

WEST SUSSEX EESI PROJECT BENCHMARK SURVEY

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Introduction

The West Sussex EESI Project (**E**ffective, **E**fficient, **S**ustainable and **I**ndependent) is a partnership project funded by the Big Lottery BASIS fund and delivered through a partnership of the 8 West Sussex Councils for Voluntary Service (CVS), with CVS-Arunwide acting as the accountable body. The key functions of Council's for Voluntary Service are to promote and develop the effectiveness and engagement of the voluntary and community sector through:

- Providing support services such as information, training and consultancy support (which in West Sussex has been largely provided through the EESI Project since
- Helping to identify needs and develop initiatives to meet them
- Promote partnership between the statutory and voluntary sectors both strategically and practically and create and promote fora used by government and other bodies to consult the community
- Support innovation, accountability and good practice in local services
- Act as a channel of communication within and between the sectors encouraging local groups to put forward their views on local and national policies and decisions that affect them
- Provide these services in a special way and with particular values working with the people, organisations and communities in a flexible open way and challenging inequality.

Councils for Voluntary Service work with a diverse range of groups and organisations covering an equally diverse range of services, client groups and 'communities' both geographical and of interest. This is no longer restricted to the health & social care field and incorporates supporting development in arts, sport, children and young people, crime and community safety, equality and diversity, animal welfare, housing, conservation and environmental protection, welfare rights and advice etc.

West Sussex whilst known as a 'rural county' actually has a number of fairly large wholly urban conurbations which are understood to house over 98% of the population and serve a much wider population who travel in from many rural areas for services.

COMMENTARY

The West Sussex EESI Project benchmark survey was conducted predominantly through the CVS partnerships across the County. The survey was developed from a variety of models used by both the previous EESI project, CVSs and other third sector organisations and from the results it can be seen that there was a very disappointing return rate. In the circumstances it is not realistic to use the data as a benchmark as it is not statistically viable. However it is possible to use the anecdotal information provided to inform local EESI project workers and identify the issues behind the poor response rate to help ensure that any future survey does not meet the same difficulties.

There was no funding specifically identified within the BASIS bid to support the survey work, although it does figure as the first milestone to be delivered against several Outcomes. This meant that opportunities to assist in maximising the return rate e.g. including stamped addressed envelopes, follow up letters/e-mails and phone calls etc. were not taken. There was no explanation of the EESI project within the information sent to groups which could have contributed to a lack of clarity as to its purpose. The survey itself was also long and complex, therefore the length of time necessary to complete it and the breadth of knowledge about the organisation was likely to have proved an obstacle. As will be seen, a number of the questions were badly worded creating ambiguity and potential misunderstanding for both those completing and analysing the survey. When revisiting this survey later in the course of the EESI project these issues would be addressed. The questions will be clearer and different techniques employed to ensure a more positive and useful response rate e.g. guided telephone interviews.

From the responses received it can be inferred, from the income levels given by organisations, that the largest response rate came from smaller organisations. This may have been because a free 'prize draw' entry for a £300 prize was offered for all completed returns.

Given that we cannot draw specific conclusions from the individual questions it is possible to make some general observations and comment on the information as it has been provided. Such comment can also be informed by evidence that is drawn from other sources available within the CVS and or wider Third Sector networks

Identifying the legal status and type of organisation seems to have caused particular confusion, with responses indicating a lack of clarity as to the definition of the various categories of legal status. A number of organisations would have come within more than one category and answers showed that it would have provided more clarity if the 'type' of organisation have been included in a separate question. Further information gained in relation to the types of service and areas of work does reflect local CVS experience where, although a majority of member organisations may focus their work on the Health and social care sector, all CVSs have a membership drawn from a wide range of groups including those involved in sport, cultural and environmental activities.

The number of organisations employing paid staff supports the inference drawn from the details provided on organisations income levels as it would be expected that organisations with a smaller income would employ fewer paid staff. Income levels also reflect the anecdotal information held by CVSs that these smaller organisations are more independent of statutory funding, with income raised through local fund raising, fees or subscriptions or gifts and legacies.

Organisations showing interest in increased participation will provide the EESI team and CVSs an opportunity to follow up this stated interest and potentially increase local engagement. An area that has previously proved challenging.

Organisations responding on their perception of future challenges gave overall an optimistic picture. However again in line with local intelligence gained through close working in their communities by the EESI and CVS teams the main challenges identified were Funding and Recruiting/Retaining volunteers. The range of challenges identified can also be used by the EESI team to inform the development of local work. These responses were also linked to the views organisations expressed concerning their relationship with the CVSs, particularly their identification of areas for additional or continuing support and can again inform more in depth work for both the EESI Project and the CVSs.

The knowledge and experience of the EESI project and should be seen particularly in relation to the comment in paragraph 2. The answers and responses support the need identified by the project plan and Steering Group, for ongoing publicity, promotion and awareness raising for EESI Project. The information given on training needs will also contribute to the development of training both directly through EESI and the partnership/collaborative work the project is supporting. It again also reinforces local anecdotal information that training may need to be provided locally at a low cost, given that from this sample few organisations have funding specifically identified to support training.

In discussion of how to improve future information collection from the Third Sector in West Sussex it has been proposed that the EESI Team take proactive and longer term role in achieving a more statistically viable and useful dataset. We will explore opportunities to work with a 'question of the month' that can be asked of all those the team contact. We will also explore support for this process through CVS volunteers to conduct brief sample telephone interviews with groups and particularly with the launch of the website, the use of internet consultation.

West Sussex EESI Project Benchmark Survey June 2008

Background

The Benchmark survey was conducted between March and May 2008, through the Councils for Voluntary Service in West Sussex, as the Partnership delivering the EESI project. Its purpose was to both test any impact from the initial 10 months of the EESI project, but, more importantly, to take a view of the position of voluntary and community sector groups at the beginning of the EESI project's sustained 3 year delivery programme. This will then be revisited towards the end of the project.

The surveys were circulated both electronically and hard copy as was considered appropriate by individual CVSs. A 'prize' of £300 was offered as an incentive for groups to complete and return the questionnaire by the 6th May 2008. In total 2298 questionnaires were sent out. Disappointingly the return rate was 7.25% with only 166 forms returned. This was broken down by CVS as follows

CVS	ADUR	ARUN	CHICHESTER	CRAWLEY	EAST GRINSTEAD	HORSHAM	MID SUSSEX SOUTH	WORTHING
Sent	320	423	320	619	97	177	120	600
Returned	4	8	28	25	15	19	34	33
%	1.25	1.9	8.8	4.05	15.5	16	28.3	5.5

This analysis was based on the coding from the returned questionnaire but there were a small number where this did not agree with the information provided in 10(a) which relates to CVS membership.

The following analysis uses the answers provided within the returned questionnaires, however not all organisations completed all questions.

The first part of the survey seeks to understand the nature of the organisations themselves. How they define their work, geographical focus, service users, organisational capacity, relationships to other organisations/partnerships and their hopes and concerns for the future. This will help both the CVSs and the EESI project to take a view of the 'health' of the sector and ensure the focus of their developing work addresses the real issues faced by their 'customers'.

