

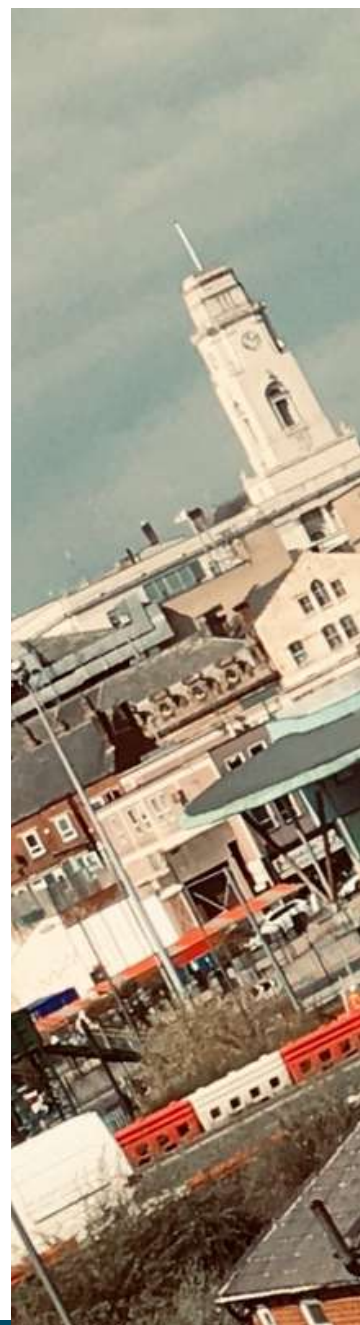


# Barnsley CVS

Annual Report

April 2021 -

March 2022



# Chair's Foreword

During 2021-22 the pandemic continued to have an impact on Barnsley CVS, and the services it could deliver, and the wider sector as a whole. Despite this we were able to post a surplus for the second year running and move to a positive unrestricted funds position for the first time since incorporation.

We have made and continue to make changes to strengthen our organisation to make it a more effective advocate for the VCSE Sector in Barnsley.

This could not be done without the continued support of the dedicated staff at Barnsley CVS who continue to work tirelessly.

Barnsley CVS has faced a range of challenges which we are working hard to resolve, including making ourselves more secure on a financial footing.

We are making these changes to ensure we start to thrive and be the effective infrastructure organisation that the sector deserves.

To ensure that we are doing all we can to support the VCSE Sector in Barnsley, the Board of Trustees engaged with many charities, social enterprises, community groups and stakeholders to gather evidence and shape a future strategy for the organisation. We are grateful for the input and people giving up valuable time to help us.

Our new strategy was unveiled in March 2022. The board and all the staff at Barnsley CVS are committed to the new strategy and doing their best to continue to help and support our members.

I believe that moving forward Barnsley CVS will strengthen and help ensure the VCSE Sector can achieve its full potential.

**Melvyn Lunn**

**Chair of the Barnsley CVS board**



# Overview

Barnsley Community and Voluntary Services (CVS) is the support organisation for the Voluntary, Community and Social Enterprise (VCSE) Sector in Barnsley. In 2021 to 2022 the pandemic continued to impact on delivery of services right across the sector and we have been busy supporting the vaccination sessions at Priory Campus. We have had issues with sickness ourselves in this period that affected the management of the organisation particularly.

In this year, the Board of Trustees took time out to engage with the VCSE sector to find out what organisations and groups valued and didn't value from Barnsley CVS. The sector was very clear in their responses and advised that change needed to happen. This resulted in a new strategy for Barnsley CVS that was shared in March 2022 and can be read at the end of this report in the Plans for the Future section.

Barnsley CVS aims to provide leadership and advocacy to the VCSE sector, to encourage partnership and collaboration, to increase capacity within the sector and support with volunteering. We do this through a series of services and partnerships.

1. Service Level Agreement with BMBC to support the sector. This includes the representation of the sector at meetings and communication sharing, the Volunteer Centre, Organisation Support and Development.
2. Provision of a Community Accountancy and Payroll Service.
3. Hosting Healthwatch Barnsley
4. Barnsley Refugee Advice Project partner
5. Social Enterprise Exchange partner

There is more detail about the work done by these services and partnerships in the next section of this document.

# Services and Partnerships

## 1. Service Level Agreement with BMBC to support the VCSE sector

### Sector Representation and Communication.

2021 to 2022 has been an important year as it was the start of preparations for the move to an Integrated Care System (ICS).

The VCSE Sector is a partner in this new arrangement, and it was important that we were involved right from the beginning and sharing information.

Unfortunately, due to long-term sickness and some key staff changes, our attendance at meetings and delivery of communications was interrupted toward the end of this period. We are extremely grateful to the Chair of our Board of Trustees, Melvyn Lunn who attended a wide range of meetings including Barnsley 2030 and ICS meetings to represent the sector at this time.

