

EVA Service Users' Survey 2017 – Results

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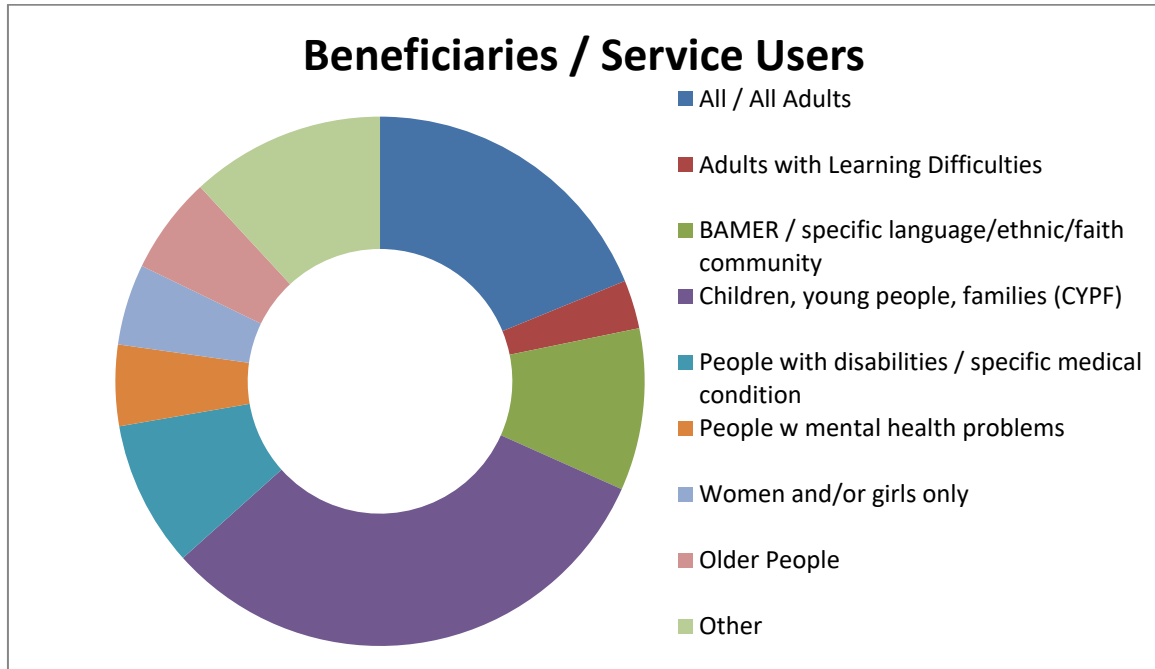
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1 | About the respondents

101 respondents started the survey, 89 completed the whole survey.

Beneficiaries / Specialisms

The charts below show the breakdown of organisations' primary beneficiaries & the specialisms represented by the respondents.



Legal type of organisations	No of respondents
Co. ltd by guarantee / Registered Charity / CIO	80
Unincorporated	9
CIC	4
CASC (Community Amateur Sports Club)	1
Public Sector	6
Don't know	1

Respondents position in the organisation	No of respondents
Trustee / Committee member	38
Chief Executive	19
Other Paid Staff	30
Volunteer (other than trustee / committee member)	8
Volunteer Coordinator (not stated if paid / volunteer)	3
Other	3

2 | Overall Ratings

There were high levels of satisfaction (rating Good or Excellent) with all aspects of EVA's services, amongst those that had used them.

