

South Hams CVS

Analysis of Consultation 2021



South Hams CVS sent out a consultation survey to their membership in March 2021, via an online survey. There were 60 responses to the survey.

For the purposes of analysis, 3 responses were removed before analysis, as they were partial completions where there was a fuller completion from the same organisation. A further 3 organisations had multiple responses (4 responses in one case). Their data has been included, where the responses had different data (ie presumably completed by different individuals with differing views). In total, there were responses from 52 different organisations – a list of responding organisations can be seen in the Appendix.

Responding Organisations

NB In this first section, we have removed duplicate responses from organisations. If two responses varied from the same organisation, we have taken an average.

Responses were received from organisations working at local/parish level and others working across much wider patches (including one organisation covering the UK). The Table below summarises responses.

Table 1 – Service delivery by geography

Area	Number of organisations
Ivybridge & surrounds	3
Kingsbridge & surrounds	6
Totnes & surrounds	3
Other individual parish	9
South Hams	11
South & West Devon*	6
Devon-wide	6
UK	1
Other^	7

**the exact coverage varies but generally summed up within this description*

^'other' includes some organisations covering a number of parishes, or an area that didn't fit neatly into those above.

23 responding organisations gave details of their income. They had incomes ranging from £0 to £400,000. Most commonly, income was between £20,000 and £50,000.

Table 2 – Income of responding organisations

Income	Number of organisations
None	5
£1 to £1,000	2
£1,001 to £5,000	2
£5,001 to £10,000	1
£10,001 to £20,000	2

Income	Number of organisations
£20,001 to £50,000	7
£50,001 to £100,000	1
£100,000 to £350,000	2
£350,001 to £500,000	2

43 responding organisations gave details of their paid staff. This ranged from none (17 organisations – 39.5%) to 1,500. The next largest number of staff in any organisation was 33. The average number of staff (excluding the one very large organisation) was 3.3.

Table 3 – Paid Staff in responding organisations

Paid Staff	Number of organisations
None	17
One	10
2 or 3	4
4 to 10	8
More than 10	4

45 responding organisations supplied data on the number of volunteers within their organisation. This ranged from none to 150, with an average of 27.4.

Table 4 – Volunteers in responding organisations

Volunteers	Number of organisations
None	4
One	0
2 or 3	4
4 to 10	11
11 to 25	14
26 to 50	5
51 to 100	5
101 to 150	2

36 organisations responding to the survey gave details of the number of beneficiaries they support. This ranged from 9 to 6,000, with an average of 582. The Table below shows more detail.

Table 5 – Number of Beneficiaries of responding organisations

Beneficiaries	Number of organisations
Less than 10	1
10 to 25	2
26 to 50	5
51 to 100	7
101 to 500	13
501 to 1000	1
Over 1000	7

Self Assessment

Respondents were asked to select options to indicate how well they felt their organisation was doing in particular areas. These ranged from income to strategy to the skills and expertise of their staff and board. The Charts below summarise responses.

Overall, respondents reflected most positively on their Board and governance and least positively on their external communications. It should be noted that some questions had a 5 scale response option, and others had a 4 scale response, hence why there are two charts. For the precise wording of the options and the statements respondents could select, please see the Appendix.

