

Voluntary Sector Liaison Committee Customer Survey Analysis

Overview

Only 11 out of a committee membership of 46 submitted a response to the Voluntary Sector Liaison Customer Survey despite 3 reminders being sent. Responses were received from a mixture of Compact Partners and Voluntary Sector Representatives sitting on the Committee, and by email and post. Even though the response rate is low, comments are informative and helpful in seeking to improve how meetings of the Voluntary Sector Liaison are organised, and the content of meetings.

The Results

1. A lot of the committee time is spent on receiving formal presentations please *tick if you feel*:

Happy with receiving any number of presentations at committee meetings

[1]

Find the presentations useful, but that they should be restricted to **1** presentation for each meeting [6]

Find the presentations useful, but that they should be restricted to **2** presentation for each meeting [3]

Presentations should be the exception, where there is a topic particularly important to impart [1]

Think the time best spent in committee meetings is for discussion on written reports, and not in receiving presentations []

Any other views

Presentations where relevant to the business being discussed or to inform the committee of new or improved services relevant to the liaison Committee.

From a personal point of view I would find one presentation per meeting adequate as the meeting can become long and unmanageable, however if as part of an issue to be discussed it would be enhanced by a short presentation then this should be encouraged.

We think there should be one presentation per meeting – preferably a short presentation of around 15 minutes.

Two presentations 15 minutes each.

Presentations are always informative but I would be a restriction on their number per meeting. I think we have now reached the stage when our time can be more profitably spent.

Too many presentations seem like you're being talked at a lot rather than actually contributing to change and development and achieving something more substantial.

2. Currently each Compact Partner provides an item of interest report for the Voluntary Sector – is it your preference (*please tick*):

For the practice of written items of interest reports **presented orally** to the committee to continue [3]

For each quarterly meeting to continue to receive written items of interest reports but for **just two Compact Partners to present orally** rotating between meetings for each of the Compact Partners to present [3]

For written items of interest reports to be continued, but as **items for information only** with no presentations from the Compact Partners [5]

To discontinue with these reports []

Any other views

This is the only forum that allows voluntary sector discussion around current issues or topics curtailing this discussion would limit the Committees understanding – often the passion that optimises the sector cannot be conveyed in any other way. This practice allows topics that are new or up-to-date, waiting may reduce the committees effectiveness.

*As a result of the report it may be decided that more information is required and that would be decided at the meeting with a presentation then being requested at the next meeting.
We hope the Compact representatives turn up with reports to share.*

I would suggest that items of interest continue but are for information only and do not need an oral presentation every meeting. However, there may be an issue, consultation or important matter that Compact partners may wish to cover in the meeting. Would it be possible that items of interest are left but Compact partners can request to be agenda'd if they feel there is something they specifically wish to raise?

3. Currently a Community Planning Quarterly Briefing is produced for each meeting as an information report - is it your preference (*please tick*):

For the briefing to be continued to be produced [10]

For the document to be discontinued for reporting into the committee []

Any other views

The Committee needs to be kept up-to-date and questions can be forthcoming.

Can we have the community planning report twice a year? . . . 6 months seems a more reasonable time level for community development to have an impact.

4. Are there any standing items not currently included that you would like to see on the agenda of these quarterly committee meetings?

No [8]

Yes [3] *please specify*

- Local Service Board and related information and decisions
- Health and Social Care Scrutiny Meeting
- Update on budget proposals

5. Some of the committee meetings have been rather long – do you feel (*please tick*):

- Committee meetings should not exceed 1.5 hours []
- Committee meetings should not exceed 2 hours [9]
- Committee meetings should not exceed 2.5 hours [1]
- Committee meetings should not exceed 3 hours [1]

Any other views

*There could be an informal meeting of 1 hour to discuss try to clarify – avoid misunderstanding.
Followed by a formal meeting.*

This would require the chair to be more proactive in its management of the meeting to ensure speakers and agenda items are kept to time. Using a timed agenda would also facilitate this. Restricting presentations to one per meeting with a specified time, plus any agenda items that need a presentation to enable members to have the required amount of information to make measured and considered decisions would also need to be timed. This does not seem unreasonable and would allow partners to arrive for specific agenda items without sitting through the whole meeting.

At a recent meeting the agenda was particularly long, yet the meeting room was booked out for something else which meant that we were under pressure to get through the agenda in double quick time. With three or four presentations included in the agenda, this meeting felt that we weren't able to discuss issues fully due to time constraints. This situation should not be allowed to be repeated.

The Chair should be more strict on times and stick to the Agenda.

A meeting 'takes as long as it takes' but within a maximum of 3 hours.

6. Please feel free to make any suggestions for how the **content** of the committee meetings can be improved, for example more written reports for discussion, more open discussions on key issues concerning the Voluntary Sector etc

Written reports and items of interest sent out in advance; access to Chair or Admin to discuss prior to meetings; virtual network

Voluntary organisations I'm sure would appreciate regular mention of funding/contract opportunities as sustainability and collaborative working are at the forefront of every organisation's agenda.

Middle management in both adult and children's services are still not adhering to the Compact.

*More written reports for discussion on key issues i.e. changes to LSB, budget, reforms.
More open discussions on key issues.*

More open discussions on key issues concerning the Voluntary Sector and maybe themed workshops to help voluntary sector partners identify similarities / areas they could work together such as cohort bids etc.

7. How would you rate the **administrative servicing** of the committee? (please tick)

Excellent	Good	Average	Below average	Poor
5	6			

8. Please feel free to make any comments on how the administrative servicing of the committee can be improved.

Using ICT and virtual networks to encourage discussion; the possibility of Conference Calls or Video Networking.