

Hart Voluntary Action – Annual Member Survey

Hart Voluntary Action (HVA) provides services in support of voluntary and community organisations and volunteering in Hart. This questionnaire is designed to review these services and the information received from this questionnaire will help us to develop and improve them.

If you require the questionnaire in different formats or support in completing the questionnaire please do not hesitate to contact us (contact information on page 2).

Organisation Name	
Address	
Contact Name	
Email	

Does your organisation operate in an urban or rural area? <i>(Please highlight)</i>	Yes	No	Both
Do you know that HVA is your local Council for Voluntary Services (CVS)? <i>(Please highlight)</i>	Yes	No	Unsure
Does your organisation use the Hart Volunteer Bureau? <i>(Please highlight)</i>	Yes	No	Unsure
If yes has the Volunteer Bureau helped you find new volunteers? <i>(Please highlight)</i>	Yes	No	Unsure
Are your organisation's volunteering opportunities on the Volunteer Bureau website (www.do-it.org.uk)? <i>(Please highlight)</i>	Yes	No	Unsure

Which of HVA's services do you find most beneficial to your organisation?

Which aspects of HVA do you feel could most benefit from improvement?

Are there any new services or support you would like HVA provide?

Has our staff been: <i>(Please Highlight)</i>	Reliable?		Helpful?		Friendly?		Knowledgeable?		Non Judgmental?	
	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No

Have our services been? <i>(Please Highlight)</i>	Reliable?		Helpful/ Informative?		Attentive and tailored to individualised support?		Non Judgmental?	
	Yes	No	Yes	No	Yes	No	Yes	No

Have we helped you to achieve your objectives? <i>(Please Highlight)</i>	Yes	No	Partly	Unsure
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Does your organisation get help and support from HVA? (if yes please fill in the table below)	Yes	No	Unsure
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Support topic	Tick if Used	How did we do? 5= good 0= bad	Did you learn something new about this topic		Did working on this topic with HVA have a positive impact on your organisation?	
			Yes	No	Yes	No
HVA Newsletter 'Hart Matters'	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E-News Bulletin	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Voluntary Sector Forum	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Our website (www.hartvolaction.org.uk)	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HVA Training	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Signposting leaflets and Information	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Representing your interests to Partnerships/Committees/HCC/HDC	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Setting up a new group	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Funding & Grants	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Developing volunteer management and good practice.	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Development of policies and procedures	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Merlin/eVOLve Directory	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staffing / Personnel advice or signposting	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Good practice around diversity and inclusion	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Further Information about Hart Voluntary Action and our Projects

Hart Voluntary Action is here to support your organisation and to help you to help others. We operate our own projects that benefit people of all ages and abilities. If you would like more information on our projects or services please tick the box(es) below:

Volunteering or the recruitment of volunteers		Setting up a new group	
Mental Health support groups for those suffering depression or with other mental health issues.		Promoting groups on web-based directories of community and voluntary organisations	
Supported Volunteering (for those experiencing mental distress or with learning difficulties)		Development of Black and Minority Ethnic Communities	
Gardening service for the elderly and the disabled.		Quarterly Voluntary Sector Forum (Networking event)	
Garden Share		Traveller community support and awareness	
Support and/or information for older people.		Training for the Voluntary Sector	

Thank you for your time in completing the above questionnaire. We value your comments which will help shape the future of service delivery at HVA.

Please return to: The Chief Executive, Hart Voluntary Action, Civic Offices, Fleet, Hants GU51 4AE
email: info@hartvolaction.org.uk tel: 01252 815652 fax:01252 811841