

NCVS State of the Sector 2021 Survey

This document lists all of the questions in the order they are asked online, so you can preview the full survey. You may wish to consider and prepare your answers offline. Please ensure you return to the online survey to submit your responses at <https://www.nottinghamcvs.co.uk/voice-and-partnerships/policy-and-research/state-of-the-sector-2021/survey>

About your organisation

1. Organisation Name

No organisation names will be visible in our final report. This information remains confidential to NCVS. Data will be analysed and reported on anonymously.

2. Organisation postcode (your main office base)

3. Name of person completing

No individual names or contact details will be visible in our final report. This information remains confidential to NCVS. Data will be analysed and reported on anonymously. We ask this so that NCVS staff can clarify details, if necessary, and follow up with you if you choose to offer your organisation as a case study (at the end of the survey).

4. Your position within the organisation

e.g. please state your job title/role within the organisation, or whether you are a volunteer, trustee / committee member.

5. Your Email address / Telephone number

Where possible, please provide your direct contact details as the person completing the survey, rather than listing generic organisation details. This information remains confidential to NCVS. Data will be analysed and reported on anonymously. We ask this so that NCVS staff can clarify details, if necessary, and follow up with you if you choose to offer your organisation as a case study (at the end of the survey).

6. What is your organisation's legal status, i.e. how is your organisation/group set up? (Please select one option)

- Community Group without a Constitution
- Community Group with a Constitution
- Charitable Company (Registered as a charity and also registered separately with Companies House)
- Registered Charity (standard registration)
- Charitable Incorporated Organisation (CIO)
- Charitable Trust or Foundation
- Company Limited by Guarantee
- Community Interest Company (CIC)
- Co-operative and Community Benefit Society (formerly Industrial & Provident Society)
- Not sure
- Other (please specify)

7. How long has your organisation/group been operating? When was your group formed?

Please provide the best estimate of when your group first formed.

- Less than a year
- 1 to 2 years
- 2 to 3 years
- 4 to 10 years
- 11 to 20 years
- 21 to 49 years
- Over 50 years

8. Which geographical areas of Nottingham city does your organisation work in? (Select as many as apply).

The named areas below are Nottingham city electoral ward areas. Grant funding for VCS groups in the city (previously based around ward areas) is currently under review. You can help this process by selecting individual ward areas where your services primarily take place. If your service provision is city-wide, you may select 'All City ward areas' rather than ticking multiple ward areas. However, we request you use this option only if your services really are open to and regularly accessed by residents from anywhere in the city.

- All City ward areas (see note above)
- Aspley
- Basford
- Berridge
- Bestwood
- Bilborough
- Bulwell
- Bulwell Forest
- Castle
- Clifton East
- Clifton West
- Dales
- Hyson Green and Arboretum
- Leen Valley
- Lenton and Wollaton East
- Mapperley
- Meadows
- Radford
- Sherwood
- St Ann's
- Wollaton West
- None of the above (please explain below)

If you aren't operating in any areas of Nottingham city currently, please explain your organisation's circumstances.

**9. Which areas of Nottinghamshire (if any) does your organisation work in?
(Select as many as apply)**

- All of Nottinghamshire
- Ashfield
- Bassetlaw
- Broxtowe Borough
- Gedling Borough
- Mansfield
- Newark and Sherwood
- Rushcliffe Borough
- None of these county areas

10. Does your organisation provide services beyond Nottinghamshire, in other areas of England and/or the UK?

- Yes
- No
- Not sure

11. Does your organisation provide any services internationally?

- Yes
- No
- Not sure

12. Who are your organisation's main client groups? (Please select a maximum of three)

We are asking about the client groups receiving the majority of your organisation's focus, especially if you are set up to support specific communities. If you don't have a specialist focus and work across multiple client groups, select the 'Any client group' option.

