NORTHAMPTONSHIRE COUNTY COUNCIL

Commissioning Support for the Voluntary and Community Sector

Consultation Analysis Report

July–September 2017

Author: Engagement, Participation and Involvement Team, Northamptonshire County Council
Owner: Public Health, People Directorate, Northamptonshire County Council
# Content

1. Introduction........................................................................................................ 3
2. Background......................................................................................................... 3
3. Consultation Methodology.................................................................................. 4
4. Summary of Feedback......................................................................................... 6
5. Conclusion.......................................................................................................... 27
6. Equalities Statistics Summary............................................................................ 30

## Appendix

a) Appendix 1: Questionnaire Results................................................................. 31
b) Appendix 2: Demographic Questions............................................................... 75
c) Appendix 3: Copy of the Online Questionnaire.............................................. 81
1. Introduction

The Voluntary Sector Support contract ends on March 31st 2018. Northamptonshire County Council (NCC) are seeking views from voluntary and community sector organisations, volunteers and individuals who access services both from NCC’s currently contracted organisation (Voluntary Impact Northamptonshire (VIN)) and other non NCC funded support organisations that provide similar services to communities and organisations.

The current contractor in addition to providing externally facing services to organisations, communities, volunteers and individuals, provides views from the voluntary and community Sector to NCC and strategic boards (Health and Wellbeing, Sustainable Transformation Plan for example) so that these are included in statutory business planning.

NCC are re-commissioning their support for the voluntary and community sector services, with the new service being live from 1 April 2018.

In this consultation the Council wanted to hear the views from voluntary and community sector organisations, volunteers and individuals to help shape the new contract for 2018 – 2021. The feedback from this consultation, along with any other relevant information, and will be used to develop the best model for this support service in Northamptonshire.

This report is an analysis of the information and data gathered during this consultation.

2. Background

For over a decade Northamptonshire County Council (NCC) has been committed to providing support to the Voluntary and Community Sector (VCS) by commissioning local providers to provide developmental and strategic support to small, medium and large VCS organisations.

Over the years this commissioned service has been delivered in partnership with other statutory organisations but currently is wholly funded by NCC.

The focus of the current contract is to:

- **Work with Communities to understand and help them meet their needs:** to build capacity within local communities so that they can be strong in managing their own needs and understanding each other.
- **Work with strategic partners:** for robust and effective collaboration between the voluntary and community sector (VCS) and strategic partners so that NCC investment in the VCS is focussed on tackling the counties priority issues.
Commissioning Support for the Voluntary and Community Sector 2018-2021 Consultation Analysis Report

- **Be an easy access and single point of access for groups:** online, digital information and support so that resources can be used to best effect, connecting with all relevant community groups and organisations.

- **Outcome based service:** services that achieve the desired outcomes for the groups accessing them and those of the county council and it’s partners.

- **Cost efficiency, use of resources and mixed economy of support:** lead by example in terms of being enterprising, agile and supported by a mixed economy. Demonstrable evidence of effective collaborative working, the ability to diversify and modify it’s own offer and a track record of successful community engagement and business involvement will be important.

- **Proactive services:** the service needs to be proactive, identifying and anticipating changes and supporting the sector to meet changing circumstances. Providing insight and intelligence to shape and influence public sector decision making.

- **Volunteering and involvement:** the heart of the county council’s aim is to build capacity within all local communities to enable people to manage their own needs and to support each other. A key factor in this will be stimulating volunteering and involvement as a means of getting people engaged in finding solutions to their needs.

Two initial engagement events were undertaken in March and April 2017 with VIN, local infrastructure organisations (LIOs) support providers and representatives from Healthwatch Northamptonshire, the outcomes of which helped to shape this consultation.

Consultation was required to ascertain the view and comments from interested parties to help influence the development of the revised service specification.

The consultation was conducted by the Engagement, Participation and Involvement Team within Northamptonshire County Council, who carried out the consultation in compliance with NCC’s Consultation and Engagement Policy and Statement of Required Practice.

### 3. Consultation Methodology

The following outlines the consultation methodology used to generate the material / data for analysis.

A stakeholder analysis was completed. It identified stakeholders which included: volunteers, interested members of the public, staff providing the service, community and voluntary groups, stakeholder organisations, plus others.

Due to the breadth of potential stakeholders a base questionnaire was devised. The questionnaire was designed to:

- Inform audience of the current service and potential changes of future service once commissioned.
• Gain an understanding of how and why stakeholders want to access voluntary & community sector organisations.
• Seek stakeholder views on aspect of how the service should be funded.
• Seek stakeholder views on where aspects of the service are best delivered.
• Gain an understanding of how voluntary & community sector organisations are engaging and communicating with stakeholders.
• Ascertain a baseline evaluation of stakeholders views on the current service provision and identify any gaps in the service.

The online questionnaire was set up in a way which identified respondents who were individuals and who were representatives of stakeholder organisations / voluntary groups. Respondents were then directed to the questionnaire relevant to them. This meant that the questionnaire was filtered so that the relevant audience group would receive the questions that were pertinent to them.

A number of qualitative and quantitative questions were asked to gain an understanding of respondent’s views.

A copy of the questionnaire (Appendix 3) was made available on a dedicated internet web page on NCC’s consultation register, www.northamptonshire.gov.uk/consultationregister, which is where all of the Council’s consultations are published. An easy read version was also published on NCC’s website.

An offer was made to translate the questionnaire into other formats however no requests were made for any translated versions.

The consultation and online questionnaire was also promoted to a number of key stakeholders, including:
• Voluntary and community sector organisations
• Volunteers
• Various community groups including black and minority ethnic groups
• District and Borough Councils within Northamptonshire
• Health and Wellbeing Board Members, locality chairs and fora
• Members of Northamptonshire County Council’s Consultation Register
• Members of the county’s Residents’ Panel
• Healthwatch Northamptonshire
• Northamptonshire Carers
• Learning Disability Partnership Board
• County Councillors
• NCC staff
• Plus other interested parties
Key organisations, identified through the stakeholder analysis were also asked to help promote the consultation amongst their members and other distribution channels.

As well as being promoted via our partners’ communication channels, this consultation was also posted and publicised via the Council’s Facebook, Twitter and other social media accounts. Respondents were given the opportunity to participate through these social media sites, although no responses were received via this method.

This 8 week consultation began on 7th July 2017 and ended on 1st September 2017.

4. Summary of Feedback

This is an extensive summary of the feedback received and it is recommended that it is read in conjunction with the full results which can be found in appendices 1-2.

A wealth of feedback was received to this consultation and included some 435 comments from the different groups of respondents – volunteers, interested members of the public and professionals. Voluntary Impact Northamptonshire submitted a written response during the consultation period.

A copy of the questions can be found in appendix 3.

4a Questionnaire feedback

A total of 184 questionnaire responses were received. From the 184 questionnaires, 103 respondents identified themselves as an individual (43.0% of which were from volunteers, 38.0% from interested members of the public, the remaining were mostly from employees working within the sector and elected councillors); and 81 respondents were from stakeholder organisation / voluntary groups.

Individual questionnaire responses
Respondents were asked which voluntary & community sector organisations they have used for infrastructure support services. The following graph shows the 79 responses to this question.
Respondents who chose ‘Other’ stated CVS, Enable, Northamptonshire Communities Foundation, Serve Rushden, locality groups. One comment said that they could use them in the future and another said that they were interested in what was happening but had not used them. One comment said that as a family they accessed a number of local networks.

Respondents were then asked which services provided by the voluntary & community sector organisations they have used. The most frequent answer (43.9%) was ‘Information about what is happening in the voluntary & community sector and what is being consulted on’, this was followed by ‘Providing opportunities for organisations to meet up, network, train, learn from and work together’ with 36.4% of respondents selecting this option. The least option, but still with a response rate of 24.2% was ‘Training for staff, volunteers, Trustees’. Respondents who opted for ‘Other’ specified that they volunteered over a number of organisations; used specific services or would like to use services of the organisations if they knew what they were about.

![Graph showing service usage](image)

**If so, please tell us which service(s) you have used?**

- Volunteer Brokerage – for example: recruitment, support and referral of volunteers to voluntary & community sector groups: 25.8%
- Start up advice and funding support to organisations, particularly small groups: 25.8%
- Training for staff, volunteers, Trustees: 24.2%
- Information about what is happening in the voluntary & community sector and what is being consulted on: 43.9%
- Providing opportunities for organisations to meet up, network, train, learn from and work together: 36.4%
- Meetings to collect the views of the voluntary & community sector and to arrange for sector advocates to give a representative voice at countywide meetings, to Northamptonshire County Council, Funders and other Statutory Organisations: 28.8%
- Not applicable: 45.5%
- Other (please specify): 10.6%
A total of 75 respondents ranked how they would prefer to access support from an infrastructure organisation. When using a 5 point scale most respondents said they would prefer to access support face-to-face (with a 3.99 average), this was closely followed with wanting to access support online (with a 3.67 average). Those respondents that opted for ‘Other’ commented on limited access to support services due to having limited/ or no access to online services; travel restrictions. Whilst others commented on the use of social media; the type of support offered and level and quality of professional support available.

Respondents were given a list of services of how voluntary & community sector organisations help support voluntary and community groups. Respondents were asked to rank these services in order of importance using a 5 point scale.

These were ranked in the below order of importance by the 70 respondents who answered this question:

<table>
<thead>
<tr>
<th>Service</th>
<th>Weighted average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Start up advice and funding support to organisations, particularly small groups.</td>
<td>4.52</td>
</tr>
<tr>
<td>Training for staff, volunteers, Trustees.</td>
<td>4.41</td>
</tr>
<tr>
<td>Information about what is happening in the voluntary &amp; community sector and what is being consulted on.</td>
<td>4.22</td>
</tr>
<tr>
<td>Volunteer brokerage – for example: recruitment, support and referral of volunteers to voluntary &amp; community sector groups.</td>
<td>4.16</td>
</tr>
<tr>
<td>Providing opportunities for organisations to meet up, network, train, learn from and work together.</td>
<td>4.16</td>
</tr>
<tr>
<td>Meetings to collect the views of the voluntary &amp; community sector and to arrange for sector advocates to give a representative voice at countywide meetings, to Northamptonshire County Council, funders</td>
<td>3.93</td>
</tr>
</tbody>
</table>
The comment received from one respondents who stated ‘Other’ said small organisations needed to be provided with enough time to plan and organise its ‘workforce’ in order to attend events; and that the events / meetings happened as planned.

A total of 23.2% of respondents felt there were other support services that voluntary & community sector organisations should provide, but are not currently provided. When asked what these should be respondents commented that they wanted to know more about the organisations and what support they offered as they were unsure; they wanted the NCC to gather and listen to more views from the public and directly from third sector organisations and use the information gained in supporting the sector; they also mentioned funding and specific funding for the third sector, working with others to get information and networking opportunities.

Comments were also received on the lack of confidence of the voluntary and third sector in areas of whistleblowing; the need for the County Council to use the third sector organisations to compliment and support statutory services.

Respondents were asked to consider where they felt services provided by infrastructure voluntary & community sector organisation’s would be best provided. The majority of respondents felt that all of the services provided should be delivered locally as demonstrated by the below graph.
Of those few respondents who chose ‘Other’, they commented that local services are important and valuable to small organisations. Another commented that the county required all local and county support, and that this approach would achieve a stronger countywide community. Respondents highlighted training and stated that training should be offered free of charge if the issue is a statutory obligation; further comment stated training should be organised at locality or county level dependent on the issue/topic.

Currently the different voluntary & community sector organisations keep details of their own volunteering opportunities on their own databases or the ‘Do It’ website. (https://do-it.org/). However, 79.4% of respondents felt a countywide database providing volunteer opportunities shared by all voluntary & community sector organisations would be more beneficial.

Respondents were asked to consider which organisations should contribute towards the funding of the counties voluntary & community sector organisations as this is currently inconsistent across the county. Most respondents (83.8%) felt the Northamptonshire County Council should contribute towards their funding. However, there some support for other organisations to contribute too, as demonstrated by the below graph.

Those respondents who stated ‘Other’ commented that funding should be provided by a variety of avenues. It depended on the volunteering opportunity or client need; wider central government funding; private sector sponsorships and provision from university and faith organisations. In particular respondents named or cited local authorities i.e. borough and districts and county councils; the Police and local county health care commissioners and providers. Respondents said that they wanted all that used the voluntary & community sector to help fund it. That this funding should not be with stigma or prejudice and that many, contributors or non-contributors, do benefit from the work the sector does in the county. One respondent said that appropriate balance between funding for infrastructure
and individual voluntary and community sector was necessary and that a unitary authority for the county could award infrastructure support to the sector.

Aligned with funding contribution is funding allocation, and respondents were asked to consider if extra expense should be taken into consideration for rural areas when funding is being allocated across the county, as although rural areas have lower population levels than urban areas there can be a greater expense in supporting rural areas due to the extra cost of travelling (i.e. expense of fuel and travelling time). The majority of respondents (83.6%) felt this extra expense should be taken into consideration when funding is being allocated.

Just over half of respondents (51.5%) engage in the local voluntary sector forums / consortiums. From the 27.9% who do not explained this is because they did not know or were aware of the forums / consortiums existence; that they did not have time to attend; and one comment said that when they had attended they did not feel valued; another commented that they did not wish to attend and another said they did not want to attend a talking shop.

Just over half of respondents (55.9%) receive regular communication (i.e. bulletins/newsletters) from their voluntary & community sector organisation. With 32.4% stating they did not and the remaining respondents either saying ‘Not applicable’ or ‘Don’t know’.

However, respondents had mixed views when asked if communication from voluntary & community sector organisations could be improved, with 38.2% feeling it could, 16.2% feeling it could not, and 35.3% unsure.

Respondents who answered ‘Yes’ were asked how communications could be improved. They commented that communications need to be local, relevant and frequent; that news and information should be local as well as central; and that social media should be used. They commented on the necessity of improved structured communications; the current lack of formal reporting structures; the need for commissioners to directly contract / commission
with the sector instead of commissioning infrastructure organisations which they said added to the layers of bureaucracy. They further commented that this extra layer of bureaucracy takes away funds from direct service delivery. Comments were received on the need for the infrastructure organisations to be accessible to all voluntary & community sector organisations across the county not just some; and that the lack of the continuity within the organisation and or with its workforce effects intelligence and information i.e. volunteers are not being called upon as knowledge about them is lost.

Respondents were asked to consider how effective they felt the voluntary & community sector organisations are in supporting, signposting and placement of volunteers. Based on a 5 point scale respondents gave an average ranking of 3.35.

![Bar chart showing effectiveness of voluntary & community sector organisations in supporting, signposting and placement of volunteers.]

When asked why, those respondents that scored ‘1’ and ‘2’ (not effective) stated that communication and information is poor. They said that umbrella groups are ineffective. That they do not share the outcome of their achievements and or performance. They are unable to accurately reflect the diverse views of their individual member organisations. They lessen the total amount of resources available to spend directly on the service user. They add to bureaucracy and they potentially could become clearing housed and ‘bid hunting’ groups.

Those respondents who answered ‘3’ commented that volunteers were ‘gold’ and the voluntary & community sector and/or the county could not function without them. Volunteers volunteer for different reasons and their motivation can be linked to others things they undertake i.e. educational courses or their mental wellbeing. Sometimes a fine line existed as to the reason and commitment and hence volunteers skills and time had to be used efficiently and effectively. Respondents stated the wish for locally based support and that whilst they appreciated the value of signposting they also needed to know what other services were on offer.

Those respondents who answered ‘4’ and ‘5’ (very effective) commented on the one to one services and that the local point of contact was with experienced personnel who were able to advise and match volunteers of opportunities on offer. They were able to understand the challenges of using local volunteers, were able to pass on appropriate information and support and were able to maximise local opportunities such as local volunteer recruitment.
A respondent said that currently too much emphasis was put on the Northampton area, another said that they had mixed experience of the using the services.

From the few respondents who opted for ‘Don’t know’, one respondent commented that they had not had experience of using the system; the others all said that they did not know where to get information from.

Respondents were asked to consider how effective they felt the voluntary & community sector organisations are in the provision of health & wellbeing to the people of Northamptonshire. Based on a 5 point scale respondents gave an average ranking of 3.57.

![Graph showing the overall effectiveness of voluntary & community sector organisations in the provision of health & wellbeing to the people of Northamptonshire.](image)

Once again respondents were asked to explain their answer. Respondents who scored ‘1’ and ‘2’ said that umbrella groups, rather than the service providers, are not an effective way of interfacing with the voluntary and community sector. They said there is no information of who does what and where. Respondents commented that infrastructure organisations do not have a collective overview. They stated that there are lots of organisations who do not have contact with the infrastructure organisation.

Respondents who scored a ‘3’ stated that the sector is not funded adequately and there is ‘patchy’ provision in the county is a result of cutbacks. They said the voluntary & community sector should not replace statutory services on the cheap. A respondent felt that the sector could be improved but recognised that this could be difficult when relying on volunteers and not paid staff. Another respondent felt that organisations were out there but one needed to know where to look and another said that too many organisation were delivering health and wellbeing projects independently.