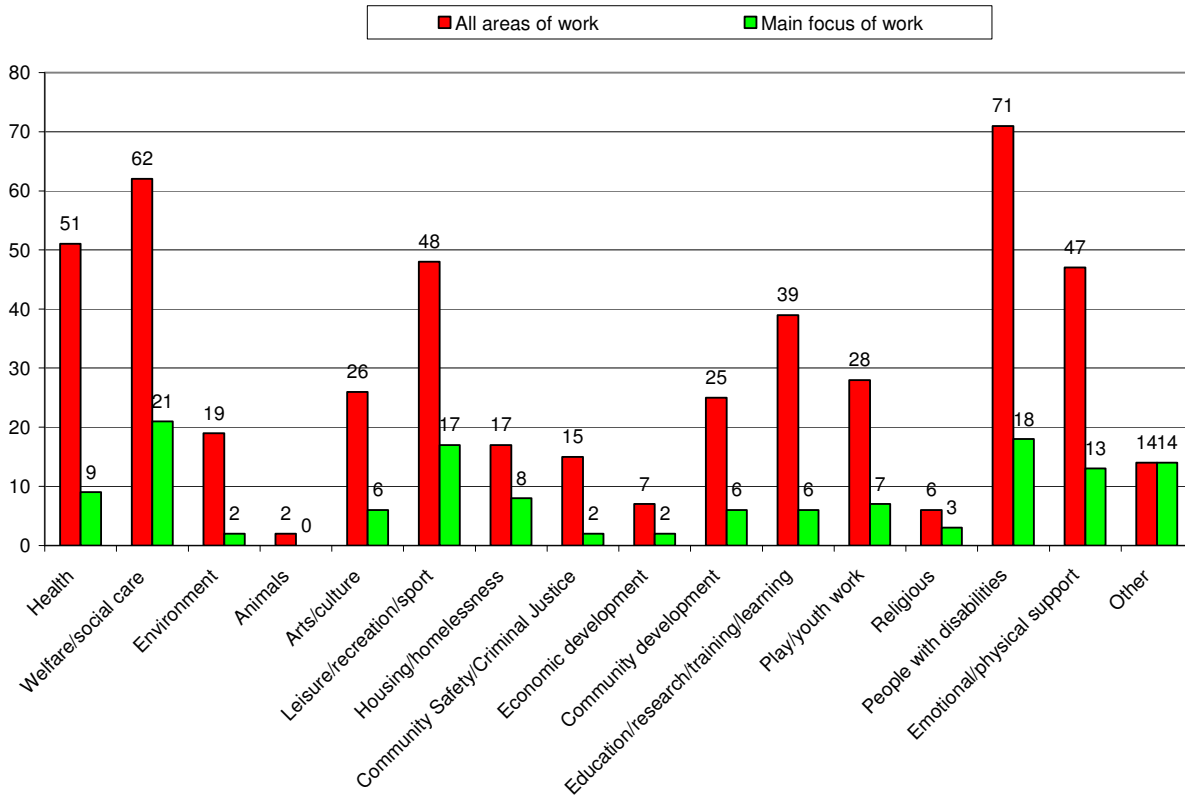
Organisational Location, Status and Type

Question 2(a) refers to the type / status of the organisation. A number fall into more than 1 category e.g. Registered Charity and Company Limited by Guarantee. 19, Registered Charity and Local Branch 19, Registered Charity and Local VO 11,

Informal Group (no rules)	16	Co Ltd by Guarantee	22
Informal Group (rules)	24	Housing Assoc	4
Registered Charity	90	Church/Faith Group	7
Branch of National Vol Org	32	BME	6
Local Vol Org	54		

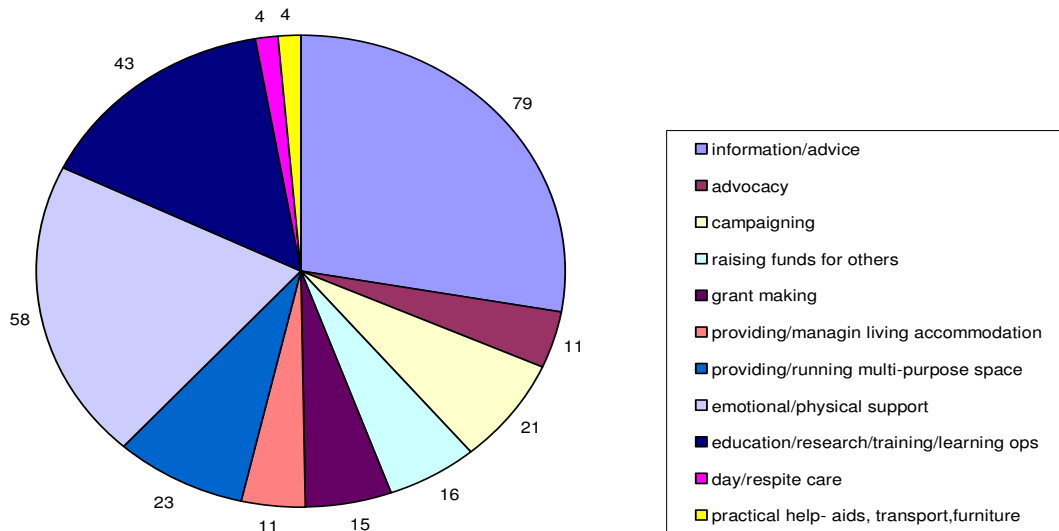
Question 2(b) looked at the areas of work which organisations identified, Within the 'Other' category groups identified the following additional areas - civil assistance/disaster relief, fund raising, campaigning, advocacy, preservation, infrastructure support and supply of specialist equipment. Organisations were then asked to identify both the most important area as given on the above list

Areas of work covered & main focus of activity



Further analysis of the type of services provided was identified through the Main Services Provided as below:-

Main Service Provision



This data gives a flavour of the range of work covered by the responding organisations which touch on a majority of Community Safety, Economic, Health and Well Being and Educational priorities supported through Local and County Community Strategies and the Local Area Agreement.

These organizations are split across the geographical area of West Sussex as shown below. As before a number identified working in several Borough or District areas and 66 work to smaller Town, Parish, Neighbourhoods areas.

Area	Area
Adur 27	Worthing 36
Arun 30	West Sussex 48
Chichester 27	Pan Sussex 4
Crawley 36	South East Region 15
Horsham 29	Nationally 15
Mid Sussex 49	

Organisations were also asked whether they have achieved or are working towards a Quality Standard for their services. **23** have achieved this citing PQASSO, Quality Mark, Legal Services Commission QM, Investors in People, Charter Mark, Quality First, OFSTED and specialist standards relating to Care services and Museums.

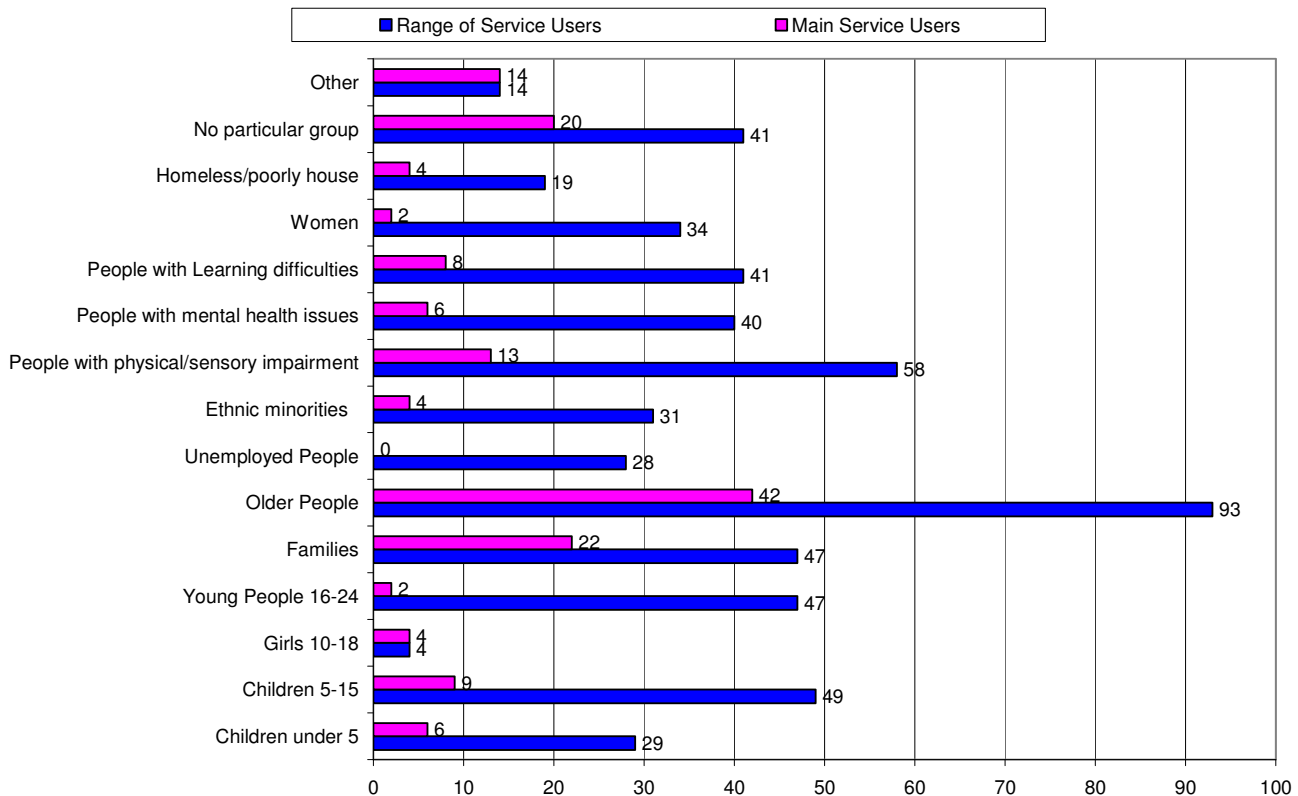
A further 9 organisations are working towards 1 of these standards but 107 are not.

