voluntary action sheffield

Sheffield City Council

Sheffield State of the Voluntary and Community Sector 2016

A report on social and economic impact

Sheffield Hallam University | Centre for Regional Economic and Social Research

Sheffield State of the Voluntary and Community Sector 2016

Centre for Regional Economic and Social Research

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Definitions

This report is about the 'state of the voluntary and community sector in Sheffield'. The sector is also often referred to as the 'third sector' whilst the current government often refers to 'civil society'. In this report, when we talk about the voluntary and community sector (VCS) in Sheffield, we mean **voluntary organisations**, **community groups**, the **community work of faith groups,** and those **social enterprises** and **community interest companies** where there is a wider accountability to the public via a board of trustees or membership and all profits will be reinvested in their social purpose.

Foreword

We are delighted to publish this report setting out the state of the voluntary and community sector in Sheffield in 2016. It is the result of hard work by colleagues at Sheffield Hallam University, but also critically the many organisations and volunteers who took the time to tell us of their experiences, issues, hopes and aspirations. Our thanks to all those who took the time to contribute.

As well as giving a picture of the sector today, this report will act as a benchmark to enable us to track change over time, as well as be a catalyst for decision makers to consider how we can work together to develop and make best use of resources available to the city. We anticipate that it will enable the sector to prioritise efforts and make best use of limited resources by demonstrating impact.

For many years voluntary and community groups have been working in the context of significant challenges and changing demands to better support communities. But it has been difficult to quantify the impact it has on individuals receiving services, as well as on organisations. This report provides robust evidence to sit alongside anecdote and case studies to enable us all to better articulate and demonstrate the significant contribution the sector makes to the economic and social fabric of our city.

We hope the report can be used to support ever more mature relationships and effective targeting of resources. The clear narrative it sets out should support the development of priorities and go to the heart of what Sheffield needs.

It is clear that the sector understands the need for change in the current climate. We hope that commissioners can come together with the community and voluntary sector, and other partners who can contribute to life in Sheffield particularly the private sector, to promote wellbeing and give all communities and individuals the best chance of feeling valued and included in all aspects of life in the city.

Jack Scott

Cabinet Member for Libraries and Community Services, Sheffield City Council

Maddy Desforges

Chief Executive, Voluntary Action Sheffield

Contents

Executive Summary

This report provides the main findings of research aimed at improving the understanding of the social and economic impact of the voluntary and community sector and the state of volunteering in Sheffield. The key objective of the research was to provide a comprehensive overview of the sector in Sheffield in 2016. The research involved two web-based surveys; one of organisations supporting the people and communities of Sheffield and another examining volunteering across the City. 199 responses were collected overall to the survey of organisations and 508 responses were collected to the volunteering survey during March-May 2016.

In this executive summary we answer 10 key questions about the voluntary and community sector and its role across the City.

Q1. How many organisations are there?

There are an estimated 3,346 organisations working in the voluntary and community sector in Sheffield. This estimate includes formally registered organisations, such as charities, social enterprises and co-operatives, but it also includes a large number of 'below the radar' organisations that are not formally registered or incorporated. Three-quarters of organisations are micro (annual income under £10,000) in size, 12 per cent are small (annual income between £10,000 and £100,000), nine per cent are medium sized (annual income between £100,000 and £1 million), and only three per cent are large (annual income greater than £1 million).

Q2. Who benefits from their work?

It is estimated that the voluntary sector in Sheffield made 7.2 million interventions with clients, users or beneficiaries in the previous year.

'The local community' was listed as a main client group for 25 per cent of organisations while 'The general public' was listed by 18 per cent of organisations. There were a number of organisations who identified more specific groups as their main client group. Most notably 14 per cent of organisations said they work with children and/or young people and nine per cent said they work with people with disabilities and/or special needs.

The majority of organisations have a local focus: 51 per cent identified particular neighbourhoods or communities in Sheffield as their highest main geographic focus and a further 46 per cent stated the Sheffield local authority area was their highest main geographic focus.

Q3. What does the voluntary and community sector in Sheffield do?

The voluntary and community sector in Sheffield works across a diverse range of thematic service areas. However, the proportion of responding organisations working in each area varied. This most likely reflects local needs and funding opportunities.

At least one fifth of organisations said they work in the following four areas:

- health, welfare and social care (44 per cent)
- education, training and research (27 per cent)

- leisure, recreation and sport (22 per cent)
- and environmental activities, conservation and heritage (20 per cent).

Q4. How much is the voluntary and community sector in Sheffield worth?

The total income of the sector in 2014/15 is estimated to be £373m.

The majority of income was concentrated in large and medium sized organisations even though the majority of organisations were micro or small. Micro and small organisations accounted for almost nine out of ten organisations in the sector but just seven per cent of total income. By contrast medium and large organisations accounted for 12 per cent of the sector's organisations but received more than 90 per cent of its income. Income was concentrated particularly heavily in the largest organisations, with nearly two-thirds of all income (62 per cent) into the sector received by only three per cent of organisations.

