



# Community Partnerships Unit

## Voluntary, Community & Social Enterprise Survey 2019

### Findings Report





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## Introduction

The Hounslow VCSE Survey 2019 was carried out by Hounslow Council's Community Partnerships Unit between March and May 2019.

This is the sixth annual survey of the sector and was open to all charities, social enterprises, faith and community groups in Hounslow.

The aim of the survey is to obtain information and feedback from Hounslow's VCSE organisations so that the Community Partnerships Unit is able to:

- Assess the state of the sector.
- Identify trends in the sector.
- Identify challenges being faced by the organisations in the VCSE sector.
- Work with the VCSE sector to address the issues that they have raised.

In addition the survey provides:

- Information on the diversity and structure of Hounslow's VCSE sector.
- Information about changes to the sector in the last 12 months.
- Expectations of the sector for the next 12 months.
- Information for local infrastructure organisations to use – such as HCN and HVSSS.
- Data to support the council's partnership work for 2019/20.
- Data to help measure the success of current support initiatives and partnership activities.

**A key feature of this survey is the opportunity that it provides, through a series of open questions, for VCSE organisations to provide us with detailed information about themselves and their activities over the last 12 months.**

The response rate to the VCSE survey for the last five years has been:

- 2013: 112 (18%)
- 2014: 80 (13%)
- 2015: 61 (10%)
- 2016: 110 (18%)
- 2018: 132 (22%)
- **2019: 110 (18%)**

(Based on a total of 600 VCSE organisations in Hounslow)

The feedback from 110 groups and organisations shows a resilient voluntary sector in Hounslow that over the last five years has achieved some excellent results in their local communities whilst coping with this uniquely challenging economic environment.

## Headline findings of the 2019 survey

- 59% of the respondents work across the whole of the Borough. Where groups are local to only one area the sector is most active in Isleworth and Brentford (26%) and Hounslow (28%).
- The services covered by the sector are similar to previous years. *Health and wellbeing* (54%), is still the main focus but there has been growth in *promoting volunteering* (52%), the provision of *advocacy, advice and support* (33%) and *promoting or supporting a faith or religion* (16%)
- 70% of respondents have seen increased demand over the last year. This is an increase of 3% from the previous year; reflecting a steady increase in demand over the last 6 years.
- 45% of respondents see this as their greatest challenge over the next 12 months.
- Reasons for the changing demand for VCSE services remain consistent with feedback from previous years, with respondents again referring to the impact of Universal Credit alongside government funding cuts and increased poverty and cuts in support services.
- To meet this increased demand 20% of respondents have increased the number of paid staff they employ and 48% have increased the number of volunteers they use.
- Most respondents (62%) have an annual turnover of less than £50k, use 1 - 20 volunteers per month (46%) and employ 1 - 10 members of staff (40%)
- A clear trend from this section of the survey is the willingness of organisations to work in partnerships with others and the need for some guidance and support in how to do this.
- 52% of respondents delivered services to over 200 residents last year, with 22% delivering services to over 1000 residents.
- The main groups of residents who benefit from the services provided by the VCSE sector are: Parents and families (63%), people with health and wellbeing needs (62%), BAME communities (60%), older people (60%) and children and young people (60%).
- The largest increase in this survey has come from organisations supporting BAME communities children and young people and women and girls.
- The majority of respondents still identify finding new funding sources as their main challenge over the next 12 months (70% compared to 65% last year)
- Only 30% have seen their funding increased, compared to 38% last year.
- More organisations are relying on their own fundraising, including funding from external funders such as the Lottery. VCSE groups have taken advantage of the numerous funding sources that are available, with many successful fundraising projects listed in the survey.
- Reliance on Hounslow Council for grant support has continued to fall as the available funding is being reduced. The percentage applying for grants has reduced from 45% to 41%.
- Of those who applied for grants 68% found the process easy to use and 64% found it fair and transparent; a small increase of 3% from last year.
- Other challenges that are increasingly significant are: *training staff* (up 11% to 22%) and *redesigning our services to meet changing need* (up 15% to 15%)
- There has been a large reduction in the number of organisations receiving financial support from local businesses - down 11% to 23% . But respondents are still keen on getting both skilled and unskilled volunteers from local businesses as well as one-off donations, help with promotion and publicity for their organisation and regular funding.
- Feedback on the support and training available to the VCSE sector was generally positive.
- A new question dealt with the recommissioning of the volunteering brokerage and VCSE support services. The support respondents regard as important were: *fundraising and bid writing advice* (56%), *training* (54%), *networking opportunities* (54%), *creating links with business* (51%), and *building links between the VCSE sector and statutory bodies, like the council*.
- Respondents told us about that they would benefit from more training in: *safeguarding children and adults* (43%), *health & safety* (42%), *writing funding bids* (41%) *forward business planning* (35%)

