

## **Influencing and campaigning: from “good” to “great” – what next?**

### What makes us good?

- Achievements for clients
- Working together/ team work
- Commitment to service
- Our volunteers
- Our volunteers and paid staff
- Dedicated to the service
- Offer more support to volunteers
- Goodwill of staff and volunteers
- Cakes
- Commitment
- Respect
- Done good on fundraising in harsh environment
- Dedicated volunteers
- Access to all
- We are everywhere!
- We have a good range of services
- We are realistic – our services match need
- Electronic hols sheet

### What would make us great?

- Best buildings
- Upgrade equipment
- Best practice across the whole service
- Highest staff care and motivated volunteers – and more of them!
- Consistent good QAA score
- High recognition where it matters – amongst poorest parts of city
- Make staff feel they have ownership of the service and that their voice counts – feel valued -> want to give more
- More coherent volunteer training and supervision/ contact with training supervisor in early stages – improve quality of advice, best practice and service to clients
- Having a clear, demonstrable ethical way of working with all partners, without compromise
- More ‘advice-informed’ interpreters
- Reliable IT
- More interview rooms
- Internal mailing system
- Initially – more Petra training
- Petra replacement sooner rather than later
- Focus on recruiting good receptionists so supervisors are not stretched ridiculously and are actually free to advise
- Quality of advice
- Regular supervision sessions for volunteers

- More attention to volunteers (training)
- Developing expertise in mental capacity issues across the service
- (nearly always!) helpful and supportive paid staff to keep an eye on volunteers
- Better communication between centres (and reliable email lists)
- We are already great (us)
- Electronic room booking system
- Better IT and cross-centre coms
- Smarter/more welcoming buildings
- Clearer management structure/areas of responsibility
- Invest in volunteer support
- Better premises
- More specialist services
- Reliable IT – with unnecessary complexity stripped out
- Hot running water
- Pathetic wall heaters not enough
- Better and consistent experience for volunteers and more resources for their supervision
- Consistent experience for all communities using our services
- More paid advisers so we can meet demand. Volunteers cannot be expected to give their time and experience long term (ie with no prospects)
- More bite-sized training/ updates for gateway
- More availability of specialist appointments, especially debt
- Or more of the debt process handled by volunteers
- Communications – don't assume everybody is in the loop!
- Make the VCC more effective