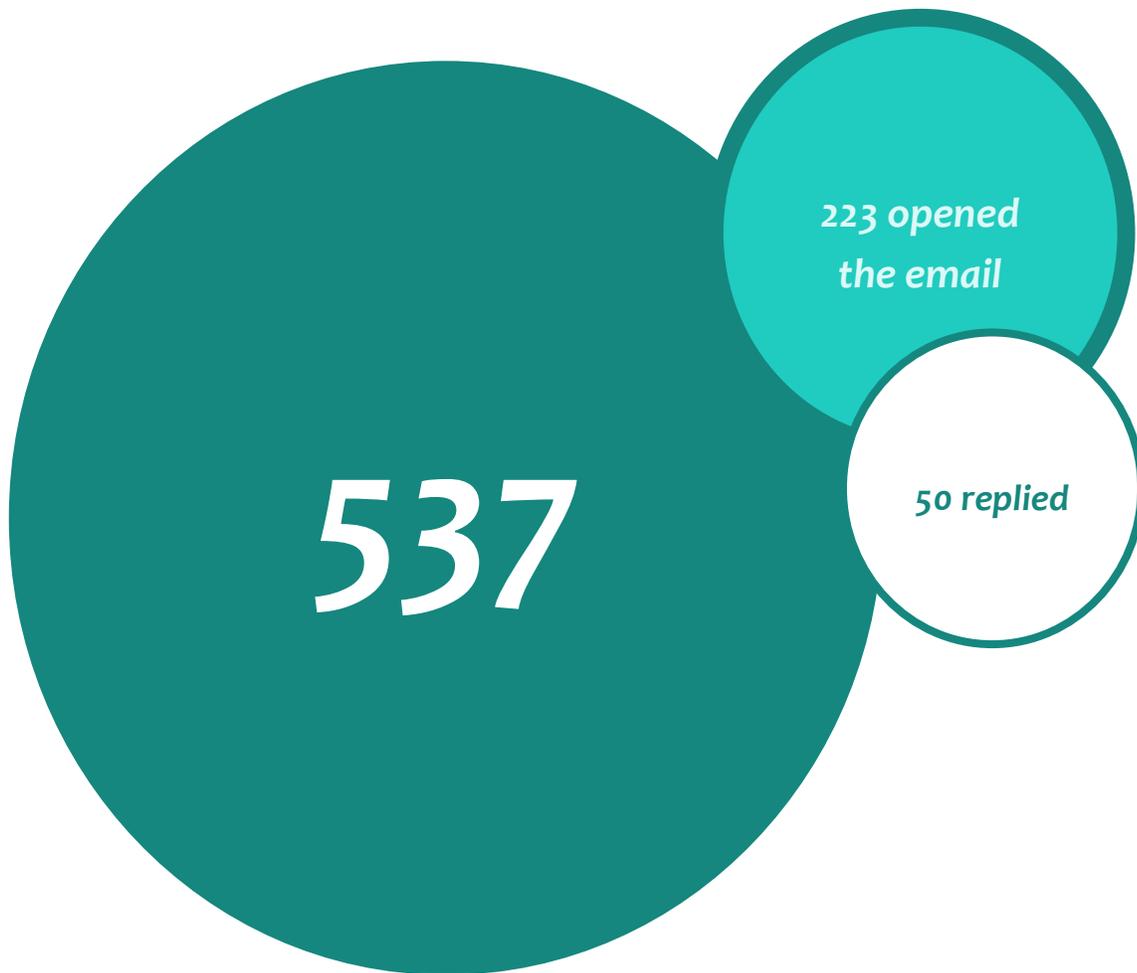




OCVA Members Report 2015-16

The Members survey was conducted online between February 24th and April 2nd 2015. We invited 537 Oxfordshire VCOs to participate; keeping to full members rather than our funders, partners and subsidiaries who are not strictly or necessarily within our sector.



Questions more about **you**

What are the reasons you have connected with OCVA?