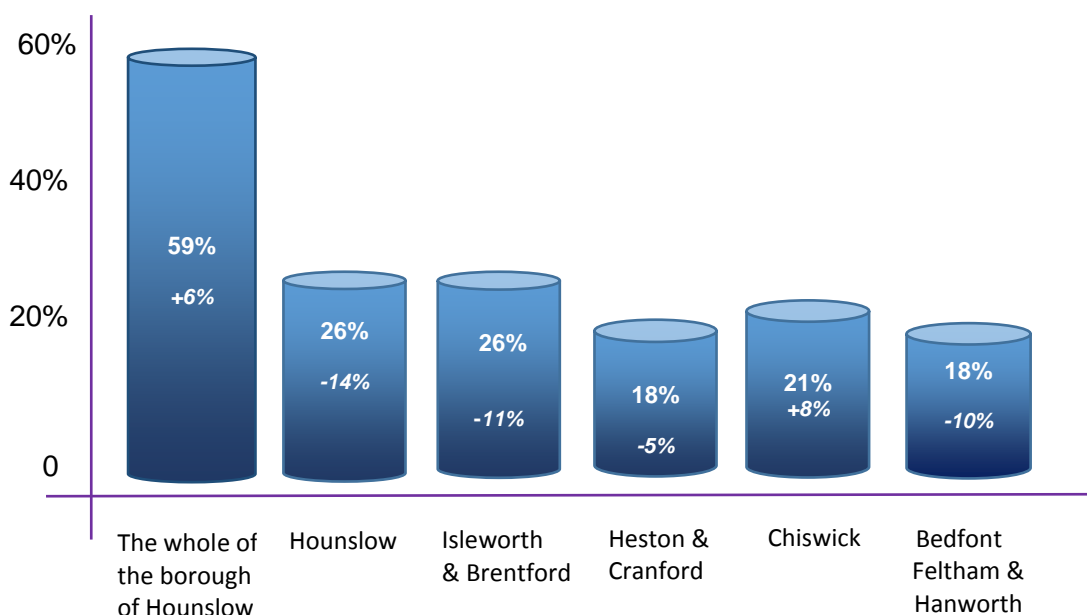
## Section A

### General information about the VCSE sector in Hounslow

This section of the survey provides background information about the VCSE sector across the whole of the borough. The responses indicate the areas of Hounslow that most benefit from organisations in the VCSE sector, the range of services that are currently being provided and the relative sizes of the VCSE organisations in Hounslow.

#### 4. Which parts of Hounslow benefit from your organisation’s work?

(Changes from last year’s findings are in italics)



#### 5. What type of organisation are you?

	Type of Organisation	
1	Other: Place of Worship, Resident’s Association, Friend’s Group, Sports Club, Not For Profit Voluntary Group, Educational Organisation	37%
2	Charitable Trust	24%
3	Charitable Incorporated organisation (CIO)	15%
4	Unincorporated Association	11%
5	Company Limited by Guarantee	9%
6	Community Interest Company (CIC)	3%

## 6. In which of these service areas does your organisation work?

	Service area	2017	2018	2019
1	Health and wellbeing	62%	55%	54%
2	Promoting volunteering	46%	38%	52%
3	Community development	47%	42%	47%
4	Promoting and supporting community cohesion	44%	49%	46%
5	Working with children and families	38%	45%	44%
6	Education and lifelong learning	40%	33%	38%
7	Leisure, including sport and recreation	38%	32%	35%
8	Advocacy, advice and support (immigration, housing, employment etc.)	24%	16%	33%
9	Environmental projects	24%	20%	28%
10	Culture, including arts and music	36%	25%	28%
11	Equalities and human rights	23%	14%	24%
12	Community safety	16%	23%	19%
13	Supporting migrants or asylum seekers	21%	15%	16%
14	Promoting or supporting a faith or religion	5%	2%	16%

These extra areas were also identified

- Support for women and girls.
- Mentoring residents into employment.
- Youth unemployment.
- Skills training, such as ESOL.
- Gun, knife crime and ASB.
- Help for homeless people.
- Relieving financial hardship.

## 7. Do you work in partnership with any other VCSE organisations?

		2017	2018	2019
1	Yes, we work with other VCSE organisations to deliver our services	38%	32%	34%
2	No	36%	26%	16%
3	No, but we would consider working with other VCSE organisations to deliver services	20%	37%	36%
4	Yes, we share resources, such as staff, equipment or premises with other VCSE organisations	14%	9%	9%

Respondents described the type of partnership working that they are using and how they collaborate across the sector.

- Some organisations work together on making funding bids.
- Organisations work with others in the same service area to deliver one-off special events.

## 8. Would you consider joining forces with another community or voluntary group to make a funding bid?

	Response	% of respondents	
		2018	2019
1	Yes	37%	50%
2	No	32%	22%
3	Yes, and we would like some advice and support in how to do this	29%	23%

## 9. Please could you tell us about the size of your organisation ?

- What is your annual turnover?

	Annual turnover (£)	% of respondents		
		2017	2018	2019
1	0	11%	15%	9%
2	1 - 500	6%	8%	12%
3	501 - 5k	22%	17%	20%
4	5,001 - 10k	10%	12%	6%
5	10,001 - 50k	9%	11%	15%
6	50,001 - 100k	13%	10%	7%
7	100,001 - 250k	8%	6%	12%
8	250,001 - 500k	6%	12%	11%
9	500k -1m	4%	1%	7%

- How many volunteers help you each month?

	Number	% of respondents		
		2017	2018	2019
1	0	11%	15%	46%
2	1 - 10	30%	34%	40%
3	11 - 20	2%	6%	6%
4	21 - 40	5%	7%	3%
5	40+	4%	2%	5%

- How many members of staff do you employ?

