

Derby City Partnership



Community Action



**REPORT ON “YOUR SECTOR, YOUR SAY” QUESTIONNAIRE
MARCH 2010**

Report prepared by:

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Background

The first forum for voluntary and community organisations in Derby will be held on 24th March 2010 and, in preparation for that event, a survey was created to find out the views of these organisations on the current state of the voluntary sector in Derby. The intention was that the outcome of the survey would inform the forum which has been called “*Your Sector, Your Say*”. This document describes the findings of that survey.

Questionnaire

The “Your Sector, Your Say” survey sought to examine the views of voluntary and community organisations in Derby. It was sent to over 2,000 organisations and individuals by email, was referred to 10 separate networks and was posted to an additional 300 potential respondents by Community Action Derby.

The survey was available for recipients to complete either in paper form or online and recipients were able to respond between the issue date of 4th January 2010 and the closing date of 12th February 2010.

Findings

The survey consisted of a number of questions designed to test out how organisations feel about the current state of the sector in Derby – as well as its future. It has thrown up some very interesting findings which are summarised on a question by question basis below. After the detailed findings, there are a number of conclusions listed.

Peter Stone
March 2010

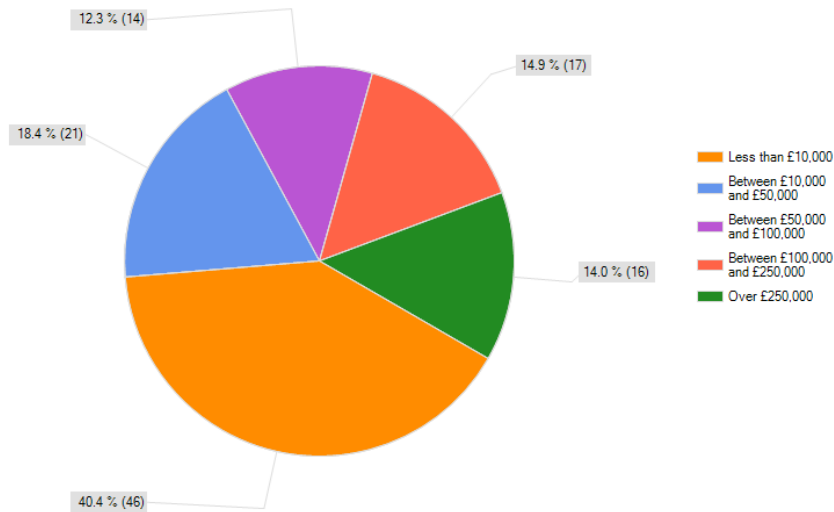
Specific survey findings

Q1. Please tell us a bit about you and your organisation

A total of 119 responses were received to this question; 60 were completed by staff members, 56 by volunteers and 3 did not complete the section.

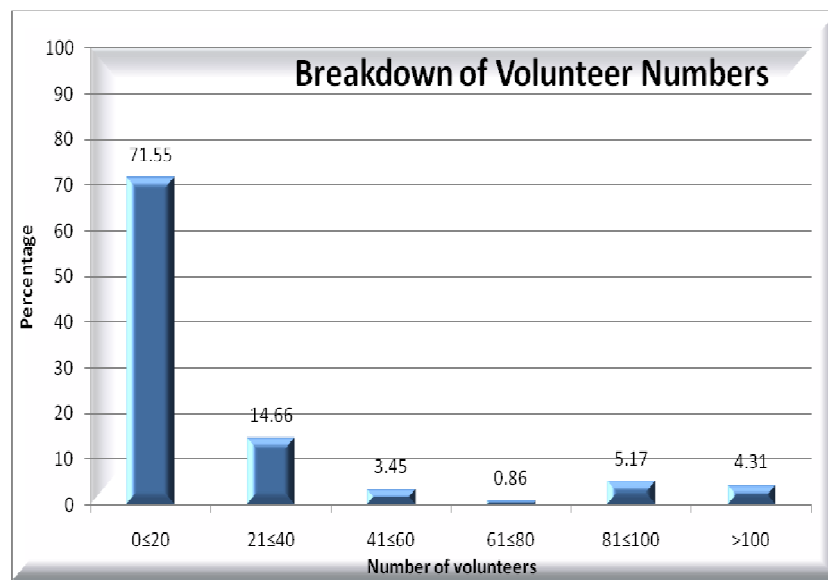
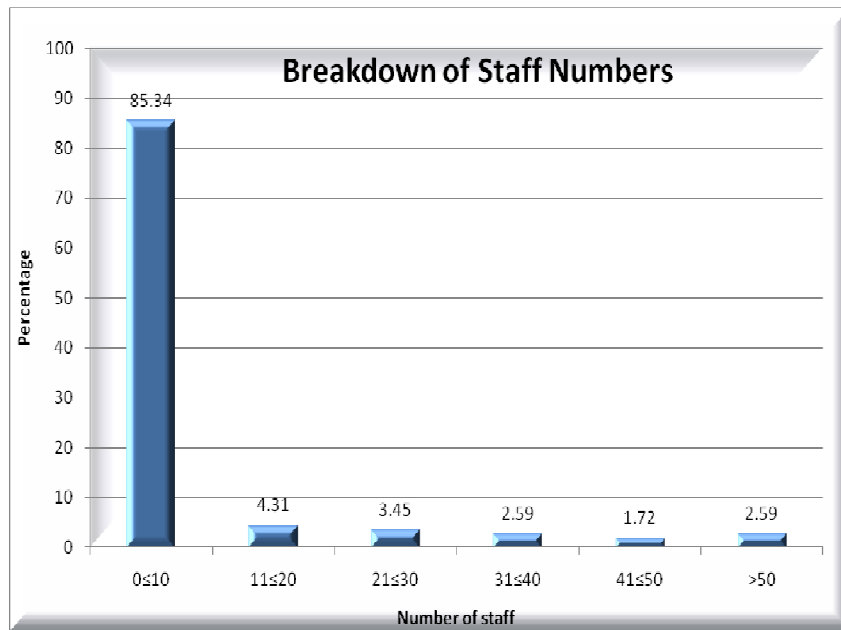
Q2. What was the total cost of running your group/organisation in the last 12 months?

A total of 114 responses were received; the breakdown of these responses was as follows:



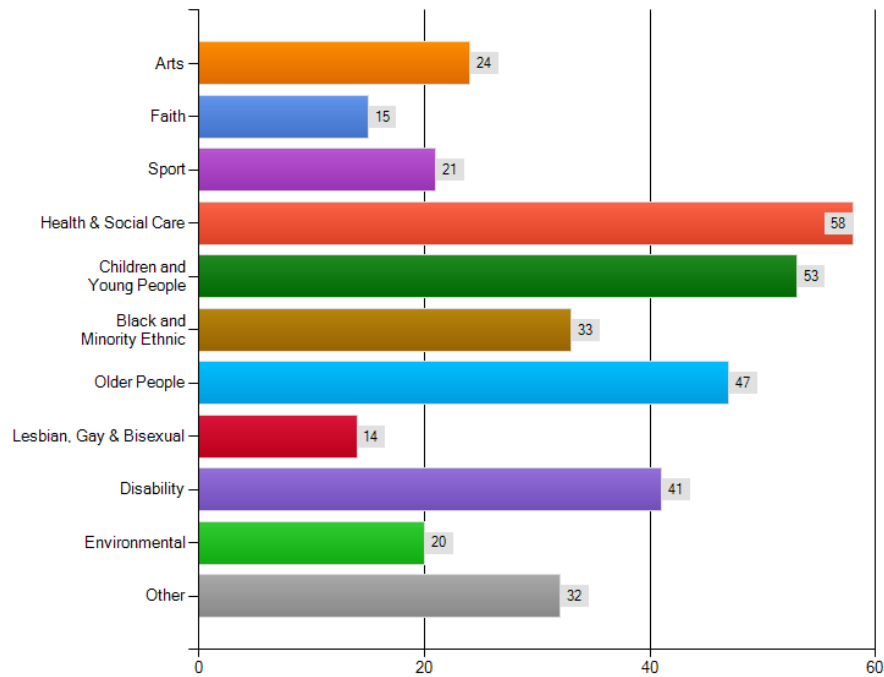
Q3. How many members of staff and volunteers do you have?

