



**Hull CVS**

*'community and voluntary services'*

## **Confidence Survey of Voluntary and Community Groups in Hull**

**October 2010**

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# 2010 Confidence Survey

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## Executive Summary

### Looking Back

The survey findings showed that in October 2010 voluntary and community groups when looking back at their group over the last 12 months reported an:

- Increase in their core work and demand for their services.
- No change or a decrease in their turnover.
- No change in the number of paid staff /volunteers working for them.
- No change or a decrease in levels of funding from statutory bodies.

These findings are similar to those from the 2008 survey.

### Looking Forward

Voluntary and community groups in October 2010 were fairly /very confident for the future of their group, but over the next 12 months predicted :

- An increase in their core work and demands for their services
- No change in numbers of paid staff/volunteers working for them
- Large uncertainties over income levels/turnover.
- A decrease or no change in funding from statutory sources.

Attracting/maintaining funding is the most pressing challenge facing groups followed by issues around the use of volunteers and issues around meeting core running costs.

### The Local Compact

The 2008 and 2010 surveys show around half of the respondents were not aware of the local compact.

For respondents who were aware of the local compact, both the 2008 and 2010 surveys show over three quarters of respondents replied it had made little difference to their work with statutory bodies.

### ONE HULL

Around a quarter of respondents in 2008 and 2010 had had any contact with ONE HULL.

### Support Services

In 2010 respondents were fairly/very satisfied with the quality of support services available to them. Hull CVS services were the most frequently quoted.

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## 1. Introduction

This was a short survey to assess confidence levels amongst voluntary and community groups in Hull as well as perceptions of future challenges. It also looked at perceptions on the local compact, ONE HULL (Local Strategic Partnership) and support available for groups.

The survey was carried out in late 2010. Questions asked were the same as a survey carried out in June 2008, allowing changes over time to be compared (see Hull CVS report: Research on the Support Needs of Voluntary and Community Groups in Hull June 2008). Relevant findings from earlier CVS surveys in 2004 and 2001 are also presented.

The survey was carried out by email and sent to 923 contacts in the voluntary and community sector. 95 replies were received a response rate of 10.3%. This compares to the response rate of 16.8% for the 2008 survey.

We would like to thank everyone who replied to the survey.

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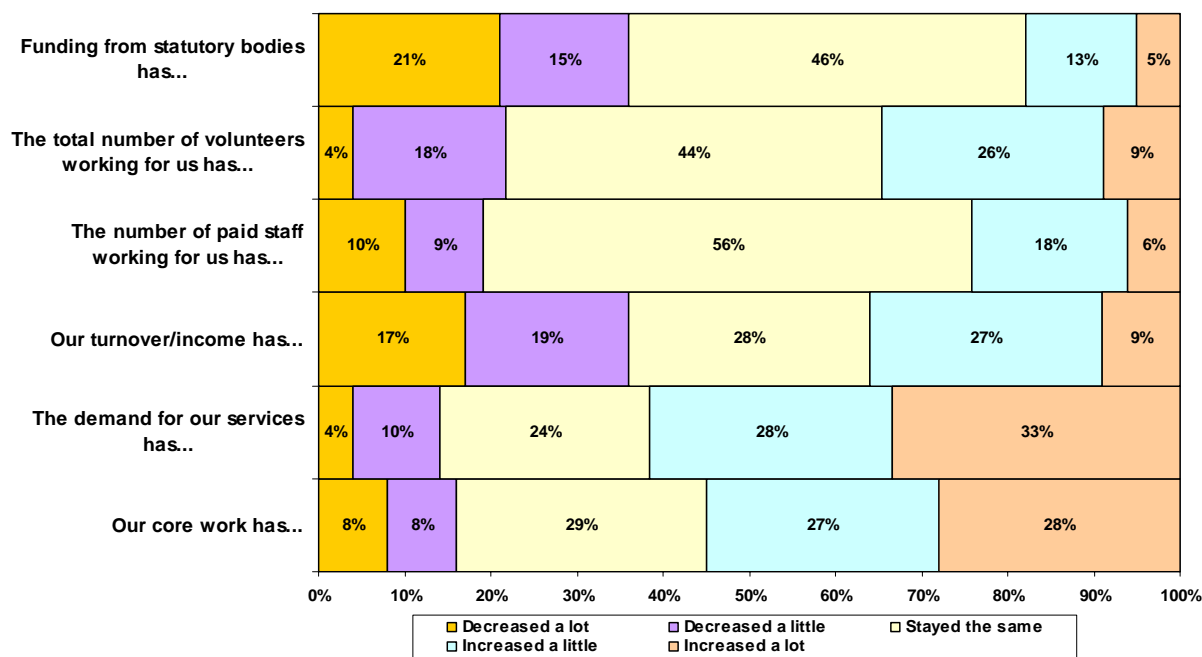
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## 2. Looking Back and Looking Forward

