

Supporting volunteers from diverse communities

Workshop evaluation

Contents	Page
Introduction	2
Workshop evaluation and findings	3
Follow-up interviews with delegates	7
Analysis of findings	9



Introduction

The purpose of this report is to evaluate the three workshops that were delivered by Attend Academy on behalf of the Time for Health partnership as part of the Volunteering for All initiative, funded through The Office of the Third Sector (The Cabinet Office) and CSIP (Care Services Improvement Partnership). This training session focused on providing delegates the opportunity to gain a clear understanding of strategies and approaches to engaging volunteers from diverse communities by analysing key solutions to barriers that affects overall inclusiveness.

The report seeks to:

- Identify the key strengths and areas for development of the workshop design and delivery
- Establish the benefits to the individuals who attended
- Establish how the learning can be applied in volunteering programmes.

This workshop was delivered in three locations and was attended by a total of 59 delegates.

NB. Five further Volunteer Services Managers (VSMs) wished to attend the workshops, but were unable due to prior commitments. These VSMs were added to the distribution list and received a write-up of the sessions and additional follow-up resources.

This evaluation is based on an abridged version of Hamblin et al's model of training and development evaluation. The following levels are considered in turn:

1. Reactions of delegates

This focuses on the content of the course together with venue and quality of delivery

2. Impact on learning/job behaviour

This can be broken down further to establish the effect of the workshop on delegates' knowledge and skills and confidence in applying learning within their volunteering programme.

3. Impact on the department/organisation

Assuming there is an effect on job behaviour, it is likely that this will contribute to department/organisational goals.

Questionnaires were distributed prior to the close of the workshop a 54% response rate was achieved.

Also, additional interviews were undertaken two months after the workshops to explore issues in further depth. The questions focused around:

- Have thoughts and ideas of engaging volunteer diversity been developed around volunteering programme(s)
- Has there been anything carried out differently as a result of anything learned from this training session
- Has there been an any impact and benefits developing practice/service delivery.

Supporting volunteers from diverse communities workshop evaluation and findings

Section A – Content

1. Of the sessions that were included in your workshop, please could you rank them in order of usefulness (5 = high, 1= low)

	Manchester	Leeds	London
Practical Exercises	5	4	5
Presentations	4	4	4.5
Discussion with other delegates	5	4	4.5
Handouts and other information provided	4.5	5	5

(the above averages have been calculated from 32 completed questionnaires)

2. On reflection, do you feel there should be any additions/deletions to the subject areas covered at the workshops you attended?

Any specific comments?

Course content well structure around delegates experience and aspirations. *x5 Manchester*

Scenarios and practical tips on best practice very informative. *x3 London*

Subject matter very interesting. *x6 Leeds and London*

Enjoyed the interaction and the feedback amongst the groups. *x3 Manchester*

Would have liked a similar terminology quiz with the BAME sector to the LGBT quiz which was very enlightening. *x2 Manchester*

Would have liked to some more on valuing volunteers. *Leeds*

Subject matter was highly interesting. *Manchester*

Could have looked into other diverse communities. *Leeds*

Well structured around delegates experience and aspirations. *London*

Section B – Venue

3. How suitable was the location for this workshop?

Very Good	Good overall	Fair	Poor
60%	35%	5%	0%
Manchester 60%	Manchester 30%	Manchester 10%	Manchester 0%
London 60%	London 35%	London 5%	London 0%
Leeds 60%	Leeds 35%	Leeds 5%	Leeds 0%

Any specific comments?

With the map provided it was rather straightforward. *x5 London*

Car parking at Leeds made it a slightly long walk to the venue. *x2 Leeds*

I live in Manchester so very easy! *x3 Manchester*

Supporting volunteers from diverse communities workshop evaluation and findings

Very central location. *x3 Manchester*

4. How suitable was the venue for this workshop?

Very Good	Good overall	Fair	Poor
70%	30%	0%	0%
Manchester 70%	Manchester 30%	Manchester 0%	Manchester 0%
London 70%	London 30%	London 0%	London 0%
Leeds 75%	Leeds 25%	Leeds 0%	Leeds 0%

Any specific comments?

Hotel undergoing renovation work, occasionally noisy. *x4 Manchester*

Excellent hot lunches and beverages. *x16 All venues*

Layout and refreshments very good – very comfortable and relaxing. *x3 Leeds*

Room temperature varied. *x3 Manchester*

Toilets left a little bit to be desired! *x3 Manchester*

5. To what extent do you feel learning was enhanced by working with other delegates?

Significantly	In many areas	In some areas	Limited overall
60%	30%	10%	0%

Any specific comments?

