

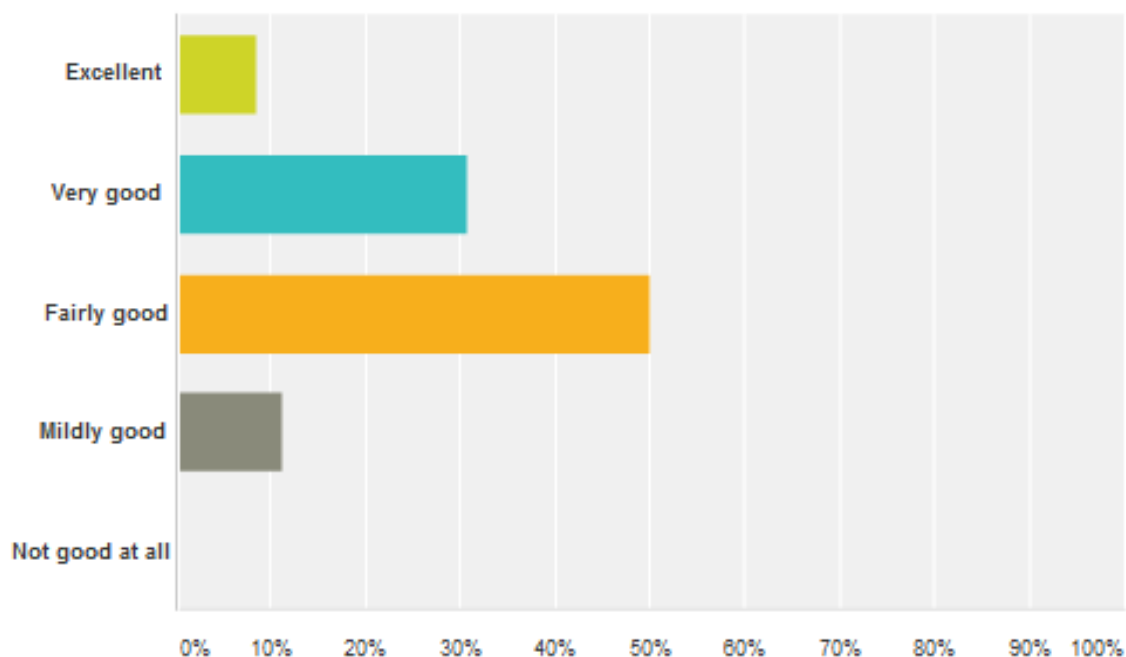
Worcestershire Volunteer Event 2nd June 2014

Feedback and Lessons Learnt



Q1 - Overall, how would you rate the event?