### a) Looking Back in 2010

Respondents were asked to consider how their group / organisation had changed over the last 12 months. The responses are shown in Table 1 below.

**Table 1: How has your organisation changed in the last 12 months? (October 2010)**



Over this period (October 2009 – October 2010):

- 56% of groups stated their core work had increased either a little or a lot, 29% stated it had stayed the same.
- 61% of groups reported an increase in demand for their services.
- Turnover/income of groups had stayed the same (28%) or increased a little (27%). 36% of groups reported a decrease in turnover/income.
- The number of paid staff working for groups had stayed the same (56%).
- The number of volunteers had stayed the same for 44% of groups.
- Funding from statutory bodies was largely the same (46%) but 36% of groups reported a decrease.

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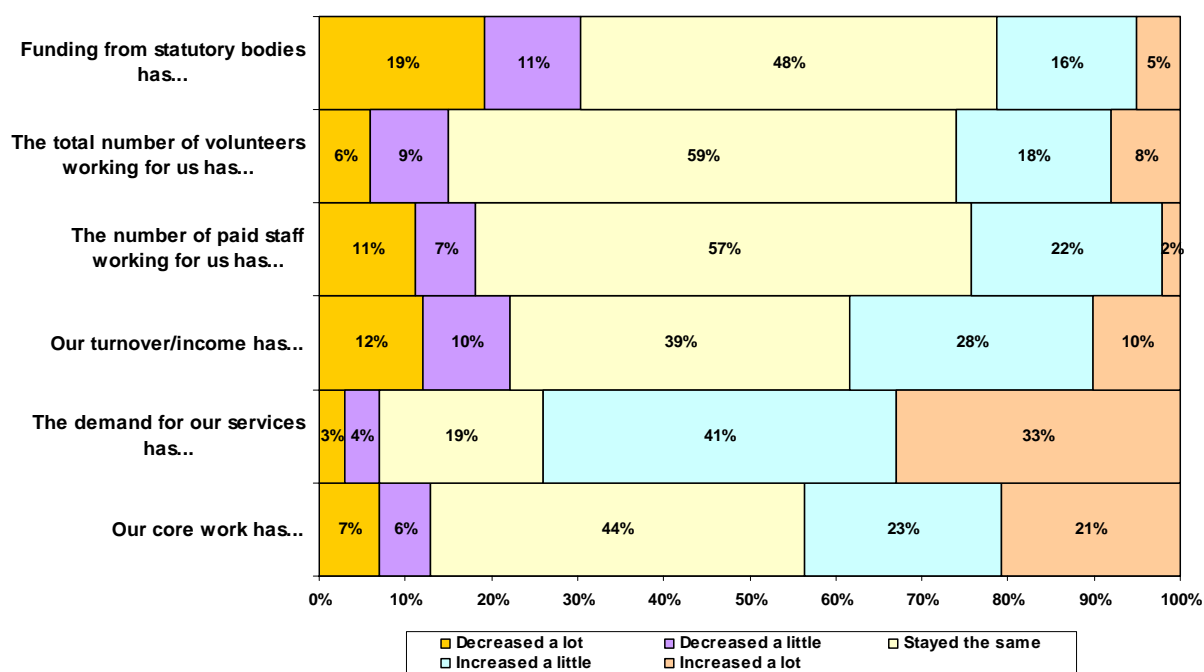
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## b) Looking Back in 2008

Table 2 shows the answers to the same questions in the June 2008 survey. Groups at that time stated:

- Their core work had either stayed the same (44%) or increased (23% a little, 21% a lot).
- Demand for their services had also increased (41% a little, 33% a lot).
- Turnover/income had stayed the same (39%) or increased a little (28%) or decreased (22%).
- Numbers of paid staff and volunteers had stayed the same (57% and 59% respectively).
- Funding from statutory bodies had stayed the same (48%).