It is estimated paid staff and volunteers working within the voluntary sector in Sheffield contribute the equivalent to £810 million worth of 'Gross Value Added' (GVA) to the economy.

Q5. How sustainable is the voluntary and community sector in Sheffield?

The survey highlighted some areas for concern. For the 12 month period prior to the survey:

- 47 per cent of respondents reported increasing their expenditure but only 36 per cent had experienced an increase in income
- 30 per cent of respondents reported a decrease in income but only 16 per cent reduced their expenditure
- 33 per cent reported a reduction in their financial reserves compared to only 19 per cent reporting an increase.

This means that a significant number of organisations spent more money than they received in the past 12 months.

Q6. Who works in the voluntary and community sector?

Paid Staff

In 2016 the voluntary and community sector employed an estimated 7,500 full-time paid staff and 9,800 part-time paid staff.

It is estimated that paid employees contribute the equivalent of £487 million worth of GVA to the economy per annum.

Volunteers

The sector was supported by 89,600 volunteers and 22,700 committee/board members who combined donated 261,600 hours per week.

Assuming paid staff would not be used in the absence of volunteers it is estimated that volunteers in Sheffield organisations contribute equivalent to £323 million worth of GVA to the economy per annum.

Almost half (47 per cent) of organisations reported increased numbers of volunteers compared to the previous year, however recruiting volunteers with the right skills/qualities was a key challenge identified by organisations in the last 12 months.

Q7. How satisfied are volunteers in Sheffield?

Volunteers are generally volunteering regularly, satisfied in their roles, utilising their skills and playing a key role in delivering activities, events and services:

- 79 per cent of respondents who currently volunteer do so on average at least once a week
- almost half of respondents who volunteer organise or help run an activity, service or event
- the vast majority (89 per cent) of respondents who currently volunteer stated they were at least somewhat satisfied with their current role
- the majority of volunteers (81 per cent) also said their role utilises their skills to either some or a great extent.

There are however barriers to volunteering in the City:

- only two-fifths (38 per cent) of respondents who registered with the Sheffield Volunteer Centre are currently volunteering
- not having the time to volunteer and not hearing about or being able to find opportunities to help were key reasons given for not volunteering. Contacting an organisation but them taking too long to get back in touch or not doing so at all was also a common reason among those who registered with the Volunteer Centre but who did not go on to volunteer.

Q8. How good are relationships with public sector bodies?

There is a mixed picture in Sheffield regarding relationships between the voluntary sector and public sector bodies.

- while 61 per cent of respondents said Sheffield City Council valued their work, only 24 per cent said they act upon their opinions/consultations
- 22 per cent of respondents are satisfied with their ability to influence Sheffield City Council decisions of relevance to their organisation while 39 per cent said that the Council had a positive influence on their organisation's success.

Q9. How well does the voluntary and community sector work together?

Three-quarters of respondents have direct dealings with other voluntary and community organisations but only 41 per cent of respondents are satisfied with opportunities to work together to influence decisions and 44 per cent said they are satisfied with opportunities to work together to deliver services.

Qualitative comments received via the survey of organisations were overwhelmingly positive when referring to infrastructure support organisations. There were concerns however around the costs associated with the support available and suggestions made around accessibility and accommodating smaller groups.

Q10. What are the key challenges facing the voluntary and community sector in Sheffield?

In the immediate and long-term future, securing funding was the key challenge for many organisations, with several respondents expressing concerns about the future sustainability of their organisations. A large number of organisations were also concerned about their future capacity and ability to both retain and recruit volunteers.

Introduction

1

This report provides the main findings of research aimed at improving the understanding of the social and economic impact of the voluntary and community sector and the state of volunteering in Sheffield. The research was commissioned by Voluntary Action Sheffield and Sheffield City Council and undertaken by the Centre for Regional Economic and Social Research (CRESR) at Sheffield Hallam University.

The key objective of the research was to provide a comprehensive overview of the sector in Sheffield in 2016.

The research involved two web-based surveys; one of organisations supporting the people and communities of Sheffield and another examining volunteering across the City.

Survey of organisations

At least partial responses were received from 151 of the 1,079 organisations that were sent a survey questionnaire: this represents an **overall response rate of 14 per cent**. Another web-based version of the survey was also distributed by Voluntary Action Sheffield, Sheffield City Council and their partners, reaching organisations not included in the original sample. A further 48 responses were collected via this method, meaning a total of **199 responses were collected overall** during March-May 2016, giving a higher overall response rate.

Voluntary Action Sheffield and Sheffield City Council provided input into the development of the questionnaire which included questions from previous 'state of the sector' studies alongside questions from the Cabinet Office's National Survey of Third Sector Organisations (2008) and Charities and Enterprises (2010).

