



**FW Business Ltd**

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# **Evaluation Report**

## **June 2012**

# **THE SKILL BASED VOLUNTEER TRAINING PROGRAMME (SBVTP)**



Charity for African/Caribbean & Ethnic Minority people  
Living with Multiple Sclerosis (MS)

## The Skill Based Volunteer Training Programme (SBVTP):

### The Shane Project

#### Introduction

The Shane Project secured funding through the Enfield Youth Service's Area Youth Forum to pilot an outreach volunteering support provision. The aim was to train young people in presentation and communication skills so as to support the Shane Project's objectives of raising the awareness and knowledge of the impact and implications of living with Multiple Sclerosis (MS). FW Business Ltd, the consultancy and training company that developed the Skill Based Volunteering Training Programme (SBVTP), was commissioned to pilot the training programme.

The SBVTP is a training programme that enhances the qualities, skills and competence of the volunteers across a range of opportunities, operating under direct and/or indirect supervision. The programme is premised on three principles. The first is that those who engage volunteers are best able to support the volunteers; secondly, that volunteers enter a particular working 'environment' with its own codes and practices, all of which will need to be understood in order to benefit from the 'experience'; thirdly, that all volunteers are motivated to give their time and in so doing bring with them particular strengths and skills, which can go unrecognised. Furthermore, the experience should enable new skills to be developed

The aim, therefore, was to train a group of young people between the ages of 16 – 25yrs to deliver a series of presentations and/or workshop sessions in schools, colleges, community-based organisations and youth centres/projects. It is hoped that by the end of the programme, which includes the presentation, the participants would be able to continue in their support of the *Shane Project* through on-going volunteering commitment.

Training took place over 5 days at the Ponders End Youth Centre followed by presentations by the participants to groups of young people at Youth Centres and/or other venues in Enfield (e.g. Craig Park Youth Centre, Ponders End Youth Centre and Civic Centre).

#### Programme overview

The training programme<sup>1</sup> took place between April and June 2012 and covered understanding of MS, organisational structure, planning, communication and teamwork. The programme was designed to be fun, practical and reflective, comprising the following:

1. Understanding the organisation
2. Communication and presentation skills
3. Planning and evaluating an event

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<sup>1</sup> Full programme obtainable on request.

4. Organising a fund-raising event
5. Monitoring and evaluating the volunteer programme
6. Placement experience: presentation and/or fund-raising event
7. Management of volunteers

### **Outcomes and achievements**

The programme aimed to achieve the following outcomes:

1. Increased awareness and understanding of MS as a condition and of the implication for those living with MS (either as sufferer or carer);
2. Increased confidence of participants to be able to present to their peers on living with MS;
3. Develop and raise the need for improved communication skills so as to enable participant to better navigate their way through life, especially with regards to presentation of self.

### **To raise awareness and understanding of MS as a condition and of the implication for those living with MS (either as sufferer or carer)**

Participants were able to produce their own presentation on living with MS and presented this to the whole group, receiving feedback and reflecting on the process. The presentation to their peers reflected the journey they had made and of their emerging awareness. This was reflected and evidenced in the responses as part of the question and answer sessions that took place during the training as well as following their presentations.