Answered: 36 Skipped: 0



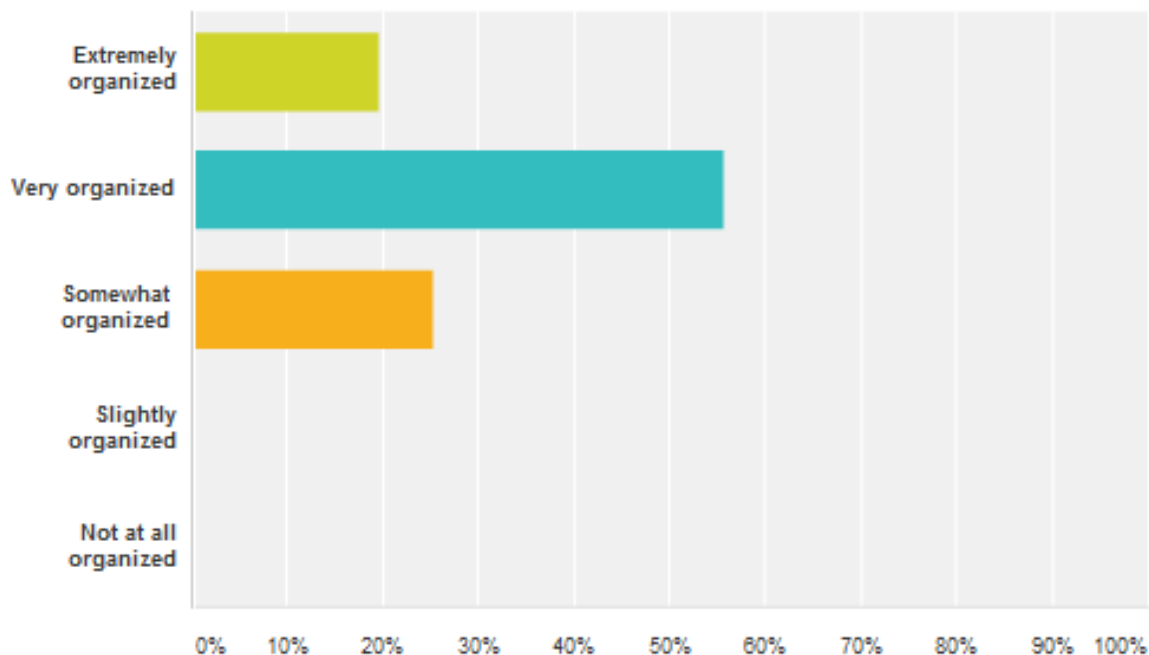
Answer Choices	Responses
Excellent	8.33% 3
Very good	30.56% 11
Fairly good	50.00% 18
Mildly good	11.11% 4
Not good at all	0.00% 0
Total	36

Comments

- 1 table per organisation - sometimes it got confusing which organisation was who
- Event was a good idea but too long
- Duplication of a similar event on 30/05/14
- Purpose of event not clear and not sure who event was pitched at
- Communications – extending the start time after initial publicity was not helpful
- A lot of resource needed by strapped VCSE organisation to give up a whole day
- Better to hold the event in a more public place to engage the public
- A good range of volunteering organisations were in attendance
- Not clear that the event was for WCC staff only and not open to the public
- Poor footfall
- Good event for networking and finding out what opportunities there are across the county
- Few prospective volunteers from general public around

Q2 – How well organized was the event?

Answered: 36 Skipped: 0



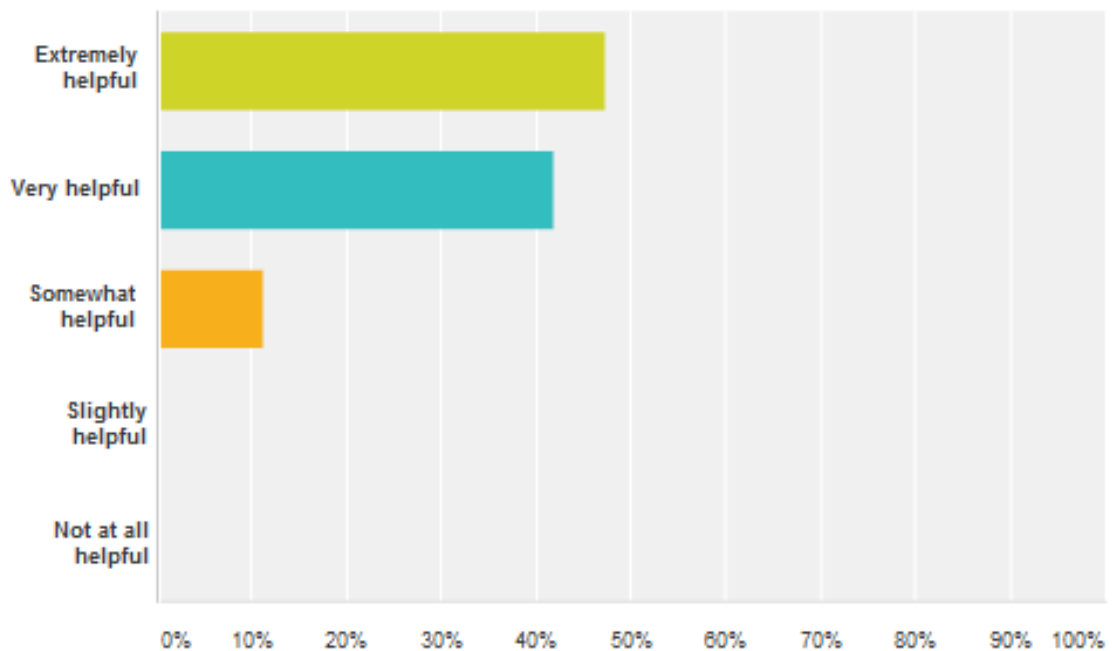
Answer Choices	Responses
Extremely organized	19.44% 7
Very organized	55.56% 20
Somewhat organized	25.00% 9
Slightly organized	0.00% 0
Not at all organized	0.00% 0
Total	36

