

Evaluation Report for York & District Information line Training

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Business Boosters Network
'The training & Consultancy Brokerage'



For better
mental health

Evaluation of Information line Training

Background

York & District employed the service of Business Boosters Network CIC to develop and deliver a training course for their information line volunteers. The reason for this was to help support the volunteers and make them more confident in the role they were carrying out, but also to apply new ideas and quality standards to the service.

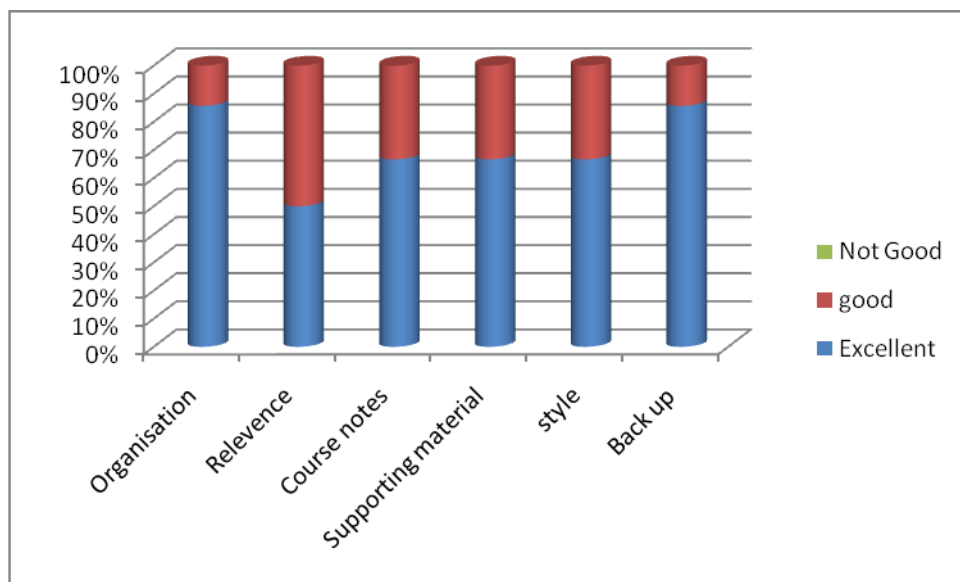
This was delivered at the Bar Convent in York on the 22nd November 2007 and 21st February 2008. 7 people attended the course, though some from the first day did not attend the second day due to personal reasons.

Course

The training course consisted of full 2 days, with lecture style presentations, practical group work and role play.

From the evaluation the overall outcome of the course was very positive, and volunteers came away with ideas for the marketing of the info line and other changes they could make to improve the service. More time was made for the marketing group work which was well received and a copy of this was typed up and sent to York Mind.

Analysis of the evaluation forms follows



Other comments that came from the feed back were-

Many of the volunteers enjoyed and got a lot out of the role play, with different callers. The Quality standards and the video were not liked, but this may be due to the nature of quality standards being not that exciting and the video was aimed at commissioners.

Overall the 2 days were very successful and a new recording form was produced by Business boosters to up date the original one.

Information Line Record


Date	Time		Contact no (if relevant)
Message left on voice mail	Live call		Visit to Office
			E mail
Gender	Male	Female	Transgender
Caller area	CYC	NY	Other

Nature of Information	Counselling	
	Support Groups	
	Housing	
	Advocacy	
	Medication	
	Other	

Information given over the phone	
Information given by post	Address (and name if relevant)
Referral to other York mind services?	Carers counselling General Counselling Advocacy Other (please state)
E mailed	
Referral to another agency?	
Unable to deal with call(state reason)	
How did the caller first hear about the information line?	

Please do not write below this line

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 For Analysis purposes only