Chart 1 – Self Assessment Statements

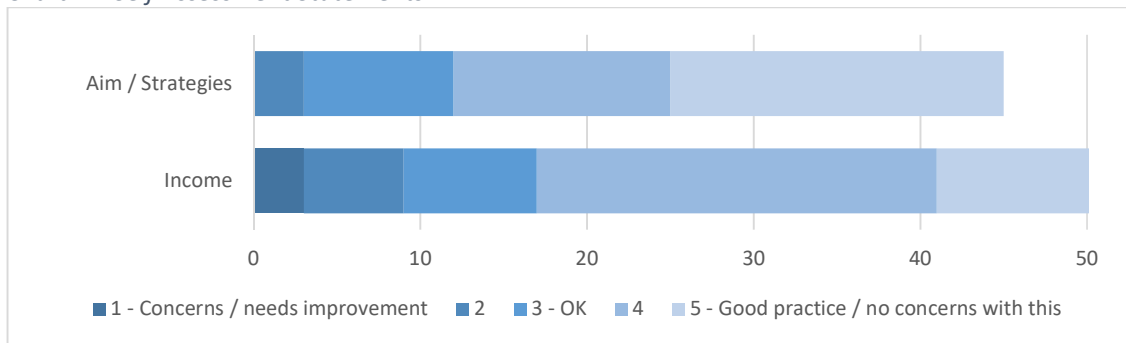
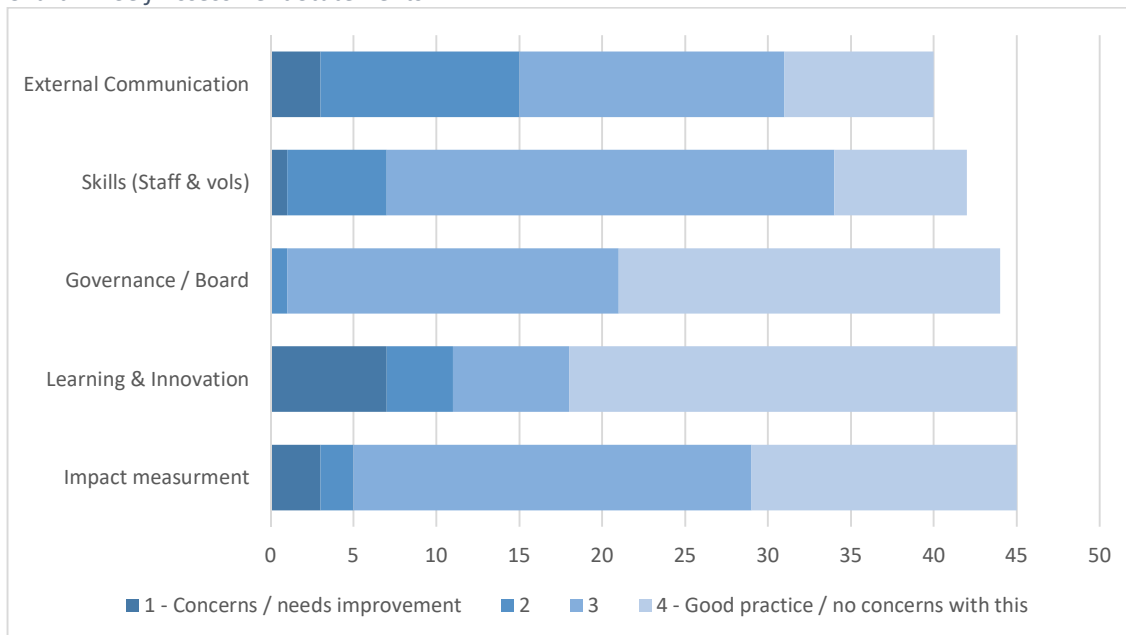


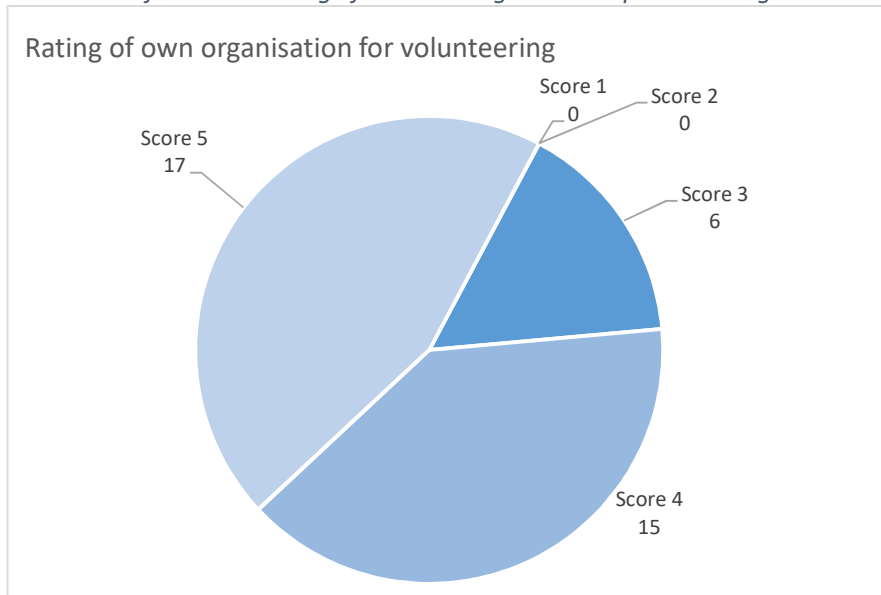
Chart 2 – Self Assessment Statements



Volunteering

Respondents were asked to rate their organisation, on a scale of 1-5, as to how good a place it is to volunteer - where at 5 people are motivated, feel valued and have good supervision. The majority of organisations (32 – 84%) rated their organisation as a '4' or '5'. No organisations scored themselves as a '1' or '2'. The average was 4.2 (out of 5).

Chart 3 – Self assessed rating of volunteering within respondents organisations



Impact of the pandemic

There were a number of comments reflecting the impact of the pandemic on organisations, although a direct question was not asked about this. A few of the comments can be seen below:

Corona had a devastating effect on business in 2020

Due to lockdown restrictions we have been unable to fundraise.

