


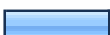
























1. In your opinion, what does your organisation do well? (tick all that apply)

		Response Percent	Response Count
Delivering a high quality service		94.4%	17
Delivering to a large number or wide range of service users		77.8%	14
Training staff and volunteers		55.6%	10
Influencing policy		16.7%	3
Working with other organisations to make change happen		55.6%	10
Measuring the impact of our services		61.1%	11
Reaching out to people who are at risk of being excluded		88.9%	16
Supporting volunteers and staff		72.2%	13
Communicating with service users		83.3%	15
Communicating with other organisations		61.1%	11
	Other (please explain in a few words)		1
		answered question	18
		skipped question	0

2. In your opinion, where are your organisation's services most in need of improvement and support? (tick all that apply)

		Response Percent	Response Count
Delivering a high quality service		16.7%	2
Delivering to a large number or wide range of service users		16.7%	2
Training staff and volunteers		33.3%	4
Influencing policy		41.7%	5
Working with other organisations to make change happen		50.0%	6
Measuring the impact of our services		58.3%	7
Reaching out to people who are at risk of being excluded		16.7%	2
Supporting volunteers and staff		16.7%	2
Communicating with service users		16.7%	2
Communicating with other organisations		16.7%	2
	Other (please explain in a few words)		2
answered question			12
skipped question			6

3. In your opinion, what barriers do you or your organisation face? (tick all that apply)

		Response Percent	Response Count
Not knowing where to access help and resources		7.1%	1
Lack of joined up working		21.4%	3
Lack of funding		100.0%	14
Opportunities to work strategically		21.4%	3
Lack of experience		0.0%	0
Lack of influence over decision making that affects us		28.6%	4
Lack of outreach into the community		14.3%	2
Other (please explain in a few words)			2
answered question			14
skipped question			4






4. How satisfied are you with the quality of services your organisation currently provides?

	Very satisfied	Satisfied	Neither satisfied or dissatisfied	Dissatisfied	Very dissatisfied	Rating Average	Response Count
Satisfaction level:	76.5% (13)	23.5% (4)	0.0% (0)	0.0% (0)	0.0% (0)	1.24	
answered question							
skipped question							





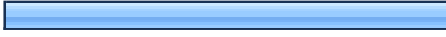


5. What professional networks are you currently involved in, if any? (By networks, we mean real or virtual groups of people doing similar work to you, for example your local Community of Voluntary Services (CVS), e-forums or groups, professional bodies etc. (Please list)

	Response Count
	14
answered question	14
skipped question	4

6. How could these networks be better?

		Response Percent	Response Count
More specialised information		30.0%	3
More up to date information		50.0%	5
Smaller bursts of information		10.0%	1
More opportunities to meet people doing similar work		70.0%	7
Simpler and quicker opportunities to contribute		50.0%	5
	Other (please explain in a few words)		4
answered question			10
skipped question			8




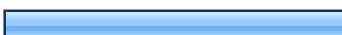
















7. What would you like to gain from meeting with and sharing information with people in similar organisations to your own? (tick all that apply)

		Response Percent	Response Count
Benefit from sharing ideas and plans with others in similar organisations and getting feedback		71.4%	10
Find out about new and innovative approaches on how to improve your organisation		50.0%	7
Work together to plan ways to deliver services better		64.3%	9
In kind help/secondment/mentoring opportunities		35.7%	5
Share good practice in monitoring and evaluation		71.4%	10
Share good practice in delivering services		64.3%	9
Join with others in advocacy / lobbying activities		42.9%	6
	Other (please explain in a few words)		3
answered question			14
skipped question			4

8. How satisfied are you with what you get from the networks you take part in?

	Very satisfied	Satisfied	Neither satisfied or dissatisfied	Dissatisfied	Very dissatisfied	I don't take part in any networks	F A
Satisfaction level:	35.7% (5)	35.7% (5)	28.6% (4)	0.0% (0)	0.0% (0)	0.0% (0)	
answered qu							
skipped qu							

9. Have you been offered training in any of the following areas in the past 2 years? (tick all that apply)

		Response Percent	Response Count
Research		9.1%	1
Human Resources Management		18.2%	2
Project management		45.5%	5
ICT (Information and communication technologies)		54.5%	6
Measuring the impact of services		9.1%	1
Influencing policy & advocacy		9.1%	1
Targeting vulnerable or disadvantaged groups		54.5%	6
Measuring and showing the impact of your services		18.2%	2
Working strategically to make change happen		18.2%	2
Fundraising		36.4%	4
Staff recruitment		45.5%	5
Working with volunteers		36.4%	4
Policy and consultation response advice		9.1%	1
Advocacy/lobbying		27.3%	3
Marketing and communications of services		9.1%	1
External communications		18.2%	2
Team working		54.5%	6
Management and leadership		27.3%	3
Interpersonal skills		18.2%	2
Time management		27.3%	3











