

HullCVS

volunteer centre
information service
finance service
learning services
community network

Research on the Support Needs of Voluntary and Community Groups in Hull



HullCVS

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Introduction and Methodology

Introduction

The aims of this research were to identify the support needs of voluntary and community organisations in Hull, to evaluate the current support services provided by Hull CVS, and to identify any gaps in Hull CVS services.

Produced for FoLDA this research, along with similar research in the other areas of the Humber sub-region, will be used to inform the development of both FoLDA and Hull CVS activities.

Methodology

A postal questionnaire was used given time pressures. The questionnaire also included other questions to examine the state of the voluntary and community sector in Hull. The information collected will also be used in the development of the Hull CVS Management Information System.

The questionnaire survey was carried out in June/July 2008 using a Freepost service. All completed surveys with contact details were entered into a prize draw, with 5 drawn entries qualifying for a year's free membership of Hull CVS.

Surveys were sent to voluntary and community organisations on the Hull CVS/Hull Community Network databases (cross checking to avoid duplication). These databases covered both organisations registered as Hull CVS members (101 organisations registered as of June 2008 see Appendix 1 for full list) and organisations receiving Hull CVS/Hull Community Network mailouts.

In total 599 questionnaires were sent out and 101 returned, a response rate of 16.8% (see Appendix 4). Ideally to increase the response rate and to ensure a representative sample it was planned to follow up the postal questionnaire with a telephone survey of a cross selection of non-respondents, however given time pressures this has not been possible. However the number of returns compare favourable with those received for previous surveys in 2004(113 returns) and 2001 (123 returns). Appendices 2 and 3 summarise the conclusions of these two surveys.

We would like to thank all the respondents for completing and returning the survey, We are grateful that voluntary and community groups generally feel Hull CVS is performing well, and to those who were less than fully satisfied, we will action issues raised in the survey over the coming year.

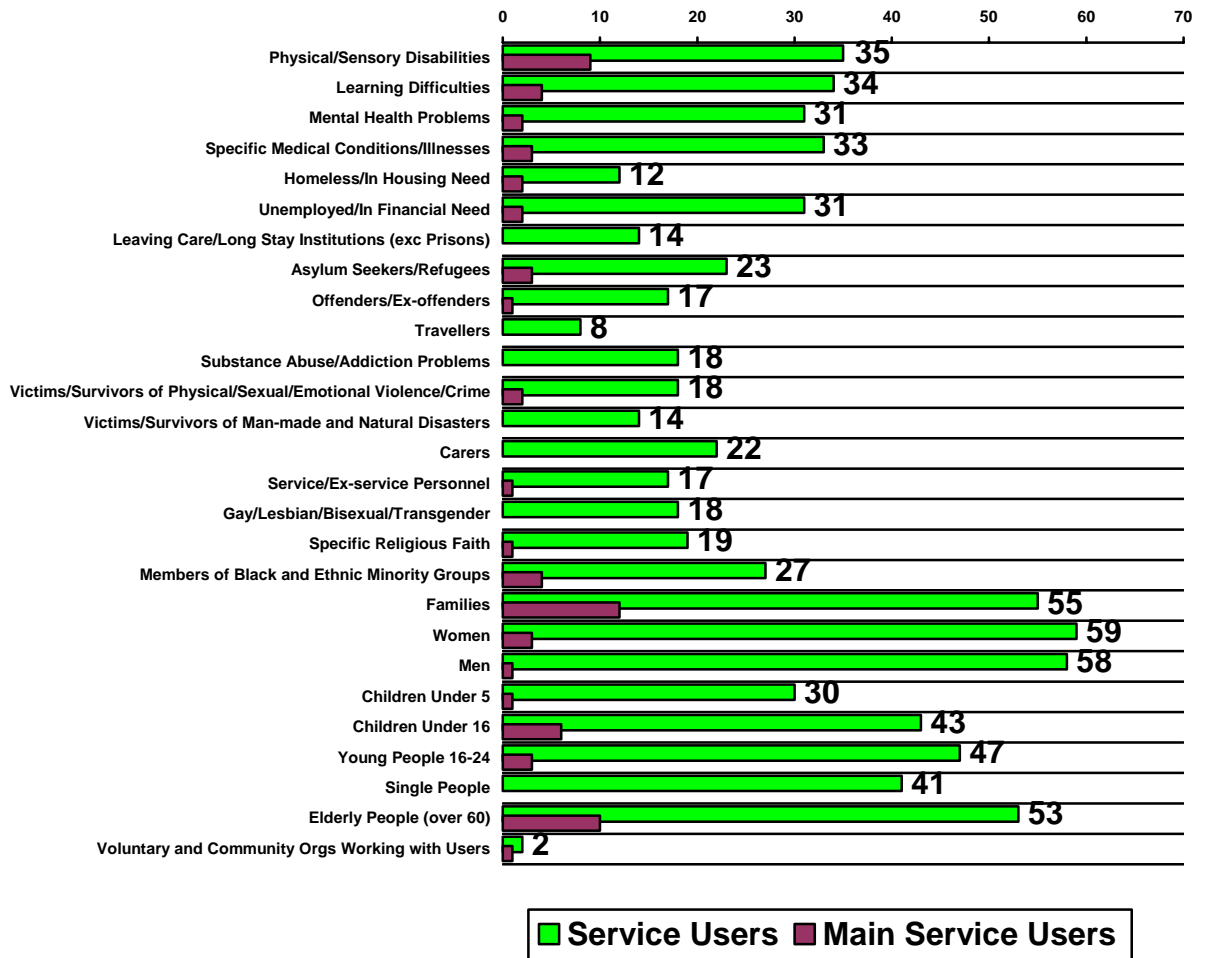
Research Sample

a) Service Users

Survey respondents work with a range of user groups as shown in the table below. The largest categories are generic (e.g. working with women, men, families), followed by groups working with the elderly, children and young people, single people, and then a cluster of groups working with people with disabilities. Respondents could tick all groups from the list that applied to them

When asked to specify one group which uses their services the most, the survey showed most organisations work with families, the elderly and people with physical/sensory disabilities. Some groups however were not covered (e.g. single people, travellers, LGBT).

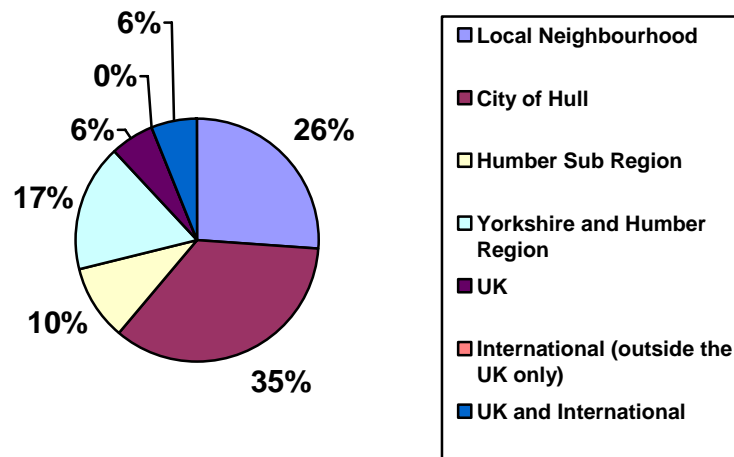
Which of the following groups are the main users of your services?