71 organisations also confirmed that they are either affiliated to National Bodies or have a 'parent body' e.g. Age Concern, Oxfam etc

Service Users

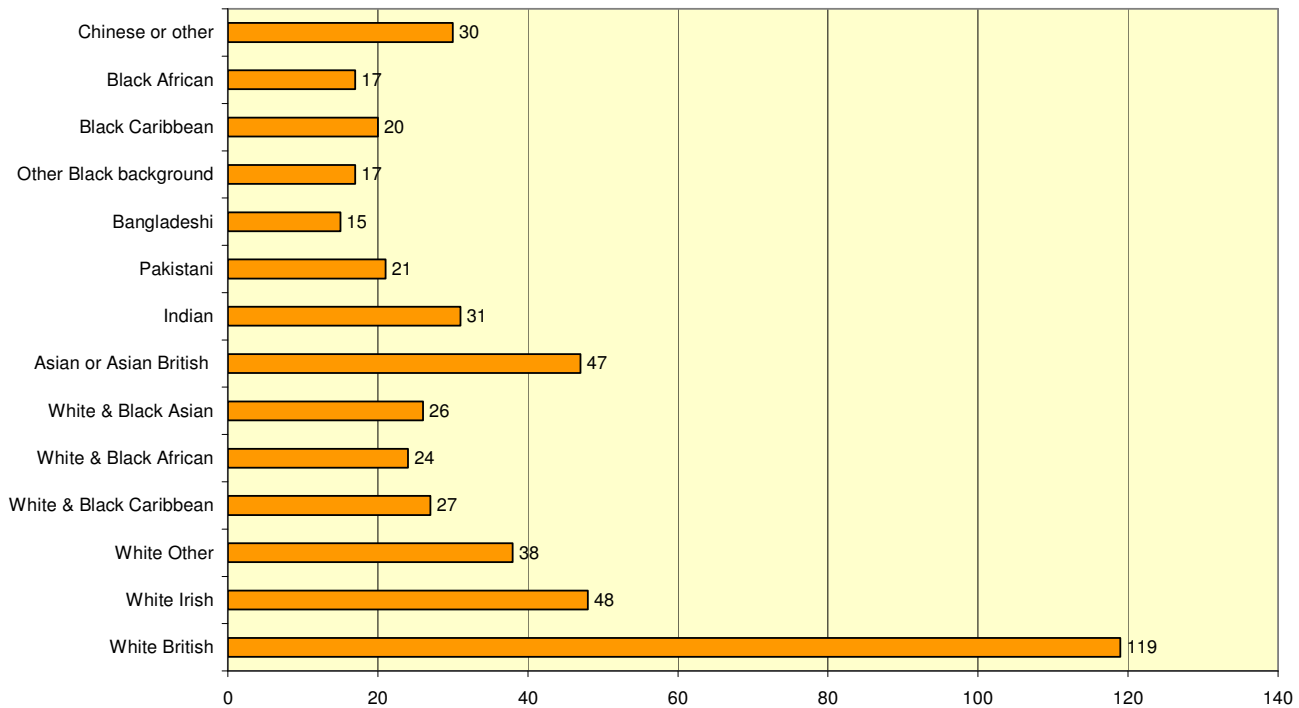
Question 4 asked groups to focus on their service users/clients/members providing details of the numbers using their services from a number of options giving on age range, ethnicity and issues facing them. They were then asked to identify the 'category' which most closely related to their main service users.

Service Users



Further analysis was then requested on the ethnic make up of service users.

Organisations Identifying Ethnic Minorities Using Services



The White other category was further broken down to:- Any 17, Eastern Europe 7, Zimbabwe 3, Travellers 2, plus South Africa, USA, Finland, France, Japan, Australia, Spain, Malta and Italy 24. Organizations did not record this information and of those who completed the question indicating the breakdown of Ethnic Minorities accessing services 31 did not provide a breakdown of numbers from BME and non BME groups accessing services. From the data provided by those that did Organizations reported **10154** individual service users from BME communities using their services with **81317** non BME service users. Some organizations provided a percentage breakdown which ranged from 3 - 10% BME service users. 6 organizations also reported 90% + non BME service users.

Staff and Volunteers

Question 6 asked organizations to report on the numbers of staff and volunteers employed within their organization.

	YES	NO		YES	NO
Full Time Staff	35	110	Part Time Staff	59	90
Trustees/Committee Members	117	34	Volunteers	121	26

Of those with Full Time (ft) Staff 15 have 1ft, 4 have less than 10ft, 6 have between 10ft and 20ft, 2 have 50+ft

Of those with Part Time (pt) Staff 10 have 1pt, 15 have 2pt, 27 have between 3 and 16pt, 5 have between 30pt and 60pt and 1 has 80+pt.

Those with Trustees/Committee members reported a total of 1061 people act in this capacity with Committees ranging from 2 to 20 people.

Those using volunteers reported a total of 4935 individuals serving as volunteers. Of these 47 had between 1-10 volunteers, 28 had between 11-20 volunteers, 3 had between 21-30 volunteers, 6 had between 31-40 volunteers, 6 had between 41-50 volunteers, 7 had between 51-100 volunteers, 6 had 101-200 volunteers and 1 had over 1000 .

Organisations reported a total average of 1593 hours per month given to organisations by Trustees / Committee members. 12 organisations gave an average between 1 and 84 hrs/month but the majority featured between 2 and 20 hours per Trustee / Committee member.

