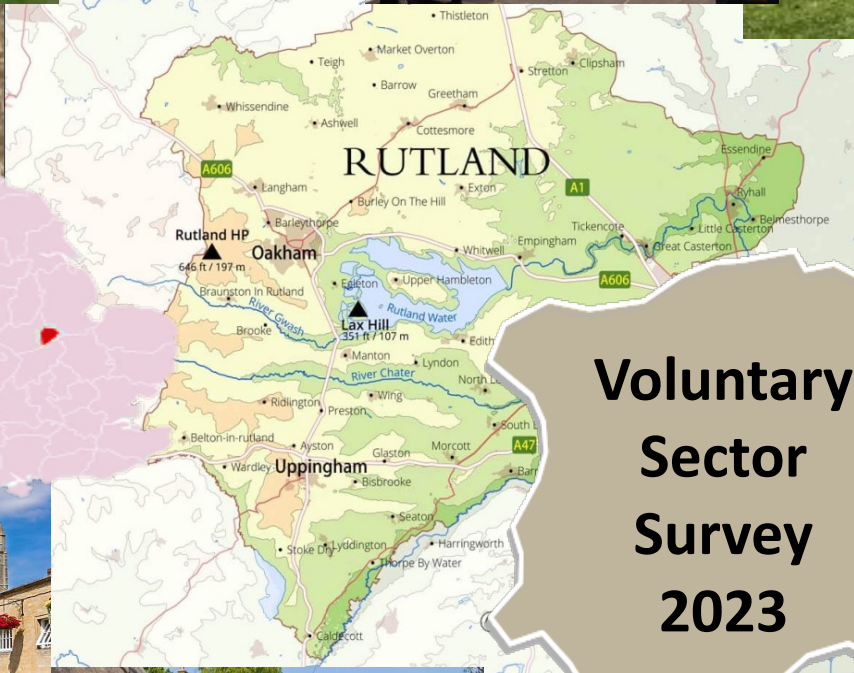


RUTLAND
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Voluntary Sector Survey 2023

Introduction

Rutland County Council (RCC) recognises the important role the voluntary and community sector (VCS) plays in supporting the needs of the community across Rutland and in supporting the council to achieve its organisational objectives e.g. Health and Wellbeing.

To facilitate a better understanding of the extent and nature of the local VCS, RCC commissioned Citizens' Advice Rutland (CAR) to carry out a survey with members of the sector followed by more in-depth qualitative research and to develop a strategy and action plan for the sector based on the research findings.

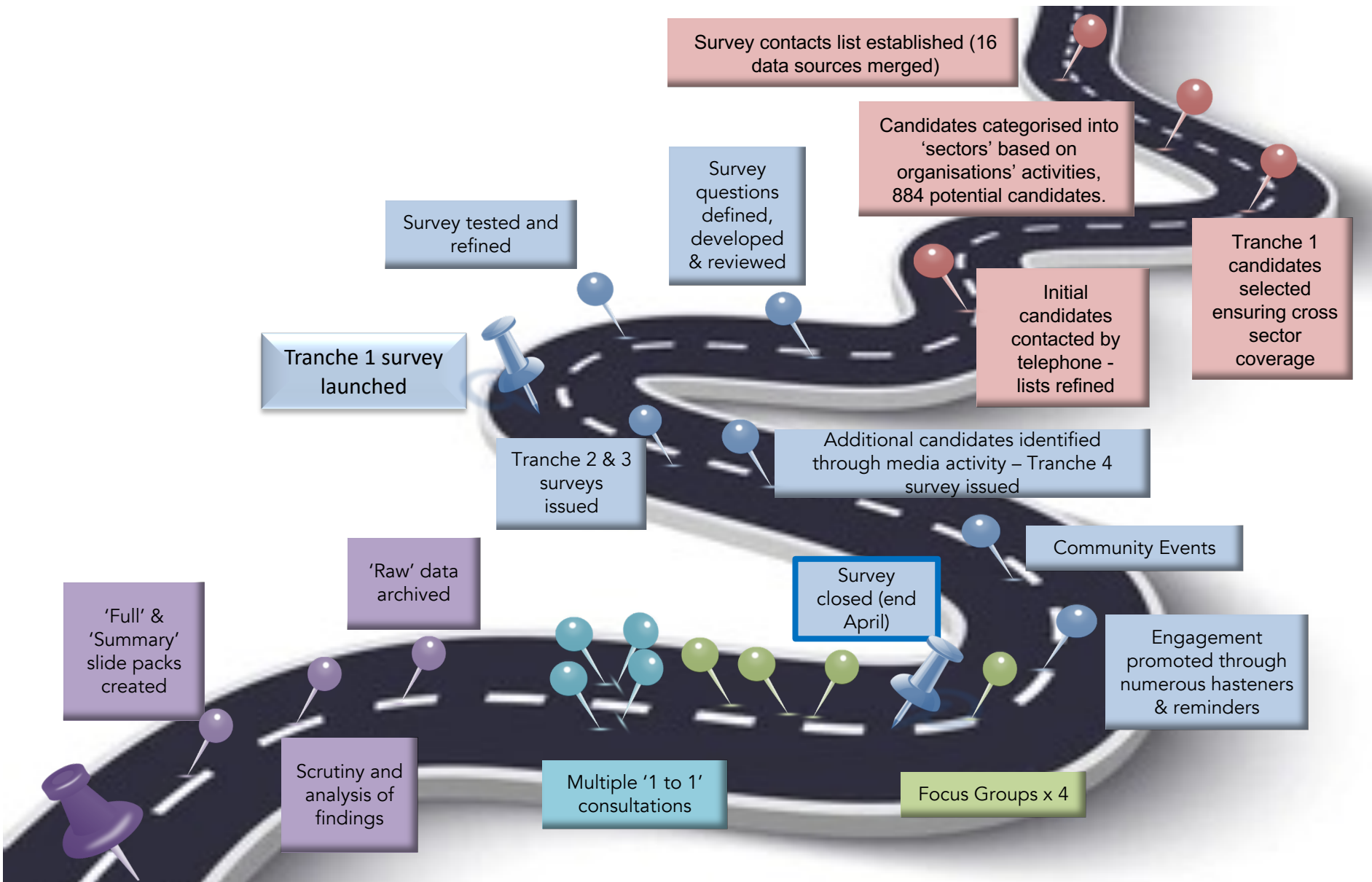
This report contains a summary overview of how the survey candidate organisations were identified; the approach and methodology used for the survey and provides the key survey responses in graphical and supporting narrative text. The survey comprised 39 separate questions, some of which had a number of response sub-options, resulting in the full report consisting of 96 slides. This summary version is intended to illustrate key messages in a shorter version.

The full report is the concluding milestone, (as identified in the Project Initiation Document), of Phase 1 of the Project.

The purpose of this survey is to gain a deeper understanding of the voluntary and community sector in Rutland. It aims to explore the diverse makeup of the sector, ranging from small community groups to large national charities. The survey's objective is to create a comprehensive map of activities and identify any gaps in terms of both geographical coverage and types of initiatives. Additionally, we asked a series of questions relating to the sector's challenges and future needs.