It was also during this period that the VCSE Strategy meeting started to take off and become a regular 6 weekly interface between the VCSE Sector and Statutory Sector Bodies as well as an opportunity for us to share the issues that our organisations are facing.

We also recruited a new Communications Officer that has helped maintain a steady flow of relevant information out to the sector. While this was a very difficult time for the Barnsley CVS, it created a base from which we could go forward.

### Volunteer Centre

Barnsley CVS has a small team that support people to access appropriate volunteering opportunities.

They provide a system that includes an interactive website and mobile phone app where volunteer opportunities can be advertised as well as a monthly newsletter.

In this period 200 volunteers registered on the system and a further 41 requested advice/support from the Volunteer Centre. The team sent out monthly newsletters to 1,109 people and advertised 59 roles from 41 different VCSE Sector organisations.



# Services and Partnerships

The team also created links between Employer Supported Volunteers and suitable opportunities. Employer Supported Volunteers are those people in paid work that are given time by their employers during the year to undertake a volunteer role, so they can benefit from being involved and bring support to VCSE organisations. A total of 240 staff took part in 53 volunteering opportunities/events over this period, leading to 982 hours of volunteering.

The Volunteer Centre team also held 6 Volunteer Coordinator meetings to promote good practice and share issues, and the team developed a process for quality assurance for organisations supporting volunteering in Barnsley.

## Organisational Support and Development

This is one post at Barnsley CVS that supports VCSE Sector organisations with a variety of issues, including setting up a new organisation/ group.

During 2021-2022 the staff member worked with 180 organisations/ individuals with support to address:

- 128 Governance issues /HR or support interventions
- 52 Businesses or start-ups
- 5 new Community Interest Companies (CICs) were supported to register, 2 new Charitable Incorporated Organisations (CIOs) and one conversion from a charitable company to a CIC.

Figures were down slightly as many organisations were still not meeting face to face but there were a wide range of issues from general to legal.

## 2. BCVS - Community Accountancy and Payroll Service

The Community Accountancy and Payroll Service is part of a trading arm of Barnsley CVS.

Ordinarily this is a paid for service for the local VCSE Sector creating yearly accounts and paying salaries. Their charges are extremely competitive, and they are experts in the requirements of the VCSE Sector.

# Services and Partnerships

They also provide help with individual training/ support to those people that are responsible for maintaining the finances of small organisations and groups.

Part of their work involves working with individuals and groups that are planning to set up a new service. This is done as part of the SLA with BMBC as there are generally no funds for organisations and groups that are being set up available for a charged for service at this point in development.

## Community Accounts - Outputs 2021-22

During the financial year, we supported a total of 112 VCSE organisations.

- Prepared 79 sets of Annual Final accounts and 63 Independent Examination of Accounts
- Produced monthly payroll for 33 VCSE employers and weekly payroll for 1 employer
- Submitted a total of 482 returns to HMRC on behalf of our payroll clients
- Prepared and submitted 50 individual furlough claims and supported 6 employers with Covid SSP reclaim
- 
- Supported 34 VCSE employers with their pension auto-enrolment duties and maintained pension portals 13 for employers, uploading a total of 133 separate files during the year
- Trained 5 VCSE organisations to move to Quick Books on-line 'cloud' accounting systems
- Provided support, advice, and training for 7 new groups and supported 3 organisations through planned closure
- We provided 298 hours of additional support and advice to existing groups which included:
  - Help with Charity Commission, Companies House and HMRC Returns
  - Bookkeeping support and advice
  - Advice on finance systems and controls
  - Advice on becoming an employer and payroll issues,
  - Support to resolve HMRC queries and disputes
  - Support/costings for funding applications, grant returns and information for funders

# Services and Partnerships

- Help with budgets, cash flow and management accounts
- Support to reclaim Gift Aid
- Kept our clients up-to-date with changes in legislation and Covid-19 support initiatives
- Issued our annual payroll newsletter and kept our payroll clients up to date with payroll changes throughout the year

At the start of the financial year, the Community Accountancy Service provided support, information and advice to help VCSE organisations as they continued to operate throughout the pandemic and begin a phased return to their work places, re-opening services that had, in some cases, been closed for over 12 months.

The payroll service saw a large demand for support during the year. Payroll remained challenging for many of our small employers, with complex furlough, lay-off, SSP and holiday pay calculations.

We also helped with issues such as Covid-related sickness, redundancy pay and salaries costings for reduced budgets. In the first half of the year, we continued to submit applications to HMRC for Furlough scheme grants, on behalf of our payroll clients.