- Asylum seekers / refugees
- Black, Asian and Minority Ethnic communities
- Carers
- Children (under 18)
- Disabled people
- Faith community
- LGBTQ+ community
- Men
- Offenders / ex offenders
- Older people (over 55)
- Parents / families
- People with learning disabilities
- People with mental ill health
- Residents / tenants

- Women
- Young adults (18-24)
- Any client group (no specialist focus)
- Other (please specify below)

13. What service sector/s does your organisation operate in? (Please select a maximum of three)

- Advice & Information
- Advocacy
- Animals / Animal Welfare
- Arts / Culture / Music / Media
- Befriending / Mentoring
- Campaigning
- Carer Support
- Community Development / Regeneration
- Community Services / Facilities
- Counselling and Therapy
- Crime / Criminal Justice / Community Safety
- Domestic Abuse / Sexual Abuse
- Education / Training
- Emergency Services
- Employment / Finding Work
- Environment / Conservation / Gardening
- Equalities / Human and Civil Rights
- Faith / Religion
- Family / Parent Support
- Food Provision / Food Banks
- Funding / Grants
- Health and Wellbeing - General
- Health and Wellbeing - Long Term Conditions
- Health and Wellbeing - Mental Health
- Heritage / Museums / Libraries
- Housing / Homelessness
- Infrastructure Support
- International Development
- Military / Veterans
- Poverty / Low Income
- Self Help
- Social Activities
- Social Care
- Sports / Fitness / Leisure
- Substance Misuse / Drugs / Alcohol
- Transport
- Volunteering
- Other (please specify)

14. What was your organisation's annual income in the last financial year (2020/2021)?

Please provide your best estimate if you don't have fully audited accounts. Include all income – grants, trading, contracts, donations etc.

- Under £5,000
- £5,000 - £9,999
- £10,000 - £49,999
- £50,000 - £249,999
- £250,000 - £499,999
- £500,000 - £999,999
- £1million - £499,999
- Over £5 million
- Prefer not to say

15. How many paid staff do you currently employ?

Include all paid staff as a total number of individuals, irrespective of whether Full time or Part time. We have chosen the size bandings to match those used for different tax reporting requirements.

- Don't employ any paid staff
- 1 to 9 (micro)
- 10 to 49 (small)
- 50 to 249 (medium)
- 250+ (large)

16. How many volunteers are involved with your organisation currently? (free text answer)

Please include Trustees and Committee members in your total count of volunteers. This is a free text answer, so you can choose to describe the different types (and numbers) of volunteers involved in your organisation, if you prefer.

How your services may have changed

This section (questions 17 to 32) asks what has changed / is changing for your organisation, and asks you to reflect on what may have caused this.

Unless the question states otherwise, **we would like you to consider what has changed in the last two years** (or since you formed if you are a new organisation / group).

We're aware that the COVID-19 pandemic may have introduced new or different challenges and also (for some organisations) new opportunities. However, we don't wish to assume that all changes are directly due to COVID-19.

Please give your best assessment where the second part of a question (e.g. 17a.) asks, 'Is this directly due to COVID-19?'

17. Have you seen a change in the demand for your organisation's services?

- Increased a lot
- Increased a bit
- About the same
- Decreased a bit
- Decreased a lot
- Not sure

17a. Is this directly due to COVID-19?

Yes, No, Not sure

18. Has the level of service you are able to provide changed?

- Increased a lot
- Increased a bit
- About the same
- Decreased a bit
- Decreased a lot
- Not sure

18a. Is this directly due to COVID-19?

Yes, No, Not sure

19. Have you needed to reassess your organisation's original aims and service delivery?

Yes, No, Not sure

19a. Is this directly due to COVID-19?

Yes, No, Not sure

19b. If you have changed your aims and service delivery due to COVID-19, do you expect this to be a permanent change?

Yes, No, Not sure, Not applicable

(You will have the chance to describe (if you wish) the changes to your organisation's services in question 31.)

