

# South Yorkshire Human Resources Service Questionnaire 2009

## Introduction

South Yorkshire HR Service is open to all community and voluntary groups across South Yorkshire to provide quality, timely and responsive HR advice and support.

We want to make sure that we are providing the service that you need. We would therefore be grateful if you could take the time to answer the following questions. You don't have to say who you are, but it helps us if you wish us to follow up on particular issues with you.

The information you provide will be used by the service to ensure that the service provides accessible, efficient and user-friendly advice and information to groups.

South Yorkshire HR Service is provided by Voluntary Action Barnsley, Doncaster Council for Voluntary Services, Voluntary Action Rotherham and Voluntary Action Sheffield. The project is funded by Big Lottery Fund.

We realise that this survey will take up some of your precious time, so a free HR health check will be offered to the groups returning the first 5 completed questionnaires from Barnsley, Rotherham, Sheffield and Doncaster.

## You and your organisation

### 1.1. What is your...

Organisation name:

Organisation address:

Contact name:

Contact phone number:

Contact email:

### 1.2. Which area do you cover (tick all that apply)?

Barnsley       Doncaster       Rotherham       Sheffield

### 1.3. How many members of paid staff does your organisation have?

None       1-5       6-10       11-20       21-50       More than 50

### 1.4. How many volunteers does your organisation have?

None       1-5       6-10       11-20       21-50       More than 50

# South Yorkshire Human Resources Service Questionnaire 2009

1.5. What is the annual turnover of your organisation?

Under £10,000

£50,000-£100,000

£10,000-£25,000

£100,000-£250,000

£25,000-£50,000

More than £250,000

1.6. Does your organisation have someone who is responsible for human resources issues?

Yes

No

If yes, what is their job title?

1.7. Does your organisation have its own Human Resources and Personnel policies and procedures? e.g. recruitment, grievance, job evaluations etc.

Yes

No

If yes, please list your HR policies

## Accessing Information

2.1. How do you currently access human resources information (tick all that apply)?

Phone

Training

Leaflets

In person

Email

Local CVS

Website/Internet

Colleagues/friends

Trade Association

Don't access any

Books

Other

If other (please specify)

# South Yorkshire Human Resources Service Questionnaire 2009

2.2. How would you like to access human resources information in the future(tick all that apply)?

- |  |   |
|--|---|
| <input type="checkbox"/> Phone             | <input type="checkbox"/> Training           |
| <input type="checkbox"/> Leaflets          | <input type="checkbox"/> In person          |
| <input type="checkbox"/> Email             | <input type="checkbox"/> Local CVS          |
| <input type="checkbox"/> Website/ Internet | <input type="checkbox"/> Colleagues/friends |
| <input type="checkbox"/> Trade Association | <input type="checkbox"/> Don't access any   |
| <input type="checkbox"/> Books             | <input type="checkbox"/> Other              |

If other (please specify)

2.3. How would you prefer to receive information about the Human Resources service?

- Post  Email  Don't mind

2.4. Are you aware that you can phone your CVS for Human Resources advice?

- Yes  No

2.5. Have you ever received one-to-one Human Resources assistance from your CVS?

- Yes  No

2.5a. If yes, how many times?

- Once  Twice  3-5 times  6-10 times  More than 10 times

2.5b. For how long (typically)?

- Less than 15 minutes  15 minutes - 30 minutes  30 minutes - an hour  More than an hour

# South Yorkshire Human Resources Service Questionnaire 2009

2.5c. What have you received information or advice on (tick all that apply)?

- |  |  |
|--|--|
| <input type="checkbox"/> Annual leave                      | <input type="checkbox"/> Recruitment                 |
| <input type="checkbox"/> Discipline and grievance          | <input type="checkbox"/> Redundancy                  |
| <input type="checkbox"/> Equality and discrimination       | <input type="checkbox"/> Sickness Absence management |
| <input type="checkbox"/> Employment performance management | <input type="checkbox"/> Job evaluation              |
| <input type="checkbox"/> Employment policies and contracts |  |

Other (please specify)

2.6. Do you pay for your HR advice?

- Yes  No

If yes, how much...

2.7. How often have you received leaflets, newsletters, e-mails or other information from your local CVS regarding the HR service in the last year ?

- Not at all  Once  Twice  2-5 times  6-10 times  More than 10 times

## Training and Assistance

3.1. Have you received a Human Resources Healthcheck from your local CVS and if yes, how recently?

- |  |  |
|--|--|
| <input type="checkbox"/> Yes, in the last week     | <input type="checkbox"/> Yes, in the last year         |
| <input type="checkbox"/> Yes, in the last month    | <input type="checkbox"/> Yes, but more than a year ago |
| <input type="checkbox"/> Yes, in the last 6 months | <input type="checkbox"/> No, not yet                   |

3.2. Would you be interested in receiving a regular Human Resources Health check (please note there would be a nominal charge for this service)?

