Patterns in State of the Sector Surveys

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About the project

Agenda

1   **About the project**

2   **Progress and insights**

3   **Next steps**

Approach

1

Create a question bank from SOTS surveys

A <u>spreadsheet</u> with lists of the survey questions asked in each SOTS survey

2

Examine common questions in surveys

Identify common themes and classify each Q in each survey against these.

3

Identify potential for consistent questions

Look at most common themes and differences to see where there are options to standardise Qs

4

Develop a shared approach to Qs in SOTS surveys

Discuss and plan with the network options to align state of the sector surveys in future

1

Create a question bank from SOTS surveys

Spreadsheet
A tabe which lists all reports/surveys by borough

- 15 reports
- Search by borough
- Search by CVS
- Link to PDF report
- Link to survey
- Publication year

CVS State of the sector reports Question Bank

File Edit View Insert Format Data Tools Extensions Help

C1 | SOTS report or survey

	Borough	CVS name	SOTS report or survey	Link to survey direct qs	Link to PDF report	Year
2	Barking and Dagenham	BD_Collective				
3	Barnet	Barnet Together Alliance	Yes	Barnet Together Alliance survey link		2021
4	Bexley	Bexley Voluntary Service Council	Yes		BVSC State of the Sector in Bexley Review 2019 report	2019
5	Brent	CVS Brent				
6	Bromley	Community Links Bromley	Yes	Community Links Bromley survey link		2024
7	Camden	Voluntary Action Camden				
8	Croydon	Croydon Voluntary Action				
9	Ealing	Ealing and Hounslow CVS	Yes	EHCVS survey link		2021
10	Enfield	Enfield Voluntary Action				
11	Greenwich	Metro GAVS				
12	Hackney	Hackney CVS				
13	Hammersmith and Fulham	Sobus				
14	Haringey	Bridge Renewal Trust				
15	Harrow	Voluntary Action Harrow				
16	Havering	N/A				
17	Hillingdon	N/A				
18	Hounslow	Ealing and Hounslow CVS	Yes	EHCVS survey link	Hounslow's Annual VCSE (Voluntary, Community and Social Enterprise) S	2023
19	Islington	Voluntary Action Islington	Yes	VAI survey link (closed/broken)		2017
20	Kensington and Chelsea	Kensington and Chelsea Social Council				
21	Kingston upon Thames	Kingston Voluntary Action	Yes	KVA survey Qs		2022
22	Lambeth	Integrate Agency CIC				
23	Lewisham	Lewisham Local	Yes	Lewisham Local survey link (broken)		2023
24	Merton	Merton Connected	Yes		State of the Voluntary and Community Sector in Merton 2021 Report	2021
25	Newham	One Newham	Yes		Community Links Report and Plan: Autumn 2020 Report	2020
26	Redbridge	Redbridge CVS				
27	Richmond upon Thames	Richmond CVS	Yes	Richmond CVS survey information link		2020
28	Southwark	Community Southwark	Yes	Community Southwark survey data outpu	Community Southwark 2023 SOTS Report	2023
29	Sutton	Community Action Sutton	Yes	https://cpwop.org.uk/wp-content/uploads/2	Community Action Sutton information about actions	2021
30	Tower Hamlets	Tower Hamlets CVS	Yes	THCVS survey link	Tower Hamlets CVS State of the sector report 2023	2023
31	Waltham Forest	N/A				
32	Wandsworth	Wandsworth Care Alliance	Yes		Watch the State of the Sector Report videos and report	2022
33	Westminster	One Westminster	Yes	One Westminster Survey link		2017

1

Create a question bank from SOTS surveys

A tab for each survey, listing Qs

- 8 surveys accessed
- Full list of Qs included for each

  - Barnet Together (2021)
  - Community Southwark, 2023
  - One Westminster, 2023
  - Ealing and Hounslow CVS, 2021
  - Community Links Bromley, 2024
  - Tower Hamlets CVS, 2023
  - Kingston Voluntary Action, 2022

- Note that a wide range of years are included

Organisation	Tower Hamlets CVS (THCVS)
Borough	Tower Hamlets
Year	2023
Survey link	Survey Link
Report link	Tower Hamlets CVS State of the sector report 2023

Question number	Question
1	What's your organisation name?
2	What's your email address?
3	What are the key challenges your organisation expects to face in the coming year?
4	What support would you like from THCVS Training Advice and 1:1 support Sharing of useful resources Information and news Funding support Connections with other VCS organisations Connections with funders Connections with the statutory sector
5	Are there any ways THCVS can improve its support offer?
6	What other services would you like THCVS to provide?
7	What types of training would help your organisation Bitesize training Longer courses (one or two full days) Half day courses Mentoring In person Online
8	What is your annual turnover? Under £10,000 £10k - £100,000 £100,001 - £500,000 £500,001 - £1m More than £1m
9	How many Full Time Equivalent staff do you employ?
	What groups does your organisation work with please tick all that apply Children Youth Adults under 50yrs Adults 50yrs plus Women Faith based Men Disabled People LGBTQ+ Black and Ethnic Minority Communities