To ensure inclusivity, we made every effort to involve as many groups as possible and establish a robust process of outreach. We sent survey links to over eight hundred groups via email. Out of these, 171 groups completed the survey on Survey Monkey. Furthermore, we conducted four focus groups, carefully designed to represent the voluntary and community sector, and carried out a series of one-on-one interviews to address any gaps in our research.

Moving forward, we will incorporate the survey results and insights from the focus groups into the development of a strategy for the voluntary and community sector in Rutland. This ongoing work will culminate in a draft document that will be circulated in September for review and comments.

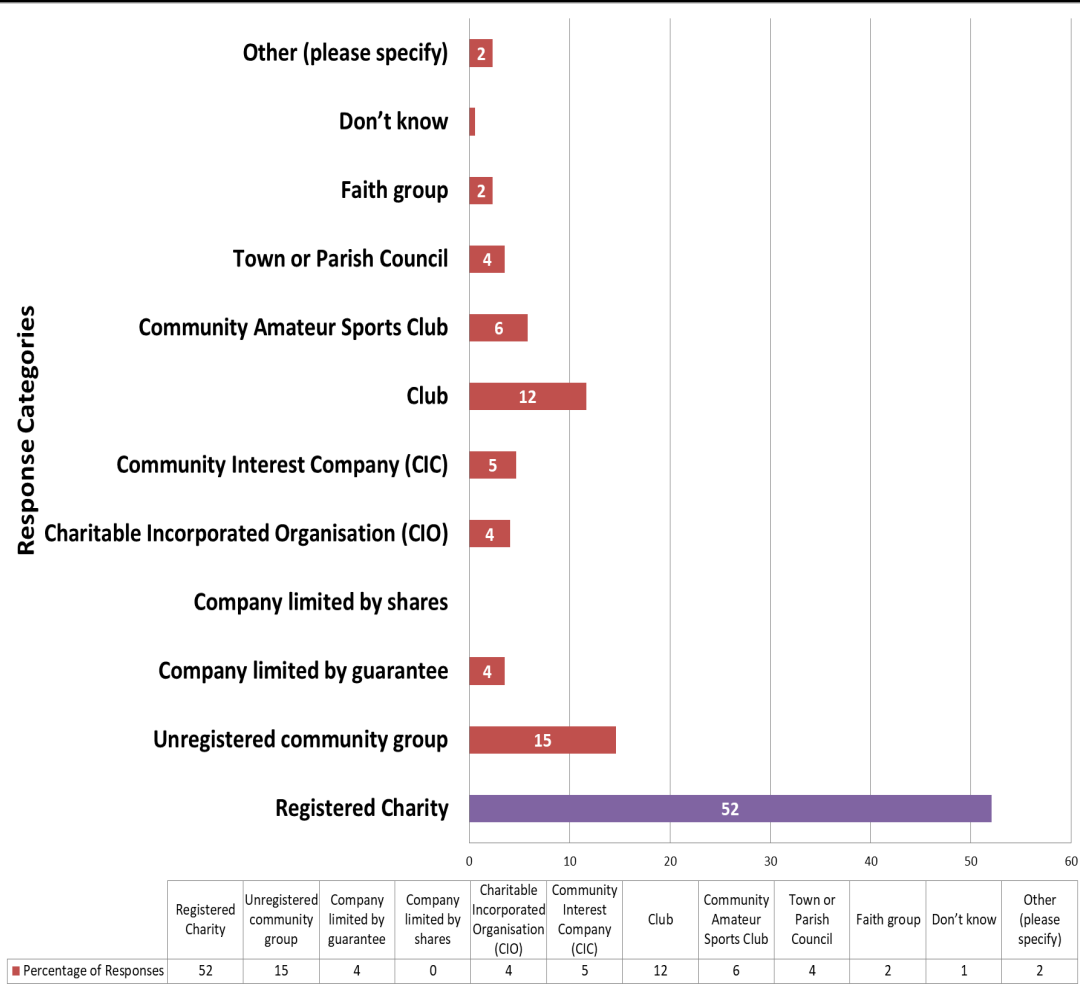


Charts and Analysis

What type of organisation is it?

A key aim of the survey was to ensure a broad coverage of the voluntary sector, this was achieved by initially identifying over 880 potential sources which were then assessed by the delivery team to ensure each sector was represented appropriately in the tranches of the survey. The majority (over 50%) of the respondents indicated registered charity status which tended to be large/medium sized organisations with broad coverage in the community. The second largest grouping, (approximately 33%) represent 'community groups', sports clubs and more general 'clubs' with a wide range of 'social activities' e.g. astronomy; Morris dancing ; art and gardening. Whilst the response rate for faith groups and parish councils was low, overall the responses from these groups contained sufficient information to be meaningful.

The single 'don't know' captured here was for an indoor bowls club which should have been included in either the 'community amateur sports club' or more general 'club' category by the respondent.



'Other'

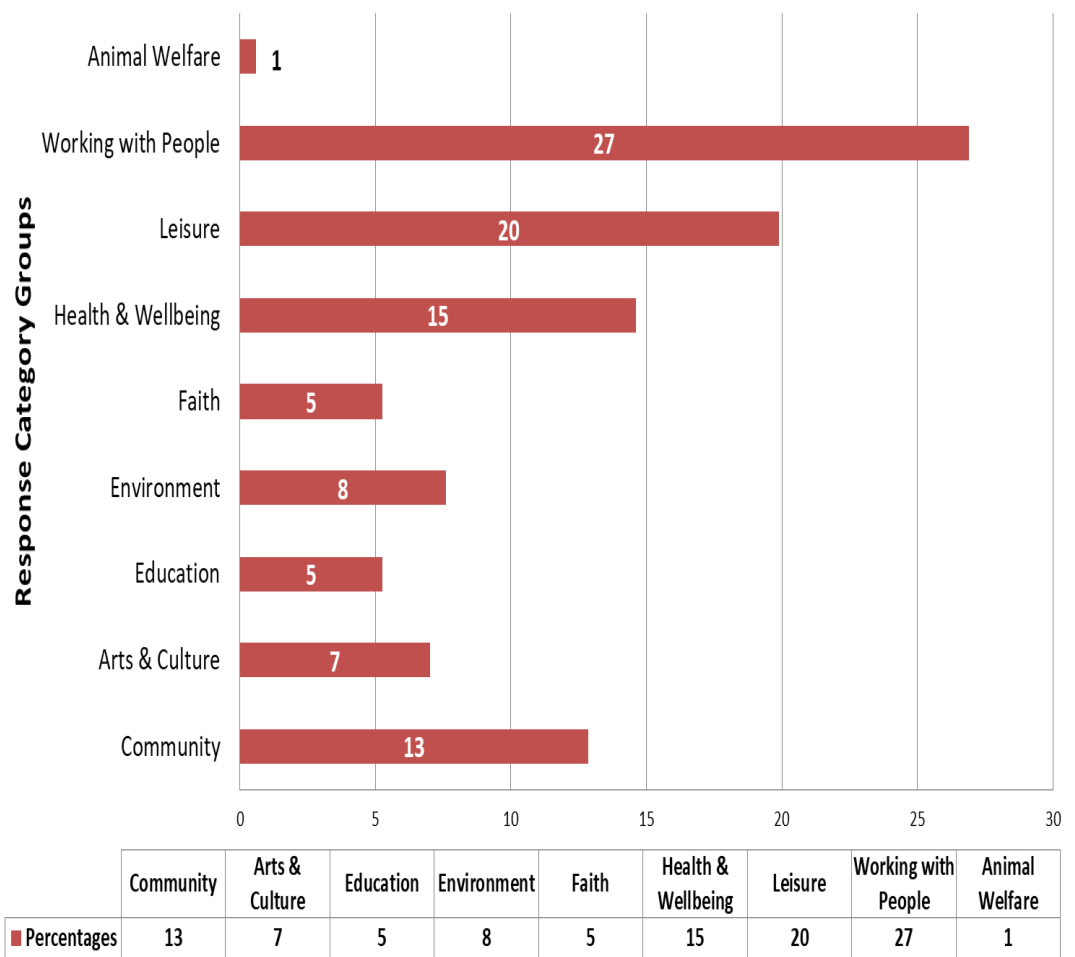
- The Friends of the Village Green work in collaboration with South Luffenham parish council
- Fundraising group for Citizens Advice Rutland
- Limited company
- Village Hall