Comments

- Good publicity that was followed through throughout the day
- It came across as organised on the day
- Stall holders leaving because the event was spread across too long a time period, some went away before the 'celebration'
- The event in the Council Chamber was a bit patchy
- A timetable of the day would have been useful e.g. the start time for the celebration event etc
- There were communication errors with the time of the event, not everyone had information about the time change
- For a first event it was quite organised but parking was an issue

Q3 – How helpful were the staff?

Answered: 36 Skipped: 0



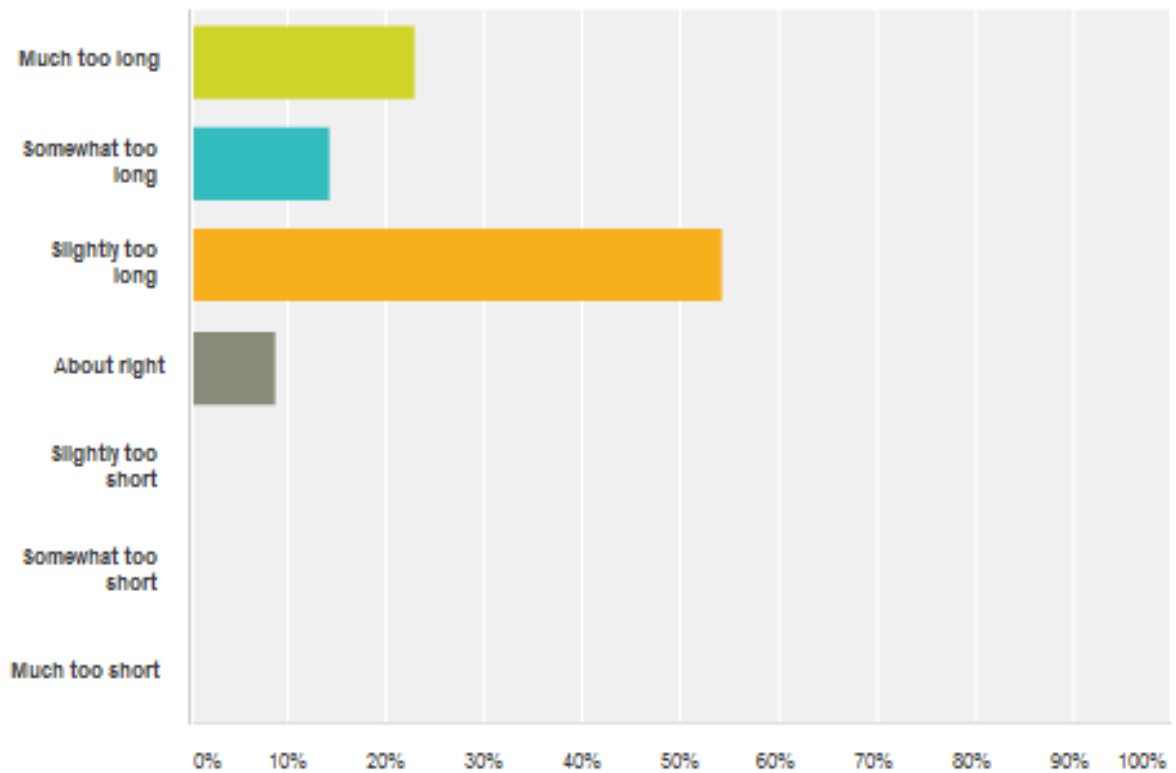
Answer Choices	Responses
Extremely helpful	47.22% 17
Very helpful	41.67% 15
Somewhat helpful	11.11% 4
Slightly helpful	0.00% 0
Not at all helpful	0.00% 0
Total	36

