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Building The Trust 2007 Conference **Wednesday 9th May 2007** **Evaluation Questionnaire Analysis**

A total of 83 people attended the Youth Focus Building the Trust 2007 Conference on Wednesday 9th May 2007. Thirty-nine Questionnaires were completed by attendees, giving a return rate of 47%.

Please see the results from the returned Questionnaires below (please note that attendees were asked to rate their experiences as Poor, Satisfactory, Average, Good or Excellent and that not all of the questions on each Questionnaire were answered).

Pre-Conference Experience

Attendees were asked to rate their pre-conference experience

Pre-Conference Experience					
	Poor	Satisfactory	Average	Good	Excellent
The information was received in time	0	1	3	13	17
Advance information was sufficient	0	4	5	14	12
I felt well prepared	0	7	5	14	8

These figures give us the following satisfaction ratings:-

Statement	Satisfaction Rating
The information was received on time	97%
Advance information was sufficient	89%
I felt well prepared	79%

Comments

Attendees were asked for their comments regarding their pre-course experiences. Please see the list of responses below:-

- Start time changed
- More information on workshop content would be good

Keynote Speeches

Participants were then asked to rate the keynote speakers

Keynotes Speaker – Sue Imbriano					
	Poor	Satisfactory	Average	Good	Excellent
Content	1	1	5	19	9
Delivery	0	4	1	17	13
Effectiveness	1	3	9	19	4

Keynotes Speaker – Peter Rice					
	Poor	Satisfactory	Average	Good	Excellent
Content	0	3	6	22	4
Delivery	1	3	11	9	11
Effectiveness	0	4	13	11	6

Keynotes Speaker – Judith Smyth					
	Poor	Satisfactory	Average	Good	Excellent
Content	0	5	6	19	5
Delivery	1	5	5	15	6
Effectiveness	2	4	9	13	6

Keynotes Speaker – Stephen Bagnall					
	Poor	Satisfactory	Average	Good	Excellent
Content	0	1	7	19	6
Delivery	0	3	4	15	11
Effectiveness	0	1	5	20	7

Keynotes Speaker – Coral McGookin					
	Poor	Satisfactory	Average	Good	Excellent
Content	0	4	12	6	2
Delivery	0	4	14	6	1
Effectiveness	0	5	10	10	1

Comments

Attendees were asked for their comments regarding the keynote speeches. Please see the list of responses below:-

- Would be good if speakers were warned when their time was up to prevent over running
- All good, but hard to take in, so much, so fast
- SI went on far too long – passionate & knowledgeable delivery but unfair to other speakers. JS had so much info – but ½ hour not long enough to do justice
- JS too long

Workshops

Attendees were asked to rate the Workshops that they attended

Workshop One

Sharing Information – Pam Curtis					
	Poor	Satisfactory	Average	Good	Excellent
The Content of the workshop was relevant and useful to my organisation	1	2	3	3	3
Presentation	0	1	3	7	2
Discussion	0	4	4	3	2
Effectiveness	0	2	4	4	2

Comments

Please find below a list of the comments made regarding the workshop:-

- Needed more time
- Only because no time. Because of over run by speakers this was cut in half which was a real pity
- All given shortness of time. A longer time would have been most helpful
- More information as comes on line
- Time constrained
- Presenter did very well having been in post just 10 days

Workshop Two

Commissioning Children and Young People's Services – Judith Smyth					
	Poor	Satisfactory	Average	Good	Excellent
The Content of the workshop was relevant and useful to my organisation	2	2	4	10	5
Presentation	1	6	7	11	3
Discussion	2	3	6	9	7
Effectiveness	3	4	5	6	7

Comments

Please find below a list of the comments made regarding the workshop:-

- Was not what I expected. Thought it was about how VSO can share information. Is actually a statutory database.
- Procedures for commissioning needed more coverage. Judith did give me time afterwards.
- Would like more info on getting on an approved provider register with BCC & local area delivery groups

- Workshop too large for effective discussion
- This was not a 'workshop' format & therefore not really helpful
- No structure to workshop, only discussion
- Not enough time
- No time for proper discussion part at end of workshop but gave me some guidance on how to respond to public sector new policies
- More info as develops
- Was not a structured workshop
- Too rushed

