





### 1. How satisfied are you with our performance in the following areas/services?

	Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Rating Count
Recruitment, signposting and referral of potential volunteers to your organisation	62.2% (56)	30.0% (27)	6.7% (6)	1.1% (1)	0.0% (0)	90
Support offered to your organisation by Volunteer Centre Newcastle	70.3% (64)	26.4% (24)	2.2% (2)	1.1% (1)	0.0% (0)	91
Good practice information sharing	71.4% (65)	23.1% (21)	5.5% (5)	0.0% (0)	0.0% (0)	91
Circulation of information regarding external training	72.5% (66)	24.2% (22)	3.3% (3)	0.0% (0)	0.0% (0)	91
Provision of training	46.0% (40)	39.1% (34)	14.9% (13)	0.0% (0)	0.0% (0)	87
Promoting and raising awareness of volunteering locally, regionally and nationally	71.1% (64)	26.7% (24)	2.2% (2)	0.0% (0)	0.0% (0)	90
<b>answered question</b>						<b>94</b>
<b>skipped question</b>						<b>1</b>




### 2. Please rate the following:

	Good	Ok	Poor	Rating Count
Friendly and approachable	97.8% (90)	2.2% (2)	0.0% (0)	92
Knowledgeable about volunteering	98.9% (91)	1.1% (1)	0.0% (0)	92
Usefulness to your role	89.2% (83)	9.7% (9)	1.1% (1)	93
Quick to respond	92.2% (83)	7.8% (7)	0.0% (0)	90
<b>answered question</b>				<b>93</b>
<b>skipped question</b>				<b>2</b>





### 3. How has the service we provide changed over the last year?

		Response Percent	Response Count
Much Better		15.7%	14
Better		37.1%	33
<b>About the same</b>		<b>46.1%</b>	<b>41</b>
Worse		1.1%	1
Much Worse		0.0%	0
<b>answered question</b>			<b>89</b>
<b>skipped question</b>			<b>6</b>




### 4. Do you find the e-newsletter relevant?

		Response Percent	Response Count
Yes		95.7%	88
No		2.2%	2
Do not receive this		0.0%	0
Do not receive this but would like to		2.2%	2
<b>answered question</b>			<b>92</b>
<b>skipped question</b>			<b>3</b>



## 5. How often do you read the e-newsletter?

		Response Percent	Response Count
Always		62.6%	57
Most weeks		30.8%	28
Sometimes		5.5%	5
Never		1.1%	1
<b>answered question</b>			<b>91</b>
<b>skipped question</b>			<b>4</b>

## 6. Do you find the e-newsletter contains...

		Response Percent	Response Count
Too much information		4.5%	4
<b>The right amount of information</b>		<b>94.4%</b>	<b>84</b>
Not enough information		1.1%	1
<b>answered question</b>			<b>89</b>
<b>skipped question</b>			<b>6</b>

## 7. Have you acted on information in the e-newsletter?

		Response Percent	Response Count
Yes		83.3%	75
No		16.7%	15

If you have please give details. This may include applying for a grant or visiting an event.

65

**answered question** **90**

**skipped question** **5**



### 8. Are there any ways which we can improve our e-newsletter?

	Response Count
	33
answered question	33
skipped question	62

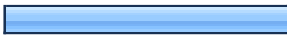

### 9. If you do not receive our e-newsletter but would like to, please state your email address

	Response Count
	3
answered question	3
skipped question	92

### 10. Overall has our service made a positive difference to your organisation?

		Response Percent	Response Count
Yes		95.6%	87
No		4.4%	4
answered question			91
skipped question			4

### 11. Would you like us to contact you with information on any of the services we provide?

		Response Percent	Response Count
Yes		45.3%	39
No		54.7%	47
answered question			86
skipped question			9

## 12. Do you have any other comments or feedback you would like to give?

	Response Count
	39
answered question	39
skipped question	56

## 13. Are you...

	Response Percent	Response Count
A paid member of staff	89.7%	78
A volunteer	10.3%	9
answered question		87
skipped question		8

## 14. Please provide your contact details

	Response Percent	Response Count
Name	98.7%	77
Organisation	100.0%	78
Tel	91.0%	71
Email	96.2%	75
answered question		78
skipped question		17