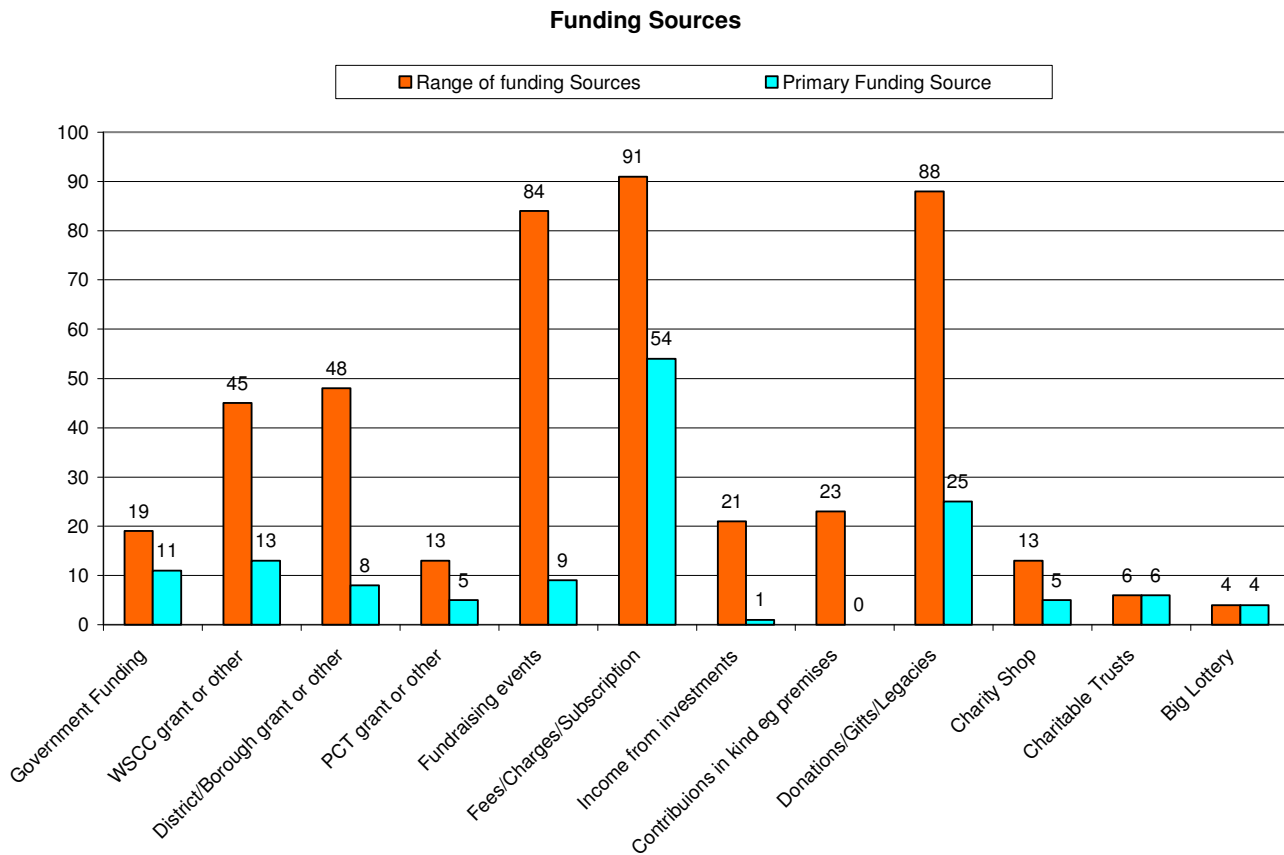
Funding

Question 7 asked Organisations to give their total income and expenditure for the last financial year or a reasonable approximation and 116 provided information on Income and 113 on Expenditure.

The responses gave

INCOME		EXPENDITURE	
Under 10,000	54	Under 10,000	54
10 -50,000	28	10 -50,000	26
50-100,000	11	50-100,000	12
100-200,000	10	100-200,000	9
200-500,000	7	200-500,000	7
500,000-1m	3	500,000-1m	2
1m+	3	1m+	3

The range of sources being given and the primary funding sources for organisations shown as follows (note 12 indicated more than 1)



Organisations were also asked whether they held contracts or service/funding agreements. 29 confirmed that they did for periods ranging as follows 3months - 1 org, 9 months - 2 orgs, 1 year - 5 orgs, 2 years - 3 orgs, 3 years - 9 orgs, 5 years - 1 org.

Participation in the wider Community

To begin this section of the survey Organisations were asked if they believed themselves to be well informed about future plans for services or developments in the local community. 111 felt they were, 39 were not.

They were then asked how they would like to be involved in the development of their communities

Method of Involvement	Number of Organisations	Method of Involvement	Number of Organisations
Attendance at Local Strategic Partnership meetings and events	55	Have an active role in development with other statutory & voluntary sector agencies	47
Receive information through CVS and other infrastructure organisations	113	Questionnaires / Surveys	56
Attendance at community consultation events	55	Other	Senior Persons Council

Organisations were also asked to confirm if they would be interested in being nominated by their CVS to serve on working parties or other bodies so that they could represent the views of their organization and its members. 76 agreed, 63 declined.

Looking Ahead

The final question in respect of their own organizations asked them to consider their expectations on a number of issues over the next 5 years,

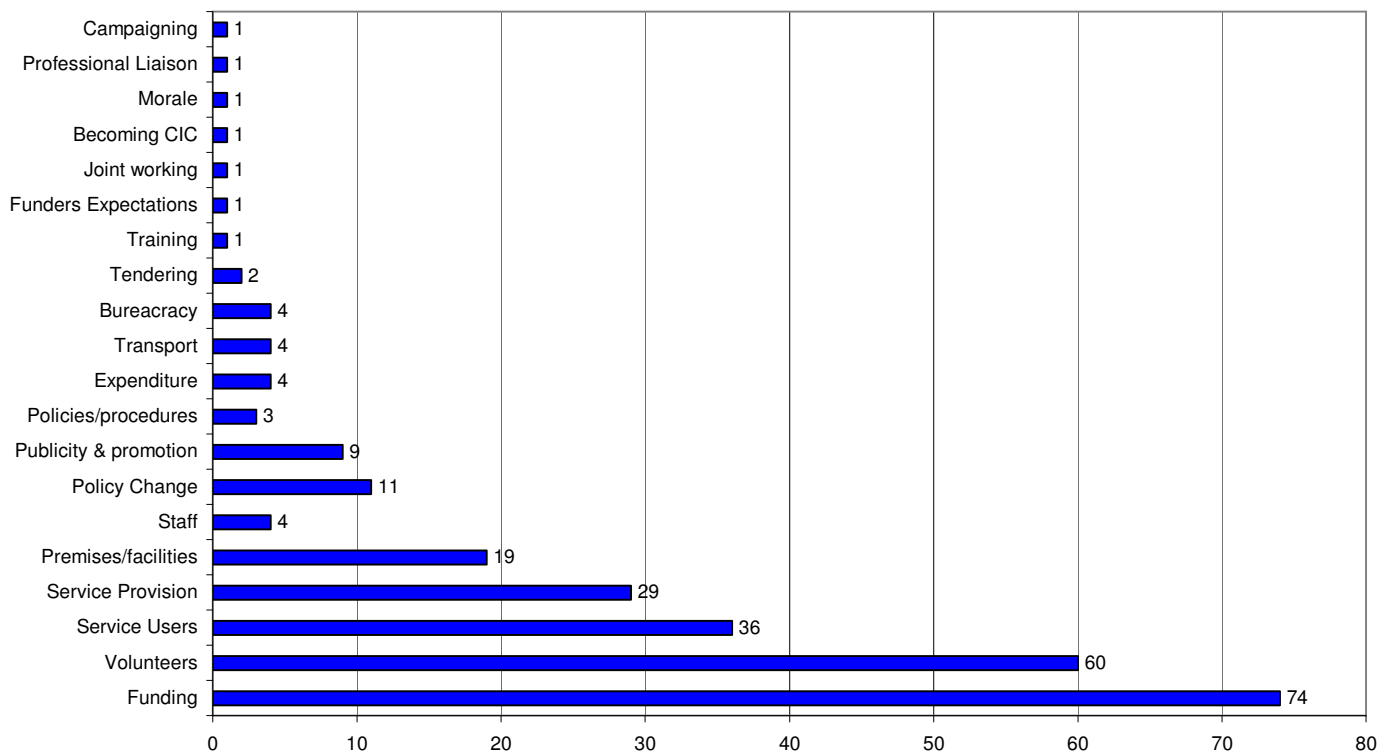
Over the next five years what is most likely to happen to your organisation?

	Increase	Decrease	No change		Increase	Decrease	No change
Our income will....	65	18	41	The needs of our clients will....	84		44
Our expenditure will....	95	9	28	Ease of recruitment of trustees will...	7	36	62
Number of paid staff will...	29	2	61	Ease of recruitment of volunteers will...	20	42	60
Number of volunteers will....	53	17	53	Ease of recruitment of staff will...	14	11	65
Need for our services will....	95	2	34	The demand for our services will....	105		26
Funding from statutory bodies will...	22	30	51	Statutory agencies' expectations regarding the numbers of services we deliver will...	50	2	52

The following represent the 2 main challenges the organisations identified for the next 5 year period

Issue	Challenge 1	Challenge 2
Funding	52	22
Volunteers (retaining/recruiting more)	29	31
Membership retaining/increasing	16	20
Maintaining/developing the service	14	15
Premises/facilities improving or new needed	12	7
Staff recruit/retention	3	4
Policy changes by funders	5	6
Publicity/promotion	3	6
Organisational policies & procedures	2	1
Manage Expenditure	1	3
Transport	1	3
Bureaucracy	1	2
Tender process	2	
Training	1	
Expectations of funders	1	
Working together with like orgs	1	
Change in org to CIC	1	
Organisational morale		1
Effective liaison with professionals		1
Campaigning		1