Respondents who scored ‘4’ or ‘5’ commented that the local infrastructure organisations help volunteers to make a success of the placements they receive. They felt local organisations are effective at identifying the needs of the community as well as identifying the volunteers’ personal needs, skills and capacity. Successful placements help make a difference to volunteers overall wellbeing; in turn providing good local solutions to often very local issues. The sector continue to provide for services that the public sector no longer offered. The sector has consistently over performed and offered excellent service with dedicated professionals who have a passionate expertise. They felt the sector can improve
but this can also be said of all sectors in that they all need to be consistent in their approach and delivery.

Those respondents who answered ‘Don’t know’ commented they could not give an opinion and that they did not have enough information.

When asked if they have any other comments respondents commented on their positive experience with local and countywide infrastructure organisations. They said that local organisations provide better local opportunities as in their experience people find it difficult to engage with centrally (i.e. county) services. Respondents who mentioned county level services stated that the sector had innovated for the betterment of the sector. Respondents expressed the need for the NCC not to delegate all of its service and for it to take responsibility for all sectors of the community. Responded stated they wanted to see more opportunities for the NCC’s Cabinet members to engage with the sector; they wanted to see an ‘upliftment’ of the county as a place. Respondents said that improved commitment to the sector was required which included funding, otherwise they feared that the sector would likely disappear.

**Stakeholder organisation / voluntary group questionnaire responses**

Respondents replying on behalf of a stakeholder organisations / voluntary groups were asked to tell us the name of their organisations and the job role of the respondent. Of the 81 stakeholder organisation / voluntary groups 53 provided this information. Representative’s respondent from a variety organisations and bodies - locality, county and nationally based - completed the consultation questionnaire. They were from the community and voluntary sector; the public sector; the faith sector and community interest companies. When asked to identify in what capacity the respondent was completing the questionnaire, again a variety of roles were submitted. The below is a WordCloud of the most frequent job roles – a full list is available in Appendix 1.

Stakeholder organisation / voluntary groups were asked a similar set of questions to individuals, and as with individuals respondents were asked which voluntary & community
sector organisations they have used for infrastructure support services. The following graph shows the 56 responses to this question.

Respondents who chose ‘Other’ stated the local Council contacts county organisations as well as local network as required; one comment said they needed more notice so they could access the service better; another said they accessed online out of county information web pages but their primary source was through county infrastructure organisation. Another commented on the local volunteer bureau provided online opportunities for them to advertise for volunteers. A respondent commented that their organisation is supported through a subsidised hire rate through educational establishment.

Respondents were then asked which services provided by the voluntary & community sector organisations they have used. As with individual responses the most frequent answer (72.7%) was ‘information about what is happening in the voluntary & community sector and what is being consulted on’, which was again followed by ‘providing opportunities for organisations to meet up, network, train, learn from and work together’ with 65.5% of respondents selecting this option. The least option, but still with a response rate of 30.9% was ‘start up advice and funding support to organisations, particularly small groups.’ Respondents who opted for ‘Other’ stated that they received signposting for funding; start up advice; volunteering and community events; attended forum meetings, used to share information and knowledge, used training and meetings spaces and work in networking capacity to offer training.
A total of 54 respondents ranked how they would prefer to access support from an infrastructure organisation. When using a 5 point scale most respondents, similar to individual respondents, said they would prefer to access support face-to-face (with a 4.51 average), this was followed with wanting to access support online (with a 3.49 average). Those respondents that opted for ‘Other’ commented that access to services and communications about services/support needs to be in varied formats, this included in particular the opportunity for one to one / face to face in light of the push towards online.

Respondents were given a list of services of how voluntary & community sector organisations help support voluntary and community groups. Respondents were asked to rank these services in order of importance using a 5 point scale.
These were very closely ranked in the below order of importance by the 53 respondents who answered this question:

<table>
<thead>
<tr>
<th>Service</th>
<th>Weighted average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Start up advice and funding support to organisations, particularly small groups.</td>
<td>4.43</td>
</tr>
<tr>
<td>Volunteer Brokerage – for example: recruitment, support and referral of volunteers to voluntary &amp; community sector groups.</td>
<td>4.42</td>
</tr>
<tr>
<td>Providing opportunities for organisations to meet up, network, train, learn from and work together.</td>
<td>4.41</td>
</tr>
<tr>
<td>Information about what is happening in the voluntary &amp; community sector and what is being consulted on.</td>
<td>4.39</td>
</tr>
<tr>
<td>Meetings to collect the views of the voluntary &amp; community sector and to arrange for sector advocates to give a representative voice at countywide meetings, to Northamptonshire County Council, Funders and other Statutory Organisations.</td>
<td>4.31</td>
</tr>
<tr>
<td>Training for staff, volunteers, Trustees.</td>
<td>4.25</td>
</tr>
</tbody>
</table>

Respondents who stated ‘Other’, commented that it was important to have support at a local district area. They felt that local organisations have the best knowledge of local provision / resources i.e. local business who provide volunteers; that this knowledge and the access to local resources support smaller organisations who are on limited budgets. Respondents commented on requiring information from county and national funders; and administratively, they commented on the need to have access to common administrative templates, and to be assisted in finding support to help fulfil the needs of their very local organisation i.e. training and or fund raising requirements.

A total of 25.5% of respondents felt there were other support services that voluntary & community sector should provide, but are not currently provided. When asked what these should be respondents comments included developing ‘back office’ support, which include the ability to negotiate / procure better deals for administrative support and equipment; develop human resources support; assist in the completion of applications for Disclosure and Barring Service (DBS) checks; offer pools of relevant staff / officers for secondment on projects; recruitment of relevant skilled trustees; developing administrative/ project support services for chief executive officers. Comments were received on supporting the local infrastructure organisations to run their own relevant localised projects; undertaking more outreach work for vulnerable communities i.e. black, disability focussed, LGBT, women's groups; development of local arts and support for uniformed youth organisations. Respondents commented on the need for a countywide directory of services for organisations; for greater involvement and participation on a one to one level / individual organisational level for contracts won by the infrastructure groups. Respondent stated having a time bank for the third sector. Another started that they need to feel more engaged
with county services as county structure has little contact in the north area of east Northamptonshire.

Respondents were then asked to consider where they felt services provided by infrastructure voluntary community sector organisations’s would be best provided. The majority of respondents felt that most of the services, especially volunteer brokerage, should be delivered locally, although a few services were deemed best to be provided centrally, as demonstrated by the below graph.

The few respondents who chose ‘Other’, said that breaking the options 2 ways i.e. central and local was too simplistic. However, they acknowledged a need to balance the cost of delivering at central and local level. Respondents stated that ideally advice, support and brokerage needed to be at the local level due to local knowledge and links. Where services that are provided centrally needed to have some aspects, if relevant, of local delivery i.e. outreach, local presence. One respondent identified developing mechanism to collect the ‘views’ of the sector as well as the ability to find representatives with the right skills and knowledge to further develop and future proof the sector.

Currently the different voluntary & community sector organisations keep details of their own volunteering opportunities on their own databases or the ‘Do It’ website. (https://do-it.org/). However, 63.5% of respondents felt a countywide database providing volunteer
opportunities shared by all voluntary & community sector organisations would be more beneficial.

Respondents were asked to consider which organisations they thought should fund the counties voluntary & community sector to support voluntary & community sector organisations’s as this is currently inconsistent across the county. As with individual responses, the vast majority of stakeholder organisations / voluntary group respondents (92.3%) felt the NCC should contribute towards their funding. However, there was some support for other organisations to contribute too, most notably district and borough councils, as demonstrated by the below graph.

Those respondents who said ‘Other’ specified that if any organisation is to benefit from the services of the voluntary and community sector then they should all - county, local and district public authorities i.e. including health contribute – should fairly contribute and pool budgets. Respondents commented that district and borough councils should be united in their approach which includes providing funding and synchronising funding cycles to provide continuity for the support groups. One comment said that it was a core county issue and should be funded by the NCC with district and borough councils providing funding for add on services. Another commented that to make the voluntary and community sector future proof, a modest graded annual membership fee from voluntary & community sector members ought to be introduced. They felt that this would help establish a membership scheme (i.e. with benefits, insurance, training, bulk purchase deals, access to funding search engines, etc) and provide the data necessary to establish the definitive, central voluntary & community sector website. Respondents commented that support should come from trusted organisations and mentioned Northamptonshire Community Foundation and First for Wellbeing.

Unlike individual respondents, stakeholder organisations / voluntary group respondents were asked how they received information about available funding opportunities. There was
an even response between those respondents who found out this information from their local & community sector organisations as well as researched it themselves online.

Respondents who said ‘Other’ specified that they received information about funding opportunities from Northamptonshire Community Foundation; internal colleagues, from their own internal systems and networks; Northamptonshire Funding and Development Network (NFDWN); Rural Services Network; membership of professional bodies; sub-sector specific; and funding alerts.

Respondents who receive information about available funding opportunities from their local voluntary & community sector organisation were then asked on how frequently this is information received, with the most common frequency being monthly.

Those respondents that said ‘Other’, commented that received weekly / monthly alerts and additional alerts dependant on issue. One comment said infrequently. One respondent commented that they occasionally asked or read information in the local newspaper.
Respondents were then asked how frequently they would prefer to receive information about available funding opportunities from their local voluntary & community sector organisation. Again the most common frequency was monthly (51.0%).

Those that responded ‘Other’, gave various comments such as the frequency as being as and when opportunities arise; or being fortnightly; monthly, and weekly. One comment expanded that there needed to be a mechanism that enables the sector to talk to local authorities when opportunities for joint funding bids arise.

Stakeholder organisations / voluntary group respondents were asked if they would prefer to have information about funding opportunities broken down into specialised areas such as sport, youth, older people, etc. Of the 52 responses to this question 82.7% said that they would prefer this break down.

Respondents were then asked to consider if extra expense should be taken into consideration for rural areas when funding is being allocated across the county, as although rural areas have lower population levels than urban areas there can be a greater expense in supporting rural areas due to the extra cost of travelling (i.e. expense of fuel and travelling time). As with individual responses, the majority of stakeholder organisations / voluntary group respondents (75.0%) felt this extra expense should be taken into consideration when funding is being allocated.

Stakeholder organisations / voluntary group respondents were then asked if they use the voluntary & community sector organisations (i.e. the Volunteer Centres) to promote their volunteering opportunities. A total of 70.6% said that they did. Respondents who said that they did not explained that they use their own system; that they were limited on where they could place their volunteers; and used their local volunteer bureau instead.

Most of the respondents (82.7%) engage in the local voluntary sector forums / consortiums. From the 17.3% who do not explained this is because they did not know about them; that their local forum had not been active; that it was difficult for small organisations and that
often local information is missed. Another commented that organisation capacity was an issue i.e. they have insufficient resources, including time and people, to send to all the meetings that they are invited too. One commented that they ran their own services, another that they attended countywide infrastructure events but not local not district one.

Again most of respondents (80.8%) receive regular communication (i.e. bulletins/newsletters) from their Voluntary & Community Sector Organisation. With 15.4% stating they did not and the remaining respondents either saying ‘Not applicable’ or ‘Don’t know’.

However, as with individuals, stakeholder organisations / voluntary group respondents had mixed views when asked if communication from voluntary & community sector organisations could be improved, with 39.2% feeling it could, 33.3% feeling it could not, and 27.5% unsure.

Respondents who answered ‘Yes’ were asked how communications could be improved. They commented that the range of both email and social media alerts are useful and can be forwarded to others easily. Respondents stated the need for newsletters but also that a range of different communication ways need to be considered. They stated that improved communication will lead to a more cohesive sector. That good communication needed investing in and that the Council should consider the funding arrangement for this as current issues could be attributed to the lack of funding provided to the sector. Respondents said they need to know not only about funding opportunities but also promoting volunteering; signposting. Suggested being more proactive in direct approach to people to become volunteers. There was a mixture of feeling about the county information with some saying it is good and with others saying that they do not get county information. Respondents stated local organisations are providing regular information where other local organisations are not. Respondents also stated that they did not know what local or county infrastructure organisations were doing. Comments expressed and suggested that information needs to be jargon free, not repetitive and ‘snappy’ by focusing on specific subject, request or
promotion. They suggested that information should be consistent, appropriate and timely and could include information about job opportunities.

Respondents were then asked to consider how effective they felt the voluntary & community sector organisations are in supporting, signposting and placement of volunteers. Based on a 5 point scale respondents gave an average ranking of 3.66.

When asked why, those respondents that scored ‘1’ and ‘2’ (not effective) said that organisations were ineffective at supporting, signposting and the placement of volunteers and that information is often not relevant and out of date. They commented that processes were not clear and that their experience of using the service has a limit effect i.e. not had any volunteers placed with them as result of using the service.

Those respondents who answered ‘3’ commented that their demography of volunteers has changed and it has become harder to place volunteers in more sustainable and well organised placements. A respondent said that their infrastructure organisation remit is too diverse and this too contributes in its failure to meet the needs of the communities they serve. Another respondent stated that the system in is a ‘brokerage’ system - it is purely a signposting process. This fails to provide the necessary accountability and regular flow in the placement of volunteers and ultimately contributes to a system which can then send the wrong message to potential volunteers. Respondents also commented that the poor quality of national volunteering website do not assist the sector.

Those respondents who answered ‘4’ and ‘5’ (very effective) said voluntary & community sector organisations are a crucial part of volunteering and community support. Their expertise and knowledge about the sector and other organisations is invaluable. They have good contact, knowledge and are creative thinkers. Respondents commented that they provided a good overall service and that volunteering opportunities were tailored well for the organisation as well as the individual i.e. bringing together volunteering opportunities and potential volunteers and recipients. Respondents wanted one place for all opportunities; and that approach in the county seems to appear to be haphazard.
From those respondents who opted for ‘Don’t know’ stated that they had not used the service or that they provided the service themselves and had not recently used this element of the service.

Respondents were asked to consider how effective they felt the voluntary & community sector organisations are in the provision of health & wellbeing to the people of Northamptonshire. Based on a 5 point scale respondents gave an average ranking of 3.58.

Again respondents were asked to explain their answer. Respondents who scored ‘1’ and ‘2’ (not effective) commented that the service was ineffective in provision of health and wellbeing and stated that their voluntary & community sector organisation did not have the skill, knowledge or support from the health sector to support the provision of health and wellbeing; they commented that focus is on filling in volunteering posts and not necessarily thinking about the benefits of volunteering. One respondent said that local provision was better than county; another felt that their organisation was used by others to signpost to, but that their organisation was not supported in funding from the referring / signposting organisation.

Respondents who scored a ‘3’ gave various comments. They stated that the sector in the county appears to have no joined up thinking and everyone is working in their own little boxes. Some organisations, such as LGBTQ and mental health support, do well whilst others struggle. They said voluntary & community sector services are not a replica / replacement of statutory social care services. A comment suggested that more wrap around services were required which involved a number of agencies. Another respondent commented that conflict of interest exists if infrastructure organisations are direct service delivery organisations. A respondent said that organisations which are smaller and local have a lot to offer and need to be given the same opportunities as larger ones. They stated that smaller and local organisations are more effective and trusted. A respondent also said that the statutory sector is still poor at engaging with the voluntary and community sector.

Respondents who scored ‘4’ or ‘5’ (very effective) commented that an understanding of the value and inclusiveness of volunteering exists. They expressed a view that volunteering and supporting voluntary groups is invaluable to people’s confidence and general happiness. Comments were made on how the sector offers networking and socialising opportunities as
well as saving to public resources. A respondent commented that the sector is focused on specific and clear need; is flexible and nimble as well as being committed to the cause. They further expressed that the sector’s effectiveness is limited by lack of resources including funding and the challenge of recruiting volunteers; and that this sometimes results in organisations trying to do more than they can e.g. running public sector contracts for services.

A respondent who answered ‘Don’t know’ said that it was unfair to judge the sector in this way as the concept and values of health and wellbeing is traditionally not a focus role of voluntary & community sector groups. However, they said that it could be an area for future development.

When asked if they have any other comments respondents stated that the voluntary sector is an extremely important sector and should not be neglected. Northamptonshire voluntary and community sector provide valuable, cost effective and relevant support and services to the county. In doing this the sector provides additional resources to support local and national government i.e. relieving pressure on the public purse. They stated that NCC needs to make sure that it stays in touch with the sector both at a very local and county level and should not rely on the closest voice. In understanding this voice, the Council needs to acknowledge the diversity of the communities within the county and within this, the vast range of voluntary and community sector, both large and small operating therein.

Respondents stated the need of both central and local infrastructure support. They stated that very local infrastructure is a necessity as it is important and more relevant to the volunteering needs of the locality. Respondents spoke of the need for local structures to be valued as best place to provide information, networking opportunities and supporting volunteer recruitments. Respondents also stated that even though services could be delivered centrally i.e. at county level, locality knowledge and visibility was vital. Similarly this was also apparent when respondents stated the relationship between national organisations delivering local county services. Respondents recognised countywide infrastructure organisations could be cost efficient. That they would have access to more information and could breed overall good practice within the sector. County level support could allow smaller organisations to experience learning opportunities, be in partnerships and have time for innovation. County organisations could also develop as force in their own right and build good practice within the sector.