**Audience at Craig Park Youth Centre**

### **Increased confidence of participants to be able to present to their peers on living with MS**

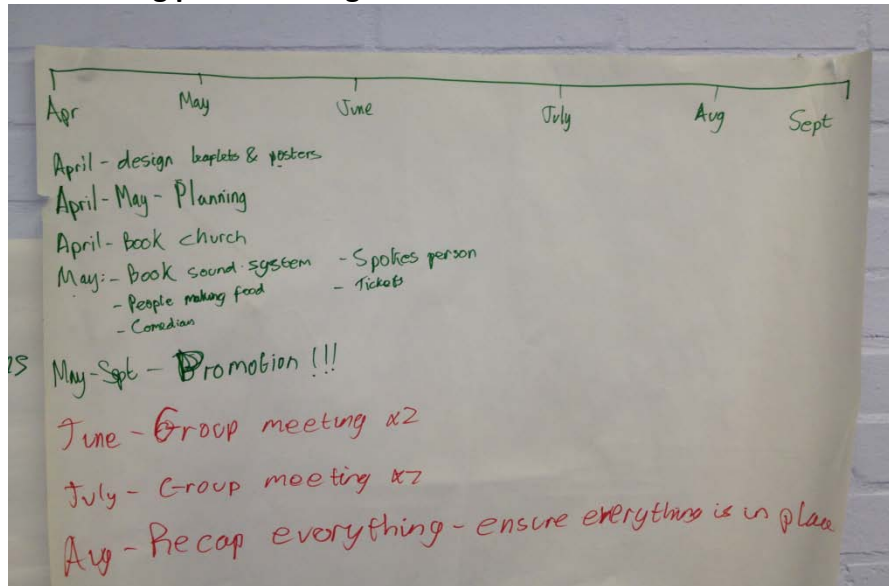
Those who were fearful and lacking confidence to start with soon gained courage and strength and produced some very good and effective presentations during the training sessions (e.g. living with MS, mock interview exercise, planning the fund-raising event and presentation to the Shane Project Management Board scenario). Additionally, clear evidence was demonstrated through the actual presentation to other young people at the

## The Skill Based Volunteer Training Programme Evaluation report

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two Youth Centres and at the Civic Centre (averaged 14 young people per session) as well as captured on the feedback form, where participants indicated that “*presentation skills*” was one of the two most helpful elements of the programme. Further example was evident in the preparation by young people prior to their presentation such as spending time at the Shane Project rehearsing their presentation and in development of ‘presentation cards’ and responses to questions arising from their presentations. In addition, following the session on planning a fund-raising event presentation, participants indicated a willingness to be part of the on-going network of volunteers to help with the fund-raising event in September.

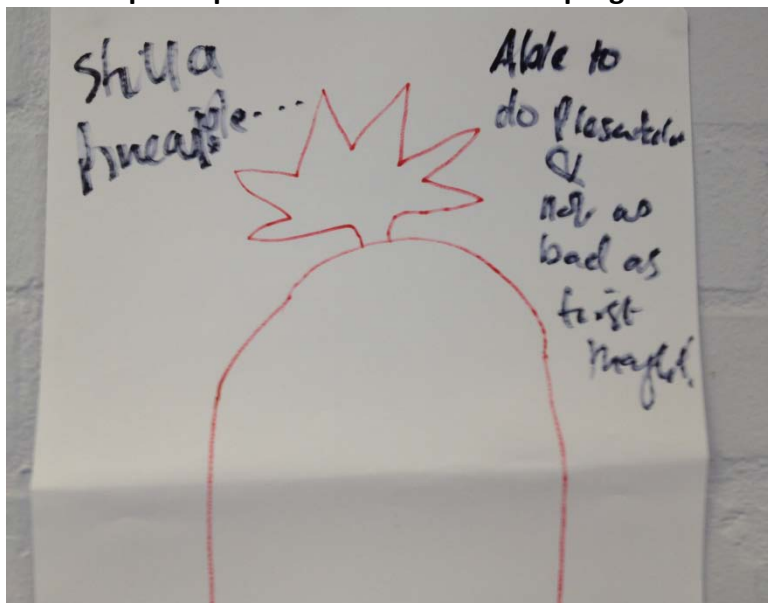
### Fund-raising plan: Quiz Night



**Develop and raise the need for improved communication skills so as to enable participant to better navigate their way through life, especially with regards to presentation of self.**

Participants were asked to identify with a fruit at the outset of the programme and, by and large, all reflected an improved self image persona on their initial view of self. One participant said in their feedback that one of the two most useful elements for them was “*sending and receiving messages*”. Further, those who were just starting to be involved with the Youth Forum found it helpful in bringing out some shy and quiet characteristics. As one Youth Worker commented, “*I have never seen xxx so engaging and confident. He actually came across very well and nothing like the person we have been used to.*”