Main Challenges over the next 5 years

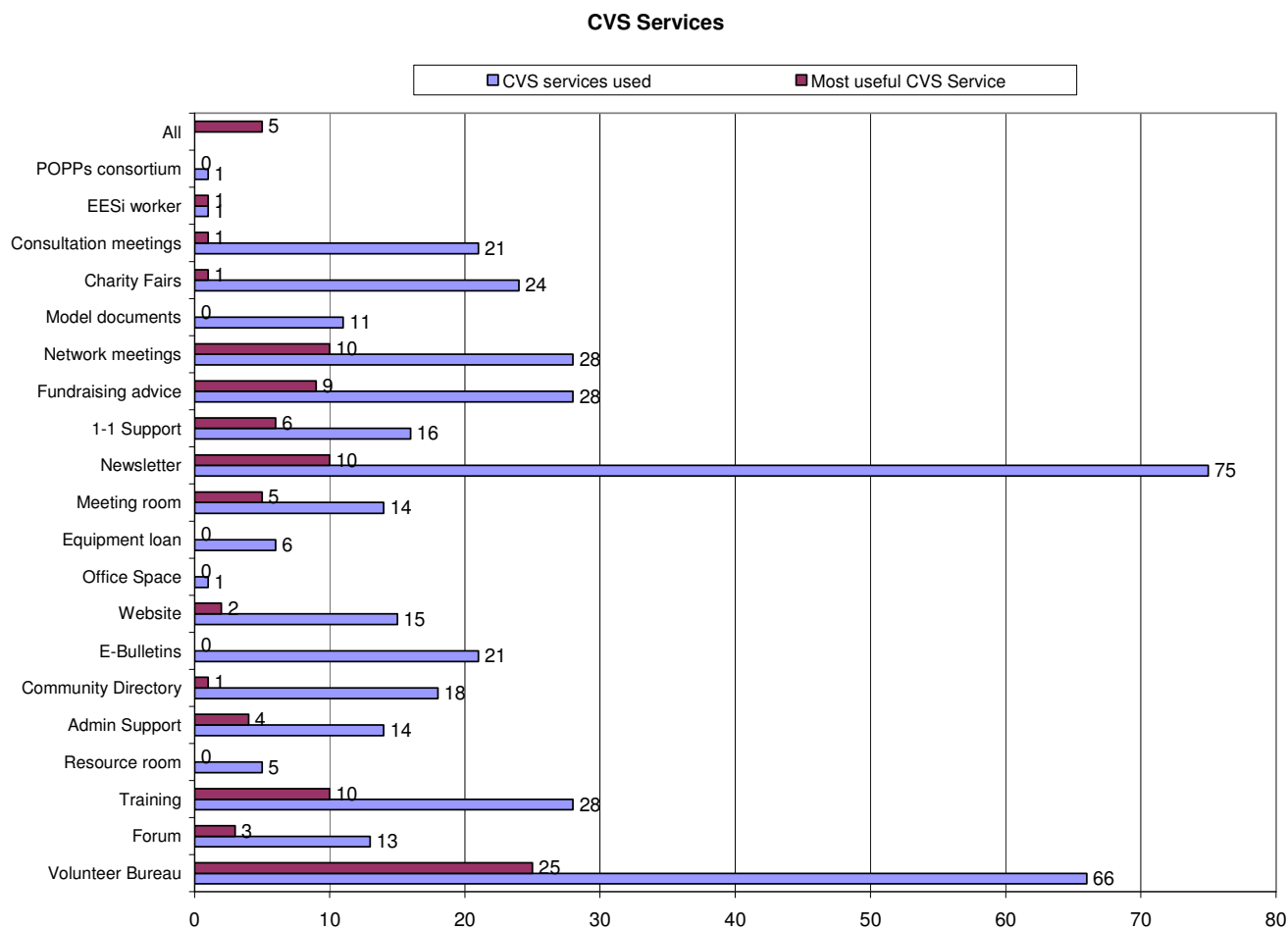


Relationship with the CVS

121 organisations were members of CVS's and 28 were not with 3 not knowing. Of these, those providing the information stated their membership as follows:-

Adur CVS	CVS-Arunwide	Chichester & District CVS	Crawley CVS	East Grinstead CVS	Horsham Area CVS	Mid Sussex South CVS	Worthing CVS	Several CVSs	All CVS
2	7	11	18	7	12	22	11	13	2

The CVS services used most frequently were identified and proved most useful were as follows:-



Organisations were also asked to rate the CVS service as a whole, these scored as follows.

Excellent	45	Good	64
Adequate	13	Poor	3

There were 71 positive comments on the value of the CVS service (see Appendix 3 for transcripts) and 16 in relation to what had been least useful. Some organisations stated that as groups with Parent bodies CVS type services were already received. 2 found the consultation events unhelpful, whilst 3 had issues in respect of the newsletter in terms of relevance and size (too big). Others had not been successful in recruiting volunteers or achieving funding despite CVS help. Hands on help for events was also said to be missing.

A number of further comments were left in relation to the service received (see Appendix 4 for transcripts)

Additional services have been requested as follows:-

Internet access in meeting rooms (Crawley)

More information on how you can help

Information on local activities

More opportunities to advertise our services

Help with volunteer / trustee recruitment

Help with Fundraising

Help with training

Help with speakers

Leadership of the Voluntary Sector to tackle fragmentation

Further general comments were also collated (see Appendix 4 - for transcripts)

West Sussex EESI Project

Organisations were asked if they had used the services of an EESI Development worker -

28 Organisations had

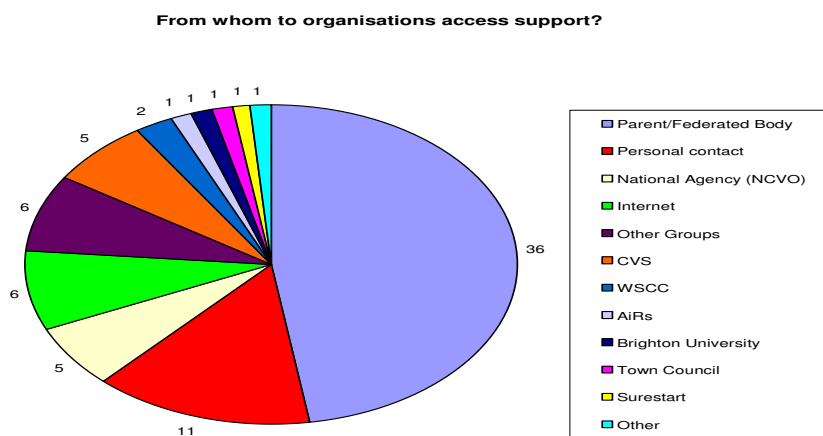
116 Organisations had not

Those who had used the service learnt of it through CVSs, Networking lunches, newsletters, their own organisations or personal contact.

The services used by these organisations were the following:-

Support with raising funds	19
Health Check or Business Planning Advice	6
Advice on Quality Standards such as Quality First, PQASSO etc.	3
Networking with other organisations/projects	16
Discussion and response to government documents and plans affecting the voluntary sector	2
Advice on management committee's roles and responsibilities	5
Advice on setting up monitoring & evaluation systems	4
Training events	9
One-to-One Advice (on any subject affecting you)	10
Advice on information technology (IT)	0
Financial Planning Services	1

Where organisations had not used project they were asked where they accessed advice and support



Partnership and Joint Working

Membership of Local, County or Regional networks was then explored. 62 organisations confirmed they were members of such networks whilst 62 were not.

A majority of these networks were meetings of their own bodies e.g. CABs, Age Concern, Parkinson's Disease Society etc. but organisations were also part of:-

West Sussex Arts Partnership, Parent Partnership, RAISE, Federation of Disabled People, Tourism Partnership, VOLG, County Local Committees, Local Strategic Partnership's, Sussex Volunteer Emergency Council, Sussex Mass Fatalities Working Group, Criminal Justice Boards, Pensioners Alliance and Older People's Fora.