However, respondents were mindful of their own experiences and commented on the need for appropriate and relevant communications as well the need for countywide organisation to respond to requests for information in a timely manner; they also identified the gaps in understanding of trustees roles and the ability to run sustainable and efficient organisations.

Respondents spoke about the need to fund and invest in the sector which included protecting the sector at times when resources were scarce. Respondents stated that the
sector was underfunded. One respondent suggested undertaking a cost benefit analysis and allocating funds accordingly; another suggested undertaking a root and branch review. One respondent stated that it was necessary to make a distinction that organisation(s) who provide infrastructure support were not also then direct delivers of other services as they saw this as a potential conflict of interest.

4b Written Response

In addition to respondents completing the questionnaire, 1 respondent (Voluntary Impact Northamptonshire (VIN)) chose to email NCC directly with their written comments. The following is a consultation summary of their submission.

VIN is the current provider in delivering the countywide voluntary and community sector infrastructure support for NCC. They provide reference to a report by NAVCA called ‘Change for Good’ which recommends that ‘local infrastructure needs to be redesigned and creatively resourced to meet the challenges of tomorrow.’ A view which VIN endorses and forms the backbone of VIN’s approach to the voluntary & community sector local infrastructure.

VIN commented on current achievements and outcomes of their work since 2014. This included comments on their leadership, their collaborative approach, their flexibility and ability to work within changing county priorities; their approach to providing added value and quality provision to and within the sector; and therefore bringing creativity and innovation.

VIN commented on ways in which training opportunities and skilling up the sector have been provided and organised; how they have supported access to investment. VIN commented on their ability to assist and redirect the sector to deliver better organisational outcomes as well as deliver or redirect services to fill in gaps.

VIN commented on the geography of the county and their knowledge and experience of delivering local approaches to supporting localised groups and organisations. VIN expressed their knowledge of communication, information and training provision approaches stating that better economies of scale are achieved from a wider county delivery structure than through local volunteering centres.

Overall, VIN commented that their ‘evidence suggests that countywide support is about specialism which can be delivered locally and is not dependent on a geographical location’.
5. Conclusion

A great deal of feedback was received to this consultation from a range of volunteers, interested members of the public, employees working within the sector, elected councillors, and stakeholder organisations and voluntary groups. A total of 184 questionnaires were received and in addition to quantitative responses respondents made an additional 435 comments.

Many of the individual respondents stated they had been in contact with a voluntary and community sector organisation in the past, although a little under half had never accessed the service. As with individuals, many of the stakeholder organisations and voluntary groups had also previously engaged with the voluntary & community sector organisations’s, although most predominately with Voluntary Impact Northamptonshire (VIN). The most frequent reasons for engaging with the service for both individuals and organisational respondents was to obtain information about what is happening in the voluntary and community sector and what is being consulted on; and providing opportunities for organisations to meet up, network, train, learn from and work together.

One of the aims of the consultation was to gain an understanding of how and why stakeholders want to access voluntary & community sector organisations. Individual respondents most preferred method of access was face-to-face, although accessing support online was also a fairly popular option. This was mirrored with organisational respondents.

All of the support services provided by the voluntary & community sector organisations to help support voluntary and community groups were deemed important to both individual and organisational respondents. Although start up advice and funding support to organisations, particularly small groups was deemed the most important for both respondent groups. With training for staff, volunteers, trustees, being deemed the next biggest priority for individuals, and volunteer brokerage as the second highest priority for organisations and voluntary group respondents.

Nearly 1 in 4 of both individual and organisational respondents felt there were other support services that voluntary & community sector organisations should provide, but are not currently provided, although many of the individual respondents were unsure of what support the organisations currently offer. Whereas some organisations and voluntary group respondents felt developing ‘back office’ support which could include the ability to negotiate / procure better deals for administrative support, human resources, and equipment would be useful.

When considering where services provided by infrastructure voluntary & community sector organisations’s would be best placed the majority of individual respondents felt that
all of the services provided should be delivered locally, with only the minority feeling any of
the services would be best provided in a central location, such as Northampton. Individual
respondents felt local services are important and valuable to small organisations. In contrast
the majority of organisational and voluntary group respondents felt training for staff,
volunteers and trustees, and information about what is happening in the voluntary and
community sector and what is being consulted on would be better placed centrally, as this
could help balance the cost of delivering at central and local level.

A countywide database providing volunteer opportunities shared by all voluntary &
community sector organisations was deemed beneficial by the majority of all respondents.
With the majority of stakeholder organisations and voluntary group respondents saying they
use the voluntary & community sector organisations to promote their volunteering
opportunities.

The consultation also sought to gain views of how the service should be funded. Many
respondents, both individual and organisational, felt it should be funded by a variety of
different organisations, in particular the County Council and the District and Borough
Councils were the most frequent answers given. Also in relation to funding the majority of
respondents felt the extra expense incurred to help deliver support in rural areas of county
should be taken into consideration when funding is being allocated.

From the further set of questions asked of stakeholder organisations and voluntary groups it
was evident that the majority of them received funding information both from their local
voluntary & community sector organisation and by conducting their own online research.
Those that did receive information about available funding opportunities from their local
voluntary & community sector organisation often received the information monthly, which
matched how frequently most organisations wanted to receive this information. A large
majority also wanted to receive the information about funding opportunities broken down
into specialised areas such as Sport, Youth, Older people, etc.

Another area of the consultation was understanding of how voluntary & community sector
organisations are engaging and communicating with stakeholders. During the consultation it
transpired that just over half of individual respondents engage in their local voluntary sector
forums / consortiums, and just over half receive regular communication from their voluntary
& community sector organisation. Although many individual respondents were unsure if
communication could be improved, and when asked how some said communications need
to be local, relevant, structured and frequent.

These numbers increased with stakeholder organisation and voluntary group respondents,
with a little of 4 in 5 organisational respondents engaging with the local voluntary sector
forums / consortiums, with a similar number receiving regular communication from their
Voluntary and Community Sector organisation. Although as with individuals, stakeholder
organisations / voluntary group respondents had mixed views when asked if communication
from voluntary & community sector organisations could be improved, with their suggestions on how it could be improved mentioning information needs to be jargon free, not repetitive and ‘snappy’ focus on specific subject, request or promotion. They suggested that information should be consistent, appropriate and timely.

Individual respondents had very mixed views on the overall effectiveness of the voluntary & community sector organisations are in supporting, signposting and placement of volunteers. Some of those individual respondents who felt negatively about this said communication and information was poor. Whereas some of those that felt positively about this said the service was able to understand the challenges of using local volunteers and were able to pass on appropriate information and support.

Stakeholder organisations and voluntary groups felt fairly positively about the overall effectiveness of the voluntary & community sector organisations are in supporting, signposting and placement of volunteers. Some felt that their demography of volunteers has changed and it has become harder to place volunteers in more sustainable and well organised placements, while others felt they provided a good overall service and that volunteering opportunities were tailored well for the organisation as well as the individual.

Individuals felt slightly more positive when considering the overall effective of the voluntary & community sector organisations are in the provision of health and wellbeing to the people of Northamptonshire. Some felt the sector is not funded adequately and there is ‘patchy’ provision in the county is a result of cutbacks, and that the voluntary & community sector sector should not replace statutory services on the cheap. Some felt the sector continues to provide for services that the public sector no longer offer and that the sector has consistently over performed and offerd excellent service with dedicated professionals who have a passionate expertise.

Whereas stakeholder organisations and voluntary groups felt slightly more negative when considering the overall effective of the voluntary & community sector organisations are in the provision of health & wellbeing. Some felt the sector in the county appears to have no joined up thinking and everyone is working in their own little boxes. Although in contrast others did feel the sector offers networking and socialising opportunities as well as saving to public resources.

Both individual and organisational respondents further commented on their positive experience of working with local and countywide infrastructure organisations. Many reiterated how the voluntary & community sector organisations should deliver their services locally, and that improved commitment to the sector was required which included funding, otherwise they feared that the sector would likely disappear.
6. Equalities Statistics Summary

Equalities monitoring questions were asked of each individual questionnaire respondent. Although most individuals answered these questions not all respondents chose to complete this section of the questionnaire.

From the available completed responses, just over half of all individual responses were female (57.1%). Most of the respondents were aged between 30 to 74 years (86.0%).

18.0% of respondents identified themselves as disabled, with physical disability being highlighted as the most frequent disability. The most common religion identified was Christian at 61.7% with 21.7% of participants choosing ‘None’. Predominantly respondents identified themselves as White 87.3%, with 3.2% from Black and Minority Ethnic groups. The majority of respondents were heterosexual (75.4%).

There were a reasonably balanced number of respondents from residents living across the county, with unsurprisingly the highest number of respondents living in Northampton (23.1%)

Full statistics of the responses can be found in appendix 2.
Appendix 1: Questionnaire Results

The following question was asked on the online questionnaire. Respondents who identified themselves as being an individual were directed the questions designed for individuals (questions 2 – 16 and the equality monitoring questions). Respondents who identified themselves a stakeholder organisation / voluntary group were directed to the questions designed for this audience (questions 17 - 32).

1) Are you responding to this questionnaire as an individual or on behalf of a stakeholder organisation/voluntary group?

There were 184 responses to this question.

2) Please could you tell us in what capacity you are completing this questionnaire?

There were 100 responses to this question.
Commissioning Support for the Voluntary and Community Sector 2018-2021 Consultation Analysis Report

Answer Choices | Responses
--- | ---
I am a volunteer | 43.00% | 43
I am an interested member of the public | 38.00% | 38
I am employed by a Voluntary & Community Sector Organisations | 17.00% | 17
I am employed by another public sector organisation | 13.00% | 13
I am an elected councillor | 6.00% | 6
Other (please specify) | 9.00% | 9
Answered | 100

Other:
- Other & Volunteer & Public & Organisations & Community & Employed & Councillor
- Member of [name]
- First for Wellbeing Employee - Libraries
- I am a trustee of a number of voluntary & community sector organisations
- Social Enterprise based in Northamptonshire
- Used to work in voluntary sector
- User of the voluntary services
- Other
- And Trustee of small vol org

3) Do you use the infrastructure (support) services offered by any of the following Voluntary & Community Sector Organisations?

There were 79 responses to this question.

| Do you use the infrastructure (support) services offered by any of the following Voluntary & Community Sector Organisations? |
|---|---|---|---|---|---|---|---|---|---|
|  | Voluntary Impact Northants (VIN) | Nene Valley Community Action (NVCA) | South Northants Volunteer Bureau (SNVB) | Kettering Voluntary Network (KVN) | Daventry Volunteer Centre | Corby Voluntary & Community Services (DVCS) | Don’t know | Not applicable - do not access any infrastructure (support) services | Other (please specify) |
| 0.0% | 26.6% | 20.3% | 10.1% | 5.1% | 13.9% | 5.1% | 6.3% | 43.0% | 10.1% |

Answer Choices | Responses
--- | ---
Voluntary Impact Northants (VIN) | 26.58% | 21
Nene Valley Community Action (NVCA) | 20.25% | 16
South Northants Volunteer Bureau (SNVB) | 10.13% | 8
Kettering Voluntary Network (KVN) | 5.06% | 4
Daventry Volunteer Centre 13.92% 11
Corby Voluntary & Community Services (CVCS) 5.06% 4
Don’t know 6.33% 5
Not applicable – do not access any infrastructure (support) services 43.04% 34
Other (please specify) 10.13% 8
Answered 79

**Other:**
- All LRF voluntary organisations
- CVS
- Vin - Me and the kids; NVCA - newsletter for adults in family; KVN - teenager; CVCS - teenager;
- Enable, locality, NCF
- Serve Rushden
- Other
- Could well use them in the coming months and also my mother in law will use them soon.
- I have never used them yet but always interested in what is happening

**3a) If so, please tell us which service(s) you have used?**

There were 66 responses to this question.

![Bar chart showing responses to the survey question.](chart)

- Volunteer Brokerage – for example recruitment, support and referral of volunteers to voluntary & community sector groups: 25.8%
- Start up advice and funding support to organisations, particularly small groups: 25.8%
- Training for staff, volunteers, Trustees: 24.2%
- Information about what is happening in the voluntary & community sector and what is being consulted on: 43.9%
- Providing opportunities for organisations to meet up, network, train, learn from and work together: 36.4%
- Meetings to collect the views of the voluntary & community sector and to arrange for sector advocates to give a representative voice at countywide meetings, to Northamptonshire County Council, Funders and other Statutory Organisations: 28.8%
- Not applicable: 45.5%
- Other (please specify): 10.6%
### Answer Choices

| Volunteer Brokerage – for example: recruitment, support and referral of volunteers to voluntary & community sector groups. | 25.76% | 17 |
| Start up advice and funding support to organisations, particularly small groups. | 25.76% | 17 |
| Training for staff, volunteers, Trustees. | 24.24% | 16 |
| Information about what is happening in the voluntary & community sector and what is being consulted on. | 43.94% | 29 |
| Providing opportunities for organisations to meet up, network, train, learn from and work together. | 36.36% | 24 |
| Meetings to collect the views of the voluntary & community sector and to arrange for sector advocates to give a representative voice at countywide meetings, to Northamptonshire County Council, Funders and other Statutory Organisations. | 28.79% | 19 |
| Not applicable | 45.45% | 30 |
| Other (please specify) | 10.61% | 7 |
| **Answered** | **66** |

**Other:**
- Volunteer & Other & Staff & Trustees & Organisations & Northamptonshire County Council & PA Staff & PA Worker & Support Staff & Group
- Help at Home
- All as a family of volunteers - between us we volunteer with 12 different organisations locally
- I would like to use them more but not really certain what they do.
- Other

4) Using a scale of 1 to 5, where 1 is ‘Least preferred’ and 5 is ‘Most preferred’, how would you prefer to access support from an infrastructure (support) services organisation?

There were 75 responses to this question.
Other:

- I found [name of organisation] lacking for supporting me when I was in need of professional guidance and support
- Face time, Social Media
- It depends on what kind of support!
- A number of people using support services do not have access to online, telephone and find it difficult to travel. Whilst I fully support the Voluntary sector, I would be interested in how it is perceived that such people might be reached.

5) Voluntary & Community Sector Organisations help support voluntary and community groups to meet the needs of local people. Using a scale of 1 to 5, where 1 is ‘Not important’ and 5 is ‘Very important’, how important do you think are the following services in helping to deliver this?

There were 70 responses to this question.
Volunteer Brokerage – for example: recruitment, support and referral of volunteers to voluntary & community sector groups. Start up advice and funding support to organisations, particularly small groups. Training for staff, volunteers, Trustees. Information about what is happening in the voluntary & community sector and what is being consulted on. Providing opportunities for organisations to meet up, network, train, learn from and work together. Meetings to collect the views of the voluntary & community sector and to arrange for sector advocates to give a representative voice at countywide meetings, to Northamptonshire County Council, Funders and other Statutory Organisations. Other:

- Need to provide enough planning time for small organisations, and have set meeting times so there is consistency in the workforce planning- then ensure these events happen.

5a) Do you feel there are any other support services that Voluntary & Community Sector Organisations should provide, but are not currently provided?

There were 69 responses to this question.
If you answered ‘Yes’, please tell us what these should be:

- Greater cross county communication, newsletters for all groups signed up to V & C S organisations, sharing skills and information
- When an individual is "WhistleBlowing" especially about a [place] and the [staff rank], gave unauthorised access to those in "Public Service" to access the building when it is locked down, and the [staff] is told that the building is not in use. Because those in "Public Service" did not want to pay for the rooms I believe that, the [place], was fully supported by and [staff] retained job.
- More information especially in school and colleges where the next generation of long term volunteers will come from.
- Good quality direct consultation with the third sector. Currently I feel this is lacking and the use of an infrastructure organisation has not worked sufficiently well. The impression I have is that the County Council is not interested in third sector organisations.
- Support for elderly and disabled living at home to maintain their external environment i.e. gardens etc.
- Local advice and information, based in Daventry.
- Funding.
- Gathering views from the local public and informing the relevant organisations.
- Gathering views from the public as well as voluntary & community sector itself, and passing these on to relevant authorities.
- Peer support.
- Templates for key policies and lack of support training from NCC as the County lead for safe guarding of young people and vulnerable adults - this could be made much more accessible and increase the quality of knowledge in the county. The third sector is also unable to refer into services and often we are that trusted point of contact but the last on the list to be considered. Missed opportunity.
- I would like them to be more accessible, and not certain exactly what these support services do.
- Advice on DBS results.
- It would be interesting to attend a meeting whereby, I might learn more about these projects.
- Work more with complementary therapy groups to take the pressure off the NHS and save them money.
- SNVB annual Funding Fair is excellent source of information, networking and inspirational ideas.
6) Thinking about the services provided by infrastructure Voluntary & Community Sector Organisations, where do you feel each of these services would be best provided?

There were 68 responses to this question.