b) Geography

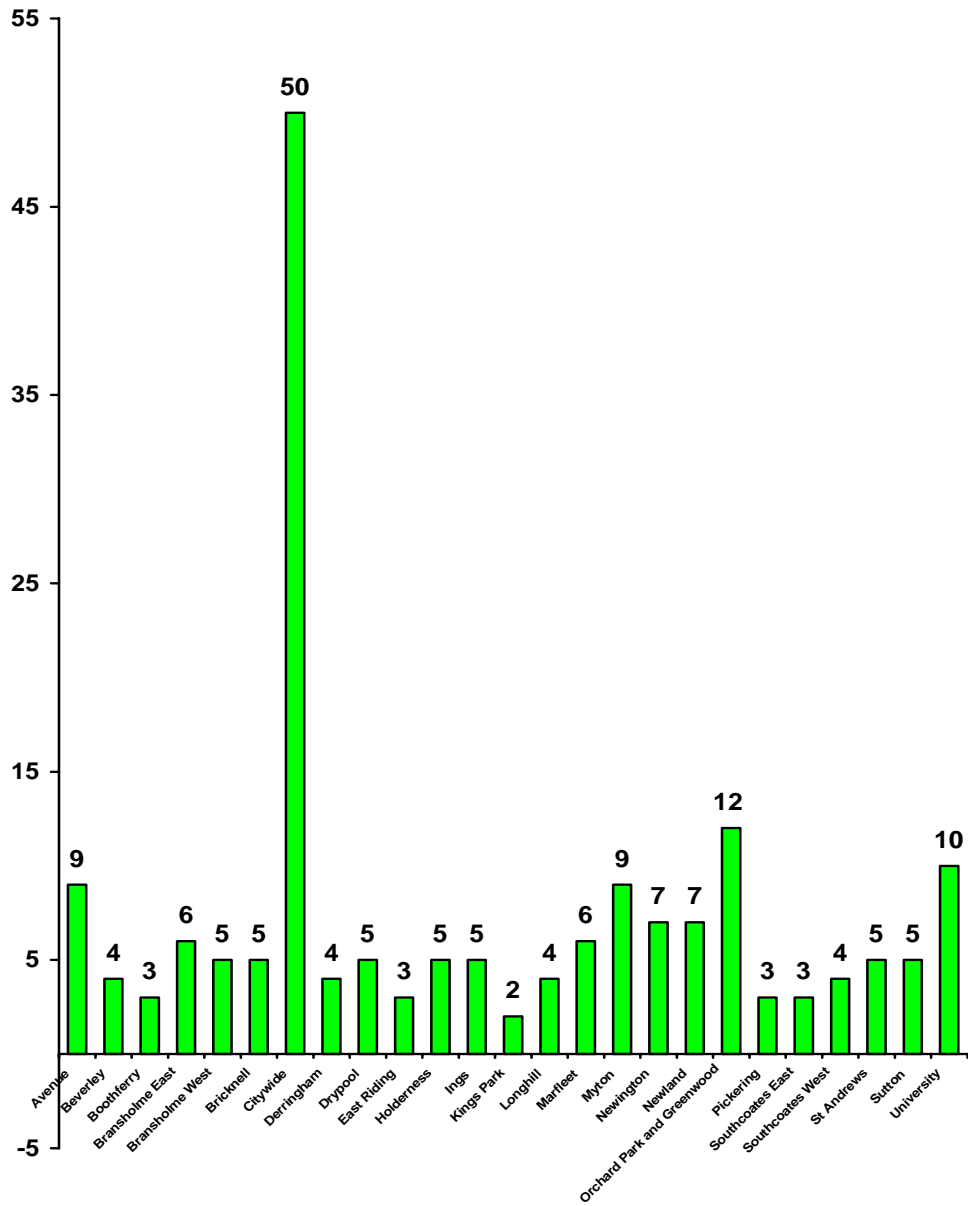
The survey asked those groups which areas they worked in (respondents could only tick the largest area they worked at). 61% of the survey respondents work at Citywide or neighbourhood level, 10% at sub regional level, 17% regionally and 12% national or international level.

What area does your organisation carry out its activities?



The survey also asked groups which work in Hull, the wards in which they work. The results show the majority work at citywide level and that all wards in Hull are covered by the survey respondents.

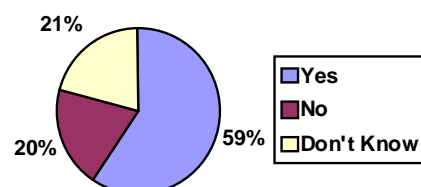
What area does your organisation carry out its activities?



Hull CVS Membership

The survey asked groups if they were registered members of Hull CVS (i.e. have paid the £10 membership fee). CVS members have paid a £10 membership fee and can access the member's area of the CVS website containing Grant net (a funding website) and the CVS Directory, as well as being able to vote at the AGM and elect the CVS trustees.

Is Your Organisation a Member of Hull CVS?

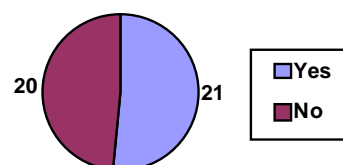


21 respondents were unsure if they were members suggesting some confusion over this issue. This is reinforced as when cross checking the responses to this question against the actual registered membership list of Hull CVS it showed

- 37 groups who said yes they **were** members of Hull CVS **were not** members.
- 2 groups who said no they **were not** members of Hull CVS **were** members
- The 21 groups who did not know were not members

Organisations who replied no or don't know to the membership question were then asked if they would like information on becoming a member. Over half would like information.

If you are not a Hull CVS Member would you like information about registering to become one?

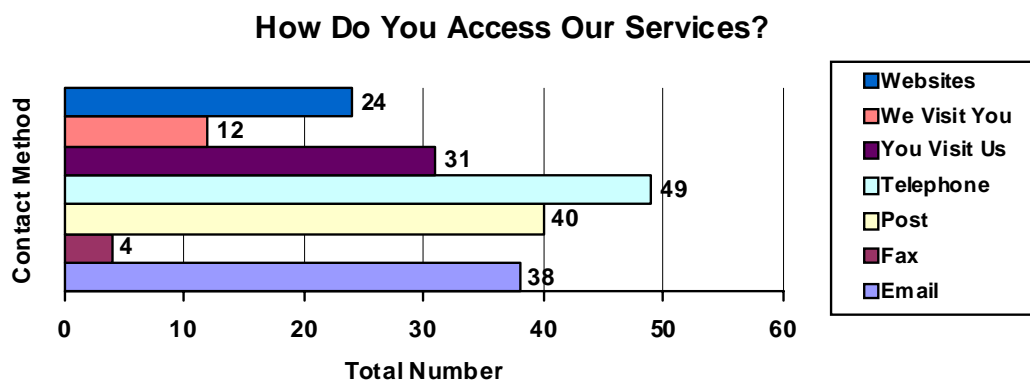


Comment: Refer details to CVS Membership Secretary to follow up enquiries.

Analysis of Hull CVS Services

a) How do you access Hull CVS services?

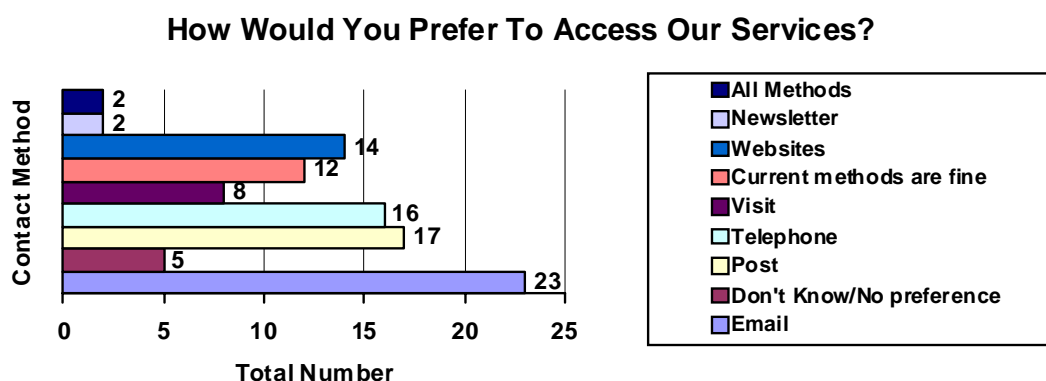
Respondents were given seven contact methods and asked which ones they use. Therefore a contact method could have a maximum score of 100.



Most of the respondents accessed Hull CVS services by telephone, post or email or a visit to the offices. Use of the websites (CVS and Community Network) and visits by CVS staff to organisations scored low by comparison.