**Page 2, Q7. Have you acted on information in the e-newsletter?**

1	Attended events or booked staff onto training. We have also been reminded of deadlines for advertising positions etc.	Jan 2, 2014 6:14 PM
2	Went to training that was in the newsletter	Dec 11, 2013 9:47 AM
3	Accessed training	Dec 10, 2013 11:10 AM
4	Yes, by forwarding relevant information on to others.	Dec 10, 2013 10:09 AM
5	Passed information on to others	Dec 9, 2013 4:00 PM
6	Forwardede on relevant information for colleagues (interests within and external to their role within our organisation) Job adverts to volunteers	Dec 9, 2013 2:43 PM
7	I arranged some really useful training, which was advertised in the newsletter.	Dec 6, 2013 6:02 PM
8	Training courses, funding etc	Dec 6, 2013 5:00 PM
9	funds, training, organisations looking for volunteers	Dec 6, 2013 3:44 PM
10	Visited events Advertized for volunteers	Dec 6, 2013 2:37 PM
11	We disseminate the information to our volunteers. we attend events and act on any training that looks good!	Dec 6, 2013 11:16 AM
12	attended training, advertised for volunteers. information about grants and information in the volunteer world	Dec 6, 2013 9:27 AM
13	Attended some training.	Dec 6, 2013 9:24 AM
14	training courses attended newsletter info passed on to others and events attended and info passed on	Dec 6, 2013 9:22 AM
15	attending trainng circulated job and volunteer opportunitites	Dec 6, 2013 8:42 AM
16	I have followed up on placement info re volunteers and made contact with potential employers.	Dec 6, 2013 7:56 AM
17	Asked for the availabilty of volunteers to help our community allotment project.	Dec 5, 2013 8:43 PM
18	Applied for numerous grants as well as passing on information about employment opportunities to our volunteers	Dec 5, 2013 6:26 PM
19	I have provided names for recognition during "Volunteer Week".	Dec 5, 2013 6:18 PM
20	Applied for grants / attended various things that I would not have known about / passed information from the newsletter to staff, volunteers and service users	Dec 5, 2013 3:49 PM
21	applying for grants, looking at articles and getting volunteers	Dec 5, 2013 3:07 PM
22	contacted organisation offering volunteers after hearing about offer in newsletter	Dec 5, 2013 2:50 PM
23	signposting to colleagues or as information.	Dec 5, 2013 2:21 PM

**Page 2, Q7. Have you acted on information in the e-newsletter?**

24	Grants mainly.	Dec 5, 2013 2:18 PM
25	Information to signpost constituents to services.	Dec 5, 2013 2:08 PM
26	Attended training in the newsletter and also signposted our volunteers towards training	Dec 5, 2013 2:06 PM
27	Took part in training	Dec 5, 2013 2:00 PM
28	mainly events, but the information on funding is very useful and we will use it more in the future	Dec 5, 2013 1:34 PM
29	Passed it on to friends, attended events, applied for grants.	Dec 5, 2013 1:27 PM
30	passed on to other interested parties	Dec 5, 2013 1:23 PM
31	visiting an event	Dec 5, 2013 1:05 PM
32	Visiting events and taking part in training.	Dec 5, 2013 12:46 PM
33	ATTENDING TRAINING AND EVENTS	Dec 5, 2013 12:33 PM
34	Have shared opportunities to participate in events with service users	Dec 5, 2013 12:32 PM
35	Booked onto events advertised in the newsletter.	Dec 5, 2013 12:31 PM
36	Funding enquiries only	Dec 5, 2013 12:26 PM
37	By signing my group of BME jobs,traing, event, Education....etc	Dec 5, 2013 12:23 PM
38	Applying for grant and visiting event.	Dec 5, 2013 12:17 PM
39	I have provided specific posts that I need to be filled and have received suitable volunteers through this.	Dec 5, 2013 12:15 PM
40	Forwarded information about potential grants and services to other relevant members of our committee for their action.	Dec 5, 2013 12:03 PM
41	Applying for grant and attend trainings	Dec 5, 2013 11:46 AM
42	Advertising for a Branch Chairman.	Dec 5, 2013 11:45 AM
43	Our situation is slightly different as we are a national charity based in Yorkshire but looked to recruit volunteers in the north-east earlier this year. The e-newsletter once mentioned several organisations who wanted to offer their staff ad-hoc volunteering opportunities so I made contact with the ones which were most appropriate to our needs.	Dec 5, 2013 11:40 AM
44	But I have made details of grants that we hope to apply for in the future - at the moment we just don't have time!	Dec 5, 2013 11:39 AM
45	Applied for a grant, accessed training	Dec 5, 2013 11:36 AM
46	accessed training	Dec 5, 2013 11:36 AM
47	Funding opportunities	Dec 5, 2013 11:35 AM
48	Visited events, attended training	Dec 5, 2013 11:34 AM



