

## Customer Survey Report 2016 Summary

### Feedback and Success

#### Support and impact in 2016

- ❖ The amount and variation of support provided to organisations increased over 2016. Newsletters, promotional services and funding information are perceived as our main sources of support, with over 50% of all organisations selecting each of these.
- ❖ The impact of these HARCVS support services has also risen overall. In particular organisations have had increased quality of governance, awareness of networking opportunities and awareness of emerging local needs in the last year thanks to services provided by HARCVS. Being better informed, learning skills, development, partnership working, and local decision making also continue to be large areas in which improvements are made. Compared with 2015, there has been some decrease in organisations gaining more volunteers via HARCVS support.

*“Bespoke advice tailored to our charity was very helpful.”*

*“It’s very beneficial to have regular and up to date information between organisations and HARCVS do this without fail”*

#### Effectiveness of HARCVS services

<b>Staff are friendly, helpful and knowledgeable</b>	<b>98% agree</b> 11% increase from 2015
Services are <b>easy to access</b>	<b>93% agree</b> 9% increase from 2015
<b>Flexibility</b> of services	<b>100% positive ratings</b> 57% rated as <i>very flexible</i> , 43% rated as <i>flexible</i> 15% increase in <i>very flexible</i> ratings from 2015
<b>Support Satisfaction</b>	<b>98% satisfied</b> Consistently high with 97% in 2015
<b>Effectively represents</b> the Harrogate District voluntary and community sector	<b>77% agree</b> Only 2% disagreed, 21% neither agreed or disagreed 12% increase from 2015
<b>Effectiveness</b> of overall services	<b>100% positive ratings</b> 70% rated as <i>very effective</i> , 30% rated as <i>effective</i> 12% increase from 2015

*"I find all the staff very helpful, efficient and supportive and this means a great deal to me."*

*"Expert, not merely knowledgeable, help"*

*"Very helpful and willing to provide support, whenever possible"*

*"HARCVS seems to have a good overview of all the organisations and their various challenges, needs and strengths."*

*"By diversifying and finding new ways to connect whether through social media, e-bulletins or regular updates we are regularly updated with information about our district. In most communications I receive there is usually something that I am interested in - be it an event, article or notice."*

*"I think that the HARCVS provides an invaluable resource as it enables and supports volunteers and organisations to provide services within the community effectively and professionally."*

## **Looking to the Future**

### **Anticipated support needs for 2017**

- ❖ Of all the support services listed, all were selected - and therefore anticipated - as being required to some extent. Over 50% of organisations anticipate they will need support with the following during 2017: keeping abreast with voluntary and community sector issues opportunities and developments; volunteer recruitment; and trust and grant funding. Other significant areas of anticipated support include: monitoring and evaluation; volunteer management; marketing and promotion; representing/influencing local public sector organisations; and relationship development with voluntary and community/public/private organisations.
- ❖ Training and advice services came up the most often in written responses regarding required support and service suggestions. This and other themes mentioned (such as information distribution, governance support and networking) are all inevitably linked and demonstrate the value of these services continuing as an integrated whole.

*"Any training provided would help us to improve our services. We always value help with recruitment."*

*"Developing Where to Turn and promoting its use"*

*"Understanding the priorities and capacity of your team will help us to appreciate the likely response rates and realistic resources that are available. Having up to date and accurate local intelligence on public services, the VC community, and needs of our communities is key to successful initiatives and sustainability of our services"*

*"Help, support and advice on employment law etc."*

*"As a slightly larger charity our needs are more around sector support and influence. It is very important to us to have an organisation that understands, and seeks to understand, the local issues affecting the voluntary sector representing us. HARCVS already does this very well. We just need you to keep on doing it!"*

*"You do all and more than I could wish for"*

### **What's valued at HARCVS?**

- ❖ All responses regarding what organisations find really valuable about HARCVS were extremely positive and complimentary, and covered all aspects of the HARCVS services. Every respondent was able to identify one or more service which they 'could not do without'.
- ❖ The responses show that the services HARCVS provides are considered essential for local organisations to grow and thrive. In addition they demonstrate the appreciation for the supportive and expert way in which HARCVS services are carried out.

*"Knowing that they are there if we need support and advice. It reduces stress if you know there is always someone you can turn to."*

*"I have not come across any other local organisation so spontaneously volunteering and supporting our needs and requirements."*

*"The fact that HARCVS is there and accessible whenever we need it."*

*"Having a person that we have met to call who knows our charity and can quickly and knowledgeably address our queries, signposting us where necessary."*

*"We as group very much value your guidance with governance, procedures and policies, advice and training. So far we have accessed all of these and could not have grown with the speed that we have to service our community without this support."*

*"Trustee governance support has been top class. By working with HARCVS it has allowed us to strengthen our arrangements and ensure the charity is compliant with external measures."*

*"Training courses - informative and easy to access funding updates are valuable especially the deadlines and local funds"*

*"All the information that is shared, not only about volunteering opportunities, but about vacancies and different funding streams"*

*"Many things! The volunteer bureau is massively important and the new directory is a boon (as is Where to Turn online)"*

*"Local contacts and ability to engage at operational and strategic levels with key partners"*

*"Karen Weaver's passion and wisdom and she is an excellent representative. She brings information to the sector in a manageable way so that not overloading but is helpful and I am confident that she is making in-roads into providing an important sector voice and position alongside the public sector."*

*"As a very busy Chief Executive I think the most valuable thing is knowing that HARCVS staff have their ear to the ground on national issues and share the relevant information whilst sifting out the irrelevant and of course the attending of meeting so we don't have to is very much appreciated!"*

*"Your staff are your asset."*

## Respondent Data

The response rate for 2016's Customer Survey was 56 (25 more than in 2015). The majority of organisations (63%) were Registered Charities. The following figures are in relation to 51 of these 56 respondents, as 5 chose not to give this information.

### **Staff and volunteers**

- ❖ 57% of organisations had no full-time members of staff and 77% had 0-2 members of part-time staff.
- ❖ There was variation between how many volunteers the respondents' organisations involved. 21-50 was the most popular answer, with over a quarter of organisations using this many volunteers.

### **Beneficiaries groups**

- ❖ 61% of organisations identified as providing services for a particular group of beneficiaries. There was fairly even distribution between different beneficiary groups, with the exception of *unemployed/workless people* and *people in disadvantaged urban areas*, which no organisations identified as their beneficiaries.

### **Finances: income, funding and reserves**

- ❖ 58% of organisations' income from the last financial year was below £500,000, and over half of these had an income of under £10,000. Of the overall remaining, 20% had an income of between £500,000 and £1M, and 18% did not know.
- ❖ The most common way for organisations to be funded was donations from the public, followed by community fundraising, North Yorkshire County Council, income from goods/services, charitable trusts and foundations, and legacies.
- ❖ 49% of organisations had financial reserves of £25,000 or less in the last financial year. Of these, 38% had no reserves at all.