Comments

- Very kind man helped me with disabled parking and carried awkward boxes into building and upstairs for me
- Event staff were very helpful but reception staff didn't seem to know much about the event all - was told on arrival I could only have 1/2 a table space!
- Really polite and friendly and appreciative of supporting the event.

Q4 – Was the event length too long, too short, or about right?

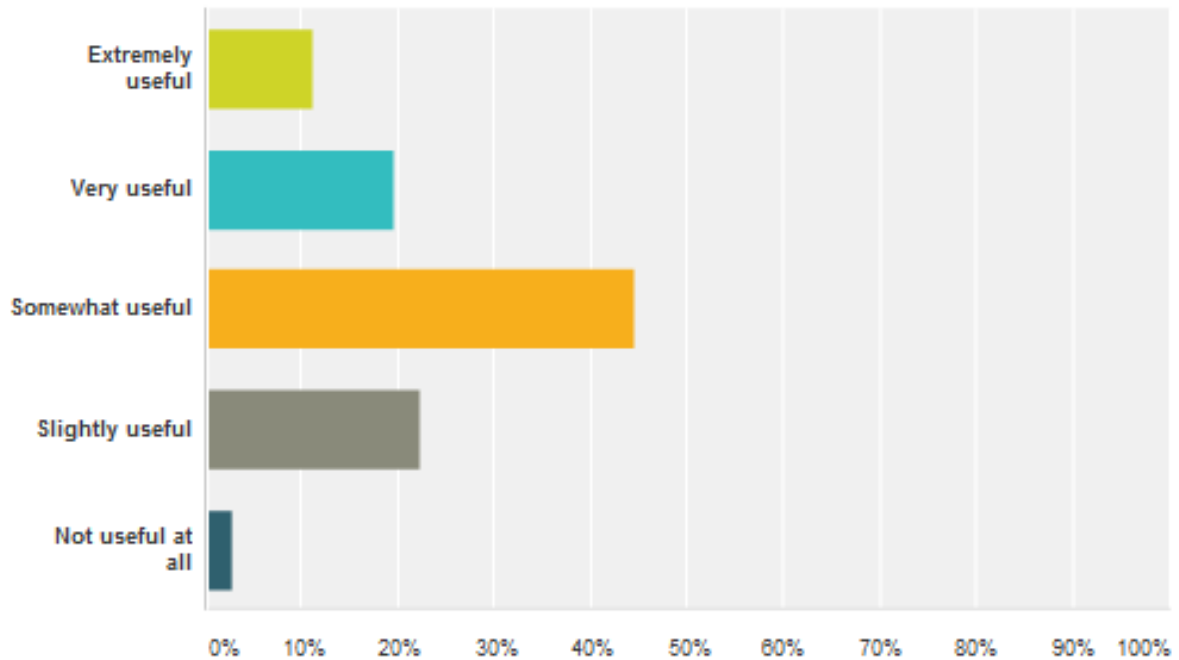
Answered: 35 Skipped: 1



Answer Choices	Responses
▼ Much too long	22.86% 8
▼ Somewhat too long	14.29% 5
▼ Slightly too long	54.29% 19
▼ About right	8.57% 3
▼ Slightly too short	0.00% 0
▼ Somewhat too short	0.00% 0
▼ Much too short	0.00% 0
Total	35

Q 5 – How useful was the event to you and your organisation?