	Number of staff	% of respondents		
		2017	2018	2019
1	0	40%	23%	45%
2	1 - 10	48%	47%	40%
3	11 - 20	4%	8%	5%
4	21 - 40	3%	8%	3%
5	40 +	2%	5%	5%

## Findings

- 59% of the respondents work across the whole of the Borough of Hounslow. Where groups are local to only one area the sector is most active in Isleworth and Brentford (26%) and Hounslow (28%).
- The main work area is *health and wellbeing* (54%), the same outcome as last year. Changes from the previous survey include; *promoting volunteering* has risen to second place (up 16% to 52%), *advocacy, advice and support* has increased by 16% to 33% and *equalities and human rights* has risen 10% to 24%. The most significant change has been in *promoting or supporting a faith or religion*, which has increased from 2% to 16%.
- Respondents identified additional service areas that were not included in the survey:
  - Support for women and girls
  - Youth unemployment
  - Relieving financial hardship
  - Mentoring residents into employment
  - Help for homeless people
  - Skills training, such as ESOL
- We asked several questions to assess the relationships between the VCSE organisations that work in the borough.
- Partnership working has been identified as having a significant role in service delivery, and this survey showed an increase in the number of groups who work in partnership with others: with 34% of respondents working in partnership with other VCSE organisations, up from 32% last year. In addition 50% responded that they would consider joining forces with other groups to bid for funding - up from 37% last year.
- Most respondents (62%) have an annual turnover of less than £50k.
- Most respondents use 1 - 20 volunteers per month (46%)
- Most respondents employ 1 - 10 members of staff (40%)
- The number of staff being employed has shown an increase, although the percentage of organisations who have no volunteers and no paid staff has significantly increased compared to last year.

## Trends

- More respondents are working with communities across the whole of Hounslow compared to previous years – this was 53% in 2017 and 59% this year.
- The areas of work covered by the VCSE Sector are similar to previous years. *Health and wellbeing* is still the main focus of the sector but there has been growth in *promoting volunteering*, the provision of *advocacy, advice and support* and *promoting or supporting a faith or religion*.
- Collaboration across the sector has either stayed the same or slightly increased – with 34% working with other organisations compared to 32% last year.
- Only 16% of respondents have not worked with other organisations in the sector, compared to 26% last year.
- A clear trend from this section of the survey is the willingness of organisations to work in partnerships with others and the need for some guidance and support in how to do this.



## Section B

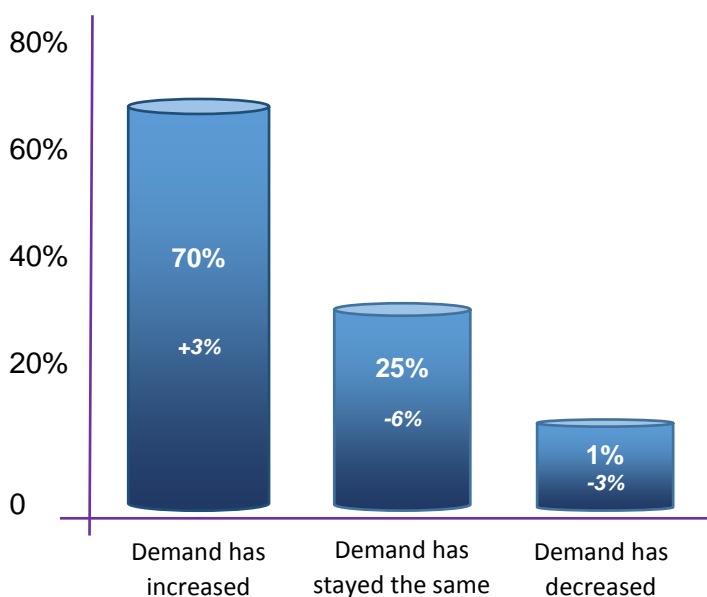
### Demand for your services

This section of the survey asked organisations to provide information about changes in the demand for their services, the reasons for the changes and the beneficiaries of their services.

#### 11. In the past 12 months how many people have benefitted from your services?

	Number	% of respondents		
		2017	2018	2019
1	Fewer than 25	8%	8%	6%
2	25 - 50	10%	7%	10%
3	51 - 100	21%	17%	15%
4	101 - 200	13%	12%	14%
5	201 - 500	12%	14%	20%
6	501 - 1000	13%	12%	10%
7	Over 1000	33%	30%	22%

#### 12. Over the past 12 months please tell us if the demand for your services has changed? (Changes from last year's findings in italics)



#### 13. Why do you think there have been changes to the demand for your services? \*

The most common reasons given were:

- Welfare reform and changes to benefits, particularly Universal Credit.
- Local government cuts caused by central government funding reductions.
- Increased poverty and cuts in support services.
- Increased use of digital technology has excluded residents who are not familiar with IT
- Changes in youth provision in the borough.
- More local people becoming aware of the services provided by the VCSE sector.
- There is a greater need for services as the level of deprivation increases.
- Organisations are promoting themselves more effectively.

**14. Who benefits from your services? \***

	Service recipients	% of respondents		
		2017	2018	2019
1	Parents and families	New for 2019		65%
2	General public / everyone	54%	63%	63%
3	People with health & wellbeing needs	58%	52%	62%
4	BAME communities	43%	50%	60%
5	Older people (aged 50+)	46%	40%	60%
6	Children & young people	44%	42%	60%
7	Women and girls	40%	33%	50%
8	Hounslow Council tenants and leaseholders	21%	27%	36%
9	LGBTQ+	New for 2019		26%

Respondents identified these other groups who benefit from their services

- Homeless people
- People of a specific religion or faith
- Children and adults with mental health conditions.
- Adults with learning disabilities.
- Unemployed people.
- Refugees
- People at risk of isolation
- People in need of emergency food.