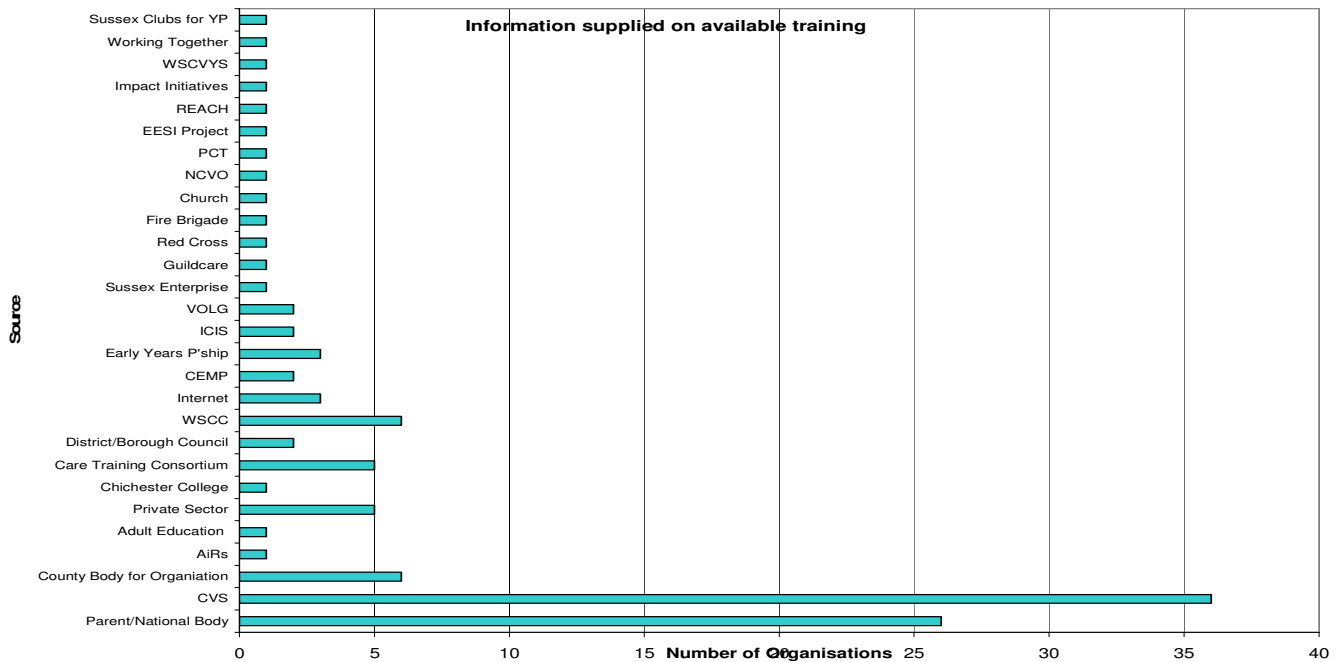
Organisations also identified that they regularly collaborate in the delivery of their services, with 71 indicating that they do and 60 replying no. Details of how this collaboration is defined was less clear, but can broadly break down as follows:-

Type of Collaboration	Number of Organisations
Cross Referral with Statutory Agencies	8
Cross Referral with Voluntary Agencies	7
Offer use of venue	5
Share use of venue	4
Collaborate with like VCS Groups	4
Support/Advise like VCS groups	3
Training	1
Fundraising	1
Volunteer recruitment	1
Lobbying	1
Joint Events	1
Community Partnerships	1

Training

Details of access to and delivery of training provided information on those offering training to Voluntary and Community Sector Organisations and the range of training those organisations undertaken.

The following training courses were used by those providing details



Those organisations which accessed training confirmed a total of 459 staff and 919 volunteers had attended training/workshops (for details see Appendix 5).

They were also asked about training budgets for both staff and volunteers.

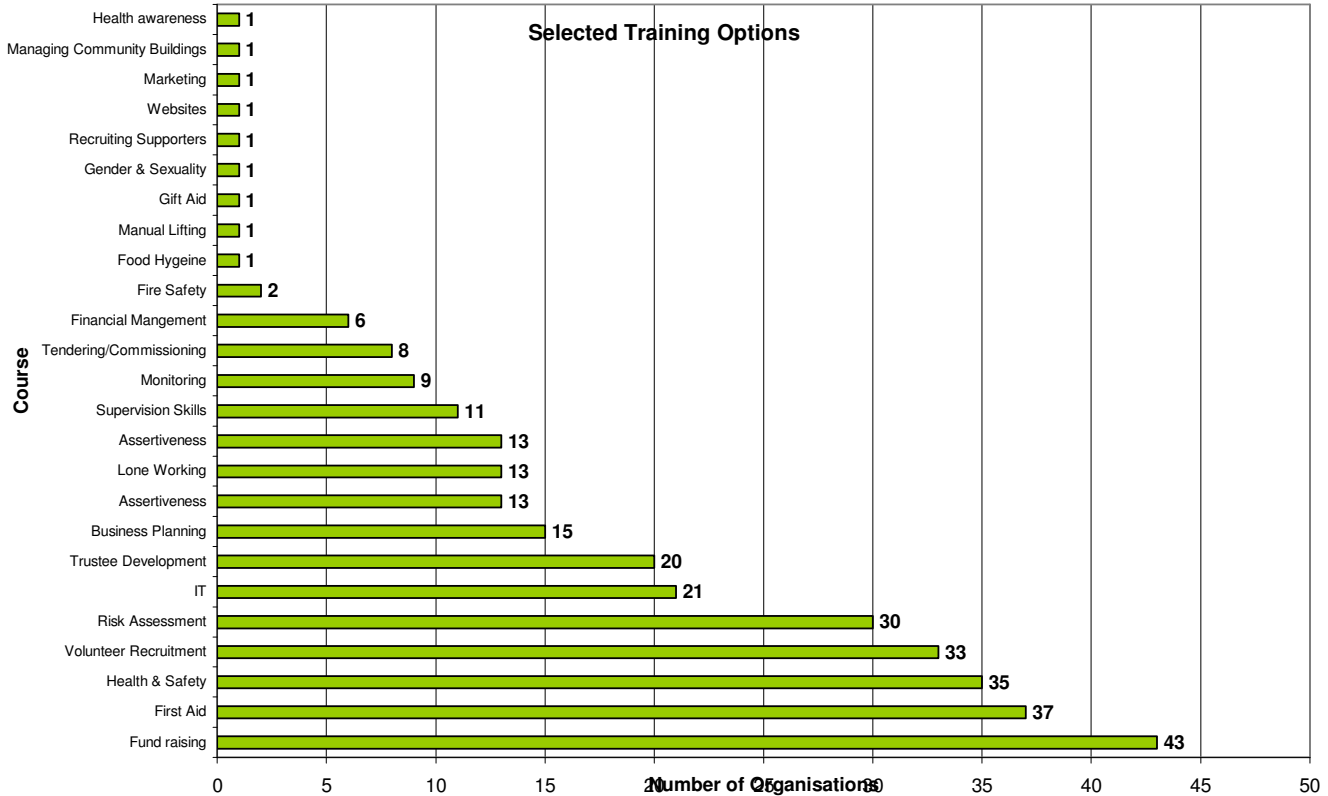
34 Organisations have a staff training budget

78 Organisations have no staff training budget

33 Organisations have a volunteer training budget

95 Organisations do not have a volunteer training budget.

Finally Organisations were asked to select from a range of potential training options that could be facilitated / delivered through the EESI project, the breakdown of interest in these options is as follows:-



2 organisations commented on the difficulty faced by staff and volunteers in finding time for training in the face of increasing pressures on service delivery.

Data Protection Act. We would like to keep the contact details of organisations that respond to this questionnaire for the purpose of mailing. (The rest of the information that is supplied will not be stored on a database). The contact details may be shared with government, statutory or other organisations where we consider this to be appropriate. If you have any objections to this please tick the box.

PLEASE DO NOT GIVE OUT CONTACT DETAILS

1. About you (this set of questions is for monitoring purposes only)

Name of person completing this form

Position within the organisation _____

If you are happy to do so please describe your ethnic origin here (using the list shown on page 4b)

Nationality _____

2. About your organisation

Name of organisation _____

Postal address _____

Telephone number _____

E-mail address _____

Website _____

Approx what year was your organisation established? _____

2. About your organisation (cont)

(a) What type of voluntary/community organisation are you? *(Please tick all that apply):*

Informal neighbourhood or community group (without a set of written rules)	
Informal neighbourhood or community group (with a set of written rules)	
Registered charity	
Branch of a national voluntary organisation	
Local voluntary organisation	
Company limited by guarantee	
Housing association	
Church/faith organisation	
Black & minority ethnic organisation	
Other (please specify)	

(b) What are the areas of work that your organisation deals with? *(please tick all that apply):*

Health		Economic development	
Welfare/social care		Community development	
Environment		Education/research/training/learning	
Animals		Play/youth work	
Arts/culture		Religious	
Leisure/recreation/sport		People with disabilities	
Housing/homelessness		Emotional/physical support	
Community safety/criminal justice		Other (please specify)	

Which of the above is your single most important area of work?