2

Examine common questions in surveys

- Identified key themes across Qs
- Allocated each question to a theme

- Example:
  - 'What is your annual turnover?'
  - Theme = organisation income

- 8 groups broadly
- 56 themes in total
- A framework for SOTS surveys

	Question	Classification
1	What's your organisation name?	Organisation name
2	What's your email address?	Contact details
3	What are the key challenges your organisation expects to face in the coming year?	Organisation challenges
4	What support would you like from THCVS Training Advice and 1:1 support Sharing of useful resources Information and news Funding support Connections with other VCS organisations Connections with funders Connections with the statutory sector	Organisation support needs CVS Feedback
5	Are there any ways THCVS can improve its support offer?	CVS Feedback
6	What other services would you like THCVS to provide?	CVS services
7	What types of training would help your organisation Bitesize training Longer courses (one or two full days) Half day courses Mentoring In person Online	Organisation support needs CVS Feedback
8	What is your annual turnover? Under £10,000 £10k - £100,000 £100,001 - £500,000 £500,001 - £1m More than £1m	Organisation size (Income)

2

Examine common questions in surveys

- Collated questions against each theme in each survey

- Looked at most popular questions
  - Organisation size (income), legal status, geographical operation

- Looked at emerging Qs / changing Qs
  - Organisation EDI asked in 2023 and 2024 surveys
  - Covid related Qs no longer asked
  - Premises

	A	B	C	D	E	F	G	H	I
Topic		Barnet Together	Community Southwark	One Westminster	Ealing and Hounslow CVS	Community Links Bromley	Tower Hamlets CVS	KVA	Total
Year		2021	2023	2023	2021	2024	2023	2022	
Characteristics of the organisation									
Organisation type / description		Yes			Yes			Yes	3
Legal status		Yes	Yes	Yes	Yes	Yes		Yes	6
Geographical operation / Areas of work (boroughs, wards)		Yes	Yes		Yes	Yes		Yes	5
Organisation age		Yes	Yes						2
Organisation size (Income)		Yes	Yes	Yes	Yes	Yes	Yes	Yes	7
Staff numbers / changes		Yes	Yes	Yes	Yes	Yes		Yes	6
Trustees				Yes		Yes		Yes	3
Volunteer numbers		Yes	Yes		Yes	Yes		Yes	5
Organisation EDI (e.g. BME-led)			Yes	Yes				Yes	3

2

Examine common questions in surveys

Most common questions

Organisation characteristics	Legal status Organisation size (Income) Geographical remit and areas of work Staff numbers / changes Volunteer numbers / changes
Services / work	Client group details Social issues / focus of work
Financial situation	Organisation health (general views) Income change (past or future) Income sources
Challenges, support needs	Organisation challenges Organisation support needs Service closures
CVS involvement / feedback	CVS services used CVS Feedback

3

Identify potential for consistent questions

If questions are asked in the same way, the results could be combined and compared. For example, data could show:

- Certain organisations are experiencing challenges more acutely (e.g. premises, income challenges)
- Issues in specific boroughs
- Challenges experienced across London
- Differences across London
- Combined with other datasets showing wider need / impact (such as funding, volunteer numbers)

Benefits

- Save time when creating surveys
- Improve data quality
- More compelling data / evidence
- Create a stronger case for change

3

Identify potential for consistent questions

There is a lot of similarity in the questions about

- **Legal status**
- **Organisation size (Income)**
- **Geographical remit**
- **Staff numbers / changes**
- **Volunteer numbers / changes**
- **EDI for leadership / beneficiaries**

3

Identify potential for consistent questions

Example: Legal status

- This shows all the Qs for legal status
- We can see some common categories
  - (e.g registered charity)

- Each of these questions are similar, but asked in lots of different ways

- This means it is difficult to compare or combine data to official datasets, or to other boroughs

Organisation name	Question
Barnet Together	What is the legal status of your organisation? Registered Charity Company Limited by Guarantee Group with a constitution but not a registered charity or company Charitable Incorporated Organisation (CIO) Not legally constituted Community Interest Company Industrial and Provident Society
Community Southwark	Type of organisation Registered Charity (including CIO) Charitable Company (CLG) - select if also not a registered charity Community Interest Company (CIC) Grassroots Community Network Faith group Tenants Residents Association Other (please specify)
One Westminster	What is the legal status of your organisation or group? Please tick all that apply Informal / unregistered society, club or group (unincorporated association/organisation) with a constitution Informal / unregistered society, club or group (unincorporated association/organisation) without a constitution A registered charity A charitable incorporated organisation (CIO) A Community Interest Company (CIC) limited by guarantee Cooperative and Community Benefit Society
Ealing and Hounslow CVS	What type of Organisation are you? Registered Charity Place of Worship, Resident's Association, Not For Profit Voluntary Group, Educational Organisation Charitable Trust Unincorporated Association Friend's Group, Sports Club Company Limited by Guarantee Community Interest Company (CIC)