Advice and Support	32
Connecting to the sector	32
Finding funding	26
Networking	23
Training	20
Finding volunteers	17
Representation (strategy, democracy)	17
Develop partnerships	16
Meeting room and resources	5
Other	0

What are your main needs at the moment?

Recruiting volunteers	22
Finding funding	21
PR and communications	12
Fundraiser duties	11
Governance and organisational development	11
Fundraising from individuals	11
Need a website	10
Managing volunteers	8
Strategy and sector knowledge	7
Health and Safety	7
Training	7
Staff development and HR	6
Event management	6
Monitoring and evaluation	6
Legal advice	6
IT software support	5
Website officer	4
Need a new database	4
Finance officer	3
Research and reporting	3
Design work	3
IT hardware	3
Database officer	1

How have you been in 14/15?

Using more volunteers than previous year

10 / 50

Using financial reserves

3 / 50

Starting new services

10 / 50

Losing staff

2 / 50

Finding we have more funding

4 / 50

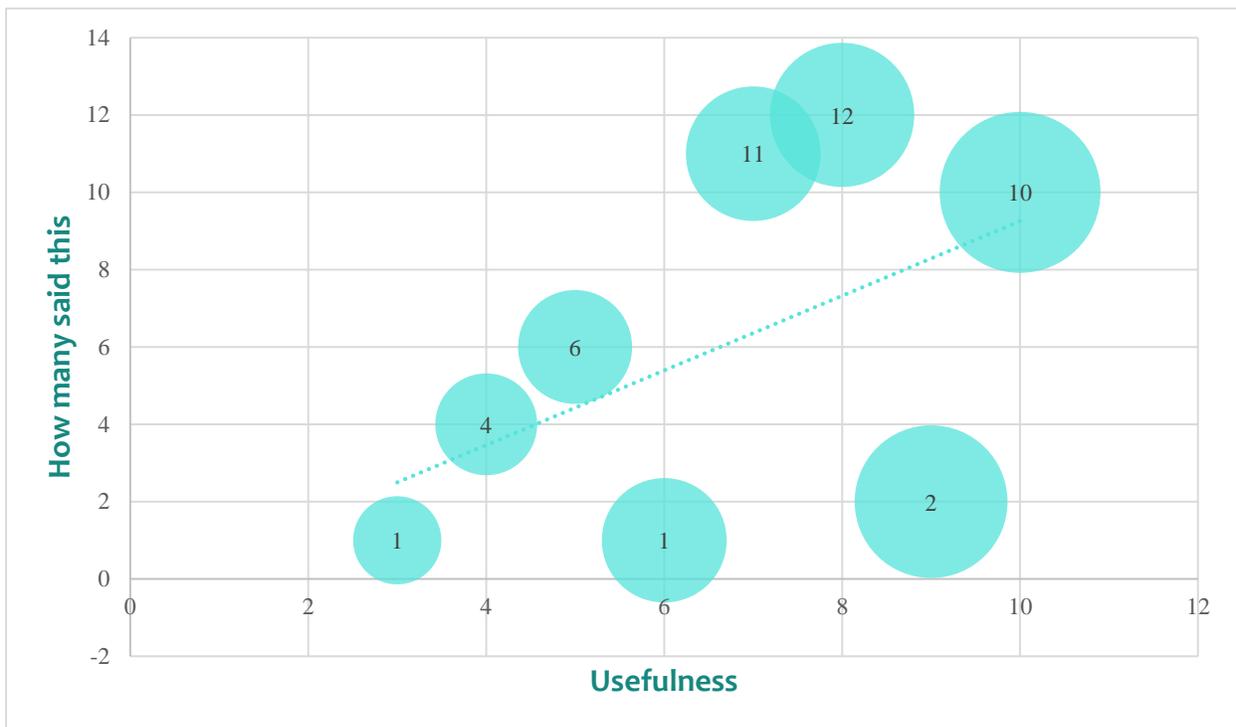
Finding we have less funding

9 / 50

Finding our funding has stayed the same

10 / 50

How useful do members find membership in general?



What members' services have you used in the last 12 months?

