



MAPPING TRAINING

for the Voluntary and Community Sector in Oxfordshire

**Oxfordshire Council for Voluntary Action
March – May 2004**

MAPPING TRAINING for the Voluntary and Community Sector in Oxfordshire

Contents

Contents	1
Acknowledgements and thanks	1
1 Introduction	2
2 Main issues emerging	3
VCOs' take-up of, and access to, training	3
How VCOs find out about available training	3
Barriers to accessing training	4
How much VCOs would pay for training	5
When training would be best	5
How far people would be prepared to travel	5
Key subject areas for training	6
Views of what OCVA could offer	6
3 Recommendations for OCVA	8
Appendix 1 – Methodology of the project	12
Appendix 2 – Organisations and individuals involved in the Mapping Learning project	16

Acknowledgements and thanks

OCVA would like to thank all the individuals and organisations who contributed to this study, whether by filling in questionnaires, taking part in phone interviews or by attending a focus group meeting.

Particular thanks are due to Mary McCarthy, who very competently and efficiently undertook most of the research underlying this report, and to her employer, Oxford Brookes University, which generously donated Mary's time to the project.

Andrew Woodgate
OCVA
May 2004

© Oxfordshire Council for Voluntary Action 2004 (registered charity number 203254)

1 Introduction

This report captures the learning from a research project undertaken in March and April 2004. The aim of the project was to help OCVA develop its longer-term strategy on training provision by carrying out a simple, 'good enough', piece of research to map what training is available to voluntary and community organisations (VCOs) in Oxfordshire and what needs exist. The methodology of the project is described in Appendix 1.

The research for this project has been supplemented with other experience relating to training for VCOs gained in the course of 2003 and 2004. This experience was gained through OCVA's *Filling the Gaps* and *Action in Communities* projects.

The former was funded by the Home Office's Active Communities Unit. Consultants Gray King Gray undertook research into the gaps in training and support provision in Bicester and Didcot. Training events were also organised in both towns on fundraising, management committee skills and working with volunteers.

The latter was funded by the Learning and Skills Council and involved running training in Banbury and Oxford for people wanting to start a community project or a social enterprise.

This report sets out the main issues which have emerged from the research (section 2) and makes recommendations for action to OCVA (section 3).

2 Main issues emerging

VCOs' take-up of, and access to, training

Most respondents felt that there was a wide range of training available. Much of this is 'sub-sector specific' (ie: training on the contents of specific sub-sectors' work, such as caring for people with mental illness). IT training was thought to be particularly available. Much training for branch organisations was provided by the parent organisations.

If funds permit, VCOs seem to be happy to engage with a variety of means of training. Some are quite creative about how they get training – for example, they may invite an outside speaker to (eg: a lawyer) to come to talk to them and develop staff.

Apart from sub-sector specific issues, respondents reported that members of their organisations had undertaken training in:

- Starting a business
- Management
- induction for new colleagues
- Fundraising
- Data protection
- Health and Safety
- Food hygiene
- ICT.

Despite the difficulty in finding volunteers at a time of high employment, with a 30% drop in volunteers reported across the country, training for volunteers is not seen as essential. Basic introductory training for volunteers is pretty wide-spread and usually delivered in-house. However, there seems to be a lack of further training available for volunteers. Instead of seeing additional training for volunteers as being a possible incentive for volunteers to stay involved, organisations seem to be reluctant to invest in them in case they leave.

The picture for large, medium and small VCOs seems remarkably consistent, with the largest differences being simply in the scale of training undertaken, related to greater training budgets. Many larger VCOs will spend on out-of-house training and will send people longish distances if needed. However, as with smaller organisations, larger organisations also seem reluctant to invest equally in volunteers

However, many people felt that their training needs were not met. Sending staff or volunteers on training is rather passive: people respond to what's on offer rather than carrying out proper training needs analysis and identify what is needed. There was very little evidence that individual training needs were assessed through staff or volunteer appraisals.

How VCOs find out about available training

Most VCOs find out about what is available by being on mailing lists or by receiving mailed fliers, often through their national parent organisations. Other methods include identifying available training by using the internet or hearing about it through formal and informal networks.

Some providers are recognised as being providers of VCS training. These include Directory of Social Change, Oxford and Cherwell College and Adult & Community Learning, ORCC and OCC.