The questionnaire provided data on various aspects of the voluntary and community sector including:

- **the scale and scope of its activity**, including the roles organisations undertake, the people they support, and the areas they benefit
- **income and expenditure**, including sources of funding, and financial sustainability
- **volunteers and paid staff**, including their estimated economic contribution
- **the sector's views about the future**, including about how things might change over the next three years and their strategic direction as organisations.

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When reading the report it is important to recognise two key points. First, the results reported are based on the survey responses received. Therefore it is possible that if a different sample of organisations had taken part in the survey different results may have emerged. It is estimated that the results reported are within +/- 6.8 percentage points of the true value.

Second, in a number of instances the report presents 'grossed up' estimates for all organisations within the area; for example estimates are provided of income, staffing and volunteers. These have been created using the estimated average for micro, small, medium and large organisations within Sheffield who took part in the survey. The averages are then multiplied by the estimated number of organisations within these size bandings within the area. These have then been summed to provide aggregate area-level results.

Volunteering survey

One version of the survey examining volunteering in Sheffield was sent to individuals who had registered with the Sheffield Volunteer Centre. At least partial responses were received from 212 of the 2,450 individuals who were sent a survey questionnaire: **this represents an overall response rate of 7 per cent.**

It is estimated that the results reported for this version of the survey are within +/- 6.4 percentage points of the true value.

Another similar version of this survey was also distributed by Voluntary Action Sheffield, Sheffield City Council and their partners via a range of social media platforms and email lists, reaching the wider Sheffield population. The nature of how this version of the survey was conducted means the survey sample was essentially a self-selecting sample and this should be borne in mind when reading the results. A further 296 responses were collected via this method, meaning a total of **508 responses were collected via the two questionnaires** during March-May 2016.

Voluntary Action Sheffield and Sheffield City Council provided input into the development of the volunteering questionnaire. The questionnaire provided data on various aspects of volunteering including:

- the extent and frequency of volunteering
- the nature of volunteering
- reasons for volunteering
- barriers to volunteering.

Context for the research

2

This research comes during a period of slow economic recovery following the recent long-term economic downturn. NCVO report that between 2012/13 and 2013/14 the income and spending of the voluntary and community sector in the UK increased, the first notable net growth since the peaks of 2007/08 and 2009/10 respectively[1]. Total income has increased by just over £2.4bn to £43.8bn and now exceeds the 'peak income' seen in 2007/08 (£43.2bn). NCVO also report that following a decrease in income from government after 2009/10, income from government appears to have increased between 2012/13 and 2013/14, by around £0.5bn, although this remains below 2009/10 levels. The majority of this increase was in the largest charities which means the impact might not be felt as keenly at a local level. Income from individuals has also increased by just over £1bn between 2012/13 and 2013/14 and is now at its highest ever level.

While these figures provide reasons to be optimistic there are still reasons for caution. With the election of the Conservative Government in May 2015, austerity measures are set to continue for the foreseeable future and VCS organisations are likely to feel the impact of these measures. This includes through the Government's commitment to a continuing programme of welfare reform which is likely to result in increasing demand for services as benefits are restricted or withdrawn. The total anticipated reduction by 2020/21, from both pre and post-2015 welfare reforms in Sheffield, is predicted to be £252m per year or £680 per working age adult per year.[2]

During the years 1997-2010 the sector received unprecedented levels of policy attention and public funding, including major investment in national sector-wide programmes. While the VCS continues to be seen by the major political parties as playing an important and expanding role in the social and economic development of the country, the policy environment has changed somewhat since 2010. Although some previous policies have continued to receive support, including encouragement for the sector's involvement in public service delivery, there have been fewer national programmes and a much greater emphasis on citizen-led social action.

[1] UK Civil Society Almanac (2016) NCVO.
[2] Beatty and Fothergill (2016) *The Uneven Impact of Welfare Reform: The financial losses to places and people.*

The anatomy of the VCS in Sheffield

3

This chapter develops a picture of the core features of the voluntary and community sector in Sheffield. It focuses on a series of general questions asked to respondents of the survey of organisations about their group or organisation: what it is, what it does, who for, where and how.

3.1. How many organisations are there in the VCS in Sheffield?

Estimating the number of organisations represents a major challenge. This is because a large proportion of organisations are small, local and **not formally constituted** as charities, limited companies or other recognised forms which require registration (i.e. industrial and provident societies). As a result they do not appear on formal central records such as those held by the Charity Commission, Companies House or the Department for Business, Innovation and Skills (BIS), so are considered '**below-the-radar' (BTR).** Any estimate of the total number of organisations in an area therefore requires information on the numbers of registered and unregistered (i.e. BTR) organisations.