What is your organisation's main area of work?

A significant number of the respondents (27%) are within the **'Working with People'** category which is a broad group and includes organisations working with older people; children & families; supporting victims of domestic abuse and providing palliative care. The second largest group **'leisure'** (20%) are typically clubs providing a wide range of leisure and sports, for example bridge; sailing; Morris dancing and walking groups. The **'Health & Wellbeing'** category (15%) represents organisations providing first response services and those addressing conditions such as Parkinsons and Alzheimer's. The **'Community'** category' (13%) typically contains village halls; community shops etc.

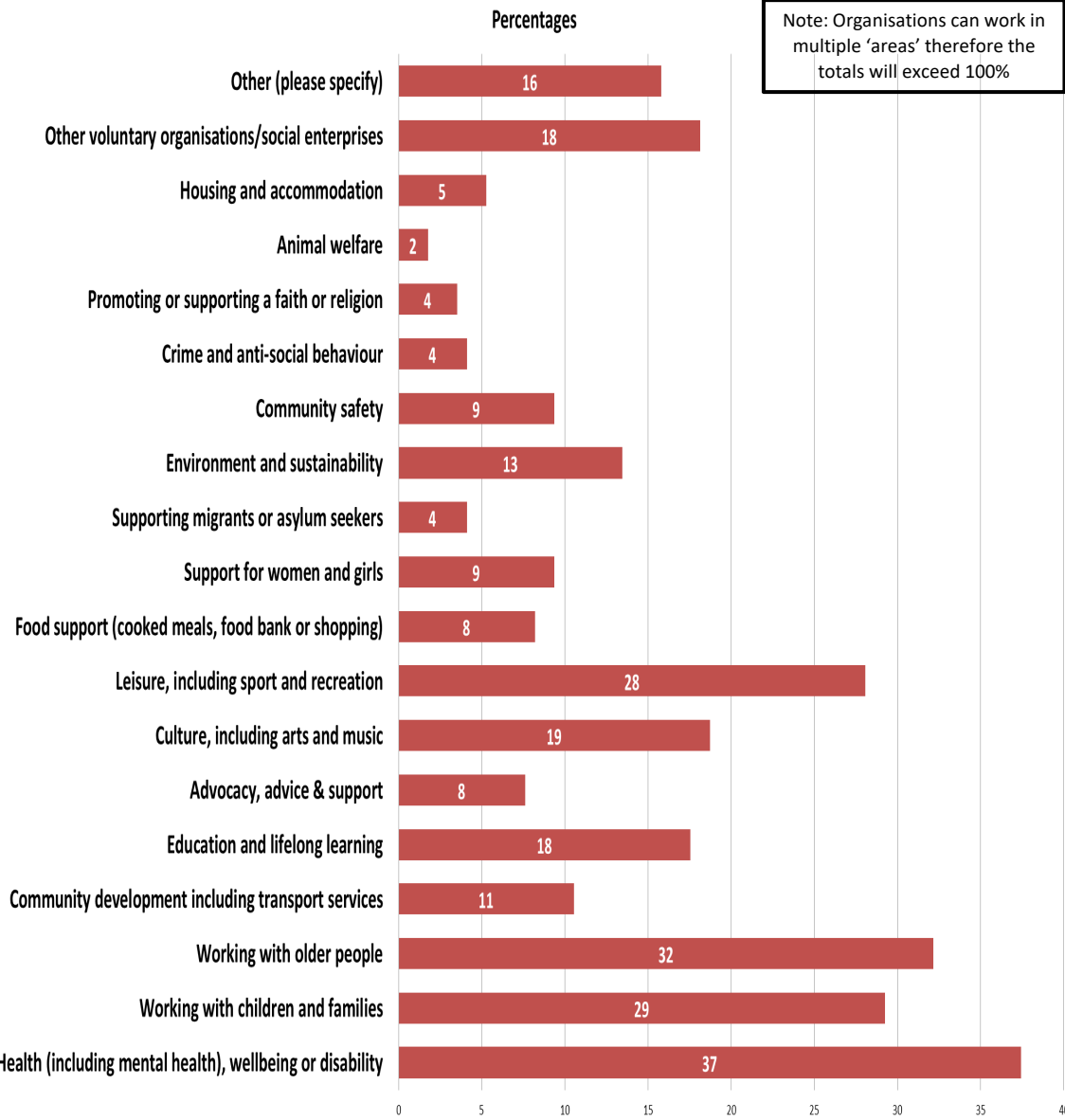
The remaining respondents are grouped into the following sectors in a relatively even spread with the addition of a single animal welfare organisation (Three Counties Dog rescue):

- Environment (8%);
- Arts & Culture (7%);
- Education (5%);
- Faith (5%).

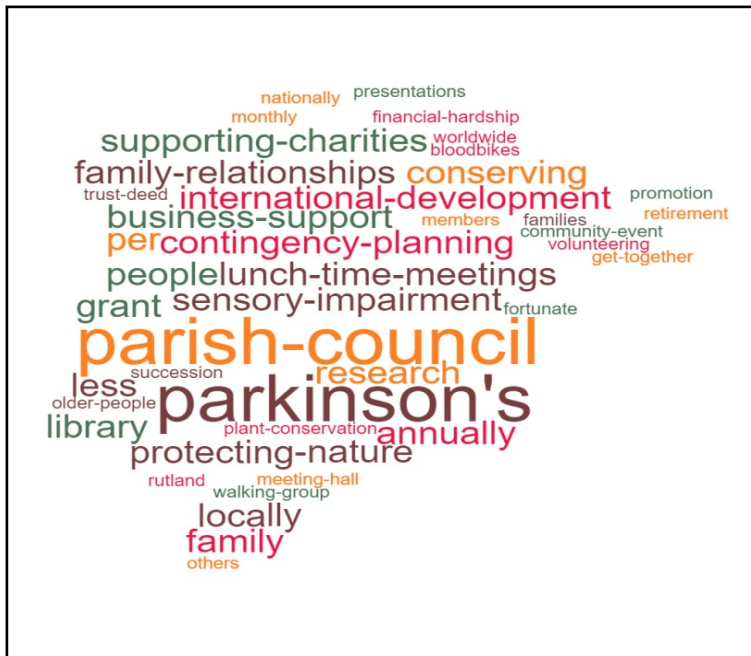


This question allowed a number of response categories unfortunately this did not allow the information to be presented clearly therefore the responses have been combined into groups representing the respondents main activities/interests. Note the original raw responses are available in the corresponding excel file if required.