## Findings

- Most respondents deliver services to over 200 residents each year, with 22% delivering services to over 1000 residents each year. This is the largest group and includes organisations commissioned by Hounslow Council to run projects in the community
- 45% of respondents deliver services to fewer than 200 residents each year
- 70% of respondents have seen an increase in demand for their services – up by 3% from last year.
- 25% have seen demand remain the same and only 1% have seen demand decrease.
- 45% of organisations find coping with increased demand to be their greatest challenge - which is the same as last year.
- The reasons for this increase were identified as:
  - Welfare reform and changes to benefits, particularly Universal Credit.
  - Local government cuts caused by central government funding reductions.
  - Increased poverty and cuts in support services.
  - Changes in youth provision in the borough.
  - More local people becoming aware of the services provided by the VCSE sector.
  - There is a greater need for services as the level of deprivation increases.
- The people who benefit most from the VCSE sector were identified as:
  - Parents and families (65%)
  - General public/everyone (63%)
  - People with health & wellbeing needs (63%)
  - BAME communities in the borough (60%)
  - Children & young people (60%)
  - Women and girls (50%)

## Trends

- Demand for VCSE services across the borough has continued to increase (70% have seen an increase compared to 67% last year) and this has been a trend over the last 6 years of the survey.
- More respondents are working with communities across the whole of Hounslow compared to previous years – this was 21% in 2014, 54% in 2017 and 63% this year.
- There has been a consistent increase in the use of the VCSE sector by the BAME communities in Hounslow. In the 2014 survey only 5% of respondents provided services for these service users. In 2017 this had increased to 43%, in 2018 it was 50% and this year it was 60%.
- There has been a consistent increase in the use of the VCSE sector by children and young people: 42% in 2018 and 60% in 2019
- There has been a consistent increase in the use of the VCSE sector by Hounslow housing tenants and leaseholders: children and young people: 21% in 2017, 27% in 2018 and 36% in 2019.
- Reasons for the changing demand for VCSE sector have remained consistent with the feedback obtained in previous years, with many respondents referring to the impact of Universal Credit as a new and significant factor.

## Section C

### Your Finances

This section of the survey focuses on the financial health of the VCSE sector and the different ways in which organisations are responding to their financial challenges.

There are questions about the way Hounslow Council's grants process supports the sector.

#### 15. How is your organisation currently funded and where does your income come from?

		None of our income		Less than half of our income		Around half of our income		Over half of our income		All of our income	
		2018	2019	2018	2019	2018	2019	2018	2019	2018	2019
1	Your own fundraising	24%	23%	52%	46%	8%	3%	4%	15%	12%	13%
2	External funding / Lottery etc.	53%	53%	27%	27%	7%	7%	11%	11%	3%	2%
3	Membership subscriptions	50%	60%	23%	22%	2%	5%	12%	5%	12%	9%
4	Grants from Hounslow Council	55%	59%	26%	34%	5%	2%	9%	5%	5%	0%
5	Individual donations	38%	36%	42%	57%	5%	2%	0%	1%	14%	5%
6	Earned income or trading	56%	64%	23%	19%	4%	4%	11%	11%	6%	2%
7	Contract with Hounslow Council	85%	88%	9%	8%	1%	2%	1%	2%	4%	0%
8	Support from local business	64%	77%	31%	23%	1%	0%	3%	0%	1%	0%
9	Crowdfunding	na	90%	na	7%	na	0%	na	0%	na	3%

These comments were also made in response to this question:

- Members contribute with entrance fee of £2 per person per session
- We use council funding to lever in additional support from grant making trusts.
- We also get some support from local business that helps to reduce some costs. For example the Holiday Inn at Brentford Lock provided event space at no charge .
- We raise funds relevant to our activities within the Borough.

#### 16. Over the last 12 months which of these statements apply to your organisation?

	Options	% of respondents		
		2017	2018	2019
1	We have widened our funding sources	40%	52%	39%
2	Our funding has increased	30%	38%	30%
3	We have had to use our reserves	25%	49%	25%
4	Our funding has decreased	23%	34%	23%

**17. How has your organisation changed over the last 12 months?**

		Decreased			Stayed the same			Increased		
		2017	2018	2019	2017	2018	2019	2017	2018	2019
1	Number of paid staff	15%	15%	12%	61%	67%	50%	24%	17%	20%
2	Number of hours that staff work	6%	8%	7%	58%	50%	39%	36%	41%	34%
3	The services you provide	2%	5%	3%	41%	39%	29%	57%	57%	57%
4	Number of people you support	4%	4%	0%	22%	35%	27%	73%	61%	65%
5	Work more closely with other organisations	4%	7%	3%	57%	67%	41%	39%	46%	40%
6	Number of volunteers you use	10%	6%	5%	45%	56%	40%	42%	52%	48%

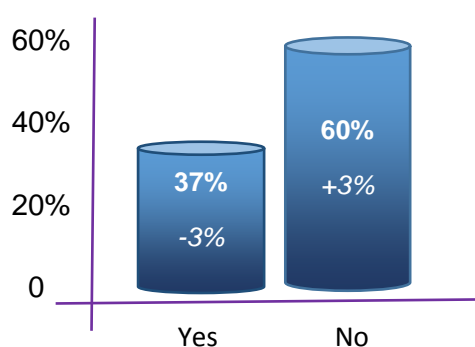
**18. Have you made any significant changes to your organisation and how it is managed?**

Changes that respondents have made to their organisations include:

- Increasing the numbers of volunteers.
- Restructures and redundancies.
- Membership drives to increase income.
- Staff and volunteers have been asked to work extra hours.
- Extend hours to respond to increased demand.
- We have increased our Trustees and their involvement
- We reviewed funding strategy and financial circumstances and made a new project plan.
- Focus on training and bonding new trustee board members, registering as a charity, seeking new funding sources and potential projects, and building strong local networks