A total of 116 responses were received; the average number of staff members from those organisations responding was 6.2 and the average number of volunteers was 26.9 (note: this excludes one very large organisation which would have skewed the results considerably).



Q4. What sectors do you consider your group or organisation works in? (Respondents were allowed to tick as many boxes as they felt necessary)

A total of 116 responses were received; the number of responses is shown against each bar of the chart:

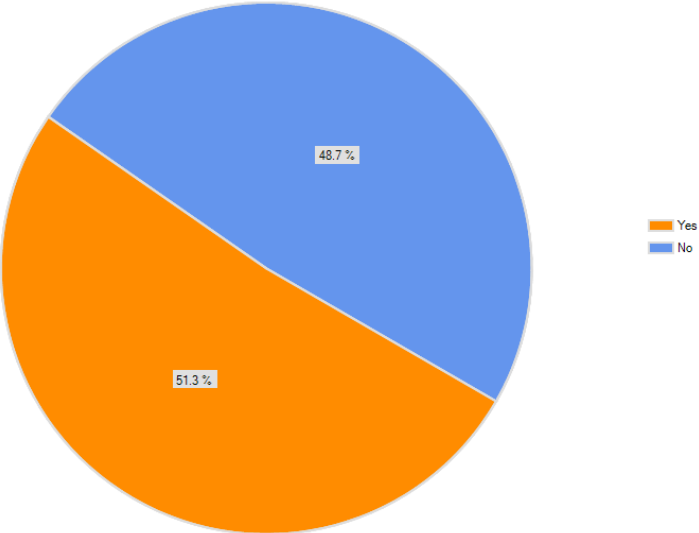


Q5. If you selected 'Other' in the question above, please describe the additional sectors in which you feel you work here:

A total of 33 other responses were received; these are attached at Appendix One. Whilst the range of respondents is too wide to group them further they do reinforce the picture of a vibrant and diverse sector.

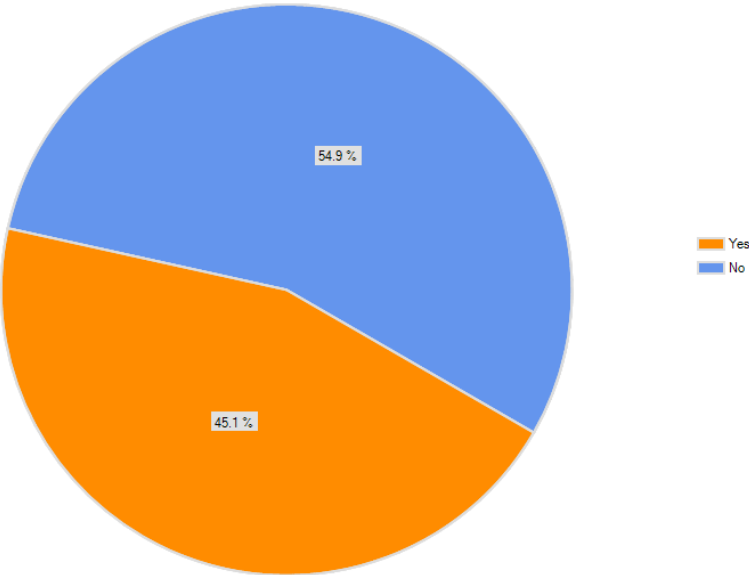
Q6. Do you feel you are well informed about the opportunities to work with the public sector (including funding opportunities from the sector), in relation to your group?

A total of 113 responses were received; the breakdown of these responses was as follows:



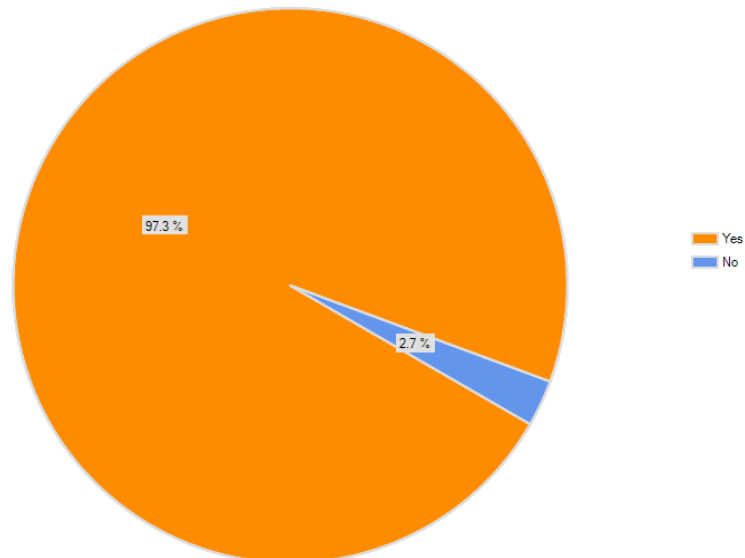
Q7. Do you feel the decisions made by public bodies, such as Derby City Council, take into account the needs of your group/community?

A total of 113 responses were received; the breakdown of these responses was as follows:



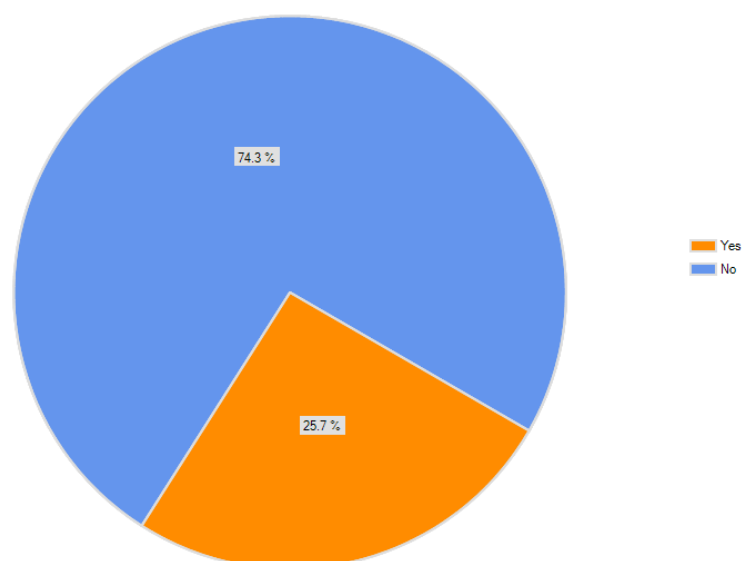
Q8. Do you feel such decisions should take into account the needs of your group/community?