In estimating the total number of organisations in Sheffield we drew on information from two sources:

- official Cabinet Office figures indicate that the total number of registered organisations in the voluntary and community sector in Sheffield is **1,283**[3]
- research by The National Council for Voluntary Organisations (NCVO) and the University of Southampton[4] which found that on average there are 3.66 BTR organisations per 1,000 population. If this figure is applied to Sheffield,[5] it can be estimated that there are **2,063** BTR organisations in the City.

Summing the official Cabinet Office figures and BTR[6] estimates produces an estimated figure of:

3,346 organisations ***in total operating in the voluntary and community sector in Sheffield.***

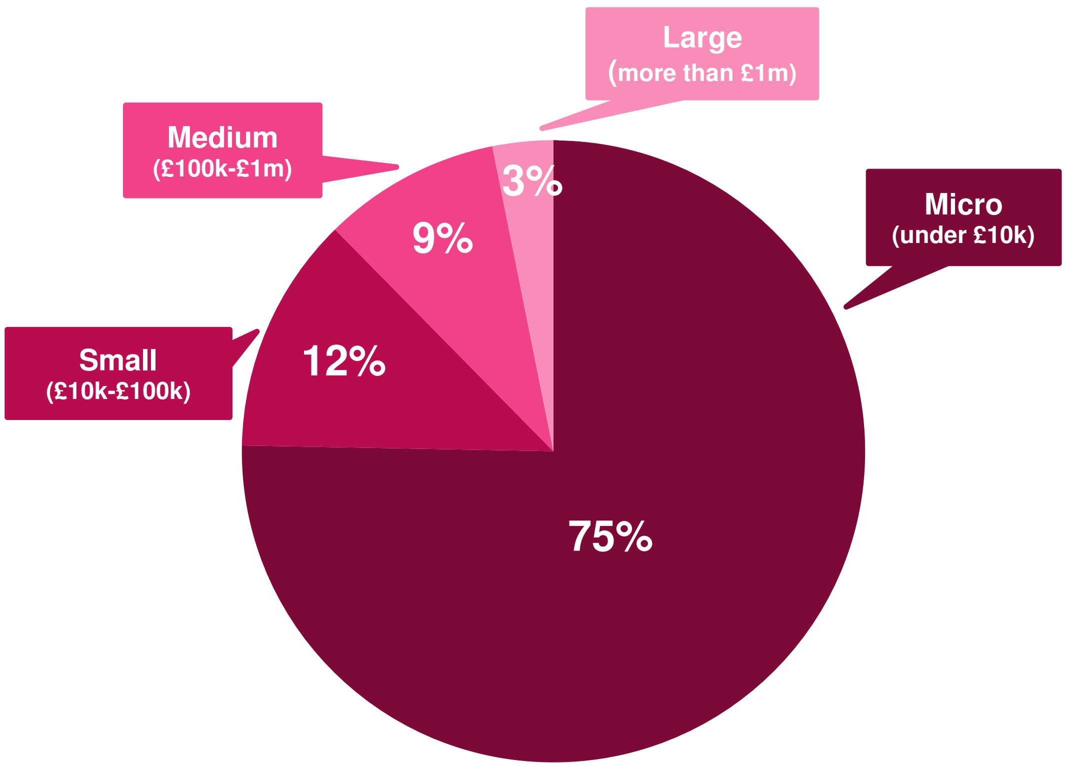
[3] This estimate was calculated as part of the 'National Survey of Charities and Social Enterprises' undertaken by Ipsos MORI for Cabinet Office in 2010.
[4] Mohan et al. (2010). *Beyond 'flat-earth' maps of the third voluntary sector: enhancing our understanding of the contribution of 'below-the-radar' organisations*. Northern Rock Foundation Briefing Paper.
[5] Based on Office for National Statistics 2014 population estimates.
[6] It is important to note that the BTR figure is an estimate based on an average across 46 local authorities. The BTR research found significant variability, with some local authorities reaching over seven BTR organisations per 1,000 population, and in one case exceeding 10.

3.2. What size are organisations in Sheffield?

The size of organisations is traditionally measured using their annual income.[7] When the distribution of Sheffield organisations was explored by size category based on income for 2014/15, it showed that **the majority of organisations were either micro or small**. But the survey was under-representative of BTR organisations and over-representative of large organisations, so this did not present an accurate picture of the actual distribution. The figures for BTR organisations were therefore adjusted based on the assumption that the estimated 2,219 organisations not included in the survey sample were BTR and micro in size. The outcome of this process is shown in Figure 3.1, which demonstrates that the majority (75 per cent of organisations) of the voluntary and community sector organisations are micro in size.

Introducing the BTR figure produces a much higher estimate for the number and proportion of micro organisations and emphasises the finding that a large proportion of organisations in the VCS in Sheffield are very small (88 per cent micro or small). This is similar to the national picture: NCVO[8] estimate that 83 per cent of the VCS is made up of micro or small organisations, 14 per cent are medium, and three per cent are large.