Preferred method to access Hull CVS Services

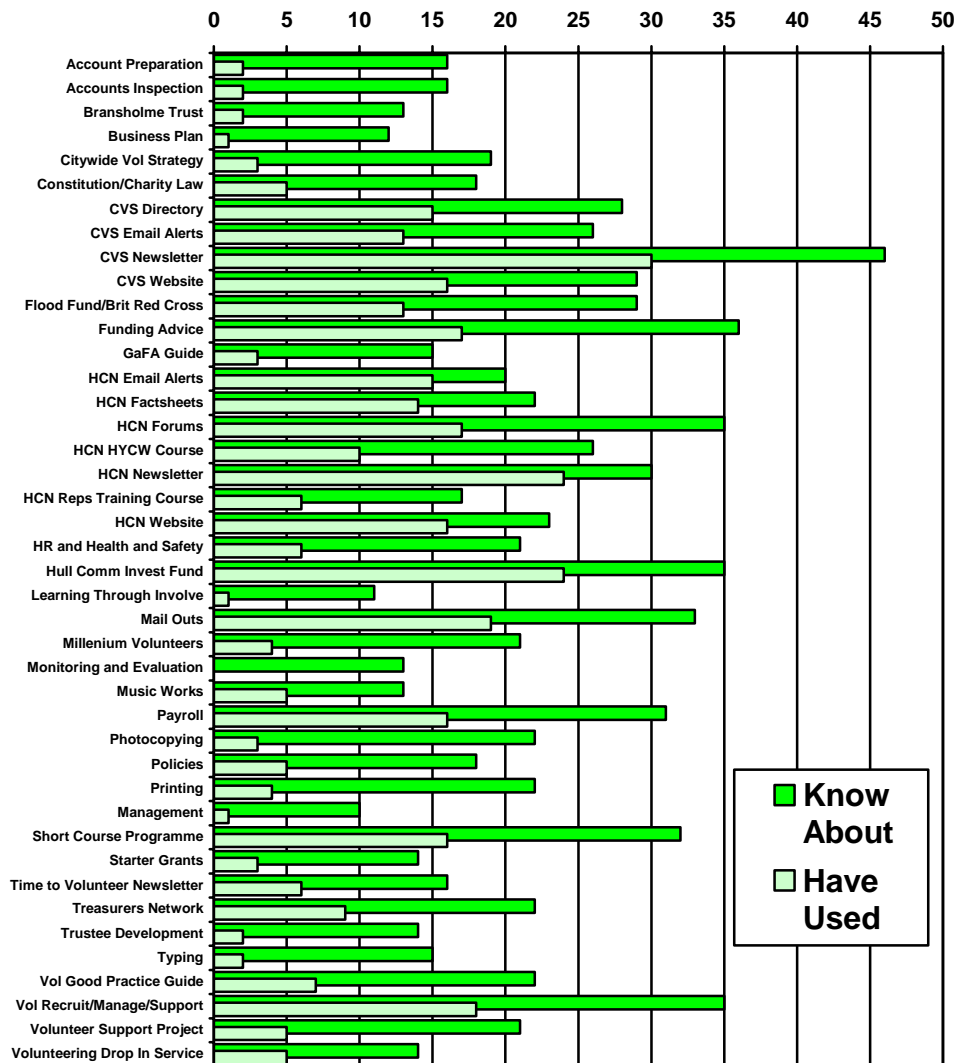
Respondents were also asked how they would prefer to access CVS services. The responses showed email scored highest, followed by post, telephone and the website.



b) Which Hull CVS Services Do You Use And How Valuable Are They?

Respondents were given a full list of 42 specific Hull CVS services from 10 service areas and asked how many of these they knew about. For those services they did know about they were then asked if they had used them and also asked to give a value score of the service on a scale of: 1 (Not Valuable), 2(Low Value), 3 (Valuable) and 4(Very Valuable). The full list is set out below and discussed over the next few pages.

What Services Do You Know About and Use?



Knowledge of Services

The following table shows the relative knowledge of different service block areas within CVS. In terms of total numbers of scores, Hull Community Network, Volunteer Centre, Information Services and general CVS communications score highest. The Flood Fund service had with the lowest score in terms of knowledge.

A general conclusion from this is that those services which are high profile are most known about, however all services score low out of potential scores, suggesting a general lack of awareness of the full range of CVS services by survey respondents.

Service Area	Number of Services	Total 'Know About' Scores
Hull Community Network	7	173 (out of potential 700)
Volunteer Centre	7	148 (out of potential 700)
Information Services	8	136 (out of potential 800)
Hull CVS Communications	4	129 (out of potential 400)
Office Support Services	4	92 (out of potential 400)
Small Grants	3	62 (out of potential 300)
Learning Services	3	56 (out of potential 300)
Community Accountancy	3	54 (out of potential 300)
Payroll and Human Resources	2	52 (out of potential 200)
Flood Fund	1	29 (out of potential 100)

Looking at knowledge of specific CVS services the table below shows how many respondents know about a specific service (scores out of a possible 101). The top 10 most known about services are:

Service	Score (out of 100)
Hull CVS Newsletter	46
Funding Advice	36
Hull Community Network Forums	35
Hull Community Investment Fund	35
Volunteer Recruitment/Support	35
Hull CVS Mailouts	33
Short Course Programme	32
Payroll	31
Hull Community Network Newsletter	30
Flood Fund	29
Hull CVS website	29

The 10 least know about services were as follows;

Service	Score (out of 100)
Quality Systems/Performance Management	10
Learning Through Involvement	11
Business Planning	12
Monitoring and Evaluation	13
Music Works	13
Bransholme Trust	13
Starter Grants	14
Trustee Development	14
Volunteering Drop In	14
Typing	15
Gafa	15

- Apart from funding advice, many other CVS Information Services (Quality Systems, Business Planning, Trustee Development, Monitoring/Evaluation) score very low.
- Short Courses are the most known about Learning Services area, Music Works and Learning Through Involvement score low.
- Payroll scores high for Finance Services.
- Community Network Forums and Newsletters are popular alongside CVS Newsletter and website.
- Volunteer Recruitment is high in contrast to Volunteering Drop In Services.

Use of Services

For those CVS services respondents did know about they were then asked if they had used them. The following table shows usage by service area. Hull Community Network and CVS communications have the highest levels of usage. However overall responses to this question were low.

Service Area	Number of Services	Total 'Have Used' Scores
Hull Community Network	7	102 (out of potential 700)
Hull CVS Communications	4	74 (out of potential 400)
Volunteer Centre	7	48 (out of potential 700)
Information Services	8	34 (out of potential 800)
Small Grants	3	29 (out of potential 300)
Office Support Services	4	28 (out of potential 400)
Payroll and Human Resources	2	22 (out of potential 200)
Learning Services	3	22 (out of potential 300)
Community Accountancy	3	13 (out of potential 300)
Flood Fund	1	13 (out of potential 100)

In terms of specific services the tables below shows the most and least used services (scores out of a possible 101). The top 10 most used services are:

Service	Score (out of 100)
Hull CVS Newsletter	30
Hull Community Network Newsletter	24
Hull Community Investment Fund	24
Mailouts	19
Volunteer Recruitment/Support	18
Funding Advice	17
Hull Community Network Forums	17
Short Course Programme	16
Payroll	16
Hull Community Network website	16

The 10 least used services were as follows;