### How one participant felt at the end of the programme.



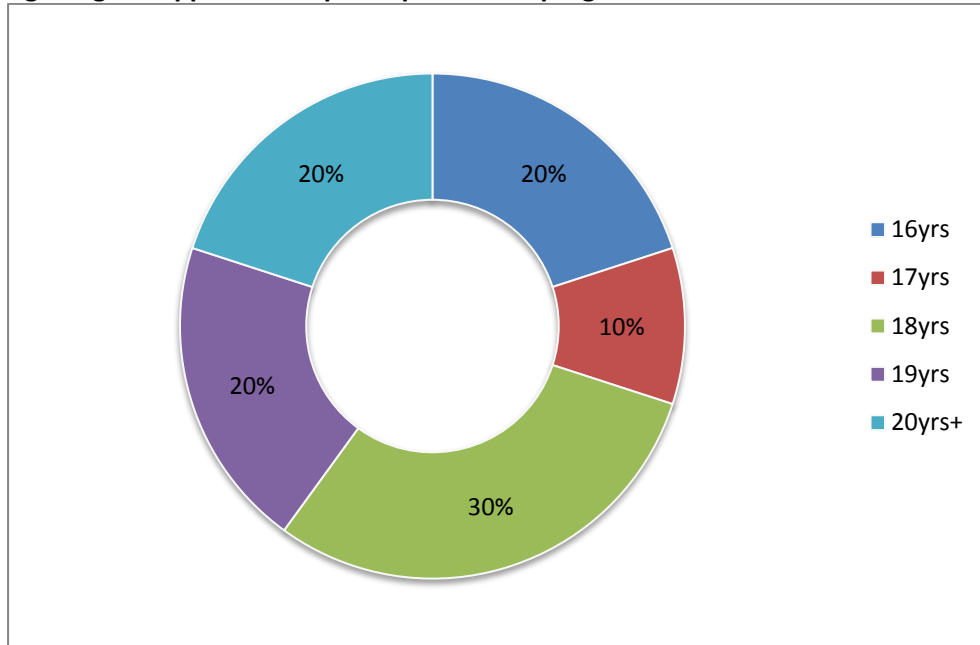
### Monitoring overview

- Eleven (11) young people registered to attend the programme with 75% completion rate<sup>2</sup>.
- 82% of those registered to attend were from the Edmonton area, with only 18% showing an interest from outside the borough of Enfield.
- Registrants were aged 16yrs to 20yrs+, with the overwhelming majority falling within the 16 – 19yrs and all from Black and minority ethnic (BME) background. Fig 1 below provides an-at-a-glance profile.
- There were more young men than young women (see Fig 2: 3:1 ratio).
- Overwhelmingly more people heard about the programme through word of mouth (WoM) than the other medium of promotion (see Fig 3).

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<sup>2</sup> Funding was to train 3 young people and this was more than achieved

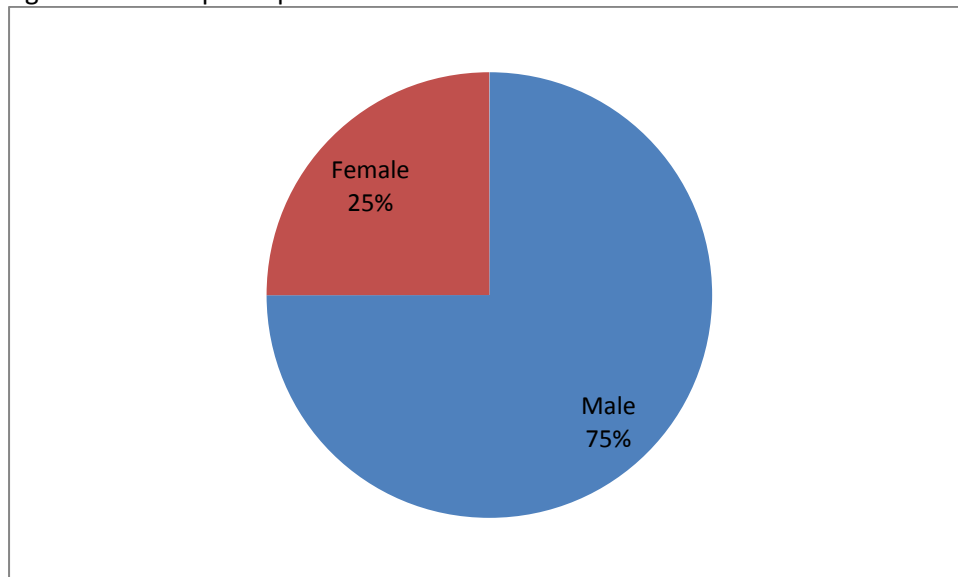
**Fig 1: Age of applicants to participate in the programme**