<table>
<thead>
<tr>
<th>Thinking about the services provided by Infrastructure Voluntary &amp; Community Sector Organisations, where do you feel each of these services would be best provided?</th>
<th>Locally (i.e. in each of the 7 boroughs/districts of Northamptonshire)</th>
<th>Centrally (i.e. in a central location within Northamptonshire)</th>
<th>Don’t know</th>
<th>Total</th>
<th>Weighted Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Volunteer Brokerage – for example: recruitment, support and referral of volunteers to voluntary &amp; community sector groups.</td>
<td>82.09%</td>
<td>55</td>
<td>13.43%</td>
<td>9</td>
<td>4.88%</td>
</tr>
<tr>
<td>Start up advice and funding support to organisations, particularly small groups.</td>
<td>65.67%</td>
<td>44</td>
<td>28.36%</td>
<td>19</td>
<td>5.97%</td>
</tr>
<tr>
<td>Training for staff, volunteers, Trustees. Information about what is happening in the voluntary &amp; community sector and what is being consulted on. Providing opportunities for organisations to meet up, network, train, learn from and work together.</td>
<td>54.41%</td>
<td>37</td>
<td>42.65%</td>
<td>29</td>
<td>2.94%</td>
</tr>
<tr>
<td>Meetings to collect the views of the voluntary &amp; community sector and to arrange for sector advocates to give a representative voice at countywide meetings, to Northamptonshire County Council, Funders and other Statutory Organisations.</td>
<td>52.24%</td>
<td>35</td>
<td>35.82%</td>
<td>24</td>
<td>11.94%</td>
</tr>
<tr>
<td>Other</td>
<td>50.00%</td>
<td>5</td>
<td>20.00%</td>
<td>2</td>
<td>30.00%</td>
</tr>
</tbody>
</table>
Other:

- It would be excellent if all of the above could be done at both local and central levels, making a stronger county community.
- Local services are important to small organisations as it can be expensive/prohibitive to travel to a central location.
- Locally provided services are valuable to small organisations - travel to centrally located services can be expensive/prohibitive.
- I think opportunities to meet up should be both local and central.
- All are important and could be much better organised and supported and should be encouraged to attend for free as for smaller organisations staff time is the largest cost - if you are training organisations as a statutory obligation then the third sector should automatically be included.
- Items 3, 4, 6 should be available locally and centrally - e.g. volunteer training locally, Trustees centrally. Similarly information and collecting views.

7) Currently the different Voluntary & Community Sector Organisations keep details of their own volunteering opportunities on their own databases or the 'Do It’ website. (https://do-it.org/). Do you think a countywide database providing volunteer opportunities shared by all Voluntary & Community Sector Organisations would be beneficial?

There were 68 responses to this question.

<table>
<thead>
<tr>
<th>Answer Choices</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>79.41%</td>
</tr>
<tr>
<td>No</td>
<td>8.82%</td>
</tr>
<tr>
<td>Don’t know</td>
<td>11.76%</td>
</tr>
</tbody>
</table>
8) Who do you think should fund the county’s Voluntary & Community Sector Organisations that support voluntary and community groups to meet the needs of local people?

There were 68 responses to this question.

**Answer Choices**

<table>
<thead>
<tr>
<th>Organisation</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Northamptonshire County Council</td>
<td>83.82%</td>
</tr>
<tr>
<td>District and Borough Councils</td>
<td>63.24%</td>
</tr>
<tr>
<td>Nene and Corby Clinical Commissioning Groups</td>
<td>44.12%</td>
</tr>
<tr>
<td>NHFT (Northamptonshire Healthcare NHS Foundation Trust)</td>
<td>41.18%</td>
</tr>
<tr>
<td>Northampton and Kettering General Hospitals</td>
<td>27.94%</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>30.88%</td>
</tr>
</tbody>
</table>

**Other:**

- It depends on the volunteering opportunity.
- Northamptonshire County Council & Borough Councils & Group & Northamptonshire Healthcare NHS & General Hospitals.
- Income should be as a result of the VCSE’s creating commercial revenue that will both support and help grow the services.
- Resources are limited and so there is a need balance in terms of grants to individual VCSOs and for infrastructure purposes. I hope that Northamptonshire will soon have unitary authorities and that these should then grant aid the infrastructure organisations.
- University, churches.
- A membership scheme with a nominal charge might be possible.
- Consider asking all statutory bodies/private sector organisations that work with the public/rely on the VCS to help with their mission to contribute to the VCS infrastructure in the county.
- Private sector sponsorship.
• If the sector is supporting people they will be doing or contributing to the work of either Health, or NCC so that should also be considered - outcomes should be focused on that are realistic, without stigma or prejudice. Putting funds up front for quality supporting organisations should be encouraged - joined up working without the hierarchy. People chose whom they trust and that should be valued as ultimately if the support is effective then it will reduce cost i.e. GP appointments etc., getting people home sooner and keep a caring eye out for the elderly and vulnerable.
• All those organisations that use voluntary and community sector to provide services and support should provide some funding for those services. If these groups were not available / commissioned, the original lead organisation would have to provide the service themselves, often at higher cost.
• Funding from government grants (aid budget?)
• Earmarked central government funding to provide baseline common platforms nationally.
• If all the above are going to benefit, then they all should.
• Other.
• Joint.
• All of the organisations mentioned, they all stand to gain from volunteer involvement.
• First for Wellbeing.
• Police.
• Please note that without a fuller understanding of this sector my opinions are based on very limited experience.
• Different funders are required for different type of needs, surely?
• Central government.

9) Northamptonshire is a diverse county with both urban and rural areas. Although rural areas have lower population levels than urban areas there can be a greater expense in supporting rural areas due to the extra cost of travelling (i.e. expense of fuel and travelling time). Do you think this extra expense should be taken into consideration when funding is being allocated?

There were 67 responses to this question.
10) Do you engage in the local voluntary sector forums/consortiums?

There were 68 responses to this question.

If you answered ‘No’, please explain why:
- Because there are none. Or if there are any I have not been informed?
- Not aware of any.
- Not had the time or inclination to do so.
- I am not aware of their existence.
- Have done in past but did not feel valued so left the organisation.
- I don’t have any more spare time – sorry.
- Know nothing about it.
- Regarding 11: Welfare should never be limited by finance. However, an in depth consideration of other services might put some perspective on this.
- I have no time to attend talking shops.
11) Do you receive regular communication (i.e. bulletins/newsletters) from your Voluntary & Community Sector Organisation?

There were 68 responses to this question.

<table>
<thead>
<tr>
<th>Answer Choices</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>55.88%</td>
</tr>
<tr>
<td>No</td>
<td>32.35%</td>
</tr>
<tr>
<td>Not applicable</td>
<td>5.88%</td>
</tr>
<tr>
<td>Don’t know</td>
<td>5.88%</td>
</tr>
</tbody>
</table>

12) Do you think communication from Voluntary & Community Sector Organisations could be improved?

There were 68 responses to this question.

<table>
<thead>
<tr>
<th>Answer Choices</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>36.2%</td>
</tr>
<tr>
<td>No</td>
<td>16.2%</td>
</tr>
<tr>
<td>Not applicable</td>
<td>10.3%</td>
</tr>
<tr>
<td>Don’t know</td>
<td>35.3%</td>
</tr>
</tbody>
</table>
### Questionnaire Results

#### If you answered ‘Yes’, please tell us how communication could be improved:

- Cross county.
- More structured.
- That they should remained balanced.
- Online.
- Locally based not county based.
- More in depth services available to groups.
- Social media – twitter.
- The county infrastructure organisation needs to have an extended remit to include all organisations, and not just some of them.
- More frequent.
- Mix of central & local news, etc.
- Communicate it in the first instance!
- I have volunteered for [name of organisation] and the [name of organisation] but now receive little or no information from either. Presumably because of personnel changes. There appears to be a continuity issue.
- Communication is Hit and miss hence my answer don’t know. Post code areas are blocked together but if you break the data down for example NN3, large post code and viewed as one but vastly different on the ground. How do you find out this information when there is no reporting structure in place - we are reactive and should preventing far more without much more costs and potentially with overall savings
- By commissioning direct. The umbrella groups, like VIN and Comsortia, merely add another layer of bureaucracy without adding to service delivery. They siphon funds from service delivery without adding value to service users. This would enable direct communication between the commissioner and the service provider, which results in more effective, and more direct communication.
- There is always room for improvement in communication.

#### Question 13)

“Using a scale of 1 to 5, where 1 is ‘Not effective’ and 5 is ‘Very effective’, overall, how effective do you feel the Voluntary & Community Sector organisations are in supporting, signposting and placement of volunteers?”

There were 66 responses to this question.
13a) Please tell us why?

- They do a brilliant job and we are lucky in Daventry to have such a great volunteer centre. They are always helpful and kind whenever I have a query.
- One to one service with experienced staff who are able to advise volunteers of opportunities that would suit their skills, taking time to listen to them and being a point of contact.
- LACK OF INFORMATION
- Not aware of where to get information.
- They undertake the advertising for us, which can be quite onerous. They will also liaise with us when they have interested people. Through the projects they undertake they are able to understand the challenges of using volunteers, first hand, and can therefore pass on more appropriate information and support.
- Because we operate at a local level identifying local needs and matching local volunteers with appropriate skills to those seeking support. Recruitment locally maximises opportunities for placements by minimising any reluctance to volunteer (i.e. travelling, and familiarisation with location and comfort with work/tasks (commitment).
- Good but not enough locally Daventry based.
- There is no information provided.
- Signposting opportunities is good but who knows about the other support they offer?
- NVCA, as the local organisation, knows the opportunities there are within the local sector for the volunteers and knows the staff of the organisations such that volunteers/volunteering can be discussed with them.
- Bit bland.
- Too much emphasis on Northampton through ViN and not enough on Northamptonshire - failure to join up their work even with other areas e.g. - take a look at the great work being done by MK.
- It’s good to have a go to organisation that can point you in the right direction, or can find out more information for you.
- Hello? Communication is non-existent.
- Don’t make full use of all volunteers skills or time.
- We receive a number of people with mental health issues that require a lot of time, and on some occasions its not appropriate as they are not ready for the commitment.
we most always remember they are people and need support, often more than a paid worker - other occasions volunteers are gold and we could not function as a sector or a county with out them. It’s a fine line as to what is the motivation for volunteering "v" being required to do this as part of a course, work placement.

- I have not had access to this system so cannot comment.
- The umbrella groups are ineffective. They cannot accurately reflect the diverse views of their individual member organisations. They also interpose themselves between, in bald terms, the money and the client. This lessens the total amount used to help service users. There is a serious danger that they become clearing houses and 'bid hunting' groups that add complexity without adding value.
- Very little publicity; one needs to know what to look for and where.
- Our experience has been mixed but overall ok.
- Not answering calls also not getting back with answers.
- Excellent regular e-bulletins and one to one support & advice.
- No information comes out to say how many they have placed, trained or where.
- Locally in Kettering, good support from individual groups, KVN and groundworks. Don't know about other areas.
- Hardly hear anything.

14) Using a scale of 1 to 5, where 1 is ‘Not effective’ and 5 is ‘Very effective’, overall, how do you rate the Voluntary & Community Sector organisations in the provision of Health & Wellbeing to the people of Northamptonshire?

There were 66 responses to this question.

<table>
<thead>
<tr>
<th>Overall effectiveness</th>
<th>Not effective</th>
<th>Very effective</th>
<th>Don't know</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall effectiveness</td>
<td>7.58%</td>
<td>5</td>
<td>19.70%</td>
<td>28.79%</td>
</tr>
</tbody>
</table>

14a) Please tell us why?

- Not enough funding.
- With the help and support of the Daventry volunteer centre I have noticed a real difference in my mood I am feeling more confident.
- Too many organisations delivering Health & Wellbeing projects independently, First for Wellbeing is mainly a signposting service, there will always be hard to reach groups that we are still unable to interact with.
- Trick Question, as NCC, NBC EADS(NCC) NHFT for instance support Health and WellBeing. Sooo, who is this line of questioning actually referring to as we do not see who is "hidden" in the 1-5.
- Ok if you know WHERE to look.
- Have not got information.
- Insufficient grant aid.
- The local volunteer centre often helps volunteers make the transition to volunteering by ensuring that they start when they are ready, rather than too early. This ensures that placements are more successful, and reduces drop out rates. Many volunteers do not have the confidence to approach us directly and benefit from support from the centre to make the transition. The Happy at Home project which is run by the centre is an excellent example of a scheme which supports Health and Wellbeing - both of volunteers and recipients- combating loneliness and isolation, and restoring a sense of value and self worth. I'm sure that this in turn has prevented the onset of a variety of medical conditions particularly depression, and other stress related ailments, and reduced reliance on medical and social services.
- They have become effective at identifying the needs of the community at a local level and providing effective solutions to those needs but with increasing budgetary constraints of their own. They have replaced many of the services that the Local Authority fulfilled in the past. This is likely to become more important in the future with the constraints on budgets.
- Not local.
- They provide all the support groups and help to local people that the councils no longer provide.
- Cannot answer as there is no information to analyse this.
- VCS organisations know the people they work with, discuss with them what they need, know what else is available locally or across the county and, very importantly, work with individuals rather than generally.
- Bit bland.
- VCSO's have consistently over performed on these areas, they offer excellent services with dedicated professional and passionate expertise- it is worrying as a resident of Northamptonshire to see money being wasted by [name of organisation] who appear to be saying they are now doing this work - they clearly are not - if you try to use their online system it is VERY poor. [Name of organisation] just seem to be trying to put in post the same jobs as the VCSO has without the expertise and passion the VCSO have always shown.
- Volunteering and involvement in voluntary and community groups is a very important part of maintaining our individual wellbeing, and happiness.
- Currently & luckily do not have to use this at present so cannot give an opinion.
- It really depends on the organisation in question, what they are delivering and what they achieve as outcomes. Health and well-being requires Behaviour change at some point and that takes time and support that is consistent. High staff turn over and long waiting times do not help and all the sectors need to improve for the sake of the people.
- The umbrella groups, rather than the service providers, are not an effective way of interfacing with the voluntary and community sector.
- There are many organisations to help different sections of the public.
- Its there somewhere but you have to look for it.
• Seems very patchy
• My [relative] has a lung condition and attends regular meetings, the knowledge gained has helped [them] deal with [the] situation.
• No information on who does what and where. How do they save the local economy money? How do they help improve health and wellbeing? What are the outcomes? Do they help keep people out of hospital? If so, how many? How will 'social prescribing' be measured and its effectiveness/outcomes shown as no details of what is currently happening now are publicised to my knowledge. How many volunteer hours are there across the county? Where are they? Who does what? Who has the collective overview? Not VIN as there are lots of smaller voluntary organisations who have no contact with VIN whatsoever.
• Patchy provision made worse as a result of cutbacks to stat services. Vol orgs cannot, and should not replace statutory services 'on the cheap'.
• Could be improved, but this is very difficult when working with volunteers instead of paid staff. Volunteers walk out of the door if pushed too hard!
• Hardly hear anything.

15) Do you have any other comments you would like to make?
• No (6)
• Delivery of the service by those with a vast knowledge of the geographical area and all its community groups gives a more complete service to the volunteer. Local knowledge is mainly gained by those with a passion for community work and the desire to improve quality of life across all communities.
• We will like a lot more PA Staff & PA Worker back with a lot more hours for me and for Disability & Disabled People in Northamptonshire & The East Midlands in the UK for us today now.
• Make Public the Unusable Resources. This town and it population should not have to live in the conditions that they are now in. Poverty and decline in Jobs and housing is atrocious. By releasing the Unusable Reserves, we will then have a Healthy Balance of the Emergency Crew, Emergency Planning, Fire and Rescue, Police, Health and Welling via the Hospitals and have Decent Homes to live in, better roads to transport the goods and services and better Environmental services. Northampton has gone down hill in the last 20 years and the people in my opinion have been nothing more than a social experiment it is now time to reopen these Unusable Reserves and voluntary put the Health and Well Being back into the town and its people.
• NCC cannot delegate everything. They need to take responsibility for the life, welfare and support for all sectors across the county.
• There is a great deal I would like to say directly to County Council members, particularly cabinet members. Sadly such opportunities are very limited and the they do occur I often feel there is a lack of interest. Some organisations, particularly working with those who are most vulnerable, are at risk.
• Support based in Northampton doesn't work for volunteers in Daventry- many of whom cannot afford to travel out of town. Knowledge of the area, local organisations and individuals who work in them is critical to offering effective support for both organisations and volunteers. Experience has shown us that when services are provided centrally people find it difficult to engage.
- Unless improved commitment and funding is made available very soon the financial crisis facing most voluntary organisations the support they provide will disappear and those most in need will slip through the safety net they have provided for many years. The resulting on cost to mainline services would then be significant - I believe!
- Locally based support for the voluntary sector Daventry based.
- Services are always better when delivered locally.
- I think VIN are very successful in the delivery of their infrastructure contract, and Commssortia has been a positive addition for supporting the sector.
- Are the services that are commissioned going to be asking their service users views? I would suggest in those that provide social care it would be positive to seek their views as anonymous so they feel empowered to give a true account of their experiences. I am aware that having CLS providing information at the Guildhall has made it very difficult for many people to access. It was much better for people when they could access it locally and not a bus journey away - counter productive, more stress increased GP appointments and takes much longer to get resolved. Its not working very well in many GP practices either and definitely not a Library.
- We are lucky to have so many voluntary organisations in our area. They all work very hard and need support from the County.
- Utilise easy-to-access outlets such as the parish council's websites to publicise the subject and works.
- We will like a lot more PA Staff & PA Worker back in Northamptonshire & The East Midlands in the UK for me and for Disability & Disabled People will a lot more hours to help & Support me and for Disability & Disabled People to get a better good choice of Pay Jobs & Pay Work and in Day Centre & Day Services in the community for us today now.
- Thank you.
- Having an LGBT+ champion within one of the VCS organisations has really helped engage the community and offer information to this often overlooked community.