Figure 3.1: Proportion of Sheffield VCS organisations by size (estimated)



Source: Sheffield State of the Voluntary and Community Sector survey 2016
Base: 3,346

[7] In exploring organisation size we used the categories developed by NCVO for use in their Almanac series: Micro (under £10K); Small (£10k-£100k); Medium (£100k-£1m); Large (more than £1m).
[8] UK Civil Society Almanac (2016) NCVO.

3.3. What types of organisations operate in the VCS in Sheffield?

Respondents to the questionnaire were asked to identify the legal status of their organisation. For this question it was possible for organisations to select registered charity in addition to identifying their legal form. Figure 3.2 below shows that 36 per cent of organisations were a company limited by guarantee and 13 per cent were a group with a constitution, but not registered charities and that separate to identifying their legal status the majority of respondents, 72 per cent, identified that their organisation was a registered charity.

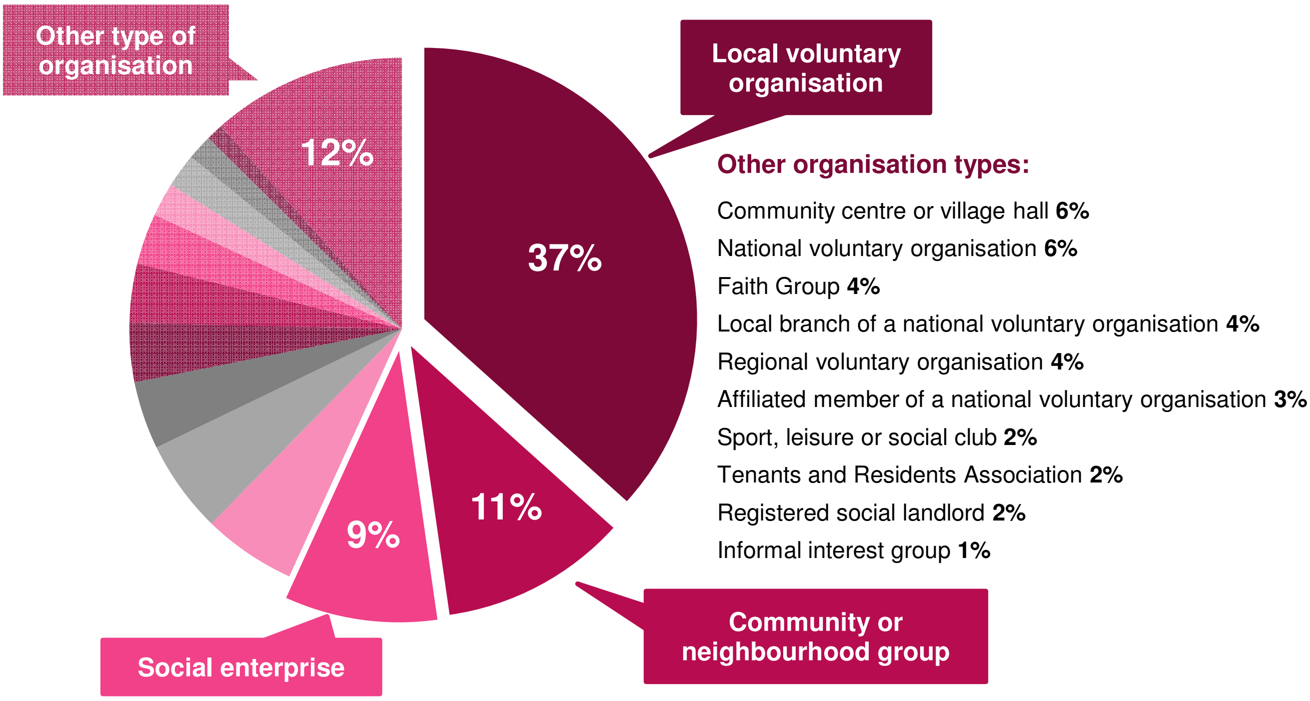
Figure 3.2: The legal status of organisations[9]

Source: Sheffield State of the Voluntary and Community Sector survey 2016
Base: 195

[9] Registered Friendly Society was also an option provided for this question but 0 respondents selected this category so it is not visible on the chart.

Respondents were also asked to identify which category from a list of 'organisation types' best described their organisation. The results indicate that many organisations in the VCS are likely to have a local focus. Figure 3.3 shows that the largest proportion, **37 per cent, identified their organisation as being a local voluntary organisation**.