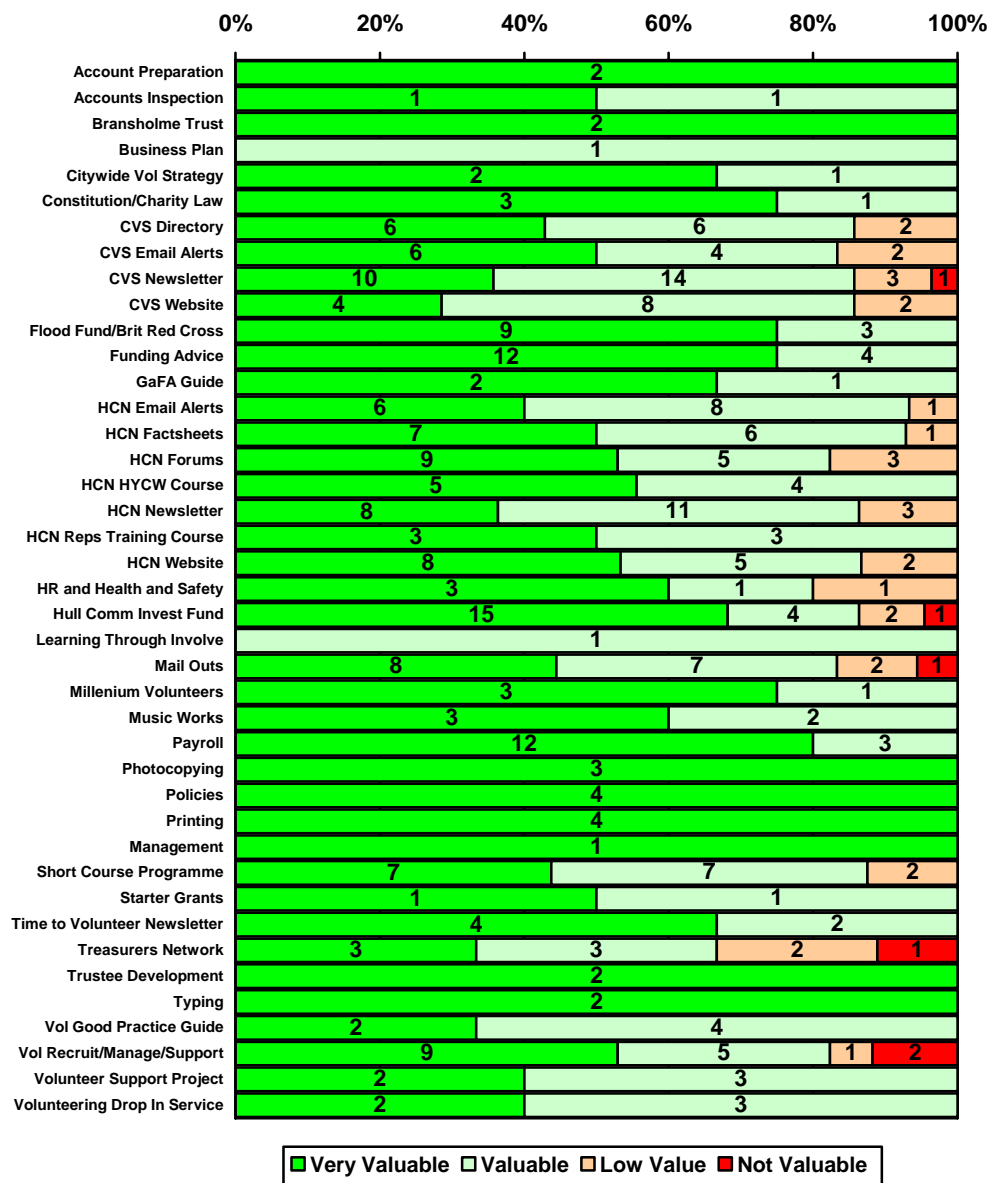
Service	Score (out of 100)
Quality Systems/Performance Management	1
Learning Through Involvement	1
Business Planning	1
Trustee Development	2
Bransholme Trust	2
Accounts Inspection	2
Accounts Preparation	2
Typing	2
Starter Grants	3
Volunteer Strategy	3
Photocopying	3

Scores for use of services in general reflect those for knowledge of specific services as discussed previously.

Value of Services

Respondents were also asked to give a value score for the services they had used. The table below shows that based on the responses received, all CVS services are rated as either valuable or very valuable. Particularly CVS News; Funding Advice; Community Investment Fund; Payroll; Flood Fund; Community Network Forums; and Volunteer Recruitment. However responses to this question were very low.

What Services Do You Use and Their Value

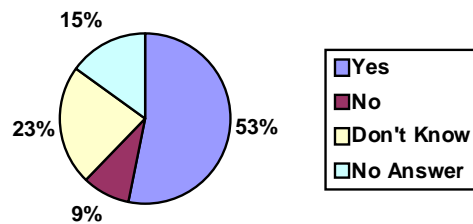


c) Do The Services Provided by Hull CVS Meet Your Needs?

Respondents were asked a series of questions relating to their organisation's development needs and if CVS services helped them to meet their needs.

A majority of respondents stated CVS services meet their needs (53% yes to 9% no); however 48% of respondents either didn't know or did not answer.

Do the services provided by Hull CVS meet your needs?



Respondents were also asked if there are other services which they would find useful which CVS do not currently provide.

Service	Number of responses
No	5
Funding Advice	4
Didn't know you provided so much	4
Volunteer Training / Induction	2
Accounts preparation	1
Recruitment services	1
New accommodation	1
Development work (charity law, policies, trustee development)	1
Networking /conferences	1
Community engagement	1

Comment: Refer specific service requests to relevant CVS service areas.
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Respondents were also asked if they would like further information about any particular CVS services listed. The question again had a low response rate, responses are as follows.

Service	Number of responses
Volunteer Centre Services	5
Photocopying/Printing/Office Services	4
Networking Opportunities / Information Sharing / Communications within sector	4
CVS Directory	4
Funding Information / Advice	4
All	3
Short Course Programme	3
Small Grants	2
Business Planning	1
No	1
Website Development	1
CVS Newsletter	1
Account Preparation	1
Development work (charity law, policies, trustee development)	1

Comment: Refer specific service requests to relevant CVS service areas.

Finally respondents were also asked what else do you need to develop your organisation and its activities. Again the response rate was low. Responses were as follows:

Service	Number of responses
Funding	13
Recruiting / training volunteers	6
Media interest/advertising /sponsorship	4
Information/training on tendering	4
More members/trustees	3
Networking events	2
Policies and procedures	2
Info on compact	1
Advice on venues for activities	1
Updated CVS Directory	1
IT	1
None	1

Comment: Funding not surprisingly is a major issue. Most of these needs are already covered by CVS; refer specific requests to relevant CVS service areas. Marketing/sponsorship advice is a service not provided by CVS

d) Hull CVS Training Services

Respondents were asked if there is any training subject CVS does not already offer which they would like providing. Responses again were very low and are as follows.

Training Topic	Number of Responses
No/Don't Know	9
Unaware of CVS training programme	4
Health and Safety/First Aid/ Childcare	3
Recruiting new members/volunteers	2
Organisational Policies and procedures	1
Funding	1
How Your City Works	1
Full Cost Recovery	1
Risk Assessment	1
Evaluation of activities	1
ONE HULL/LAA2	1
Government policy	1

e) Hull CVS / Hull Community Network Forums and Conferences

Respondents were asked if there was any specific issue(s) they would like a conference on in the future. Responses were as follows:

Conference Topic	Number of Responses
New plans for Hull that VCS should know about	3
Commissioning/tendering	3
Volunteering – legal issues, training, recruitment	3
Raising VCS profile in the City	2
Funding	2
ONE HULL and VCS	2
Children and Young People Plans/Activities	2
BME and racism in Hull	1
Tenants Conference	1
Local music	1
marketing	1
Don't Know	5

Respondents were also asked what would be the best time to attend any conferences.

Time	Number of Responses
Daytime	7
Anytime	7
Evenings	5
Afternoons	4
Mornings	1
Weekends	1

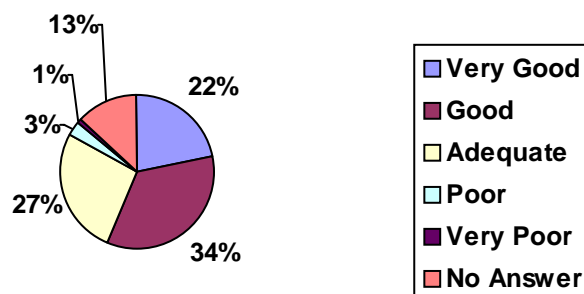
Finally respondents were asked if there was anything else we could help with to enable them to attend.

Help	Number of Responses
Transport	4
No	4
Parking	2
childcare	1
Location central	1
Location local	1
Disabled access	1
Free cost	1

f) Overall Standard of Service from Hull CVS

Finally respondents were asked to generally rate the services provided by Hull CVS on a scale from very good to very poor. 56% rated CVS services as very good or good; 23% as adequate and only 4% as poor or very poor. 13% did not answer the question.