Intermediary organisations (ie: those that advise others where training is available, such as libraries, CABx, Volunteer Bureaux, etc) have a narrow and rather inaccurate view of available provision. Many intermediaries see OCVA as the obvious port of call to send VCOs looking for training to – even though OCVA hasn't offered substantial amounts of training in the last couple of years at least.

Barriers to accessing training

There seem to be four main barriers to accessing training:

1. lack of resources
2. physical and social isolation
3. lack of awareness of what is available or what is needed
4. attitude to training.

Resources

Unsurprisingly, time and money are reported as being the biggest barriers to accessing training. Since many people working in VCOs are overstretched, training often comes a poor second when faced with tight budgets and a task-oriented focus on service delivery. However, if an organisation has a training budget, cost is not much of an issue and VCOs seemed willing to pay for good quality training (see below for more). On the other hand, if an organisation has no training budget, anything beyond free or extremely cheap training becomes completely inaccessible.

The pressure on time resources meant that longer courses were not popular. These courses were also felt to be more expensive.

However, VCOs seem very willing to spread the available resources by sharing them with other organisations. This could be either by opening up in-house training courses to people from other organisations, or making training resources, such as computers or training rooms, available to others for free or cheaply. Similarly, some respondents are interested in 'cascading' training to make resources go further. This entails sending one person goes on a course, who then trains others back at the home organisation.

Physical and social isolation

For some groups, physical isolation is a barrier to accessing training. These groups include some people in remote rural communities, certain ethnic minority groups and some elderly people. This means that such people may miss out on what training opportunities are available.

For more vulnerable volunteers, such as people trying to find their way back into society following substance abuse, homelessness or mental ill-health, there is a need for sustained personal support to enter the world of volunteering, including training.

For both these 'hard to reach' groups, there is a need for more outreach to make contact and support volunteers into training.

Lack of awareness of what's available or what is needed

Another key barrier to accessing appropriate training is a lack of awareness about what is available locally and further afield. VCOs tend to react to what they know

to be currently available, rather than seeking out appropriate training. There is no central or widely-recognised source of publicity for what training opportunities are available in Oxfordshire. This means that VCOs tend to not to be proactive in seeking out necessary training, but react to whatever opportunities they become aware of.

This passivity about finding training is compounded by a lack of sophistication in understanding what VCOs' internal training needs are. Very few people involved in VCOs seem to have access to formal appraisal systems which identify their training and development needs. This is particularly true of volunteers.

Attitude to training

From OCVA's research, it did not appear that there is a strong culture of training and development in the VCS in Oxfordshire. Instead, VCOs regard access to training and development much in the way that most householders regard using a plumber: you don't think about it until you have an emergency, then you scour Yellow Pages in desperation.

However, there is some difference between attitudes to training staff on the one hand and volunteers on the other. There is a strong feeling that it is not worth training volunteers. It is seen as costly and time-consuming for a low return, because it is perceived that volunteers will 'leave anyway'. Funding is a major issue for training volunteers, especially for small organisations who feel funds raised should be spent on clients. However, some saw training volunteers as a 'value added' activity and one way to promote volunteering within Oxfordshire.

This anxiety about training volunteers is underpinned by the varying attitudes to volunteering and training among volunteers. Some want to use volunteering as a route into paid employment – in effect, it is their aim to move on as soon as possible. Others do not want to use volunteering as a route for learning, but for achieving very concrete goals in their life which may not require accessing training.

How much VCOs would pay for training

For organisations with staff, £50 per day was seen as a realistic fee and up to £100 if it was seen as good training. The story is different when it comes to volunteers, however. Many organisations were reluctant to invest in volunteers' training. For them, training should be free or very cheap.

When training would be best

Participants were asked when they would find it most convenient to access training. Staff mainly reported that weekdays would be most convenient, as part of their normal working week. There was some demand by volunteers for training to be available in the evenings and at weekends.

How far people would be prepared to travel

For many, particularly staff, reasonable distance was not felt to be a barrier (one respondent even reporting travelling to Sheffield for training). Some were prepared to travel out of county if the training was judged to be valuable enough to warrant it, or if key staff were to be trained. Certainly, travelling from parts of the county to Oxford was not felt to be a problem.

The responses were different from volunteers or from people who felt less empowered in their lives. One organisation reported that it was hard to attract people from deprived areas of Oxford to go beyond 'pram-pushing distance'. For

people in rural areas without access to their own transport, it may depend on access to bus routes – training in outlying towns may suit these people best.