(c) What are the main services that you provide? *(Please tick all that apply):*

Information/advice		Providing/managing living accommodation	
Advocacy		Providing/running multi-purpose space, eg community centre	
Campaigning		Emotional/physical support	
Raising funds other than for your own organisation		Education/research/training learning opportunities	
Grant making		Other (please specify)	

2. About your organisation (cont)

(d) Which geographical area do you work in? (Please tick all that apply):

Adur	<input type="checkbox"/>	Nationally	<input type="checkbox"/>
Arun	<input type="checkbox"/>	South East Region	<input type="checkbox"/>
Crawley	<input type="checkbox"/>	Pan Sussex	<input type="checkbox"/>
Mid Sussex	<input type="checkbox"/>	West Sussex	<input type="checkbox"/>
Chichester	<input type="checkbox"/>		<input type="checkbox"/>
Worthing	<input type="checkbox"/>		<input type="checkbox"/>
Horsham	<input type="checkbox"/>		<input type="checkbox"/>

Please specify if Town, Parish or local community e.g. Midhurst, East Grinstead, Bewbush etc.

.....

3. About quality standards

(a) More established organisations may have a quality mark, such as Quality First, PQASSO or Community Legal Services, Investors in People, Quality Mark. Has your organisation achieved, or is it working towards, a Quality Mark of any kind?

Yes Working Towards No (Please proceed to question 4)

(b) Please give details of Quality Mark:

4. About your users/clients/members

(a) Which of the following groups are your main service users/clients/members? (Please tick all that apply):

Children under 5	<input type="checkbox"/>	People with physical/sensory impairments	<input type="checkbox"/>
Children 5-15	<input type="checkbox"/>	People with mental health issues	<input type="checkbox"/>
Young people (16-24)	<input type="checkbox"/>	People with learning difficulties	<input type="checkbox"/>
Families	<input type="checkbox"/>	Women	<input type="checkbox"/>
Older people	<input type="checkbox"/>	Homeless/poorly housed	<input type="checkbox"/>
Unemployed people	<input type="checkbox"/>	No one particular group	<input type="checkbox"/>
Ethnic minorities	<input type="checkbox"/>	Other (Please specify)	<input type="checkbox"/>

Which one of the above groups uses your services the most?

4. About your users/clients/members (cont.)

(b) Which ethnic minorities are currently using your service? (Please tick all that apply):
(please use this list to select which ethnic origin you are from: see page 1)

White: British		Asian or Asian British	
White: Irish		Indian	
Any other white background (state which)		Pakistan	
Mixed race :		Bangladeshi	
White & Black Caribbean		Any other Black background	
White & Black African		Black or Black British:	
White & Black Asian		Caribbean	
Any other mixed race:		African	
Chinese or other ethnic origin			

Please estimate the total number of people from Black and /or other minority ethnic groups (BME) who used your services over the last year

Please estimate the total number of non BME people who used your services last year

5. Is your organisation affiliated to any national bodies or do you have a 'parent body e.g. Age Concern, Oxfam, etc.

YES NO

Please give details.....

6. Your volunteers and staff

(a) How many people are employed by you?

Full time staff		Part time staff	
-----------------	--	-----------------	--

How many people work for you in a voluntary capacity?

Trustees/committee members		Volunteers*	
----------------------------	--	-------------	--

** Please note that, for the purpose of this questionnaire, a volunteer is defined as someone who has contact/ helps with your organisation at least three times a year.*

(b)

What is the average amount of time that each trustee/committee member gives to your organisation each month?

6. Your volunteers and staff (cont.)

(c)

What is the average amount of time that each volunteer gives to your organisation each month?

7. Your finances

Note: This information may already be published in your annual report. If however you would prefer to give approximate rather than exact figures please do so. This information does not enable individual organisations to be identified.

(a)

What was the total income of your organisation last year?

(b)

What was the total expenditure of your organisation last year?

(c) How is your organisation funded? *(Please tick all that apply):*

Government funding	<input type="checkbox"/>	Fees/charges/subscriptions	<input type="checkbox"/>
Grant or other funding from WSCC	<input type="checkbox"/>	Income from investments	<input type="checkbox"/>
Grant or other funding from Local Borough/District Council	<input type="checkbox"/>	Contributions in kind (eg use of premises, office equipment etc)	<input type="checkbox"/>
Grant or other funding from the PCT	<input type="checkbox"/>	Donations/gifts/legacies	<input type="checkbox"/>
Fundraising events	<input type="checkbox"/>	Charity shop	<input type="checkbox"/>

Of the above, which is your main source of funding?

Do you hold contracts and / or Service and Funding Agreements? YES

NO

If so for what period?

8. Your group's participation in the wider community

(a)

As a representative of the voluntary sector and your community, do you think you are well informed about future plans for services or developments in the same area (geographical or interest group) as the one in which you work?

YES

NO

8. Your group's participation in the wider community (cont.)

(b) How would you like to be involved in the development of the community in your area?

(Please tick all that apply):

Attendance at Local Strategic Partnership meetings and events	<input type="checkbox"/>	Have an active role in development with other statutory and voluntary sector agencies, where applicable	<input type="checkbox"/>
Receive information through the CVS and other umbrella organisations	<input type="checkbox"/>	Questionnaires/surveys	<input type="checkbox"/>
Attendance at community consultation events	<input type="checkbox"/>	Other, please specify	<input type="checkbox"/>

(c)

One of the CVS's roles is to represent the views of the voluntary sector on a variety of steering groups. We are keen that, when appropriate, front line voluntary sector organisations should be able to serve on such working parties themselves so that they can put their views and the needs of their clients direct to statutory sources. Would your group like to become involved in this kind of work if an opportunity arises?

YES

NO

9. Looking ahead

(a) Over the next five years what is most likely to happen to your organisation? *(Please tick all that apply):*

	Increase	Decrease	No change		Increase	Decrease	No change
Our income will....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The needs of our clients will....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Our expenditure will....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Ease of recruitment of trustees will...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Number of paid staff will...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Ease of recruitment of volunteers will...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Number of volunteers will....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Ease of recruitment of staff will...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Need for our services will....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The demand for our services will....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Funding from statutory bodies will...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Statutory agencies' expectations regarding the numbers of services we deliver will...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. Looking ahead (cont.)

(b) What are the two biggest challenges that your organisation faces over the next five years?

1. _____

2. _____

10. About your relationship with the Councils for Voluntary Service in West Sussex

(a)

Are you a member of / or use the services of a Council for Voluntary Service (**CVS**) ?

YES NO

(if no please proceed to question 10)

If so, which one?

(b) Which of the following CVS services have you used over the last year? (Please tick all that apply):

Volunteer bureau	Meeting Rooms	
One of the forums, eg parenting forum	Newsletter	
Training	One to one support	
Resource room	Fundraising advice	
Administrative support	Lunchtime network meetings	
Community directory	Model documents (policies, etc)	
E-Bulletins	Charity Markets/Fairs	
Websites	Consultation meetings	
Office space	Other, please specify	
Equipment Loan		

10. About your relationship with the Councils for Voluntary Service in West Sussex (cont.)

(c) Overall how would you rate the support that you have received from the CVS? (Please tick one box):

Excellent		Good	
Adequate		Poor	

(d)

Of the services that you have used which has been most useful?

Why?

(e)

Of the services that you have used which has been the least useful?

Why?

(f)

Have you any further comment you wish to make on services received?

(g)

Are there any additional services that you would like the CVS to provide to your organisation?
Please specify

10. About your relationship with the Councils for Voluntary Service in West Sussex (cont.)

(h)

Any other comments you would like to make? Please use a separate sheet if necessary

11. About the EESI Project

(a)

Has your organisation used the service of the West Sussex EESI development worker?
(If no please proceed to question 10c)

Yes

No

If so how did you hear about the Project

(b) The EESI project provides a range of support services to community and voluntary groups. Which of the following have you used? (Please tick all that apply):

Support with raising funds	
A Health Check or Business Planning Advice	
Advice on Quality Standards such as Quality First, PQASSO etc.	
Networking with other organisations/projects	
Discussion and response to government documents and plans affecting the voluntary sector	
Advice on management committee's roles and responsibilities	
Advice on setting up monitoring & evaluation systems	
Training events	
One-to-One advice (on any subject affecting you)	
Advice on information technology (IT)	
Financial Planning Services	

11. About the EESI Project (cont)

(c)

If you have not approached the EESI project for advice on the above where else do you get advice and support?