A total of 111 responses were received; the breakdown of these responses was as follows:



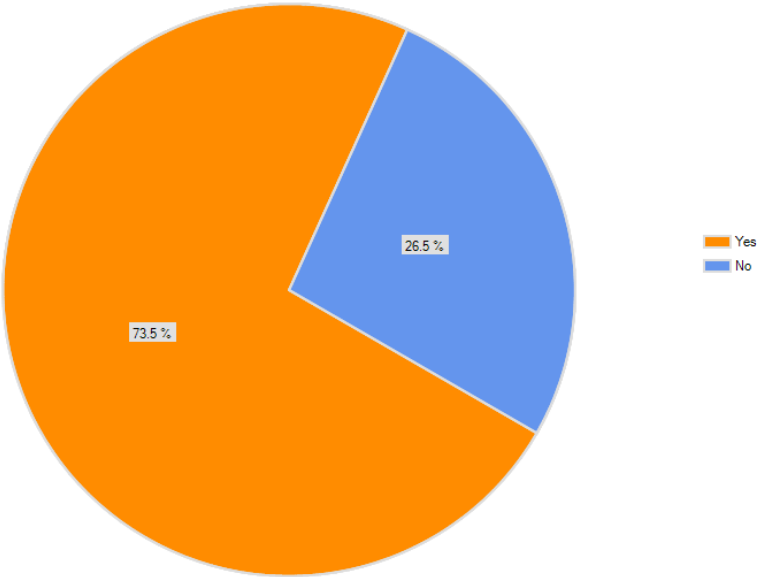
Q9. Do you feel that communications between policy makers and voluntary groups/organisations work efficiently?

A total of 109 responses were received; the breakdown of these responses was as follows:



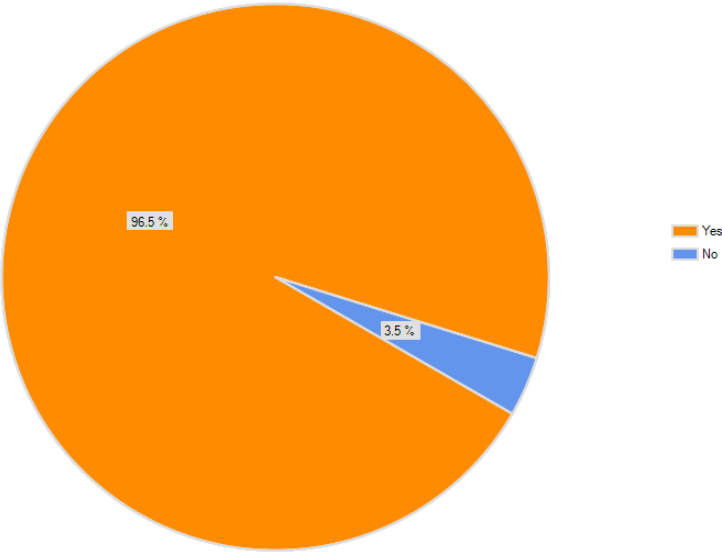
Q10. Do you currently seek to influence policy in the City which affects groups/organisations such as yours?

A total of 113 responses were received; the breakdown of these responses was as follows:



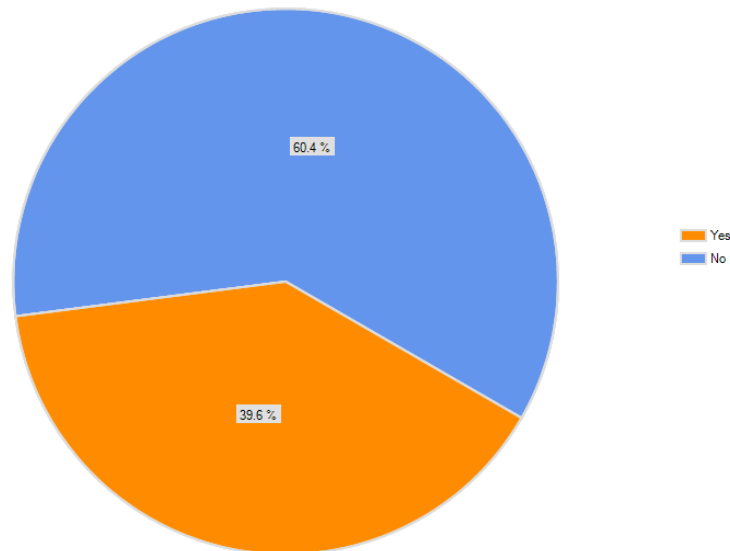
Q11. In future, do you want to be able to influence policy in the City which affects groups/organisations such as yours?

A total of 113 responses were received; the breakdown of these responses was as follows:



Q12. Do you feel that the voluntary and community groups in general are effective in influencing policy in the City?

A total of 111 responses were received; the breakdown of these responses was as follows:

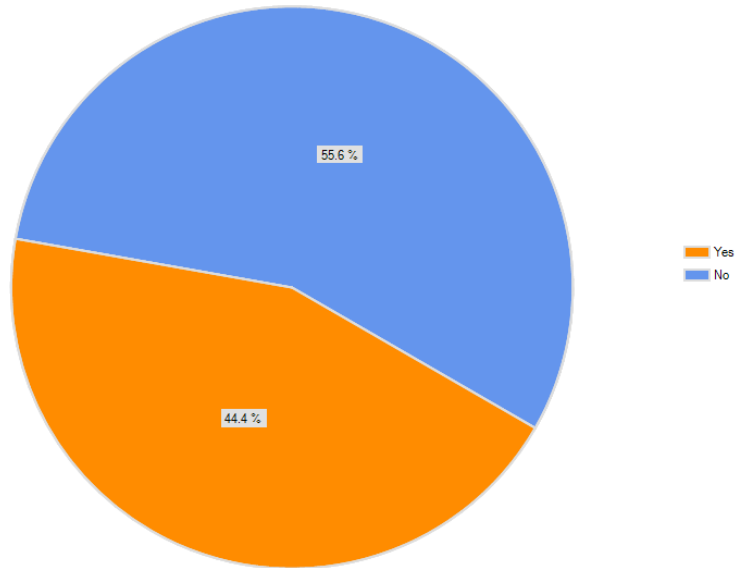


Q13. Are you aware of any emerging needs for your organisation, the people with whom you work or the overall voluntary and community sector in general – and if so, what are they?

A total of 66 responses were received; the breakdown of these responses is listed at Appendix Two. There is a clear pattern to the responses received – 30 of the 66 responses mentioned the need for funding in one form or another. Other themes mentioned were the need for appropriate facilities from which to provide services (5) and the need for increased promotion (5).

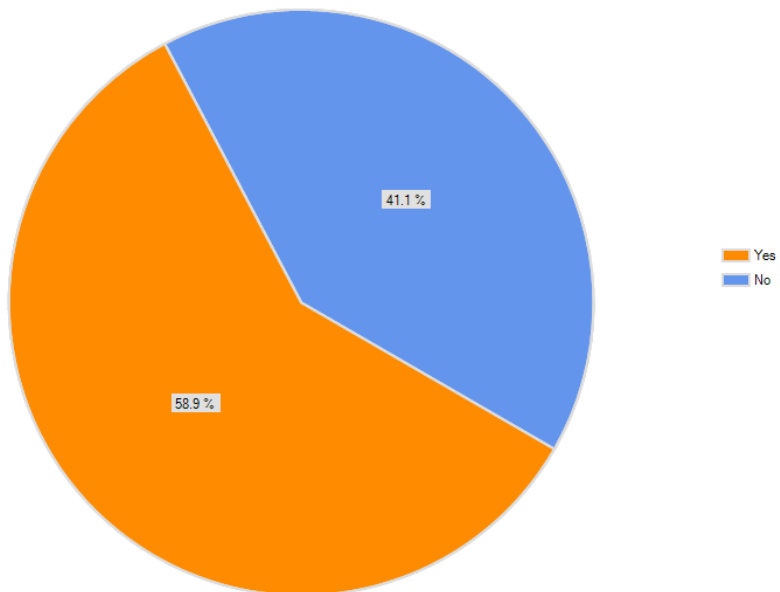
Q14. Are you aware of the '3rd Sector Compact' and what it does?