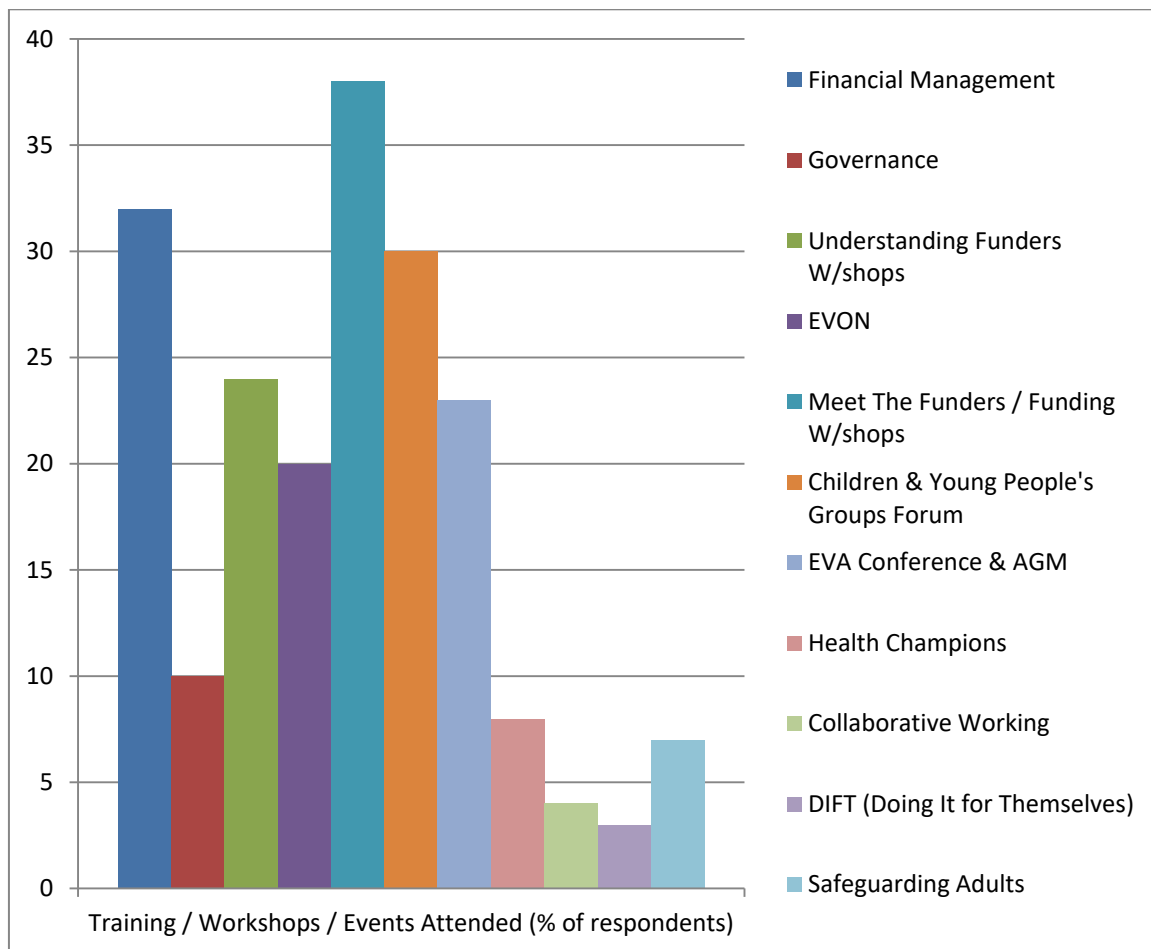
Service	No of respondents (excludes 'Not used' responses)	Rating Good or Excellent
Calling or emailing EVA with an enquiry	73	95%
Attending Training / Workshops / Events	78	92%
EVANEWS	75	92%
Booking System for training / workshops / events	75	91%
Community Accountant	58	91%
Funding Support	64	89%
Volunteer Organisers' Support	66	89%
Governance Support	62	87%
Calling or emailing VCE with an enquiry	63	86%
EVA Website	69	86%
Volunteer Recruitment Support	68	84%
Consultative / Information Events	63	84%
Overall experience of using EVA's services	82	92%

A selection of comments on the overall experience of using EVA.

- *I have worked with charities in Enfield for over 20 years and always use EVA services. It has helped a lot with my own professional development as well as supporting organisations.*
- *We rely on your services and hope very much that your service will be fully funded in the future.*
- *... a great service provided and more than some funders who ignore communities in one way or the other.*
- *Nice people who make your life easier; calm and explain everything well. Love everything they do.*
- *Had a lot of support 2016 so not really needed much help this year.*
- *Excellent service which the borough would be lost without.*
- *I do not use all of the services ... due to the nature of our organisation. However, my overall impression is very positive. In particular the reward and recognition of volunteers in Enfield has been fantastic.*
- *I've been using the centre since 2005. The service is 2nd to none. Thank you to everyone working at EVA.*
- *We have found the staff extremely helpful and full of knowledge about their subject.*
- *EVA is of tremendous help to my organisation.*
- *EVA is an outstanding resource in Enfield and should be fully supported and developed.*
- *The service received from EVA has been of great importance for our organisation.*
- *Thank you for all your hard work.*
- *Helpful.*
- *... We are lucky to have an umbrella organisation to help with financial and employment management ... for smaller standalone third sector groups EVA is a fantastic organisation to assist with these tasks and to help bring groups together at their meetings, training and networking events. They hold a wealth of knowledge around this sector in Enfield and always uphold a professional, supportive and approachable service that community and voluntary organisations can tap into.*

