

Big Assist Customer Feedback



July 2015

Average rating: 4.5 out of 5 (after completion of 21 projects)

"Really useful for our organisation."

"SW Forum did a very thorough and professional job and were good to work with. They understood what we wanted, were responsive to our requests to adapt the survey they intended to use, kept us in touch with progress throughout the work, and provided us with a clear and useful report at the end."

"Helpful support in developing our approach to volunteering, very knowledgeable and helpful"

"A great piece of work and a pleasure to work with"

"The feedback on this project is the same as the other completed project. South West Forum were an excellent organisation to work with. They clearly understand the issues facing Volunteer Centres and how to address their needs to demonstrate impact. We are now in a much stronger position to demonstrate this and help us market ourselves and our services better."

"Overall, we are happy with this piece of work. We are aware that they had difficulties in finding certain key contacts required to undertake part of this work; however, within these constraints, the finished report was completely satisfactory."

"Steve and his team have done an excellent job facilitating our Strategic Plan and in particular on the opportunity exploration with the staff and volunteers."

"Highly efficient, well-managed delivery and a joy to work with."

"South West Forum provided a very good service. Steve Woollett quickly absorbed the requirement of the project. His proposed method of delivery matched our expectations and timescales. Our trustees engaged with this style of delivery. Going forward we will take forward thinking and learning. We will become clearer in what our message is, outcomes we want to achieve and the impact we have. "

"Steve and his team have helped us create a new plan aligned with the current marketplace"

"A good balance of supportive and challenging; Steve has proved to be a good advisor to staff and directors alike, and I believe this sets us on a course to growth and stability."

"We are very happy with SW Forum's support which was highly co-operative and collaborative. Their approach has given us a clear vision of our organisation's forward direction and development."

"Chris Hounsell who carried out the project on behalf of SW Forum was really helpful and able to produce helpful guidance for us in developing our youth sector supply chain"

"The South West Forum staff team have been very efficient in delivering the work as set out in the original schedule. We have enjoyed working with them. "

"We have welcomed the support received from South West Forum in completing this work on schedule."

"Impact report is satisfactory in terms of our expectations and brief."

"South West Forum have been great to work with."

"Very capable and professional"

"SWF responded in a swift and timely manner and had a good understanding of what we wanted to achieve. They came prepared with a clear plan on how to achieve our aims in a short timescale. Their approach to our staff was empathetic but did not lose sight of the overall goals."