The many changes in regulations created uncertainty and worry for employers and we worked hard to keep our payroll clients up to date with the latest guidance and legislation, to ensure that they continued to operate legally.

On 21 June 2021, our new Bookkeeper/Trainer, commenced work with us for 10 hours per week. This enabled us to assist five organisations to move to on-line (cloud) accountancy systems, by providing bespoke one-to-one training, set up and on-going support.

The increased need for bookkeeping support continued this year, with many staff still working from home. We helped with day-to-day bookkeeping, bank reconciliation, grant monitoring and management accounts. For many organisations, there has been the requirement to manage changes in income sources and activities due to the pandemic. This resulted in an increased need for bookkeeping support and also for help with end of grant returns and meeting the requirements of funders.

# Services and Partnerships

We worked with 2 charities to support them through major expansion and capital projects and this work remains on-going. We have also assisted a number of organisations by preparing costings and other financial information for funding applications, helping to bring new funding into Barnsley.

The focus in the second half of the year was on compliance, ensuring filing of accounts, annual returns and tax returns were made on time, following the relaxing of the deadlines in the previous year.

We also supported 3 organisations through the closure process. This can be a stressful time for trustees. We provided advice and support to ensure that the organisations were closed down legally, giving confidence and reassurance to the trustees.

## Service Outcomes

VCSE organisations in Barnsley have access to comprehensive, affordable accountancy and payroll services and financial management support, provided by an approachable team with expertise in charity finance and a clear understanding of the needs of the sector.

Trustees and staff of small VCSE groups and newly established groups have access to free of charge support and advice on finance issues, when needed.

VCSE organisations have increased skills and confidence in financial management, meaning that they are better equipped to apply for funding to enable them to develop and grow.

VCSE organisations in Barnsley have the information, advice, support and training needed to react to changing environments and challenges, including those faced as a result of the Covid-19 pandemic.

VCSE organisations are supported to meet their legal and regulatory requirements and to demonstrate good governance so that they are well placed to take advantage of new opportunities and funds.



# Services and Partnerships

## 3. Healthwatch Barnsley

Healthwatch Barnsley is hosted and managed through Barnsley CVS but as a public facing service, it has its own strategic board and its own website.

Healthwatch Barnsley is a local health and social care champion. The team ensures NHS leaders and other decision makers hear the voices of residents and use their feedback to improve care.

Healthwatch Barnsley is completely independent and impartial and information provided is confidential. The team also offers information and advice to help people get the support they need. The service is free, simple to use and can make a real difference to people living in Barnsley and beyond.

Find out more on its website [www.healthwatchbarnsley.org.uk](http://www.healthwatchbarnsley.org.uk)

During 2021/22, 1,580 residents shared their stories with the team regarding their experience of health and social care services within the town.

From the issues raised we were able to feedback both locally and nationally how our residents were finding it difficult to gain access to an NHS dental appointments.

We also conducted a survey about Access to GP Services in Barnsley and published our report in May 22. We are working with NHS South Yorkshire on the recommendations from our report and putting together an action plan to improve services.

Both reports on Dentistry in Barnsley and Access to GP Services have been presented to the BMBC's Overview and Scrutiny Committee and have been discussed at their meetings.

We also worked with NHS England and Improvement to look at the Carers Experience of Hospital Discharge when the person they care for is admitted to hospital for elective surgery or via an emergency admission. We worked with 6 other regional Healthwatch on this commission ensuring the project covered the NHS England Regions. The National report from this is due to be published late 2022 by NHS England and Improvement.

The local findings from this have been shared with health and social care providers and commissions and have helped to form part of Barnsley Carers Strategy.

# Services and Partnerships

To read more about our work in 2021/22 by downloading a copy of our annual report <https://www.healthwatchbarnsley.org.uk/report/2022-06-30/healthwatch-barnsley-annual-report-202122>

## 4. Barnsley Refugee Advice Project (BRAP)

Barnsley CVS are in a partnership with the Refugee Council to provide the Barnsley Refugee Advice Project (BRAP). The partnership is funded by the National Lottery Community Fund.

are partners with the Refugee Council in the National Lottery Community Fund supported Barnsley Refugee Advice Project (BRAP).

BRAP retains a core of frontline service delivery in Barnsley whilst increasing activities emphasising community development and local level systems change, capacity building and coordination of local stakeholders with the aim of making the whole town a welcoming and supportive place to live.

In the first year, we reached 280 people with 1 to 1 sessions, English Language classes and men's and Women's Groups.

In addition we provide information, support Refugees Projects in the are and take a community development approach to make Barnsley a welcoming and supportive place to live for its refugee communities.

The team is based at our Queens Road building and Barnsley CVS employ the Volunteer Coordinator within the BRAP team.