Funding newsletter	26
Members' newsletter	21
Sector updates	13
Volunteering opportunities promotion	8
Training at reduced rate	8
Promoting job adverts	5
Voting and nominating	5
Support with volunteer recruitment	4
Press and PR support	3
IT support	0
Meeting room at reduced rate	0
Resource centre and photocopier	0

Give us your case studies!

It is hard to keep these anonymous. We were sent two. Here is one of them.

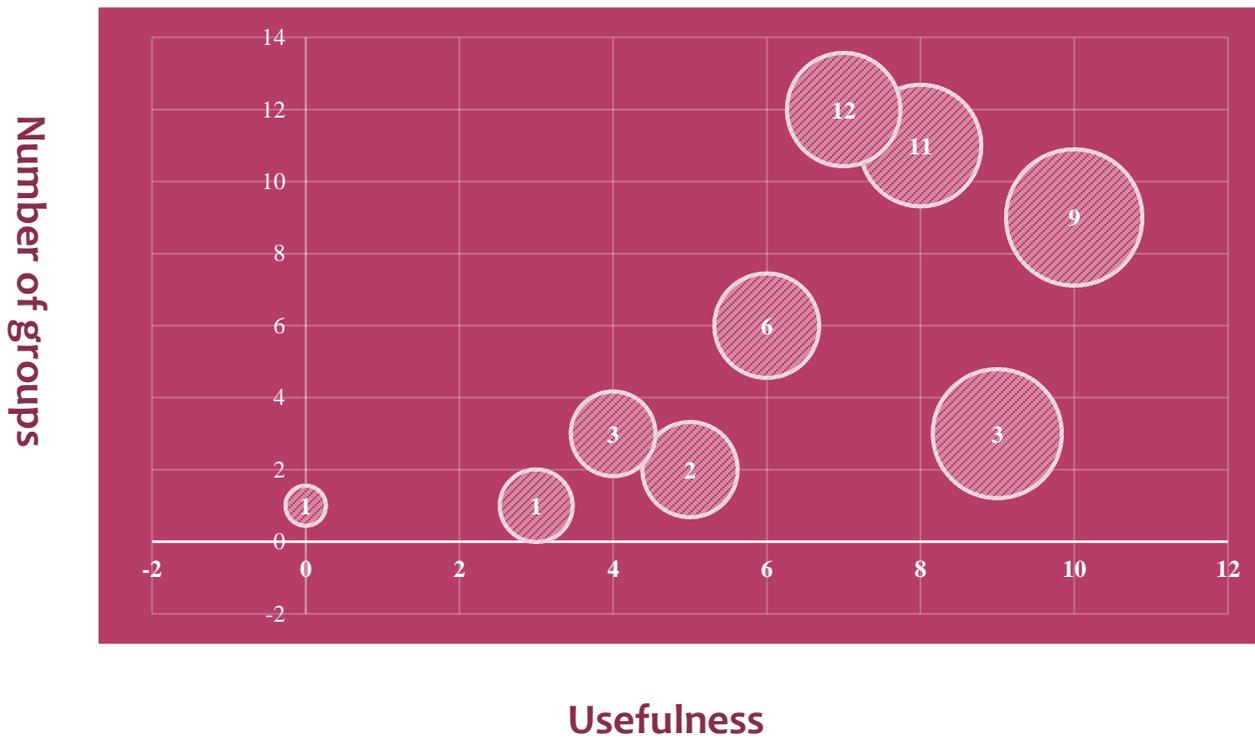
Bill's wife suffered from Parkinsons for a number of years and all his time was taken up with caring for her, with the help of Royal Voluntary Service volunteers. When she passed away he suddenly found himself very alone with too much time on his hands. It was arranged for a volunteer to start to visit him on a regular basis and they have become good friends.

The volunteer, Harry, also lost his wife recently after many years of caring for her so he understood and was lonely himself.

Harry visits Bill every week and will often call him for a chat or to invite him out for a drive.

Questions more about **us**

How useful is OCVA to its members?