3 | Training / Workshops / Events

74% of respondents had attended one or more EVA training, workshops or events in the previous 12 months. 148 separate attendances were recorded.



100% of those that had attended agreed that EVA's training and events are usually relevant for their organisation.

Did your organisation change anything as a result of your attendance?

55% | Yes

30% | No

15% | Don't know

A selection of comments on changes made (outcomes).

On governance, policies & procedures

- We managed to update our policies and helped us to apply for funding
- Improvement to committee structure.
- Updated relevant policies and procedures
- Improving Safe Guarding children. Management.
- We have better knowledge about ... children's safeguarding and what needs to be done and what policies and procedures we need to have in place.
- All trustees are now required to sign a declaration each year
- Held successful meetings using methods trained in.
- Updating our safeguarding policies.
- Updated the ways we deal with clients issues.
- Greater knowledge of safeguarding procedures for those working with families.

- *Followed up with associated training; methods for gathering information for new projects - awaiting approval from Trustees.*

On financial management

- *Learnt how to do bookkeeping.*
- *We are doing better bookkeeping and record keeping.*
- *Quicker and easier way of processing monitoring of expenses.*
- *It helped us manage our finances much better and easier.*
- *Improved funding - accounts well presented, access to funding.*
- *We have implemented what we learned, i.e budgeting, policies etc.*

On fundraising

- *Applying for grants to improve venues.*
- *We applied for Lottery funding*
- *Developing funding bid for Lottery.*
- *We secured funding and upskilled our staff and we know how to write the project impacts.*
- *Cascaded training down and decision made to look for funding in 2018 for a given project.*
- *Re-write grant application*
- *Developed bids*
- *Improved Bid writing methods and techniques*
- *Changes to how we write bids.*

On volunteer involvement

- *Greater awareness of diversity within our volunteering teams*
- *Made changes to our volunteer paperwork such as the Role Profile and how we send out information packs.*
- *The training given by EVA enabled both the Board of Trustees and their volunteers the ability to improve lives of those people living in Enfield.*

On new ways of working (collaboration, health, DIFT)

- *Able to communicate and share information with other organisations.*
- *Thinking about collaborative working for future.*
- *Launched a community led provision for under 5's.*
- *Can now do some works more independently and full of ... awareness.*
- *Helped us to transfer our knowledge to ... community members who are in need.*
- *Working on how to deliver healthy lifestyle courses. Have trained volunteers who are now active in the community.*

How important is EVA's Training / Workshops / Events programme for the voluntary, community, charitable & social enterprise sector in the London Borough of Enfield?

Those who have attended in the previous 12 months

Very important | 83 %
 Quite important | 14%
 Don't know | 3%

Those who have not attended in the previous 12 months

Very important | 64%
 Quite important | 20%
 Don't know | 16%

Of those that had not attended training, workshops or events most (18) stated that they had not attended in the last 12 months, but had attended previously, or might attend in the coming year. Time constraints were cited by 2 people and cost, due to less than 80% of service users being Enfield residents, was given as a reason by 1 respondent.

Are there any other courses, workshops, conference themes etc. EVA could provide that would support your organisation?

The items below are activities, suggested in comments, that EVA is not currently funded to provide.