Delegates were from different areas so good mix of views and opinions. *x4 Manchester*

Great networking achieved. *x12 All venues*

Good to see so many others working to champion diversity. *x3 Leeds*

Great to hear facilitators and delegates different areas of expertise. *x5 Manchester*

Wide range of schemes and experiences represented. *x4 London*

Having representatives from the LGBT and BAME community taking Question and Answers was an excellent opportunity to discuss many important areas. *Manchester*

Section C – relevance/impact in the workplace

6. How would you rate the potential impact of the workshop on your volunteer programme?

a. Identify potential opportunities to engage volunteers from diverse communities

Positive impact	Some impact	Little impact
65%	35%	0%

Any specific comments?

I feel confident to contact and enhance my volunteer programme due to insight and knowledge I take away from this workshop. *Manchester*

Supporting volunteers from diverse communities workshop evaluation and findings

Wide range of schemes and experiences represented. *x4 London*

Will do something's differently and use different approaches following today. *Leeds*

I have never actively thought of considering the LGBT sector to source volunteers. *Leeds*

Will certainly look at integrating the learning into my current programme. *London*

Great ideas to take back to the workplace. *Leeds*

Better idea of recruitment campaigns and to retain the focus. *Manchester*

With my role to recruit volunteers this session has complimented the work I have done and strategies I now need to review and implement. *Leeds*

b. Analysing the interests of those affected by this engagement

Positive impact	Some impact	Little impact
70%	30%	0%

Any specific comments?

Improved my understanding of resources available for future support. *Leeds*

Will consider re policy and practice and culture. *Leeds*

The barriers are not the problem – the problem is solutions to the barriers that do not take time, staff etc. away from our main purpose and groups we support. *London*

c. Implementing initiatives to engage with volunteers from diverse communities

Positive impact	Some impact	Little impact
60%	40%	0%

Any specific comments?

Other examples of how to engage with BAME would have been useful, i.e. prayer rooms etc. *Leeds*

Will depend if I can persuade the organisation to take this on board. *Manchester*

Section D – Benefits to the Individual

7. How beneficial did you find the workshop?

a. Knowledge/skills

Updated knowledge in a range of areas	Update knowledge in some areas	Limited updating to knowledge overall
55%	40%	5%

Any specific comments?

The combined theory with case studies was ideal. *x7 All venues*

Discussions very useful and informative from presenters and fellow delegates. *x2 London*

Especially improved by knowledge LGBT groups. *Leeds*

Supporting volunteers from diverse communities workshop evaluation and findings

Found the exercise on acceptable terminology very useful. *Manchester*

b. Confidence to manage and engage with volunteers from diverse communities

Greater	Slightly more	Indifferent
65%	30%	5%

8. Are there any additional comments you would like to pass on about the workshop?

Great networking opportunity. *x8 All venues*

Training areas covered a vast range of issues with sufficient depth to be useful without being overwhelming. *x5 All venues*

There was a great mixture of people covering different aspects of healthcare and voluntary roles. *x2 Leeds*

Whilst the learning was specifically intended for healthcare sector, the main points are applicable in the wider context of volunteering. *x2 Manchester*

Want to research more into engaging volunteers from the LGBT sector. *x2 Leeds*

Good number of delegates to make for an effective day and presenters should be thanked for a job well done. *Manchester*

Valuable addition to volunteering 'toolkit'. *Leeds*

Wide range of schemes and experiences represented. *x4 London*

Very interested in the information highlighted within the LGBT sector. *Leeds*

Thoroughly enjoyed the course which has increased my confidence to work with diverse groups. *Leeds*

Raised a number of potential organisational constraints that may need to be overcome. *London*

A great balance of practical tasks and presentations tackling a much needed area of volunteer involvement. *Leeds*

So glad I attended this training opportunity, I look forward to attending any future courses. *Manchester*

Follow-up interviews with delegates

Interview one

1. Please briefly describe if your thoughts and ideas of engaging with diverse communities have been developed since the session?

Yes, as mentioned during the session by one of the trainers when recounting another trainee's experience with Time for Health, I too, went wanting/expecting to find out more about the Black and Minority community and left feeling like I understood some of the issues affecting the LGBT community much better instead. I found the trainer from Consortium very well informed and enjoyed hearing her speak.

2. Can you highlight if you have implemented any new strategies/plans to explore and develop opportunities to engage volunteers from diverse communities as a result of the training?

I have since ordered and made posters stating that we are an inclusive, equal opportunities work place and that people from the LGBT community are welcome. I have also approached the local gay bars for their support in forwarding interested volunteers and putting up our posters.

I have researched and sourced a variety of diversity materials and cultural pieces which have been put up around the ChildLine base. Items such as Tibetan prayer flags and a South African symbols poster for the Prayer and Reflection Room (which already holds a prayer mat, compass and Quran), 'Thumbs up to Diversity' posters for the halls and stairwells and 'Welcome' signs stating as much in many languages, including Sign Language.