Last year it was anticipated that around 25 active volunteers would be involved in the first year. Despite losing some of our previous volunteers due to other commitments and hesitancy because of the pandemic, by the end of the year the project had 56 active volunteers.

Some volunteers have moved on to become Community Champions for Barnsley Council. Three volunteers were referred to attend an accredited Community Training Interpreting Course.

# Services and Partnerships

## 5. The Social Enterprise Exchange (SEE)

Barnsley CVS is a partner in a consortium of specialist social enterprise support partners who have come together to offer a broad range of support and to assure coverage throughout the Sheffield City Region.

The core delivery partners are Barnsley CVS, Community Media Solutions, South Yorkshire Community Foundation, Cultural Industries Quarter Agency, Sheffield Live! Television and Sheffield Social Enterprise Network. The partnership is supported by a network of specialist advisors and community partners.

Co-financed by European Regional Development Fund, The National Lottery Community Fund + partners and beneficiaries own funds. The Social Enterprise Exchange is currently delivering its second phase which began in 2019 and continues until 2023 with 452 referrals having being made to date.

Social Enterprises that join the SEE programme are supported via:

- Social enterprise promotion, networking and awareness raising
- Workshops and follow-up support for start-ups
- Bespoke strand of specialist business advice for growth
- Masterclasses, peer support and place-based development
- SEE Grants Scheme for social enterprise start-ups and growth.

# The Plan Ahead

## Going Forward 2022-23

In line with our new strategy, we need to focus more on our core work of leading and supporting the VCSE sector. To achieve this, we plan to:

- Address the current gaps in our infrastructure and ensure we have a robust staff team for the future.
- Review the Service Level Agreement with BMBC for our core Barnsley CVS Services to meet the requirements of our strategy while being affordable within the financial value available.
- To meet the demands of the new Integrated Care System by representing the VCSE sector at relevant meetings, promoting its strengths and finding ways of working together.
- To provide targeted communication across the sector and support the VCSE Strategy Group to grow into a structure that supports the whole sector and provides a shared voice for the sector.
- To continue to support volunteering opportunities and good practice across the borough and recognising the amazing contribution of volunteers.
- To support the sector with back-office functions such as financial management, HR and constitution issues. We will especially focus on new groups and organisations that need support to set up.
- We will look for further funding opportunities especially where there is a partnership element to the service.
- To continue our work with Barnsley Refugee Advice Project, building up and supporting volunteer opportunities.
- To continue our partnership with the Social Enterprise Exchange to support new innovative organisations and develop solutions to the many challenges people are facing.

# The Plan Ahead

Healthwatch Barnsley work continues in 2022/23 with our priorities for the year being:

- Mental Health
- Health Inequalities
- Adult Social Care

The year has seen an increase in staff numbers which has enabled us to do more engagement in the communities and get involved with the harder to reach groups whose voices are seldom heard.

The year has also brought new challenges with the creation of the Integrated Care Board and Integrated Care Partnership which has seen us work more closely with other Healthwatch in South Yorkshire to facilitate work across the wider footprint whilst retaining our core work within Barnsley Place.

## Conclusion

This is a very difficult time for everyone. Just when it feels like we are moving on from the pandemic, a whole new set of challenges are in front of us with the rising cost of living, an increase in mental health problems and staff shortages within the NHS and Social Care. It is more important than ever that we have a strong VCSE sector that will increasingly work together to reach into our communities.