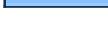




Other (please specify)


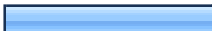
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answered question 11


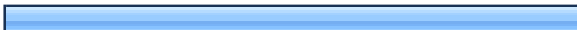
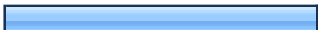


skipped question 7

10. What skills and knowledge would you like to improve, either for yourself or for others in your organisation? (tick all that apply)





		Response Percent	Response Count
Research		41.7%	5
Human Resources Management		25.0%	3
Project management		16.7%	2
ICT (Information and communication technologies)		58.3%	7
Measuring the impact of services		50.0%	6
Influencing policy & advocacy		25.0%	3
Targeting vulnerable or disadvantaged groups		16.7%	2
Measuring and showing the impact of your services		33.3%	4
Working strategically to make change happen		16.7%	2
Fundraising		50.0%	6
Staff recruitment		8.3%	1
Working with volunteers		25.0%	3
Policy and consultation response advice		16.7%	2
Advocacy/lobbying		16.7%	2
Marketing and communications of services		16.7%	2
External communications		16.7%	2
Team working		41.7%	5
Management and leadership		25.0%	3

Interpersonal skills		25.0%	3
Time management		33.3%	4
Other (please specify)			0
answered question			12
skipped question			6




11. What form of learning opportunities do you currently have access to? (tick all that apply)

		Response Percent	Response Count
Internal training (training provided by colleagues in my organisation)		50.0%	7
External training (training provided by external people or organisations)		92.9%	13
Seminars and conferences		50.0%	7
Newsletters		78.6%	11
My own research		35.7%	5
Other (please specify)			1
answered question			14
skipped question			4







12. How satisfied are you with your current access to learning opportunities overall?

		Response Percent	Response Count
Very satisfied		35.7%	5
Satisfied		35.7%	5
Neither satisfied or dissatisfied		14.3%	2
Dissatisfied		14.3%	2
Very dissatisfied		0.0%	0
answered question			14
skipped question			4




13. Do you currently receive any regular bulletins, newsletters or updates?

		Response Percent	Response Count
No		0.0%	0
Yes - at least once a week		57.1%	8
Yes - at least once a month		35.7%	5
Yes - at least every 3 months		14.3%	2
Yes - at least every 6 months		0.0%	0
answered question			14
skipped question			4



14. What information would be useful to you in a newsletter that you do not currently receive?

		Response Percent	Response Count
Latest London news		28.6%	4
Latest relevant national news		21.4%	3
Notification of events		21.4%	3
Policy developments		21.4%	3
Signposting to resources		64.3%	9
Features on fundraising/volunteering/advocacy/other		64.3%	9
	Other (please state)		0
answered question			14
skipped question			4


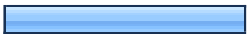




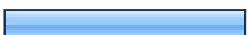
15. How satisfied are you with your current bulletins, newsletters and updates?

		Response Percent	Response Count
Very satisfied		28.6%	4
Satisfied		50.0%	7
Neither satisfied or dissatisfied		21.4%	3
Dissatisfied		0.0%	0
Very dissatisfied		0.0%	0
answered question			14
skipped question			4





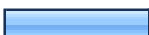
16. What methods do you most often use to record the details of the people you help?

		Response Percent	Response Count
Paper records		50.0%	7
Computer records		92.9%	13
None		0.0%	0
answered question			14
skipped question			4


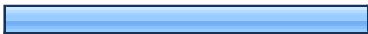

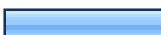

17. How could improved sharing or collection of data help your organisation?

		Response Percent	Response Count
Sharing best practice		92.3%	12
Centralising policy responses		38.5%	5
Seeing how others have overcome similar problems		53.8%	7
Knowledge about events		53.8%	7
Best practice case studies		53.8%	7
Signposting to policy consultations and publishing		38.5%	5
Advice on training opportunities		38.5%	5
Other (please specify)			0
answered question			13
skipped question			5





18. How regularly do you complete monitoring and evaluation procedures?

		Response Percent	Response Count
Monthly		53.8%	7
Quarterly		53.8%	7
Every 6 months		38.5%	5
Annually		30.8%	4
At the end of a project		23.1%	3
Less often		0.0%	0
Other (please specify)			2
answered question			13
skipped question			5




19. What would help make your monitoring and evaluation better?

		Response Percent	Response Count
Expert guidance		58.3%	7
Access to examples of good practice		58.3%	7
Templates to complete		58.3%	7
Talking to other organisations to see what they do		25.0%	3
Strategic working to ensure consistency and the possibility to benchmark		33.3%	4
Other (please explain in a few words)			2
answered question			12
skipped question			6

20. Overall, how satisfied are you with how well your organisation measure the impact of your services (through monitoring and evaluation activities)?