There is anecdotal evidence to show that people appreciated the idea of training being offered in district centres such as Bicester and Didcot.

Key subject areas for training

The Mapping Learning project confirms findings from other areas about what sort of training may be valued:

Subject area	Topics including
Management development	<ul style="list-style-type: none"> • leadership • change management • managing organisations ¹ • managing a unit • training for new managers • working with Trustees • budgeting
Fundraising	<ul style="list-style-type: none"> • applying for funds • fund management
Admin	<ul style="list-style-type: none"> • working with committees • taking minutes
HR	<ul style="list-style-type: none"> • legal issues • performance management • appraisals • recruitment • maternity leave • (for both staff and volunteers)
Publicity	<ul style="list-style-type: none"> • report-writing • design of promotional materials • promotion and marketing
Training volunteers (as part of the core mission)	<ul style="list-style-type: none"> • getting a job • life skills • basic admin, intro to IT • customer care • working with children
Training for Volunteer Coordinators	<ul style="list-style-type: none"> • recruitment • supporting and managing volunteers
Health Issues	<ul style="list-style-type: none"> • health and safety procedure • first aid • risk assessment • dealing with clients with mental health problems • food hygiene
IT	<ul style="list-style-type: none"> • desktop publishing • databases • spreadsheets • admin
Training for Trustees	<ul style="list-style-type: none"> • roles and responsibilities

Views of what OCVA could offer

Participants were asked what they felt OCVA could offer. There seems to be a groundswell of demand for alternatives to formal day-long courses during weekdays, so that a wider audience can access them. Ideas included:

- alternatives to formal courses, eg: workshop-style events, networking, mentoring, one-to-one advice

¹ for example, an excellent course for managers of volunteers run by Wolverhampton CVS – 2.5 hours a week over 10 weeks

- a better website, like Oxon Nature Conservation Forum's (www.oncf.org.uk)
- more NVQ-style or e-learning opportunities, so that learners can learn at their own pace, very practically focussed
- evening, half-day and weekend courses.

Networking

There is evidence of demand for various sorts of networking. Partly this is to allow VCOs to stop 're-inventing wheels', to share what is happening or what resources are available. Many VCOs seem to do much of their work in isolation, with the attendant risk of duplicating effort while missing gaps. Networks could be organised:

- by place (ie: all VCOs in a district or town)
- by issue (ie: all VCOs working in a particular field)
- by role (ie: staff and volunteers engaged in similar functions – eg: volunteer coordinators, treasurers).

There may also be demand for a volunteer forum, in which volunteers could share issues in a confidential and safe environment.

Promoting volunteering

Some respondents feel that more could be done to promote volunteering as a concept in Oxfordshire. This could be not only to individual wanting to offer their time, but also to the statutory and private sectors. OCVA could play a role in encouraging business and statutory employers to encourage their staff to volunteer, or to offer free venues and other support to the VCS.

Holding information on trainers

Many respondent felt that there was no shortage of good trainers in Oxfordshire and nearby – if only they could find them. There may be a role for OCVA to hold a central directory of trainers, facilitators and consultants willing to work in Oxfordshire. (Clearly there are problems associated with quality control and apparent endorsement in doing this.)

Lobbying for training

One of the findings from the research has been that training agencies and providers are remarkably passive and uncreative in what they offer. Providers will run what they've always run if it covers its costs, but are not interested in attracting new audiences or doing things in new ways. There may be a role for OCVA to lobby for different sorts of training to be provided, or perhaps to channel participants to established providers to make it worthwhile providing new offerings. As mentioned above, the VCS could also benefit from having the concept of training being promoted to it.

3 Recommendations for OCVA

The following are the main recommendations arising from the research. They have been cross-referenced with the recommendations made by Gray King Gray for the *Filling the Gaps* project, as well as with experience gained through the *Action in Communities* project.

Recommendation 1

OCVA should position itself as the 'first port of call' for all information relating to training for the VCS in Oxfordshire.

OCVA should consciously gather (and update) information on what training is available, which trainers and training providers work in Oxfordshire, which suitable venues are available, what training courses being run by one organisation may be open to members of other organisations, and what training resources are available to borrow or hire.

The easiest way of keeping and disseminating this information would be via a part of OCVA's website. This could be an open-access page, to promote the widest degree of knowledge. Alternatively, it could be a password-protected page, accessible only to members, available as a membership benefit.

Additionally, regular news updates on training could be carried in the OCVA mailing or through emails to members.