**19. In the past 12 months have you applied for a grant from Hounslow Council?**

Figures in italics are the changes from last year



**20. If you have applied for a grant from Hounslow Council, tell us how you found the process?**

- 2018 - overall grant application process

	Options	% of respondents
1	The process was easy to use	68%
2	The process was difficult to use	11%
3	The process was fair and transparent	64%
4	The process was not fair and transparent	7%

- 2019 - Hounslow Small Grant

	Options	% of respondents
1	The process was easy to use	14%
2	The process was difficult to use	0%
3	The process was fair and transparent	4%
4	The process was not fair and transparent	2%
5	Did not apply	33%

- 2019 - Hounslow Community Grant

	Options	% of respondents
1	The process was easy to use	15%
2	The process was difficult to use	5%
3	The process was fair and transparent	6%
4	The process was not fair and transparent	2%
5	Did not apply	32%

- 2019 - Community Infrastructure Levy (CIL)

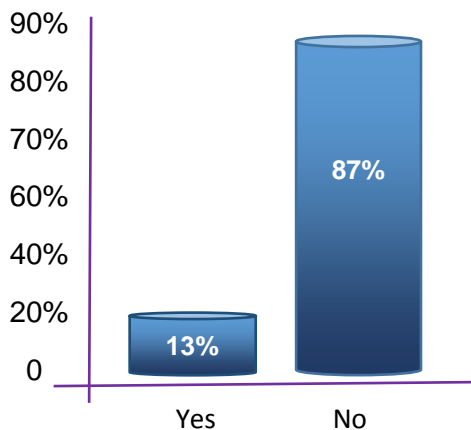
	Options	% of respondents
1	The process was easy to use	6%
2	The process was difficult to use	3%
3	The process was fair and transparent	5%
4	The process was not fair and transparent	5%
5	Did not apply	35%

- 2019 - Community Impact Fund (CIF)

	Options	% of respondents
1	The process was easy to use	3%
2	The process was difficult to use	0%
3	The process was fair and transparent	3%
4	The process was not fair and transparent	2%
5	Did not apply	44%

**Respondents provided some detailed feedback on the grants application process including;**

- The grant form is on a word document which jumps about and is unwieldy - an online form would be good so data can be recalled for subsequent years to reduce replication?
- Some questions are repetitive
- There needs to be more transparency in providing easily accessible information as to allocations and spend of CIL monies, including details of named officers responsible with whom it is necessary to work to ensure spend.
- This was not a difficult process but incredibly drawn out and took two and a half years which has made things very difficult.
- Support from CPU has been very helpful.

**21. Have you ever bid for a contract with Hounslow Council?**

- If you answered yes, please provide very brief details of your tender
  - We would be interested if there was a contract to provide cultural and / or faiths awareness training. How would we know if such a contract was raised?
  - As part of a consortium of VCSE organisations, this was not successful.
- How did you find the bidding process?
  - “The bidding process was relatively straightforward, albeit a large number of documents were required to be included. As with all tenders, attention to detail was imperative to ensure nothing was omitted.”
  - “Training was provided in 2012 by the Procurement Team at LBH and CPU, which was very helpful. It is a very different and quite a difficult process compared with writing applications for grants. The language is very different and appears to be set out for corporate and business tendering, which might make it more difficult for smaller charities and voluntary groups to bid for. I would say it set out for medium to large charities.”

## Findings

- The majority of respondents identified finding new funding sources as their main challenge over the next 12 months (70% compared to 65% last year)
- The most common income sources are the organisations' own fundraising activities, including funding from external funders such as the Lottery, and membership subscriptions.
- 13% rely entirely on their own fundraising to provide their income, the same as last year.
- The percentage of organisations receiving income from external funders such as the National Lottery has remained the same.
- Income from grants from Hounslow Council has continued to fall with only 41% receiving grants of some kind, compared with 45% last year.
- Only 7% receive half or more of their total income from this source, compared with 20% last year.
- 37% of respondents applied for a grant from Hounslow Council, compared to 40% last year.
- Of those who applied for grants 68% found the process easy to use and 64% found it fair and transparent, a small increase of 3% from last year.
- The majority of respondents who applied for Small Grants, Community Grants and the Community Impact Fund found the process both easy to use, fair and transparent.
- There has been a significant reduction in the number of organisations receiving financial support from local businesses - down 11% to 23% receiving support of some kind.
- Over the last year 34% of organisations have increased the numbers of hours their staff work - compared with 41% last year.
- 57% have increased the services that they provide, which is the same as last year and 65% have increased the number of people that they support, compared with 61% last year.
- A new question this year asked about making a bid for a contract with Hounslow Council. Only 13% of respondents have ever made a bid.

## Trends

- More organisations are relying on their own fundraising.
- Reliance on Hounslow Council for grant support has continued to fall as the available funding is being reduced. The percentage applying for grants has reduced from 45% to 41%.
- Responding to increased demand being a challenge for many organisations 65% said that the number of people that they support has increased, compared with 61% last year.
- The changes that organisations have made to their structure and management over the last year have been similar to last year:
  - Increasing the numbers of volunteers
  - Restructures and redundancies.
  - Membership drives to increase income.
  - Staff and volunteers working extra hours.
- Feedback on the Hounslow Council grants process was similar to last year:
  - Completing long and complicated grant applications takes up valuable staff time.
  - Support from CPU has been very helpful.
  - The online application form needs to be improved.



## Section D

### Support for your organisation

This section of the survey focuses on the support that is available to the VCSE sector. Organisations were asked about the support and training that they need.

#### 22. Please tell us about any successful funding bids or fundraising projects that you have made over the last 12 months?