Covid restrictions have resulted in reduced session numbers and opportunities to hold fundraising events.

2020 was not a normal year so funding came in which was COVID specific. Usual grant funding was down and NO fundraising activities at all

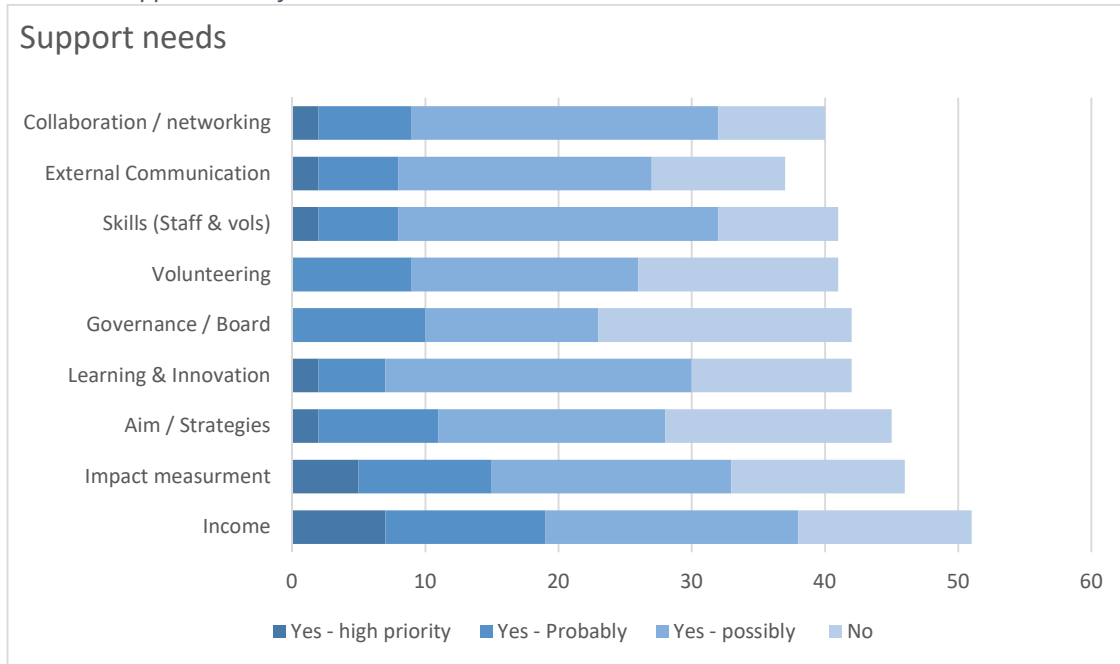
We have lost a year of fundraising and grants are becoming stretched whilst we are seeing an increase in demand for our services recently.

Whilst there is a plan, linked to mission and aims, clearly this has changed and is changing since COVID, so needs some updating in light of the situation we have been through and what lies ahead.

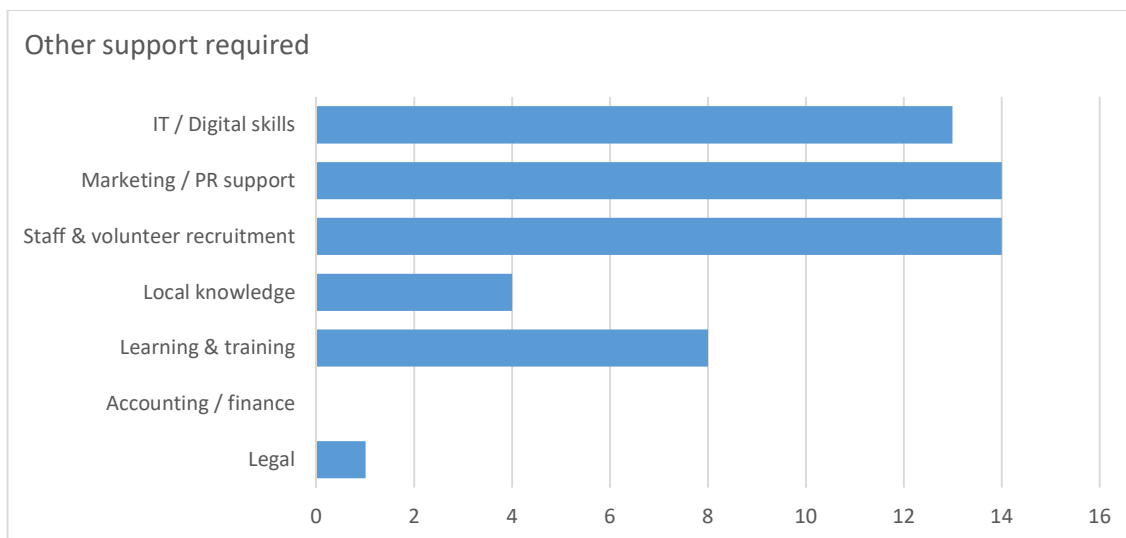
Support needs

Respondents were also asked for each area that they assessed, whether they would like support from South Hams CVS in that area. The Chart below shows responses. It shows 10 or organisations stating they would definitely or probably like support with most of the options. The most frequently requested areas for support are: income and impact measurement.

