Training Needs Analysis, November 2010
Summary of Results

Introduction

In 2007 Volunteering Derbyshire (now Volunteer Centres Derbyshire (VCD)) commissioned a three year county wide training plan[1] aimed at volunteer managers. Its purpose was to build the capacity of volunteer managers to give volunteers the support, training, protection and appreciation they needed to make them the most effective volunteers they can be.
The training plan was based on the results of a training needs assessment carried out with volunteer managers across the county (including Derby) in early 2007.

In the three years following, the training recommendations were successfully put in place and courses, based on identified training needs, were delivered across the county, coordinated by the VCD Training Group.

A review of the whole training plan was conducted in September 2009 [2] but by mid 2010, it was apparent that attendance at some training courses was declining. In response to this it was decided that the training needs of volunteer managers should be re-visited with a view to reviewing need and identifying future training strategy. At the same time it was also agreed that a new review should include a continuation of the process of mapping volunteering across the network area which had been started in late 2009 with the conservation and heritage groups. The latter was an objective in the Capacity Builders funding.

To address the above, a new Training Needs survey was conducted with volunteer managers in November 2010.

Aim of the Training Needs Survey

The purpose of the survey was to
- identify the skills and knowledge gaps in terms of volunteer management within voluntary organisations and community groups to tailor future training provision by VCD network.
- continue the process of mapping volunteering across the network area.

The data received would add to that, already collected in late 2009 from the conservation and heritage groups.

Methodology

Given that the purpose of the survey was to identify skills and knowledge gaps within the volunteer manager workforce, it was decided that the survey should have a competence led focus which took into account the National Occupational Standards for Volunteer Management, Investing in Volunteers Quality Standard and the research report 'Valuing Volunteer Management Skills' [3]. (see appendix 3 for copy of the questionnaire used)
Survey Design: The survey needed to be able to provide answers to the following 5 key questions:

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[1] Volunteer Derbyshire Training Plan 07-10
[2] Volunteer Centres Derbyshire Training Plan Review, September 2009
[3] Valuing Volunteer Management Skills, September 2010: IVR for Skills Third Sector

1) What skills / knowledge did volunteer managers feel they needed to further increase their effectiveness in their managing volunteers (based the survey questions on the NOS competencies and IiV good practice standards)

2) What training staff / volunteers have attended in the last 12 months. (aim was two-fold: to ensure we don't repeat topics too early and to check that gaps in skills/knowledge do not still exist in areas where training has been provided

3) What format of training / development would best suit their needs
Research[4] shows that only 61% of large income organisations turn to Volunteer Centres for advice and support [and a significant percentage of small groups choose not to]. Barriers to training include – not seeing the need (smaller groups), lack of time, no-one to cover role while away, cost. In planning future delivery we needed to corroborate this existing research and ensure that any training provision would be accessible to as great a number of organisations and groups as possible.

4) Have volunteer managers heard of / do they attend the Volunteer Coordinator Forums? These are run by all Volunteer Centres within VCD and research[5] indicates that people are more likely to access training if they are part of a network.

5) How many volunteers are involved with the group / organisation and how many hours do they give? Key questions to further the mapping of volunteering across the network area.

Target respondents for the questionnaire: main individual or individuals within volunteer involving organisations who have responsibility for managing volunteers within their group / organisation. These individuals were also those who were, at the time, signed up to receive the VCD e-bulletin. Recipients were from across all districts within Derbyshire with the exception of Derby, who for internal reasons, decided not to be part of the survey.

Collecting the data: The survey took the form of a questionnaire. The majority of recipients (449) received this via email with a link to a survey monkey questionnaire. This was sent out centrally to organisations using the e-bulletin circulation list thus avoiding duplication of contacts. From this mailing a 14% return rate was achieved. The organisations registered solely with Amber Valley or Buxton Volunteer Centres were not part of this survey circulation as the volunteer centres preferred to send out the questionnaire themselves either by post or as email attachment. 106 further organisations were contacted in this way with a 7% return rate.

Results of the Training Needs Review

Geographical spread of respondents
69 organisations responded to the survey from across all districts within Derbyshire. (City of Derby did not participate in the survey). For a full list of respondents see Appendix 2.

Of these 69,
36 (52.2%) operate solely within one district, 18 (26.1%) operate Derbyshire wide with the remaining 15 operating across between two and seven districts.

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[4] Valuing Volunteer Management Skills, September 2010: IVR for Skills Third Sector
[5] Valuing Volunteer Management Skills, September 2010: IVR for Skills Third Sector

Geographical location of organisations
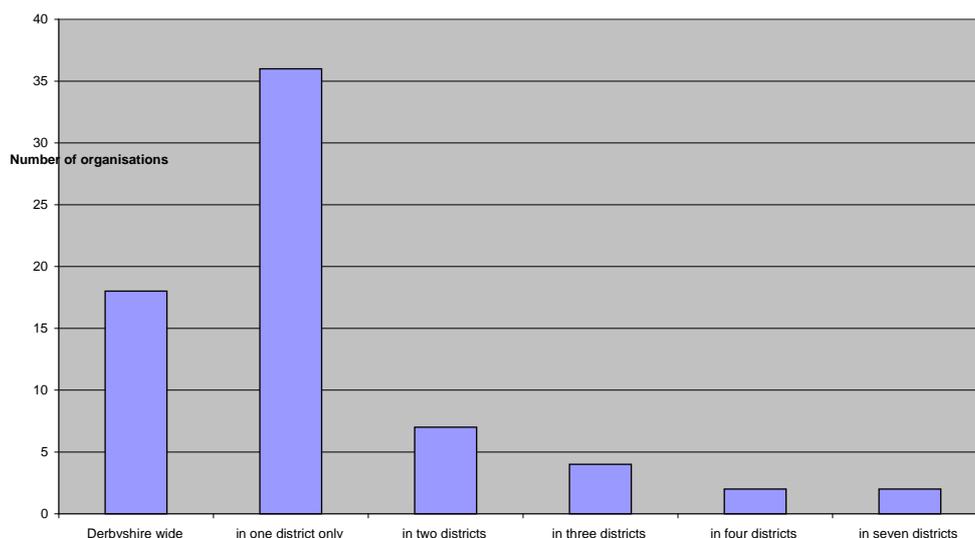
Findings from the Survey in terms of answering the original stated questions (see page 2)
Below is a summary of the findings, listed by question. A more indepth analysis of the data received, where appropriate, is given in Appendix 1.