16) Which borough or district of Northamptonshire do you live in?

There were 65 responses to this question.

<table>
<thead>
<tr>
<th>What district / borough of Northamptonshire do you live in?</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Corby</td>
<td>6.15% 4</td>
</tr>
<tr>
<td>Daventry</td>
<td>16.92%</td>
</tr>
<tr>
<td>East Northamptonshire</td>
<td>16.77%</td>
</tr>
<tr>
<td>Kettering</td>
<td>9.23%</td>
</tr>
<tr>
<td>Northampton</td>
<td>23.08%</td>
</tr>
<tr>
<td>South Northampton</td>
<td>16.92%</td>
</tr>
<tr>
<td>Wellingborough</td>
<td>15.38%</td>
</tr>
<tr>
<td>Other (please state)</td>
<td>1.54%</td>
</tr>
</tbody>
</table>
Daventry 16.92% 11
East Northamptonshire 10.77% 7
Kettering 9.23% 6
Northampton 23.08% 15
South Northamptonshire 16.92% 11
Wellingborough 15.38% 10
Other (please state) 1.54% 1

Other:
- Rushden

**Organisation / voluntary group questionnaire responses**

17) Please tell us the name of your organisation and your job title:

Organisation:
- Accommodation Concern
- Action Support UK Ltd
- Age UK Northamptonshire (2)
- Autism Concern
- Bellinge Community House
- Borough Council of Wellingborough
- British Red Cross
- Citizens Advice Daventry and District
- Commsortia
- Corby Borough Council
- Corby Library
- Crusader Community Boating
- Daventry District Council (3)
- Daventry Volunteer Centre
- Deafconnect
- Emmanuel Group of Churches
- Groundwork Northamptonshire
- Group
- Happy@Home Project
- Headway East Northants
- Home-Start Corby
- Home-Start Kettering Area
- LibraryPlus (First for Wellbeing)
- Manna House
- Maplefields Circle Of Friends
- Nene Valley Community Action
- NHS Nene CCG
- Northampton Inter Faith Forum
- Northampton Volunteer Car Scheme
- Northamptonshire Association for the Blind
- Northamptonshire Depression Support
- Northamptonshire domestic abuse service
- Northamptonshire Independent Cadets
- Northamptonshire Rape Crisis
- Northamptonshire Rights and Equality Council
- Nova Festival
- Raynet
- SENDS 4 Dad
- SERVE
- SNVB
- South Northamptonshire Council
- The Elizabeth Groome Music Charity
- The Lowdown
- Towcester Area Door to Door
- Towcester Neighbourhood Watch
- University of Northampton
- Victoria Centre
- Vine Community Trust
- Vision Youth Cafe
- Volunteer Action

Job title:
- Administrator
- Boat Manager
- Business liaison officer
- Car Scheme & Project Coordinator
- CEO (3)
- Chair
- Chief Executive (4)
- Committee member
- Community Care Co-ordinator
- Community Culture & Leisure Portfolio Holder
- Community Development Co-ordinator
- Community Infrastructure Officer
- Community Support
- Development Officer
- Director (2)
- Founder
- General Manager
- Group Facilitator
- Joint ceo
- Lecturer
- Library Manager
- Manager (4)
- Managing Director (2)
- Operations manager (2)
- Operator
18) Do you use the infrastructure (support) services offered by any of the following Voluntary & Community Sector Organisations to support your group?

There were 56 responses to this question.

<table>
<thead>
<tr>
<th>Organisation</th>
<th>Percentage</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Voluntary Impact Northants (VIN)</td>
<td>64.29%</td>
<td>36</td>
</tr>
<tr>
<td>Nene Valley Community Action (NVCA)</td>
<td>37.50%</td>
<td>21</td>
</tr>
<tr>
<td>South Northants Volunteer Bureau (SNVB)</td>
<td>25.00%</td>
<td>14</td>
</tr>
<tr>
<td>Kettering Voluntary Network (KVN)</td>
<td>17.86%</td>
<td>10</td>
</tr>
<tr>
<td>Daventry Volunteer Centre</td>
<td>25.00%</td>
<td>14</td>
</tr>
<tr>
<td>Corby Voluntary &amp; Community Services (CVCS)</td>
<td>19.64%</td>
<td>11</td>
</tr>
<tr>
<td>Don’t know</td>
<td>1.79%</td>
<td>1</td>
</tr>
<tr>
<td>Not applicable – do not access any infrastructure (support) services</td>
<td>8.93%</td>
<td>5</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>10.71%</td>
<td>6</td>
</tr>
</tbody>
</table>
Other:

- At present the only support we get is through the Education Department with the subsidised use of school premises for our independent cadet units and uniformed independent groups.
- SNVB have in their website the facility for voluntary groups to advertise for Volunteers. TADD is included on the site for voluntary drivers.
- DDC does not require infrastructure support, [staff] do refer small groups that come to me for start up advice to VIN’s website as there is some good information on there. I also use DVC services, see below.
- Yes, but could do with more notice so that we could access the services better.
- Also various online sources e.g. out of area VCS infrastructure organisations. Primary support though is VIN.
- Work with Daventry Volunteer Centre as a partner.

18a) If so, please tell us which service(s) you have used?

There were 55 responses to this question.

<table>
<thead>
<tr>
<th>Service</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Volunteer Brokerage – for example: recruitment, support and referral of volunteers to voluntary &amp; community sector groups.</td>
<td>50.91% 28</td>
</tr>
<tr>
<td>Start up advice and funding support to organisations, particularly small groups.</td>
<td>30.91% 17</td>
</tr>
<tr>
<td>Information about what is happening in the voluntary &amp; community sector and what is being consulted on.</td>
<td>72.73% 40</td>
</tr>
<tr>
<td>Providing opportunities for organisations to meet up, network, train, learn from and work together.</td>
<td>52.7% 18</td>
</tr>
<tr>
<td>Meetings to collect the views of the voluntary &amp; community sector and to arrange for sector advocates to give a representative voice at countywide meetings, to Northamptonshire County Council, Funders and other Statutory Organisations</td>
<td>5.5% 3</td>
</tr>
<tr>
<td>Not applicable – do not access any infrastructure/support services.</td>
<td>14.0% 8</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td></td>
</tr>
</tbody>
</table>
Providing opportunities for organisations to meet up, network, train, learn from and work together. 65.45% 36
Meetings to collect the views of the voluntary & community sector and to arrange for sector advocates to give a representative voice at countywide meetings, to Northamptonshire County Council, Funders and other Statutory Organisations. 52.73% 29
Not applicable – do not access any infrastructure (support) services. 5.45% 3
Other (please specify) 14.55% 8

Other:
- Between the 18th Oct 2016 to 18th July 2017 (9 month period) no new drivers were recruited from this source.
- Signposting for funding & other start up advice, volunteering, community projects, community events.
- District Council representative on main board, volunteer sector
- DBS checks.
- To clarify the above, I attend the quarterly VCS forum meeting hosted by DVC as these provide me with an overview of local issues and enable me to give out useful information to local groups, e.g. availability of our grants and the application process.
- Support with Volunteers on an ad hoc basis
- Nene Valley Community Action is a local infrastructure organisation providing all the above services in Wellingborough and until recently East Northants as well. We would use the other mentioned organisations to share information at a local level, use training and meeting space and offer training options across the county.
- Disclosure and barring service

19) Using a scale of 1 to 5, where 1 is ‘Least preferred’ and 5 is ‘Most preferred’, how do you prefer to access support from an infrastructure (support) services organisation?

There were 54 responses to this question.
Other:

- We ask people who they think might help with what ever problem we are trying to resolve, always on the basis of trying to do more whilst reducing our cost base. Amazing how many people have helped during the last decade. They are not constrained by how it currently functions.
- I doubt if anybody responding to the online survey will say 'least preferred' for online as those people will not be doing the online survey! Having said that, you do need to have all forms of access available - a lot of people do like face to face interaction, or the opportunity to talk on the phone despite the general push to make everything online.
- Email.
- As a local LIO our evidence and experience shows that groups like to receive updates and information via on line/email. For more in depth support the preference would be face to face or telephone

20) Voluntary & Community Sector Organisations help support voluntary and community groups to meet the needs of local people. Using a scale of 1 to 5, where 1 is ‘Not important’ and 5 is ‘Very important’, how important do you think are the following services in helping to deliver this?

There were 53 responses to this question.
### Volunteer Brokerage – for example:

- Recruitment, support and referral of volunteers to voluntary & community sector groups.
- Start up advice and funding support to organisations, particularly small groups.
- Training for staff, volunteers, Trustees.
- Information about what is happening in the voluntary & community sector and what is being consulted on.
- Providing opportunities for organisations to meet up, network, train, learn from and work together.
- Meetings to collect the views of the voluntary & community sector and to arrange for sector advocates to give a representative voice at countywide meetings, to Northamptonshire County Council, Funders and other Statutory Organisations.

<table>
<thead>
<tr>
<th></th>
<th>Not important</th>
<th>Very important</th>
<th>Don't know</th>
<th>Total</th>
<th>Weighted Average</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Volunteer Brokerage</strong></td>
<td>1.96% 1</td>
<td>3.92% 2</td>
<td>7.84% 3</td>
<td>21.57% 4</td>
<td>62.75% 5</td>
</tr>
<tr>
<td></td>
<td>3.92% 2</td>
<td>5.88% 3</td>
<td>3.92% 2</td>
<td>15.69% 7</td>
<td>70.59% 8</td>
</tr>
<tr>
<td></td>
<td>3.92% 2</td>
<td>3.92% 2</td>
<td>13.73% 7</td>
<td>19.61% 10</td>
<td>58.82% 30</td>
</tr>
<tr>
<td></td>
<td>0.00% 0</td>
<td>1.96% 1</td>
<td>11.76% 6</td>
<td>31.37% 16</td>
<td>54.90% 28</td>
</tr>
<tr>
<td><strong>Other</strong></td>
<td>1.96% 1</td>
<td>5.88% 3</td>
<td>3.92% 2</td>
<td>25.49% 13</td>
<td>62.75% 32</td>
</tr>
<tr>
<td></td>
<td>3.85% 2</td>
<td>3.85% 2</td>
<td>1.92% 1</td>
<td>36.54% 19</td>
<td>51.92% 27</td>
</tr>
<tr>
<td></td>
<td>10.00% 1</td>
<td>0.00% 0</td>
<td>0.00% 0</td>
<td>20.00% 2</td>
<td>50.00% 5</td>
</tr>
</tbody>
</table>

**Other:**

- Have only ticked 3 Boxes -- Perhaps you could forward to TADD a list of the Advocates currently operating in the County. How many Volunteers are found? Do they keep a list of their actual achievements?
- Lobbying statutory organisations to highlight issues in our communities and markets.
- If you are a small organisation you need lots of notice so that you can plan cover for attending and including volunteers.
- Providing funding information from County and national funders/organisations etc.
- It is important that all these things are available in the districts, especially brokerage, because the LIO will have best knowledge of placement opportunities that exist for volunteers, and best knowledge of local organisations (often businesses) that provide volunteers.
- This is marked in the opinion of a local infrastructure organisation who consider the above is vital for groups on limited budgets to be able to access locally and feedback has shown how important these areas are to groups.
- Providing access to templates e.g. Governance documents. Help with finding Professionals to support our needs e.g training /fundraising.
- Funding!

**20a) Do you feel there are any other support services that Voluntary & Community Sector Organisations should provide, but are not currently provided?**

There were 51 responses to this question.
If you answered ‘Yes’, please tell us what these should be:

- More direct help to uniformed youth organisations. For example help with funding. For example making the application process to Northamptonshire Community Foundation more simplistic. Also help with DBS applications would be useful. How about for example a voluntary sector newsletter?
- They should actively be going out to groups that may not have heard from them. There are so many voluntary groups that I am pretty sure they are not involved with or even know of.
- It would be nice to feel more engaged with county services. We have little contact in the north of East Northants with any county services.
- Use of procurement to give best value to local organisations.
- To negotiate better deals for Voluntary Organisations such as Pay roll, Annual Accounts, Annual Report printing, deals on IT, mobile phones and office furniture and promotional items such as printed Gazebos. To investigate the best bank account deals for charities etc.
- Time bank for the Third sector - skills, knowledge, resources could be shared across groups, cost effective, good resource for smaller charities.
- Greater involvement 1:1 on contracts won where stakeholders can have an input and provide services. Currently meetings involve mass participation where views do not get really heard.
- A county wide directory of services and organisations.
- Independent accounting or auditing procedures. Back-office support and guidance (i.e. printing, design, marketing). Central, definitive website - with a postcode search engine - to identify local VCS groups.
- I think most LIOs also run their own projects that: provide volunteering opportunities and provide services for vulnerable people. If NCC is minded to provide more funding to localities for LIO services, it needs to include an element for this too.
- HR expertise - groups cannot afford an HR Officer and we need a central vehicle which groups can access. Support with the recruitment of relevant Trustees to fill
specific roles. Support for CEO's, senior management who are often the only person within their organisation at that level.

- Specific outreach and support to groups that support vulnerable communities (Black, disability focussed, lgbt, women's groups).
- Trustee recruitment. Pool of individuals with skills needed who can be seconded to organisations for specific periods or projects.
- VIN are good on county information and county networking but irrelevant locally. Daventry VB are great at networking locally and supporting volunteer recruitment.
- Development of local arts

21) Thinking about the services provided by infrastructure Voluntary & Community Sector Organisations, where do you feel each of these services would be best provided?

There were 52 responses to this question.

<table>
<thead>
<tr>
<th>Service Provided</th>
<th>Locally (i.e. in each of the 7 boroughs/districts of Northamptonshire)</th>
<th>Centrally (i.e. in a central location within Northamptonshire)</th>
<th>Don't know</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Volunteer Brokerage – for example: recruitment, support and referral of volunteers to voluntary &amp; community sector groups.</td>
<td>84.31%</td>
<td>15.69%</td>
<td>0.00%</td>
<td>51</td>
</tr>
<tr>
<td>Start up advice and funding support to organisations, particularly small groups.</td>
<td>66.67%</td>
<td>33.33%</td>
<td>0.00%</td>
<td>51</td>
</tr>
<tr>
<td>Training for staff, volunteers, Trustees.</td>
<td>44.90%</td>
<td>55.10%</td>
<td>0.00%</td>
<td>49</td>
</tr>
</tbody>
</table>
Information about what is happening in the voluntary & community sector and what is being consulted on.

<table>
<thead>
<tr>
<th>Description</th>
<th>Yes (%)</th>
<th>No (%)</th>
<th>Net (%)</th>
<th>Unsure (%)</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Providing opportunities for organisations to meet up, network, train, learn from and work together.</td>
<td>56.86%</td>
<td>43.14%</td>
<td>22.00%</td>
<td>0.00%</td>
<td>51</td>
</tr>
<tr>
<td>Meetings to collect the views of the voluntary &amp; community sector and to arrange for sector advocates to give a representative voice at countywide meetings, to Northamptonshire County Council, Funders and other Statutory Organisations.</td>
<td>56.86%</td>
<td>41.18%</td>
<td>21.00%</td>
<td>1.96%</td>
<td>51</td>
</tr>
<tr>
<td>Other</td>
<td>36.36%</td>
<td>27.27%</td>
<td>3.38%</td>
<td>36.36%</td>
<td>11</td>
</tr>
</tbody>
</table>

Other:
- **ALL SERVICES SHOULD DELIVERED LOCALLY, LOCAL PEOPLE, LOCAL ORGANISATION.**
- Training could also be provided centrally as I guess economies can be gained that way.
- Putting the options as 'local' or 'central' is way too simple - life is not black and white but shades of grey. Ideally Volunteer brokerage and start-up advice (at least) should be local in my view as smaller groups & those most needing assistance especially tend to be very local - likewise potential volunteers tend to volunteer in their locality. All this means that advice / support / brokerage is preferable due to the LIO's local knowledge and links to local community (often informal). These links (more specifically the effectiveness of them) and the extent of local knowledge, context and contacts etc cannot ever be replicated centrally. However in the real world the added cost of local delivery may be unaffordable - in which case central delivery (in part of full) is better than no delivery.
- 1.Provided locally but there is a lot of scope for central services behind the scene i.e. a volunteer brokerage hub for Northamptonshire to be shared by all local infrastructure organisations. Central system but local input i.e. interviews locally and at a time that suits the applicant. 2. Small start up groups will not want to travel to a central location but in their local area. 3. Training should be available across the county and not just in areas where funding has been awarded. 4. NVCA provide a weekly ebulletin, some are monthly, some don’t do them at all. 5. Again a fragmented approach for groups to meet up and network. 6. There needs to be a new approach to how we collect the views of the sector and how to find relevant representatives with the right skills & knowledge.
- Most of the above should be done both locally and centrally.
- Although volunteer brokerage would be more useful if it were locally based, some organisations have been much more effective at facilitating this and they are not necessarily local.
- VIN are good on county information and county networking but irrelevant locally. Daventry VB are great at networking locally and supporting volunteer recruitment.