**Page 2, Q7. Have you acted on information in the e-newsletter?**

49	applying for funding	Dec 5, 2013 11:32 AM
50	I have visited events, applied for grants, used research reports to back up what I do, attended training.	Dec 5, 2013 11:26 AM
51	grant applications Funding Fayre Volunteer training	Dec 5, 2013 11:21 AM
52	Attended event	Dec 5, 2013 11:21 AM
53	Funding opportunities	Dec 5, 2013 11:17 AM
54	Promoting volunteering and linking in with organisations	Dec 5, 2013 11:15 AM
55	Mostly useful information about things that are happening that is useful for us as an advice service	Dec 5, 2013 11:15 AM
56	Applying for grants, circulating information to our volunteers and staff	Dec 5, 2013 11:15 AM
57	Applying for grants, visiting events, volunteering recruitment, circulating information to our membership who have attended relevant events.	Dec 5, 2013 11:12 AM
58	Grants, events, training	Dec 5, 2013 10:39 AM
59	I have organised having a stall at some events	Dec 4, 2013 9:26 AM
60	Sharing information with relevant service users.	Dec 3, 2013 10:47 AM
61	Followed links to relevant websites and found relevant opportunities / support.	Dec 3, 2013 10:45 AM
62	Re corporate volunteering. Great result because of this	Dec 2, 2013 3:57 PM
63	shared with volunteers, attended events	Dec 2, 2013 3:56 PM
64	Funding information helpful and finding out what others in the sector are doing	Dec 2, 2013 3:53 PM
65	events, contacting organisations, awareness of funding.	Dec 2, 2013 3:22 PM



**Page 2, Q8. Are there any ways which we can improve our e-newsletter?**

1	No	Jan 2, 2014 6:14 PM
2	I dont think so - it does the job and the prompts are timely	Dec 10, 2013 11:10 AM
3	No as it is fine the way it is.	Dec 10, 2013 10:09 AM
4	No don't think so	Dec 6, 2013 4:49 PM
5	perhaps have some on a website with links to the information to read more, there is lots of info to get through -also discuss with CVS & Vonne who is responsible for each topic and get the relevant bits in the appropriate newsletter or channel, eg-funding - some comes from all, its very useful, but sometimes there can be duplication	Dec 6, 2013 3:44 PM
6	fine as it is	Dec 6, 2013 11:16 AM
7	n/a	Dec 6, 2013 9:27 AM
8	Cannot think of any.	Dec 6, 2013 9:24 AM
9	no	Dec 6, 2013 9:22 AM
10	No	Dec 5, 2013 3:49 PM
11	It is good for me	Dec 5, 2013 3:07 PM
12	Can be hard to navigate	Dec 5, 2013 2:25 PM
13	A little more structure to the different links.	Dec 5, 2013 2:08 PM
14	Just make it a bit easier to read. I sometimes struggle reading underlined text. Other than that very minor point, nothing.	Dec 5, 2013 2:06 PM
15	Can't think how	Dec 5, 2013 2:00 PM
16	not from our side - I hope Karen is getting enough support at her end	Dec 5, 2013 1:34 PM
17	Volunteer testimonials from member organisations/case studies???	Dec 5, 2013 12:32 PM
18	For us there's an awful lot of info that's not relevant	Dec 5, 2013 12:26 PM
19	By help in jobs, more traings, ...ete	Dec 5, 2013 12:23 PM
20	It works very well as it is	Dec 5, 2013 12:15 PM
21	The 'one click' access to various sections of the e-newsletter has been a great help.	Dec 5, 2013 12:03 PM
22	I am satisfied	Dec 5, 2013 11:46 AM
23	No I think its fine as it is	Dec 5, 2013 11:40 AM
24	Your newsletter contains too much information. I'm not sure what relevance it is to me as a ward councillor.	Dec 5, 2013 11:30 AM
25	The newsletter is excellent. I would like to see a yearly deadline date for when we can submit entries and what date the email newsletter will go out so I can plan my marketing a little better.	Dec 5, 2013 11:26 AM