Recommendation 2

OCVA should develop a 'core curriculum' of training for VCOs and ensure that it is regularly delivered in an appropriate range of formats and places.

There is consistent demand for training and support in certain subjects. The main subjects areas are: management and organisational development, fundraising, HR, legal requirements, recruiting and managing volunteers. OCVA should ensure that training on all these 'core' subjects is provided (either by itself or by partners) in a range of ways, to allow maximum access.

Training events should be run at a variety of times (evening, half-day, full-day and weekend). Training should be offered in a range of sub-centres around the county. Other methods of training should be provided than simply 'teaching' (eg: information packs, one-to-one advice, mentoring).

Recommendation 3

OCVA should recruit advisory staff to back up the training in these 'core' areas with one-to-one advice and guidance. Priority areas are fundraising, organisational development (including working with volunteers and governance).

While there is a demand for various styles of 'training', there is also a demand for VCOs to be given more hands-on support by OCVA, or other, staff. Many VCOs would like very direct help with such matters as applying for funds – although it may be beyond the scope of OCVA to deliver this sort of intense support service. However, training events and one-to-one advice sessions are likely to fuel demand for each other. For example, someone attending OCVA for advice on constitutional matters may wish to supplement this by attending an up-coming training event, or vice versa.

Recommendation 4

OCVA should develop a sliding scale of fees, from free to £75, for training which it delivers.

Larger, or well-resource organisations expect to pay £50 - £75 per person per day of training. A sliding scale could allow cheaper access to training for smaller, or less well-resourced, organisations.

Smaller organisations cannot afford to pay anything for training, so OCVA ought to find funding to deliver (or fund others to deliver) very cheap, or free, training.

Members could receive a discount for training as a membership benefit.

Recommendation 5

OCVA should put in place a coherent programme of outreach work to build bridges with different communities.

Currently OCVA suffers from a low profile. Experience has shown that one of the best ways of publicising a training programme is to carry out face-to-face outreach, by leaving Floyds Row and meeting people 'on their home turf'. More outreach will help build alliances with partner organisations to communicate OCVA's role and raise its profile. In turn, these organisations will be able to contribute to the design of appropriate training and feed in information and participants.

Outreach will also help attract members of 'hard-to-reach' communities, by building person-to-person links with people from these communities in order to find out their needs, promote the idea of training and to design and deliver training in a way which suits them best. 'Hard-to-reach' in this context includes people from BME backgrounds, people from disadvantaged areas in the county, people in rural areas, older people and people wanting to volunteer as a way into employment.

OCVA should also offer the possibility of offering tailor-made training for specific groups or organisations.

Recommendation 6

OCVA should consciously promote the concept of training in the VCS, for volunteers, staff and trustees.

This will help counter the slight anti-training culture which exists within Oxfordshire's VCS (particularly as regards training for volunteers). OCVA should use its available methods of dissemination (eg: newsletter, website, AGM) to speak of the value of training in supporting the whole sector.

In addition, OCVA should consider setting up occasional 'training for trainers' for volunteers. This would provide a resource for cascading training within and between organisations. Training volunteers from specific ethnic minority communities would also be a way of overcoming language problems or of breaking down their mistrust of outsiders.

Recommendation 7

OCVA should promote the importance of carrying out proper and appropriate training needs analysis, and make available tools for doing so.

The research clearly showed that there was little coherent approach to analysing training needs in the Oxfordshire VCS. While most VCOs are unlikely to adopt comprehensive TNA as a discipline, promoting the concept might encourage some VCOs to use it more.

Recommendation 8

OCVA should consider ways of better supporting volunteers to get into work, including through funding dedicated staff time.

A significant proportion of volunteers in the county are using volunteering as way of getting back into work after recovering from substance abuse, mental ill health, homelessness, and so on. Such people are in need of intense personal support and can therefore be time-consuming to place with voluntary organisations. The success of placements can also probably be improved through increased follow-up support towards both the volunteer and the host organisation.

OCVA is well-placed to deliver this sort of support, since it leads the Volunteer Bureaux in the county and is situated within Oxford City, with a concentration of such individuals.

Recommendation 9

OCVA should investigate setting up and supporting networks to facilitate intra-sector contacts across the county.

There is evidence of demand for various sorts of networking between VCOs. Such networks would help share experience and information, coordinate effort, and so on.

Networks could be organised by place, by issue or by job-role. There may also be demand for a volunteer forum, in which volunteers could share issues in a confidential and safe environment.