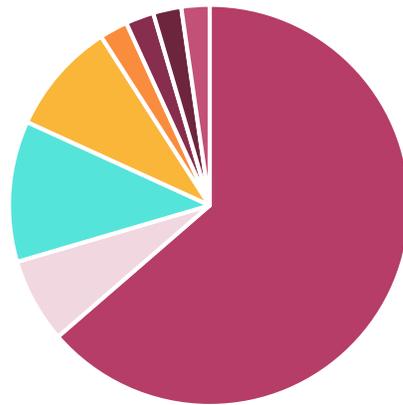


What are your reasons for membership?

Most people didn't say.

How do you rate membership value for money?

28 groups gave us top marks (10)



■ 10 ■ 9 ■ 8 ■ 7 ■ 6 ■ 5 ■ 4 ■ 3

Can you write us a recommendation to help with our funding?

Electronically it is already happening via the CAG.// We've used the meeting room - Trevor and the team have been great and very supportive. // "We would certainly recommend OCVA committee training sessions. The training was communicated clearly and handouts were very easy to follow. OCVA try their hardest to put together a bespoke package of groups training needs, funding needs and organisational structure/development" //Very useful for networking opportunities //Too early to say //The OCVA staff are professional yet approachable - always enthusiastic to help and always willing you on to succeed. You contact them knowing that they will either be able to support you directly or point you in the right direction. // Tell them about the training you offer. // OCVA has great experience in supporting funding and development of voluntary organisations. // OCVA are very well connected throughout Oxfordshire and are one of the 'go-to' organisations/ networks supporting charities, with training, funding and other resources. // I've recommended you on quite a few

“Basically, for everything you might want as a voluntary organisation, OCVA is your one-stop shop.”

occasions. The main trigger has been around financial skills eg when people say "We're lacking good financial accounts"; "I'm not good at finance"; and around funding "I dont know where to start" "I'm not sure what they want"...I tell them they should contact you and look out for training courses.//

It is reassuring to know that OCVA will have or can get the answers to questions relating to volunteering, HR and policies. The list of training courses which are put on by OCVA are varied and relevant. Repeating popular courses works well for us as when new staff come on board we can enrol them and we know the quality and content of the training they are receiving. Networking through OCVA is very useful for us, giving us the opportunity of developing relationships with other organisations and sharing good practice.// In the past, OCVA Volunteer Bureau has matched the St Mary & St John Churchyard group with volunteers from the Corporate sector and with individuals looking for voluntary nature conservation and gardening.work // If you need to be represented to other bodies and organisations then join ocva. If you need to know what funding is out there and find people with different skills then join. // I would say that the information from OCVA is very good and well worth the membership fee. // I would recommend your services for advice on fundraising and finding volunteers. // "I have in the last couple of years recommended you to someone new to working in the charity sector although the cahrity they work with with is well established they did not know about you. I explained how you helped us in the early days and what services you can offer them. // helped us to new constitution // Great for grants and funding. // Governance and Legal advise has put us in contact with some knowledgeable

