



**TOGETHER
FOR LIVERPOOL
FOR GOOD**

Riding the Waves

Interim event feedback report



On 20 September 2019 LCVS hosted Riding the Waves: a conversation about the challenges of our changing city.

Over half of the people that joined us for the event took the time to complete a feedback survey. If you contributed to that, thank you.

This report is based purely on survey responses. The aim of the report is to provide a flavour of the feedback we received. We are working on another, more comprehensive report that will focus much more on the issues that were raised throughout the day. That report will go much deeper into the specifics of what you all thought and will include an LCVS response, as well as some action points.

We don't want to rush that. We'll be in touch again soon.

In case I haven't said this enough already, thanks to everyone who joined us for Riding the Waves 2019.

Colin Heaney, co-CEO, LCVS

Overall conference experience

4.1 ★

88% of respondents rated the overall conference experience as either 4 or 5 stars.

Comments were largely positive, praising and appreciating the beautiful venue, the event organisation, the networking opportunities that the day provided and the sense of collaborative working that it evoked.

There was also some criticism of the venue. In particular, the acoustics, and ability to hear people speak, in the breakout sessions that were held in the larger room were flagged.

'Well organised, beautiful setting, interesting.'

'Very productive/informative session, a lot of discussion on working collaboratively.'

'Content was spot on, motivational and inclusive, plenty of opportunity for networking. But the acoustics were a bit tricky in parts.'

★ = RATINGS ARE OUT OF 5 STARS

Conference planning

Ease of registration 4.6 

Venue 4.36 

Food and refreshments 4.37 

In the comments section, two main themes emerged. Firstly, some people had difficulty hearing what was being said in their breakout sessions; one person commented that the space was not suitable for deafness. Secondly people commented that they would have liked more information about the content of the breakout sessions before being asked to book.

This said, average star ratings were high across the board.

'Great event! Fantastic to be able to discuss what is important with so many like-minded passionate people.'

'All 5 star!'

 = RATINGS ARE OUT OF 5 STARS

Morning breakout session

3.7 ★

The vast majority of respondents left a comment in response to this aspect of the event and some clear themes emerged.

Lots of people praised the facilitation of the session they attended; one person commented on the openness and honesty of the speaker and several described the sessions as informative and interesting. Numerous people appreciated the opportunities for discussion and networking. Others felt that too much time was given to provision of information, rather than to discussion. Several people commented that more facilitation and chairing would have aided discussions.

Numerous people commented positively on the opportunities for partnership working that the sessions provided.

Lots of people found their session interesting, although several others were unclear about the aims of the session they attended and would have liked more clarity of purpose.

Morning breakout session continued

Who attended what?

35.59% of people who completed the survey attended The City Conversation

8.47% of people who completed the survey attended Families Team

40.68% of people who completed the survey attended Public Health

15.25% of people who completed the survey attended Adult Social Care

'Excellent opportunity to hear peers frustrations. Needs to be followed up and regular meetings.'

'Good discussion. Interesting participation by most people.'

'It was good! Informative and everyone engaged.'

LCVS presentation and film

4.3 ★

89% of respondents gave this portion of the day as either 4 or 5 stars.

There was lots of positive feedback on our new case study film. Numerous people used the words 'informative', 'good' and 'insightful' to describe the film and several people commented that it helped them to better understand the scope of what LCVS does as an organisation.

Several people commented on the video being concise and well-timed, though one person would have liked it to go on longer and another felt that we could have used the opportunity to spell out our direction of travel.

'I liked the film and getting a bit more insight into how LCVS work with different organisations.'

'I liked the film. Helped me understand what LCVS does. Funny speaker.'

'Well timed and the video was clear and effective.'

★ = RATINGS ARE OUT OF 5 STARS

Afternoon breakout session

3.9 ★

The vast majority of respondents left a comment in response to this aspect of the event and some clear themes emerged.

Lots of people were pleased to be given the opportunity to take part in debate and discussion, as well as to network with sector colleagues. However, according to other comments this did lead to noisy sessions and acoustics were a problem for some people.

Some respondents felt the sessions they attended focused too heavily on one area, with funding given as an example, and one person commented that they felt the session they attended was quite negative. Many people commented on how informative and interesting they found their sessions.

Afternoon breakout session continued

Who attended what?

25.86% of people who completed the survey attended Clinical Commissioning Group

25.86% of people who completed the survey attended Social Innovation/Provider Alliance

15.52% of people who completed the survey attended UNICEF - Child Friendly City

32.76% of people who completed the survey attended A Stronger Voluntary Sector

'Good open conversations about how we can work more collaboratively and the frustrations across the sector.'

'Brutally honest, conversations that were needed.'

'This was helpful again. As a relatively new volunteer group, it was useful to learn what LCVS can do for us and how other organisations may be able to help us build our own network.'

How could LCVS support your organisation to 'ride the waves'?

We invited you to select multiple options from the following list. The percentage of respondents who selected each option are as follows:

- Greater access to networking opportunities 79.31%
- Improved collaboration/joint working opportunities 68.97%
- Improved links with public and private sector 67.24%
- Increasing funding and sustainability 48.28%
- Developing alternative income sources 37.93%
- Greater opportunity to influence policy development 36.21%
- Proving/measuring your impact 27.59%
- Governance and internal systems, including legal compliance 20.69%
- Managing volunteers 15.52%
- Managing staff 10.34%
- Managing money/budgets 6.90%

'More support for organisations in terms of the recruitment and retention of volunteers and the promotion of volunteer opportunities.'

'Being able to become part of the team who help develop the strategy and delivery framework for communities.'

'For many years LCVS have been helping develop a more open and collaborative culture between the public and VCSE, based on shared mission and values, respect and mutuality. This is more important than it's ever been. So thankyou LCVS and all your member organisations.'

Further comments / take-aways from the day

Asked for closing comments, the majority of respondents focused on the importance of the sector continuing to communicate, collaborate and work together going forward.

A couple of people asked whether we could provide them with contact details for the event delegates. On this occasion we are unable to do that because of GDPR laws but we will do our best, for future events, to give people the option of having their details circulated.

'Re-enforced the scale of opportunities to link with other organisations and to work together and support one another.'

'Well organised and great to get people talking, enthusiasm for working together for the benefit of the people of Liverpool - fantastic!'

'Liverpool voluntary sector has so much passion, care and joy to offer. We have such an amazing complement of skills that we can do even more with for the city's priorities if we continue to work together proactively.'

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