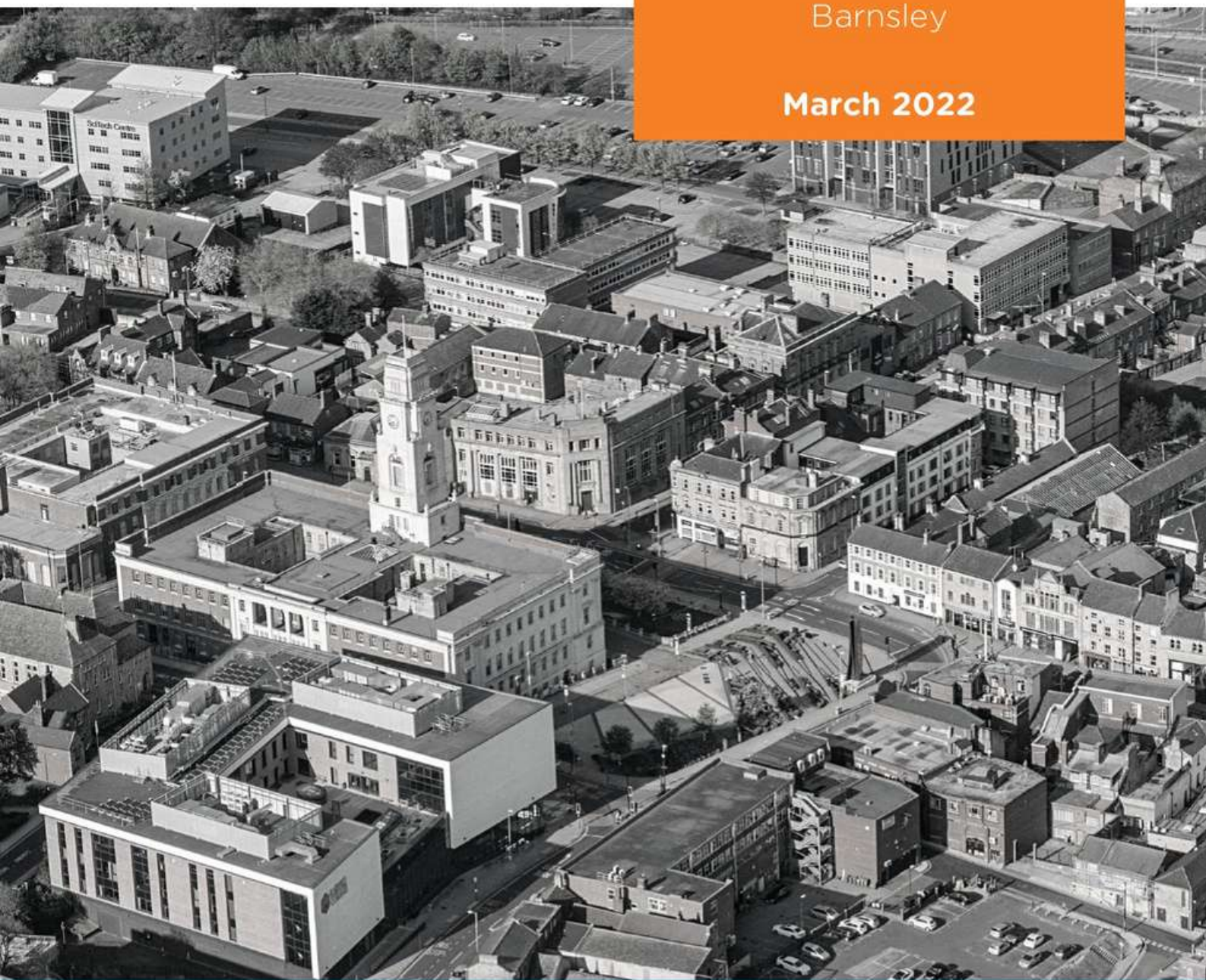




## **Barnsley CVS Strategy 2022**

Our commitment to doing  
the best we can for the  
Voluntary, Community and  
Social Enterprise sector in  
Barnsley

**March 2022**



# LISTENING TO THE VIEWS OF THE SECTOR

We engaged with 77 individuals from a range of VCSE organisations to inform our strategy, as well as seek feedback on our organisation and our offer to the sector.

Engagement activities included:

- **Two online listening events for members and other VCSE organisations.**

These were and independently facilitated by Mutual Ventures via the Barnsley Metropolitan Borough Council Covid Bounceback programme.

- **A survey of members and stakeholders.**

Which collected 41 responses over an eight-week period.

- **A meeting of the Voluntary & Community Strategy Group.**

Hosted by Barnsley Council and involving 12 VCSE organisations.

- **Individual meetings with stakeholders.**

These included, Barnsley Metropolitan Borough Council (BMBC), NHS Barnsley Clinical Commissioning Group, The National Lottery Community Fund (Yorkshire and Humber), South Yorkshire Community Foundation and Barnsley Healthcare Federation.

We asked the sector for feedback on our draft vision and aims, what they value about Barnsley CVS, what their views are about what we do at the moment, and what they need us to do in future.

A summary of the feedback is included in appendix 1 and 2.

**We have developed our new vision and aims in response to this feedback.**



To have a thriving, sustainable Voluntary Community and Social Enterprise (VCSE) sector that is valued, respected and inclusive of all.

We will accomplish this by being a champion for the VCSE sector, supporting the sector with advice and guidance, and promoting volunteering.

## OUR AIMS

Barnsley CVS aims to:

- Improve the lives of the people of Barnsley by supporting VCSE organisations to thrive.
- Help VCSEs to become sustainable, independent, well-managed, and to build capacity through our support offer.
- Represent and lead the VCSE sector, promoting it to partner agencies including those in the statutory sector, and embedding it in the Integrated Care System and Barnsley Place.
- Liaise across all sectors to develop partnership working and create new opportunities for the VCSE sector.
- Ensure Barnsley is an excellent, supportive place to volunteer, that can offer people a wide range of skills and experiences, creating inclusivity for all.
- Communicate relevant, high-quality, timely information, tailored to the needs of each of our members.
- Share learning and best practice on key issues in the sector through providing information, networking, and events.