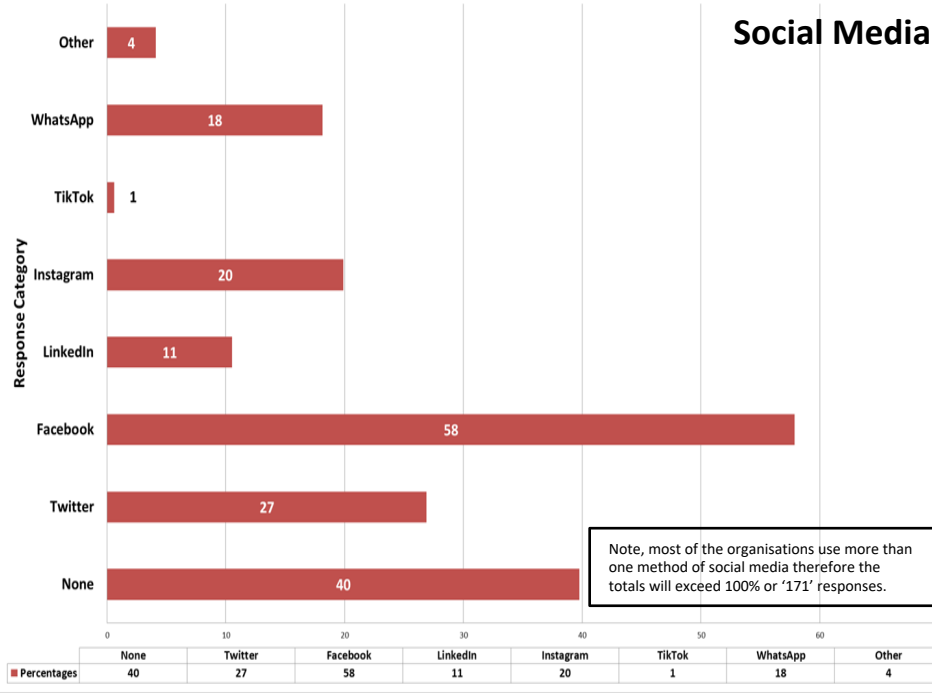
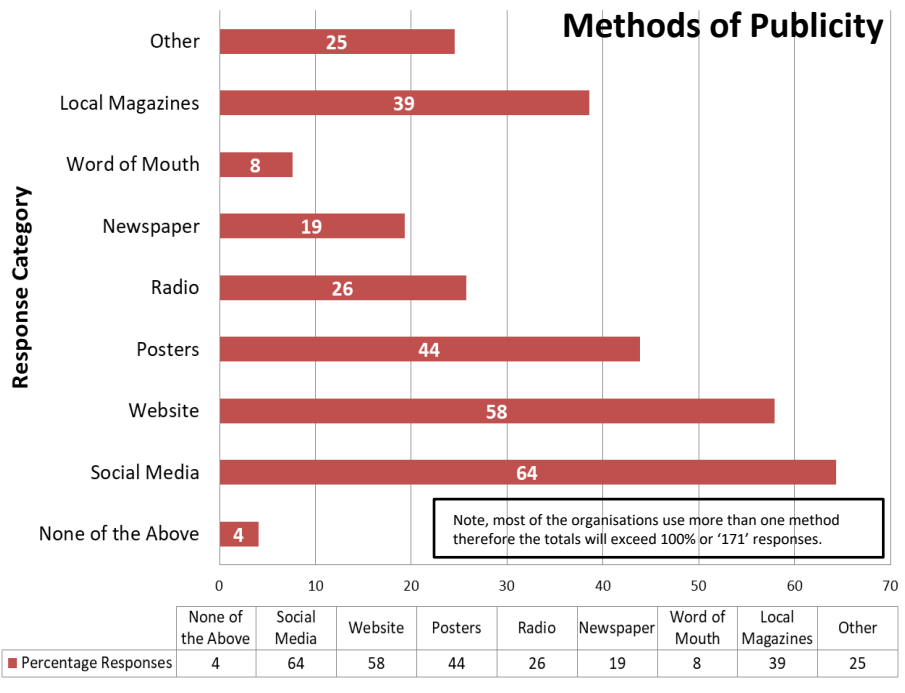
Please select any other areas your organisation works in.



This is a supplementary question to the previous one (*main area of work*). This allows organisations involved in multiple areas of activity to indicate the breadth of their work and provides more granularity in the responses. The 16% within the 'other' category are represented below in the word-cloud. The cloud includes a number of activities that should have been recorded in the established categories e.g. Parkinsons within '*Health & Wellbeing*'.



How does your organisation publicise what it does and which Social Media do you use?



In terms of **'Methods of Publicity'** respondents indicate a broad use of electronic methods of publicity with websites and social media the most used, (note social media is explored further in adjacent chart). Magazines and posters are also used significantly with radio and newspaper preferred less. Seven organisations (4%) do not use any of the stated methods, these are predominantly charitable foundations or trusts. The number of respondents in the 'other' category the prominent methods are e-mail (7 users); village newsletter (5 users) and leaflets (3 users).

40% of the respondents stated they did not use **social media** at all, this group is predominantly local organisations e.g. village halls, church groups, leisure and gardening activities. For those using social media channels the dominant method is Facebook (58%) followed by Twitter (27%) and WhatsApp and Instagram both around 20%. LinkedIn and TikTok have the lowest take-up for use amongst the respondents at 11% and 1% respectively. The 'other' category includes; 'Next-door app'; e-mail and village newsletter, note responses for the latter two methods should have been included in a question 9 category.

Has the level of demand for your services changed in the last 12 months and if so why?