1) What skills / knowledge did volunteer managers feel they needed to further increase their effectiveness in their managing volunteers
Within the questionnaire the list of training topics were separated into three sections[6]:

- Attracting and recruiting volunteers
- Managing volunteers
- Policies, procedures, funding and legal issues

The topics listed in the above three sections align with the National Occupational Standards for Volunteer Managers. As the questionnaire was likely to be filled in from an organisation perspective rather than that of an individual volunteer manager and his/her own personal / professional development needs it was decided to frame the competencies as training topics.

Of all three sections the one which attracted most responses was Attracting and Recruiting Volunteers with 56 responses as opposed to Managing Volunteers and Policies, Procedures, Funding and Legal Issues which each attracted 45 responses. There are a number of reasons which could possibly explain the lower number of responses in the latter two sections reaching from the respondents feel they have less of a training need in these areas to they got fed up with answering the questions so skipped to the next section.

The table below gives the suggested topics for training listed in the survey questionnaire in order of training need.

Training Topic	No. of respondents and % of total respondents
Obtaining funds for volunteering	30 (43%)

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[6] See questionnaire in Appendix 3

Training Topic	No. of respondents and % of total respondents
Making effective use of free media (radio, newspaper etc)	29 (42%)
Producing publicity which encourages a wide range of new volunteers to come forward	28 (41%)
Strategies to motivate volunteers	28 (41%)
Promoting your volunteering programme to key people of influence in order to gain support and funding	24 (35%)
Developing a diverse volunteer base	23 (33%)
Selecting the most appropriate method to recruit volunteers	23 (33%)
Offering volunteers further training and development opportunities appropriate to their role	23 (33%)
How to say no to a volunteer at interview	22 (32%)
Giving volunteers effective feedback and support	22 (32%)
Managing difficult volunteers	22 (32%)
Techniques to handle conflict between individuals	22 (32%)
How to manage the situation when a volunteer's role is no longer appropriate for them	22 (32%)
Ways to recognise volunteers' contributions to your organisation and thank them	21 (30%)
Developing effective inductions for volunteers	20 (29%)
Providing volunteering opportunities for young people	19 (28%)
How to support volunteers through change when organisational priorities and projects have to change	18 (26%)
Maintaining volunteer records in line with data protection / confidentiality guidelines	18 (26%)
Collecting evidence to enable you to demonstrate the difference volunteers make to your organisation	17 (25%)
Understanding the issues involved in safeguarding and safe recruitment	16 (23%)
Developing / improving a working volunteer policy	15 (22%)
Developing / improving volunteer task descriptions for all roles	15 (22%)
Knowing the legal situation around volunteer expenses and benefits	15 (22%)
Handling problems affecting volunteers (work, personal, social problems	15 (22%)
Successfully using social networking (e.g. facebook, twitter)	14 (20%)
Developing an up to date and user friendly website	13 (19%)
Developing / improving your risk assessment policy & procedure to include volunteers	13 (19%)
Knowing how the law distinguishes between volunteers and employees	12 (17%)
Developing an up to date volunteer recruitment policy & procedure	12 (17%)

Training Topic	No. of respondents and % of total respondents
Ensuring good working relationships between paid staff and volunteers	12 (17%)
Managing volunteers leaving	11 (16%)
Influencing / persuading decision makers within your organisation of the value of volunteer management	11 (16%)
Developing an equality & diversity policy and procedure which applies to volunteers (taking into account new Equalities Act 2010)	10 (14%)
Developing a working complaints / grievance policy & procedure for volunteers	10 (14%)
Understanding and implementing relevant recruitment legislation e.g. rehabilitation of offenders, police checks	10 (14%)
Developing safeguarding procedures for volunteers working with children and/or vulnerable adults	10 (14%)
Developing safeguarding procedures for involving vulnerable volunteers	9 (13%)
Developing / improving your health and safety policy & procedure to include volunteers	9 (13%)

Developing a future training plan based on the above
Looking at the above table and the topics identified as 'most needed' the following observations can be made:

- The topics listed in the top 12 reflect a need for both information focussed input e.g. obtaining funds for volunteering, offering volunteers further training and development opportunities plus some skill development input e.g. how to say no to a volunteer at interview, techniques to handle conflict.
- It is clear that there is continued need to deliver what could be described as core volunteer management training e.g. developing a diverse volunteer base, strategies to motivate volunteers, developing effective recruitment publicity.
- There are also within the top 12 some new topics e.g. techniques to handle conflict between individuals, how to manage the situation when a volunteer's role is no longer appropriate to them, offering volunteers further training and development opportunities and promoting your volunteering programme to key people of influence.
- There are some topics listed which have not been included in the county's previous training plan. Whilst certain ones may not be seen as core subjects for a Volunteer Centre to deliver, many volunteer managers will have these areas of work within their job roles and therefore the topics should not be discounted.

Whilst the above table gives us an indication of competencies where there is a further training need required, it is not to suggest that individual training sessions should be developed for each individual competency. Looking at the list it is obvious that some competencies could be linked together – further detailed analysis of the responses also supports this as respondents have often expressed interest in linked competencies. To view the detailed analysis see Appendix 1.

How do the above responses relate to other training needs data gathered in other Derbyshire Surveys?

During 2009 – 2010, sector specific surveys were carried out with Conservation groups[7] and with Heritage groups. The respondents in these two surveys were for the most part different to those who responded to the November 2010 training needs survey. Whilst the main purpose of the surveys with Conservation and heritage groups was to map the level of volunteering in these sectors some training needs data was also collected.