Chart 4 – Support needs from South Hams CVS



Respondents were asked if they would like support in a number of additional areas. The Chart below summarises responses. 14 organisations said they would like support with marketing /PR and staff and volunteer recruitment and 13 with IT/Digital skills. There was very limited interest in support with accounting & finance or legal issues.



The comments below, show more detail of respondent's needs, challenges or requirements in particular areas.

Funding

We are good at getting short term funding of up to a year but really need to look at some longer term and larger funding now.

We need to access core and unrestricted funding

Constantly looking for suitable funding but need some help to scale up in order to make project more viable long term

Strategy, planning and impact

Help with business planning would be really helpful i.e. a simple template and some training

Our lack of business experience makes it hard to take an overview

The clients that come to our groups are not particularly interested in filling out a survey about how our group has impacted them. It would be good to get some ideas on the best way to do this

We have learned from South Hams CVS in the past and we are using information gained to move forward with our current approach. However, it is always useful to have a third party to discuss ideas and issues with to try and resolve problems or identify new options and approaches.

People - board, staffing and volunteers

People are happy to attend and support in defining the Terms of Reference, agreeing roles and numbers and putting forward ideas but less enthusiastic about taking on an organising role, which is usually down to a few people prepared to put the work in.

Support is needed with Committee roles and supporting them to have a more active role within our charity, and to encourage new members to join, especially younger people.

Our Directors are new to their roles and I know would be keen to learn more about how they might support the CIC.

Trustees are very supportive and well-meaning but lack some skills and we need a more proactive approach from them

Our prime issue is that we really need more volunteers on board to help deliver our services.

Our volunteers are very keen but we aren't very good at things like supervision with them

IT & Digital

My computer skills have improved this year, but I still don't feel completely confident about them

We need to make better use of IT to handle and share records, link with members and communicate with stakeholders and potential volunteers and members

We have identified that we would benefit from a technology strategy and someone to lead this who also has a hands on approach!

Training & learning opportunities

We would love to improve our learning around diversity, inclusivity and safeguarding.

Low cost training around working with challenging people, boundaries, looking after yourself, mentoring etc would be fantastic

General / other

We'd love to have input around marketing, telling compelling stories, learning how to attract funds and to explore inclusivity and diversity

We are doing well in many areas, but because we are new to community work we are probably missing some obvious things. It'd be lovely to better understand how we could improve

Any advice, ideas and support both in improving communications, lobbying and influencing people, organisations and governing structures will be greatly appreciated.

Preferred method of support

Respondents were also asked how they would like to receive support from South Hams CVS. The most popular option was face-to-face, followed by 1:1 phone / email support and email bulletins. Tailored support at groups' own meetings was also frequently in respondents top 3 choices, but was no group's first choice. The Table below shows responses.

It should be noted that this was a complex table for completion, and quite a few respondents highlighted problems with it. There was, therefore fairly low completion rate, quite a few partially completed responses and the accuracy of the responses may be somewhat questionable.