Answered: 36 Skipped: 0



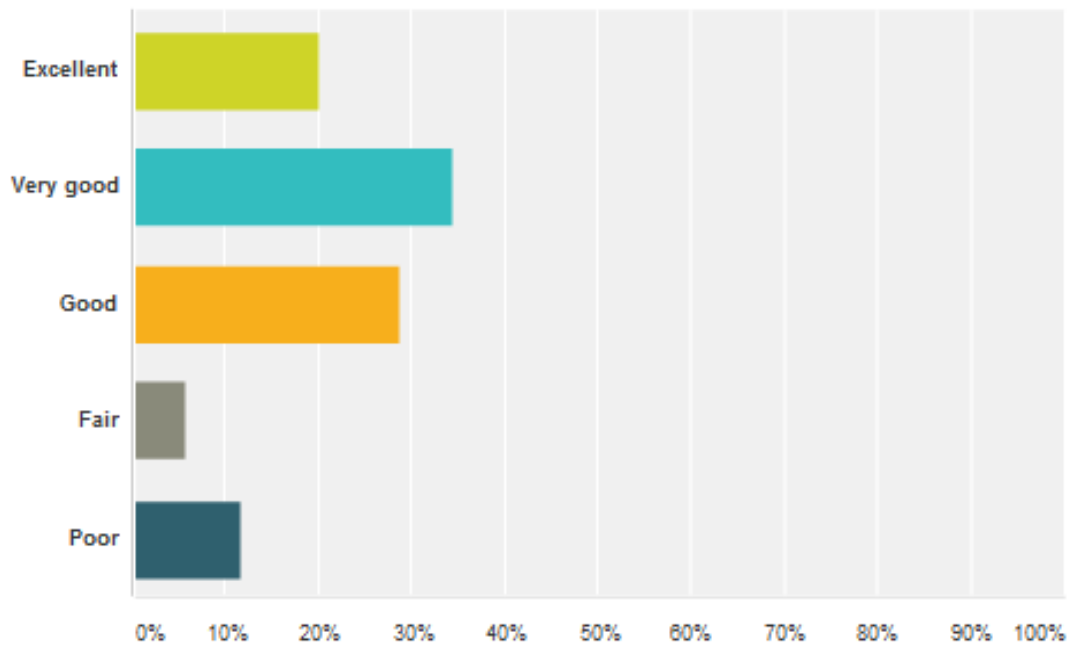
Answer Choices	Responses
Extremely useful	11.11% 4
Very useful	19.44% 7
Somewhat useful	44.44% 18
Slightly useful	22.22% 8
Not useful at all	2.78% 1
Total	36

Comments

- There had already been a volunteering event on Friday 30/5/14 at the Guild Hall, so the same organisations were attending both events. Bad date planning
- If more VCSE organisations had been invited to attend it would have made it more beneficial
- It was very useful in itself, but not what I was expecting to get out of it
- Would have been more useful if open to the public / more people had been invited to attend
- Due to arriving late - 3.00pm as instructed - didn't really have much opportunity to talk to that many people as some were drifting away
- Found out about volunteering activities that I would not have known about otherwise
- I work for WCC and was disappointed that more WCC officers didn't attend to see the huge range of work undertaken by voluntary organisations
- Good to network with other like groups, which is so needed for this sector

Q6 – How would you rate the venue/location?

Answered: 35 Skipped: 1



Answer Choices	Responses
Excellent	20.00% 7
Very good	34.29% 12
Good	28.57% 10
Fair	5.71% 2
Poor	11.43% 4
Total	35

Comments

- Pleasant environment
- Poor parking and no access for public
- The public were effectively excluded due to the venue and profile of the event
- Good catering

Q7 – What improvements could we make for next year?