Overall standard of service from Hull CVS



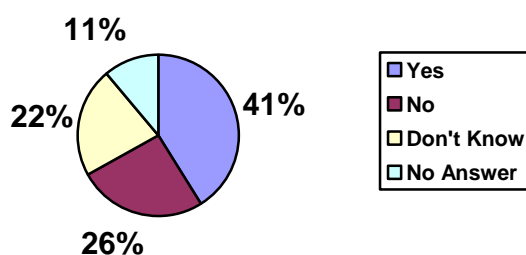
Policy and Partnership Working

Respondents were asked a series of questions relating to the Hull CVS role in promoting the sector to statutory bodies, and their experiences of partnership working.

a) Awareness of Policy Developments Due to Hull CVS

Respondents were asked for their views of CVS in terms of passing information between statutory bodies and the sector. The responses showed 41% of respondents thought Hull CVS did keep them briefed, but 48% said no/don't know.

Are you more aware of policy developments due to Hull CVS passing information between VCS groups and statutory bodies



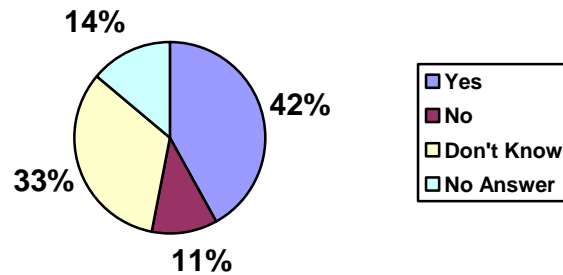
When asked for suggestions on how to improve this service, top answer (from the small number of replies) was the need for regular forums/communications on relevant topics.

Suggestions to Improve Service	Number of Responses
Stay in touch (especially with small groups)/need information and regular communications	17
Too much information by post need email / web	4
More Outreach Work	2
Funding Advice	1
Maintain Hull Community Network Impetus	1

b) Hull CVS Role in Promoting the Sector

A clear majority of respondents felt CVS is promoting the sector to statutory bodies (42% yes to 11% no), but 33% of respondents did not know, suggesting more action is needed to communicate what CVS is doing in this area.

Do you feel Hull CVS does enough to promote the sector?



When asked for suggestions on how to improve this service, key responses (from the small number of replies) related to lobbying and producing research on the value of the sector.

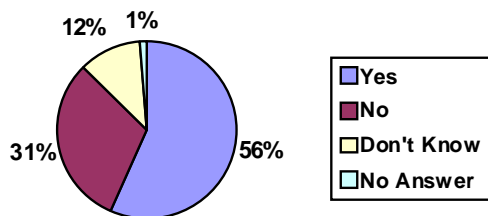
Suggestions to Improve Service	Number of Responses
Visit them be persistent. Lobby and campaign	5
'Because We Are Worth It' research - do it! Promote the sector	2
Campaign to keep a small grants service	2
Need more information on what CVS is doing on campaigns	2
Get a VCS rep on One Hull to make stronger links	2
Don't know	1
More information on statutory organisations plans	1
Need an updated Hull CVS Directory	1

c) Local Compact

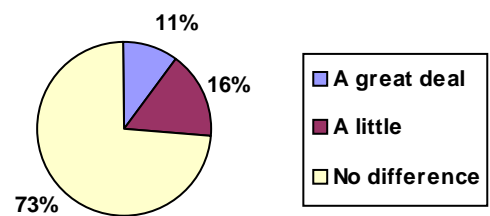
Respondents were asked if they were aware of the local compact and if it had helped them in their dealings with statutory bodies. 56% of respondents were aware of the compact compared to 43% who were not or didn't know.

Of the 56% who were aware of the local compact 10.5% felt it had made a great difference to their dealings with statutory bodies; 15.8% a little; but a very large 73.7% felt it had made no difference at all.

Are you aware of the Local Compact?

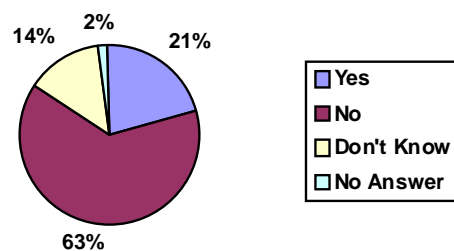


If 'Yes', what difference had it made?



d) Contact with ONE HULL

Has your organisation had any contact with ONE HULL in the last 12 months



Only 21% of respondents had had any contact with ONE HULL (LSP) in the last 12 months, compared to 63% who had not. When asked what this was about the 21% respondents stated this was simply receiving general information (9 answers), 7 answers were regards attending ONE HULL meetings and 3 groups contact was around receiving funding.

Issues Facing Hull's Voluntary and Community Sector

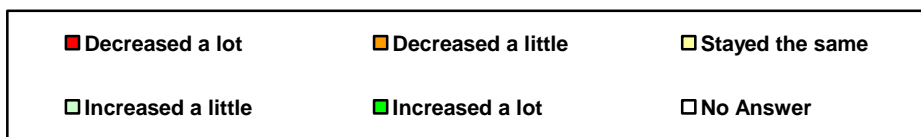
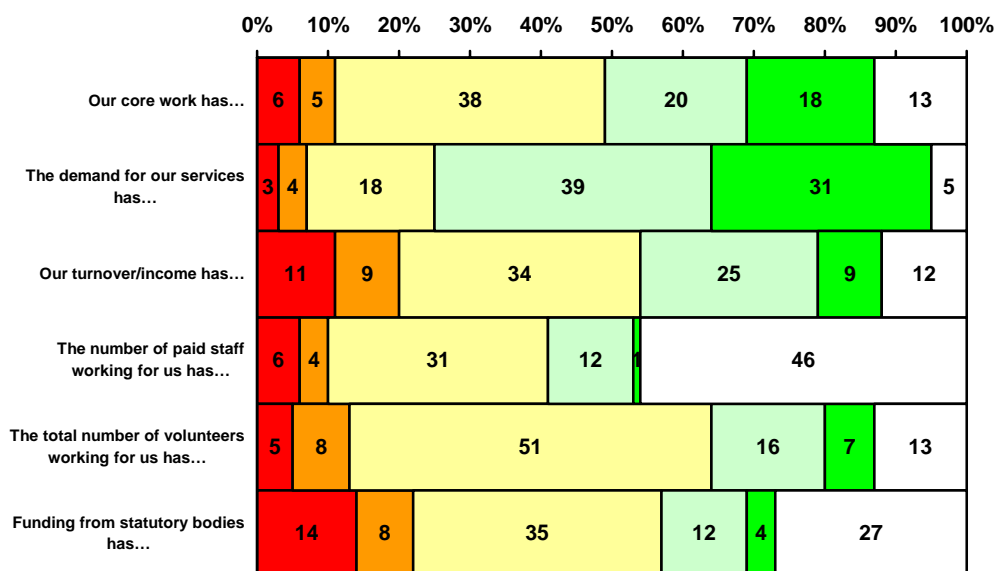
Respondents were asked to list what they considered are the three biggest challenges facing their organisation at present. Finding/maintaining funding, attracting/retaining service users and volunteers, issues covering premises and promoting the organisation's activities are the most frequently mentioned issues.

Challenge	Number of Responses	%
Funding – finding new sources (long and short term) to survive, maintaining current levels of funding, fundraising	61	28.4%
Attracting and retaining new members, users to the service	30	14.0%
Recruiting, training and retaining volunteers	23	10.7%
Premises issues – property maintenance and finding suitable venues for activities	22	10.2%
Raising the profile of the service and building links to the statutory sector	21	9.8%
Ensuring service meets users needs and copes with changing demands	10	4.6%
Attracting and retaining paid staff	9	4.2%
Core running costs	8	3.7%
Anti-social behaviour, crime	8	3.7%
Keeping upto date with external changes in legislation, policies applying to the sector	7	3.3%
Recruiting and retaining trustees for the organisation	4	1.9%
Preparing for tendering	4	1.9%
Other various	8	3.7%
Total	215	100%

Respondents were also asked to consider how their organisation had changed over the last 12 months. Over this period respondents stated that their core work had either stayed the same (38%) or increased (20% a little, 18% a lot). Demand for their services had also increased (39% a little, 31% a lot).