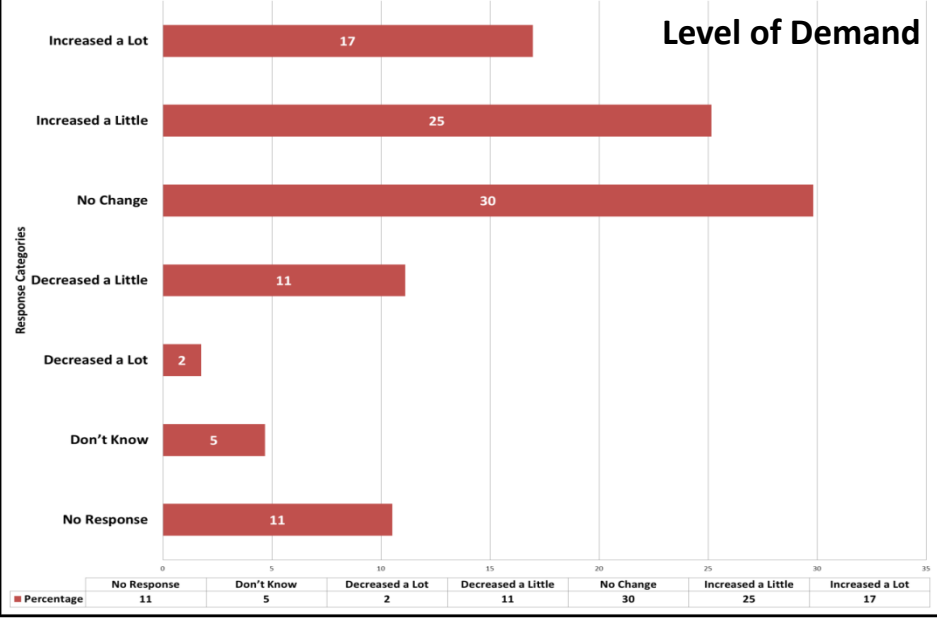
In terms of **level of demand** 42% of respondents indicated an increase, 17% indicated demand had 'Increased a lot' with 25% stating demand had 'increased a little'. This grouping represents a broad range of voluntary activities but has a high number of 'health & wellbeing' organisations within it which is unsurprising.

The largest response for this question was in the 'no change' in demand (30%) group. Again this group represents a broad range of activities including 'community facility'; 'social activity'; 'health & wellbeing' and 'church'.

11% indicated demand had 'decreased a little' and one third of these were village or community facilities.

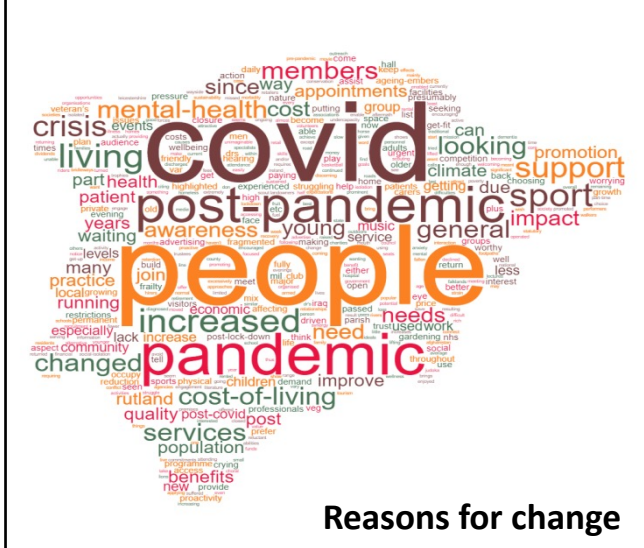
Only three organisations (2%) reported demand had 'decreased a lot'. These were one regional and two local organisations involved in 'health & welfare' and 'charitable' activities.

16% of potential respondents either did not provide a response (11%) or simply did not know (5%).



In terms of **'why demand has changed'** the theme amongst the responses provided were related to the impact on people from a number of factors but predominantly Covid or cost-of-living (or both). There was also a number of responses related to perceived changes in access to services. The following are exemplar quotes lifted from the responses:

- *“Covid affecting the way people engage with groups”;*
- *“Cost-of-living crisis putting increased pressure on difficult relationships”;*
- *“Social-isolation”;*
- *“there is more poverty in the population”;*
- *“Outreach into the community is paying dividends - encouraging users”;*
- *“Reduction in range of services in the community and increase in levels of anxiety and isolation”;*
- *“needs of families have changed”;*
- *“The ongoing impact of the pandemic and the cost of living crisis, as well as the general state of our society”.*



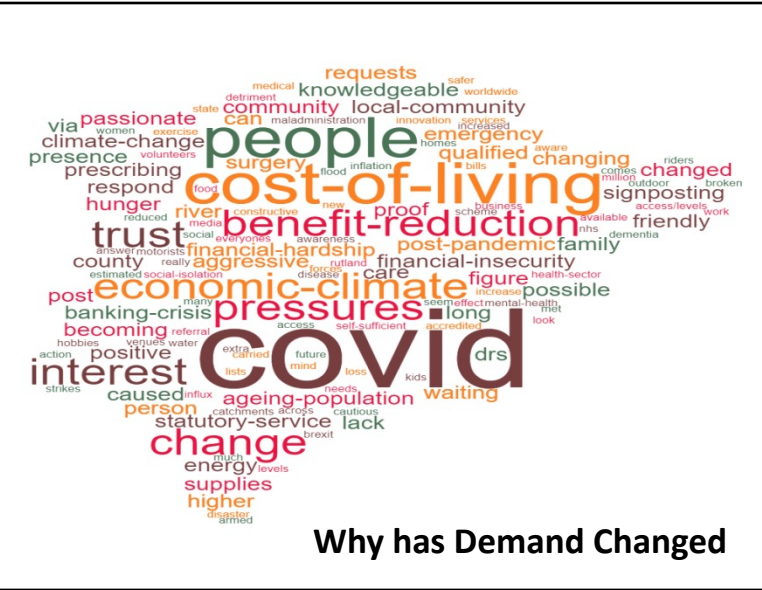
How and why has the type of demand changed?



The dominant theme amongst the responses provided to 'How demand has changed' were 'support'; 'need'; 'people'; 'community' and 'financial' followed closely by 'covid'; 'food' and 'dementia'.

The following are exemplar quotes lifted from the responses:

- "Support required from the cost-of-living crisis";
- "requests for Food-Banks";
- "numbers of Rutland residents are experiencing financial hardship, deprivation and food & fuel poverty";
- "number of referrals in general households with children needing help";
- "rehabilitation services for clinically vulnerable and older populations";
- "People need to be more self-sufficient to save money i.e. growing fruit and veg and flowers from seed and propagating their own plants";
- "More worries since Covid and generally people have lost trust in Drs ie getting appointments etc".



- The dominant theme amongst the responses provided to 'why' were 'Covid'; 'cost of living'; 'people'; 'benefit reduction' and 'economic climate'.
- The following are exemplar quotes lifted from the responses:
- "Lack of trust after the banking-crisis, brexit; covid and climate-change";
 - "Mental-health and long waiting lists";
 - "Increased levels of needs not being met";
 - "Cost-of-living, interest where food comes from and being self-sufficient where possible";
 - "reduced access/levels of statutory-service available";
 - "More awareness of our presence in the county and how we respond to requests".