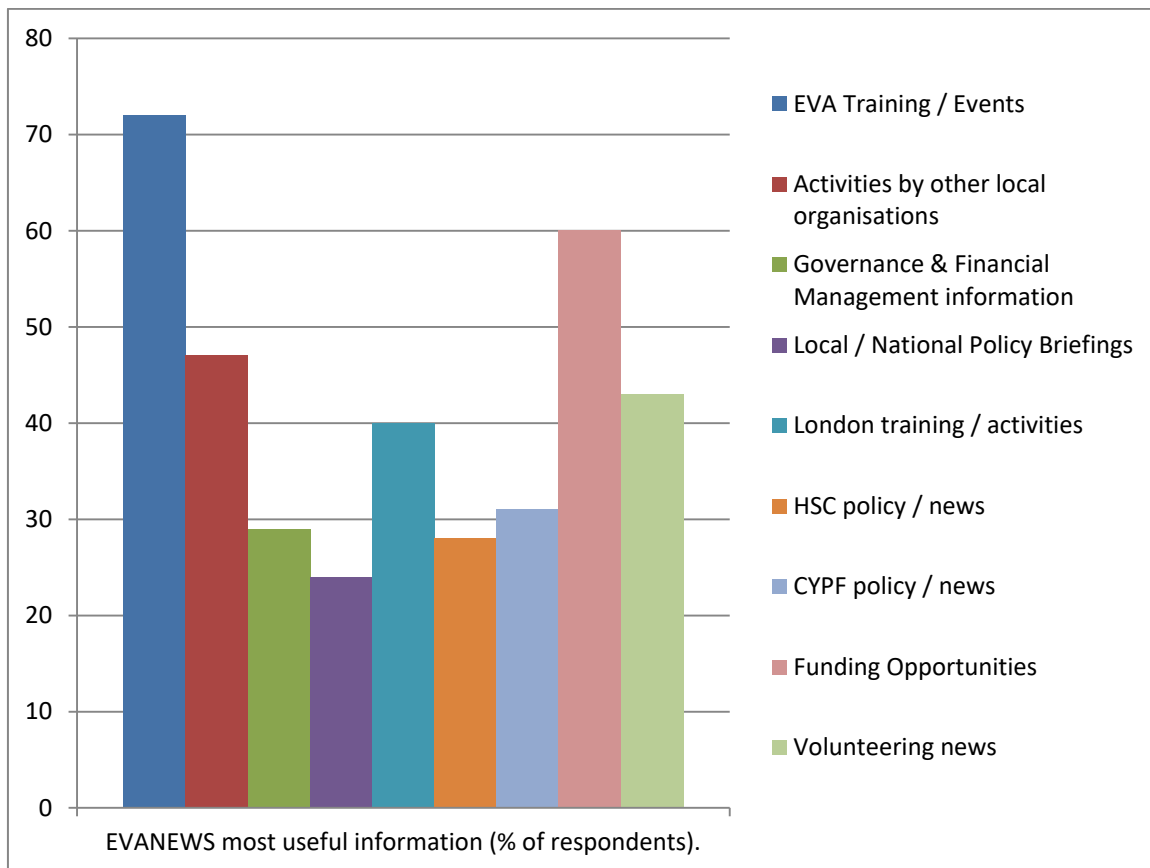
- *Computer courses (eg managing emails, using microsoft Outlook, introduction to social media (practical course).*
- *Supporting/developing managers in the voluntary sector.*
- *Cultural awareness and the barriers and taboos that they may have.*
- *Internet safety for families.*
- *Food Hygiene*
- *Workshop and courses for organisations on motivation and how to get volunteers progress.*
- *In depth course on Project Management*
- *I would like more support with references.*
- *Policy changes in local and central govt affecting voluntary groups and communities. Campaigning effectively.*
- *... try to reduce the costs of courses, workshops or training mainly for not-for-profit organisations.*
- *Advance level training on writing good funding applications required please*
- *Project coordinating*
- *Young people crime prevention*
- *Project management*
- *We are missing out on Health and Social Care and EVA needs to be more proactive in this field as most of their members are from a Health and Social Care background.*
- *Training or workshops on Trust Funding*
- *Partnership projects /partnership events.*

4 | EVANEWS

86% of respondents had received EVANEWS by email in the previous 12 months.

98% of those agreed the information in EVANEWS is useful to their organisation / project.

Most useful information



How important is EVANEWS for the voluntary, community, charitable & social enterprise sector in the London Borough of Enfield?

Very important | 77 %

Quite important | 18%

Don't know | 5%

Of those who had not used this service, 11 said it was because they did not know about EVANEWS, 1 did not like receiving email newsletters, and 1 would prefer a hard copy.