In contrast turnover/income had stayed the same (34%) or increased a little (25%) or decreased (20%) whilst numbers of paid staff and volunteers had stayed the same (31% and 51% respectively). Funding from statutory bodies had however stayed the same (35%) or decreased to some degree (22%).

How has your organisation changed in the last 12 months?



This information presents a picture of the voluntary and community sector under pressure to maintain and increase its services to meet growing demands, whilst at the same time under pressure in terms of decreasing resources (principally funding for survival/growth but also in terms of recruiting volunteers and members to support service delivery). Hull CVS needs to ensure its services are supporting groups to adapt to this changing environment.

Conclusions

Comments for further action are set out based on the survey findings and cross referenced to evidence from the 2004 and 2001 surveys.

a) Hull CVS Issues

i) Membership

Comment: The issue of CVS membership needs reviewing. The benefits to join CVS are not clear and there is confusion amongst groups over whether they are members or not (perhaps some form of membership certificate is needed?). Grant net can be accessed free on other websites and the CVS directory can also be purchased separately. Other CVS services are available equally to both members and non-members. What value is gained by paying £10 to be a CVS member?

Once membership issues are reviewed need to consider a membership drive as 599 groups are on the CVS/Hull Community Network databases but only 101 groups are actually CVS members. This is a potential income stream to exploit.

Findings from the 2004 Hull CVS Members Survey

“There is some confusion about the CVS membership, no one is 100% sure or not if they are a member.”

“Any knowledge of the CVS seems to be held by individuals and not organisations. This may be due to the mailing list and the membership list being confused. If an organisation was a member and the recipient of the information there would be a continuation despite any staff turnover.”

“Membership needs to be clarified, a regular cycle to confirm details, update records, seek the opinion of the members re: satisfaction, contact them proactively rather than waiting for contact.”

“A membership fee might help put a value on the services. Consideration of the types of benefits the members could have over non-members and how this fits in constitutionally with the aims of the CVS.”

ii) Access to Hull CVS Services

Comment: Possibility to consider more use of email and website to promote and access CVS services. Personal contact either by telephone or visits remains popular.

Findings from the 2004 Hull CVS Members Survey

“The use of technology, namely the internet is available to the majority of groups. An e-mail newsletter and a website which could be regularly updated with information would help speed up the dissemination of information and reduce printing costs and the time needed to search through the information. Though it would not be suitable for all groups at the current time, the development of such a service would perhaps encourage the access by this medium.”

“The traditional forms of the newsletter and the directory are not to be dismissed outright because this would potentially exclude some beneficiaries of them. However the use of an emailed newsletter and an online directory should be seriously considered.”

“Whilst not being hugely radical in their need for improvement a few minor changes such as being able to ring up and ask for a dedicated person would be seen to greatly improve the accessibility. Easier access seems to be the desire rather than different services.”

iii) Knowledge and Use of Hull CVS Services

Comment: Hull CVS needs to rethink its marketing strategy. All services scored under 50% in terms of knowledge by survey respondents. Services which scored the highest were existing communication mechanisms (Newsletter, Forums, mailouts) but specific support services scored low.

Comment: Services provided by CVS are valued by respondents that use them, but there appears to be a lack of knowledge of the full range of services provided by CVS. Existing CVS communications methods could be used to promote CVS services more, however capacity to meet increased demands also needs to be considered.

Findings from the 2004 Hull CVS Members Survey

“There is a false competitive position between the CVS and other organisations offering similar services. Prior knowledge and use rather than a judgement on the quality of the service or the availability of the service seem to determine which service the group’s access, the timeliness of information in terms of advertising and keeping members informed of changes should be considered.”

“There is a lack of knowledge about the services the CVS provides, use of services relies on previous knowledge.”

“The newsletter is a powerful tool the CVS could use to disseminate information as it is read by the recipient and or other members of their organisation as well as the clients of their organisation. It is competing with other newsletters.”

“The CVS seems to be the last port of call for these respondents and not the first choice for seeking information or advice.”

“The CVS services need to be promoted more rigorously”.

“Information needs to be available to members more easily and updated regularly. It was stated that the directory was out of date and the information was incorrect and that all the training sessions advertised in the newsletter were not available by the time the newsletter got to the respondent.”

iv) Do Hull CVS Services Meet Groups Needs?

<p>Comment: Whilst responses to this question were very low, many services needed by groups are already provided by CVS. This suggests better marketing of services. High number of don't know/no answer replies suggest organisations may need help in identifying their support needs before they can assess if CVS can support them.</p>
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Findings from the 2004 Hull CVS Members Survey

“There is a desire by the groups who responded to the questionnaire to develop their services and a strong suggestion that they would like to be able to use the CVS to help with this development, provided that a few changes were made to make the service easier to use”.

Findings from the 2001 Hull CVS Members Survey

- Finding funds and volunteer recruitment should be high priorities for CVS development work.
- The evidence suggests that small organisations are finding CVS less relevant. We should address this.
- Difficulties in securing core funding should come as no surprise. We should look at doing more to help.
- Recruiting committee members and responding to policy initiatives appear to be significant problems. Future plans should reflect this.
- Training courses, funding advice, CVS as a source of contacts, CVS News and Training News are all ‘flagship’ services for us.
- With the exception of the payroll service, there is a clear link between degrees of satisfaction with a service and the level of use of that service.

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- In the cases of information/advice on management and financial management lack of any dedicated resource has probably suppressed both demand and quality.
 - Volunteering support services are a particular cause for concern. There is a pattern of low usage and low satisfaction rates. There are suggestions in the survey responses that there is a serious underlying problem in volunteer recruitment for all organisations. However, arguably that should make a demand for a free, additional service for hard-pressed organisations increase. We need to look closely at what volunteering support services we provide and how we provide them.

v) Hull CVS Training Courses

Comment: Most of the identified group training needs are already covered by Hull CVS, suggesting better marketing of Hull CVS training courses.

vi) Hull CVS Forums and Networking

Comment: It is important Hull CVS sets up regular forums for the sector to meet, network and debate issues of common concern, as well as promoting CVS support services.

Comment: Awareness and use of the local compact and the work of ONE HULL is an issue. Linking this to the Hull CVS campaigning and lobbying function, these could be issues for CVS to take up.

Findings from the 2004 Hull CVS Members Survey

“Regular informal members events might need to be arranged, a frequent networking event to allow organisations to share ideas should be considered.”

viii) Overall Standard of Service from Hull CVS

Comment: 56% of survey respondents rated Hull CVS services as very good or good; 23% as adequate and only 4% as poor or very poor. 13% did not answer the question.

Findings from the 2004 Hull CVS Members Survey

“There appears to be a low level of expectation regarding the CVS services, a feeling that they get what they expected. This could be down to the fact that most of the services are free; perhaps there is the perception that because the service is free it has a low value and a low benefit.”

“There are no negative opinions about the CVS, which follows the results of the members review questionnaire.”

Findings from the 2001 Hull CVS Members Survey

How relevant is Hull CVS generally to you group/organisation?

75% of organisations found CVS of average or greater relevance. 58% of the total sample found us of greater than average relevance.

Of those which found us at best to be of average relevance, the large majority (92%) are small or countywide organisations.

b) Issues Facing the Voluntary and Community Sector in Hull

Comments: Respondents were asked to list what they considered the three biggest challenges facing their organisation at present. Finding new sources/maintaining existing sources of funding/fundraising; attracting/retaining service users and volunteers; issues covering premises; and promoting the organisation’s activities to recruit new members and also build partnerships with statutory bodies are the most frequently mentioned issues.

Comment: This information presents a picture of the voluntary and community sector under pressure to maintain and increase its services to meet growing demands, whilst at the same time under pressure in terms of decreasing resources (principally funding for survival/growth but also in terms of recruiting volunteers and members to support service delivery). Hull CVS needs to ensure its services are supporting groups to adapt to this changing environment.