**Table 2: How has your organisation changed in the last 12 months? (June 2008)**



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## c) Changes 2008 to 2010

Table 3 compares the change in percentages over the 2008 - 2010 period. This suggests that:

- More VCS groups are now reporting an increase in their core work.
- Demand for services is still reported as increasing a lot (33% in both 2008 and 2010).
- Turnover/income is now increasingly reported by groups as declining.
- Funding from statutory bodies is also increasingly reported by groups as declining.
- Staffing levels show little change.

**Table 3: Change 2008-2010 in Percentage Points**

	Decreased a lot	Decreased a little	Stayed the same	Increased a little	Increased a lot
Our core work has...	+1%	+2%	-15%	+4%	+7%
The demand for our services has...	+1%	+6%	+5%	-13%	0
Our turnover/income has...	+5%	+9%	-11%	-1%	-1%
The number of paid staff working for us has...	-1%	+2%	-1%	-4%	+4%
The total number of volunteers working for us has...	-2%	+9%	-15%	+8%	+1%
Funding from statutory bodies has...	+2%	+4%	-2%	-3%	0

## d) Conclusions

The survey findings suggest that voluntary and community groups continue to:

- Report an increase in their core work as well as a large increase in demand for their services.
- Report a decline in their turnover/income and funding from statutory sources.
- Report little change in numbers of staff employed or the use of volunteers.

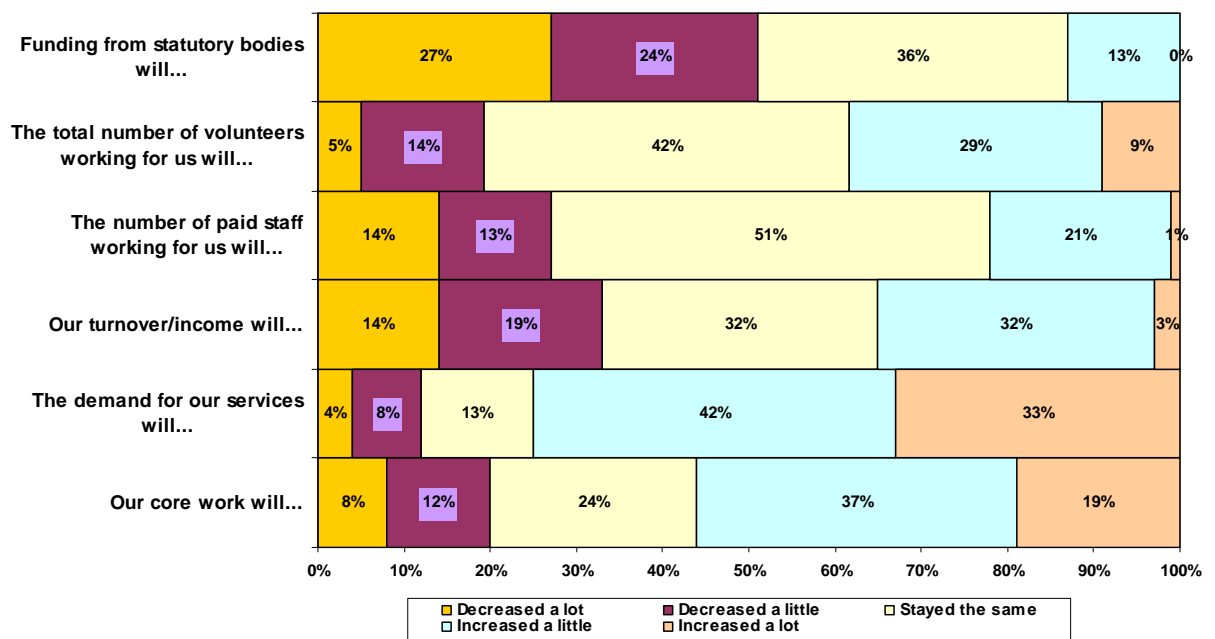
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## e) Looking Forward in 2010