20. Has there been a change in the number of paid staff you employ?

- Increased a lot
- Increased a bit
- About the same
- Decreased a bit
- Decreased a lot
- Not sure

20a. Is this directly due to COVID-19?

Yes, No, Not sure

21. Have you had to make redundancies?

Yes, No, Not sure, Not applicable (don't employ paid staff), Prefer not to say

21a. Have you had to make redundancies as a direct consequence of COVID-19?

Yes, No, Not sure, Not applicable (don't employ paid staff), Prefer not to say

22. Has there been a change in the number of volunteers involved in your organisation?

- Increased a lot
- Increased a bit
- About the same
- Decreased a bit
- Decreased a lot
- Not sure

22a. Is this directly due to COVID-19?

Yes, No, Not sure

23. Has the level of support you can offer your volunteers changed?

- Increased a lot
- Increased a bit
- About the same
- Decreased a bit
- Decreased a lot
- Not sure

23a. Is this directly due to COVID-19?

Yes, No, Not sure

24. If relevant, please explain briefly how and why volunteer involvement and support has changed: (free text)

25. In the last two years, has your organisation worked in partnership with other organisations more than in the past?

Yes, No, Not sure

25a. Is this directly due to COVID-19?

Yes, No, Not sure

26. In the last two years, has your organisation merged or considered merging with another organisation?

- Have merged
- Have considered / currently considering merger
- Neither
- Prefer not to say

26a. Is this directly due to COVID-19?

Yes, No, Not sure

27. In the last two years, which types of providers have you worked in partnership/collaborated with? (Select all that apply)

- Local authority (e.g. Nottingham City Council, another borough or district council)
- NHS provider (e.g. NHS England, local CCG, ICS, ICP, local NHS Trust)
- Social prescribing link workers
- University or other educational establishment
- Private sector company
- Another local voluntary and community sector organisation
- Regional voluntary and community sector organisation
- National voluntary and community sector organisation
- Informal local / neighbourhood group
- None
- Other (please specify)

Questions 28 to 32 ask you to think ahead slightly, to consider what is also likely to happen in the next 12 month period.

28. In the next 12 months, which types of providers do you think you will work in partnership/collaborate with? (Select all that apply)

- Local authority (e.g. Nottingham City Council, another borough or district council)
- NHS provider (e.g. NHS England, local CCG, ICS, ICP, local NHS Trust)
- Social prescribing link workers
- University or other educational establishment
- Private sector company
- Another local voluntary and community sector organisation
- Regional voluntary and community sector organisation
- National voluntary and community sector organisation
- Informal local / neighbourhood group
- None
- Other (please specify)

29. In the next 12 months, is there a possibility your organisation will have to close one or more services it provides?

Yes, No, Not sure

29a. Is this directly due to COVID-19?

Yes, No, Not sure

30. In the next 12 months, what is the possibility of your organisation having to close altogether?

Very Likely, Likely, Not sure, Unlikely, Very Unlikely, Prefer not to say

30a. Is the survival of your organisation in doubt as a direct consequence of COVID-19?

Yes, No, Not sure

31. Please add in any further details you would like to tell us about how and why your service delivery has changed in the last two years, or is likely to change over the next 12 months: (free text)

32. If your organisation closes or stops providing a service, which other organisations could potentially pick up your work? What problems could there be? (free text)

Your Funding and Finances

This section (questions 33 to 44) asks how your organisation generates income and how your financial situation has changed / is changing.

Unless the question states otherwise, **we would like you to consider what has changed in the last two years** (or since you formed if you are a new organisation / group).

We're aware that the COVID-19 pandemic may have introduced new or different challenges and also (for some organisations) new opportunities. However, we don't wish to assume that all changes are directly due to COVID-19.

Please give your best assessment where the second part of a question (e.g. 33a.) asks, 'Is this directly due to COVID-19?'

33. Since the end of the 2018/2019 financial year (or since you began operating if more recent than this), what has happened to your organisation's overall income?