3

Identify potential for consistent questions

Emerging issues

Key trends / emerging question include:

- **Impact of Covid-19**
- **Premises**
- **Impact of Cost of Living crisis**
- **Energy use / paying bills**
- **Equality, diversity and inclusion**

We rent our office space

We own our office space

We hire a community space to hold events

Meet service users in local parks or open spaces

44. Are there are particular barriers to you accessing the type of spaces that you need to deliver your services? (Select all that apply) *

☐ Cost is too high

☐ Limited or no availability of buildings/spaces

☐ I don't know how to find out what is available

☐ Insufficient buildings/spaces in the area I need

☐ No suitable buildings/spaces in the area I need

45. In the coming 12 months what do you view the biggest risk to your organisation *

☐ Unsustainable financial position due to funding shortfall

☐ Depletion of reserves

☐ Cost of delivering services increasing

☐ Increase in the demand for your service

☐ Loss of skilled staff and volunteers

☐ None

46. Please rate the level of risk to your origination in the coming 12 months.

	Low	Medium	High
Unsustainable financial position due to funding shortfall	○	○	○
Depletion of reserves	○	○	○
Cost of delivering services increasing	○	○	○
Increase in the demand for your service	○	○	○
Loss of skilled staff and volunteers	○	○	○

3

Identify potential for consistent questions

Example: Premises

- Premises is a key focus of the SOTS surveys / reports in Sutton and Southwark
- Shared Qs and data could identify the extent of the challenge across London
- This evidence could galvanise a collective, borough wide, funder or policy response

Community Action Sutton — Home | About Us | What we offer | Our Work | Latest | Funding

Community Spaces
Welcome to our Community Spaces page

One of the actions that came out of the State of the Sector 2021 report was for Community Action Sutton to look at future use of buildings and office space and offer support where we can to the sector.

We are pleased to welcome you to our new community spaces webpages.

Whether you are looking to hire a hall for a one-off event or rent office space for a longer period - we hope you will be able to find what you are looking for here.

If you are looking for a community space to hire - click the Wanted image below. If you have an office or hall that you would like to rent out to a local voluntary, community or social enterprise click the Available image below.

Available **Wanted**

" For years our group didn't have a space, my car was like an office. We finally got a space in Peckham Levels....Southwark has spaces, but it's how to identify the spaces. "

Founder, Holistic Well Women.

4

Develop a shared approach to Qs in SOTS surveys

Discuss and plan with the network options to align state of the sector surveys in future

We are now starting to look at our next steps, which may include:

- Creating guidelines and templates for SOTS surveys
- Identifying CVSs about to embark on SOTS work (including in ICS contexts) and encouraging adoption of these assets and feedback after using them
- Sharing this work with other London stakeholders e.g. the GLA and London Funders and wider e.g. with NAVCA and VCSE Data Observatory

Key themes breakdown

Key themes

Characteristics of the organisation

Legal status
Geographical remit and areas of work
Age
Income
staff numbers / changes
Volunteer numbers/changes
Leadership EDI

About the organisation's services / work

Services delivered
Demand for services
Client group details
Social issues / focus of work
Client numbers, client ages
Local gaps in services
Social impact

Key themes

Financial situation

Organisation health (general views)
Reserves
Income change (past or future)
Income secured
Income sources
Expenditure change
Organisation assets

Organisation challenges, responses and support needs

Premesis
Organisation changes / responses to key issue
Organisation challenges
Organisation support needs
Service design
Organisation opportunities
Service closure
External context: Impact on organisation
External context: Impact on clients / population

Key themes

External relationships

Relationship with local authority,
Relationships with NHS, statutory providers
Feedback about the local authority / council
External support (e.g. local businesses)
Partnerships for service delivery
Research / consultations
Statutory / partnership board involvement
Social Prescribing

Funding / commissions / tendering

Funding applied / accessed
Involvement with funders
Feedback about funders
Funding needs
Local authority grants / commissions
Tendering for public sector services

Key themes

CVS involvement / feedback

CVS services
CVS networks and forums
CVS membership status
CVS mailing list
CVS value / impact
CVS Feedback
Quality marks
Offer help to others

Survey administration

Contact details
Organisation name
Incentives