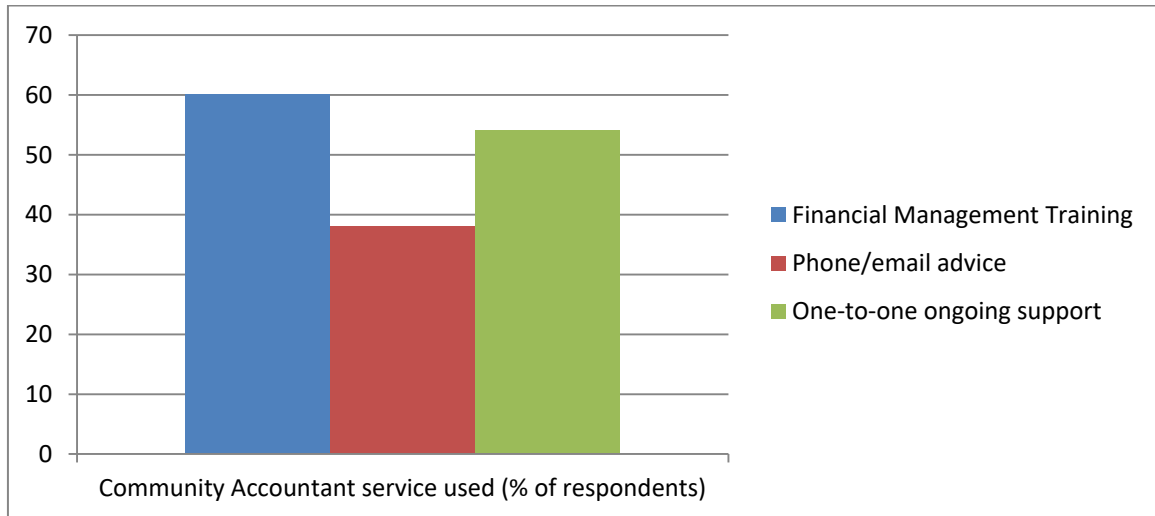
A selection of comments on EVANEWS

- *Good work.*
- *It's excellent to know what's on offer and have fundraising opportunities easily accessible.*
- *Essential service for Enfield's voluntary sector - funding this service is critical to the success of the sector.*
- *It is long and has a very busy presentation.*
- *Like the way it's laid out.*
- *Very informative.*
- *Many thanks.*
- *It is great service, I hope it continues.*
- *Really useful way of keeping up to date with what is going on elsewhere in the borough.*
- *Maybe a users page to encourage more and more groups to engage/ participate.*
- *We always look for training sessions we can attend and find them extremely useful.*

- *Good and useful EVANEWS.*
- *Keep up the good work.*
- *Always informative.*
- *Great information and a great way to find out what is happening.*

5 | Community Accountant

42% of respondents had used the Community Accountant Service. 90% of those agreed the training / support they received from the Community Accountant had helped their organisation to improve its financial management.



Of those that had not used the Community Accountant service most (35%) had not used the service in the past 12 months but had previously, or might use the service in the next year. A substantial minority (15%) were from organisations who had accountancy services or financial management provided by volunteers, or dedicated staff teams; and 23% did not know the Community Accountant Service existed.

How important is the Community Accountant service for the voluntary, community, charitable & social enterprise sector in the London Borough of Enfield?

Those who have used the service in the previous 12 months

Very important | 92 %

Quite important | 8%

Those who have not used the service in the previous 12 months

Very important | 55%

Quite important | 14%

Not important | 4%

Don't know | 27%

A selection of comments on the Community Accountant service.