A total of 108 responses were received; the breakdown of these responses was as follows:



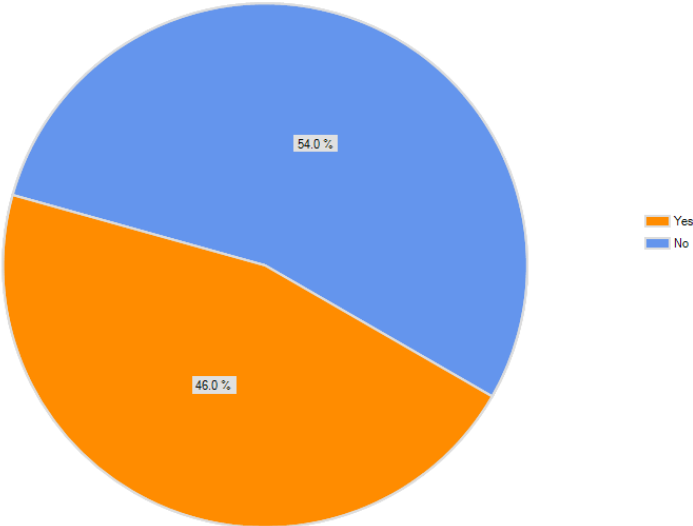
Q15. If you are aware of the 3rd Sector Compact, do you feel it has benefitted voluntary and community organisations in the City?

A total of 56 responses were received; the breakdown of these responses was as follows:



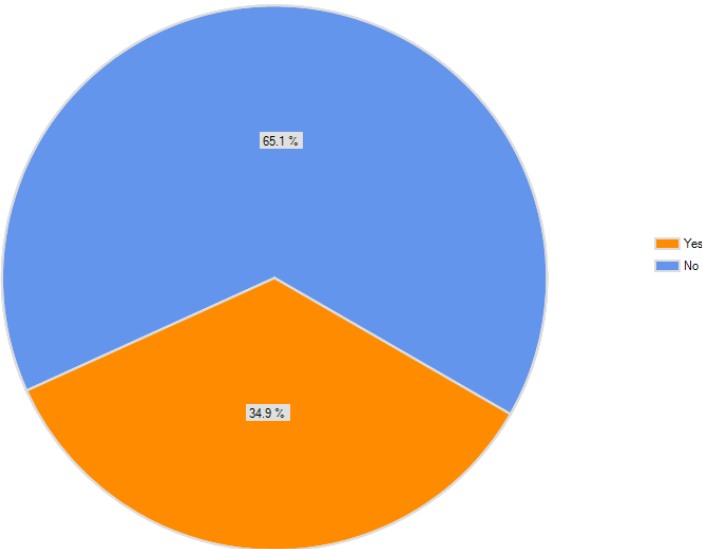
Q16. Is your organisation involved/going to be involved in tendering for new and existing contracts?

A total of 100 responses were received; the breakdown of these responses was as follows:



Q17. Do you feel you are adequately prepared to tender for services?

A total of 86 responses were received; the breakdown of these responses was as follows:

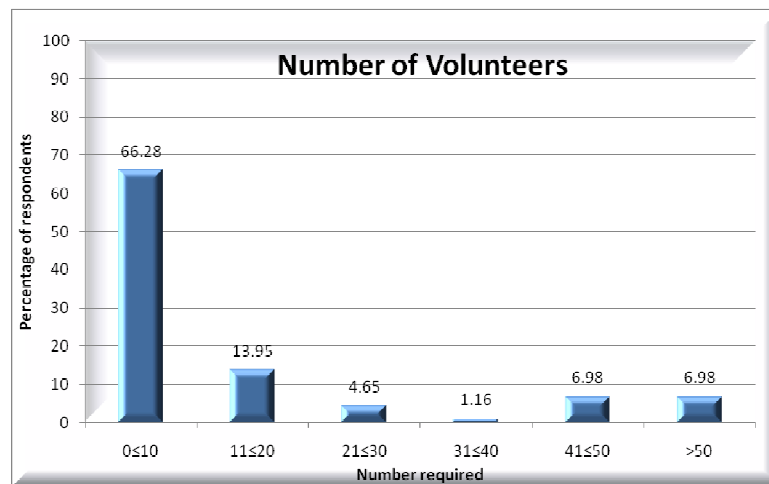


Q18. If you do not feel adequately prepared to tender for services what additional skills/resources do you need?

A total of 51 responses were received; the detailed responses are included at Appendix Three. The main responses were the need for: Knowledge/Expertise (20 out of 51 respondents), Training (9) and Time/Resources (5).

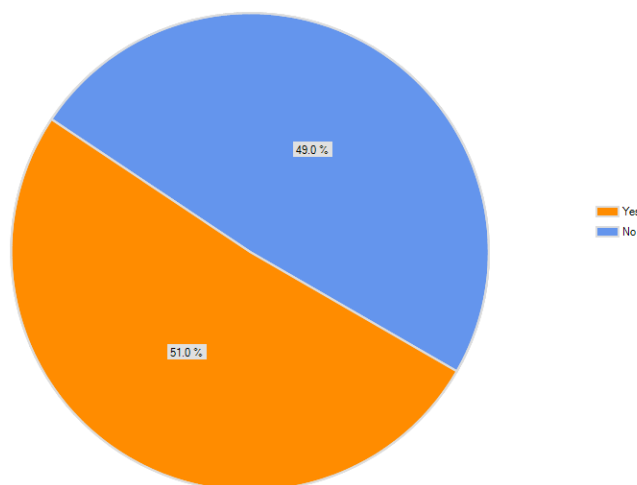
Q19. How many more volunteers could your group/organisation accommodate?

A total of 86 responses were received; the breakdown of these responses was as follows:



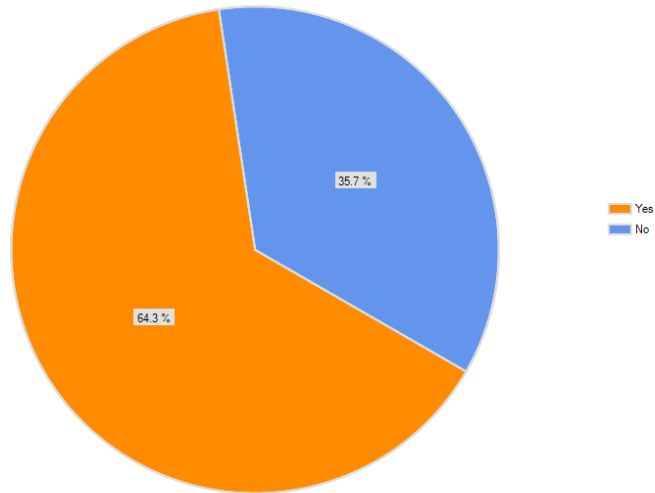
Q20. Do you have enough volunteers to help you undertake all the work your group/organisation needs to carry out?

