



In October 2011 the Volunteer Satisfaction Survey was distributed to all Trustees and those who dedicate their time to Compass Disability Services through the V.I.P and the Hub

Of the 12 who received the survey 7 responded (58%)

Q1: Do you feel valued as a volunteer of Compass Disability Services					
Yes		Some of the Time		No	Skipped
4	57.1%	3	42.9%		

Q2: Do you feel that new volunteers are made to feel welcome when first joining Compass Disability Services		
Yes		No
7	100%	

Q3: Have you ever felt discriminated against by staff, trustees or other volunteers while volunteering for Compass Disability Services					
Yes		No		Skipped	
1	14.3%	5	71.4%	1	14.3%

It is worrying to see that one individual felt they had been discriminated against. Unfortunately there were no comments left to indicate why they felt discriminated against which makes it very difficult for the organisation to take any necessary action.

Compass Disability Services is an equalities organisation and will not accept discrimination of any form. I strongly urge anyone that has felt discriminated against to contact a member of staff to discuss this and resolve the situation.

Q4: Do you feel Compass Disability Services employees, trustees and volunteers are supportive of each other and treat each other with respect					
All of the time		Most of the time		Some of the time	Never
5	71.4%	2	28.6%		

Q5: Do you understand the purpose of Compass Disability Services					
Fully		Partly		A little	Not at all
5	71.4%	2	28.6%		

Q6: Has your role met your expectations							
Yes		Partly		No		Skipped	
5	71.4%	1	14.3%	1	14.3%		
<b>Comments:</b> VIP seems to be dead nothing came of it full of passion and get go, then nothing progressed. Not sure its worth it							

It is unfortunate that an individual felt the VIP is not a success. However I would like to stress that the VIP is by no means 'dead'.

Throughout October / November the second course was undertaken in which Compass Disability Services successfully trained 7 new Disability Community Champions.

The project management accepts that it has been relatively quiet in terms of representation opportunities; however this is primarily due to the current climate and the uncertainty surrounding the Council in terms of Government cuts and budget restraints.

Mandy has been working alongside Rachel on a mapping exercise which will enable us to see more clearly what is available. If you are aware of any work being undertaken in your local area that Compass Disability Services could be involved in then please do pass the information to Mandy.

We understand how frustrating this can be, we would like to ask for a little patience and understanding that work is being undertaken to ensure that your skills are being utilised and that everyone has the opportunity to represent Compass Disability Services and their own communities.

Q7: Do you feel your role description accurately reflects your role as a volunteer?				
Yes		Most of the time		No
6	85.7%	1	14.3%	

Q8: Do you feel you have enough resources to adequately carry out your role as a volunteer for the organisation?			
Yes		No	
7	100%	0	0%

It is very pleasing to see that all those who completed the survey feel that we offer adequate resources.

However if at any stage you feel that you are missing something that would aid you within your role please do raise this with a member of staff who will look into obtaining the support you require.

Q9: Do you get a sense of personal satisfaction from your role?							
All of the time		Most of the time		Some of the time		Never	
3	42.9%	3	42.9%	1	14.2%	0	0%

Q10: Do you feel part of the team?							
All of the time		Most of the time		Some of the time		Never	
3	42.9%	3	42.9%	1	14.2%	0	0%

Q11: Do you feel your support sessions give you the opportunity to discuss your performance and personal development needs?							
Yes		Sometimes		No		Skipped	
2	28.4%	0	0%	0	0%	5	71.6%

Not everyone has undertaken a support session, this has been reflected in the amount of people who have skipped this questions.

It is encouraging to see that those who were able to respond are happy that the support sessions are useful and of benefit.

Q12: Do you feel that you have the opportunity to talk to your supporter if a problem arises outside of support sessions?							
Yes		Sometimes		No		Skipped	
2	28.4%	0	0%	0	0%	5	71.6%

Q13: Do you feel there is sufficient training provided to fulfil your personal development goals?							
Yes				No			
5		71.6%		2		28.4%	

**Comments:**

I am asked to attend one session which I feel I know in and out its a waste of time

The management would like to ask that you also consider that not all training is aimed at learning new skills it can also be just as effective to undertake refresher courses.

For example all members of staff must undertake Equality and Diversity training every three years to ensure they are up to date and fully adhered to legislation this is company policy.

Compass by no means wishes for anyone staff or volunteers to feel that they are wasting there time while undertaking training. If you feel that certain training will not benefit you then please raise this with the organising member of staff to discuss your concerns.

Q14: Do you feel the training you have undertaken has been relevant to your role?					
Yes		Sometimes		No	
5	71.6%	2	28.4%	0	0%

There are many deciding factors taken into consideration when organising any training for an individual. If you feel that the training you undertook has not been effective it is important to feed this back and the reasons behind it to aid in any future decisions made when making necessary training plans.

Unfortunately no comments have been left which makes it very difficult to know what particular training session has not fulfilled expectation.

Q15: Do you feel your supporter encourages you to fulfil your potential?					
Yes		Sometimes		No	
4	66.6%	1	16.7%	1	16.7%

Q16: Do you feel your supporter gives you clear directions?							
Yes		Sometimes		No		Skipped	
4	66.6%	0	0%	0	0%	3	33.4%

Q17: Do you feel you have opportunity to exchange ideas with the rest of the team					
Yes		Sometimes		No	
6	85.7%	1	14.3%	0	0%

Q18: Do you feel you are kept informed of developments at Compass Disability Services					
Yes		Sometimes		No	
5	71.4%	1	14.3%	1	14.3%

**Comments:**

One is focused on the work in hand which tends to take available time

Q19: Do you feel your time and skills are being well utilised					
Yes		Sometimes		No	
4	57.8%	2	28.6%	1	14.3%

**Comments:**

I could be involved in training I am qualified but no one asks.