Group activity: pulling together the ASDAN learning elements



Fig 2: Gender of participants



### Areas for development

- Timing of when the programme is to take place: because of the closeness to the exam period, participants were in the throes of revising which impacted on when the presentations could take place (i.e. the last presentation took place in June). Added to this we were hampered by the Easter break and availability of the venue and coinciding with the possibility of Youth/Area Forum meetings where the presentations were to take place.
- Opportunity for presentations: as this first programme was to support three young people, and therefore could be accommodated through the existing Area/Youth Forums, were all the intended participants to have attended there may have been difficulties at that time of the year to secure presentation opportunities. We will need to give some thought as to where such opportunities could take place and/or different form of involvement as a volunteer (e.g. regular 'fund-raising' support organiser, for instance)
- Promotion and advertising: While it is encouraging to see that more people were informed via word of mouth, there is also a negative aspect in that if a 'friend' is unable to attend there is a strong likelihood that their friend/sibling may not attend also. Also, those who resided outside the borough may have found it difficult to attend due to transportation concerns, especially given where they had indicated they lived. We therefore need to look closely at this aspect.

Fig 3: How participants heard of the programme

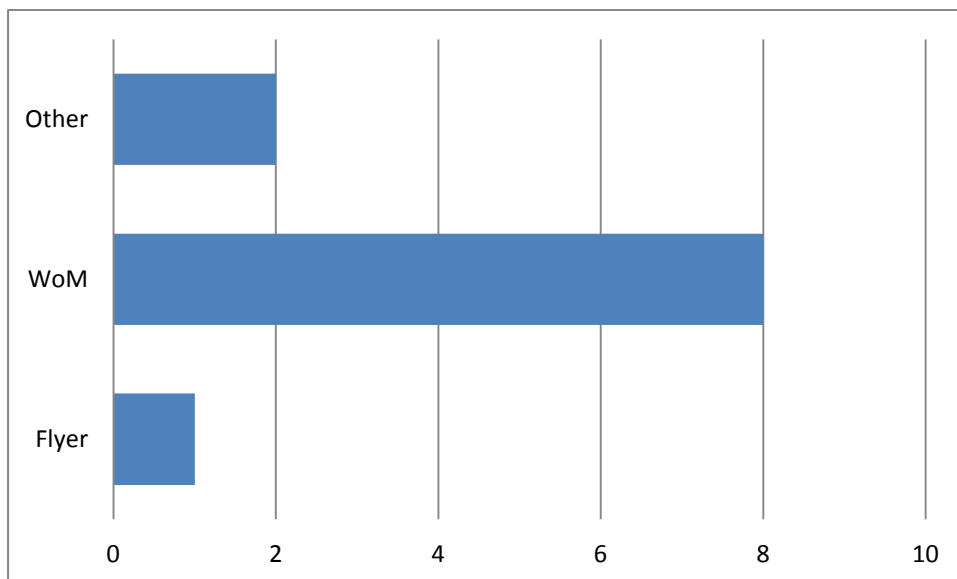
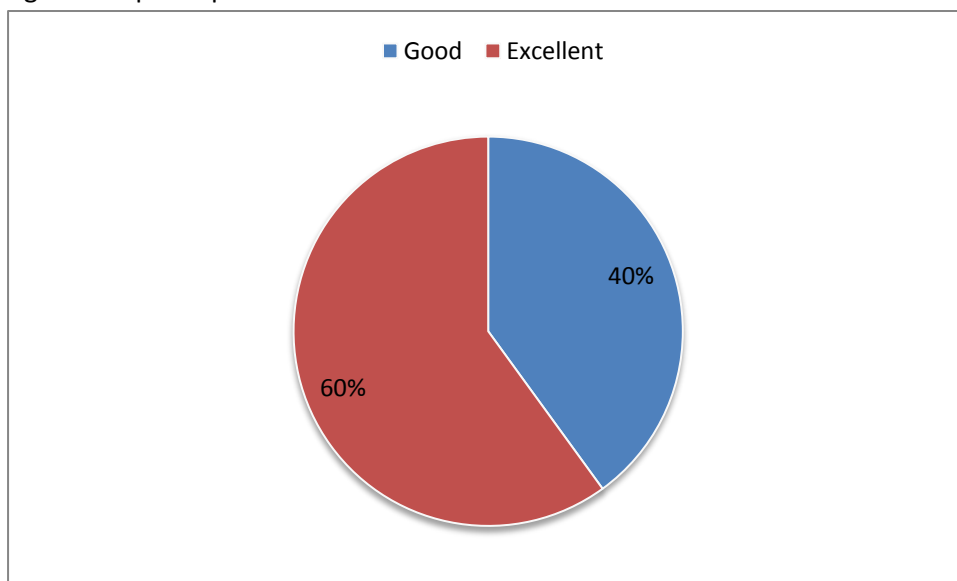