22) Currently the different Voluntary & Community Sector Organisations keep details of their own volunteering opportunities on their own databases or the ‘Do-It’ website. (https://do-it.org/). Do you think a countywide database providing volunteer opportunities shared by all Voluntary & Community Sector Organisations would be beneficial?
There were 52 responses to this question.

23) Who do you think should fund the counties Voluntary & Community Sector Organisations that support voluntary and community groups to meet the needs of local people?

There were 52 responses to this question.
Other:

- All of the above should contribute as the Voluntary sector work directly to assist all these organisations. A reasonable proportion of voluntary sector activities actually save these organisations a significant sum of money.
- All of the above benefit financially from the free time of volunteers.
- First for Wellbeing.
- Should be a pooled budget across all the above, as all funders rely on Third sector organisations to provide provider services.
- A modest, graded annual membership fee from VCS members i.e. £10 up to £100 for larger charities. This will also help establish a membership scheme (i.e. with benefits, insurance, training, bulk purchase deals, access to funding search engines, etc) AND the data necessary to establish the definitive, central VCS website mentioned above. I would say that in 10-20 years the £ total membership fees will become an important income stream. However, statutory grants and investment will still be necessary.
- Support other trusted organisations- Northamptonshire Community Foundation.
- It is a core LA issue regardless of benefits accrued by others e.g. NHS. County-wide service should be funded by county, and district add-ons by district councils perhaps?
- Although an impossible dream funding should be fairly provided by those above i.e. the health services are using the VCS to signpost individuals to, to provide statistical information and much more. The local and district/boroughs should be united in their approach and not as now we some not funding at all, funding cycles of different lengths meaning there is no continuity for the support groups.
- If all of the above are benefitting from VCSE services (either through prevention or alleviation), then all should contribute.
- Any organisation that benefits or uses the third sector.

24) How do you receive information about available funding opportunities?

There were 52 responses to this question.
Commissioning Support for the Voluntary and Community Sector 2018-2021 Consultation Analysis Report

Answer Choices | Responses
--- | ---
From our local Voluntary & Community Sector Organisation | 76.92% 40
Researching online | 75.00% 39
Other (please specify) | 21.15% 11

**Other:**
- In house contract development team.
- Recommendations from other youth organisations.
- We ask within our community.
- Receive nothing and have been in operation for 3 years.
- Internal colleagues.
- Northamptonshire Communities Foundation.
- Our own records.
- Northamptonshire Funding and Development Workers Network (NFDWN) also provides funding information. I also subscribe to Rural Services Network e-bulletins which include a monthly funding bulletin.
- Membership of professional bodies and sub-sector specific (e.g. sight loss in our case) bodies.
- Signed up to funding alerts.
- Community Foundation.

24a) If you receive information about available funding opportunities from your local Voluntary & Community Sector Organisation, how frequently do you receive this information?

There were 49 responses to this question.

<table>
<thead>
<tr>
<th>Answer Choices</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Weekly</td>
<td>16.33% 8</td>
</tr>
<tr>
<td>Monthly</td>
<td>28.57% 14</td>
</tr>
<tr>
<td>Quarterly</td>
<td>4.08% 2</td>
</tr>
<tr>
<td>Not applicable</td>
<td>24.49% 12</td>
</tr>
</tbody>
</table>
Other:

- Occasionally when we ask or read in the newspaper.
- We appear to receive this quite frequently with news letters sometimes 5/6 per month and of course provided repetitive information which could be more sensibly be done centrally on a Monthly basis.
- Infrequently.
- I receive weekly email bulletins but also additional alerts when there is a new or relevant funding source available.
- Never from VIN.
- As opportunities are discovered KVN emails the details out to members.
- Fortnightly and monthly.
- Weekly and monthly dependant on source; benefit of LIO information is (a) you can contact them to discuss relevance etc face to face or by phone (b) opportunities promoted tend to be more relevant to majority of local groups and local needs - which is great.
- As relevant information is sourced it is forwarded on.
- A weekly ebulletin is sent out which will contain funding opportunities that have been identified. If there is a major/special funding opportunity an alert will be sent.
- When requested and on an ad hoc basis as opportunities present.
- Whenever they are sent.
- Not sure of sources.

24b) How frequently would you prefer to receive information about available funding opportunities from your local Voluntary & Community Sector Organisation?

There were 49 responses to this question.

<table>
<thead>
<tr>
<th>Answer Choices</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Weekly</td>
<td>24.49%</td>
</tr>
<tr>
<td>Monthly</td>
<td>51.02%</td>
</tr>
<tr>
<td>Quarterly</td>
<td>8.16%</td>
</tr>
</tbody>
</table>
Other:
- As and when opportunities arise.
- As opportunities become available.
- Fortnightly and monthly!
- When ever they become open.
- A regular monthly bulletin is fine, but some regional/national funding opportunities appear at short notice and with very narrow application windows so these need disseminating immediately. Also, there needs to be a mechanism that enables the sector to talk to the local authorities when opportunities for joint funding bids arise. This could be via NFDWN if there was full representation from all LIOS and all local authorities, including health authorities.
- As least monthly, ideally weekly - there is a lot of information out there.
- When it is appropriate to my funding needs.

24c) Would you prefer to have information about funding opportunities broken down into specialised areas such as Sport, Youth, Older people, etc?

There were 52 responses to this question.

<table>
<thead>
<tr>
<th>Answer Choices</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>82.69%</td>
</tr>
<tr>
<td>No</td>
<td>9.62%</td>
</tr>
<tr>
<td>Don’t know</td>
<td>5.77%</td>
</tr>
<tr>
<td>Not applicable</td>
<td>1.92%</td>
</tr>
</tbody>
</table>

25) Northamptonshire is a diverse county with both urban and rural areas. Although rural areas have lower population levels than urban areas there can be a greater expense in supporting rural areas due to the extra cost of travelling (i.e. expense of fuel and travelling
time). Do you think this extra expense should be taken into consideration when funding is being allocated?

There were 52 responses to this question.

<table>
<thead>
<tr>
<th>Answer Choices</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>75.00%</td>
</tr>
<tr>
<td>No</td>
<td>11.54%</td>
</tr>
<tr>
<td>Don’t know</td>
<td>13.46%</td>
</tr>
</tbody>
</table>

26) Do you use the Voluntary & Community Sector Organisations (i.e. the Volunteer Centres) to promote your volunteering opportunities?

There were 51 responses to this question.

<table>
<thead>
<tr>
<th>Answer Choices</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>70.59%</td>
</tr>
<tr>
<td>No</td>
<td>21.57%</td>
</tr>
<tr>
<td>Don’t know</td>
<td>7.84%</td>
</tr>
</tbody>
</table>
If you answered ‘No’, please tell us why:

- No, we recruit through social media but it is a difficult job. A better way of reaching potential volunteers is required.
- As they have a website which we think because of their name people will look at or phone them for information it would be counter productive not to use them. However, over 90% of our volunteers over the last decade have been found & recruited by our own efforts. Hence our interest in how success organisations such as SNVB are in finding volunteers for organisations in their catchment area.
- Not entirely sure what I need as I am the only person running it whilst also in full time employment and having caring duties.
- No [name of organisation] refused to put our leaflets in the dispensers.
- We offer work placements to secondary school students so liaise with schools about that. This naturally limits our capacity to provide volunteering opportunities.
- NVCA has a range of volunteering opportunities of our own which go through our own system.
- But will be when I am in a position to start a group.
- We are funded by a national funder to place volunteers, therefore we don’t generally have any vacant opportunities as we fill them ourselves.
- Daventry VB.
- Our volunteers need to be familiar with boating protocols and we recruit from waterways areas and boating organisations.

27) Do you engage in the local voluntary sector forums/consortiums?

There were 52 responses to this question.

<table>
<thead>
<tr>
<th>Answer Choices</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>82.69%</td>
</tr>
<tr>
<td>No</td>
<td>17.31%</td>
</tr>
<tr>
<td>Don’t know</td>
<td>0.00%</td>
</tr>
</tbody>
</table>

If you answered ‘No’, please explain why:

- Not personally due to increased area of responsibility. Representation is through my team at local events.
Attended a few in the last 10 years and whilst you do meet other voluntary groups there is little we can contribute or pick up at such meetings.

Not aware there was any.

Didn't know about them.

Although Kettering Volunteer Forum has not been very active for some time.

This is difficult for small organisations to do. Local information is missed often.

We do where there is a clear reason / potential benefit to the organisation. We simply do not have the resources, in terms of staff time, to send people out to all of the meetings that we are invited to.

Run our own and attend others.

Not if you mean local to be borough or district. We do engage in events held by VIN which are usually held in Northampton.

28) Do you receive regular communication (i.e. bulletins/newsletters) from your Voluntary & Community Sector Organisation?

There were 52 responses to this question.

<table>
<thead>
<tr>
<th>Answer Choices</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>80.77%</td>
</tr>
<tr>
<td>No</td>
<td>15.38%</td>
</tr>
<tr>
<td>Don't know</td>
<td>3.85%</td>
</tr>
</tbody>
</table>

29) Do you think communication from Voluntary & Community Sector Organisations could be improved?

There were 51 responses to this question.
If you answered ‘Yes’, please tell us how communication could be improved?

- THEY NEED FUNDING TO BE ABLE TO SUPPORT MORE NETWORKING EVENTS
- There are quite a few circulated and the bulk of the data is repetitive. Probably better if they focused on a specific subject/request/promotion.
- Expect organisations to come to them when they should be promoting themselves and going out and getting to know what groups are out there and how they can support them.
- Very hit and miss - regular information from VIN and SNVB, but very little from any of the others.
- The range of both email and social media alerts are helpful so that useful information can be forwarded on in different formats to other people who may be interested so I think it is important to have a range of different ways of communicating.
- Make more known in the local community.
- More available funding, would help to enable better communication in all areas.
- Need regular communication a out funding opportunities but also an Voice going out promoting Volunteering in general and sign posting people to Organisations from events. Rather than waiting for volunteers we need someone to be visible and making the ask... If people aren't asked they don't always come forward.
- SNVB communicates well, but there seems to be very little direct communication from VIN.
- Improved communication, more cohesive methods of working across the county.
- A newsletter would be good.
- Everything is on an email. Not always clear what it is and would be nice to have a magazine type of information rather than an email that you are searching through.
- We have very good communication from NVCA. Not really from [name of organisation].
- Definitely from the current Countywide Infrastructure organisation, we hear absolutely nothing from them. I have no idea what they are doing.
• Should include (sometimes does, sometimes doesn't) jobs in sector, sometimes too much jargon - needs to be snappy headlines so you can decide in 20 secs whether or not its worth clicking through to the full story on a website.
• Better promotion of what they do and what they provide, regular newsletters or e briefs with training, funding, support that has been given or can be given and services offered included. Concentrate on an area each promotion e.g. volunteering, car pool, governance for management committees.
• Relevant information should be cascaded in a more timely fashion. Explore the use of text messaging systems to get messages out quickly. More conference calls to save travel costs and time.
• Work together with the same aims and objectives.
• It needs to be timely and appropriate.
• More regular bulletins, but will NCC pay for this, guess what is currently delivered is what is funded.

30) Using a scale of 1 to 5, where 1 is ‘Not effective’ and 5 is ‘Very effective’, overall, how effective do you feel the Voluntary & Community Sector organisations are in supporting, signposting and placement of volunteers?

There were 50 responses to this question.

![Graph showing overall effectiveness]

<table>
<thead>
<tr>
<th>Overall effectiveness</th>
<th>Not effective</th>
<th>Very effective</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1  2  3  4  5</td>
<td>Don't know</td>
</tr>
<tr>
<td>2.00% 12.00% 22.00% 11 22.00% 11 24.00% 12 18.00% 9 50 3.66</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

30a) Please tell us why?
• We have used this service previously to limited effect.
• VCS organisation are a crucial part of volunteering and community support. There expertise and knowledge about the sector and other organisations is invaluable. They bring together volunteering opportunities and potential volunteers and recipients.
• ONE PLACE FOR ALL OPPORTUNITIES, LOCALLY BASED. THEY SHOULD WORK WITH LOCAL JOB CENTRES.
• We believe the approach in the County is (or it appears ) haphazard. I did not know for example that one organisation looked after the planning and budgeting?
• You can tell by our experience No Voluntary driver over a period of 246 days from 18th Oct 2016 to 18th July 2017.
• Have not used their service so would not know how effective they are.
I believe that in many cases, their remit is too diverse and this contributes to a failure to meet the needs of the communities they serve.

They take the time to identifying additional needs of volunteers and match organisations.

Hampered by glitches in the do-it site. Demography of volunteers has changed so harder to place - no longer 'middle aged' people able to volunteer at a set time every week. More individuals with complex needs but also more groups of people wanting to volunteer together e.g. young people or corporate groups. Probably more difficult to find sustainable, well organised placements.

We have not had any volunteers as a consequence of their service.

Since Do it we have had lots of applications for people who want to volunteer and yet when we make contact and send out details we discover they "applied" to multiple Organisations without researching what's involved and so the application form is never completed

Referrals are made immediately and most importantly, the Voluntary & Community sector make it their business to understand the needs of our Charity, so are able to suggest alternatives if they feel at the initial meeting that the potential volunteer wouldn’t be suitable. After referrals are made, each Volunteer Centre chases up the referrals to see whether the applicant was successful/turned up to appointment/completed the application process - which in itself lends support to the Charity.

Messages I send out get circulated and we find out a lot of the things going on. The concert at the Derngate is always a highlight and they have often put on great provider events.

Haven't used recently, but have a meeting soon to discuss and contact so far has been very good.

Good outreach.

Their system is a "brokerage" system - it is purely a signposting process. In my view, this fails to provide the necessary regular follow-through. There are examples of where a volunteer shows an interest in joining x charity; the brokerage service connects the two BUT x charity never gets back to the volunteer. The accountability in brokerage/signposting is very weak and can send the wrong message to potential volunteers who may feel unwanted and not valued.

They tailor to the individual needs of the person and organisation.

DVC places hundreds of volunteers every year - some within their own projects (e.g. Happy@Home), some with external placements.

Very tricky to judge this due to variety of volunteering roles and location of same. Poor quality of national volunteering website does not help. Generally LIOs and their local infrastructure effective given funding constraints they are under - they certainly manage to place significant numbers of volunteers and we have no issues with their effectiveness.

Feedback from the sector says it is difficult to place volunteers who require additional support. Places are limited and there is no information on retention on the placements.

They source relevant volunteers through a vetting system based on what we are looking for as well as what the volunteer is interested in doing.
Volunteer brokerage can be a very expensive, labour intensive service and to get the best outcomes should be properly funded. Cannot really answer this as NVCA offers the service.

Since Do-it changed number of people expressing an interest in volunteering has dropped dramatically therefore difficult to place volunteers.

Sometimes there are long waits for volunteers to access signposting and support

Processes are cumbersome. Information is kept for a long time so the placements are no longer current. Process is not clear.

If you give them the information about what you are looking for, they will advertise and sell the work to volunteers.

Our local Volunteer Centre works well with other organisations and provides a central focus for volunteering in the District.

As we do this ourselves we have no recent experience of using this element of service. However the reason we do this ourselves is because the former VCSE infrastructure organisation was not at all effective. The current one is very effective.

Daventry VB excellent. Not aware of having such a referral from VIN.

Often the information that is sent out via VCS is aimed at smaller charities and details linked to funding again is often encouraging smaller charities to apply.

Good contact, knowledge, creative thinking currently from VIN.

31) Using a scale of 1 to 5, where 1 is ‘Not effective’ and 5 is ‘Very effective’, overall, how do you rate the Voluntary & Community Sector organisations in the provision of Health & Wellbeing to the people of Northamptonshire?

There were 51 responses to this question.

<table>
<thead>
<tr>
<th>Overall effectiveness</th>
<th>Not effective</th>
<th>Very effective</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>5.88%</td>
<td>19.61%</td>
</tr>
<tr>
<td></td>
<td>9.80%</td>
<td>21.57%</td>
</tr>
<tr>
<td></td>
<td>19.61%</td>
<td>15.69%</td>
</tr>
<tr>
<td></td>
<td>10.00%</td>
<td>8.00%</td>
</tr>
<tr>
<td></td>
<td>3.58</td>
<td>3.58</td>
</tr>
</tbody>
</table>

31a) Please tell us why?