Workshop Three

Workforce Development – Nichola Brown					
	Poor	Satisfactory	Average	Good	Excellent
The Content of the workshop was relevant and useful to my organisation	2	1	2	1	1
Presentation	1	0	4	3	0
Discussion	0	2	2	3	1
Effectiveness	1	1	2	3	1

Comments

Please find below a list of the comments made regarding the workshop:-

- The best of all – really useful in content and contact
- Bit rushed, but we were short of time

Workshop Four

Prevention – Julie Montigue					
	Poor	Satisfactory	Average	Good	Excellent
The Content of the workshop was relevant and useful to my organisation	1	1	6	8	1
Presentation	1	2	9	4	1
Discussion	1	2	7	6	1
Effectiveness	2	1	4	9	1

Comments

Please find below a list of the comments made regarding the workshop:-

- Could have been a bit more structured
- Found this more informative & more valuable than the speakers before lunch

The Conference

Attendees were asked to rate their conference experience

The Conference	Poor	Satisfactory	Average	Good	Excellent
Updated my understanding of the Buckinghamshire Children & Young People's Trust	0	2	7	16	4
Identified issues that are important to the voluntary sector	0	0	6	15	9
Identified benefits to voluntary youth organisations of being involved in the Children and Young People's Trust	1	2	9	13	4

These figures give us the following satisfaction ratings:-

The Conference	Satisfaction Rating
Updated my understanding of the Buckinghamshire Children & Young People's Trust	93%
Identified issues that are important to the voluntary sector	100%
Identified benefits to voluntary youth organisations of being involved in the Children and Young People's Trust	90%

Comments

Attendees were asked to comment on the relevance of the Conference to their organisation. Please see below:-

- Found it to be very informative & valued the opportunity to network
- Very useful update on developments in Bucks Children's Trust and Voluntary Sector
- This is very important for my organisation to understand how Bucks is implementing ECM and how we can be part of it
- Not yet sure about how/if we will benefit from commissioning
- Increase employee awareness
- Important to understand role of Trust & how it would effect my organisation, its priorities, activities and funding streams
- The Conference was very relevant
- Relevant in future
- For the future
- Appeared to be focussed on older age group. Organisation provides looking after children 0-10 years
- Very useful and informative, particularly hearing what information BCC will be looking for in terms of commissioning from the voluntary sector
- Commissioning workshop with Judith Smyth was very useful & relevant – helped me understand where government is headed

- Very important in relation to provision of services
- Very relevant, several issues that will impact on what we do e.g. Contact Points
- Very relevant. Bereavement training for professional working with children and young people should be part of core skills for workforce
- Double edged issues and concerns for voluntary organisations they and their communities not yet 'consulted' let alone engaged
- More information on where to get more info, websites etc
- Highly relevant
- Very relevant. We work predominantly with adults with learning disabilities with some work with young people 16-25 and are increasingly being asked by young people and their supporter to increase our work with this age group
- Very relevant
- Yes – relevant
- A good networking event & to find out what is going on in other areas of the voluntary sector
- It helps to know how the change in legislation and policies interface with outcomes
- Very interesting views of other charities
- I would have rather spent more time networking; and longer in the workshops. I would have preferred shorter 'key note speaker' section
- Important to me to speak to people on the ground to get their views so I can speak for them nationally & take action
- Significant since 65% of the funding we receive currently is now being re-routed via the Trust. Virtually all other grant making we do to CYP projects will cease in March 2008
- Relevant and helpful but struggled a bit with the national perspective – got a bit lost!
- It was difficult to assess because I felt out of the loop to start with, we haven't been involved re: Peter Rice speech, nor do I really feel confident about the whole picture

Attendees were also asked if they had any points and/or concerns that were not covered in the Conference that they would like us to consider for inclusion in the final Conference Report. Please see the list of responses below:-