A total of 96 responses were received; the breakdown of these responses was as follows:



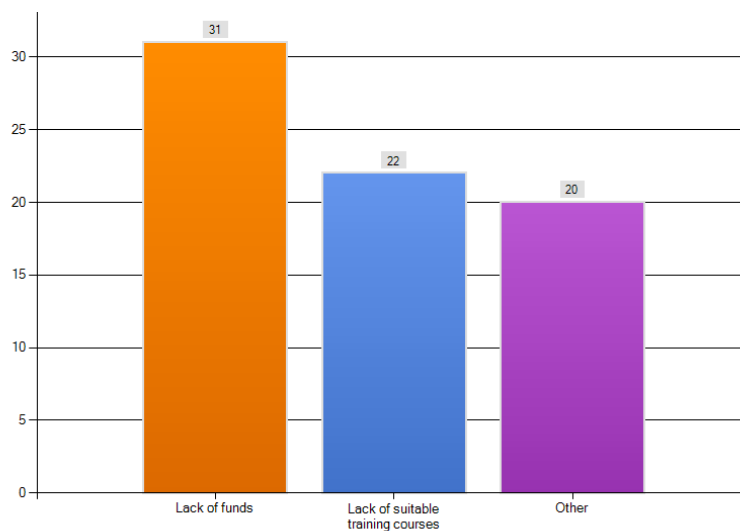
Q21. Do you consider your staff/volunteers to be adequately trained to undertake their work?

A total of 98 responses were received; the breakdown of these responses was as follows:



Q22. If not, what is stopping them being adequately trained?

A total of 48 responses were received; the number of responses for each option was as follows (respondents could tick more than one option):



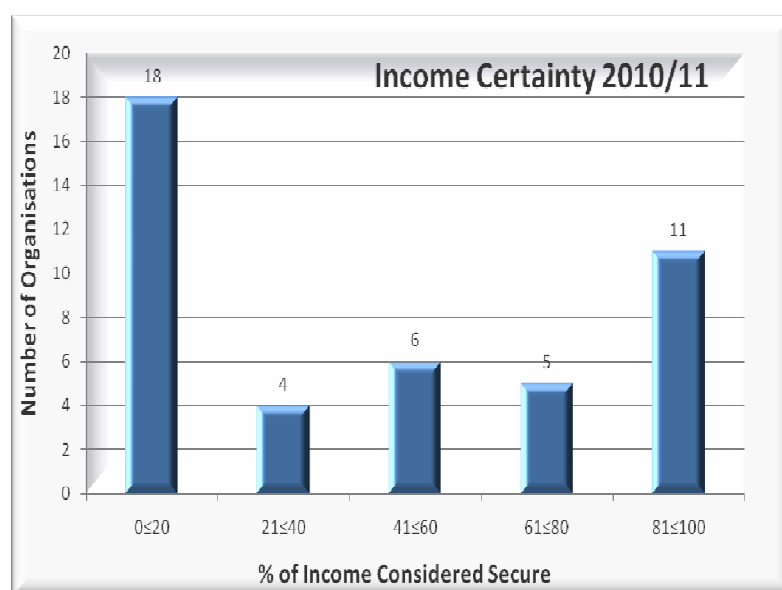
Q23. If you answered 'Other' to the question above please specify what is stopping your staff/volunteers from being adequately trained here:

A total of 21 responses were received; the breakdown of these responses was as follows:

- Time and being allowed the autonomy to carry out tasks
- Lack of the promised building in which to get started with our project
- Ability to undertake training due to lack of skills
- Most of the team are sessional - evening courses and weekends would be more useful
- Do not currently take volunteers due to time constraints
- Lack of staff to offer training and support
- Lack of volunteers!
- Low membership: many people are not prepared to come to terms with chronic pain
- We train on the job
- Please be aware we are a pensioners club
- Communication barriers
- We provide in-house training
- Commitment and ability to work as a team
- Language barrier. Also time, as people have to earn something to live so not enough time to attend courses
- Premises in the city centre based in Allestree at present
- Time and not having premises to carry out training
- Do not know the knowledge gap that new people have
- Not having the type of volunteer/s who have the initiative, drive or vision to maintain the project or take it forward
- Knowledge of DCC priorities and agenda for dance and health
- Most of the volunteers are professional people, it's getting more professional on board
- Lack of time

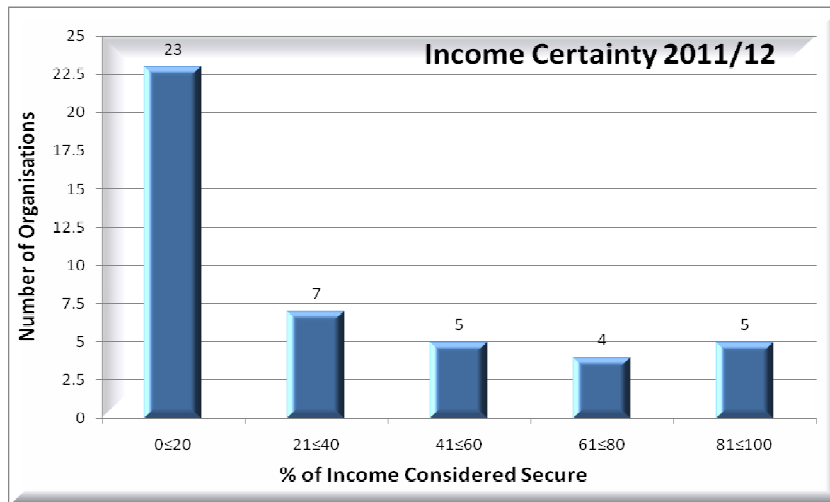
Q24. For the year April 2010 to March 2011, what percentage of your group/organisation's income are you certain will be secured?

A total of 44 responses were received; the breakdown of these responses was as follows:

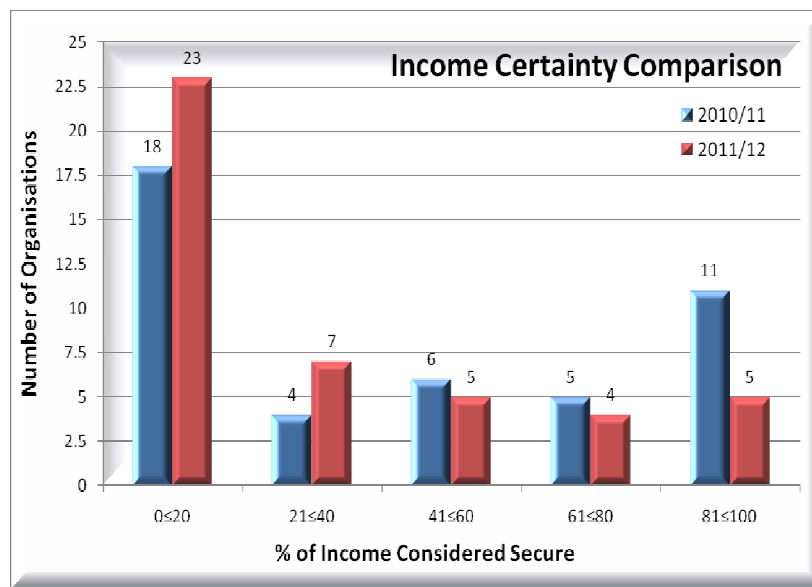


Q25. And what percentage for the next year (April 2011 to March 2012)?