Whilst the training needs questions weren't framed using the above, more detailed competency focus, common topics can be identified. Most frequently requested topics for training from groups and organisations within these two sectors included:
- Attracting and recruiting volunteers
- Keeping volunteers motivated
- Dealing with difficult volunteers
- Volunteers & the law

2) What training had groups attended in the past 12 months
The response rate to this question was much lower than for the other questions with only 26 respondents choosing to answer it. The question was intended to elicit what training had already been attended by organisations with a view to ensuring topics weren't repeated too early and to check whether gaps in skills/knowledge still existed in areas where training had been provided. Although the responses were too small to form any judgements about the above it is interesting to note that Volunteers and the Law and Disability & Equality training were the two courses which seemed to have had the greatest attendance with 11 and 10 respondents respectively saying that they had attended these sessions.

3) What format of training / development would best suit their needs
In this question the respondents were given the following options and asked them to put them in order of preference from 1-7 where 1 = most preferred:

- Half day workshop during week day
- Workshop in the evening
- Half day workshop at weekend
- Whole day event with multiple topics
- Bite-size modules at Volunteer Coordinator Forums
- Accredited courses
- In-house training for your group / organisation

Since the survey a few Volunteer Centres and networks in England have introduced the use of Action Learning Sets as a format to enable volunteer managers to develop their skills in handling work related issues. This option was not included in this Survey but it might be worth consideration

Preferred training format
Taking those training formats which were given a preference of 1 or 2 (i.e. most preferred) we see the following results:

[7] Volunteering for Wildlife Conservation 2009
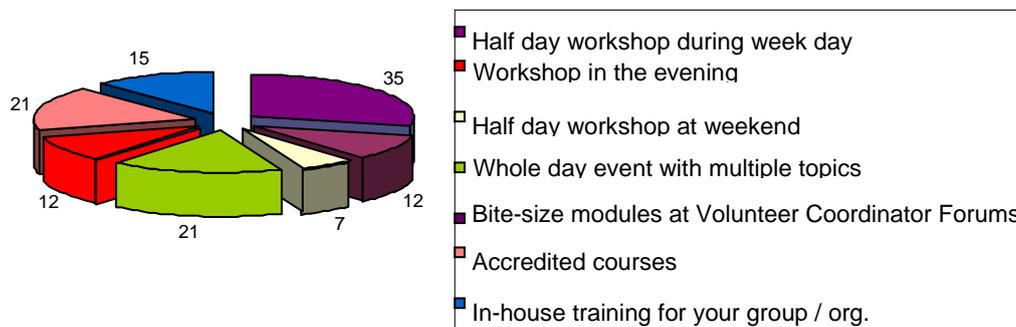
For the organisations who responded, the half day workshop during a week day was, as in the past, the most preferred option. This was followed by the opportunity to have a whole day conference style event with multiple topics being covered. There was also some interest in having the opportunity to do accredited courses. The topics for accredited courses were not explored as part of the survey.

Bite-size modules at Volunteer Coordinator Forums; out of 52 respondents, 12 rated it as high preference, 30 rated this option in the middle band (3-5) and 10 rated it lowest preferences. There was no correlation between interest in this training format and attendance at Volunteer Coordinator Forums. This would suggest that, while this form of training delivery was not their preference, it would perhaps be acceptable. For this approach to work successfully the format needs further discussion and development by the network.

Least preferred were workshops in the evening (30 out of 52 voted this as their least preferred option i.e. rated it 6 or 7) or at the weekend (35 out of 52 voted this as a least favourite option). It is important to remember however that some groups did have a high preference for evening or weekend training provision: this correlates with their responses to barriers to accessing training which tended to be 'inconvenient time'.

If we take those training formats given a preference of 6 or 7 (i.e. least preferred) we see the following results:
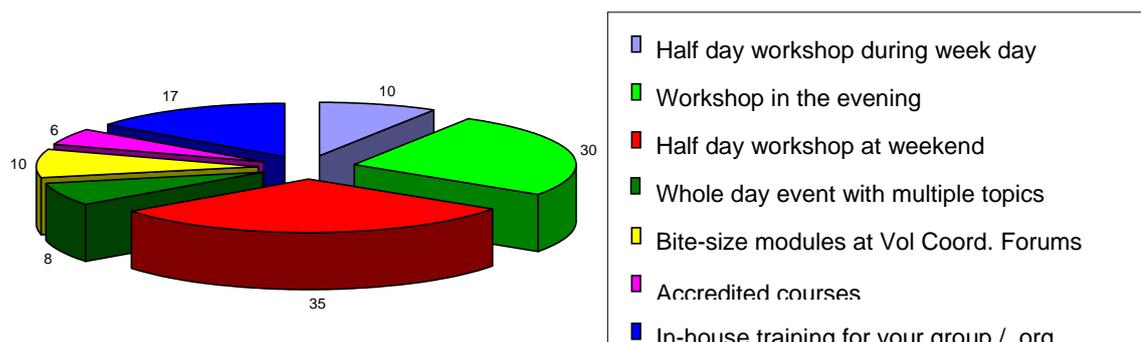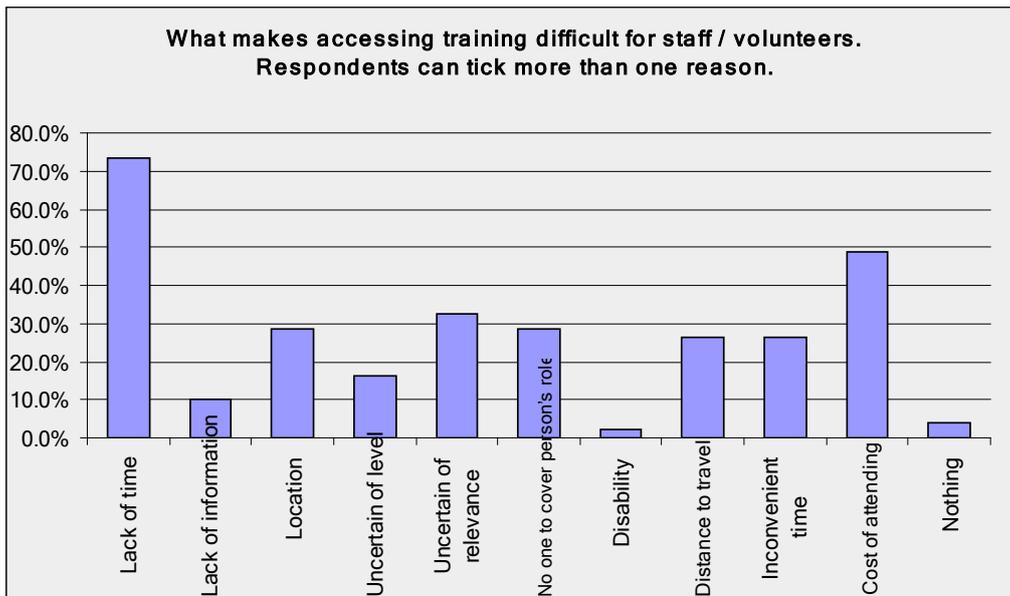