The 2010 survey introduced a new question asking voluntary and community groups to look ahead over the next 12 months (Table 4). This shows:

- 56% of respondents predict their core work will increase, 24% predict no change, 20% a decrease.
- 75% of respondents predict increased demand for their services.
- Predictions on income/turnover vary, 32% state it will stay the same, 32% a slight decrease, 33% a decrease.
- 51% predict a decrease in funding from statutory bodies, 36% no change, 13 % an increase.
- Numbers of staff (51%) and volunteers (42%) are predicted to stay the same.

**Table 4: Looking forward over the next 12 months how do you think your organisation will change? (October 2010 onwards)**



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## f) Confidence for the Future

Voluntary and community groups were asked to assess their confidence for the future (Table 5). Most groups report they are fairly /very confident.

**Table 5 How confident are you about the future for your organisation?  
(October 2010)**

Response	Response Ratio
Very confident	17.20%
Fairly confident	36.50%
Not very confident	10.70%
Not at all confident	3.20%
Don't know	5.30%
No Responses	26.80%
<b>Total</b>	<b>100%</b>

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## 3. Challenges

Respondents were asked to list what they considered are the three biggest challenges facing their organisation at present. Table 6 shows the results in 2010. Funding is clearly the most pressing challenge (29.4% of all replies), followed by issues around the use of volunteers and issues around meeting core running costs.

**Table 6: Key Challenges 2010**

Challenge	Number of Responses	%
Funding – withdrawal of, maintaining/attracting new funding	35	29.4%
Recruiting, training and retaining volunteers	11	9.2%
Core running costs/finance	10	8.4%
Attract and retain new members to the service/group	7	5.9%
Raising the profile of the service and building links to the statutory sector	7	5.9%
Becoming sustainable/diversifying income/charging for services	6	5%
Premises issues – property maintenance, finding suitable venues for activities, issues of lease	6	5%
Ensuring service meets users needs and copes with changing demands	6	5%
Attracting and retaining paid staff	5	4.2%
Keeping upto date with external changes in legislation, policies applying to the sector	5	4.2%
Recruiting and retaining trustees for the organisation	4	3.4%
New group lots of development issues	2	1.7%
Transport	2	1.7%
Joint working with other VCS groups	2	1.7%
Meeting needs of funders	2	1.7%
Other various	9	7.6%
<b>Total</b>	<b>119</b>	<b>100%</b>

The 2008 findings are shown in Table 7 below. Finding/maintaining funding, attracting/retaining service users and volunteers, issues covering premises, and promoting the organisation's activities were the most frequently mentioned issues.

**Table 7: Key Challenges 2008**

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%

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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%
<b>Total</b>	<b>215</b>	<b>100%</b>

## 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

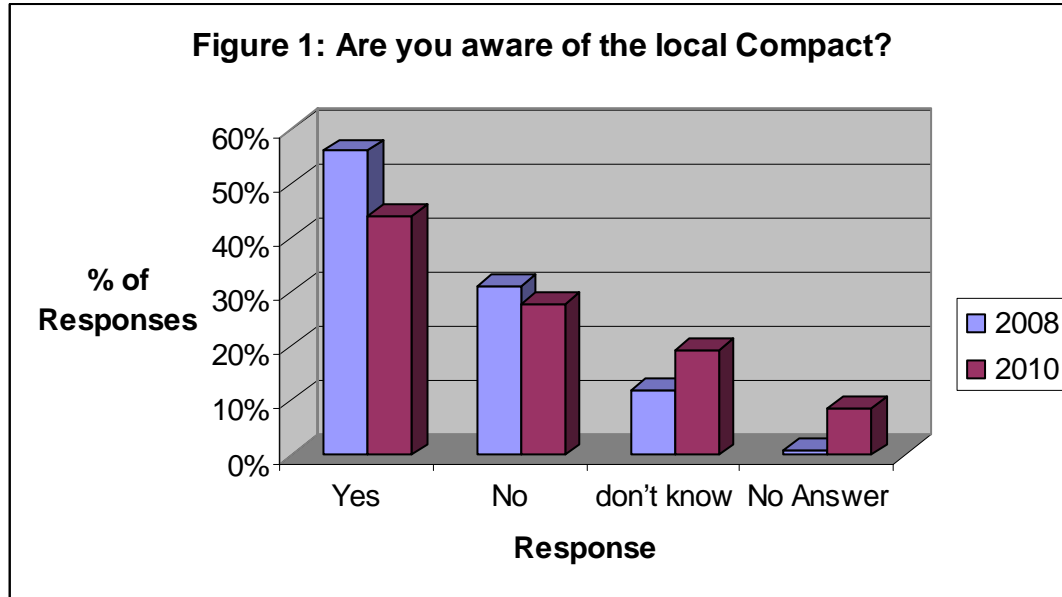
The issues:

- 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.

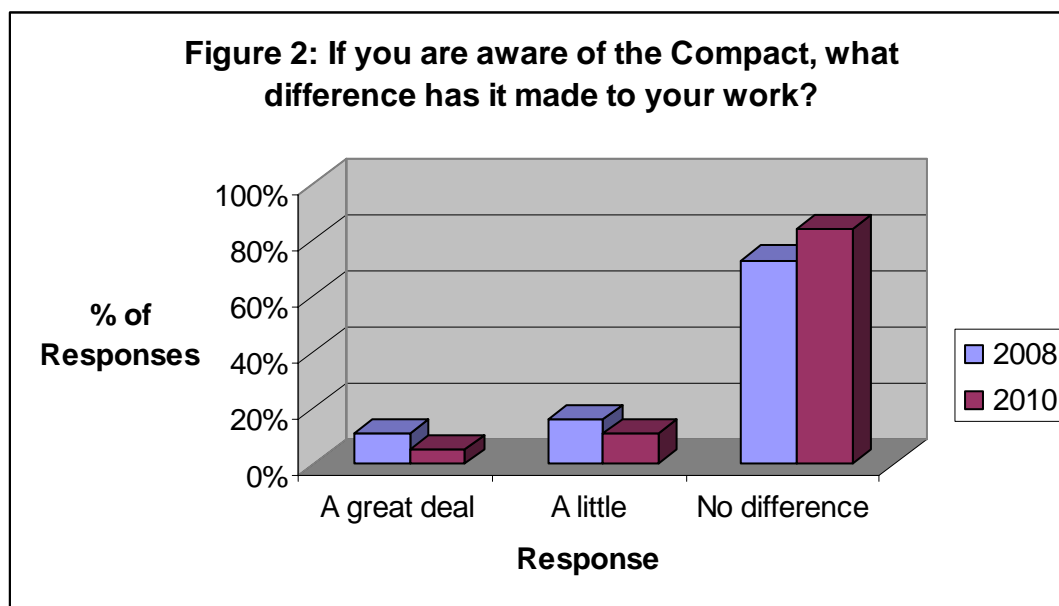
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## 4. The Local Compact

Figure 1 compares answers to the question 'Are you aware of the local compact' for the 2008 and 2010 surveys. Whilst the majority of respondents were aware of the local compact (56% in 2008 and 44% in 2010) there still remains a large percentage who are not or don't know (43% 2008, 47% 2010).