A total of 44 responses were received; the breakdown of these responses was as follows:



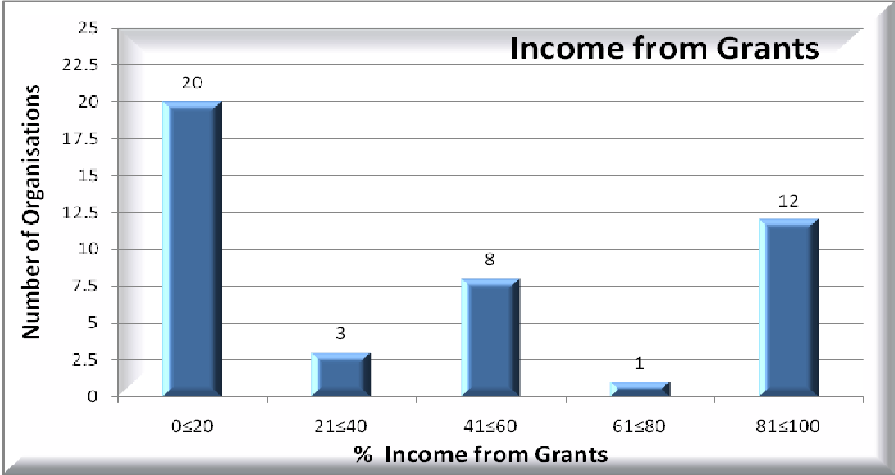
It is useful to compare the Income Certainty figures from 2010/11 to 2011/12;



This clearly shows the increased concern about the finances of the sector – in 2010/11 16 of 44 respondents felt that they were certain of between 61 and 100% of their income – but this figure drops to only 9 in the following year. Similarly, in 2010/11 22 organisations felt that more than 40% of their income was secure – in 2011/12 only 14 felt so confident. Whilst some of this lack of certainty would happen in any year, in combination with the other data gathered in the survey, this presents a picture of a sector with the potential of significant financial problems ahead of it.

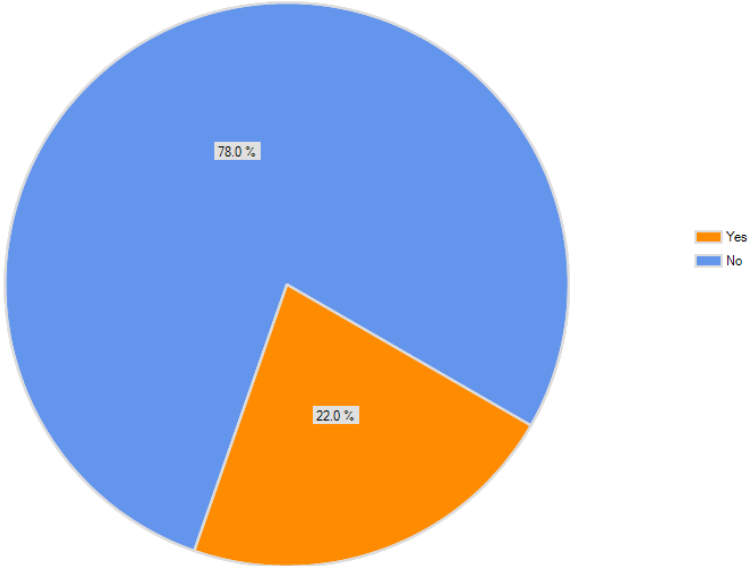
Q26. Approximately what percentage of your group/organisation's income comes from grants (for example from local government or charitable trusts)?

A total of 45 responses were received; the breakdown of these responses was as follows:



Q27. Do you feel there are enough opportunities to bid for grant funding in the City?

A total of 44 responses were received; the breakdown of these responses was as follows:

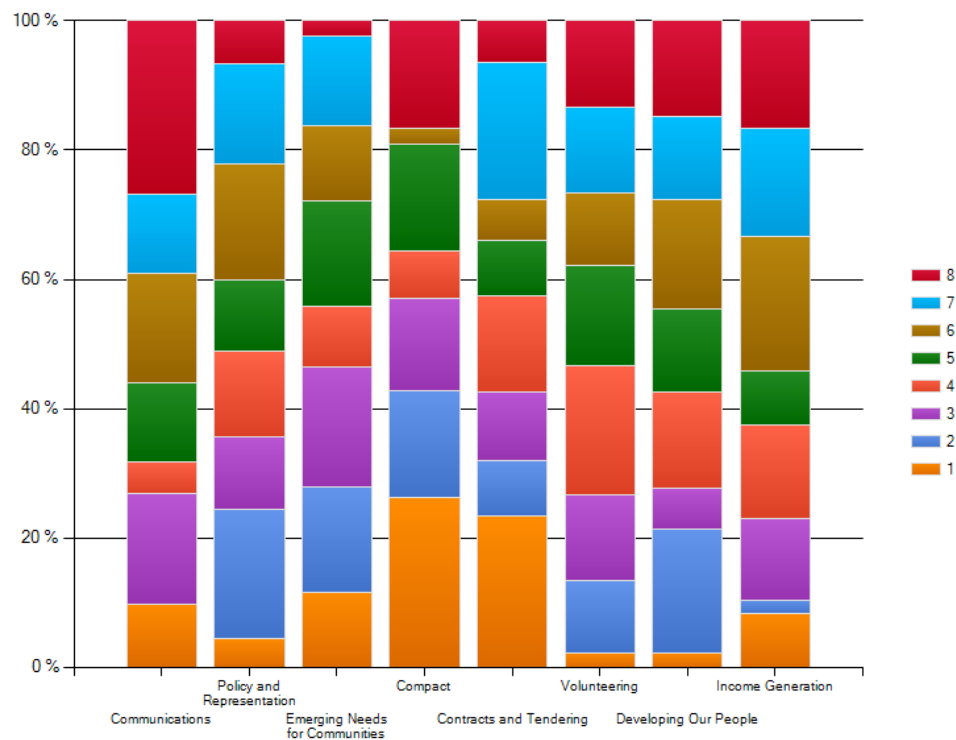


Q28. What do you most need additional funding for?

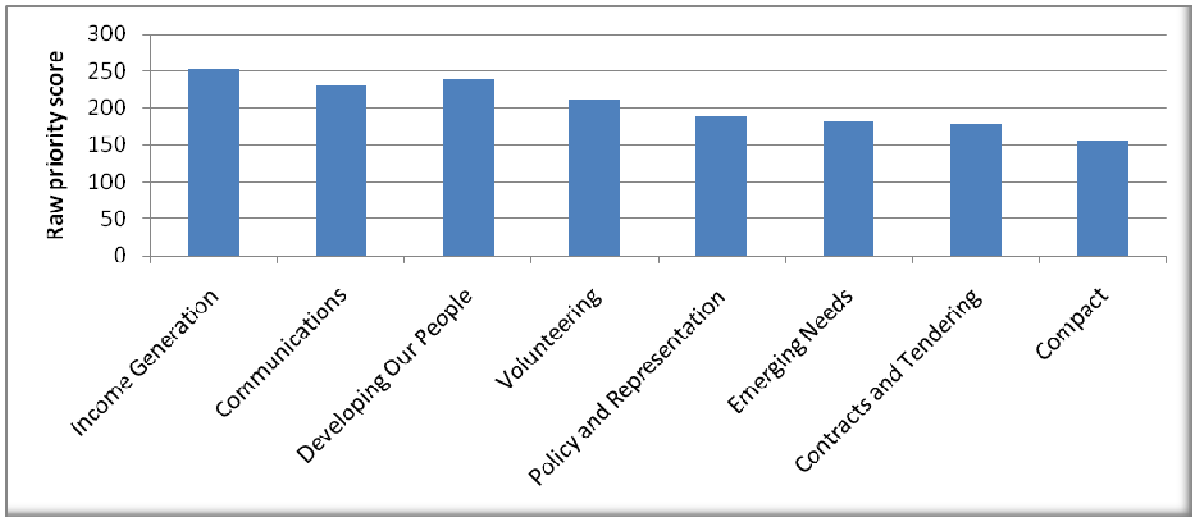
A total of 46 responses were received; the breakdown of these responses can be found as Appendix Four. Key themes here were the need to pay for essential core services (29 responses), staff (7) and capital projects/refurbishments (5).