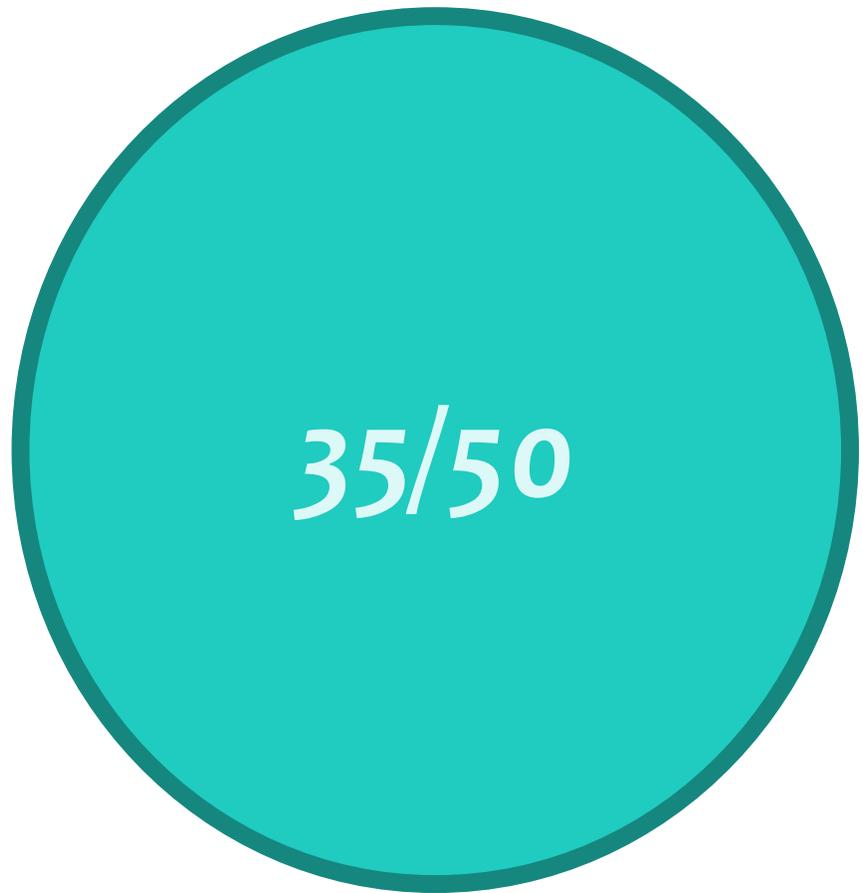
people who could point us in the right direction. //Good funding info // get newsletter, see what applies

For a small organisation like ours, it is a useful point of contact when we have queries about matters relating to our constitution etc. // Following their excellent advice and support for applying for funding for a major building project

“We have only just realised [what a] great resource it is.”

we have recently recommended OCVA to help another local charity with their funding needs and management. // Finding volunteers// Basically, for everything you might want as a voluntary organisation, OCVA is your one-stop shop. A

great resource, from first plans through .to established organization // Always very helpful and well informed. Have been very useful in the past in enabling me to find sources of funding for my association. // A very useful service, enabling you to network well with other organisations and charities, especially when looking to get new volunteers and to manage them. We value the knowledge and support which we know we can call upon from OCVA //we may look to make more use // We have made little use so far of OCVA but hope to connect more this year! // We have had enormous changes in our organisation this year and the previous contacts you had in our organisation have gone. We have only just realised the great resource it is. // We are renewing because we can post volunteer opportunities but I will certainly be looking in to some of the other options I have now found out about!



Likely to use a service
again

What does OCVA do well? What could OCVA do better? What could OCVA do that it doesn't already do?

You're fine // **"Very good training, Very good for networking"** // Very good information sent electronically on a regular basis. Can't think of any improvements at the moment.// They are always keeping up to date with funding opportunities brought about by the local council and other groups within the network which has such great support. // Seems to be **excellent work done all the time.** Can't think of any improvements at the moment. // Provides excellent face-to-face advice on running a voluntary body. Keeps us in touch with funding opportunities. // "OCVA provides regular information about up to date funding opportunities available. **More available to provide one to one funding support/advice** including completing application etc. **Provide regular management committee training/support sessions"** // OCVA is **the go to body for voluntary organisations** looking support and help to start up or build their capacity. // OCVA are very well known within the sector and the email updates both training and funding are good. **I will always**

look at the emails that come through and find the information useful, informative and timely.

I have attended various OCVA training courses and think **Liz is a very good trainer** - thorough, knowledgeable and keeps to time, no matter where the discussions go throughout the day. She also makes sure that she understands the needs of the individuals attending the course so that where possible, it is tailored a little bit to those attending.// **The development team could be stronger** in supporting existing members with their current needs. Having met 1-1 with some of the team, I had a disappointing chat at an event a few month's later where they couldn't really remember what our needs were or immediately recognise me! I've also had to chase for information despite scheduling a meeting to discuss a specific piece of funding and the healthcheck from OCVA that was needed.// It's difficult to say because I don't think we use OCVA in the way that other organisations might. I did think **the OCVA awards were a fantastic way of bringing different organisations together**, and the more we can get some of these organisations (especially the smaller ones) to talk to each other, the better it must be for them to swap ideas and work together. I think these initiatives work best when there is a personal connection. // It's already doing well Can't think of any improvements which could be made // "It would be useful to have some of the training opportunities **information events in the evenings or weekends as I have another job** as well as this one so events in normal working hours are difficult to attend." // **I didn't really know about most of the things** listed above! I'd really like some sort of consultation system where I could come to you with a problem and you could point me in the direction of someone who could help.. I did try this a while back when I needed a recommendation for an accountant who was experienced with not for profits but the person responding seemed a bit baffled as to why I had asked. // Haven't needed the service a lot lately and not been in contact directly with staff.