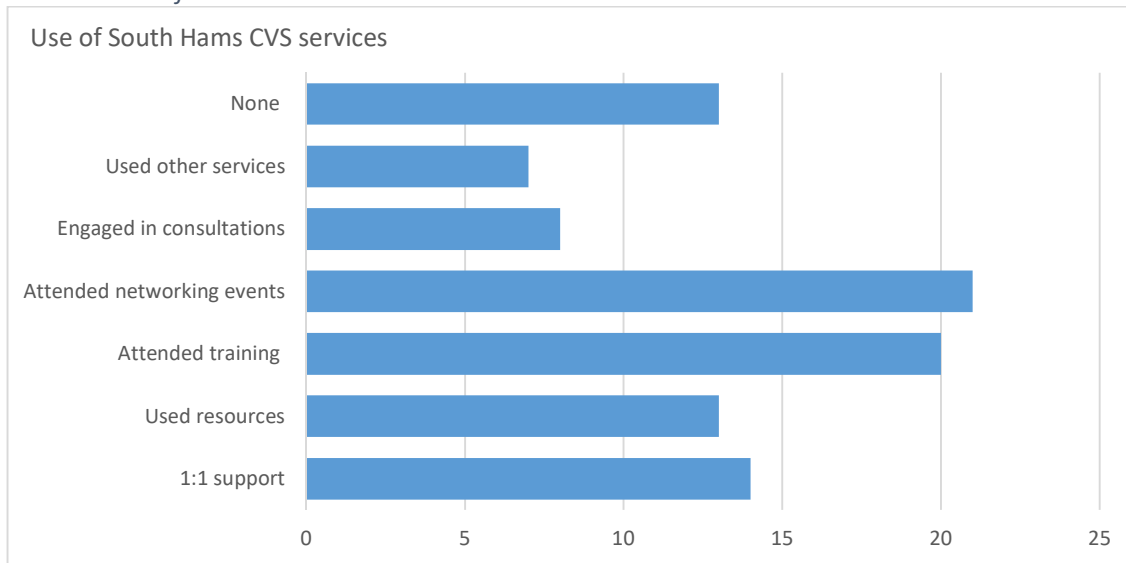
Table 6- Method of support delivery

Activity	1st	In top 3	In bottom 3	Total responses
1:1 face to face support	5	10	5	23
1:1 phone / email support	2	9	6	23
Email bulletins	2	9	7	28
Training events / workshops / skill shares	2	6	9	25
Outreach / pop up advice in villages/towns	2	6	6	23
Networking forums	1	2	13	24
Conferences	1	2	9	23
Web based information	0	6	9	27
Tailored support at your meetings	0	9	5	24
Other	5	5	9	14

Feedback on SHCVS and current support

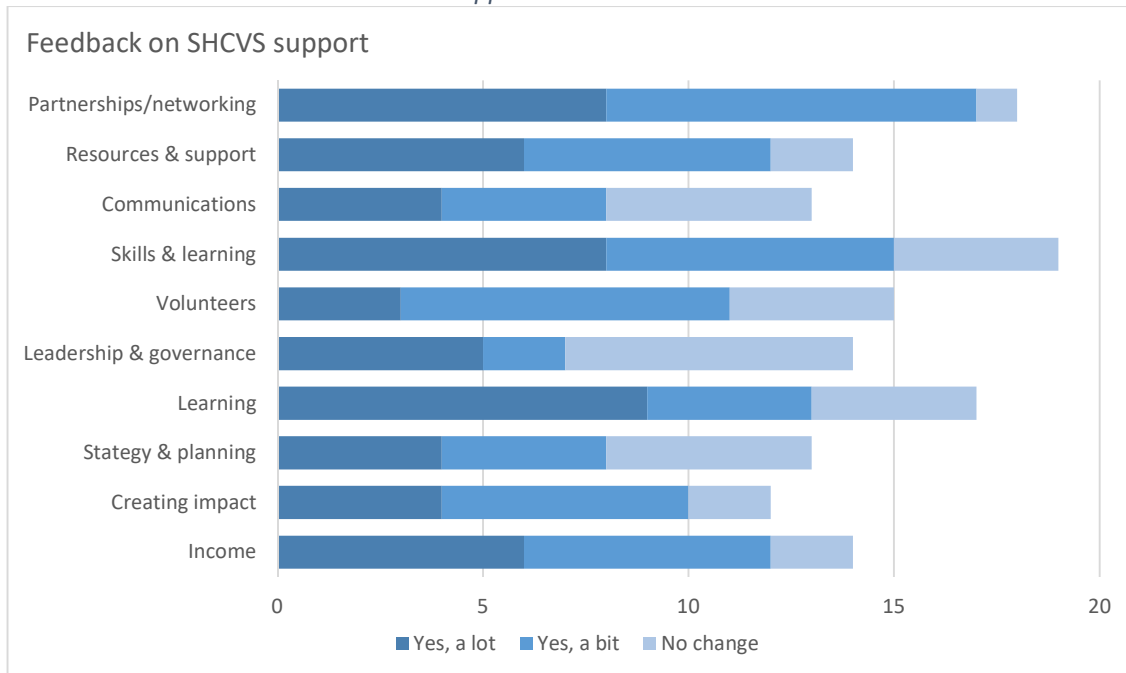
Around 1/3rd of respondents (giving a response to this question) had not used any of the CVS's services. The services most commonly used by respondents, were training and networking events.