Figure 3.3: Type of organisations



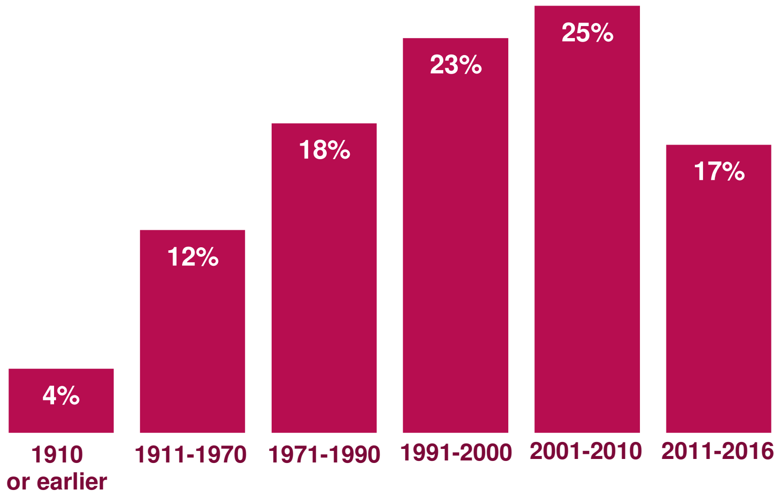
Source: Sheffield State of the Voluntary and Community Sector survey 2016
Base: 199

3.4. How long have organisations in the VCS been operating?

The questionnaire asked respondents to indicate when their organisation was formed. Assessment of organisations by the year in which they were formed provides an indication of how established the voluntary and community sector is in Sheffield.

The responses received build a picture of a VCS that has a fairly well-established core. However, the VCS in Sheffield has also seen the formation of many new organisations since 2001. Figure 3.4 shows that 42 per cent of organisations responding to the survey had been formed since 2001. Furthermore, an additional 23 per cent were formed between 1991 and 2000; this means **two-thirds (66 per cent) of organisations were formed in the last 25 years.** At the other end of the spectrum 16 per cent of organisations had been formed before 1971, including four per cent formed in 1910 or before.

Figure 3.4: Year in which organisations were formed



Source: Sheffield State of the Voluntary and Community Sector survey 2016
Base: 158

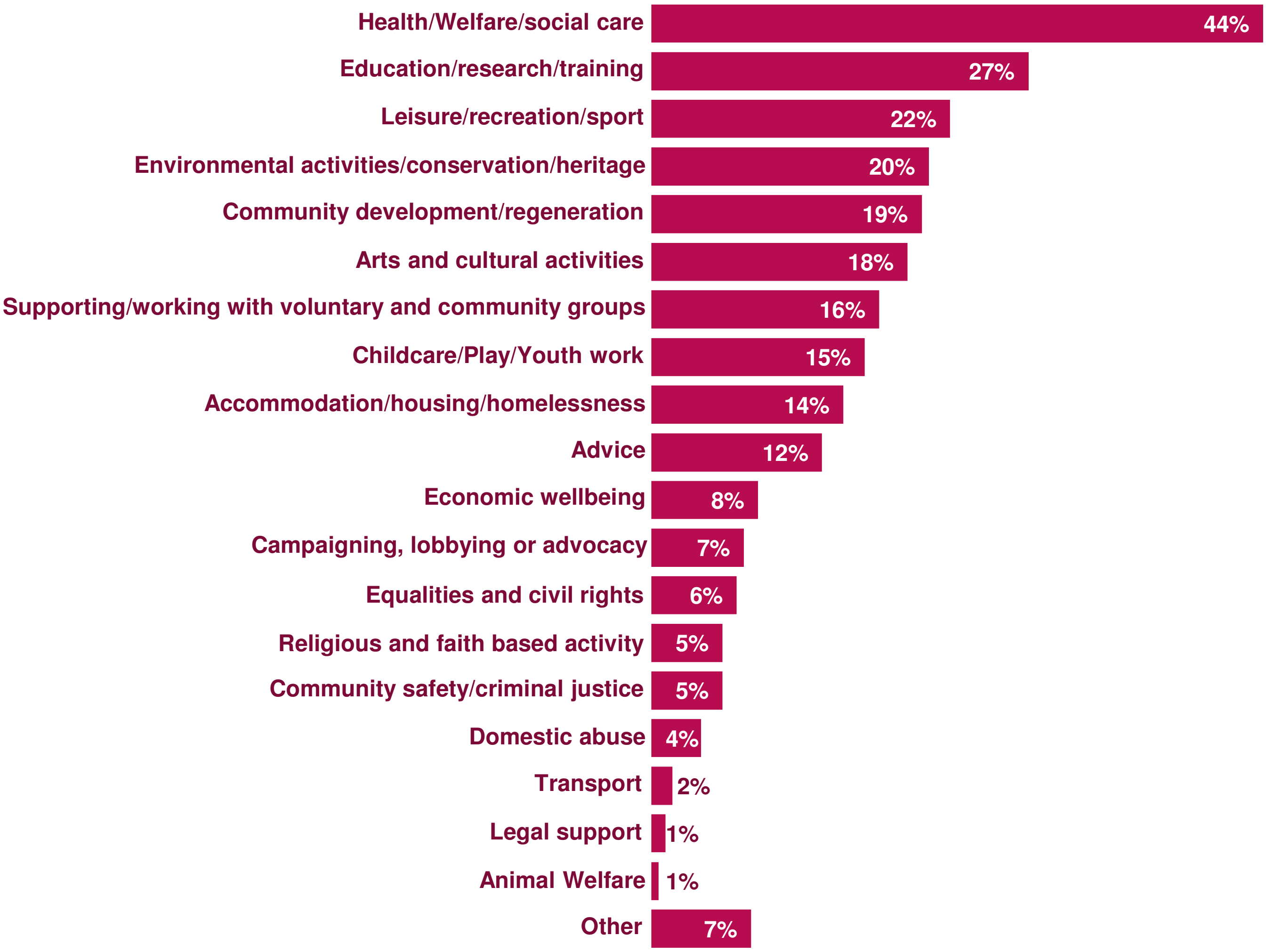
It is important to conclude this section by drawing an important qualification. Although the results suggest at first glance that it is likely that the VCS in Sheffield has experienced growth in the number of organisations established in the last 20 years or so, it may not be as dramatic as the figures suggest. By definition, the survey is of organisations still operating in Sheffield in 2016, not those which have closed down or ceased operations. Of the organisations which have survived through to 2016, the results suggest that a high proportion were established in the last 20 years. But some of the organisations established before, and since, may have subsequently closed down. Because we do not know the rate of closure over time we cannot be certain that the aggregate number of organisations being established or surviving is increasing.