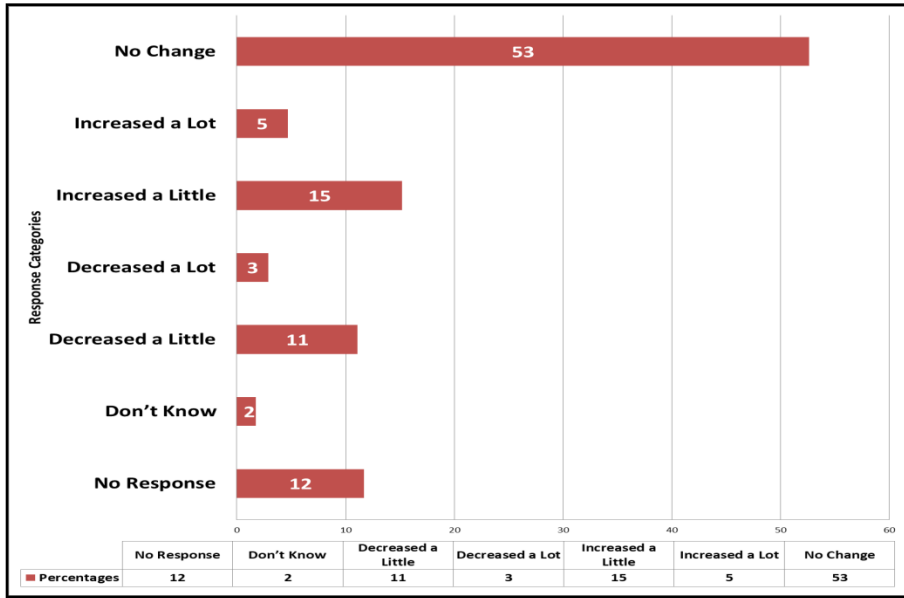
Has your organisation's capacity to deliver services changed in the last 12 months, if yes then why?

Over half of the respondents (53%) indicated their capacity to deliver services had not changed in the last 12 months.

The **'increased a lot'** category (5%) is dominated by regional and local groups. The second largest category at 15% is the **'increased a little'** group representing 'health & wellbeing', 'social activity' and 'environmental' groups.

The two categories registering a **'decreased a little'** (11%) and **'decreased a lot'** (3%) cover a broad spectrum of interests covering 'education'; 'social activity'; 'health & wellbeing' and 'community support'.

The **'no response'** group is made up of a mix of a small number of national organisations but with a majority of smaller local groups/clubs.



The dominant theme amongst the responses to **'why?'** were **'volunteers'** (fewer and general availability); **'demand'**; **'services'**; **'support'** and **'staff'**:

The following are exemplar quotes lifted from the responses:

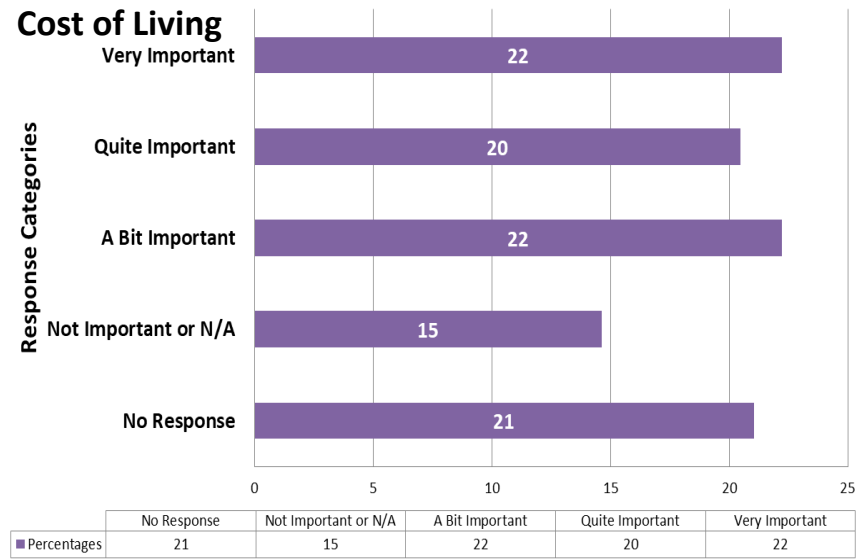
- *"more-families than volunteers";*
- *"New-ways of working to adapt to the demand and changes of staff and clients";*
- *"resources and digital and technology working side by side to deliver our work";*
- *"overrun with enquiries";*
- *"cannot get younger volunteers, ie under 60";*
- *"Existing-volunteers are getting older: several now over 80 years old";*
- *"Less-people in church after Covid. Those coming regularly are older with less energy".*

How important do you think the following wider issues are to the work of your organisation

22% of respondents indicated that ‘... **the cost-of-living crisis**’ was ‘*a bit important*’. The mix here was regional and local organisations operating in the ‘health & wellbeing’; ‘community’ and ‘social activity’ sectors.

20% of respondents indicated that the issue was ‘*quite important*’. The mix here was national; regional and local organisations operating predominantly in the ‘charitable’; ‘health & wellbeing’; ‘community’ and ‘social activity’ sectors.

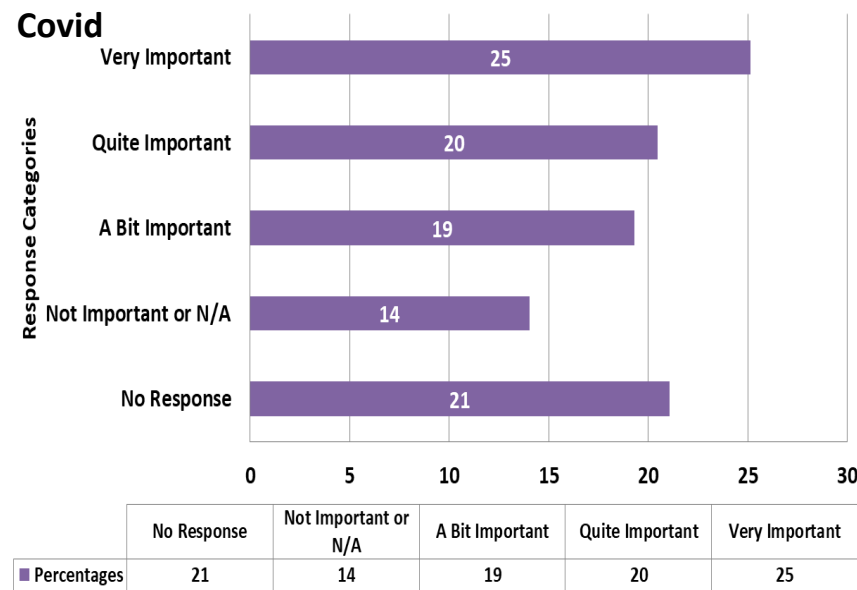
22% of respondents indicated that ‘... **the cost-of-living crisis**’ was ‘*very important*’. The mix here was a significant number of larger type of organisations together with smaller local organisations operating predominantly in the ‘health & wellbeing’ and ‘community’ sectors.



19% of respondents indicated that ‘...**the impact of the Covid pandemic**’ was ‘*a bit important*’. This was primarily local smaller/medium sized organisations operating in the ‘charitable’; ‘health & wellbeing’; ‘community’ and ‘social activity’ sectors.

20% of respondents indicated that the issue was ‘*quite important*’. The mix here was mainly local (with 1 national) organisations operating predominantly in the ‘health & wellbeing’; ‘environment’; ‘community’ and ‘social activity’ sectors.

25% of respondents indicated that the issue was ‘*very important*’. The mix here comprised a significant number of national and regional larger type of organisations together with smaller local organisations. The area of work was dominated by ‘health & wellbeing’ with a smaller number of ‘community’; ‘environment’ and ‘social activities’ groups.