Hosting such networks would have additional benefits for OCVA. It would serve to feed information into OCVA about what is happening and to raise OCVA's profile with key areas of the sector around the county.

OCVA could additionally facilitate networks to deliver peer-to-peer support and mentoring between VCOs.

Access to these networks could be a membership benefit, although this would need sensitive handling if OCVA were not to be seen to be trying to control the networks.

Recommendation 10

OCVA should consider developing a dedicated service to recruit, place, train and support trustees.

As part of OCVA's work as a Volunteer Bureau, it could develop a dedicated service to promote and support a particular form of volunteering, namely being a trustee. This would help support the sector as well as provide access to a stream of potential trainees and contacts.

Recommendation 11

OCVA should coherently promote volunteering to the general public and to other economic sectors in the county.

OCVA can support the sector in the county by promoting volunteering as an activity, and by promoting the sector to the public and private sectors. In the longer term this may yield more people willing to volunteer in the county. It may also help cement the sector's role in the eyes of others and release much-needed resources from them (eg: workplace volunteering, cheap or free access to facilities, and so on).

Recommendation 12

OCVA should develop its own image and profile.

In order to support the above recommendation in particular, OCVA should decide on a new and attractive house style. This should be used consistently across all media. OCVA should deliberately seek coordinated opportunities to publicise its work.

Recommendation 13

OCVA should liaise with, and lobby, agencies and providers to better support training for the VCS.

In order to help such important agencies as the Learning and Skills Council, the County Council or Oxfordshire Business Enterprises better understand both the training needs of the VCS, and the constraints facing it, OCVA should publicise the results of this research and subsequent findings.

Appendix 1 – Methodology of the project

A simple questionnaire sent to around 250 OCVA members in March 2004, with a free reply-paid envelope (donated by Oxford Brookes University) to return the questionnaire to Mary McCarthy. 28 out of 250 responses (11%) were received.

This was supplemented by phone interviews with a range of agencies, training providers and intermediaries, very small, small, medium and large VCOs.

A focus group with five VCS representatives was held to examine some of the issues emerging from the questionnaires and phone interviews in more depth.

Agencies approached included;

Open College Network	Colin Rugg-Easey
East Oxford Action	Zoë Brooks
OCC	Julie Chanel
OCC, Adult and Community Learning	Mari Prichard
LSC MKOB	
OCC, Community Learning Support	Sue Edgar

Providers approached included:

Adult & Community Education (Banbury, Chipping Norton, Oxford, Wallingford)	
Unity Training Project	Lonah Hebditch
WEA	
Oxford & Cherwell College	
Community Learning Project	Jim Barlow
Mental Health Matters	Claire Fitzgerald

Intermediaries approached included:

Oxford CAB
Volunteer Bureau Witney
Oxford Central Library
Agnes Smith Advice Centre, Blackbird Leys
Witney CAB
Oxon Rural Community Council

Very small VCOs approached included:

Volunteer Link-up West Oxon
Wantage Counselling Service
The Hub
County Older People's Panel
Oxford Development Education Centre
ACCAN (Afro-Caribbean Community Action Network)
Shapla (Bangladeshi women's group affiliated to ODEC)

Small but established voluntary organisations approached included:

Bridewell Organic Gardens
Archway Foundation
Carers' Centre
Flexicare
Home Start Oxford

Oxon Advocacy Development Gp
Oxon Assoc for the Blind
Oxon Assoc for Young People
Oxon Council for Voluntary Youth Services
Oxon Mind
RAP Community Action
SEESAW
Terrence Higgins Trust
Volunteer Reading Help

Medium-sized VCOs approached included:

Age Concern Oxon
Children's Society
Oxfam
SW Oxon Mencap
Sure Start Family Ctr
YWCA



Oxfordshire Council for Voluntary Action

MAPPING TRAINING for the voluntary and community sector in Oxfordshire - QUESTIONNAIRE

OCVA would like to find out how we can better support the voluntary and community sector's training needs. One of the first steps is to find out what training is available, and where the gaps are.

We are sending this questionnaire to OCVA members. A volunteer researcher at Oxford Brookes University, Mary McCarthy, will be analysing the results for us. Please use the pre-paid reply envelope to return your completed form directly to her by **Friday 26 March**.

Thank you for your help!

Your organisation

Your name Phone

1. Do you, or does anyone else in your organisation, have access to training?
Yes No

If **Yes**, what training have you undertaken within the last two years?