These included:

- Funding from: TSK-C, Brentford Football Club, Fullers Brewery, Thames National Trail
- Funding for West London Hate Crime Project with the National Lottery Community Fund.
- HS2 Camden Fund, Richmond Community Learning Fund
- £3,000 from Nationwide Building Society Charity Fund
- Grants from local funders such as Heathrow Community Fund, NatWest Skills and Enterprise programme, Co-op Local Community Fund and Isleworth and Hounslow Charity.
- Arts Council England £30,000, London Music Fund £13,500, The Arts Society Chiswick £2,200, Sound Connections £2,450, Youth Music £30,000, The Amber Trust £601, The Marcus Fund £900
- Mercers Charitable Trust £30, 000 over 3 years, Souter Trust £2,000 one year, Goldsmiths £3,500 one year, Garfield Weston £15,000 one year
- Comic Relief £10,000, UPS Foundation £19,144
- We have been brilliantly supported by council grants and officers for many years, Enid Wates and Aine Hayes, but also Councillors like Sue Sampson. Without the in kind and financial support received we would have struggled to keep going, the local authorities support is vital.
- City Bridge Trust, ACT Foundation, Sobell Foundation, Garfield Weston
- Funding from new sources such as the Home Office Building a Stronger Britain Together Fund, which was promoted at the 2018 Funders Fair.
- Culture Seeds Fund from Mayor of London
- Hounslow Community Grant and Small Grant

#### 23. There is a range of support services available to help you and your organisation. Please let us know if you have found them useful over the last 12 months.

- Hounslow Voluntary Sector Support Service (HVSSS)

	Options	% of respondents		
		2017	2018	2019
1	Not used	45%	55%	55%
2	Not useful	4%	4%	5%
3	Reasonably useful	22%	24%	24%
4	Very useful	24%	16%	11%

- Hounslow Community Network (HCN)

	Options	% of respondents		
		2017	2018	2019
1	Not used	na	na	53%
2	Not useful	na	na	6%
3	Reasonably useful	na	na	25%
4	Very useful	na	na	13%

- Hounslow Council's Community Partnerships Unit (CPU)

	Options	% of respondents		
		2017	2018	2019
1	Not used	59%	52%	56%
2	Not useful	7%	5%	4%
3	Reasonably useful	18%	15%	11%
4	Very useful	30%	28%	24%

- Volunteering Hounslow

	Options	% of respondents		
		2017	2018	2019
1	Not used	72%	67%	59%
2	Not useful	9%	7%	14%
3	Reasonably useful	15%	15%	14%
4	Very useful	12%	11%	8%

**These further comments were made regarding the support available to the VCSE Sector in Hounslow:**

- We use *Do It* to get our volunteers
- Now that we are bigger we tend to use national/sector specific support - London Youth, Team London, NCVO. The local support was vital at the start.
- We have tried to connect with Volunteering Hounslow but they don't visit and setting up the volunteer opportunity online takes quite a lot of time
- There should be an open desk at the Treaty Centre where people can find out about volunteering.
- There is confusion about the different roles of HCN and HVSSS
- Very strong support is provided compared with other London boroughs
- The standard of training is very high from HVSSS
- They all work hard to keep a vibrant 3rd sector and each deserve a medal given the slog since 2010
- They can prove vital when setting up a project but can be confusing as to how they actually support once a project has been established
- Resident Associations' Forum is useful to raise issues but support and recognition of the work of resident association type groups/civic societies is lacking.
- We attend HCN networking meetings wherever possible. We find them useful for information sharing about what is going on around the borough and to publicise our workshops. The CPU has been helpful in the grant application process and, again in publicising our workshops. Whilst I believe it is not within the CPU's remit, multi year grants would, in our opinion, provide greater financial stability to the voluntary sector and reduce administration time within the CPU as a result.
- Better signposting and publicity for community group initiatives would be helpful eg public borough newsletter as per Richmond Council [CommunityNews@richmond.gov.uk](mailto:CommunityNews@richmond.gov.uk)

**24. We will be recommissioning the volunteering brokerage and VCSE support services in 2019/20. Please let us know all of the types of support you would like to see provided?**

	Type of support	% of respondents
1	Fundraising and bid writing advice	56%
2	Training	54%
3	Networking opportunities	54%
4	Creating links with businesses	51%
5	Building links between the VCSE Sector and statutory bodies, like the council	48%
6	Finding volunteers (brokerage)	36%
7	Supporting the development of partnerships and consortia	35%
8	Group development and support	33%
9	Good practice advice and guidance on volunteering	32%
10	Representing the VCSE Sector	30%

**25. Please let us know if you want information on any of the following.**

	Options	% of respondents
1	Registering on Hounslow Council's new Community Information Guide	46%
2	Signing up to Hounslow Council's Evolve newsletter	28%
3	Signing up to the HVSSS e newsletter	28%
4	Becoming a member of Hounslow Community Network (HCN)	27%

**26. Free training courses are provided by Hounslow Council and Hounslow Voluntary Sector Support Service. What types of training would be useful for your organisation?**

	Training needs	% of respondents		
		2017	2018	2019
1	Safeguarding children and adults	28%	22%	43%
2	Health & Safety	46%	56%	42%
3	Writing funding bids	38%	45%	41%
4	Networking and forming relationships that help your organisation	na	na	41%
5	First Aid	na	na	39%
6	Using social media	28%	40%	37%
7	Legal knowledge	17%	36%	36%
8	Forward business planning	20%	21%	36%
9	Leadership and negotiation skills	23%	21%	35%
10	Good governance	na	na	35%
11	Carrying out risk assessments	20%	19%	31%
12	Marketing skills	24%	17%	31%
13	Developing your IT skills	24%	30%	30%
14	Running a crowdfunding project	na	na	28%
15	Research tools	na	na	26%
16	Running effective board meetings	na	na	22%
17	Managing finances	19%	15%	18%
18	Administration skills	13%	8%	16%

Respondents requested some additional training:

- Training trustees
- The new regulations around GDPR
- Specialised training on working with people with additional needs and training in being all inclusive
- Teamwork
- Cultural or faiths awareness
- Practical support in obtaining quality marks.