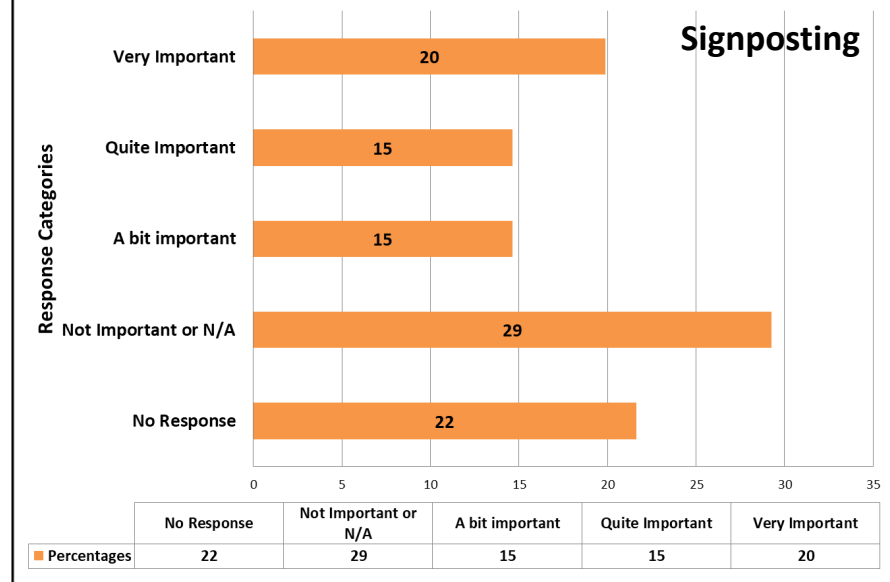


How important are the following support services to your organisation?.. **Signposting funding opportunities & Helping organisations to talk to each other/network**

15% of respondents indicated that .. **'signposting funding opportunities'** was *'a bit important'*. This was made up of majority of local organisations. The sector represented primarily 'community' related activities; followed by 'environment' and 'social activities'.

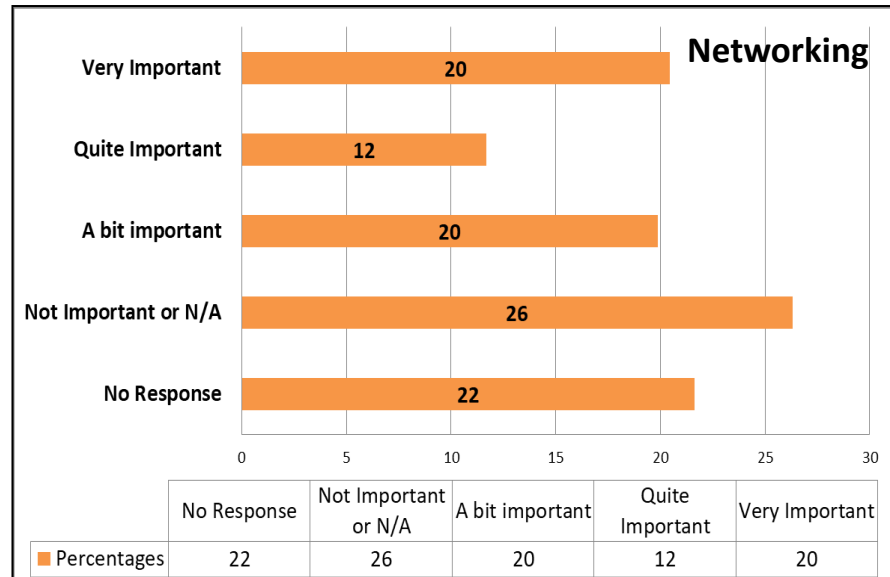
15% of respondents indicated that the issue was *'quite important'*. This category comprised a mixture of national, regional and local organisations operating across 'social'; 'health & wellbeing' and 'environmental' sectors.

20% of respondents also indicated that the issue was *'very important'*. The mix here was made up of a number of larger national organisations with the majority being regional or local organisations from 'environment'; 'health & wellbeing' sectors followed by 'community' groups.

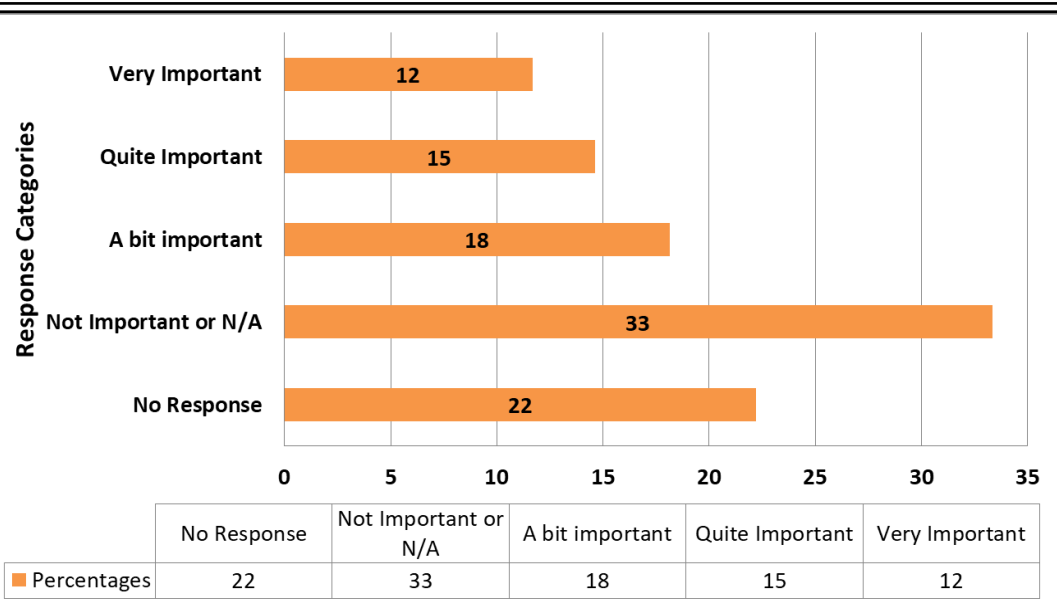


20% of respondents indicated that **'..helping organisations to talk to each other/network'** was *'a bit important'*. This was made up of a majority of regional and local organisations with a single national charity. The sectors here are dominated by 'social activities' and 'community' followed by 'church' and 'health & wellbeing' sectors in similar numbers. 12% of respondents indicated that the issue was *'quite important'*, this group was largely a mixture of regional and local organisations operating predominantly in the 'social activities' and 'health & wellbeing' sectors with smaller numbers in an even spread across 'environment'; 'charitable' and 'community'.

20% of respondents also indicated that the issue was *'very important'*. The mix here was made up of a few larger national organisations with the remainder a mix of regional and local organisations. The majority are from the 'environment' sector with an even spread across 'health & wellbeing' and 'social activities'.