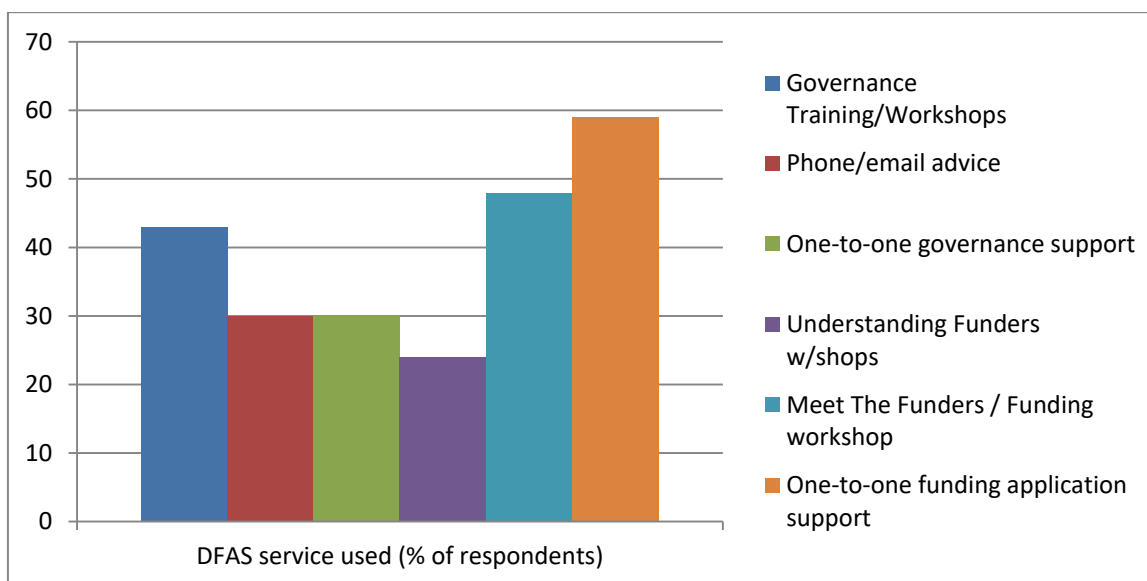
(See also comments on Training / Workshops / Events above)

- *He helped us by explaining whether anyone who worked for us part time were employed or self employed.*
- *The ... service has been extremely important to [anonymised]. We had many issues resolved by using your service.*
- *Very useful to answer immediately questions on financial matters.*
- *This service is of vital help to voluntary organisations.*
- *This service is invaluable.*
- *This is an excellent service.*
- *EVA's Community Accountant Service is open hands. Always ready to assist any organisation that would like help, assistance or knowledge.*

6 | Development & Funding Advice Service (DFAS).

49% of respondents had used the Development & Funding Advice Service.

89% of those agreed the training / support they received from the DFAS helped their organisation to improve the way it is managed / governed. (See comments on Training / Workshops / Events above)



80% agreed the training / support they received from the DFAS helped their organisation to make better applications / raise funds for new or existing projects.

One respondent commented *'Without this support, we would not have made it through the first stage of our Lottery funding bid. We will be using this service to help us with the development of our stage 2 bid'*. (See also comments on Training / Workshops / Events above)

Of those that had not used the DFAS, most (44%) had either not used the service in the past 12 months but had previously; or might use the service in the next year. Four respondents stated that funding was not within their remit / job role. One respondent wrote *'I find the process of applying for funding too long an ordeal and have not had any success in the past'*. 25% (12) did not know the Development & Funding Advice Service existed.

How important is the DFAS for the voluntary, community, charitable & social enterprise sector in the London Borough of Enfield.