- Increased a lot
- Increased a bit
- Stayed the same
- Decreased a bit
- Decreased a lot
- Not sure
- Prefer not to say

33a. Is this situation directly related to COVID-19?

Yes, No, Not sure

34. What types of funding has your organisation received in the last two years? (Select all that apply)

- Contracts
- Crowdfunding
- Grants
- Private donations
- Selling/charging for services
- Social finance (e.g. loans)
- Sponsorship and fundraising events
- Trading
- Other (please specify)

35. Which organisations/bodies have you received funding from in the last two years?

Please note, there are three parts to this question, marked as 35a, 35b and 35c. This is because we are asking you to think separately about standard funding streams (35a) and then about any funding you have received as a direct consequence of the COVID-19 pandemic (35b and 35c). Please provide an answer in all three parts.

35a. Which of the following organisations/bodies have you received standard funding from in the last two years? (Select all that apply)

This list in 35a refers to standard funding streams. DO NOT select a named organisation here if the funding you received from this organisation was specific to the COVID-19 response. This is covered in 35b and 35c below

- Nottingham City Council
- Nottingham City Council - Area Based Grant
- Nottingham City Council - Communities of Identity Grant
- Nottingham City Council - Public Health
- Nottingham City Clinical Commissioning Group
- Nottinghamshire Community Foundation

- Nottinghamshire Police and Crime Commissioner
- D2N2 Local Enterprise Partnership
- NHS England
- European Union Structural Investment Fund
- European Union Regional Development Fund
- Central Government
- National Lottery Awards for All
- National Lottery Community Fund
- Heritage Lottery Fund
- Arts Council England
- Sport England
- BBC Children in Need
- Boots Charitable Trust
- Esmee Fairbairn Foundation
- FCC Communities Foundation (previously known as WREN)
- Futures Community Grants
- Lloyds Bank Foundation
- Tudor Trust
- None
- Prefer not to say
- Other (please specify below)

35b. Which of the following organisations/bodies have you received COVID-19 funding from? (Select all that apply)

- Coronavirus Community Support Fund (National Lottery Community Fund & Government)
- Lloyds Bank Foundation Covid Recovery Fund
- National Emergency Trust Coronavirus Appeal funding
- None
- Prefer not to say
- Other (please specify below)

35c. Was your organisation successful in accessing any government assistance for businesses in response to COVID-19? (Select all that apply)

- Bounce Back Loan Scheme (BBLs)
- Business rates relief
- Coronavirus Business Interruption Loan Scheme (CBILs)
- Coronavirus Job Retention Scheme (furloughing)
- Coronavirus Large Business Interruption Loan Scheme (CLBILs)
- Coronavirus Statutory Sick Pay Rebate Scheme
- COVID-19 Corporate Financing Facility
- Deferral of VAT payments due to coronavirus
- Retail, Hospitality and Leisure Grant Fund (RHLGF)
- Small Business Grant Fund (SBGF)
- None
- Prefer not to say
- Other (please specify)

36. Has the total income (both grants and contracts) you have received from Nottingham City Council changed in the last two years?

- Increased a lot
- Increased a bit
- About the same
- Decreased a bit
- Decreased a lot
- Not sure
- No income received from Nottingham City Council

36a. Is this situation directly related to COVID-19?

Yes, No, Not sure

37. Has the total income (both grants and contracts) you have received from NHS providers changed in the last two years?

NHS providers would include, for example, Clinical Commissioning Groups (CCG), Integrated Care System (ICS), Integrated Care Partnership (ICP), local NHS Trusts, NHS England.

- Increased a lot
- Increased a bit
- About the same
- Decreased a bit
- Decreased a lot
- Not sure
- No income received from NHS providers

37a. Is this situation directly related to COVID-19?

Yes, No, Not sure

38. Has the total income you have received from independent grant providers (e.g. charitable trusts, National Lottery Community Fund) changed in the last two years?