3.5. What does the VCS in Sheffield do?

To elicit a picture of what the voluntary and community sector in Sheffield does, the survey asked respondents to identify the main areas (up to four) in which their organisation operates. Figure 3.5 presents the results of these questions and demonstrates that the VCS in Sheffield works in a diverse range of thematic service areas. However, the proportion of responding organisations working in each area varies. This is most likely dependent on need and funding opportunities. **The area with the largest proportion of organisations operating is health, welfare and social care (44 per cent),** noticeably larger than any other area. At least one fifth of organisations work in each of the following three areas: education, research and training; leisure, recreation and sport; and environmental activities, conservation and heritage.

Respondents who indicated they work in the area of equalities and civil rights (6 per cent, n=12) were asked to identify which groups they work with. Ten of these organisations stated that they work with women, five with Black and Minority Ethnic groups and the same number with Lesbian, Gay, Bisexual, and Transgender (LGBT) people. Four respondents work with older people and a further five organisations said they work with other groups not specified.

Figure 3.5: Main areas in which organisations work



Source: Sheffield State of the Voluntary and Community Sector survey 2016
Base: 195

3.6. Who are the clients, users or beneficiaries of the VCS in Sheffield?

The questionnaire asked respondents to provide the total number of individual clients, users or beneficiaries that their organisation had supported in the last year. Analysis of responses to this question by size and type of organisation revealed that in many cases organisations had provided the number of 'interventions' or 'contacts' that they had had with clients, users or beneficiaries. So for example an individual who visited a community centre once a week would have been counted 52 times within the year. Whilst some organisations will have provided the number of unique clients, users or beneficiaries, so as not to overestimate in our analysis we have assumed the number provided represents the total number of separate interventions.

Summing across the 163 organisations that responded to this question gives a total of 580,800 interventions. The responses received can be extrapolated for the estimated 3,346 organisations thought to be operating in the voluntary sector in Sheffield to provide an estimate of the total number of interventions by Sheffield organisations.

Working through the calculation it is estimated that Sheffield organisations had:

7.2 million interventions ***with clients, users or beneficiaries in the past year***