## OUR VALUES

### **Independence**

Acting for and to challenge decisions on behalf of the VCSE

### **Integrity**

To stand up for and implement our vision and aims

### **Collaborative**

Working with others to create the conditions for a successful VCSE sector.

### **Inclusive**

Listening to supporting and representing the public and the VCSE sector as a whole.

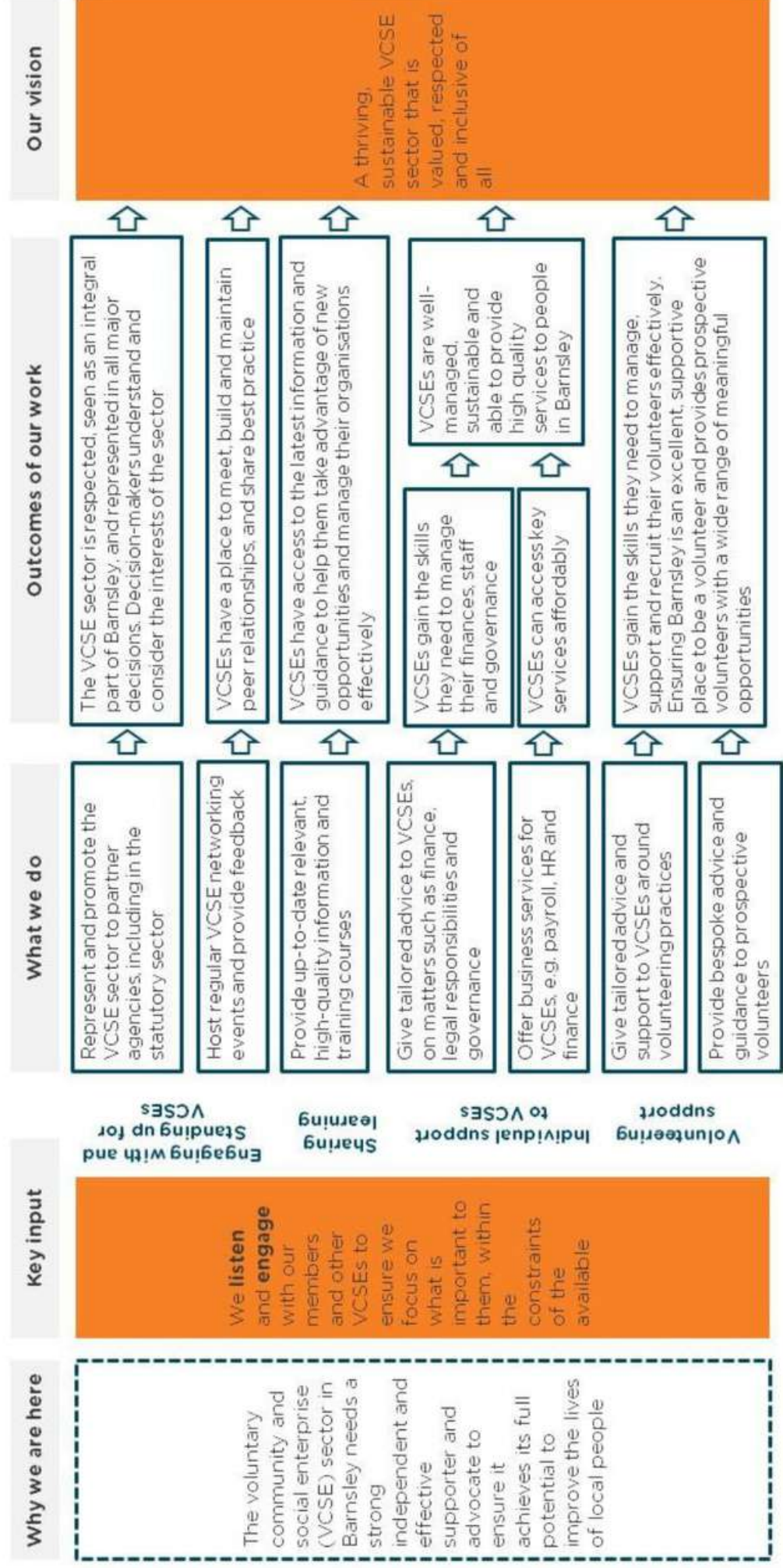
### **Ambitious**

Wanting the best for the VCSE sector and doing all we can to help new and existing organisations achieve their full potential.

# THEORY OF CHANGE

Our Theory of Change describes what we want to achieve and how we will go about doing it. It presents our vision and aims visually, alongside the steps involved in making them happen. Crucially, it includes our commitment to listen to and engage with VCSEs in Barnsley.