Chart 5 – Use of South Hams CVS services



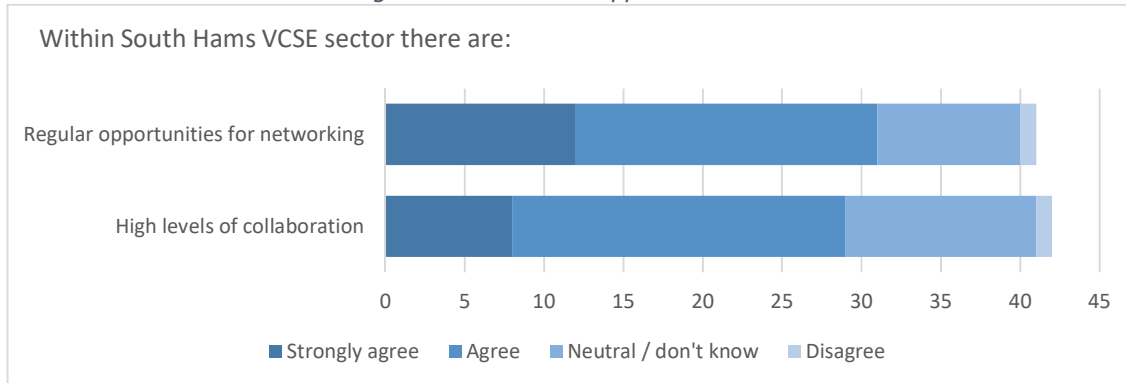
Those who had used services, were asked to rate whether they had been helpful. The Chart below shows feedback from those organisations who had accessed support, and gave feedback. Respondents said that leadership & governance support had been least helpful, whilst partnership and networking had helped almost all those attending.

Chart 6 – Feedback on South Hams CVS support



Respondents were asked to rate collaboration and networking within South Hams for VCSE organisations. The feedback can be seen in the Chart below, and indicates that around three quarters of those responding are positive, with the remainder either neutral or disagreeing. It should be noted that those VCSE responding to the survey are likely to be those who are already most engaged with the support service available and the networks it supports.

Chart 7 – Feedback on networking and collaboration opportunities



Formal and informal partnership working brings untold benefits and we are keen to support and be involved with any networking or 'cross pollination' activities

Would be nice to have a South Hams website where members of the public could find organisations that need volunteers or where they can find community groups to join.

Some respondents who hadn't used CVS services, highlighted that they would be potentially interested in doing so:

I am not a regular user of the CVS but know you are there and can seek advice/ support when the need arises.

I am not aware of us having had any previous engagement with SHCVS and am unsure on how much help you might be able to provide us but am interested in the possibility of some advice and support in areas where we are currently short of expertise, in particular exploiting IT and reaching potential users of our services

The following comments illustrate the comments made relating to South Hams CVS, by respondents. They show how the support is valued, and highlight the difference it makes for organisations locally.

CVS has helped with providing sources of funding opportunities as well as helping us with networking with other organisations

The availability of staff, in particular Jill Davies, to consult is extremely valuable

South Hams CVS have responded swiftly and appropriately to the pandemic, ensuring local organisations still know they are there and feel supported. My staff have attended numerous training sessions through the CVS during the pandemic, such as 5 steps to suicide, inclusion and diversity, which have been used in our day to day work. Thank you for your hard work and effort through the most challenging of times

The exchange of ideas between delegates at meetings is invariably of benefit

When I started our Social Enterprise I hadn't realised how much I would value and benefit from the support of South Hams CVS. There has been a real connection and a genuine interest from CVS staff into what we're doing and we feel that our ability to make a difference in our local community has been greatly enhanced as a result

Workshops have proved beneficial and help guide us in processes, procedures and obtaining funding via grants. We are also very grateful for the grants we have received from SHCVS themselves

The CVS has been there for us from the very start and still are. The three main areas we find so useful are helping us find funders, training on a wide variety of issues and recruiting volunteers. It is a great service.

You helped our Trustees to understand their roles and responsibilities

I would rather say that had we not had this support during the year I have been in post and going forward this, would leave a considerable unfillable gap - and I am not sure how we would be able to fully maintain and support our service

We enjoy our positive relationship with South Hams CVS. The support with funding opportunities is very valuable, as is the ad hoc support for various queries and issues we have to deal with such as volunteer recruitment, filling critical leadership roles, etc.

I think South Hams CVS provides an excellent service to local community groups, organisations and charities

Summary report produced for South Hams CVS by Clarity CIC

www.claritycic.org

May 2021

Appendix

List of responding organisations:

Alzheimer's Society
Battisborough Cross Croquet Club
Beacon Medical Group
Brixton Feoffee Trust
Coleridge Bus
Daisy and Rainbow Childcare
Dart Sailability (2 responses)
Dementia Friendly Parshes around the Yealm
Dynamic Adventures CIC
dys space
Erme Valley Rangers
Four Rivers Dementia alliance
Friends of Redfern Centre, Salcombe
Holbeton Parish Council
Home Start South and West Devon (4 responses)
Inner Compass Guide CIC
Kingsbridge and Saltstone Caring
Kingsbridge Area Food Bank
Kingsbridge Community Garden
Kingston Parish Council
Libraries Unlimited - Kingsbridge Library
Lions Club of Ivybridge
live west
Loddiswell Playing Fields and Village Hall Trust
MAC
Marie Curie
Modbury society
Moorvision
Norton Brook Patient Transport Service
Oxfam Bookshop
PL21 Transition Town Initiative
Proud2Be
Royal British Legion
Sandover Associates (2 responses)
SHAW
Shiatsu For Change
Sirona Therapeutic Horsemanship
South Brent & District Caring
South Hams Citizens Advice Bureau
Sustainable Malborough and South Huish Climate and Biodiversity
Sustainable South Hams.
The Veterans Farm-Able Foundation
Totnes Caring
Totnes Cinema

Totnes Connection Hub
Ugborough Football Club
Ugborough Parish Council
Vocal Advocacy
Walk Talk & Tea
Woolwell in bloom
Yealmpton & Brixton Community Volunteers
Yealmpton and Brixton WI

Appendix - Consultation Questions



South Hams Community and Voluntary Services Survey February 2021

South Hams Community and Voluntary Services (SHCVS) is carrying out a survey in order to inform its new Strategic Plan 2021-25, and to include the experiences and lessons learnt from the Covid-19 response over the past year. We would like to ensure that the activities of SHCVS best meet the changing needs of voluntary, community and social enterprise sector organisations (VCSE) working in our district over the next five years. Your inputs/responses are very important to us and we would really value your response. The deadline for responding is 28 February, but there's nothing like doing it right now!

All organisations completing the survey will be put into a lucky draw and a winner will receive £35 to spend on your choice of books from the Directory of Social Change.

Please answer the following questions:

1. Name of your organisation:

2. Geographical Area that you cover: *eg Dartmouth, South Hams, Devon, UK*

3. In 2020, what was your organisation's:

Annual Income £
(optional)

Number of paid staff:

Number of volunteers:

Total number of beneficiaries:
(approx)

Income

4. We aim to ensure that the organisations we work with have substantial income.

Which of the following best fits your organisation at the moment?

- We just go from one funding crisis to the next
- Income is a problem but we are starting to improve things
- We are getting better at income generation but have a long way to go
- Income is good enough but we need to improve in some areas
- Our income is robust and we have the skills and relationships we need

5. Is this an area where you would like support from SHCVS in the future?

- Yes, high priority
- Yes, probably
- Possibly
- No

Please add any comments on income, particularly the main issues you face and suggestions of where we can better support your organisation:

Creating Impact

6. We aim to ensure that the organisations we work with have what they need to make a difference for their beneficiaries and create maximum impact.

Which of the following best fits your organisation at the moment?

- We are concerned that we could be more effective and are starting to do something about this
- We are changing our practices to become more effective but there has been resistance and/or take up is patchy
- We are mostly creating a positive impact but there are some areas where we could do much better
- We use good practice across everything we do and have a very positive impact for our beneficiaries
- Don't know

7. Is this an area where you would like support from SHCVS in the future?

- Yes, high priority
- Yes, probably
- Possibly
- No

Please add any comments on the impact of your organisation, particularly the main issues you face and suggestions of where we could support your organisation:

Strategy & Planning

8. We aim to ensure that the organisations we work with have clear aims/strategies and use them to guide their work.

Which of the following best fits your organisation at the moment?

- We have no meaningful plans and just go from one day to the next
- We need to be more strategic and are starting to tackle this
- We are getting better at understanding needs and planning but there is a long way to go before we are really strategic
- We have a strategy linked to our mission and a good understanding of needs but there are some real gaps
- We are strategic and flexible in meeting needs in line with our mission

9. Is this an area where you would like support from SHCVS in the future?

- Yes, high priority
- Yes, probably
- Possibly
- No

Please add any comments on strategy & planning, particularly the main issues you face and suggestions of where we could support your organisation:

Learning

10. We aim to ensure that the organisations we work with are learning organisations and that there is a culture and practice of learning and innovation.

Does your organisation keep learning and improving?

Which best fits your organisation at the moment?

- We are not a learning organisation
- We are not yet listening and learning effectively; some ideas about improvements are floating around but not being taken forward
- Assessing achievements and impact takes place, but learning often gets lost
- We are a creative, learning organisation that puts lessons learnt into practice

11. Is this an area where you would like support from SHCVS in the future?

- Yes, high priority
- Yes, probably
- Possibly
- No

Please add any comments on your perception of your organisation as learning and innovative, the main issues you face and any ways in which we could encourage and facilitate greater learning:

Leadership and governance

12. We aim to ensure that the organisations we work with have good governance.

Which of the following best describes your board or management committee?