(d)

Is your organisation a member of any local, county or regional networks?

Yes No

Please provide details _____

(e)

If yes please give details:

(f)

Do you collaborate with any other organisations in the delivery of a service?

Yes No

(g)

If yes please give details:

11. About the EESI Project (cont)

(h)

From whom do you currently access information about training opportunities?

(i)

If possible please provide titles of training courses staff and or volunteers have attended in the past year

(j)

How many staff have attended a planned training course/workshop/event?

Do you have a Staff training budget? YES NO

How many volunteers have attended a planned training course/workshop/event?

Do you have a Volunteer Training Budget? YES NO

11. About the EESI Project (cont)

(k)

If you are interested in further CVS / EESI training, what subjects would you prefer? Please tick options and/or provide additional options

First Aid
Health & Safety
Risk Assessment
Trustee Development
Volunteer Recruitment
IT
Tendering & Commissioning

Business Planning
Supervision & Support
Monitoring
Fund Raising
Financial Management
Assertiveness
Lone Working

Other training requests / needs?

Thank you for your time completing this questionnaire. Good luck in the draw!!

If you did not receive a copy of this Survey directly from one of the West Sussex CVS's would you be happy for your contact details to be forwarded to them?

(Please indicate which)

**Adur CVS
Chichester CVS
CVS- Arunwide
Crawley CVS
East Grinstead CVS
Horsham CVS
Mid Sussex South CVS
Worthing CVS**

Appendix 2

10(d)

Which CVS Services have been most useful? Transcribed comments

always contactable base, opportunity to contact people outside own circle
advice re legislation - quick, clear support
a few volunteers found
a good means of advertising our work and getting new volunteers
access to potential volunteers with close proximity to Chichester court
accessible and affordable to local retired people
advertising vacancies
Advise on help for the elderly. Also with every day help for others
always useful and interesting
as a new community centre we have ongoing training needs
because of the contacts and knowledge
because our survival depends on it
because the cost, including the affiliation fee, is very affordable
because we cannot survive without this outside source of funding
because we do not have resources/time to set up
because we need a minimum number to continue our service
cheap price
Cheaper
comprehensive, informative, can use in own time
courses attended have been well-run, informative and interesting
enable us to communicate with more groups of people
Essential
ever increasing need to find good quality volunteers
face to face plus follow up
finding us volunteers to help with swimming
for information and funding exercise
for networking and information gathering
fun and good publicity
gives us confidence
good for networking
good quality tutors & venue
got us a fabulous new volunteer
had excellent volunteers through bureau and staff always helpful
have referred one or two visually impaired people to us and we have followed up the information
have understood and delivered requirements where possible
Having the support of an individual who knows how to make an effective bid, personalised support, knowledge of agencies/groups to approach for funds. Practical support in joining our fully stretched committee
helped with our recruitment drive
helps us recruit volunteers
I think it is true to say that without the CCVS we would not be able to afford meeting rooms in Crawley

Appendix 2 (cont.)
10(d)
Which CVS Services have been most useful? Transcribed comments
info sharing and networking
info sharing
info sharing
Information
information handy, good to keep up to date
information supplied
it provides an invaluable door-to-door service to enable the elderly to do a weekly shop at Sainsbury's
It provides ideas for funding sources and training/networking opportunities. Keeps you in touch with support services you can access.
keeps us in touch
keeps us informed of local events and grant opportunities
keeps us up to date on issues
keeps us up to date on issues
link with employee volunteering worker
necessary and very useful
our funding application was successful
preview on members' comments for 4 Sight when I was leader of local social club
provided excellent advice, signposted to helpful orgs
provided training not available elsewhere
provides an excellent resource for our clients
publicity; informing representatives of other orgs about SAMM
reasonable cost
the only one of real relevance to us
their advice
they are invaluable
valuable source of local issues/grants etc
very helpful in every respect
we have no other way of expertise in this area
we need a large number of volunteers particularly stewards, to remain open
we need publicity locally
When starting up the club CVS advised on legal requirements; how to find out about grants; helped with constitution, Equal Opps, Health & Safety, Child Protection policies. Consultation was informal and very encouraging.

Appendix 3

10(f) Further Comments on CVS services

all office staff very helpful and supportive
all services available should be advertised more
always excellent
any time I need anything, they are always there to assist
because I am new to the area I'm currently unaware of what services are available
CCVS has been of immense support since our organisation was set up in a978 and we could not have enjoyed the success we have without their backing
come and address one of our meetings
couldn't be without our CVS
East Grinstead staff provide an excellent service
great service
I found CVS very professional. Attitude was very positive at times when I felt I couldn't cope with the paperwork. Without CVS help I would not have managed to get the club up and running so smoothly.
I found newsletters invaluable
I think we don't completely 'fit' your mould, but generally I think you do an excellent job for those that do
keep up the good work
Mike Nicholls support and commitment for the group through CVS and as a volunteer has enabled us to keep going through a very tough period for the group
most of the CVS services are useful but sometimes staff do not engage on the here and now
need more volunteers please
regular emails with info should automatically be sent to members
specific meetings for community transport providers with Kate Scales - Fantastic - thank you
staff always helpful and considerate
staff at CVS are all very helpful
staff very helpful
The group is largely self-sufficient so do not make much call on outside services
the service is outstanding and the staff always willing to help
very grateful for help and support
we have found the local support very helpful
we have had no need of CVS services over the last year, but have maintained contact on a personal level with the Chichester branch
We have received excellent advice and support. We are hugely impressed with the quality of the people at Crawley CVS
well done CCVS, long may you continue to expand
will be using vol bureau and other resources as org grows
withdrawal of the green carers' information bus
would like to use CVS more for this group

Appendix 4

10(h) Any other comments?

Apologies for my lack of information - the sudden death of our long-standing chairman last year has left huge knowledge gaps.

approachable & helpful

CCVS is a very valuable institution. It has helped and continues to help fledgling groups in all manner of ways. Its success depends on its staff and here we have the very best.

Excellent

Excellent and very friendly staff who cannot do enough for you! Have supplied info on grant applications.

excellent; positive

good rapport established; friendly team members

help passing on information

I am completing this and other forms to be helpful to you

I am completing this and other forms to be helpful to you

I have had limited contact with CVS

I think that they, like me, are always pushed for time. I think it is a shame that they, again like me, has to spend so much time on fundraising to secure the future of the group rather than get on with the projects in hand

input limited at times because of other more pressing demands

no contact

not of much use to us

on the whole, good

Plain English and explanation of EESI project! Is this Effective, Efficient, Supported and Independent Voluntary Service? Had to look up on internet and nowhere are we told what EESI stands for.

please let me know if you need me to do anything to help us recruit more volunteers

satisfied with WCVS

small groups development worker is & will prove useful for some of the groups using the centre

The CVS has no relevance to us. I don't think anyone from the CVS has visited and made themselves known to us.

they carry out several meetings which are very informative

They help us all the time in many ways and we are very grateful. We value the high quality of their services.

We are very happy with the service we receive. They are always willing to go that extra mile and I believe we have as good a rapport with them as they have with us.

we need to use you more and we will

we should build a better relationship with our CVS to see how we can be supported

we usually recruit within our units i.e. girls attend and parents get involved all in their own areas

APPENDIX 5

11 i If possible please provide titles of training courses staff and or volunteers have attended in the past year
Q11i
Day seminar on New Avenues & Resources for new & existing Torch Fellowship Groups including handbook on Safeguarding Adults & Children and overcoming practical problems when working with visually impaired people
Victim Support Core Training plus information days - too many to list
information-gathering and dissemination; falls and how to avoid or lessen them
Health & Hygiene; Food; Disabilities
there was a historical training course last year. A trainer came here to train our volunteers
none in last 12 months
1 Manual Lifting Course 2 First Aider Training 3 Fire Marshall Training
powerpoint presentation from NALC
powerpoint presentation from NALC
Speech Therapy; NVQ child care; First Aid; Outdoor Play; Food Hygiene