## Barnsley CVS Theory of Change





## **Engaging with, listening to and standing up for the VCSE sector.**

We will provide quarterly engagement events where organisations and individuals can inform us of the issues they face and the help they want us to provide. The agendas for which will be based on information received from our membership on the areas they want us to concentrate on.

We will gather information via online engagement, surveys and in person meetings and provide feedback regularly on areas we are working on and improvements that have been made. We will look at ways to increase our membership so that we can help more organisations and better advocate for the whole of the Barnsley VCSE sector.

We will represent and champion the VCSE sector at a strategic level, working towards improving the relationships between them and stakeholders by facilitating the VCSE strategy group, meeting with and maintaining good relationships with key stakeholders and taking forward issues raised by all parts of the sector.

We will strive towards improving community links by providing a development co-ordinator role to manage, upskill and co-ordinate activity to feed information in and out of the sector to support joint working and provide a more accurate representation of the diverse sector as a whole, with built-in capacity to engage with wider groups to provide feedback.

We will enhance our marketing and communications strategy to raise awareness of our support offer amongst the VCSE, to support them to develop and grow.

This will respond to the needs of VCSE organisations of all sizes, from community groups to large charities. It will also ensure the dissemination of tailored, targeted and timely information responsive to the needs of unique networks and cultures within Barnsley's localities.

We will be guided by the sector as to the frequency they wish to receive our newsletter, we will not send out any information that is not up-to-date and relevant to organisations or individuals, and we will ask for people to contact us and feedback on the items sent out so that we can better focus on the areas of information they wish to receive.

## **Sharing learning**

We will ensure we provide up-to-date high quality information, guidance and training enabling VCSE's to manage their organisations effectively



## **Individual support to VCSE's**

We will continue to provide high quality governance and organisational advice including matters such as implementing relevant policies, awareness of legal responsibilities, Trustee responsibilities, and organisational set-ups. While also ensuring that the VCSE have access to guidance and support to maintain accurate records, financial compliance, bookkeeping and accounts and payroll services.

## **Volunteering support**

We will look to continue our work, developing a Yorkshire wide Volunteering Quality Award, with volunteer centres in the region. This will help organisations to be the best they can be to support their volunteers, maintain best practice, enabling volunteers to know they are volunteering in a supportive environment. We will develop our workaround volunteer passporting across South Yorkshire, which looks to simplify the process of volunteering for volunteers and organisations, providing volunteers with skills and training records that can help progress them into further volunteering roles or meaningful employment. Focus will also be on building capacity within organisations who support volunteers. This will be done throughout bespoke development work and training on the organisations specific needs, ensuring that inclusive volunteering practices are actively embedded in their delivery.

## **Training**

We will research and develop ways to improve our training offer, whether via our Brain Train site or through in person training in the areas that the sector requests.

## **Governance, leadership and management**

We will recruit Trustees aligned with our priority needs and gaps, which we are currently evaluating to further develop and grow.

We will continue to involve our membership in the election process annually and are committed to ensuring equity, diversity and inclusion and to represent all organisations in Barnsley.

We will re-evaluate our leadership and management structure to ensure that we have the energy, skills and commitment to provide the best support we can to the VCSE sector in Barnsley.

## **Funding and Partnerships**

We will review the current service level agreement that we have with Barnsley Metropolitan Borough Council. We will do everything we can to secure the ongoing financial support and commitment of the council so that we are able to continue to provide the services that the sector has told us it needed.

We will develop a wider funding strategy to secure new sources of income working with other Infrastructure support organisations locally, regionally and nationally to bring financial support in to Barnsley.

## **Premises and sustainability**

We will review our current properties and look to where our resources should be best utilised to ensure our sustainability moving forward to enable us to concentrate on the important work we need to do rather than trading activities.

# APPENDIX 1: SUMMARY OF STAKEHOLDER FEEDBACK

The following points summarise the feedback from members and stakeholders collected from our engagement process. This has all been fed into our new strategy.

**Respondents are pleased to have had the opportunity to contribute to the process of developing Barnsley CVS's new strategy.**

They value being able to give open and honest feedback. One respondent commented:

“ I genuinely think that this is the first time I've felt heard ”

**Respondents want to be able to continue to influence and shape the direction and role of Barnsley CVS in the future.**

They want to be able to engage with Barnsley CVS and give their views regularly, for example through conversations with a named Barnsley CVS contact, networking meetings or in-person conferences. This must be done in a way that is time efficient.

**Respondents generally think that the services provided by Barnsley CVS, including volunteering support and organisational administration services, are useful and good quality.**

They described how Barnsley CVS's support has contributed to the development of their organisations and say that it was important that these services remain available.