Findings from the 2004 Hull CVS Members Survey

“Survival is a key issue for these organisations as much as the development of their organisation. Funding is an area that many want technical help with because this covers both expansion and survival. There are many sources of funding and some of the respondents have sought funding advice from other organisations. The CVS if not able to provide assistance in every case should consider signposting to other organisations, since the members already use other sources”.

“The needs for trustee and volunteer support are unclear, there was no immediate need identified by the respondents but it was felt that this would not always be the case.”

“Volunteer recruitment may need further investigation to ensure volunteers know what they are actually going to be doing, and so that organisations requesting volunteers have the chance to explain what they want more fully”.

Findings from the 2001 Hull CVS Members Survey

The issues

- Finding the money to keep going, protect or develop your organisation/group.
- Recruiting or keeping volunteers
- Recruiting or keeping management committee members or officers
- Influencing the attitudes or policies of the city council, government or other statutory body towards your organisation and its users

Finally, we would like to thank all the respondents for completing and returning the survey, and for all the fantastic comments about our services. We are grateful that frontline organisations feel we are performing well, and to those who were less than fully satisfied, we will endeavour to address your problems this year.

Appendices

Appendix 1 - Hull CVS Membership - June 2008

Acorn Residents Association	HERIB
Age Concern Hull	Hessle Road Network
Anlaby Community Care Association	HFCO
Aria Stars Group	Hull & E Yorks ME & EFS Self Help Group
ARKH Ltd	Hull & E Yorks Stammerer's Self Help Grp
Artlink Exchange	Hull & East Yorkshire Mind
Axiomatic (New Life Christian Centre)	Hull Afro-Caribbean Association
Back Care(Hull + E Riding)	Hull Area Business Advice Centre
Barnardos 348 Service	Hull Branch-The Royal British Legion
Beverley Road Community Association	Hull Churches Housing Association
Bilton Grange Community Association	Hull Citizens Advice Bureau
Blues Busters	Hull Civic Society
Carers' Centre Hull	Hull Council of Disabled People
Case Training	Hull Ethnic Minorities Community Centre
Centre 88	Hull FC Foundation
CHEF	Hull Friends of the Earth
Choices and Rights	Hull Homeless & Rootless Project
Coltman Area Community Association	Hull Hostal Forum
Compass	Hull Independent Housing Aid Centre
Compass Crossover	Hull LGBT Forum
Corner House(Yorkshire)	Hull Optimists
Council For Dependency Problems	Hull Tinnitus Self Help Group
Cruse Bereavement Care	Hull United Charities
Development Education Centre	Hull Womens Aid Centre
Doorstep of Hull	Hulls Womens Centre
Dove House Hospice	Humberside Kidney Patient's Ass
East Hull Community Farm	Humberside Youth Association
Endike Community Care Association	Kingston Radio
Eternal Benefits Furniture Ltd	Link Camera Club
Family Mediation	Longhill Link Up Trust
Friends of Pickering Park	MENCAP
Futures Through Football	Mencap Advocacy Service
Giroscope	Hull+E Yorks
Green Gems and Friends United	National Gulf Veterans + Families Association
Halliwick Association of Swimming Therap	
HANWAG	

Newland Allotment + Tenants
Association
NEYMRCUC
North Hull Community
Association
North Humberside Industrial
Mission
Pooh Bear Reading Assistance
Society
Preston Road Family Community
Assoc.
Probe (Hull) Limited
Relate Hull and East Yorkshire
Rhema Youth Works
S.E.E.D Eating Disorders
Support Group
Samaritans of Hull
Scrapstore
SOVA
Spin Off Productions
Springbank Community
Association

St Aidan Community Project
St John's (Drypool) Community
Project
St Matthew & St Barnabas
St Michaels Youth Project
STAND
The Alcohol & Drugs Service
The Community Development Co
The Haven Counselling Centre
The Hull Boys Club
The Sobriety Project
The Warren of Hull Ltd
Unity in the Community
Victim Support Hull
Walton Street Community &
Leisure Ass
West Hull Scout Association
Willow
Wings International Charitable
Trust

Appendix 2 - Hull CVS Members Review 2004 (Minerva Research) - Summary of Results

Summary of Questionnaires

The diverse nature of the CVS members and those who would be potential members means that the depth of services offered by the CVS must be adaptable and flexible at all times. Those non-members who responded also require access to services of a similar nature.

There is a desire by the groups who responded to the questionnaire to develop their services and a strong suggestion that they would like to be able to use the CVS to help with this development, provided that a few changes were made to make the service easier to use.

Whilst not being hugely radical in their need for improvement a few minor changes such as being able to ring up and ask for a dedicated person would be seen to greatly improve the accessibility. Easier access seems to be the desire rather than different services.

The use of technology, namely the internet is available to the majority of groups. An e-mail newsletter and a website which could be regularly updated with information would help speed up the dissemination of information and reduce printing costs and the time needed to search through the information. Though it would not be suitable for all groups at the current time, the development of such a service would perhaps encourage the access by this medium.

Survival is a key issue for these organisations as much as the development of their organisation. Funding is an area that many want technical help with because this covers both expansion and survival. There are many sources of funding and some of the respondents have sought funding advice from other organisations. The CVS if not able to provide assistance in every case should consider signposting to other organisations, since the members already use other sources.

There are no strong negative opinions given about the CVS and its services from the members but a third of the non-members said they had a bad experience in the past. It was not asked when this bad experience was, and from the current use of the CVS services, it appears that a bad experience with one service will not stop the organisation accessing another service from the CVS.

Information needs to be available to members more easily and updated regularly. It was stated that the directory was out of date and the information was incorrect and that all the training sessions advertised in the newsletter were not available by the time the newsletter got to the respondent.

There is a false competitive position between the CVS and other organisations offering similar services. Prior knowledge and use rather than a judgement on the quality of the service or the availability of the service seem to determine which service the group's access, the timeliness of information in terms of advertising and keeping members informed of changes should be considered.

There appears to be a low level of expectation regarding the CVS services, a feeling that they get what they expected. This could be down to the fact that most of the services are free; perhaps there is the perception that because the service is free it has a low value and a low benefit.

Summary of Interviews

There are no negative opinions about the CVS, which follows the results of the members review questionnaire.

There is a lack of knowledge about the services the CVS provides, use of services relies on previous knowledge.

There is some confusion about the CVS membership, no one is 100% sure or not if they are a member.

No one refused to take part in the interviews, these respondents were keen to talk about their organisations and give their views to help the CVS develop.

The newsletter is a powerful tool the CVS could use to disseminate information as it is read by the recipient and or other members of their organisation as well as the clients of their organisation. It is competing with other newsletters.

ITC skills are limited but not to the point where they are restrictive to the workings of the organisations. There is a need for basic ITC support but not necessarily accredited courses, just someone to help with minor problems.

The traditional forms of the newsletter and the directory are not to be dismissed outright because this would potentially exclude some beneficiaries of them. However the use of an emailed newsletter and an online directory should be seriously considered.

An online directory should be very easy to use, with appropriate search facilities to help people identify groups easily.

The needs for trustee and volunteer support are unclear, there was no immediate need identified by the respondents but it was felt that this would not always be the case.

These groups like to access as much information as possible from as many different sources as they can find, if they do not use the CVS now they do not rule out the prospect of doing so in the future. It was felt by the larger groups that the CVS could be invaluable in providing this information to smaller groups. Signposting to other information sources was a role that the CVS was expected to provide.

The CVS seems to be the last port of call for these respondents and not the first choice for seeking information or advice.

Any knowledge of the CVS seems to be held by individuals and not organisations. This may be due to the mailing list and the membership list being confused. If an organisation was a member and the recipient of the information there would be a continuation despite any staff turnover.

Suggestions

Membership needs to be clarified, a regular cycle to confirm details, update records, seek the opinion of the members re: satisfaction, contact them pro-actively rather than waiting for contact.

The CVS services need to be promoted more rigorously.

A membership fee might help put a value on the services. Consideration of the types of benefits the members could have over non-members and how this fits in constitutionally with the aims of the CVS.