**29. Please tell us what are the main challenges being faced by your organisation over the next 12 months?**

	Challenges	% of respondents		
		2017	2018	2019
1	Finding new funding sources	59%	65%	70%
2	Coping with increased demand for our services	42%	44%	45%
3	Recruiting staff, including volunteers	33%	41%	40%
4	Managing to maintain our services with reduced resources	38%	40%	33%
5	Finding suitable and affordable premises	19%	30%	23%
6	Training our staff	23%	11%	22%
7	Consortium development (new)			18%
8	Recruiting an effective Board of Trustees (new)			17%
9	Measuring the outcomes of our activities	22%	19%	16%
10	Redesigning our services to meet changing needs	2%	0%	15%
11	Understanding the requirements of GDPR (new)			12%

Respondents identified these additional challenges:

- Developing capacity so that we are sustainable
- Training and retaining staff.
- Finding new trustees.
- Recruiting unpaid volunteers to join committee and take on roles within that committee
- Maintaining premises.
- Finding suitable and affordable premises.
- Dealing with the council and developing a positive mutually respectful relationship
- Working with Hounslow council - absolute nightmare - people leaving and not passing on information which sets us back, those taking over clearly in over their heads, very frustrating and long winded.
- We will be taking on our first employee soon so our challenge is to raise funds to ensure continuous employment.

**31. Aside from funding, what other support would you like to have from Hounslow Council and the other support agencies in the borough?**

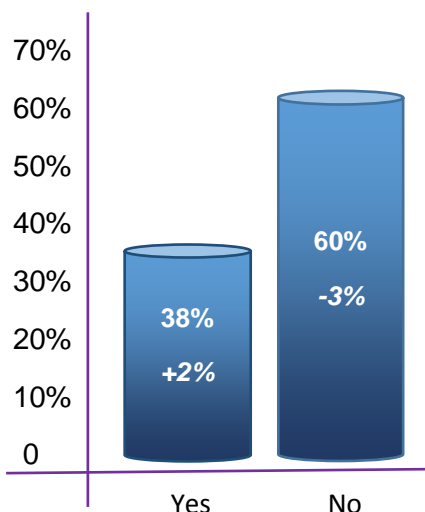
- Awareness of what we do within your Children and Families teams
- The full involvement of all social work teams and children's centres
- Help to find "suitable and affordable" premises or a meeting place
- Feltham area never gets any help from the council. The funding always goes to the areas that don't need it like Chiswick.

We have to wait months for shoddy repairs to the community centre, it seems that nobody cares about our building. As volunteers, we get overlooked in Feltham.

- To have a link with LA partners such as children or adult service who would be interested in using a project.
- Officer who understand the unique aspect of our project and who are confident in offering support and actually talking to people.
- Contacts for key Council staff, such as community safety, adult safeguarding staff, modern slavery points of contact, etc.
- Act as a facilitator, to bring different groups together for collaborative working
- Opportunities to network with potential clients (including the Council itself)
- Advertising is a perennial problem for us - we are constantly being told that one or other of our services would have been used but "we didn't know about it"
- Information on how to navigate Hounslow's labyrinthine structure
- Group involvement in developing environmental policies
- Building a connection with businesses

**32. Do you currently, or have you previously, received any support from local businesses?**

Figures in italics show the changes from last year



**33. Please could you give us some details of the support you have received from local businesses?**

	Type of support	% of respondents	
		2018	2019
1	One-off donations	70%	27%
2	Volunteers	33%	15%
3	Help with advertising and promotion	31%	12%
4	Regular funding	13%	4%

Organisations provided the following extra comments

- Raffle prizes etc. for special events.
- Help with storage space
- Use of their meeting facilities to hold meetings at no cost to us.
- Local businesses have proven to be good at advertising our business within their own organisations but not necessarily to a wider audience
- Local websites and Snappy Snaps which printed flyers free of charge,

### 34. Would your organisation be interested in any of the following types of support from businesses?

	Types of support	% of respondents	
		2018	2019
1	Skilled volunteering - supporting you in specific areas such as IT, business planning, marketing, accounting.	58%	47%
2	Donation of equipment, furniture or other materials.	64%	41%
3	Group volunteering - helping you with specific tasks such as painting and decorating, gardening or general maintenance.	40%	37%
4	Trustees for your organisation	33%	27%

Organisations would also find the following types of support useful:

- Shadowing opportunities would be great as would people coming and talking to the group about jobs and working life.
- Marketing and communications
- Venues and meeting rooms
- Help with special events.
- Help with office equipment.
- Trustees with business experience.

### 35. We would like to end on a positive note. Please tell us what has been your single proudest achievement over the past 12 months.