- Health & Well-being is proven to improve when someone volunteers.
- INFRASTRUCTURE ORGANISATIONS SHOULDN'T BE DELIVERY ORGANISATIONS. THIS IS A CONFLICT OF INTEREST AND COULD POTENTIALLY BE A BARRIER FOR DIRECT SERVICE DELIVERY ORGANISATIONS. THEY SHOULD SUPPORT LOCAL SERVICE PROVIDERS ONLY. THERE ARE A LOT OF INFRASTRUCTURE ORGANISATION WHO
ALSO DELIVER SERVICES AND THIS PREVENTS US FROM USING THEM BECAUSE THERE IS A CONFLICT OF INTEREST.

- Again, the voluntary sector on Northamptonshire appears to have no joined up thinking, at least as far as youth work is concerned. Everyone seems to work in little boxes.
- Do not recall them asking any questions or offering any meetings on the specific subject.
- There are loads of small groups that really could do with support but as they have jobs and caring duties they just concentrate on providing their support to the community and do not have the time to see what can be accessed to help them.
- The focus seems to be based too much on filling volunteering posts and not necessarily on the benefits to the individual.
- Some do very well, others struggle, but they are supposed to 'value added', not a replica/replacement of statutory social care services.
- I don't think that provision of health & wellbeing is currently a specific objective for them.
- There is an understanding of the value of volunteering to the individual or group for the benefit of the person or the community. Greater emphasis seems to focus on inclusive volunteering and I have personally benefitted from advice from the Volunteer Centres on how to practice improved inclusiveness when recruiting.
- Some areas (e.g. LGBTQ and mental health support) are better than others.
- Offering volunteering opportunities and supporting voluntary groups that do so, is invaluable to people's confidence, general happiness and wellbeing and socialising opportunities to people who may otherwise not have access to this.
- Good networks
- The concept and values of Health and Wellbeing is traditionally not a role that VCS groups focus on, so unfair to judge in this way. It could be developed in the future but that is a different question.
- It would have been nice to have seen the support allocated evenly in the Borough rather than engagement with larger organisations that offer support, smaller and local has a lot to offer and needs to be given the same opportunities as often they are more effective as they are local and trusted.
- DVC projects (e.g. Happy@Home) helps to keep older people in their own homes and out of care homes thereby delivering huge savings to NCC social services.
- 1. Focus on specific, clear needs. 2. Flexible, nimble. 3. Commitment to the needs (cause) they are addressing - in many cases its more than 'a job' for most. 4. Effectiveness limited by lack of resources (primarily funding), challenge of recruiting volunteers given such things as low unemployment across the county plus increasing competition from public sector organisations or their siblings for volunteers plus - a personal view - sometimes some organisations trying to 'bite off more than they can chew' when it comes to public sector contracts for services.
- They do not have the skill, knowledge or support from the Health Sector to support the provision of Health and Wellbeing.
- They have a great understanding in this area and implement what is requested.
- Reports from organisations stating this; the success stories they send me.
- The provision of Health and wellbeing needs to be wrap around involving a number of agencies. Much of the statutory sector is still poor at engaging with the sector.
Our Daventry Volunteer Centre has a focus on health and well-being, particularly providing volunteering opportunities for people with mental health problems; working with elderly people through the running of a community café to combat social isolation and through various projects - Happy at Home, Time Bank, etc. Additionally, the Volunteer Centre is a key member of our Health and Well-being forum, which links to the county Health and Well-being Board.

Locally in Daventry DC area it’s very good. Very very limited from a county perspective.

First for wellbeing sign post users to different services including my own without additional funding to the service they are signposting to.

Good strategic development.

32) Do you have any other comments you would like to make about infrastructure (support) services in Northamptonshire?

I THINK INFRASTRUCTURE IS IMPORTANT PARTICULARLY FOR SMALLER GROUPS, HOWEVER BECAUSE OF THE LACK OF FUNDING THEY RECEIVE, THEY ARE ALWAYS STRIVING FOR MORE FUNDING THROUGH SERVICE DELIVERY WHICH IS A CONFLICT OF INTEREST. THEY SHOULD BE THERE TO SUPPORT OTHER GROUPS ONLY.

Certainly as far as youth work is concerned we need at least the nucleus of a youth service we can communicate with.

Probably needs a "root & branch" review to determine if it is value for money.

No.

As a local authority we see the value in funding a very local organisation that can respond to local and emerging concerns, and is closer to smaller groups. This is currently more valuable to us than county representations. A big knowledge gap seems to be in the understanding of Trustees and the ability to run a sustainable and efficient organisation, even if it is not for profit. The time of relying solely on local authority funding is over. NCC needs to make sure it stays in touch with as much as the sector/county as possible and not just rely on the closest voice.

The voluntary sector is extremely important, neglect it at your peril, there is no doubt that the sector provides so much help to the community that both Government and local government could not possibly provide that help is essential that together with their own funding efforts (very difficult) means it provides valuable help that is cost effective and relieves the burden on local and national government.

Do some cost benefit analysis on the sector and allocate funds on that basis.

Providers of these contracts should not also be direct service providers due to conflict of interest. They need to be kept at arms length or cease being providers. We have experienced issues and no longer involve VIN in our organisation, they also are too influential with NBC and the partnership grants.

We need local infrastructure support as well as central. Most services can be delivered centrally but local knowledge and visibility is vital in volunteer recruitment.

Cost efficiencies could be made by having a county organisation.

Very much needed!

We have a diverse community in the county and in some postcodes there is much more micro diversity that is missed due to the lack of local knowledge and not just postcodes. I would like to see funding allocated on merit of meeting outcomes and
improving lifestyle choices rather than, those that have the national remit, often missed is the gold dust of local knowledge.

- Only that some funding should come to district LIOs because they know their localities better than a central LIO and run locally-based projects. Also, most people will go to their local provider for service. However, I also recognise that some things can be effectively delivered centrally. But not everything!
- I would like to know why supposedly Countywide organisations seem to have no presence in the area we are in. I believe that local organisations such as NVCA are far more effective at providing real support to the voluntary sector within their area. We literally have no contact with Volunteer Impact and I know other organisations within the area share the same experience. Local infrastructure bodies are familiar with the needs of their particular area and so are familiar with the issues they face.
- NCC funding of LIO sector is not extensive, must not be cut and alternative funding sources are not readily available. Importance of such funding is that it is an irreplaceable enabler for voluntary sector delivery organisations and groups such as ourselves.
- It is over subscribed and under funded.
- Keep them as local as possible.
- DBS service is fast and efficient. Some organisations are more proactive than others and more professional than others. Central service does not follow through on information requests even after face to face meetings. SNVB is very good. You feel that they are really committed. Networking groups are very useful and training is pertinent but I was not aware until recently that they were running.
- I am slightly concerned about the amount of funding available for local infrastructure organisations, given all that they do within the community and working with other organisations. Our local Infrastructure is a key part of our partnership here in Daventry and I worry about what would happen if it was to disappear.
- Having local knowledge is good but can be very isolating if you restrict support to individual boroughs or districts, it can also breed poor practice. The current system of having a VCSE infrastructure provider for the county is much more effective and allows us smaller organisations to learn of opportunities, partnerships and innovations outside of our daily experience.
- VIN are good on county information and county networking but irrelevant locally.
- Daventry VB are great at networking locally and supporting volunteer recruitment, and do pass on county information.
- Under funded. Specialist arts development lost when NCC fired arts staff, serious impact on local arts initiatives. In recent years VIN has displayed a maturity and vision previously missing in infrastructure groups, witnessed by the number [personal statement].
Appendix 2 – Demographic Questions

1) What gender are you?

There were 63 responses to this question.

![Gender Distribution Chart]

<table>
<thead>
<tr>
<th>Answer Choices</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>34.92%</td>
</tr>
<tr>
<td>Female</td>
<td>57.14%</td>
</tr>
<tr>
<td>Prefer not to say</td>
<td>7.94%</td>
</tr>
</tbody>
</table>

2) How old are you?

There were 64 responses to this question.

![Age Distribution Chart]

<table>
<thead>
<tr>
<th>Answer Choices</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 to 9</td>
<td>0.00%</td>
</tr>
<tr>
<td>10 to 19</td>
<td>0.00%</td>
</tr>
<tr>
<td>20 to 29</td>
<td>1.56%</td>
</tr>
<tr>
<td>30 to 49</td>
<td>25.00%</td>
</tr>
<tr>
<td>50 to 64</td>
<td>29.69%</td>
</tr>
<tr>
<td>65 to 74</td>
<td>31.25%</td>
</tr>
</tbody>
</table>
3) Do you have a disability?

There were 61 responses to this question.

<table>
<thead>
<tr>
<th>Answer Choices</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>18.03%</td>
</tr>
<tr>
<td>No</td>
<td>73.77%</td>
</tr>
<tr>
<td>Prefer not to say</td>
<td>8.20%</td>
</tr>
</tbody>
</table>

3a) If Yes, please tick the appropriate box(es) which best describes your disability?

There were 12 responses to this question.

<table>
<thead>
<tr>
<th>Answer Choices</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mental Health</td>
<td>16.67%</td>
</tr>
<tr>
<td>Physical Disability</td>
<td>50.00%</td>
</tr>
<tr>
<td>Hearing Impairment</td>
<td>8.33%</td>
</tr>
<tr>
<td>Learning Disability</td>
<td>25.00%</td>
</tr>
</tbody>
</table>
4) What is your religion or belief?

There were 60 responses to this question.

![Religion Chart]

<table>
<thead>
<tr>
<th>Answer Choices</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>21.67%</td>
</tr>
<tr>
<td>Christian</td>
<td>61.67%</td>
</tr>
<tr>
<td>Hindu</td>
<td>0.00%</td>
</tr>
<tr>
<td>Jewish</td>
<td>0.00%</td>
</tr>
<tr>
<td>Muslim</td>
<td>1.67%</td>
</tr>
<tr>
<td>Sikh</td>
<td>0.00%</td>
</tr>
<tr>
<td>Buddhist</td>
<td>1.67%</td>
</tr>
<tr>
<td>Prefer not to say</td>
<td>13.33%</td>
</tr>
<tr>
<td>Any other religion (please specify)</td>
<td>0.00%</td>
</tr>
</tbody>
</table>

5) How would you describe your ethnic origin?

There were 63 responses to this question.

![Ethnic Origin Chart]

<table>
<thead>
<tr>
<th>Ethnic Origin</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>White</td>
<td>87.3%</td>
</tr>
<tr>
<td>Asian or Asian British</td>
<td>1.8%</td>
</tr>
<tr>
<td>Black or Black British</td>
<td>1.8%</td>
</tr>
<tr>
<td>Mixed / Multiple Ethnic Background</td>
<td>0.0%</td>
</tr>
<tr>
<td>Other Ethnic Group</td>
<td>0.0%</td>
</tr>
<tr>
<td>Prefer not to say</td>
<td>9.5%</td>
</tr>
</tbody>
</table>
### Answer Choices and Responses

<table>
<thead>
<tr>
<th>Answer Choices</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>White - English, Welsh, Scottish or Northern Irish</td>
<td>85.71%</td>
</tr>
<tr>
<td>White - Irish</td>
<td>0.00%</td>
</tr>
<tr>
<td>White - Gypsy or Irish Traveller</td>
<td>1.59%</td>
</tr>
<tr>
<td>White - Other White Background</td>
<td>0.00%</td>
</tr>
<tr>
<td>Asian or Asian British - Indian</td>
<td>0.00%</td>
</tr>
<tr>
<td>Asian or Asian British - Pakistani</td>
<td>0.00%</td>
</tr>
<tr>
<td>Asian or Asian British - Bangladeshi</td>
<td>1.59%</td>
</tr>
<tr>
<td>Asian or Asian British - Chinese</td>
<td>0.00%</td>
</tr>
<tr>
<td>Asian or Asian British - Other Asian Background</td>
<td>0.00%</td>
</tr>
<tr>
<td>Mixed / Multiple ethnic Background - White &amp; Black Caribbean</td>
<td>0.00%</td>
</tr>
<tr>
<td>Mixed / Multiple ethnic Background - White &amp; Black African</td>
<td>0.00%</td>
</tr>
<tr>
<td>Mixed / Multiple ethnic Background - White &amp; Asian</td>
<td>0.00%</td>
</tr>
<tr>
<td>Mixed / Multiple ethnic Background - Other mixed / multiple background</td>
<td>0.00%</td>
</tr>
<tr>
<td>Black or Black British - Caribbean</td>
<td>1.59%</td>
</tr>
<tr>
<td>Black or Black British - African</td>
<td>0.00%</td>
</tr>
<tr>
<td>Black or Black British - Other Black Background</td>
<td>0.00%</td>
</tr>
<tr>
<td>Other - Arab</td>
<td>0.00%</td>
</tr>
<tr>
<td>Other ethnic group</td>
<td>0.00%</td>
</tr>
<tr>
<td>Prefer not to say</td>
<td>9.52%</td>
</tr>
</tbody>
</table>

**Other:**
- Celtic. Born in England of Irish/Scots decent. (Irish referring to Republic but acknowledging the unity of the 4 Provinces.)

**6) If you are 16 or over which of the following options best describes how you think of yourself?**

There were 61 responses to this question.
7) Is your gender identity the same as the gender you were assigned at birth?

There were 61 responses to this question.

<table>
<thead>
<tr>
<th>Answer Choices</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>96.9%</td>
</tr>
<tr>
<td>No</td>
<td>1.6%</td>
</tr>
<tr>
<td>Prefer not to say</td>
<td>11.5%</td>
</tr>
</tbody>
</table>

8) What would you describe your marital status as?

There were 61 responses to this question.

<table>
<thead>
<tr>
<th>Answer Choices</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Married</td>
<td>57.4%</td>
</tr>
<tr>
<td>Single</td>
<td>8.2%</td>
</tr>
<tr>
<td>Civil Partnership</td>
<td>1.6%</td>
</tr>
<tr>
<td>Widow / Widower</td>
<td>8.2%</td>
</tr>
<tr>
<td>Other</td>
<td>8.2%</td>
</tr>
<tr>
<td>Prefer not to say</td>
<td>16.4%</td>
</tr>
<tr>
<td>Answer Choices</td>
<td>Responses</td>
</tr>
<tr>
<td>-------------------</td>
<td>-----------</td>
</tr>
<tr>
<td>Married</td>
<td>57.38%</td>
</tr>
<tr>
<td>Single</td>
<td>8.20%</td>
</tr>
<tr>
<td>Civil Partnership</td>
<td>1.64%</td>
</tr>
<tr>
<td>Widow / Widower</td>
<td>8.20%</td>
</tr>
<tr>
<td>Other</td>
<td>8.20%</td>
</tr>
<tr>
<td>Prefer not to say</td>
<td>16.39%</td>
</tr>
<tr>
<td></td>
<td>35</td>
</tr>
<tr>
<td></td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>10</td>
</tr>
</tbody>
</table>
Appendix 3 – Copy of the Online Questionnaire

The following is a copy of the text used for the online questionnaire.

Commissioning Support for the Voluntary and Community Sector 2018-2021

What is this about?

The Voluntary Sector Support contract ends on March 31st 2018. NCC are seeking views from Voluntary and Community Sector organisations, volunteers and individuals who access services both from NCC’s currently contracted organisation (Voluntary Impact Northamptonshire) and other non NCC funded support organisations that provide similar services to communities and organisations.

The current contractor in addition to providing externally facing services to organisations, communities, volunteers and individuals provides views from the Voluntary and Community Sector to the Northamptonshire County Council (NCC) and strategic boards (Health and Wellbeing, Sustainable Transformation Plan for example) so that these are included in statutory business planning.

How will this affect me?

This consultation is required to ascertain the views from Voluntary and Community Sector organisations, volunteers and individuals to help shape the new contract for 2018 – 2021. Consideration needs to be given to tighter budgets but ensuring that the service is targeted to the most need as described by the outcomes of the consultation.

If you currently work for, volunteer or access services from Voluntary and Community Sector support organisations, then we would like to hear your views to help shape the development of the next Voluntary and Community Sector support contract.

How can I help?

Please could you take about 10-15 minutes to tell us your views by completing this questionnaire. Your feedback will be used to help us gain a better understanding of our peoples’ opinions and will help us shape the future of these services. Your feedback will be part of a report with many other people’s feedback, so you will not be personally identified.

You do not have to answer all of the questions. If you don’t want to answer a question, or don’t know the answer, then move on to the next question.

If you have any queries, comments or would like a copy of this survey in another format (including paper, easy read or large print) you can contact us by email, post or telephone. Our contact details are as follows:

Email address: EPIT@northamptonshire.gov.uk
Telephone: 01604 367611
Postal address: Engagement, Participation and Involvement Team
Northamptonshire County Council  
One Angel Square  
Angel Street  
Northampton  
NN1 1ED  

The deadline for completing this survey is **1st September 2017**.

Thank you for helping us by completing this questionnaire.