Other comments received on this question
- 3 organisations suggested that on-line learning opportunities would be useful
- In house training could be organised for small groups providing similar services/opportunities for volunteers was also a suggestion.

However it is important to consider the above preferences alongside the question 'what prevents you from accessing training'

Barriers to attending training
49 respondents gave their views on this.

Jo Baines, Volunteer Centres Derbyshire April 2011

**What makes accessing training difficult for staff / volunteers.
Respondents can tick more than one reason.**

- The 13 of the 49 organisations who cited 'inconvenient time' as a barrier to accessing training tended to have a preference for training to be delivered in the evening or as in-house training.

- The 14 of the 49 who cited 'no one to cover person's role' as a barrier showed more interest in in-house training, bite-size learning via Forums.

4) Have volunteer managers heard of / do they attend the Volunteer Coordinator Forums?

52 organisations responded to this question. 44% of those who responded said that they didn't attend the Forums. The following reasons were given:
- Lack of time / clash with other commitments – 7 respondents
- Not relevant to my level of skill / knowledge / not effective use of manager time -3 respondents
- Don't know when they take place/don't receive information about them (but would like to)– 3 respondents
- Not sure whether Forums are relevant to our group / we do not fit the mould – 2 respondents
- Organisation runs its own coordinator meetings and I attend VCI Roadshows – 1 respondent
- Hope to in the future – 2 respondents
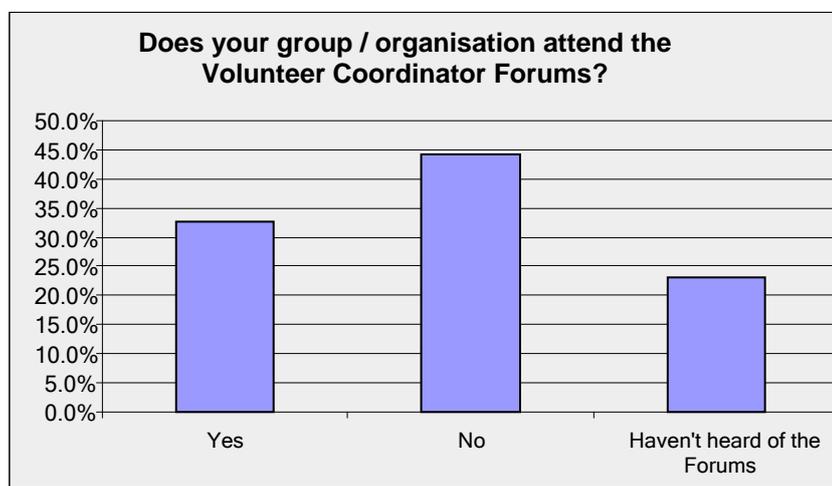
**Does your group / organisation attend the
Volunteer Coordinator Forums?**

5) How many volunteers are involved with the group / organisation and how many hours do they give?

51 organisations out of 69 provided information for this section. In total they involve 2869 volunteers who give time either weekly, not weekly but at least once a month or at least once a year. Not all the respondents gave a more detailed breakdown of volunteer hours but of the 37 who the breakdown is as follows

Of 37 organisations/groups	Totals
Total number of Volunteers	1,511
Hours Volunteered Annually	196,600*
Annual Value – *hours x minimum wage.*	£1165,838.00**

* for volunteers who give time weekly calculation was based on a 48 week year. For volunteers who gave time in terms of days – a day was calculated as 6 hours unless given otherwise

** This figure is likely to be an under estimate as some volunteers will be in highly skilled roles which, if paid, would attract a higher hourly rate.

Conclusions and Issues for Consideration

As described above and in the detailed analyses in Appendix 1, the survey has generated a number of findings from which can be drawn a range of conclusions and issues for further consideration.

Whilst the return rate wasn't particularly high, the responses reflected a wide range of groups in terms of their size, geographical location and services provided and there was a level of cohesiveness in their responses. On this basis it is fair to assume that their views would be in line with other groups and organisations who did not respond.

The conclusions and possible next actions are:

Evidence of need for future training
- Given the responses there are clear areas where volunteer managers feel additional training would be of benefit to them. The most frequently identified topic areas include some topics which haven't been delivered by the network to date and include also topics which would involve delivering either information or enabling the development / practising of new skills. Both these areas need further consideration.
- Equally important is to consider the fact that 30% of respondents indicated that not having enough information to realise the relevance of a particular training session to their role. In considering a future training programme a suggestion would be to re-visit how the network publicises its training sessions and whether it is appropriate to link sessions to the National Occupational Standards for Volunteer Managers or offer some indication of 'level' of a session.
- The topics listed in the survey were not necessarily envisaged as being stand alone training sessions. There is overlap between topics and when planning a future training programme thought should be given to where topic areas could be linked, without losing the emphasis on individual competencies.