**Page 2, Q8. Are there any ways which we can improve our e-newsletter?**

26	Works well	Dec 5, 2013 11:21 AM
27	Its fine as it is	Dec 5, 2013 11:15 AM
28	Can't think of one.	Dec 5, 2013 11:15 AM
29	Not sure, I like how youo can skip to relevant sections and read the headlines to quickly see what is relevant - it is the best newsletter that I get!	Dec 5, 2013 11:15 AM
30	I like that it is split into sections and easy to find what you are looking for.	Dec 5, 2013 11:12 AM
31	No	Dec 2, 2013 3:57 PM
32	No like new style	Dec 2, 2013 3:53 PM
33	no	Dec 2, 2013 3:22 PM

**Page 2, Q9. If you do not receive our e-newsletter but would like to, please state your email address**

1	i do	Dec 5, 2013 12:23 PM
2	joannec@meningitisnow.org	Dec 5, 2013 12:05 PM
3	emma.watson@children-ne.org.uk	Dec 5, 2013 12:02 PM



**Page 3, Q12. Do you have any other comments or feedback you would like to give?**

1	Just a thank you for being there :) It is good to know the support is available if we need it.	Dec 12, 2013 4:08 PM
2	I am a satisfied customer please keep up the good work.	Dec 10, 2013 11:10 AM
3	I have said 'no' to question 11 as I already receive this information.	Dec 10, 2013 10:10 AM
4	The briefings/newsletters are invaluable in terms of information/examples of volunteering	Dec 9, 2013 4:01 PM
5	Over the several years I have worked in volunteer management I have felt very supported by the team at VCN thank you...	Dec 9, 2013 2:44 PM
6	I have built up over time a very good relationship with Karen who knows exactly what I am looking for for my shop .	Dec 6, 2013 4:52 PM
7	have things on a website by topic areas of the newsletter where we can go back to, i find i keep copies of all of the newsletters to refer back to, it would be better if I could go to a website-either the CVS one or a seperate volunteer centre one	Dec 6, 2013 3:45 PM
8	Always very friendly and helpfull	Dec 6, 2013 2:37 PM
9	I feel the volunteer centre is very approachable and knowledgeable. Very supportive.	Dec 6, 2013 9:31 AM
10	no	Dec 6, 2013 9:22 AM
11	it's such a a shame that resources that have reduced	Dec 6, 2013 8:43 AM
12	I have appreciated the info and support I have had from the Volunteer Centre, Newcastle. I have been particularly impressed by the professionalism and degree of knowledge the staff have. Karen is both approachable and friendly and has an understanding which enables her to find the right placement to suit the candidate. Excellent service.	Dec 6, 2013 8:04 AM
13	The organisation has always been a very big help to our community project and without their help in sourcing volunteers we would not have a viable allotment to run to date.	Dec 5, 2013 8:45 PM
14	Keep up the good work....	Dec 5, 2013 6:27 PM
15	I can't praise Karen Watson enough, she does a superb job with even less resources than she used to have, we heavily rely on her supporting our organisation. We also benefitted greatly from the Volunteer Fair in November 2012 which Volunteer Centre Newcastle helped organised and wished there were more of these type of events.	Dec 5, 2013 3:51 PM
16	Keep up the good work, it is very much needed.	Dec 5, 2013 3:07 PM
17	Just in reference to the 'how has the service changed' question. I put it's got worse, however the service I receive is always top quality and it is not a slur on the work the volunteer centre does as it's a vital organisation for the city. It's unfortunate that because of funding cuts a member of staff has had to go, which has stretched services further and had a negative impact. I do recognise this as an inevitable part of working in the public sector, however I feel that the Volunteer Centre is vital and deserves more.	Dec 5, 2013 2:29 PM