Website including the directory and newsletter

Regular informal members events might need to be arranged, a frequent networking event to allow organisations to share ideas should be considered.

A skills audit of the current staff *and* volunteer work force to ensure that opportunities are not missed and skills not wasted.

Volunteer recruitment may need further investigation to ensure volunteers know what they are actually going to be doing, and so that organisations requesting volunteers have the chance to explain what they want more fully.

Appendix 3 - CVS Survey 2001: Challenges for Voluntary and Community Groups in Hull

123 replies were received. This is approximately a quarter of the responses possible. The returns, therefore, are a significant sample of our user organisations.

My thanks to Susan Frost for collating the information from respondents. All conclusions are mine.

Section 1

The first section of the survey asked organisations to score four key challenges on a scale of 0, not a problem, to 5, a very major problem, during the last year. For the purposes of this analysis, answers of 3 or more on the scale are taken to indicate that the challenge has been of average or greater importance.

The issues

- **Finding the money to keep going, protect or develop your organisation/group.**

60% of organisations found this a challenge of average or greater importance. Of those, 63% used the funding advice service and, of those, 84% found the service to be satisfactory or better.

Most of those for whom funding is of significance are organisations which have paid staff to support, which rely on short-term, project funding and which do not have access to their own national body. It does not seem to matter whether these organisations are large or small; the issue is the same.

Small organisations, or those which do not want/need to expand, do not see funding as a significant issue.

- **Recruiting or keeping volunteers**

63% of organisations found this a challenge of average or greater importance. Of those, 43% used our volunteer recruitment service and, of those, 60% found the service to be satisfactory or better.

Also, of that 63%, 52% used our volunteer management advice service. Of that 52%, 45% found the service to be satisfactory or better.

Recruitment, as opposed to retention of volunteers seems to be the greater challenge.

- **Recruiting or keeping management committee members or officers**

48% of organisations found this challenge of average or greater importance. CVS does not provide any service geared specifically to the needs of management committees.

Recruitment, as opposed to retention, of committee members seems to be the greater challenge.

- **Influencing the attitudes or policies of the city council, government or other statutory body towards your organisation and its users**

50% of organisations found this challenge of average or greater importance. However, 21 organisations did not answer this question at all and, when the figures are adjusted to reflect this, 61% find this of average or greater importance.

Most organisations responded to the question in terms of their relationship with local government and the Health Authority rather than in relation to other government bodies. The plethora of government initiatives is causing difficulties.

Section 2

The second section of the survey asks organisations to score the relevance/usefulness of CVS as a whole and of particular services on a scale of 1, not relevant/useful, to 5, extremely relevant/useful, in the last year.

How relevant is Hull CVS generally to you group/organisation?

75% of organisations found CVS of average or greater relevance. 58% of the total sample found us of greater than average relevance.

Of those which found us at best to be of average relevance, the large majority (92%) are small or countywide organisations.

The usefulness of particular CVS services.

Not all services are used by all organisations in any given year. The following analysis is, therefore, based on the numbers identified as having used a given service last year. A score of 3 is taken to indicate that an organisation was satisfied with a service. Three figures are recorded here. The numbers of users in the survey, an average score for the service based on all responses and the percentage of users finding a service satisfactory or better.

SERVICE	USERS IN THE SURVEY	AVERAGE SCORE	SATISFACTION %
Training courses	61	4.05	85
Funding advice	68	3.87	84
Volunteer recruitment	53	2.81	60
Advice on developing own training	39	2.97	60
Information/advice on management	32	2.5	50
CVS News	109	3.75	81
Training News	85	3.67	81
Time to Volunteer	45	2.62	47
Payroll	39	3.9	72
Financial management advice	22	2.95	59
Information/advice about managing volunteers	31	2.48	45
Source of useful contacts	86	3.72	83

Conclusions

- Finding funds and volunteer recruitment should be high priorities for CVS development work.
- The evidence suggests that small organisations are finding CVS less relevant. We should address this.
- Difficulties in securing core funding should come as no surprise. We should look at doing more to help.
- Recruiting committee members and responding to policy initiatives appear to be significant problems. Future plans should reflect this.
- Training courses, funding advice, CVS as a source of contacts, CVS News and Training News are all 'flagship' services for us. Each of these reaches 50% or more of our users and is getting a satisfaction score of over 80%. This information cannot be ignored as we plan for CVS's future.
- With the exception of the payroll service, there is a clear link between degrees of satisfaction with a service and the level of use of that service. This begs three questions. 1. Is the promotion of the particular service effective? 2. Is the service under-promoted because of resource constraints? 3. Are there quality issues which need to be addressed?
- In the cases of information/advice on management and financial management lack of any dedicated resource has probably suppressed both demand and quality.

-
- Volunteering support services are a particular cause for concern. There is a pattern of low usage and low satisfaction rates. There are suggestions in the survey responses that there is a serious underlying problem in volunteer recruitment for all organisations. However, arguably that should make a demand for a free, additional service for hard-pressed organisations increase. We need to look closely at what volunteering support services we provide and how we provide them.

Peter McGee
Chief Officer
Hull CVS
12th March 2001

Appendix 4 - Hull CVS Survey 2008 - Groups who responded to the Survey

Africa Forum	Hull & District Talking Magazine
Anchor Staying Put	Hull & East Yorkshire Stammerers Self Help Group
APPRA	Hull Access Improvement Group
Aria Stars	Hull Anatolian Society
ARTLINK Centre for Community Arts	Hull Asylum Seeker Support Group
Asian Cultural Association (Hull & East Riding)	Hull Boys Club
Backcare Hull & East Riding Branch	Hull Braves Guild for the Disabled
British Polio Fellowship - Hull Branch	Hull Compact Ltd
BTCV	Hull East Riding Arthritis Care
Buckingham Welcome Club	Hull Film
Business in the Community	Hull Friends of the Earth
Cameroon Cultural Association	Hull Homeless & Rootless Project
Case Training Services	Hull Kai Zan
Castle Hill Cardiac Support Team	Hull LGBT Forum
Centre 88	Hull Northern Social Club
Chinese British Friendship Society	Hull Optimists
Church of England Social Responsibility, Hull	Hull Rape Crisis
City of Hull Fuchsia & Garden Society	Hull Shukokakarate Club
Cottingham Darby & Joan Luncheon Club	Hull Veterans Fishing Club
Crisis Pregnancy Centre	Hull Womens Aid
Doorstep of Hull	Humber Sports Partnership
Dorchester Parents Group	Humberside Laryngectomee Society
East Hull Community Transport	Humberside Learning Consortium
East Hull Otters Swimming Club	Jubilee Church
Ella Street Residents Association	Kingston Upon Hull Gateway Club
French Speaking Group	Kingstown Radio
Friends of Broadacre Primary School	Looking Good Feeling Good in North Hull
Friends of Kingswood College of Arts	Mellow Years
Friends of Pearson Park	MENCAP (Hull Walking Group)
Friends of Stockwell	Mobilise Organisation
Friends of the Ferens Art Gallery	Parkinsons Disease Society (Hull & ER Branch)
Garden Village Society	Parklands Neighbourhood Watch
Goodwin Development Trust	Playball Baseball
Greenwood Library Neighbourhood Watch	Play-Ings Childcare Ltd
Haven Project	Probe (Hull) Ltd
HEMCCFL	Rainbow Community Garden
HERIB	RCCG Amazing Grace Chapel
Home-Start (Hull)	Rhema Youth Works
Housing 21	Roayl Naval Association
HSS Neighbourhood Watch Group	Sanctuary Housing North
	SEED Eating Disorders Support Service

Society of MICE
Special Olympics City of Hull
St Matthews Parish Centre
STAND
Sutton Leisure and Sports
The Greenhouse Project
The Hull Lighthouse Project
The Sobriety Project
The Stroke Association
Thorpes Resource Centre
Tickton Grove Neighbourhood Watch

Victim Support Humber
Victoria Dock Village Hall Community
Association
Volcom
West Hull Womens Centre
Westbourne East Neighbourhood Watch
Westcott Tots
Wheeler Childrens Centre/Rainbow
Centre
Willow - The North Hull Women's Centre
Workers Educational Association