Q29. Out of the areas of activity please can you put them in order of importance in terms of which would be the most important to be included in a strategy for voluntary and community groups through to which would be the least. Please order them from 1 to 8 where 1 is the least important and 8 is the most important:

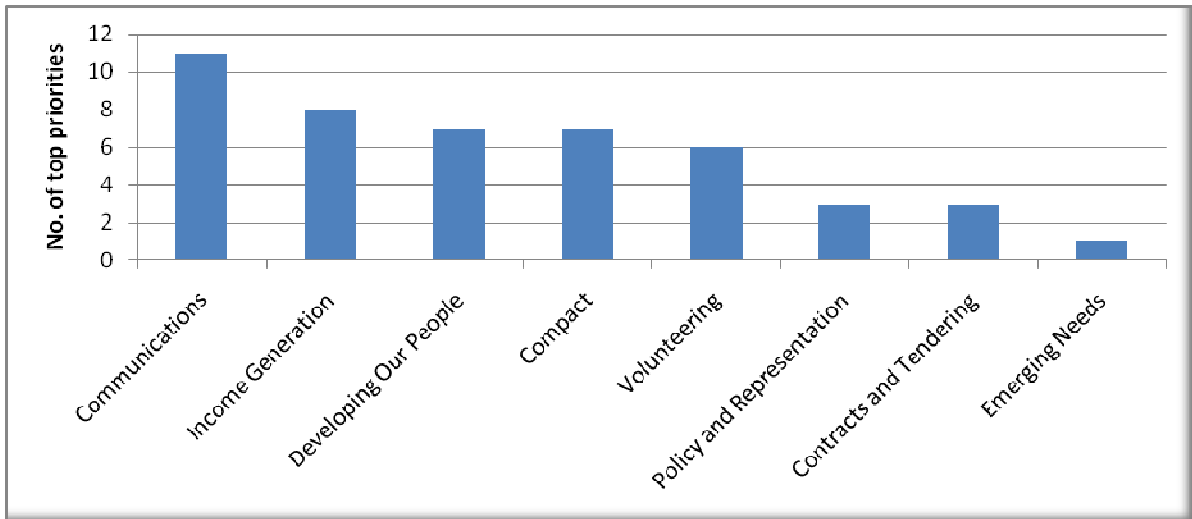
A total of 49 responses were received; the breakdown of these responses was as follows:



There are two other ways of interpreting the data in this somewhat complicated chart. In the first we give each score, for each area, a weighted priority to reflect the importance of each area to each respondent. This gives the following result:



The second approach takes only the top priorities defined by each respondent and ranks these – this gives the following results:



This gives a reflection of the top priorities overall rather than the picture presented by the first analysis which tends to reflect an ‘averaging’ approach. It is clear from both of these approaches that the key issues about which the sector is concerned are Income Generation, Communications and Developing Our People. These key themes have therefore been given special prominence in the workshops in “Your Sector, Your Say”.

Q30. If you have specific support needs would you like to someone from Community Action Derby to contact you?

A total of 49 responses were received; 20 respondents indicated that they would like contact from Community Action Derby.

Q31. Please indicate here if you would like to receive information from Community Action Derby

A total of 44 responses were received; 31 requested additional information.

Conclusions

The picture presented by the survey is a fascinating one; it shows a sector where the majority of groups are small – with around 60% having a turnover of less than £50,000 p.a. The average group has around 6 members of staff and 26 volunteers. The sectors which have the greatest number of groups working in them are: Health & Social Care, Children & Young People and Older People.

50% of groups feel that they are well informed about the state of the sector. 97% feel that organisations such as Derby City Council should take account of the views of organisations such as theirs – but only 45% feel they do so at present.

Only 25% feel that communications between policy makers and organisations work well and only 39% feel that voluntary and community organisations are *effective* at influencing policy at present at present. 75% of respondents try to influence policy at the current time and 96% want to influence policy in future.

On tendering, 46% feel they have been, or will be, involved in tendering for services but only 35% of respondents feel ready to meet the challenge of tendering.

The majority of respondents felt that they could accommodate a significant number of additional volunteers and two thirds feel that staff and volunteers are generally well trained. The major obstacle to this is generally thought to be lack of funds – although additional opportunities for training would also be welcomed.

This survey clearly shows the increased concern about the finances of the sector – for the 2010/11 financial year, 22 of 44 groups who completed this question were certain of between 41% and 100% of their income. For the following year this fell to 14 of 44 groups. Whilst some of this lack of certainty may reflect the fact that funding in the sector often only becomes available close to the start of any financial year, in combination with the other data from the survey, it suggests a sector with potential financial problems in the years ahead.

In terms of the order of importance for the areas which would need to be included in a strategic plan – and which have therefore been reflected in the workshops for “Your Sector, Your Say” - the priorities were identified as Income Generation, Communications and Developing Our People.

Peter Stone
March 2010

APPENDIX ONE

RESPONSES TO QUESTION: "Q5. If you selected 'Other' in the question above, please describe the additional sectors in which you feel you work here:"

- *We support children and adults with autism and also support/advise parents to work across all areas of interest to the clients*
- *Counselling & therapy*
- *Community education and entertainment*
- *Crime prevention, improving the environment*
- *Specialist in supporting ex-forces personnel of all genders and denominations*
- *Very specifically: Prader-Willi Syndrome. We are a national charity based in Derby*
- *Transgender Awareness*
- *LGB&T Equality*
- *Community / Residents Association*
- *Registered Social Landlord (RSL)*
- *Community involvement*
- *Chronic Pain is not tied to any one group and is throughout society irrespective of race or creed*
- *Involvement*
- *Art and Culture Organisations*
- *Mental health*
- *We make donations and give help to people in need in the community*
- *Homelessness*
- *We deliver across all sectors within the 3rd Sector*
- *Leisure*
- *Housing sector, homelessness drug and alcohol mental health*
- *Partnering with Derby City Council and general public participation. Also heritage/history. All sectors of society*
- *Mental health (Anxiety/Depression)*
- *Community involvement, education, entertainment*
- *Heritage*
- *Street Pastors, Debt Benefits housing welfare advice, Homelessness*
- *Communication by quarterly newsletters to 22,000 homes and businesses*
- *Education relating to growing own produce*
- *Adult education*
- *Produce AORTA Community News Quarterly - Gives updates on community issues etc.*
- *Mental health*
- *Our group is open to the general public*
- *Credit union*
- *All sections of the local community that are interested in allotment gardening and the promotion of all aspects and benefits of gardening*

APPENDIX TWO:

RESPONSES TO QUESTION: "Q13. Are you aware of any emerging needs for your organisation, the people with whom you work or the overall voluntary and community sector in general – and if so, what are they?"