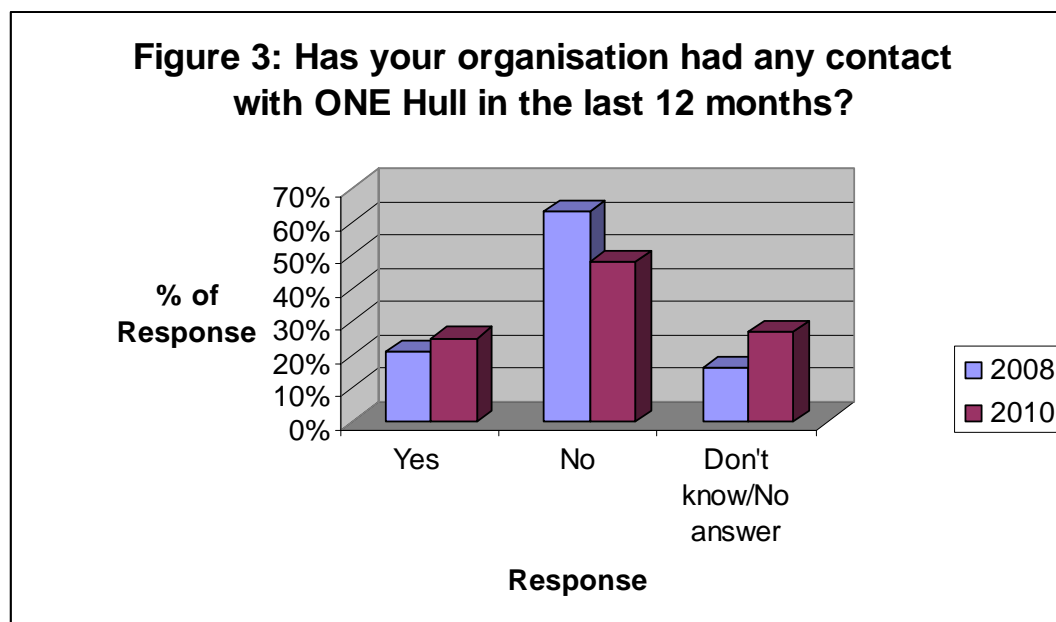
For the groups who answered they were aware of the local compact, they were then asked if in their view it had made any difference to their work with statutory bodies. Figure 2 shows that in 2008, 27% replied it had made some difference (either a great deal or a little), but in 2010 this had dropped to only 16% feeling it had made a difference. This contrast to the large and increasing numbers who feel it makes no difference.



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## 5. ONE HULL

Figure 3 compares answers to the question asking voluntary and community groups if they had any contact with the ONE HULL Local Strategic Partnership in the last 12 months for the 2008 and 2010 surveys. Approximately a quarter (21% in 2008, 25% in 2010) of respondents had had some contact, compared to a larger number that hadn't or didn't know (79% in 2008, 75% in 2010).



When asked what the contact was in relation to, the following comments were made.

Invitation to join Health and Wellbeing Sub Board.

Statutory and Non Statutory Engagement; Guidance Given.

Full of flaws.

Meeting with ONE HULL Manager on the What's Happening in Hull project.

Looking at what we deliver in the local area and the potential to increase delivery.

Delivery partner through a contract with One Hull.

2012 strategy, Compact.

Was a member of the VCS Steering Group.

Only contact when I attended an event hosted by North Bank Forum.

I don't know much.

Many things including funding, advice, events.

Community groups are not welcomed by One Hull it prefers to believe that the two or three voluntary sector businesses it does deal with are actually the voice of the community, when nothing could be further from the truth. Voluntary businesses dependent upon One Hull funding are also much more likely to be compliant.

Not since April, when I took over as Head.

A local voluntary rep but will not be staying on as I need to spend my time with family and the project dearest to me. I do not think they are still working properly with the voluntary sector.

Access to funding.

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## 6. Local Support Services

Voluntary and community groups were asked about the quality of support services available to them. Table 8 shows most respondents are fairly/very satisfied with the support given (41.9%).

**Table 8: Overall how satisfied are you with the support available to your organisation from local voluntary sector support organisations e.g. Hull CVS, DOC, NBF?**

Response	Number of responses	Response Ratio
Very satisfied	16	17.2%
Fairly satisfied	23	24.7%
Neither satisfied nor dissatisfied	13	13.9%
Fairly dissatisfied	6	6.4%
Very dissatisfied	6	6.4%
Don't know	4	4.3%
No Responses	25	26.8%

When asked which organisations currently give support the following responses were given. Hull CVS services gained the most replies.

Organisation	Responses
Hull CVS – funding , governance, payroll, HR, volunteering	23
NBF/Virtual Riders	8
DOC -funding advice	3
ERVAS	2
HFCO	2
HLC – training courses	2
CERT	2
HANA –funding advcie	1
Hull and East Yorkshire Community Foundation	1
Latitude	1
Youth Dynamix	1
NHS Hull	1
City Council	1
Mental Health Trust –volunteer support	1
Others	4
None	6