Fig 4: How participants rated the course content



- While overwhelmingly all rated the programme as meeting their *'expectations'* and that the Units covered were either *'good'* or *'excellent'* (Fig 4), there are some aspects that will need looking into, such as linking the SBVTP with the ASDAN Activities and Peer Tutoring Award framework<sup>3</sup> that the Youth Service is using and/or establishing an on-going volunteering role within the organisation alongside the outreach awareness role. This will require some further discussion with Enfield Youth Service and the Shane Project (or others) should there be the opportunity to develop the framework further.

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<sup>3</sup> Though not forming part of the programme, arising from discussions, it became evident that many of the learning elements covered by the SBVTP Units supported the learning required for the ASDAN award. Further discussion would certainly assist in determining possibilities.



## **About us...**

**FW Business Ltd** provides promotion, advertising and consultancy to concerning clients in the private, public and voluntary and community sectors. Our philosophy is based on responding to the individual needs of our clients, respecting each as individual entities with their own drive and purpose. For us, '*your business is our business*' which enables us to better understand the challenges being faced and so enable us to tailor services to meet the diverse needs of our clients.

Our expertise in the field of research, education, youth, community and organisation development practices enable us to offer support to practitioners and strategic managers on a range of policies, procedures and operational imperatives. We offer a service that covers a wide range of key specialist areas including:

- Policy, strategy, business planning and best practice development (incl. managing change)
- Fund raising and securing investments through commissioning and grants opportunities.
- Interim management
- Monitoring and evaluation
- Training, programme, staff development and performance management (independent investigations)
- Events/conference planning and workshop facilitation
- Research and reviews

### **Karl Murray**

FW Business Ltd,  
June 2012

## **Contact us...**

*FW Business Ltd*

12 Hurst Avenue  
Chingford  
London E4 8DW  
United Kingdom

**E: [karl.murray@ntlworld.com](mailto:karl.murray@ntlworld.com)**

**T: 020 8925 0350**

**M: 07702348159**

Registered in England no. 06653423



Charity for African/Caribbean & Ethnic  
Minority people  
Living with Multiple Sclerosis (MS)  
Edmonton Baptist Church, Monmouth  
Road, London N9 0LS  
Tel: 020 8884 6330 / Mobile:  
07910240683  
Email: [norma@shaneproject.org.uk](mailto:norma@shaneproject.org.uk)