How important are the following support services to your organisation?... Providing relevant training



18% of respondents indicated that .. **'providing relevant training'** was *'a bit important'*. This was made up of majority of local organisations with a single national charity. The sectors here are dominated by 'social activities' followed by 'environment' and 'community'.

15% of respondents indicated that the issue was *'quite important'*. This category comprised a mixture of organisations operating predominantly in the 'social activities' sector with smaller numbers spread across all other sectors.

12% of respondents indicated that the issue was *'very important'*. The mix here was made up of a small number of national organisations with the majority being regional or local organisations from 'health & wellbeing' and 'charitable' sectors followed by 'community' with smaller numbers spread across all other sectors.

In terms of **Training priorities** the following are the 'top 10' issues highlighted by the respondents (see above) with the number of word/phrase uses shown in parenthesis:

- *'Safeguarding'* (20);
- *'First Aid'* (9);
- *'Fundraising'* (7);
- *'Management'* (7);
- *'Recruitment'* (7);
- *'Safety'* (7);
- *'Skills'* (7);
- *'Charity'* (6);
- *'Mental-Health'* (6);
- *'Support'* (6).

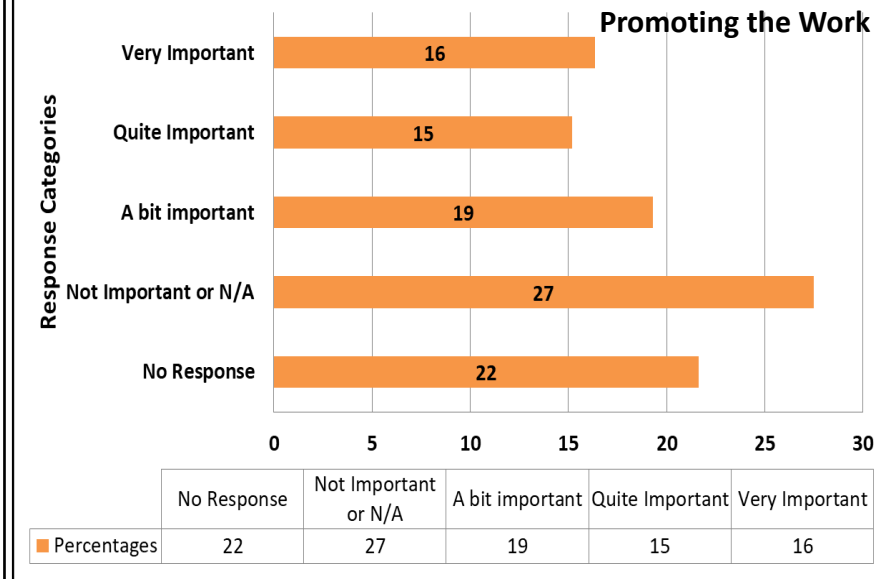
How important are the following support services to your organisation?... **Promoting and Celebrating the work that the sector does to the public and other stakeholders**



19% of respondents indicated that **'..promoting the work that the sector does to the public and other stakeholders'** was *'a bit important'*. This was made up of majority of local organisations with a single national charity. The sectors here dominated by 'social activities' followed by 'church'; 'community' and 'health & wellbeing' sectors in similar numbers.

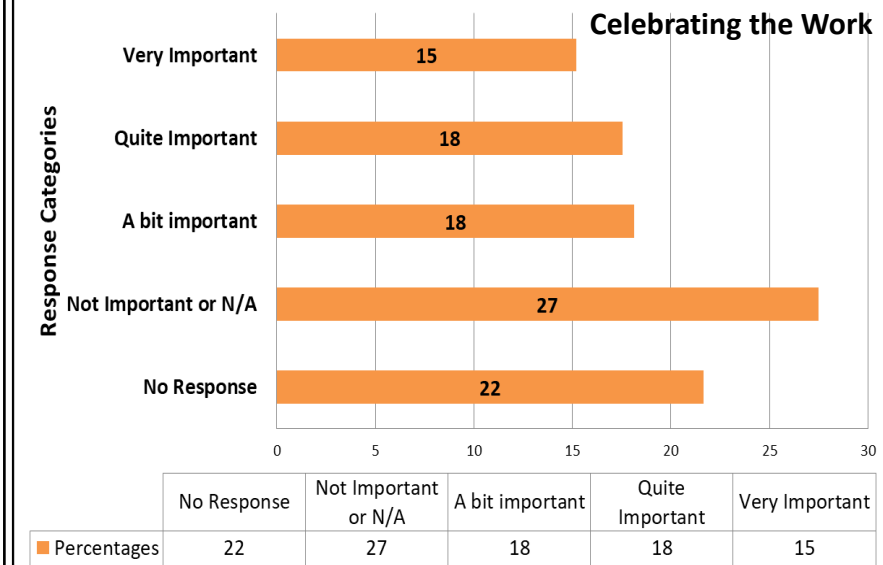
15% of respondents indicated that the issue was *'quite important'*. This category comprised a mixture of national, regional and local organisations operating predominantly in the 'social activities' sector followed by 'environment' and 'health & wellbeing'.

16% of respondents also indicated that the issue was *'very important'*. The mix here was made up of a couple of larger national with the remainder a mix of regional and local organisations. The majority are from 'health & wellbeing' and 'environmental' sectors followed by 'social activities'.



18% of respondents indicated that **'..celebrating the work of the sector and the difference organisations make'** was *'a bit important'*. This was made up of majority of regional and local organisations with a single national charity. The sectors here dominated by 'social activities' followed by 'church'; 'community' and 'health & wellbeing' sectors in similar numbers. A similar number of respondents indicated that the issue was *'quite important'*, this category comprised national, regional and local organisations operating predominantly in the 'social activities' sector followed by a relatively even spread across 'environment'; 'health & wellbeing'; 'charitable' and 'church'.

15% of respondents also indicated that this issue was *'very important'*. The mix here was made up of a small number of larger national and the remainder a mix of regional and local organisations. The majority are from a relatively even spread across 'environment'; 'health & wellbeing' and 'social activities'.



The Challenges in Rutland and what support is needed.....

'What do you consider are the 3 biggest challenges facing communities in Rutland'; the following are the 'top 10' issues highlighted by the respondents (number of uses in parenthesis):

- Transport (38);
- Cost-of-Living (33);
- Isolation (28);
- Access (10);
- Ageing Population (10);
- Facilities (10);
- Health (9);
- Council Tax (8);
- People (8);
- Volunteers (8).

'What do you consider are the 3 biggest challenges facing voluntary and community organisations in Rutland'; the following are the 'top 10' issues highlighted by the respondents (number of uses in parenthesis):

- Funding (43);
- Volunteers (42);
- Cost of Living (16);
- Services (8);
- Community (7);
- Volunteers (7);
- Ageing population (6);
- Apathy (6);
- Awareness (6);
- Organisation (5).

'What 3 things would you like funders, supporters, local government or businesses to be doing to support your organisation'; the following are the 'top 10' issues highlighted by the respondents (number of uses in parenthesis):

- Funding (27);
- Support (17);
- Opportunities (6);
- Costs (5);
- Premises (5);
- Projects (5);
- Training (5);
- Services (5);
- Events (5);
- Income (5).