- People don't come to meetings and/or don't know their roles
- Governance is not working well enough but we are finding ways to improve
- Governance is mostly good enough with some areas where improvement is needed
- Our board/management committee is taking the organisation forward, working well together and ensures good governance

13. Is this an area where you would like support from SHCVS in the future?

- Yes, high priority
- Yes, probably
- Possibly
- No

Please add any comments on governance and leadership in your organisation, the main issues you face and any ways in which we could support better governance and leadership within your organisation:

Volunteers

14. On a scale of 1-5, is your organisation a good place to volunteer, where at 5 people are motivated, feel valued and have good supervision?

1 5

15. Is this an area where you would like support from SHCVS in the future?

- Yes, high priority
- Yes, probably
- Possibly
- No

Please add any comments on volunteer management in your organisation, the main issues you face and any ways in which we could support you in this area:

Skills and Training

16. We aim to ensure that across the sector people have the skills they need to carry out their roles. Do your staff and volunteers have the skills they need for the jobs/roles they do?

- No, skills development is an issue for us
- Some do and some don't – it varies
- Yes, mostly, but there are one or two areas where skills are lacking
- Yes, all people have the skills they need

17. Is this an area where you would like support from SHCVS in the future?

- Yes, high priority
- Yes, probably
- Possibly
- No

Please add any comments related to the main issues you face and any suggestions of how we can assist more in this area, and any particular training and skills you need:

Communications

18. We aim to enable individual organisations to communicate effectively with all of their stakeholders including beneficiaries, funders and policy makers. *(This includes influencing policy discussions, through lobbying and responding to consultations.)*

Which of the following best describe your organisation at the moment in relation to influencing your external environment?

- We have minimal communications, limited visibility and we don't get involved in influencing
- We have some clear messages we are aiming to communicate and we respond to some consultations
- Our communications are good and we have had some success in influencing policy
- We communicate effectively and purposefully, and have clear messages that we communicate in a dynamic way and have a clear effect on their intended audience

19. Is this an area where you would like support from SHCVS in the future?

- Yes, high priority
- Yes, probably
- Possibly
- No

Please add any comments on communications and the main challenges you face in doing it well and any suggestions of where we could support your organisation:

Resources and Support

20. Does your organisation need additional support in any of the following areas:

- Legal
- Accounting/finance
- Learning and training
- Local knowledge
- Staff and volunteer recruitment
- Marketing/promotional support
- IT/digital skills
- Other necessary services

21. Is this an area where you would like support from SHCVS in the future?

- Yes, high priority
- Yes, probably
- Possibly
- No

Any additional comments related to particular support you may need:

Partnerships & Networking

22. Please indicate whether you agree or disagree with the following statements:
Within South Hams' voluntary community and social enterprise sector (VCSE) there are:

	Strongly Agree	Agree	Neutral/Don't know	Disagree
A high level of collaboration and partnership between organisations on a range of areas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Networks and working groups bringing organisations together regularly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

23. Is this an area where you would like support from SHCVS in the future?

- Yes, high priority
- Yes, probably
- Possibly
- No

Please add any comments you may have related to partnerships/networking, and any ideas as to how SHCVS could assist more in this area:

Feedback on our work and impact

24. Have you had direct contact with us or experience of our work?

(tick all which apply)

- Yes, we have received one to one support
- Yes, we have used your resources
- Yes, we have attended training events
- Yes, we have attended networking/collaborative events
- Yes, we have engaged in consultations or other activities to influence the external environment
- Yes, we have used other services to those above
- No, none of the above

25. If your organisation has received direct support from us please indicate whether that has helped in the following areas:

	Yes, a lot	Yes, a bit	No, no change	Not supported in this area
1.Income	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.Creating impact	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3.Strategy & Planning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4.Learning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5.Leadership & Governance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6.Volunteers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7.Skills & Learning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8.Communications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9.Resources & Support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10.Partnerships&Networking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please describe any ways in which our work has made a difference to your organisation:

26. Which of these types of support do you prefer (number in order of preference 1-10 where 1 is lowest, 10 is greatest)

- One on one face to face support
- One to one phone/email support
- Email bulletins/newsletters
- Web-based information
- Training events / workshops / skill shares
- Tailored support at your meetings
- Outreach/Pop Up advice in villages / towns
- Networking forums
- Conferences
- Other, please specify below

27. In what ways could South Hams SHCVS be more useful to you?

28. Please use the space below to add anything not covered above, about any other issues faced by your organisation at the moment or about new issues you expect to face in future, or other support you would need?

Thank you very much for taking the time to respond to this survey. Your response is very important to us. Your answers will be treated in confidence and used alongside others to inform the development of our work.