		Response Percent	Response Count
Very satisfied		35.7%	5
Satisfied		35.7%	5
Neither satisfied or dissatisfied		21.4%	3
Dissatisfied		7.1%	1
Very dissatisfied		0.0%	0
answered question			14
skipped question			4

21. How many policy responses do you contribute to per year, on average?

		Response Percent	Response Count
0		15.4%	2
1-2		30.8%	4
3-4		53.8%	7
5-6		0.0%	0
7-8		0.0%	0
More than 8		0.0%	0
answered question			13
skipped question			5




22. How would you prefer to contribute to policy development and decision making?

		Response Percent	Response Count
Through open meetings		71.4%	10
Through a representative steering group		21.4%	3
Through a written submission from your organisation		21.4%	3
Through a joint written submission from a group of organisations		28.6%	4
Other (please explain in a few words)			0
answered question			14
skipped question			4



23. What information/support would you require to do this effectively?

		Response Percent	Response Count
Being notified of opportunities to influence policy		69.2%	9
Learning on how to analyse policy implications		30.8%	4
Improved written communication skills		30.8%	4
Improved confidence to voice my opinion		30.8%	4
Other (please explain in a few words)			0
answered question			13
skipped question			5

24. How satisfied are you with your current ability to influence policy and decision-making that affects your work?

		Response Percent	Response Count
Very satisfied		23.1%	3
Satisfied		30.8%	4
Neither satisfied or dissatisfied		46.2%	6
Dissatisfied		0.0%	0
Very dissatisfied		0.0%	0
answered question			13
skipped question			5

25. Are most of the services provided by your organisation:

		Response Percent	Response Count
Specifically aimed at one or more “equality group”, for example: BAME (Black, Asian and minority ethnic) groups, Refugees, Asylum seekers, Vulnerable adults, Deaf and disabled people, Homeless people, People with long term conditions in the community, Lesbian, gay, bisexual and transgender people.		69.2%	9
Aimed at a broad cross-section of people with particular needs, for example families on low incomes.		30.8%	4
answered question			13
skipped question			5

26. Please tell us how satisfied you are with how well your organisation delivers its services in order to best the needs of the following groups:

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Response Count
BAME (Black, Asian and minority ethnic) groups	71.4% (10)	21.4% (3)	7.1% (1)	0.0% (0)	0.0% (0)	14
Refugees	61.5% (8)	23.1% (3)	15.4% (2)	0.0% (0)	0.0% (0)	13
Asylum seekers	69.2% (9)	15.4% (2)	15.4% (2)	0.0% (0)	0.0% (0)	13
Vulnerable adults	71.4% (10)	28.6% (4)	0.0% (0)	0.0% (0)	0.0% (0)	14
Deaf and disabled people	53.8% (7)	23.1% (3)	23.1% (3)	0.0% (0)	0.0% (0)	13
Homeless people	38.5% (5)	23.1% (3)	38.5% (5)	0.0% (0)	0.0% (0)	13
People with long term conditions in the community	50.0% (7)	21.4% (3)	28.6% (4)	0.0% (0)	0.0% (0)	14
Lesbian, gay, bisexual and transgender people	33.3% (4)	25.0% (3)	41.7% (5)	0.0% (0)	0.0% (0)	12
answered question						14
skipped question						4

27. Overall how satisfied are you with your organisation's ability to actively meet the needs of disadvantaged groups through service delivery?

	Response Percent	Response Count
Very satisfied	53.8%	7
Satisfied	46.2%	6
Neither satisfied or dissatisfied	0.0%	0
Dissatisfied	0.0%	0
Very dissatisfied	0.0%	0
answered question		13
skipped question		5



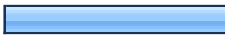
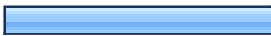

28. How satisfied are you with your organisation's ability to increase the take up of your services of disadvantaged groups?

		Response Percent	Response Count
Very satisfied		35.7%	5
Satisfied		42.9%	6
Neither satisfied or dissatisfied		14.3%	2
Dissatisfied		0.0%	0
Very dissatisfied		7.1%	1
answered question			14
skipped question			4


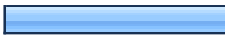
29. What would make you more likely to attend a (learning) event? (please tick all that apply)

		Response Percent	Response Count
Convenient location		71.4%	10
Daytime		78.6%	11
Evening		0.0%	0
Low cost		21.4%	3
Free		71.4%	10
Provision of food		28.6%	4
Workshops		35.7%	5
Opportunity to meet others working in similar organisations across London		35.7%	5
Other (please explain in a few words)			1
answered question			14
skipped question			4

30. Please tell us what locations are best for you

		Response Percent	Response Count
South East London		28.6%	4
South West London		35.7%	5
Central London		35.7%	5
North West London		42.9%	6
North East London		7.1%	1
answered question			14
skipped question			4

31. Please tell us how you prefer to receive information

		Response Percent	Response Count
By email		85.7%	12
By post		35.7%	5
By telephone		0.0%	0
Other (please tell us)			0
answered question			14
skipped question			4