Comments

- Better communications and make it a public with Districts/Boroughs councils
- Free Parking and easier access for visitors and volunteers
- Allocate tables/spaces for exhibitors
- All councillors to be attending as mandatory to see how much volunteering in Worcestershire saves them both money and a poor image
- Good for networking. In terms of volunteer interest I am not sure if the venue was right for this but I believe there was a separate event at the Guildhall the week before.
- Publicity could be better and earlier
- I think that County Hall as a venue was too out of the way to appeal to many of the public. Accessibility is an issue as parking is often hard to come by. I feel a location in a town or city centre would have made the event much livelier and well attended.
- Shorten the day or maybe start the 'market place' time earlier so it takes place from 11am-3pm. If it is only for staff then do 12 - 2 and then do ceremony in afternoon
- Film was too long and if we see volunteer champions on screen it would be better for different volunteers to speak at the do rather than the same ones again
- It would be nice to have the local paper at the venue notifying the people of Worcester what is available.
- Hold it in a venue where the VCSE can easily attend.
- When talking positively about volunteers, please recognise the importance of support / training / good management - which all cost!!
- More notice of filming opportunities. More representative of the contribution and achievements of young people
- Clarity in the purpose, audience and format of the event
- String group a bit distracting when wanting to engage in conversation
- The final presentation session was a little too long
- Wide promotion of videos developed
- Ensure all emails regarding the event reach their intended destination
- Chairs for exhibitors

Q8 – Is there anything else you'd like to share about the event?

Comments

- The public should be invited
- Great to have such an event in Volunteer's Week and would be beneficial if something similar could be organised every year
- Made useful contact with various groups which share similar goals
- Good networking opportunity with other local organisations in Worcestershire
- Felt a bit patronising
- End the event at about 3:30 and the presentation should last just 30 minutes
- Very well organised and well attended by the sector but disappointing lack of engagement with staff
- Good idea...just totally the wrong place
- From the information that had been sent out, I had presumed that it was a volunteer recruitment day, and I was not the only person there that had thought so. I realise it was it was billed as volunteering fair with no mention of recruitment, it is a natural presumption working in this sector that a Volunteering fair is a recruitment opportunity. I would rely on the organizers to be quite specific if it was not. So I was geared up for

recruiting volunteers and had brought the appropriate material. Had I had a clearer understanding of the nature of the event, I would have come with a different purpose and a different set of promotional material, like events leaflets! However, I have a good time and found it very useful to chat to people doing a similar job in other organisations. I made some new contacts and found out about projects and events that have real potential for my organisation

- The celebration at the end should have been done maybe on a different night dedicated to the champions
- Not sure the band was money well spent unless it was very cheap although they were very good
- The cakes were delicious but again if this was a big expense they could have been replaced by small cakes and biscuits. Just feel with all the cuts in funding it could have been donated to a charity etc. Overall got some good contacts so we are pleased
- Most useful for us to Network and see what other voluntary organisations there are locally. As well as get the word out about voluntary roles within our service
- Would have liked to have seen more elected Members supporting this event in the Council Chamber
- One or two voluntary organisations I work with said they would rather see WCC money spent on supporting them than on an event like this!
- The Networking part of the day was very effective for both organisations and the punters. We for instance need to be part of the Worcester Voices group so that we can continue to network with other groups. I look forward to taking a table for next year with much improved promotional material

Lessons Learnt

The main point from the feedback which should be considered as part of planning any future celebratory volunteer events is;

- Clear communications
- More publicity and advertising of the event
- Clear on purpose and who intended audience is
- Read receipts / Reply requests on invites sent out
- Shorter timings for marketplace and celebration part of event
- Alternative location that gives better access, parking and availability to the public
- Risk assessment completed
- Collection of contact details for each person / organisation at the event
- Timetable give on the day
- Allocate each organisation more space for a stall
- Catering and entertainment (Music)
- Greater variety of organisations and sectors