Format of any future training
The survey indicates a preference for half day workshops held during the day (although for a minority for whom time is an issue still prefer an evening session). In discussions with Volunteer Centres there is often a preference for delivering training within the Volunteer Coordinator Forums; however this preference is not so strongly supported by survey respondents – possibly because 44% said they

didn't attend the Forums. Before moving further down this route further discussion is perhaps needed with volunteer managers.

Opportunities for e-learning were mentioned by a small number of respondents which has not been explored

The suggestion was also made about bringing similar groups together for training i.e. groups who delivered similar services or had similar opportunities for volunteers. This has worked successfully in the past with say Conservation Groups but it would need to be considered against issues such as cost and location of training.

Location and distance to travel

Unsurprisingly these two barriers were raised as factors which prevented people from accessing training. The network is already keenly aware of this issue and to date has ensured that opportunities for training are provided in as many districts as possible. It will continue to be considered in any future training plan.

Cost of attending

This was rated as the second highest barrier to attending training after lack of time. Due to the limitations of the survey it is not clear whether respondents meant 'cost' in terms of 'financial' cost or 'cost' as in terms of staff time. Until the current time Volunteer Centres Derbyshire have not charged for training. If this is to change further research regarding acceptable charges may need to be carried out.

Attendance at Volunteer Coordinator Forums

44% of the respondents said they didn't attend the Forums for a variety of reasons which included:

- Lack of time / clash with other commitments
- Not relevant to my level of skill / knowledge / not effective use of manager time
- Don't know when they take place/don't receive information about them (but would like to
- Not sure whether Forums are relevant to our group / we do not fit the mould

Given the above reasons it would seem that there is perhaps a case for re-visiting how we publicise the Forums, enabling volunteer managers to be clearer about the purpose and content of these meetings.

Further Research

Valuing Volunteer Management Skills, September 2010: IVR for Skills Third Sector
http://www.ivr.org.uk/Migrated+Resources%2fDocuments%2fV%2fValuing_volunteer_management_skills.pdf
Management of Volunteers, National Occupational Standards, 2008
http://www.ivr.org.uk/Migrated+Resources%2fDocuments%2fV%2fValuing_volunteer_management_skills.pdf
http://www.skills-thirdsector.org.uk/documents/NOS_Volunteer_Managers_Full_Version_NEW.pdf
Investigating the Training Needs of Volunteers in the Children's Workforce, 2010: Leeds Metropolitan University. (This has not been referred to in the above report as it has only just been released but may be of interest)
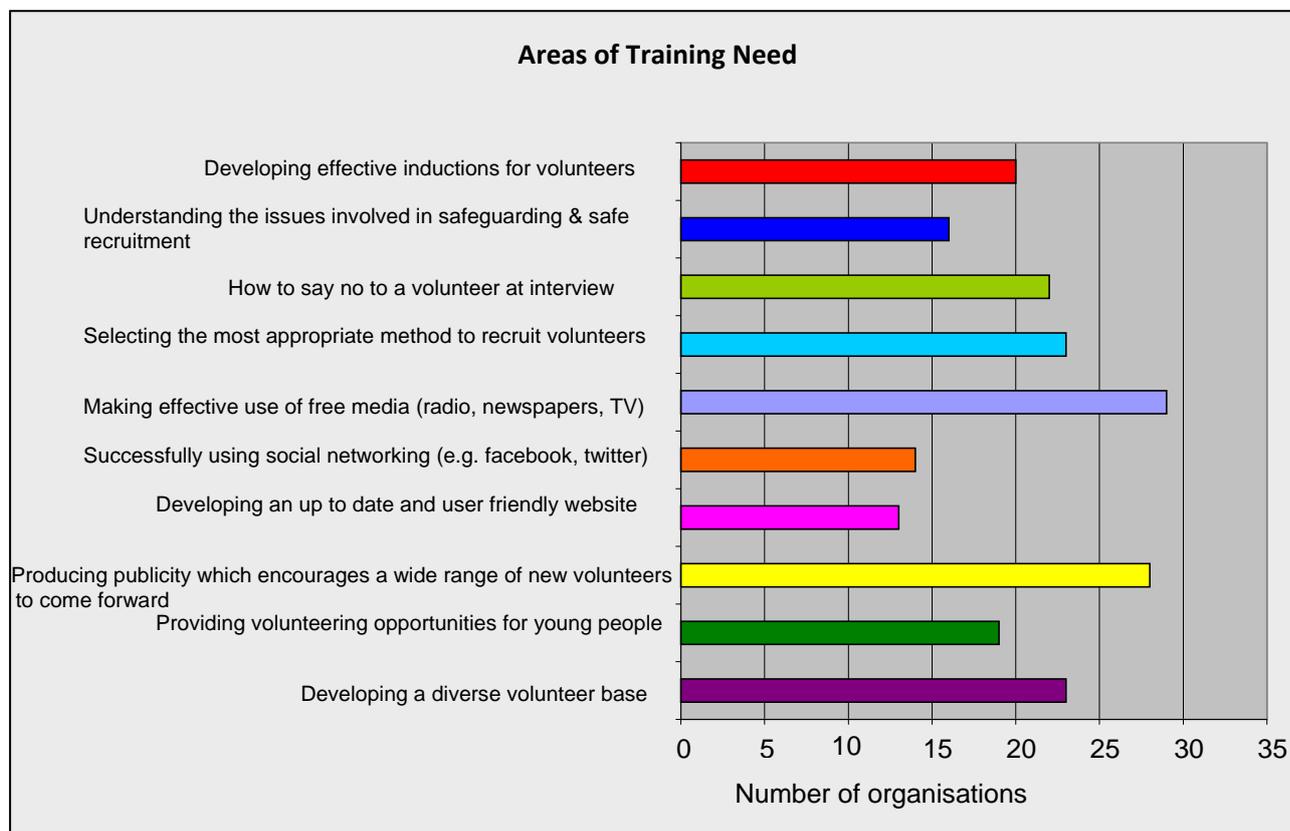http://www.cwdcouncil.org.uk/assets/0001/1578/CWDC__Final_Volunteer_Report.pdf

Appendices

Detailed analysis of training need data by section

Attracting & Recruiting Volunteers

56 out of 69 respondents (81.2%) gave answers to questions in this section.