Some examples were:

- Continuing to survive and deliver badly needed services to disadvantaged residents during the most challenging funding conditions small charities and VCS groups have ever faced.”
- “We have changed the lives of over 400 children in need, most of whom are residents in LB Hounslow.”
- “Being awarded the Queens Award for Voluntary Service!”
- “Engaging and motivating young people to attend and excel in their education!”
- “As a very small charity with limited income - we are very proud to recruit 12 volunteer to help serve over 1200 service users, helped some of the most disadvantaged members secure paid employment

## Findings

- VCSE groups have taken advantage of the numerous funding sources that are available, with many successful fundraising projects listed.
- Of the support services that are available to the VCSE sector the most used by respondents was HCN, with 47% using it and 38% finding it useful.
- HVSSS was used by 45% of respondents, 35% finding it useful; the council's Community Partnerships Unit was used by 44% of respondents, with 35% finding it useful; Volunteering Hounslow was used by 41% of respondents, with 22% finding it useful.
- Feedback on the support and training available to the VCSE sector was generally positive.
- A new question dealt with the recommissioning of the volunteering brokerage and VCSE support services in 2019/20. The types of support respondents regard as important were:
  - Fundraising and bid writing advice (56%)
  - Training (54%)
  - Networking opportunities (54%)
  - Creating links with businesses (51%)
  - Building links between the VCSE sector and statutory bodies, like the council.
- 46% would like information about registering on the new Community Information Guide
- We asked respondents to tell us about the types of training that would benefit them. The most popular were:
  - Safeguarding children and adults (43%) – up from 22% last year
  - Health & Safety (42%) – down from 56% last year
  - Writing funding bids (41%) – down from 45% last year
  - The largest increase is in training on forward business planning – up from 21% last year to 35% this year.
- The main challenge being faced by the respondents continues to be finding new funding sources (70%) followed by coping with increased demand for services (45%)
- Challenges that have become more significant are, redesigning services to meet changing needs (up 15% to 15%) and training staff (up 11% to 22%)
- Respondents asked for support from the council in a number of areas including; finding premises and meeting places, building partnerships with different sections of the council, help with developing capacity to make them sustainable, building a connection with businesses.
- A new set of questions looked at the relationship between the VCSE sector and business.
  - 38% of organisations currently receive some sort of support from local businesses. This involves donations (27%), volunteers (15%), help with promotion (12%) and regular funding (4%)
  - Organisations would be interested in receiving donations of equipment (64%), the use of skilled volunteers (58%) and groups of unskilled volunteers for projects (40%).
  - 30% would like help from businesses in providing Trustees.

## Trends

- The main training need has now become safeguarding children and adults (up 21% to 43%)
- More in demand are: *forward business planning* (up 14% to 35%), *leadership and negotiation skills* (up 14% to 36%) and *carrying out risk assessments* (up 14% to 35%).
- The main challenges being faced by the VCSE sector remain the same but increasingly significant are: *training staff* (up 11% to 22%) and *redesigning our services to meet changing need* (up 15% to 15%).
- Support from business has plummeted compared to last year:
  - Donations (down 43%), volunteers (down 18%), help with promotion (down 19%) and regular funding (down 9%)
  - Respondents are still keen on getting both skilled and unskilled volunteers from local businesses

## APPENDIX

Thank you to the following groups and organisations for contributing to this survey.

Sunshine of Hounslow	Spring Grove Residents' Association
Speak Out in Hounslow	The Isleworth Society
SFIDA Kosovan/Albanian/Macedonian and Gorani Community Group in Hounslow	Mum's Babies and Bumps
Trinjan	Learn English at Home
Our Barn	Firs Drive Residents Group
Age UK Hounslow	Hounslow Music Service
Friends of Cathja	Chiswick House and Gardens Trust
Spark! Hounslow Education Business Charity	Feltham Food Bank
Let's Go Outside and Learn CIC	
Goldy Goldy Women's Group	OWGRA (Osterley & Wyke Green Residents' Association)
Strand on the Green Association	Centre for Armenian Information & Advice
Heston and Isleworth Old Peoples Welfare Committee	
Centre for Human Development	Hounslow COPD Support Group
Hounslow Pensioners Forum	Riana Development Network
The Conservation Volunteers	Clayponds Estate Residents Association
Baby Basics Sunbury	Green Corridor
Harrow Carers	West London Equality Centre
Friends of Chiswick Health Centre	Chiswick Horticultural and Allotments Society
Integrated Neurological Services	Move Into Wellbeing
Hounslow Friends of Faith	Bedfont Lane Community Centre
Feltham Arts	Dukes Meadow Trust
Outside Chance	CAN Mezzanine
Friends of Northcote Nature Reserve	Volunteering Matters
Café Conversations	NHW
Heathrow Special Needs Centre	Autism Hounslow
Creative People and Places Hounslow	Dimensions
Alliance Dance Unit	Richmond and Hounslow Methodist Church
East European Resource Centre	Hounslow United Reform Church
London Museum of Water and Steam	Rolladome All Skate
Citizen's Advice Hounslow	Polish Association Klan
Together As One	West London Ghanaian Association
Bedfont Sports Club	One Eighty
Breeze	West London Equality Centre
Kings Centre Southall	Homelink
Home Start Richmond, Kingston & Hounslow	Me Too & Co
Community Accountancy Self Help	Descendants
Planning Aid for London	Music In The Community
Hanworth Methodist Church	The 2000 Club
London Sustainability Exchange	Abundance London
Bridge House Pond	Strand on the Green Association
Hounslow Parent/Carers Forum	The Bedford Park Society
Rotary Club of Hounslow	FWT & Gaia
Hounslow Friends of Faith	Hounslow School of Life Saving
Hillingdon Law Centre	Buddhist Community Central London Branch
Hounslow Phab	Ground Work London – Volunteering Hounslow
Continental Charities	New London Educational Trust
Chiswick Saturday Music Centre	Southall Black Sisters
Hounslow Multicultural Centre	Parish of Brentford
That's A Wrap	Hounslow & Brentford Friends of the Earth
	Polish British Social Integration Club Wawel