Compass Disability Services always seeks to use the resources available to aid in the success of the organisation. If at any time you feel you skills and time are not being utilised then we encourage you to speak with a member of staff who will be able to put your thoughts and ideas to the relevant person.

We may not be aware of all the skills and experiences that you may have it is important that you feed this back to us in order to help us utilise your skills.

Q20: Are there any policies you would like to see implemented at Compass Disability Services					
Yes		No		Skipped	
3	42.8%	3	42.8%	1	14.3
<b>Comments:</b>					
<ul style="list-style-type: none"> <li>▪ More done for young people going through transition and more interaction with them. I know this will be challenging but worth doing</li> <li>▪ I would like to see more being done for young people who are going through the transition stage of life this is when they change from childrens services to adult life</li> <li>▪ All those needed to fulfill our legal requirements</li> <li>▪ Bigger Premises</li> </ul>					

This question appears to be slightly mis-understood.

Policies are rules, a policy is a statement set out by an organisation that defines the behaviour expected of its employees and all those associated with the workings of the organisation. It is a statement of rules and guidelines agreed by senior staff members and approved by the Board of Trustees.

***Mr Richard Pitman Chief Executive Officer***

In terms of working with younger people, I accept that this is an area that ideally we would like to apply more effort and subsequently more project work towards however this is resource led and subject to contractual work. Compass Disability Services are always eager to work with younger disabled people and branch further into this community however in the current climate it is difficult to predict what will happen and what work will be available in the future.

Compass Disability Services is a versatile organisation that works hard to secure contractual work from a variety of sources. If an opportunity presents itself then we will always consider and apply for any work deemed appropriate to the organisation.

Our mission is ‘to enable equality of opportunity for disabled people’ we will always endeavour to carry out this mission across the entire spectrum of disability including young people.

Q21: In your own words how would you describe Compass Disability Services as an organisation to volunteer for

- They do a lot of good but there is always room for improvement.
- Very Good
- Ok
- Compass gives everybody the chance to put their views and also listen to everybody
- Dedicated and Happy
- always feel welcome and enjoy my time when there always feel involved and satisfied
- Involvement is worthwhile on several levels

Q22: Are there any more comments you would like to add that would help Compass Disability Services improve as an organisation to volunteer for

- I only realised recently that CDS does not really cover mental disability it might be helpful if this is made clearer to volunteers. But I also feel it could be productive to put one or two background briefings together so that we are better informed in general.
- just to say with the cuts from government you need to be more self sufficient

**Point One:**

The management team would like to apologise if at any stage anyone has felt that they have been misled or mis-informed regarding what the organisation does or does not do. Compass Disability Services do not cover any specific disability nor does it focus its efforts on a specific disability. Work carried out by Compass is dependant on contractual work secured.

For example: the Sensory Loss Project, this as the name suggests is aimed at people living with sensory loss. This by no means indicates that Compass works purely within the Sensory Loss field.

The organisation covers all disabilities with no preference or discrimination. Any and all disabled people are welcome to become a part of Compass Disability Services regardless of disability.

**Point Two:**

We endeavour at all levels to come up with ideas to help the company become more self sustainable; with such things as fundraising and projects like Disability Somerset.

Unfortunately like many other charities experience this is an extremely difficult task and were in an ideal world we would be fully self-sustained this is not the case and we rely on commissioners generating work that we are able to undertake.

## **Conclusion**

The 2010 survey was larger and more in depth survey consisting of 32 questions it was felt a little too complex and not all together necessary. The 2011 survey is a smaller survey that consists of 22 questions taken from the 2010 version.

In conclusion the feedback and responses generated from the survey have overall been very positive.

The Most notable positive response is question 2 (do you feel volunteers are made to feel welcome when first joining Compass Disability Services?) 100% responded 'Yes'. This replicates the responses given in 2010 which would indicate level of consistency when welcoming new volunteers to the organisation.

There have however also been some negative notions raised, which is a positive for the organisation as this is the main purpose of this survey to highlight any areas for improvements.

Q13: Do you feel there is sufficient training provided to fulfil your personal development goals? This question was asked in the 2010 survey with 6 responding 'Yes' and 2 electing to skip the question. With 2 responding 'No' in the 2011 survey this implies a slight drop in satisfaction in the training provided. It is recommended that when organising training for volunteers that a little more consideration and consultation with those attending is undertaken.

This is to ensure that the training undertaken is really relevant to the individual(s) in question and beneficial to them and the organisation.

Part of this question relates to personal development, In order to ensure that Compass are fully aware of what personal developments a volunteer seeks to gain during their time with Compass it is recommended that a questionnaire or discussion process is developed to help further understand what personal developments an individual may have in mind. This will also help the organisation identify what it is that makes us an attractive organisation to volunteer for.

It has been a hectic year for Compass Disability Services with many changes undertaken and the launch of Disability Somerset which volunteers played a pivotal part to the day's success and with the 2012 show billed to be a much grander event we certainly do hope to again have the invaluable support from our volunteers.

Volunteers play a vital part to any charitable organisation and Compass Disability Services is no different. The management team and all staff would like to say a big thank you for your continued support and dedication to the company and we hope it continues in the future.