**Respondents see Barnsley CVS as the umbrella body for the VCSE sector and recognise its value.**

They say that there is a clear role for Barnsley CVS in Barnsley.

**Respondents feel that Barnsley CVS needs to strengthen and improve its work representing the sector in Barnsley.**

They say that Barnsley CVS could do more to stand up for the sector and improve in this area. Respondents want Barnsley CVS to be a strong advocate for the sector.

**Respondents want Barnsley CVS to be the 'bridge' between VCSEs, BMBC and other statutory organisations.**

In practice, this would mean working to coordinate and amplify the voice of VCSEs, challenging key decisions where required, and feeding back information to VCSEs.

**Respondents see the relationship between Barnsley CVS and BMBC as critical to success.**

However, respondents are clear that Barnsley CVS needs to be able to speak with an independent voice and challenge the council when necessary.



# APPENDIX 1: SUMMARY OF STAKEHOLDER FEEDBACK

## **Respondents say that effective leadership is vital to Barnsley CVS's future success.**

Improving leadership is seen as necessary for re-establishing credibility and trust with the sector and wider stakeholders.

## **Respondents would like Barnsley CVS to be more visible in the sector.**

As one respondent says,

“I think people should know more about Barnsley CVS and what you do. I speak to colleagues, and they do not know what help you provide”

## **Respondents want to see more 'community-focus' to the activities of Barnsley CVS, which recognises the unique networks and cultures within each of Barnsley's localities.**

This should cover the whole of Barnsley and include VCSE organisations of all sizes.

## **Respondents want Barnsley CVS to provide more opportunities for networking and bringing the sector together.**

Respondents want better signposting to other local VCSEs through the Barnsley CVS website, in-person events for all VCSEs in Barnsley, and activities that bring together VCSEs in specific localities.

## **Respondents want communication from Barnsley CVS to be more relevant to them.**

Respondents said it needs to be more tailored, targeted, and relevant to the sector. Email communication was mentioned in particular.

## **Respondents like the proposed new vision and aims.**

Although some have given specific comments to make them more relevant and focused. These comments have been used to update the vision and aims, as set out above.

## APPENDIX 2: KEY STATISTICS FROM OUR SURVEY

### **A total of 41 individuals responded to the survey.**

Not all respondents answered every question.

### **Our survey has reached the right stakeholders.**

36 out of 41 (88%) respondents to our survey are charities, volunteer groups or social enterprises, and 20 out of the 36 (56%) VCSEs who responded are Barnsley CVS members. 35 out of 41 (85%) respondents say that they have used Barnsley CVS services before.

### **Respondents have mixed views on the support Barnsley CVS gives to the VCSE in Barnsley.**

24 out of 40 (60%) say the support is 'very good' or 'quite good'.

“Excellent work, helpful and professional and really understand the needs of the voluntary sector.

My main involvement is via the volunteer centre, and I have always had a very positive relationship and experience working with the team.

When I started my charity, I got all my help from Barnsley CVS. ”

9 out of 40 (23%) say it is 'very bad' or 'quite bad'.

“I am not really aware of the current work of Barnsley CVS.

We have been members for years. They used to provide high level support and guidance, but this is no longer the case.

This organisation needs to get back to its roots. ”

### **Respondents have mixed views on how well Barnsley CVS represents the voice of the VCSE in Barnsley.**

21 out of 40 (53%) say Barnsley CVS is 'very good' or 'quite good' at representing the voice of the VCSE, while 10 out of 40 (25%) say it is 'very bad' or 'quite bad'.

“I am not clear about how you represent us and who you are representing up to.

Be our voice, but tell us how you are doing that and how we can tell you what we want to be heard. ”



# APPENDIX 2: KEY STATISTICS FROM OUR SURVEY

24

Respondents were asked how important it is for Barnsley CVS to undertake the following activities:

- **Represent the VCSE sector in strategic conversations with partners.**

30 out of 34 (88%) said it was 'very important' or 'quite important'.

“Be an effective voice for the non-profit sector and build effective networks with the council.

Barnsley CVS acts as a link between our service and the vast amount of Community and Voluntary services in Barnsley.”

- **Provide capacity building services for VCSE organisations.**

29 out of 33 (88%) said it was 'very important' or 'quite important'.

“Help with networking, so organisations can work together and support each other rather than compete.”

- **Communicate relevant, timely information to the VCSE sector.**

31 out of 34 (91%) said it was 'very important' or 'quite important'.

- **To share learning and best practice within the sector (e.g. through training).**

32 out of 34 (94%) said it was 'very important' or 'quite important'.

- **Ensure Barnsley is a supportive place to volunteer.**

29 out of 34 (85%) said it was 'very important' or 'quite important'.

“Be an advocate for what it means to be a volunteer and strive for organisations to meet this.”