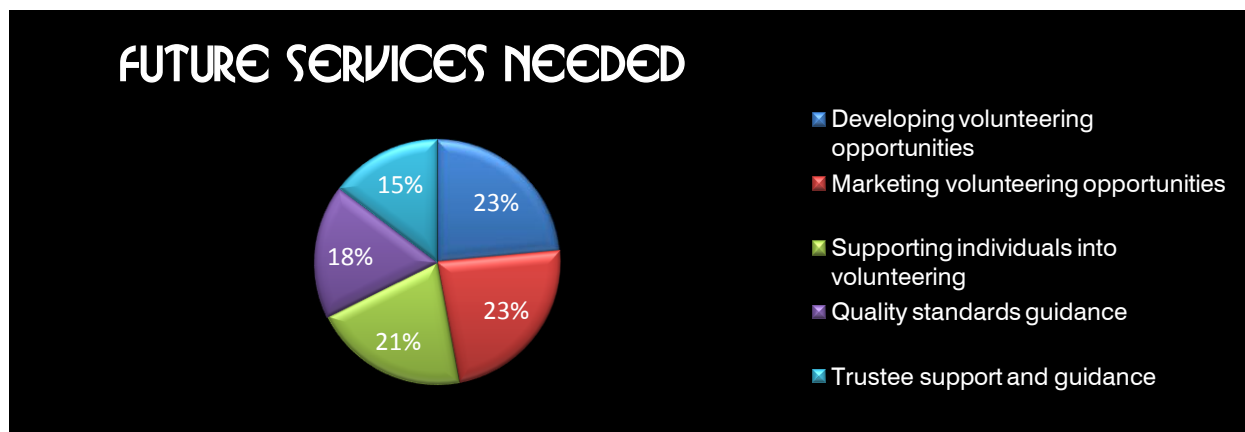
* respondents were given the option of choosing more than one answer

CVS CORE SERVICES

From services respondents who currently use the service their top 3 favourites were: -

1. Newslines
2. Funding services
3. The website

The services that respondents indicated they would like in the future were: -



Respondents were asked which services in the future they **would** be most likely to **pay** for. The top 4 services were: -

1. Resource hire – projectors, display boards etc
2. Bookkeeping services
3. Payroll services
4. IT support

One quarter of affiliated organisations responded with a willingness to **pay** for future services.

THE NEXT STEPS

The results of this questionnaire will be shared in the following ways: -

- ❖ Distributed to CVS trustees to inform of the CVS Strategic Planning process
- ❖ Posted on the CVS website and included in Newslines
- ❖ Shared with the Telford Infrastructure Consortium to inform their plans
- ❖ Serve as evidence of need for applications for funding.