Summary and Comment

Training topics identified as the most popular include

- **Making effective use of free media (radio, newspaper etc)** (29 out of 56 organisations expressed interest). Interestingly there was significantly less interest in a session on social networking (14 respondents)
  Of the 29, 10 are also interested in social networking training.
  Of the 29, 19 are also interested in 'producing publicity which encourages a wide range of new volunteers to come forward'

- **Producing publicity which encourages a wide range of new volunteers to come forward** (28 out of 56 organisations expressed interest).
  Of the 28, 15 are also interested in the topic 'selecting the most appropriate method to recruit volunteers'
  Of the 28, 19 are also interested in 'making effective use of free media'

- **Developing a diverse volunteer base** (23 out of 56 organisations expressed interest)
  Of the 23, 13 are also interested in 'producing publicity which encourages a wide range of new volunteers to come forward'

- **Selecting the most appropriate method to recruit volunteers** (23 out of 56 organisations expressed interest)
  Of the 23, 9 are also interested in 'how to say no to a volunteer at interview'.
  Of the 23, 13 are also interested in 'developing effective inductions for volunteers'.

Other suggestions for training mentioned by respondents
Training in marketing our services and the good work done by volunteers

Managing Volunteers
45 of 69 respondents (62.5%) gave responses in this section.

Managing Volunteers : Training Topics.
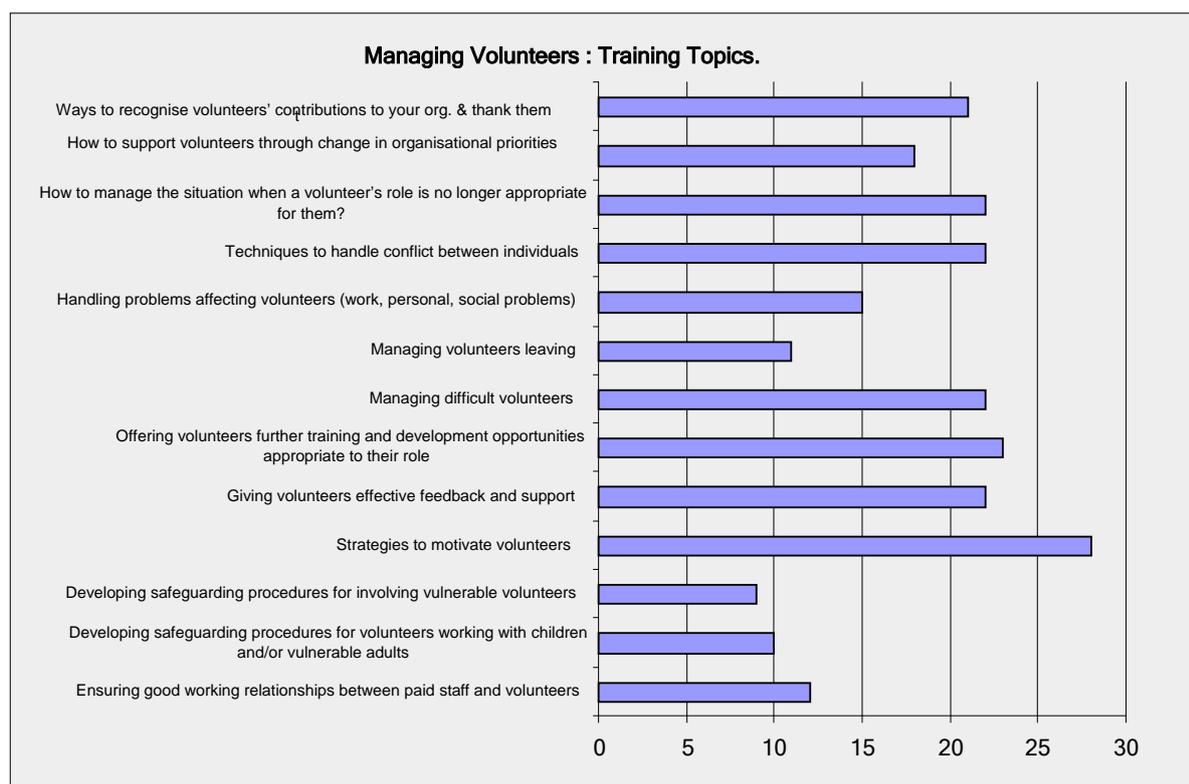
Summary and Comment
Training topics identified as the most popular include:
- **Strategies to motivate volunteers** *(28 out of 45 organisations expressed interest)*
  Of the 28, half also wanted training on both giving volunteers effective feedback and support.
  Of the 28, 14 (i.e. the other half) also wanted training in offering volunteers further training and development opportunities relevant to their role
  11 out of the 28 wanted training in all three of the above topics
- **Techniques to handle conflict between individuals** *(22 out of 45 organisations expressed interest)*
  Of the 22, 14 also expressed interest in training in 'how to manage difficult volunteers'
  Of the 22, 13 also wanted training in 'handling problems affecting volunteers (work, personal, social problems)'

Policies, Procedures, Funding and Legal issues
45 out of 69 respondents gave responses to this section. The following table lists the topics in terms of order of most frequently identified as a training need:

Topic	Number of respondents
Obtaining funds for volunteering	30
Promoting volunteering programme to key people of influence	24
Maintaining vol. records in line with data protection / confidentiality guidelines	18
Collecting evidence to demonstrate the difference vols. make	17
Developing a working volunteer policy	15
Developing volunteer task descriptions for all roles	15
The legal situation around volunteer expenses/benefits	15
Developing/ improving your risk assessment policy & procedure	13
Developing an up to date volunteer recruitment policy & procedure	12
How the law distinguishes between volunteers & employees	12
Persuading decision makers in your org. of the value of volunteer management	11
Developing a complaints / grievance policy & procedure	10
Understanding & implementing relevant recruitment legislation	10
Developing an equality & diversity policy & procedure	10
Developing health & safety policy & procedure	9

Summary and Comment

Looking at the table, we can see that obtaining funds for volunteering is the most popular topic in this section (30 out of 45 respondents), followed by 'promoting your volunteer programme to key people of influence (24 out of 45 respondents), maintaining volunteer records in line with data protection / confidentiality guidelines (18 respondents) and collecting evidence to demonstrate the difference volunteers make (17 respondents).

The top 4 topics are all subject areas which have not been covered in the previous training plan for the county. Whilst certain ones may not be seen as core subjects for a Volunteer Centre to deliver, many volunteer managers will have these areas of work within their job roles and therefore the topics should not be discounted.

List of participating organisations

Thanks go to all the following organisations for their valuable input to this report.

Action Housing and Support Ltd	Independent Age
Action4cotmanhay	Joint Education Trust
Age Concern Chesterfield and District	Leonard Cheshire Disability - Newlands House
Alzheimer's Society, Derbyshire	Long Eaton Silver Prize Band
Ashbourne Partnership	Money Spider Credit Union
Barnardo's	Newhallcommunity.org
BBEC GEM CENTRE	NHS Tameside and Glossop
Carers Sitting Service	North East Derbyshire CAB
Carsington Volunteer Rangers	Old Post Regeneration Association Ltd(OPRA Ltd)
Catch22	Oxfam
Chesterfield Credit Union	Read On Write Away! (ROWA!)
Community Concern Erewash & Bright Street Project CIC	Readycall
Cruse Bereavement Care	Relate - Chesterfield & North Derbyshire
Cruse Bereavement Care Chesterfield & N.E. Derbyshire	Remap - Derby, Burton & District Panel
Denefields Court Lunch Club	Samaritans of Derby & District
Derbyshire County Council	South Derbyshire CAB
Derbyshire County Council Countryside Service	South Derbyshire District Scouts
Derbyshire Dales, Amber Valley & Erewash CAB	South Derbyshire District Council - Sport and Health Team
Derbyshire Fire & Rescue Service	South Yorkshire Housing Association
Derbyshire Wildlife Trust	Sporting Futures
Dora	St Giles Hospice Shops
Erewash CVS	Stanton-by-Dale Parish Church
Exercise for the Heart	Stockport CP Society
Fairfield Older Persons Group (branch of Age UK Derby / Derbyshire)	Swadlincote District 50+ Forum
Fishing for Heroes	Tameside, Oldham and Glossop Mind
Friends of Eastwood Park, Hasland	The Arkwright Society
Girlguiding (UK)	The Athenaeum Youth Cafe
Glossop Mountain Rescue Team	The Farming Life Centre
Glossopdale Furniture Project	Time Out
Hollingworth Juniors FC	Victim Support
Home-Start High Peak	Wirksworth & Middleton CC

Volunteer *Centres*
Derbyshire

Survey on the Training Needs of Organisations and Community Groups who involve volunteers
Autumn 2010

Volunteer Centres Derbyshire would like to thank you for taking the time to complete this questionnaire. The information you provide will be extremely valuable in helping us to:

• meet your needs by developing and planning the most appropriate volunteer management training .
• gain a more in-depth picture of the level and economic value of volunteering in Derbyshire. Given the current economic climate we feel that this detailed picture is particularly important for the voluntary and community sector.

Part One: Background

Question 1
Please give the name of your group / organisation.

Question 2
Please briefly describe what your group / organisation does.

Question 3
Within which area(s) does your group / organisation operate? (please tick all that apply)

Derbyshire wide	☐	Erewash	☐
Amber Valley	☐	High Peak	☐
Bolsover	☐	NE Derbyshire	☐
Chesterfield	☐	South Derbyshire	☐

Derby ☐
Derbyshire Dales ☐

Part Two: Identifying Training and Development Needs

Question 4

The following questions (4-6) cover the key skills and knowledge required to be an effective volunteer manager. Please use the lists below to reflect on your organisation's current level of skills and knowledge and tell us where you feel you would benefit from further training or support.

Attracting and Recruiting Volunteers	
Would your organisation / group like help with….	**Yes**
Developing a diverse volunteer base?	☐
Providing volunteering opportunities for young people?	☐
Producing publicity which encourages a wide range of new volunteers to come forward?	☐
Developing an up to date and user friendly website?	☐
Successfully using social networking (e.g. facebook, twitter)?	☐
Making effective use of free media (radio, newspapers, TV)?	☐
Selecting the most appropriate method to recruit volunteers?	☐
How to say no to a volunteer at interview?	☐
Understanding the issues involved in safeguarding and safe recruitment? *(if not applicable put N/A)*	☐
Developing effective inductions for volunteers?	☐

Question 5

Managing Volunteers	
Would your organisation / group like help with…..	**Yes**
Ensuring good working relationships between paid staff and volunteers? (*if not applicable put N/A*)	☐
Developing safeguarding procedures for volunteers working with children and /or vulnerable adults? *(if not applicable put N/A)*	☐
Developing safeguarding procedures for involving vulnerable volunteers?	☐
Strategies to motivate volunteers?	☐
Giving volunteers effective feedback and support?	☐