3. Are you able to highlight any impact and benefits gained to your organisation in developing a proactive approach at engaging volunteers from this diverse group?

Not measurable as of yet regarding volunteers but staff seem to be happy with the proactive approach I'm undertaking. Please feel free to contact me for an update as this progresses.

Jacinta Kent
Volunteer Coordinator
Childline Yorkshire and North East

Follow-up interviews with delegates

Interview two

1. Please briefly describe if your thoughts and ideas of engaging with diverse communities have been developed since the session?

What I particularly valued about this session is that it tackled the issue of developing engagement with diverse communities head on and focused on how organisations can go about reducing both physical and mental barriers to everyone working together as one.

I also feel more confident moving forward in many of the areas of work I am involved in. I am often consulted on similar issues from a training perspective and I would like to use some of the training materials distributed throughout the session for future learning and development needs.

2. Can you highlight if you have implemented any new strategies/plans to explore and develop opportunities to engage volunteers from diverse communities as a result of the training?

Some of my current projects focus on widening the volunteer base so I have been able to use some of the facts and figures from the workshop. These have helped illustrate how engaging volunteers from diverse communities not only encourages a socially inclusive environment, but also, enriches the dynamism of the whole volunteer experience. This is something I push very hard with my partners, stakeholders and staff members working alongside me on projects.

3. Are you able to highlight any impact and benefits gained to your organisation in developing a proactive approach at engaging volunteers from this diverse group?

This training will not just help me with existing projects but will also enable me to advise and influence up to 730 of our current volunteer member groups throughout England and at the same time encouraging new ones to join Attend.

I do personally perceive that so many services within health, social care and other sectors are seeing volunteering as a major driving force and this is beneficial to all those involved. I hope we can engage diverse groups such as the BME and LGBT sector as this training highlighted. I look forward to seeing this further involvement across all people and all sectors.

Beverley Smith
Project Manager
Attend

Analysis of findings

Reactions of delegates

Course content

- Delegates valued the opportunity to explore and feel at ease by not feeling they couldn't be honest and open in regards to talking about the subject matter in the right language, i.e. politically correct terminology
- This area of volunteer diversity highlighted it was an increasingly important subject and not commonly covered in training programmes they have attended
- The combination of presentations and activities were all conducive to learning
- The course also has applicability to volunteering outside the healthcare sector
- The combined theory with case studies was ideal for this session.

Venues

- Overall the venues were suitable in terms of location and facilities.

Networking

- The opportunity to meet other volunteer services managers was most welcomed as many were able to draw on the experiences of their fellow delegates. Delegates also welcomed the distribution of email addresses to follow up the session to enhance idea sharing and potential partnership working.

Impact on learning/job behaviour

- The workshop had a significant positive impact on the confidence of delegates in engaging with diverse communities
- There was an appreciation for the quiz activity which highlighted appropriate and inappropriate terminologies that need to be taken into account
- The learning was applicable in other sectors well as healthcare.

Impact on the department/organisation

- Overall, delegates perceived that attending the workshop would have a positive impact on working practices
- It is much easier to demonstrate the organisations inclusivity to key stakeholders and key funders.

Findings from interviews

The strategies and ideas for supporting and volunteers from diverse communities are:

- Feel confident that will be able to put in place actions designed to overcome barriers that had been preventing full engagement with volunteers represented within a diverse community
- Being consulted with training programmes to support people engaging diverse communities
- Relevant private organisations have been contacted as a method to recruit volunteers from diverse communities, specifically the LGBT sector
- Able to engage with and influence management and funders.

Conclusions and recommendations

Conclusions

- The workshop was delivered at the right level and engaged delegates with an appropriate mix of activities. The discussions between delegates added value and it was clearly apparent that many were facing similar types of issues in their volunteering programmes in the health and social sectors as well as others.
- Delegates were able to develop working practices as a result of this workshop. Development includes specific initiatives to profile the organisations as inclusive and how to influence key stakeholders.
- This topic is of increasing importance to the effective management of volunteering programmes and is infrequently covered in current training programmes.
- The opportunity to network was particularly welcomed in this topic.

Recommendations

1. Repeat the delivery of workshops in other locations with suitable promotion and notice given to VSM networks.
2. Continue exploring partnership-working opportunities between LGBT Consortium and Race On The Agenda and the Time for Health Partnership.
3. Link the workshop to an accrediting body so it can be developed into a module and support the professional development of volunteer services managers.
4. Develop a bank of case studies to include a full range of diverse community related issues to capture successful practice and develop 'tool kits' for dissemination.
5. Undertake further research to explore the impact of engaging with diverse community volunteers on organisational goals.
6. Seek funding to deliver this workshop in other volunteering sectors.
7. Explore how to promote effective ongoing networking in this area of volunteer management.