- Having access to the Commissioning Process
- Commissioning priorities – list provide
- Timescales for next stages
- Processes for tendering/commissioning
- A diagram indicating the role, accountabilities and function of key youth organisations at national, regional and local level and how to interface
- How the tendering process works
- Learned very little about where Bucks is headed or what will be expected from voluntary sector organisations, come October, so that was disappointing. Did learn a bit about what Safeguarding Board which was useful
- Duplication. Monopolies & choice – Nova Bene: County priorities
- 10 commissioning priorities. Prevention strategy. How CYPSP and CYP Trust can widen its representation of the voluntary sector and increase involvement
- More officials/officers from commissioning bodies should be delivering workshops
- Please try to keep to timings – it is so important to keep the audience engaged. Look at subjects covered and maybe limit them
- The importance of local community groups participation in the delivery of services, especially schools
- We should consider presenting a scale which would provide a basis for discussion of providing longer term contracts. A charity that has been running for 15 years a 5 year contract , 10 years – 3 years, 5 years – 2 years

- How much does the Trust have to expend on commissioning?
- When will Commissioning bids be invited?
- How & when will we be able to get the answers to the above questions?
- Not that I can think of

Participants were also asked if there were any other topics that they would like to see covered in a future Youth Focus Conference. The responses were as follows:-

- Summary of Bucks Children and Young People's Plan
- Lead professional role
- Training & Development
- A case study to use as an identifying measured outcomes – generally more practical stuff
- More time with Children's Trust senior personnel for Q&A's
- This area needs continued focus
- A follow up when commissioning has materialised! To allow VCS organisations to come together to discuss live issues
- Commissioning frameworks
- There is not enough time to cover more, but maybe a 2 day conference would address this
- The importance of negative teaching (misinformation) on young learners, i.e. school children (all children)
- Next year revisit the "Lead Professional Role" – what's been done in Bucks
- Practice examples from the ground – what has been the impact of the changes ECM, Child Work Strategy on the work of the sector

Future Events

Attendees were asked if they would prefer future events to be held on Weekdays or Saturdays. Twenty-nine (88%) indicated that they would prefer Weekdays and four (12%) expressed a preference for Saturdays.

Youth Focus Membership

Eight organisations expressed an interest in becoming members of Youth Focus.

Other comments

Participants were asked if there were any other comments that they would like to make regarding the Conference. The responses were as follows:-

- We appreciated the time given to 'network' with other agencies – an important part of the day
- Please ensure that more details of workshops are sent. Put myself on a workshop which was totally irrelevant to my organisation, time could have been spent more wisely
- Copy of all presentations and list of acronyms would be helpful
- Wider range of biscuits please
- Please provide details of how providers can access grants to help them network and produce collaborative funding bids & services.
- Very informative event & good for networking
- Useful day although too much content. More group discussion needed

- Lack of small voluntary youth organisations – larger ones too! Volunteers work therefore weekday conference unsuitable. Overwhelmed by BCC!! Very little group discussion. I am shocked by the number of people who left after lunchtime & before the close!!!
- Workshops could have been longer, perhaps build into timing transition from workshop as this impacts on time
- Very useful, thank you
- Chance for Q's and A's after each speaker?
- Hold over 2 days
- Thank you for a helpful day and a jolly good lunch
- Very useful as many issues will impact on the community and work we can do within the Trust. Is it possible to have a copy of Stephen's presentation.
- A good start. So much more to be done – quickly! Before locked in to possibly unsatisfactory arrangements
- I would have liked to have seen more time spent on exchanging info between the organisations present
- Rather crammed programme
- It would have been better to have less speakers to fit in w/s too or give the speakers longer without w/s's or less speakers with more time on 1 or 2 subjects. Too much for one day
- It was a good experience and as usual to hear the differing voices and opinions to common concerns
- Well organised, disappointed that Director of Children's Trust over ran (switched off) Thanks for the invite
- Despite our regular attendance to such events and representation direct to BCC I am surprised we have not been consulted at all with regard to our present involvement with C & YP
- It was a shame that we were running late as I had to leave early so missed the second workshop on Prevention. No-ones fault – thanks it was a good day
- Lack of opportunity for questions/comments was a serious omission. Post-it notes not the same