**Page 3, Q12. Do you have any other comments or feedback you would like to give?**

18	I have so far used your service for three different organisations. The projects profited hugely from it. Keep up the great work!	Dec 5, 2013 2:03 PM
19	Karen has always been super-positive and supportive towards our project. She continues to cajole me into using the service more, and when I do, it has been very successful.	Dec 5, 2013 1:35 PM
20	Karen was a great help when we were getting our organisation ready for volunteers with regard to advising on policies and best practice. I have referred a few clients to the volunteer centre and think it is an important resource. I know the centre's resources have reduced this year, which is a big shame as they do an excellent job.	Dec 5, 2013 12:48 PM
21	Volunteer Centre Newcastle is essential for being informed and engaged within the voluntary sector network in Newcastle.	Dec 5, 2013 12:33 PM
22	A valued service for the City and well respected by colleagues.	Dec 5, 2013 12:31 PM
23	Not sure what it costs to run your support group, but - lovely though you all are - the benefits for us are very marginal. We wouldn't pay for the level of support we receive, but find it instead elsewhere - likely through direct post to post groups who actively recruit and support volunteers on the front line.	Dec 5, 2013 12:28 PM
24	Any thing if possible	Dec 5, 2013 12:24 PM
25	I have been very pleased with everything that the Volunter Service has provided.	Dec 5, 2013 12:15 PM
26	Excellent service, thanks! Kirstie	Dec 5, 2013 12:11 PM
27	Thank you!	Dec 5, 2013 12:03 PM
28	No	Dec 5, 2013 11:46 AM
29	Overall Karen has been very supportive and helpful - especially as I am new to my role and knew very little about recruiting volunteers. Thank you Karen.	Dec 5, 2013 11:41 AM
30	You guys do a great job! Always there when we need you	Dec 5, 2013 11:36 AM
31	I am not sure what your organisation does or how it is relevant to my work as a ward councillor. The title of your organisation is ambiguous, unless I was already involved in one of your volunteer organisations I wouldn't know what you did or why you are there. Every week I get bombarded with information from too many of organisations and groups to count and unless I have a specific need or interest at that particular time it all gets "filed". Its a case of severe information overload. I do work with some local voluntary organisations but they usually approach me individually in reponse to a specific project or need. I would be interested in a (brief and simple) description of what you do and how you could be helpful to me.	Dec 5, 2013 11:35 AM
32	I would like my other emails to be added to the mailing list please: drewdalton@blueyonder.co.uk Andrew.dalton@sunderland.ac.uk I must say that the Volunteer Centre, and Karen in particular (with her volunteers) is an outstanding organisation. They are dedicated, really do 'know their stuff' and Karen's mentoring me through the early stages of being at St. Martin's Centre with ideas and things to do with the volunteers has ensured that I follow best practice as best I can. Furthermore, I cannot stress the need for this organisation to carry on as it is pivotal for the voluntary sector. The	Dec 5, 2013 11:29 AM

**Page 3, Q12. Do you have any other comments or feedback you would like to give?**

	newsletter is excellent and Karen's humour shines through it. She is willing to listen to any concerns or issues and is a credit to the place.	
33	Good supporting agency always a good source of information.	Dec 5, 2013 11:22 AM
34	Karen is always swift to respond, and the service is excellent.	Dec 5, 2013 11:16 AM
35	I think the service is already pretty much spot on	Dec 5, 2013 11:15 AM
36	Excellent newsletter - if anything, us as an organisation should use you more often.	Dec 5, 2013 11:15 AM
37	Excellent service and very supportive. Despite the changes this has not skipped a beat all year	Dec 2, 2013 3:57 PM
38	Thank you for your support.	Dec 2, 2013 3:56 PM
39	I have always received a good service from the VCN and continue to do so despite the reduced staff capacity.	Dec 2, 2013 3:25 PM



