NORTH YORKSHIRE VOLUNTARY ORGANISATIONS AND CHARITIES SECTOR RESILIENCE SURVEY - MAY 2020

Key Findings - Briefing Paper

INTRODUCTION
This briefing paper provides highlight information for North Yorkshire from the sector resilience survey. The full report and summary are available on Community First Yorkshire website www.communityfirstyorkshire.org.uk

The North Yorkshire survey was open 20 April to 1 May and responses totalled 188. To assess the volume impact estimated baseline figures of voluntary organisations and charities in North Yorkshire range from 5,000 predominantly charity registrations and to 10,000 including other formerly constituted and informal groups. Percentages should be applied to these numbers to gauge the size of the impact.

The report is part of Community First Yorkshire's Community Support North Yorkshire service funded by North Yorkshire County Council and NHS North Yorkshire. ***Anyone using the report information is asked to acknowledge Community First Yorkshire as the source.***

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KEY FINDINGS

Respondents:
- size by turnover, type of organisation and employees, is representative
- area located and where services are delivered reflects the county population profile
- 43% of respondents are from organisations with an annual turnover of less than £10k, 74% have annual turnover of less than £100k.
- 55% of respondents are from registered charities, 17% are companies limited by guarantee, 15% charitable incorporated organisations and 13% unincorporated associations or forums

Workforce:
- 55% of organisations have employees
- 62% working at full staff/employee capacity
- 38% of organisations had furloughed at least one member of staff
- 26% of sector paid employees are furloughed
- furlough ranged from 2% to 100% of employees
- 60% of the volunteer workforce is working, 40% have been stood down or for personal reasons are not volunteering, more volunteers have come forward
- loss of capacity and capability

Service demand:

- 42% have over half of their income from trading
- 20% no change in demand, 22% increased demand, 57% experiencing decrease
- 78% of organisations have continued their service
- 22% have closed venue or service completely
- 62% have put on hold part of their service
- 63% of organisations identified at least one area of delivery at risk, mainly premises, social activities, services for people lonely or isolated and group activities/classes.
- 49% of those continuing have made modifications to their delivery

Digital:

- 44% are finding digital exclusion an issue for the people they work with
- digital issues are across all ages and due to: access to technology, affordability and strength of wi-fi; lack of confidence and ability to use

Financial viability:

- 14% of respondents are not able to sustain themselves for more than 3 months to end July, this compares to 13% classified as weak financially in Community First Yorkshire's 2019 VCS Survey
- overall 41% of organisations can cannot sustain themselves beyond the end of October, a 6 month horizon, in line with national figures
- 59% indicated they are sustainable beyond 6 months, this compares to around 80% of organisations indicating strong sustainability for 6-18 months in the 2019 Survey
- organisations with turnover between £100k-£500k are the most at risk at 70% sustainable for up to 6 months, the next most at risk have turnover of £500k-£1m at 63% indicating they can sustain themselves up to 6 months
- those at risk at 6mths ranges from 58% Scarborough to 19% Hambleton
- 45% Hambleton indefinite survival, compared to 16% in Harrogate and 18% in Selby
- service areas most at risk - healthcare, respite, transport, mental/emotional support

Funders:

- flexible and supportive – making payments
- concern how long funders will support service delivery changes, deferred decisions
- lack of resources in current funding to fully modify service delivery

Support:

- 47% of organisations have gone to local authorities for support
- 31% use an infrastructure support organisation
- those not using support services are the least likely to sustain themselves after 6 months
- the top five areas of support needed: financial/funding/grants 57%, volunteering support (recruitment and management) 17%, IT and digital 11% and community engagement/planning/interpreting social distancing advice 11%.
- employment and HR support 10% low at the end of April, will have since increased

Positives, challenges and changes:

- 60% able to think of at least one positive

Community action

- greater unity and kindness, awareness of/and desire to help the most vulnerable and reaching new people
- staff and volunteer commitment in face of adversity, new volunteers and more social action

Community organisations

- creativity, adaptation, agility, self-help and new skills, new ways of working
- higher organisational profile; with more and better, supportive relationships
- time for reflection, taking stock, planning
- collaboration: network of similar organisations and Increased relationships with local organisations
- better communication with the public sector

Summary and Conclusions:

Short-term concerns (next 3 months) **SURVIVE** **- *URGENT***	■ **Survival and cash-flow** challenges particularly amongst those unable to operate, those reliant on more than 50% of their income through trading, those seeing a decrease in demand for their services[1] and / or have been unable to modify their service delivery ■ **Seeking reassurance from local authorities**, CCG and others to honour payments for contracted services / agree to modifying service delivery without penalty for those with this model ■ **Being able to reach the (often vulnerable or isolated) people** that they serve and support so that they don't suffer unnecessarily ■ **Managing staff and volunteers in response to changes in demand for services (increases, reduction, redeployment)** – this means managing not only the volumes and hours but their wellbeing
Medium-term concerns (3-12 months) **REVIVE** **- *INNOVATE***	■ **Funder and grant giving body intentions to help support response and recovery during 2020/2021 –** some are concerned that if all focus solely on Covid-19 there is much less to go around the wider sector and this may threaten 'prevention' or upstream activities and therefore some parts of the wider VCS infrastructure ■ **Customer / client / user group behaviours** as lockdown measures are eased, and whether they will continue to attend and make purchases, donate and contribute as they did before ■ **Maintaining services that are already at risk**; 56 were identified in the survey including many that are aimed at vulnerable people[2] ■ Being able to generate income once again without having to rely on **depleting reserves** ■ Winter bills for those responsible for venues and their upkeep without the ability to earn income at sufficient levels for upkeep ■ **Funding gaps when current grants for projects finish**
Longer-term concerns (1 year and beyond)	■ **Risks to funders themselves, who facing cuts**, may be unable to provide support needed or previously available ■ Funding not being available for longer term, developmental projects that had been conceived before the current crisis, and which would have affected cash-flow (and therefore stability) from 2021 onwards

[1] Punctuated especially amongst organisations delivering services in Hambleton and Ryedale in this survey

[2] Services at risk are variably health-, care-, children-, mental health-, transport-, culturally-, education- and environment-related affecting children, young people, older people, people with physical and / or learning disabilities, victims of crime and people with different limiting conditions, memory loss or dealing with a significant life transition or event e.g. bereavement.

THRIVE **- *BUILD BACK BETTER TOGETHER***	■ A reduced demand for services and / or discontinuation of funding for contracts leading to the need for redundancies. ■ **Wider macro effects – people having less money** (reluctance to spend on community leisure activities or donating), businesses ceasing trading (less need for room / office rental or sponsorship) and even a fear of bank collapse

WHAT NEXT

What does it mean for voluntary groups and charities, and beneficiaries?

- Keep in touch with support services and the public sector, as part of a network of public services.
- Use the help that is available and web-based resources for information and learning (Community First Yorkshire, NYCC, NCVO etc), and be part of local networks for sharing learning and generating ideas.
- Retain, adapt and celebrate the positives – working in the spirit of unity and kindness, retain the commitment of staff and volunteers, building on the benefits of the new ways of working, creativity, adaptability and agility.

What does it mean for Community First Yorkshire?

- Develop a local plan responding to the findings, taking forward tracking survey/s
- Feed into and shape partners' plans, co-ordinating partnership working within and across sectors
- Raise awareness and provide support and resources to reach groups farthest from accessing help. Focus on support to manage change, cash flow and collaboration
- Facilitate local structures for groups to network, learn from one another
- Build on the community ownership and maintain engagement of volunteers
- Act as a broker of packaged of support

What does it mean for funders and commissioners?

- The flexibility of funders has been acknowledged and the closer relationship is wanted to be built on. Investing in core costs has emerged as necessary for the future, especially as reserves will have been depleted. Allow time for partnership working to develop, time for planning and developing the workforce.
- Jointly plan investment for short, medium and longer terms – with a 2022 horizon beyond response, through recovery and into rebuild phases of Covid-19 investment and support. Enable 'adaptive' planning and funding to encourage and sustain responsive and innovative services and activities.
- Grant funders and public funders to join up investment frameworks, to provide support for services which help people live healthy lives in strong and caring communities.

What does it mean for planning?

- Voluntary groups, charities and social enterprises and the public sector working together in public service.
- Jointly plan service development and new services
- Make use of shared intelligence
- Share ambitions and work collaboratively to make change for the better
- Engaging together in system change, structures and workforce development.
- Working with the sector towards a common purpose and growing civil society.