- *Increase in levels of unemployment with young and old across the City. This will impact on the services provided by 3rd sector organisations.*
- *Stabilising funding and more attention to core funding needs and capacity building.*
- *We are aware main need for our organisation is the provision of core funding.*
- *Help with funding for other than community groups with a specific community based objective.*
- *Funding revenue needs*
- *Promotion of group*
- *Key issue at present is funding for initial capital work*
- *The need to publicise our services and abilities of our ex-forces community to the employing community*
- *Funding and sustainability are the key ongoing issues*
- *Always money and help with accommodation for seeing clients*
- *People with PWS are increasingly being put into supported living, instead of residential care. This can go very wrong if those involved are not aware of the complex needs of the syndrome. We are looking to train more providers in health and social care.*
- *Working within the current economic climate raises the concern of competing needs between different third sector agencies when there should be more co-operation and collaboration.*
- *The single equality bill*
- *Funding, more work around domestic abuse, support and advocacy*
- *Suitable and affordable facilities for presenting live theatre, especially the smaller groups*
- *Living- in ,at home ,independently with input of services i.e. calls from social services or other social organisations*
- *We need more funding and to raise awareness, reach out more, especially the Asian community.*
- *Continuation grants are hard to find. Not all grants allow wages.*
- *Large scale funding*
- *We are desperately in need of funds for a centre manager. We face closure if these cannot be found*
- *Need for training in evenings and weekends and help with our infrastructure.*
- *Social contact, transport issues, funding problems*
- *Funding*
- *Adequate funding*
- *Aware but not sure what it does.*
- *Yes, We require more equipment for the female side of fitness and more training for volunteers*
- *Growing numbers of people with dementia, no ring-fenced funding allocated*
- *Numbers of people with dementia growing rapidly*
- *Need for compact compliance at a local, national and regional level*
- *Reliable funding streams*
- *Appropriate indoor facilities*
- *We deal with the needs of our own members within our club*
- *Needs of older people (housing; community involvement); understanding faith communities*
- *Being commissioning ready*
- *The biggest need is for long-term funding, a project does not finish in a year or two and this is a problem for the whole sector and in the whole of the country*

- *Grants to assist in running the centre*
- *There seems to be an increasing number of children who suffer from bad parenting*
- *Care homes or elderly accommodation for drinkers*
- *Carers support needs*
- *Lack of support/awareness from other voluntary organisations*
- *CRB checks and the new isa database*
- *The needs of migrant workers (Roma) regarding housing, benefits etc*
- *Financial survival. Developing the range of our services. Reaching a wider audience.*
- *As with all voluntary groups it is the lack of volunteers*
- *Accommodation, and financial support*
- *Fair share of resources for all community groups is a need that is not currently being considered effectively*
- *Funding, communication from DCC, availability of support from DCC*
- *Ongoing funding for street pastors*
- *We have lost direct RFO funding from the council and will need funds to continue to promote high quality concerts within the city*
- *Additional funding*
- *Funds*
- *We need to recruit more young people and members of minority groups*
- *Rationalised funding applications - clear outlines of criteria*
- *As one of a few voluntary groups that provides out of school sessions to include children with a disability or a range of additional needs we feel that it is mainly the voluntary sector that has a constant battle of not only running limited services due to a lack of funding but also accessing funding to continue good services that show to work.*
- *The need is for long term funding and partnership to work*
- *Security in enabling the voluntary sector to operate*
- *More independent funding, larger premises*
- *Needs of older people particularly those living at home. Leisure activities for youth*
- *Additional and continued funding.*
- *Financial exclusion*

APPENDIX THREE:

RESPONSES TO QUESTION: **“Q18. If you do not feel adequately prepared to tender for services what additional skills/resources do you need?”**

- *To a point, although I will seek support from within the host organisation*
- *Time frames are always too short and small organisations have problems turning things around in time and also with accurate costings*
- *More resources*
- *We are not a pro-active group*
- *MOD Charity supporting the resettlement of Service personnel*
- *Support on writing tenders and finding out about tenders in time to apply*
- *More time!*
- *Assistance with preparing our business plan*
- *Better networking*
- *Training, quality standards methods of operation*
- *Step by step support by an experienced person who has made successful tender bids*
- *Currently we are in need of facilities*
- *Paid staff with good experience in undertaking this type of work*
- *More skilled volunteers, such as retired business people*
- *Due to our training needs we do not feel we are in a position at the moment*
- *The group is already linked to the Pain Clinic at the Royal Derby Hospital & the Derby University*
- *Training*
- *Training, information, capacity to tender*
- *Completing application for fund and researching fund for activities*
- *Advice and guidance*
- *Better understanding of the processes, from knowing what is being put out to tender and what processes need to be undertaken*
- *Bid writing and funding awareness*
- *Need much improved physical resources*
- *How to excel at Pre-qual. How to create a tender from scratch*
- *Training*
- *Advice regarding SLA*
- *Training in filling in bids*
- *Communication skills / A base to work from / Funding*
- *I don't even know what contracts are on offer and whether it would be worth our while applying for them*
- *More people who are able to contribute and think - currently driven by very small and over-worked group*
- *Admin, knowledge, support, experience*
- *Introduction to people who know their way through problems and who to contact for results.*
- *Fundraisers training on how to mount an effective bid. We're a small charity that delivers a lot at local level but don't have the resources to fish with the big boys*
- *Ideas for promotions which meet city council guidelines for funded organisations, other funding opportunities*
- *We are consistently ignored by local authorities throughout the country so it is difficult to say what help we need*
- *Being a small voluntary organisation we are not equipped to tender for business type operations.*

- *Support with tendering process, what and how to submit.*
- *More information*
- *Awareness of services to tender for. Information on how to tender.*
- *We probably have the skills, but need to get organised to investigate opportunities*
- *Paid staff*

APPENDIX FOUR:

RESPONSES TO QUESTION: "Q28. What do you most need additional funding for?"

- Environmental work
- 100% of our funding currently comes from the public/private sector with no real guarantees year on year
- Funding beyond our initial grant (expires March 2011)
- Core services
- Office supplies, petrol, registration fees to allow affiliation with other community based groups, venue hiring
- Travel expenses, room hire, stationery, printing materials
- Equipment
- Core staffing and maintenance
- More staff to work with families and to work on PR and marketing
- Staffing
- Training, Networking, Publicity
- To pay for the rent, produce more leaflets, raise awareness. Be able to offer more support
- As our service is free, all our expenses. Rent, insurance, administration, materials, equipment, wages.
- Staff
- Planning and building a new swimming pool!
- None at this time due to the low numbers of membership
- Staffing
- Art and literature activities
- Equipment, courses
- Due to our funding regime, additional funding is useful to cover cash flow
- Capital Project - Club House Enhancement
- To give our members a bit of pleasure - such as outings - we have quite a few widows/widowers who we hope to make/feel less lonely. We have approximately 5/6 trips a year including days out - theatre, meals out. We also have speakers and demonstrators at the club which have to be paid for. We've struggled for 21 years to keep our club going and fortunately we have managed. But a bit of help from council or whoever would be nice.
- Buildings
- To keep on-going work going! -- e.g. Disabled young people will always be there and need help
- Overheads, salaries, volunteer expenses
- What we need is the council to provide about 10% of our general running costs and we would be delighted
- Core costs
- Building bridges work
- Administration Projects ITC
- Regular funding to continue our current provision
- To maintain a service here in Derby
- To employ a development worker on a long term basis, to develop our ICT systems to reduce administration and improve efficiency, to take risks and try out running new music groups, to offer music groups to disadvantaged groups who cannot pay for them.
- Basic running costs - a huge amount of effort goes into simply surviving instead of moving forward
- Basic running costs
- Core and running costs of charities

- *Training and paying for professional assistance*
- *Refurbishing the building*
- *Providing services and aid packs for patients and information/hands on help for newly diagnosed people*
- *New building*
- *Electricity provision*
- *Operating costs i.e. admin, post, telephone, room hire, volunteer expenses, training, etc.*
- *Youth work and work with older people*
- *Paid staff and associated costs*
- *For group work re social activities, environmental improvements, travel for social activities*
- *To improve and develop the site and facilities to meet the changing needs of our client group. We need to improve access to our site and make improvements with regard to health and safety of allotment holders and visitors.*
- *To enable us to meet the needs of the community e.g. services to the elderly. Personal Computer and IT training and building improvements and refurbishment.*