If **No**, what are the reasons which affect this? (For example: lack of time or money, location, not knowing what is available, not knowing what I need...) Please say what below.

PTO

2. How do you find out what training is available?

3. What support would you need to get training? (For example, childcare, travel expenses, refreshments and food...) Please list below.

4. If you were going to go on a training course, when would you prefer it to be? (Please tick one or more box)

Weekdays only Weekday evenings Saturdays

5. If you were going on a training course, how far would you be prepared to travel?

6. How much would you expect to pay for a day's training? (Please tick one box.)

£0 - £10 £10 - £15 £15 - £25
£25 - £50 £50 - £75 £75 - £100

7. What kinds of support do you think OCVA could offer?
(For example, training events, mentoring & coaching support, printed materials)

8. We would like to invite a small group of people to discuss training for voluntary and community organisations in Oxfordshire on **Wednesday, 7th April, between 5.30 and 7pm** at OCVA in Floyds Row. Would you be willing to attend? (Refreshments provided!)

Yes No

Appendix 2 – Organisations and individuals involved in the Mapping Learning project

Barker Helen	Ox.C.C.
Blacklock Eva	County Older People's Panel
Brookes Zoë	East Oxford Action
Butterworth Sue	Dialability
Campling Clare	The Oxfordshire Befriending Network
Clarke Freddy	REACH
Cooke Keiran	Right Employment Limited
Cox Gill	Oxrad
Crawford Ann	Volunteer Bureau, Witney
Cummins Lawrence	Oxon Association for the Blind
Dyer Tracy	Ox.C.C. Neighbourhood Renewal courses
Evans Lyn	Home Start Oxford
Fitzgerald Claire	Mental Health Matters
Furlong Sheila	Archway Foundation
Goodwin Jackie	Headway Oxford
Gutteridge Tessa	The Clive Project
Haggett John	Rising Tide
Haynd Jamie	Didcot Citizens Advice Bureau
Hebditch Lonah	Unity Training Project
Higgins Lesley	Kidlington +District Information Centre
Hogue Shamsia	Shapla (Bangladeshi women's group)
Holland Amanda	Adult and Community Education, Wallingford
Hunter Debbie	OXFAM
Information Staff	Oxford Central Library
Kandilige Leander	Oxford Development Education Centre
Lee Cecile	New Start
Mace Janet	Oxfordshire Council of Disabled People
Manning Linda	Oxfordshire Women's Aid
Marshall Jodi	Thomley Activity Centre
Matthews Rhiannon	Full Circle
McClenning Claire	Learning and Skills Council MKOB
McGee Jenny	Age Concern, Oxfordshire
Morton Lynne	Carers Centre
Nath Anton	Oxon Rural Community Council
O'Brien Mick	Simon House
Owen Carol	Multiple Sclerosis Society/West Oxon
Parker Shirley	The Family Nurturing Network
Pentland Christine	SEESAW
Potter Janie	Ox.C.C. Outreach Development Team
Prichard Mari	Ox.C.C. Adult and Community Learning
Pride Liz	West Oxfordshire CAB
Rugg-Easey Colin	Open College Network
Ryall Pearl	WEA
Saunders Jim	Agnes Smith Advice Centre
Scott Patricia	Sure Start Family Centre
Sherratt Rachael	Children's Society
Smith Niz	Oxfordshire Playbus
Sunman Jan	SW Oxon Mencap
Taylor Patrick	Oxfordshire MIND
Watson Jim	Alzheimer's Society, Oxfordshire Branch
Watson Wendy	The Independent Advice Centre
Williams Olivia	Supporting Learning

Contact details

Oxfordshire Council for Voluntary Action
The Old Court House
Floyds Row
St. Aldate's
Oxford OX1 1SS

t: 01865-251946

e: info@ocva.org.uk

w: www.ocva.org.uk

Oxfordshire Council for Voluntary Action (OCVA) is an umbrella organisation for the voluntary and community sector in Oxfordshire. We are registered charity (charity number 203254). We offer support for voluntary organisations and promote cooperation between groups. We provide relevant up-to-date information on organisations, services, funding, training and national or local issues in a monthly mailing. OCVA publishes the *Directory of Voluntary and Statutory Services in Oxfordshire*. We promote volunteering opportunities throughout the county. We also run a number of projects such as **Emergency Alarm Scheme, Furniture Store and Ring-a-Ride**.