- Increased a lot
- Increased a bit
- About the same
- Decreased a bit
- Decreased a lot
- Not sure
- No income received from independent grant providers

38a. Is this situation directly related to COVID-19?

Yes, No, Not sure

39. Has your income from donations and/or fundraising activities (such as sponsorship or fundraising events) changed in the last two years?

- Increased a lot
- Increased a bit
- About the same
- Decreased a bit
- Decreased a lot
- Not sure
- Not applicable (don't fundraise this way)

39a. Is this as a direct consequence of COVID-19?

Yes, No, Not sure

40. What has been your experience when applying for funding in the last two years?

- It has felt harder to access
- It has felt easier to access
- About the same
- Not sure
- Not applicable (no funding applied for)

41. Does the funding you have now cover all of your costs?

Yes, No, Not sure, Prefer not to say

42. Would you describe your organisation's funding situation as 'stable'?

Yes, No, Not sure, Prefer not to say

43. Does your organisation have reserves? That is, enough money to keep it running for 3 months to a year if all funding finished.

- No reserves at all
- Yes, up to 3 months
- Yes, 3 to 6 months
- Yes, 6 to 9 months
- Yes, 9 to 12 months
- Yes, more than 12 months
- Not sure
- Prefer not to say

44. If you would like to tell us more, please explain how and why the type of funding you receive has changed in the last two years.

E.g. have you moved from grants to contracts, or from fundraising to private donations? (Free text)

Your organisation's needs

This section (questions 45 to 53) asks you to consider the main needs of your organisation, and the types of challenges you are experiencing (now and looking towards the next 12 months).

How much do you agree with the following statements?

45. My organisation is able to influence local decisions:

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Not sure

46. My organisation is able to speak out about the issues that concern it:

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Not sure

47. Please tell us more about why you have given the answers above:

e.g. what more could the sector do / be done for the sector to facilitate your voice being heard?

48. What are the biggest challenges facing your organisation? (Please select a maximum of three)

- An effective Board / Committee
- Communicating your impact
- Creating a sustainable funding base
- Income generation
- Maintaining independence
- Marketing your services
- Meeting demand
- Mission drift
- Recruiting experienced staff
- Reputation/brand management
- Staff development
- Other (please specify)

49. What are the biggest skills shortages amongst your staff and volunteers? (Select all that apply)

- Fundraising
- Bid writing / Tender writing
- Web/digital media
- Communications/marketing
- Business development
- Entrepreneurialism
- Strategic planning
- IT
- HR
- Finance
- Safeguarding
- Governance
- Recruiting and supporting volunteers
- Other (please specify)

50. Please tell us how the challenges and skills shortages you have identified impact on your day to day work and on your service users? (Free text)

51. As part of the post-COVID recovery, what do your service users and the communities you support most need from your organisation, and can you meet these needs? Please explain briefly (Free text)

You can use this box to tell us about any perceived challenges for post-COVID recovery as well as any potential beneficial effects your organisation may have experienced / learned from the pandemic.

52. What kind of support that might be available from an infrastructure organisation such as NCVS is a priority for your organisation? (Select all that apply)

- Support with funding applications
- Governance support
- Training (please provide more detail in question 53)
- Volunteer development
- Advocacy on behalf of the voluntary sector
- Network facilitation
- Policies
- Developing your organisation
- Other (please specify)

53. If you selected Training above, please tell us which training areas or topics are a priority for your organisation. (Free text)

Finally:

We may wish to follow up with some organisations to clarify certain issues and to strengthen the impact and value of the subsequent State of the Sector 2021 report. Case studies can help to bring issues and situations to life. If you would like to offer your organisation as a possible case study, NCVS would contact you to discuss this and explain further. Please indicate your preference below.

Would you like to offer your organisation as a possible case study? Yes No

Please ensure you return to the online survey to submit your responses at <https://www.nottinghamcvs.co.uk/voice-and-partnerships/policy-and-research/state-of-the-sector-2021/survey>

Thank you very much for your time in completing this survey.