Website is very helpful. Hard to think of anything. You do a good job. // **"Gives clear information and support.** Provides a focus for negotiation and campaigning locally between voluntary sector and statutory/other bodies. // Can't think of anything else - look to increase capacity with like-minded organisations locally?" // **Fewer emails - We seem to get the same ones over and over as they are sent to different people within the organisation then circulated.** //Excellent at advice, support and provision of information.

"Excellent and regular training courses **Prompt response to queries regarding the charitable sector Invaluable advice when reviewing our own policies** Good opportunity for our organisation to show our appreciation for our volunteers through the OCVA Award ceremonies " //

Don't feel I have been part of a member organisation for long enough to comment, though I have always found them helpful with enquiries and the training courses are always well run. // "Does Well: **Provide a useful friendly environment to meet and network with other Volunteering organisations, provide useful training opportunities and circulate relevant local information.** Could do better: Provide email write up of meetings as promised during the meetings. "Do well Keep abreast of issues in the sector Do better **Be more personal/engaging with your members**" // Brilliant for collecting all funding opportunities relevant to my association. // All dealings with, and courses attended by OCVA have been fine. Just good to know its there if we should need it more. have only used it for training courses in the past.



Likely to
recommend

OCVA membership to
others

Renewing
membership for
2015/16



Miscellaneous

comments about OCVA

This is a useful resource we've been missing out on due to staff changes but we will be making more use of it in future.

OCVA provides many valuable services for the charity sector. Their staff are very knowledgeable and really helpful. The OCVA courses that I have participated in have been really excellent and excellent value for money.

Need some advice about volunteers' recruitment, in particular about finding volunteers who are able/willing to be on the organising team. I am planning to get in touch about this.

It was an honour to receive the Management of Volunteers Award last year through OCVA and something we are very proud of.

At some stage we would like to do an energy survey of Abingdon, and need links with local educational establishments who might have students who could do this as a project.

Please rate the
knowledge of OCVA
staff when you used a
service?

Great – **50%** Poor – **4%**

Please rate the attitude
of OCVA staff when
you used a service?

Very helpful and
friendly – **44%**

Poor – **2%**

How did you find out about OCVA?

“

Word of mouth // Word of mouth // Website // Website // Web search originally // Web search // We just know its there! // via website // Via CAG network // Through supporters // Through Oxford & District Trades Union Council // Through Hilary Burr // Through Cherwell DC meetings // Through advertising in the charity press. // Their outreach in Abingdon // Tanya // Recommended // Previous work // Personal knowledge of OCVA // Personally connected via different voluntary activities for over 15 years // Our organisation was already a member when I took over running it // Member for some years (!) // local knowledge // Joined member organization

// It is well known within the charity sector in Oxfordshire //

Internet // I can't remember now // From other local organisations // Former trustee // Don't recall // Current Member // Community group was a member when I joined as volunteer // Can't remember - sorry! // can't remember // CAG // Been a member for years // Been a member for many years // approached several years ago // mail // approached during setting up of scheme // Another organisation

”

Sources and credits

Report compiled by OCVA (Oxfordshire Community & Voluntary Action) using data from an online survey using Google Forms

ocva.org.uk

admin@ocva.org.uk

01865 251946

© 2015, OCVA

OCVA is a registered charity No. 1108504 and a company limited by guarantee No. 5363946. Registered in England and Wales. VAT registration no. 948566174.