- Yes  No

3.3. Which Human Resources issues do you most often need advice and assistance with (tick all that apply)?

- |  |  |
|--|--|
| <input type="checkbox"/> Annual leave                      | <input type="checkbox"/> Recruitment                 |
| <input type="checkbox"/> Discipline and grievance          | <input type="checkbox"/> Redundancy                  |
| <input type="checkbox"/> Equality and discrimination       | <input type="checkbox"/> Sickness Absence management |
| <input type="checkbox"/> Employment performance management | <input type="checkbox"/> Job evaluations             |
| <input type="checkbox"/> Employment policies and contracts |  |

Other (please specify)

3.4. Are there any areas you would like Human Resources training sessions on (tick all that apply)?

- |  |  |
|--|--|
| <input type="checkbox"/> Annual leave                      | <input type="checkbox"/> Recruitment                 |
| <input type="checkbox"/> Discipline and grievance          | <input type="checkbox"/> Redundancy                  |
| <input type="checkbox"/> Equality and discrimination       | <input type="checkbox"/> Sickness Absence management |
| <input type="checkbox"/> Employment performance management | <input type="checkbox"/> Job evaluations             |
| <input type="checkbox"/> Employment policies and contracts |  |

Other (please specify)

3.5. Do you have any particular Human Resources issues that you are dealing with at the moment that the service can help you with (tick all that apply - please note there may be a charge for this service)?

- |  |  |
|--|--|
| <input type="checkbox"/> Annual leave                      | <input type="checkbox"/> Recruitment                 |
| <input type="checkbox"/> Discipline and grievance          | <input type="checkbox"/> Redundancy                  |
| <input type="checkbox"/> Equality and discrimination       | <input type="checkbox"/> Sickness Absence management |
| <input type="checkbox"/> Employment performance management | <input type="checkbox"/> Job evaluations             |
| <input type="checkbox"/> Employment policies and contracts |  |

Other (please specify)

## South Yorkshire Human Resources Service Questionnaire 2009

3.6. Are there any other Human Resources services that you would like from the South Yorkshire HR Service (tick all that apply - please note a charge may be applied for these services)?

- News bulletin
- Assistance with development and implementation of policies and procedures
- Complete handbook of all HR procedures
- Tailored training in HR for your organisation
- Full audit of policies and procedures for your organisation
- Leaflets on individual topics
- Workshops/training

Other (please specify)

### Human Resources and the Future

4.1. Are you interested in becoming further involved in the project, in our HR 'project advisory team'?

(this could include attending occasional meetings; responding to questions and requests by e-mail; being able to submit comments from your colleagues and yourself to inform and influence the project; pilot any further questionnaires/ leaflets/ ideas)

Yes (please remember to include your contact details)       No

4.2. Are you interested in joining a HR Action learning group ?

(including sharing HR ideas and experiences with other voluntary organisations, free HR training taster sessions, meeting twice a year)

Yes (please remember to include your contact details)       No

4.3. Are you aware that there is/will be a charge (dependent on the size of the turnover of your organisation) for the HR service from the South Yorkshire CVS's?

Yes       Yes, and we already pay       No

4.4. How do you feel about accessing HR advice via a centralised telephone number covered by the whole of South Yorkshire, not just your local CVS?

Happy

Ok

Not happy

I don't mind where I get the information from

4.5. How do you feel about accessing and receiving HR advice via a centralised website and e-mail contact?

Happy

Ok

Not happy

I don't mind where I get the information from

4.6. Would you be interested in being part of a group HR "membership"?

(i.e. several groups from the same sector eg Scout groups; Animal sector; Housing and Homeless subscribing to a joint HR package)

Yes

No

Not applicable

4.7. Do you include HR provision in your funding applications ?

Yes

No

Haven't considered it

And finally...

## South Yorkshire Human Resources Service Questionnaire 2009

Is there anything you would like to add about your organisations Human Resources support needs, or the South Yorkshire Human Resources service more generally?

### You've Finished

Thank you very much for taking the time to complete this questionnaire. Your responses are very important to the development of the South Yorkshire HR Service.

If you have completed this questionnaire online your work is now done. If you have completed the questionnaire manually please return it to Voluntary Action Rotherham by Friday 4 December 2009 using the FREEPOST service:

Freepost Plus RRYK-GEXC-CEBX  
Voluntary Action Rotherham  
The Spectrum  
Coke Hill  
Rotherham  
S60 2HX