**Respondents who identified themselves as being either an individual were directed to the questions designed for individuals (questions 2 – 16 and the equality monitoring questions). Respondents who identified themselves as responding on behalf of an organisation / voluntary group were directed to the questions designed for organisations / voluntary groups (questions 17- 32).**

**Q1. Are you responding to this questionnaire as an individual or on behalf of a stakeholder organisation/voluntary group?**
- Individual
- Stakeholder organisation/voluntary group

**Individual questionnaire**

**Q2. Please could you tell us in what capacity you are completing this questionnaire?**
- I am a volunteer
- I am an interested member of the public
- I am employed by a Voluntary & Community Sector Organisations
- I am employed by another public sector organisation
- I am an elected councillor
- Other (please specify)

**Q3. Do you use the infrastructure (support) services offered by any of the following Voluntary & Community Sector Organisations?**
- Voluntary Impact Northants (VIN)
- Nene Valley Community Action (NVCA)
- South Northants Volunteer Bureau (SNVB)
- Kettering Voluntary Network (KVN)
- Daventry Volunteer Centre
- Corby Voluntary & Community Services (CVCS)
- Don’t know
- Not applicable – do not access any infrastructure (support) services
- Other (please specify)
Q3a. If so, please tell us which service(s) you have used?

Volunteer Brokerage – for example: recruitment, support and referral of volunteers to voluntary & community sector groups.

Start up advice and funding support to organisations, particularly small groups.

Training for staff, volunteers, Trustees.

Information about what is happening in the voluntary & community sector and what is being consulted on.

Providing opportunities for organisations to meet up, network, train, learn from and work together.

Meetings to collect the views of the voluntary & community sector and to arrange for sector advocates to give a representative voice at countywide meetings, to Northamptonshire County Council, Funders and other Statutory Organisations.

Not applicable

Other (please specify)

Q4. Using a scale of 1 to 5, where 1 is ‘Least preferred’ and 5 is ‘Most preferred’, how would you prefer to access support from an infrastructure (support) services organisation?

<table>
<thead>
<tr>
<th>Least preferred</th>
<th>Most preferred</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Online</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Telephone</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Face-to-face</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

If you said ‘Other’, please specify below:

Q5. Voluntary & Community Sector Organisations help support voluntary and community groups to meet the needs of local people. Using a scale of 1 to 5, where 1 is ‘Not important’ and 5 is ‘Very important’, how important do you think are the following services in helping to deliver this?

<table>
<thead>
<tr>
<th>Not important</th>
<th>Very important</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Volunteer Brokerage – for example: recruitment, support and referral of volunteers to voluntary &amp; community sector groups.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
**Commissioning Support for the Voluntary and Community Sector 2018-2021 Consultation Analysis Report**

**Start up advice and funding support to organisations, particularly small groups.**

**Training for staff, volunteers, Trustees.**

**Information about what is happening in the voluntary & community sector and what is being consulted on.**

**Providing opportunities for organisations to meet up, network, train, learn from and work together.**

**Meetings to collect the views of the voluntary & community sector and to arrange for sector advocates to give a representative voice at countywide meetings, to Northamptonshire County Council, Funders and other Statutory Organisations.**

<table>
<thead>
<tr>
<th>Other</th>
</tr>
</thead>
</table>

If you said ‘Other’, please specify below:

---

**Q5a. Do you feel there are any other support services that Voluntary & Community Sector Organisations should provide, but are not currently provided?**

- Yes
- No
- Don’t know

If you answered ‘Yes’, please tell us what these should be:

---

**Q6. Thinking about the services provided by infrastructure Voluntary & Community Sector Organisations, where do you feel each of these services would be best provided?**

<table>
<thead>
<tr>
<th>Locally (i.e. in each of the 7 boroughs / districts of Northamptonshire)</th>
<th>Centrally (i.e. in a central location within Northamptonshire)</th>
<th>Don’t know</th>
</tr>
</thead>
</table>

Volunteer Brokerage – for example: recruitment, support and referral of volunteers to voluntary & community sector groups.
| Start up advice and funding support to organisations, particularly small groups. |  |  |
| Training for staff, volunteers, Trustees. |  |  |
| Information about what is happening in the voluntary & community sector and what is being consulted on. |  |  |
| Providing opportunities for organisations to meet up, network, train, learn from and work together. |  |  |
| Meetings to collect the views of the voluntary & community sector and to arrange for sector advocates to give a representative voice at countywide meetings, to Northamptonshire County Council, Funders and other Statutory Organisations. |  |  |
| Other |  |  |

If you said ‘Other’, please specify below:

Q7. Currently the different Voluntary & Community Sector Organisations keep details of their own volunteering opportunities on their own databases or the ‘Do It’ website. (https://do-it.org/). Do you think a countywide database providing volunteer opportunities shared by all Voluntary & Community Sector Organisations would be beneficial?

Yes
No
Don’t know

Q8. Who do you think should fund the counties Voluntary & Community Sector Organisations that support voluntary and community groups to meet the needs of local people?

Northamptonshire County Council
District and Borough Councils
Nene and Corby Clinical Commissioning Groups
NHFT (Northamptonshire Healthcare NHS Foundation Trust)
Northampton and Kettering General Hospitals
Don’t know

Other (please specify)
Q9. Northamptonshire is a diverse county with both urban and rural areas. Although rural areas have lower population levels than urban areas there can be a greater expense in supporting rural areas due to the extra cost of travelling (i.e. expense of fuel and travelling time). Do you think this extra expense should be taken into consideration when funding is being allocated?

[Yes, No, Don’t know]

Q10. Do you engage in the local voluntary sector forums/consortiums?

[Yes, No, Not applicable, Don’t know]

If you answered ‘No’, please explain why:

Q11. Do you receive regular communication (i.e. bulletins/newsletters) from your Voluntary & Community Sector Organisation?

[Yes, No, Not applicable, Don’t know]

Q12. Do you think communication from Voluntary & Community Sector Organisations could be improved?

[Yes, No, Not applicable, Don’t know]

If you answered ‘Yes’, please tell us how communication could be improved:

Q13. Using a scale of 1 to 5, where 1 is ‘Not effective’ and 5 is ‘Very effective’, overall, how effective do you feel the Voluntary & Community Sector organisations are in supporting, signposting and placement of volunteers?

Overall effectiveness

[Not effective: 1, 2, 3, 4, 5, Very effective, Don’t know]
Q13a. Please tell us why?

Q14. Using a scale of 1 to 5, where 1 is ‘Not effective’ and 5 is ‘Very effective’, overall, how do you rate the Voluntary & Community Sector organisations in the provision of Health & Wellbeing to the people of Northamptonshire?

<table>
<thead>
<tr>
<th>Not effective</th>
<th>Very effective</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Overall effectiveness</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Q14a. Please tell us why?

Q15. Do you have any other comments you would like to make?

Q16. Which borough or district of Northamptonshire do you live in?

- Corby
- Daventry
- East Northamptonshire
- Kettering
- Northampton
- South Northamptonshire
- Wellingborough
- Other

If ‘Other’ please specify:

Equality monitoring

1) What gender are you? (Please tick the appropriate box)

☐ Male  ☐ Female  ☐ Prefer not to say
2) **How old are you?** (Please tick the appropriate box)

<table>
<thead>
<tr>
<th>Age Range</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>0 to 9</td>
<td>50 to 64</td>
</tr>
<tr>
<td>10 to 19</td>
<td>65 to 74</td>
</tr>
<tr>
<td>20 to 29</td>
<td>75+</td>
</tr>
<tr>
<td>30 to 49</td>
<td>Prefer not to say</td>
</tr>
</tbody>
</table>

3) **Do you have a disability?** (Please tick the appropriate box)

<table>
<thead>
<tr>
<th>Disability</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Prefer not to say</td>
<td></td>
</tr>
</tbody>
</table>

3a) If ‘Yes’, please tick the appropriate box(es) which best describes your disability?

<table>
<thead>
<tr>
<th>Disability Type</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Mental Health</td>
<td>Physical Disability</td>
</tr>
<tr>
<td>Learning Disability</td>
<td>Sight Impairment</td>
</tr>
<tr>
<td>Hearing Impairment</td>
<td>Other</td>
</tr>
</tbody>
</table>

4) **What is your religion or belief?** (Please tick the appropriate box)

<table>
<thead>
<tr>
<th>Religion or Belief</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>Christian</td>
</tr>
<tr>
<td>Muslim</td>
<td>Sikh</td>
</tr>
<tr>
<td>Hindu</td>
<td>Buddhist</td>
</tr>
<tr>
<td>Jewish</td>
<td>Prefer not to say</td>
</tr>
</tbody>
</table>

5) **How would you describe your ethnic origin?** (Please tick the appropriate box)

**White**

- White British
- White Gypsy or Irish Traveller
- White Irish
- Other White Background

**Asian or Asian British**

- Indian
- Pakistani
- Bangladeshi
- Other Asian
- Background

**Mixed / Multiple ethnic Background**

- White & Black Caribbean
- White & Black African
- Other mixed / multiple background

**Black or Black British**

- Caribbean
- African
- Other Black
- Background

**Other ethnic group**

- Arab
- Any other ethnic group (please write in)
- Prefer not to say

6) If you are 16 or over which of the following options best describes how you think of yourself? (Please tick the appropriate box)

<table>
<thead>
<tr>
<th>Identity Type</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Bisexual</td>
<td>Gay Man</td>
</tr>
<tr>
<td>Heterosexual</td>
<td>Prefer not to say</td>
</tr>
<tr>
<td>Gay Man</td>
<td>Gay Woman/ Lesbian</td>
</tr>
</tbody>
</table>

7) **Is your gender identity the same as the gender you were assigned at birth?** (Please tick the appropriate box)

<table>
<thead>
<tr>
<th>Gender Type</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Prefer not to say</td>
<td></td>
</tr>
</tbody>
</table>

8) **What would you describe your marital status as?** (Please tick the appropriate box)

<table>
<thead>
<tr>
<th>Marital Status</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Married</td>
<td>Single</td>
</tr>
<tr>
<td>Widow/ Widower</td>
<td>Other</td>
</tr>
<tr>
<td>Civil Partnership</td>
<td>Prefer not to say</td>
</tr>
</tbody>
</table>
### Organisation / voluntary group questionnaire

**Q17. Please tell us the name of your organisation and your job title:**

<table>
<thead>
<tr>
<th>Name of organisation</th>
<th>Job title/role</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Q18. Do you use the infrastructure (support) services offered by any of the following Voluntary & Community Sector Organisations to support your group?**

<table>
<thead>
<tr>
<th>Organisation/Group</th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Voluntary Impact Northants (VIN)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nene Valley Community Action (NVCA)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>South Northants Volunteer Bureau (SNVB)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Kettering Voluntary Network (KVN)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Daventry Volunteer Centre</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Corby Voluntary &amp; Community Services (CVCS)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- Don’t know
- Not applicable – do not access any infrastructure (support) services
- Other (please specify)

**Q18a. If so, please tell us which service(s) you have used?**

- Volunteer Brokerage – for example: recruitment, support and referral of volunteers to voluntary & community sector groups.
- Start up advice and funding support to organisations, particularly small groups.
- Training for staff, volunteers, Trustees.
- Information about what is happening in the voluntary & community sector and what is being consulted on.
- Providing opportunities for organisations to meet up, network, train, learn from and work together.
- Meetings to collect the views of the voluntary & community sector and to arrange for sector advocates to give a representative voice at countywide meetings, to Northamptonshire County Council, Funders and other Statutory Organisations.

- Not applicable – do not access any infrastructure (support) services
- Other (please specify)

**Q19. Using a scale of 1 to 5, where 1 is ‘Least preferred’ and 5 is ‘Most preferred’, how do you prefer to access support from an infrastructure (support) services organisation?**

<table>
<thead>
<tr>
<th></th>
<th>Least preferred</th>
<th>Most preferred</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Online</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>Telephone</td>
<td></td>
<td></td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>5</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
**Q20. Voluntary & Community Sector Organisations help support voluntary and community groups to meet the needs of local people. Using a scale of 1 to 5, where 1 is ‘Not important’ and 5 is ‘Very important’, how important do you think are the following services in helping to deliver this?**

<table>
<thead>
<tr>
<th>Service</th>
<th>Not important</th>
<th>Very important</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Volunteer Brokerage – for example: recruitment, support and referral of volunteers to voluntary &amp; community sector groups.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Start up advice and funding support to organisations, particularly small groups.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Training for staff, volunteers, Trustees.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Information about what is happening in the voluntary &amp; community sector and what is being consulted on.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Providing opportunities for organisations to meet up, network, train, learn from and work together.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Meetings to collect the views of the voluntary &amp; community sector and to arrange for sector advocates to give a representative voice at countywide meetings, to Northamptonshire County Council, Funders and other Statutory Organisations.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

If you said ‘Other’, please specify below:

---

**Engagement, Participation and Involvement Team**

v1.0
Q20a. Do you feel there are any other support services that Voluntary & Community Sector Organisations should provide, but are not currently provided?

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
<th>Don’t know</th>
</tr>
</thead>
</table>

If you answered ‘Yes’, please tell us what these should be:

Q21. Thinking about the services provided by infrastructure Voluntary & Community Sector Organisations, where do you feel each of these services would be best provided?

<table>
<thead>
<tr>
<th>Locally (i.e. in each of the 7 boroughs / districts of Northamptonshire)</th>
<th>Centrally (i.e. in a central location within Northamptonshire)</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Volunteer Brokerage – for example: recruitment, support and referral of volunteers to voluntary &amp; community sector groups.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Start up advice and funding support to organisations, particularly small groups.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Training for staff, volunteers, Trustees.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Information about what is happening in the voluntary &amp; community sector and what is being consulted on.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Providing opportunities for organisations to meet up, network, train, learn from and work together.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Meetings to collect the views of the voluntary &amp; community sector and to arrange for sector advocates to give a representative voice at countywide meetings, to Northamptonshire County Council, Funders and other Statutory Organisations.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

If you said ‘Other’, please specify below:
Q22. Currently the different Voluntary & Community Sector Organisations keep details of their own volunteering opportunities on their own databases or the ‘Do-It’ website. (https://do-it.org/). Do you think a countywide database providing volunteer opportunities shared by all Voluntary & Community Sector Organisations would be beneficial?

Yes
No
Don’t know

Q23. Who do you think should fund the counties Voluntary & Community Sector Organisations that support voluntary and community groups to meet the needs of local people?

Northamptonshire County Council
District and Borough Councils
Nene and Corby Clinical Commissioning Groups
NHFT (Northamptonshire Healthcare NHS Foundation Trust)
Northampton and Kettering General Hospitals
Don’t know

Other (please specify)

Q24. How do you receive information about available funding opportunities?

From our local Voluntary & Community Sector Organisation
Researching online

Other (please specify)

Q24a. If you receive information about available funding opportunities from your local Voluntary & Community Sector Organisation, how frequently do you receive this information?

Weekly
Monthly
Quarterly
Not applicable

Other (please specify)
Q24b. How frequently would you prefer to receive information about available funding opportunities from your local Voluntary & Community Sector Organisation?

<table>
<thead>
<tr>
<th>Weekly</th>
<th>Monthly</th>
<th>Quarterly</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other (please specify)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Q24c. Would you prefer to have information about funding opportunities broken down into specialised areas such as Sport, Youth, Older people, etc?

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
<th>Don’t know</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Q25. Northamptonshire is a diverse county with both urban and rural areas. Although rural areas have lower population levels than urban areas there can be a greater expense in supporting rural areas due to the extra cost of travelling (i.e. expense of fuel and travelling time). Do you think this extra expense should be taken into consideration when funding is being allocated?

<table>
<thead>
<tr>
<th>Ye</th>
<th>No</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Q26. Do you use the Voluntary & Community Sector Organisations (i.e. the Volunteer Centres) to promote your volunteering opportunities?

<table>
<thead>
<tr>
<th>Ye</th>
<th>No</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

If you answered ‘No’, please tell us why:

Q27. Do you engage in the local voluntary sector forums/consortiums?

<table>
<thead>
<tr>
<th>Ye</th>
<th>No</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

If you answered ‘No’, please explain why:
Q28. Do you receive regular communication (i.e. bulletins/newsletters) from your Voluntary & Community Sector Organisation?

- Ye
- No
- Don’t know

Q29. Do you think communication from Voluntary & Community Sector Organisations could be improved?

- Ye
- No
- Don’t know

If you answered ‘Yes’, please tell us how communication could be improved:

Q30. Using a scale of 1 to 5, where 1 is ‘Not effective’ and 5 is ‘Very effective’, overall, how effective do you feel the Voluntary & Community Sector organisations are in supporting, signposting and placement of volunteers?

<table>
<thead>
<tr>
<th>Not effective</th>
<th>Very effective</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>4</td>
<td>5</td>
<td></td>
</tr>
</tbody>
</table>

Overall effectiveness

Q30a. Please tell us why?

Q31. Using a scale of 1 to 5, where 1 is ‘Not effective’ and 5 is ‘Very effective’, overall, how do you rate the Voluntary & Community Sector organisations in the provision of Health & Wellbeing to the people of Northamptonshire?

<table>
<thead>
<tr>
<th>Not effective</th>
<th>Very effective</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>4</td>
<td>5</td>
<td></td>
</tr>
</tbody>
</table>

Overall effectiveness

Q31a. Please tell us why?
Q32. Do you have any other comments you would like to make about infrastructure (support) services in Northamptonshire?