

Community Service Scheme

Beneficiaries Survey 2015

13 Participants

1. Please indicate your level of satisfaction in terms of the work undertaken by the Community Service scheme:

	Number	%
Very satisfied	11	85
Satisfied	2	15
Unsure	0	0
Dissatisfied	0	0
Very dissatisfied	0	0
Total	13	100

2. Comments:

Ref:	Beneficiary	Comments
1	A	The people provided to us here at A have always been exceptional whilst working, and really get involved with the team. The only issues have been contact in illness which was always easily resolved.
2	B	Everyone that we have had dealings with have been absolutely great, they will do any task given and even go beyond what they are asked of without hesitation.
3	C	Although we only had one candidate this year, she was well chosen and fitted in well during her time with us, therefore this shows the good work being carried out by all involved in the Community Service scheme.

4	D	<p>The present system Supervisor and have worked out for getting your clients to cover shoeboxes with wrapping paper works well – it takes place at your premises. This saves us HOURS.</p> <p>In the past we have had some of clients working on our premises and most have been ABSOLUTLEY BRILLIANT, often continuing to volunteer for us long after their community hours were completed.</p> <p>We have really only ever had one client who didn't in my opinion show herself worthy of the trust we placed in her, but this was referred to supervisor who immediately took action.</p> <p>For us in Mustard Seed Jersey it is a really fantastic arrangement.</p>
5	E	The work carried out is to a good standard and matches that of any contractor.
6	F	The CS scheme is first class, as a small charity we wouldn't be able to afford to pay for someone to carry out the gardening work they do. And it means that our volunteers can get on with supporting our young people in their training.
7	G	The quality of work provided continues to be first class but as a result of the recent requirements to make toilets available for participants, the flexibility of providing tasks has suffered as the tasks now need to be within easy access of car parks.
8	H	The work is done in a very timely fashion.
9	I	All the work undertaken by the team has been carried out well and in the most part with a good spirit from the times I have met the various teams.
10	J	Work can vary but this is understandable as the type of offender can vary but overall the work is good and saves us a lot of time and effort so we are appreciative.
11	K	We would love to keep working with the Community Service scheme. We benefit so much from the scheme.
12	L	We have had many lovely people from Community Services who have been and still are very pleasant, well mannered, presentable and hard working.
13	M	So far all OK

3. Please indicate your level of satisfaction in terms of the liaison and service you receive from **community service staff**:

	Number	%
Very satisfied	12	92
Satisfied	1	8
Unsure	0	0
Dissatisfied	0	0
Very dissatisfied	0	0
Total	13	100

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Although usually ‘satisfied’, one beneficiary commented that they are sometimes ‘Unsure’ and occasionally ‘Dissatisfied’.

4. Comments:

Ref:	Beneficiary	Comments
1	A	Very happy with the support and liaison that has been provided us in supporting others back into good position. We look forward to working with you all again in 2016.
2	B	If we had any queries they got back to us quickly and everything was explained well.
3	C	From the initial identification of the person, through the take on process, serving the time here and end process, all ran seamlessly without a problem.
4	D	We communicate well
5	E	Manager is always very accommodating and will always try and fit into our requirements where he can. Also when onsite the supervisors are happy to discuss the work and further items.
6	F	Manager and his team are fantastic, extremely helpful, prompt communications and very flexible, even with short notice requests.
7	G	I am continually impressed by the professionalism and pride taken in the work provided by the CS. Both the supervisors and the managers are to be congratulated. Also, I continue to appreciate being kept informed of progress and being asked questions when perhaps plans are unclear. Thank you.
8	H	When needed the staff have been accommodating, helpful and flexible.

9	I	The service provided to us by the Community Service group is invaluable in that a lot of the heavy work usually undertaken by our elderly members is done by them. As a small club we really appreciate the efforts of everyone involved and cannot praise the service highly enough and we try and thank them personally for their efforts each
10	J	I am not sure if work specifications are passed on to or discussed fully with the supervisors
11	K	Manager in particular has been great. Everything is very well organised, also credit to the Supervisors.
12	L	It has been an absolute pleasure to work along with Manager and Supervisor, I've felt really supported and would like to continue alongside them.
13	M	As above (So far all ok)

5. Please make any other observations or suggestions that you think will help us further develop community service:

Ref:	Beneficiary	Comments
2	B	At this present time everything is working fine with us so I feel there are no suggestions regarding development that need to be made. .
3	C	Most notably was the continued liaison between us and the service during the candidates' time with us ensuring all was OK.
4	D	I have already mentioned to Manager that we would be delighted if you had a suitable client to sew up knitted squares into blankets for us.
7	G	None

9	I	We are really impressed by the numerous supervisors we meet. Friendly and helpful and with a wonderful rapport with the various teams sent out to us. No job is too large or small and without doubt the service is a lifeline for our club not to mention the significant savings in respect of time and money. Quite simply we could not manage without you and the teams. Thank you very much.
10	J	I would like to meet more frequently with the Manager and also even the Supervisors so work details can be fully explained and understood.
11	K	It runs extremely well, thanks for your on-going support!
12	L	Bear in mind most charity shops have volunteers aged 60+. As a manager I've noticed that some offences are not very well understood by them, also with volunteers of this age bracket I'd say No to people with a violent behaviour sentence or drugs.
13	M	None