Those who have used the service in the previous 12 months

Very important | 83 %

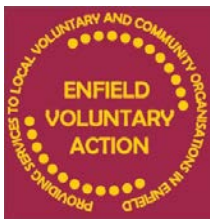
Quite important | 17%

Those who have not used the service in the previous 12 months

Very important | 60%

Quite important | 19%

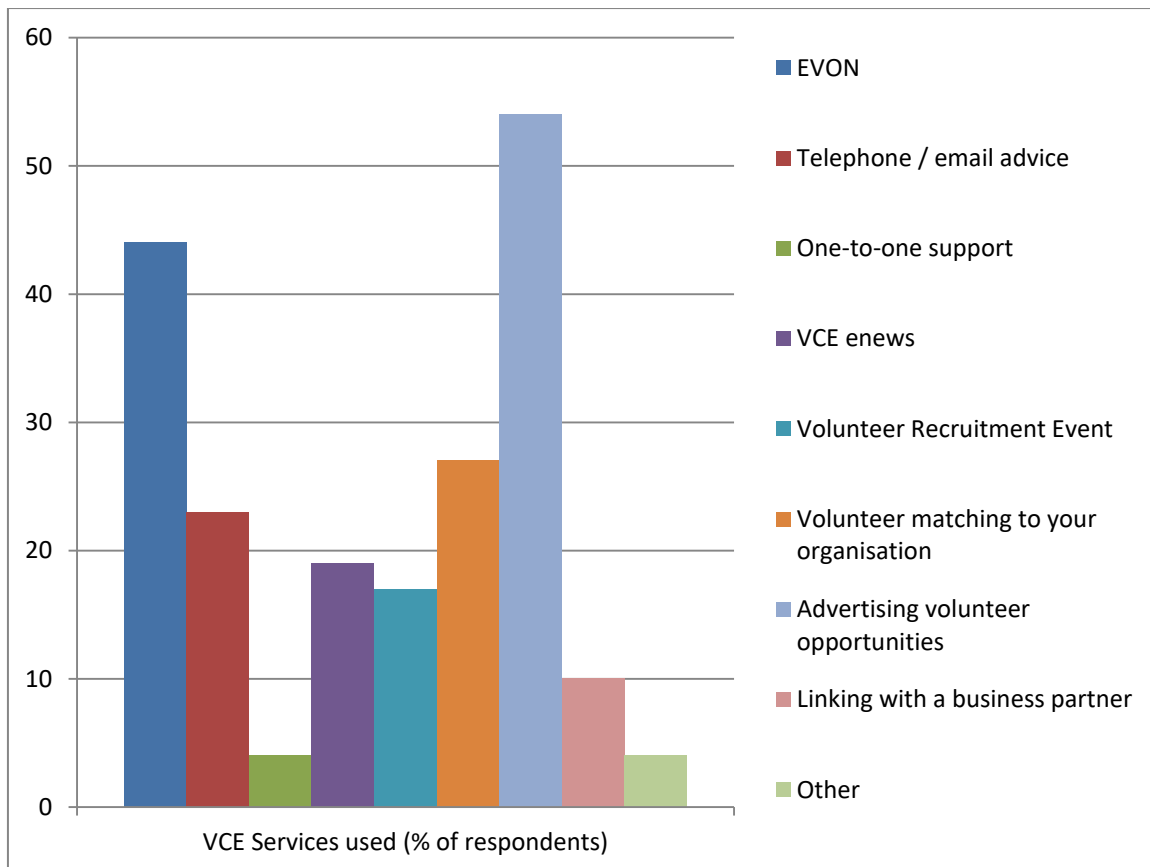
Don't know | 21%



EVA Users' Survey 2017 – Report

7 | Volunteer Centre Enfield (VCE)

50% of respondents had used the services of Volunteer Centre Enfield in the last 12 months.



85% of those who had used VCE services agreed that the support they received had helped their organisation to improve its volunteer involvement, 6% said it had not, 8% did not know.

Of those that had not used VCE, most (56%) had either not used the service in the past 12 months but had previously; or might use the service in the next year. 2 respondents said that they had tried VCE before and it was not able to help their organisation, 2 that they had not tried it, but didn't think it would be able to help their organisation, and 2 stated that volunteering was not within their remit. 24% (11) did not know VCE existed.

How important is the Volunteer Centre Enfield for the voluntary, community, charitable & social enterprise sector in the London Borough of Enfield?

Those who have used the service in the previous 12 months

Very important | 77 %
 Quite important | 21%
 Don't know | 2%

Those who have not used the service in the previous 12 months

Very important | 54%

Quite important | 24%

Don't know | 17%

A selection of comments on Volunteer Centre Enfield's services

- *This is an essential service for voluntary sector groups who rely on volunteer support to exist.*
- *We have received enquiries from volunteers after seeing our volunteer opportunities in EVA's booklet.*
- *Now receiving the wrong kind of volunteer.*
- *Thank you for your ongoing support.*
- *Volunteer centre advertises our volunteering opportunities and signposts volunteers to our service.*
- *It is a service that should be more publicised as not many organisations know about it.*
- *They have to provide at least the travel expenses to volunteers from not-for-profit organisations when invited to attend an event.*
- *Another fantastic service - involving volunteers can be a very long and time consuming process, EVON takes the strain by advertising and recruiting people interested in volunteering in general then they can be matched to the organisation that meets their criteria. It's important to have a pool of people willing to volunteer.*
- *Excellent service with lots of relevant information and tools to support volunteers.*