Managing Volunteers	
Would your organisation / group like help with…..	**Yes**
Offering volunteers further training and development opportunities appropriate to their role?	☐
Managing difficult volunteers	☐
Managing volunteers leaving?	☐
Handling problems affecting volunteers (work, personal, social problems)?	☐
Techniques to handle conflict between individuals?	☐
How to manage the situation when a volunteer's role is no longer appropriate for them?	☐
How to support volunteers through change when organisational priorities and projects have to change?	☐
Ways to recognise volunteers' contributions to your organisation and thank them?	☐

Question 6

Policies, Procedures, Funding and Legal Issues	
Would your organisation / group like help with….	**Yes**
Promoting your volunteering programme to key people of influence to secure future support and investment?	☐
Influencing / persuading decision makers within your organisation of the value of volunteer management?	☐
Developing methods of collecting evidence to enable you to demonstrate the difference volunteers make to your organisation?	☐
Obtaining funds for volunteering?	☐
Developing / improving a working volunteer policy?	☐
Developing / improving volunteer task descriptions for all roles	☐
Maintaining volunteer records in line with data protection / confidentiality guidelines?	☐
Developing / improving your health and safety policy & procedure to include volunteers?	☐
Developing / improving your risk assessment policy & procedure to include volunteers?	☐
Developing a working complaints / grievance policy & procedure for volunteers?	☐
Understanding and implementing relevant recruitment legislation e.g. rehabilitation of offenders, police checks?	☐

Policies, Procedures, Funding and Legal Issues	
Would your organisation / group like help with….	**Yes**
Developing an up to date volunteer recruitment policy & procedure?	☐
Developing an equality & diversity policy and procedure which applies to volunteers *(taking into account new Equalities Act 2010)*?	☐
Knowing how the law distinguishes between volunteers and employees?	☐
Knowing the legal situation around volunteer expenses and benefits?	☐

Question 7
Please tell us which, if any, of the following volunteer management courses your staff / volunteers have attended since January 2009?

Training Topic	Yes
Introduction to volunteer management	☐
Attracting and recruiting volunteers	☐
Supporting and supervising volunteers	☐
Managing risks related to volunteer roles	☐
Managing a mixed team of staff and volunteers	☐
Managing difficult volunteer situations	☐
Volunteers and the law	☐
Making the most of volunteers' talents	☐
Disability and equality training	☐
Other topics – please list	☐

Question 8
What style of training provision would best meet your group / organisation's future needs? *(please put in order of preference where 1 = most preferred and 7= least preferred)*

Training Format	Ranking (1-7)	Training Format	Ranking (1-7)
Half day workshop during day		Bite- size modules at Volunteer Coordinator Forums	
Workshop in the evening		Accredited courses	

Half day workshop at weekend		In-house training for your group / organisation	
Whole day event with multiple topics		*Other (please state)*	

Question 9
What makes accessing training difficult? (please tick all that apply)

Lack of time	☐	**Lack of information**	☐
Location	☐	**Uncertain of level**	☐
Uncertain of relevance	☐	**No one to cover person's role**	☐
Disability	☐	**Distance to travel**	☐
Inconvenient time	☐	**Nothing**	☐
Cost of attending	☐	**Other**	☐

Question 10
To which areas would you consider travelling to access training? (please tick all that apply)

Anywhere in Derbyshire	☐	**Derbyshire Dales** (Bakewell, Ashbourne)	☐
Amber Valley *(Ripley)*	☐	**Erewash** *(Long Eaton, Ilkeston)*	☐
Bolsover	☐	**High Peak** *(Buxton, Glossop)*	☐
Chesterfield	☐	**NE Derbyshire** *(Dronfield, Clay Cross)*	☐
Derby	☐	**South Derbyshire** *(Swadlincote)*	☐

Question 11
Does your group / organisation attend the Volunteer Coordinator Forums organised by the Volunteer Centres

Yes: ☐   No:☐   Haven't heard of them: ☐

If you answered 'No' it would help us if you could say why

Part Three: The Level and Value of Volunteering in Derbyshire

Given the current economic situation and political debates around the role of volunteers and the contribution they make to society we would like to have an up to date profile of volunteering within Derbyshire. From this we hope to be able to show the contribution made by volunteers in both hours and monetary value to Derbyshire's economy.

To do this we would appreciate you giving a few minutes to completing the next two questions.

All answers to the following should relate to volunteers who are currently active with your group / organisation.

Question 12
Approximately how many people are currently active volunteers within your organisation? (please try to exclude volunteers who may be registered with you but are not actually volunteering)

Question 13
Please can you break down your active volunteers into the categories below. We appreciate that you may not be able to accurately calculate the answers, however your best estimations will be extremely useful.

Frequency	Number of Volunteers	Number of hours volunteered by this group of people *
Volunteer *at least* once a week		(e.g. 5 volunteers x 2hrs per week and 4 volunteers x 4hrs per week)
Volunteer *less* than once a week, but *at least* once a month.		(e.g. 3 volunteers x 3 hrs twice each month and 1 volunteer who doesn't have regular hours but who gives approx 10 hrs per month)
Volunteer *less* that once a month but *at least* once a year.		(e.g 3 volunteers who give 2 days (8hrs) a year)

* We will do the maths to total the number of hours from the information you give us or you may choose to do it yourself. Further guidance is provided at the end of this questionnaire.

Question 14
Please indicate what further contact you agree to (please tick all that apply)

Would you like to receive a copy of any reports produced as a result of this survey? ☐

Would you like your local volunteer centre to contact you to explore how you can be better supported to recruit and manage volunteers? ☐

May we contact you if we need to follow up information provided and to improve our understanding of training requirements and volunteering across Derbyshire? ☐

May we contact you in response to the answers you have given to offer you relevant training? ☐

Contact Details
Depending on your response to Question 14 please give your contact details:

Name   **Email address**

Address   **Telephone number**

Thank you for completing this questionnaire.

Please return it to: Jo Baines, Volunteer Centres Derbyshire email: job@gvb.org.uk or by post to Volunteer Centres Derbyshire, c/o Glossop Volunteer Centre, Howard Town House, High Street East, Glossop, Derbyshire SK13 8DA