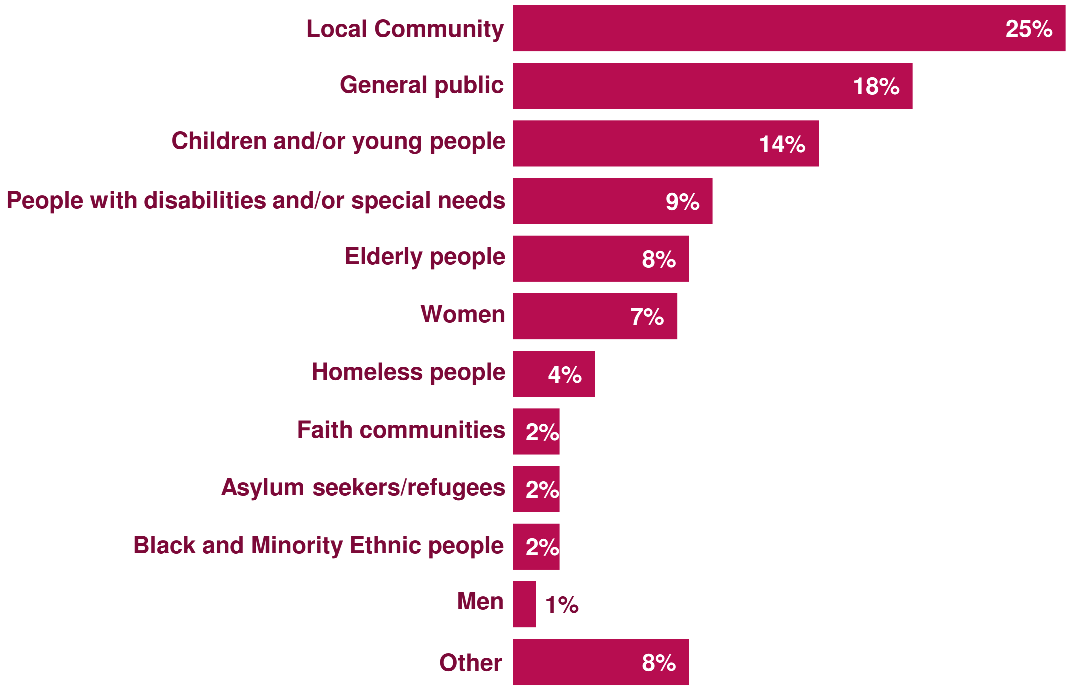
The survey also asked respondents to provide the total number of organisations they had worked with in the last 12 months. Table 3.1 below shows the responses received to this question. Just over one quarter (26 per cent) of respondents had worked with at least 20 organisations but less than 50.

Table 3.1: Number of organisations worked with in the last 12 months

	Number of organisations	
	Count	*Per cent*
Less than 5	33	20
5 but less than 10	28	17
10 but less than 20	31	19
20 but less than 50	43	26
50 or more	30	18
Total	165	100

The questionnaire also asked respondents to identify the main group of people they work with or provide services for. Figure 3.6 shows that one quarter of organisations said the main group they support is the local community and almost one fifth gave the general public as a response. There were a number of organisations who identified more specific groups as their main client group. Most notably 14 per cent of organisations said they work with children and/or young people and nine per cent said they work with people with disabilities and/or special needs.

Figure 3.6: Main client group of Sheffield organisations[10]



Source: Sheffield State of the Voluntary and Community Sector survey 2016
Base: 189

Respondents were asked to identify the ways in which their organisation makes a difference for its service users/client group(s). This question demonstrates the key role that the VCS has in fostering strong and cohesive communities within Sheffield and highlights the importance of the VCS as an essential part of the social fabric of the City. As Figure 3.7 shows, almost three-quarters (74 per cent) of organisations felt they are improving people's mental wellbeing while almost two-thirds (65 per cent) stated they are addressing the needs of disadvantaged members of the community. Three-fifths said they are encouraging people to be involved in regular volunteering.

[10] Lesbian, Gay, Bisexual, and Transgender (LGBT) people and Migrants/Migrant workers were also options provided for this question but 0 respondents selected these categories so they are not visible on the chart.

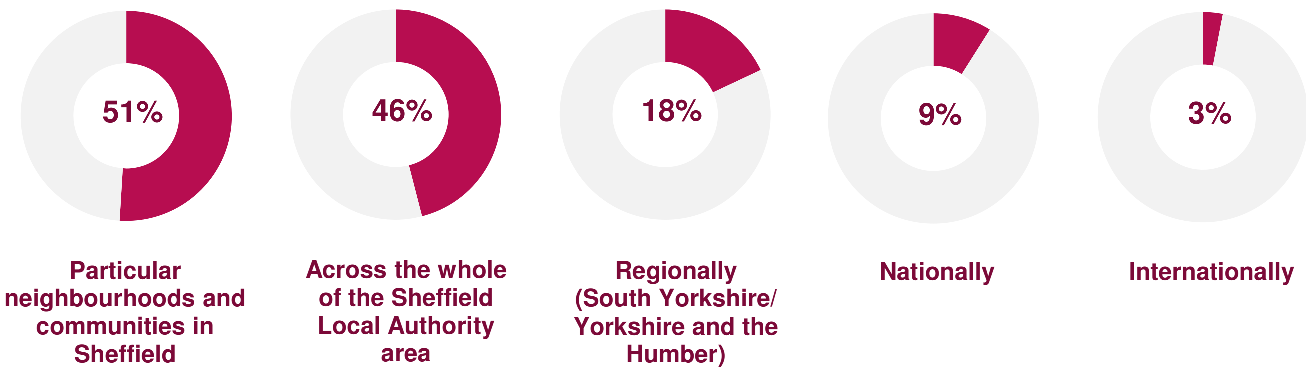
Figure 3.7: Ways in which organisations make a difference

Source: Sheffield State of the Voluntary and Community Sector survey 2016
Base: 185

3.7. At which geographical levels does the VCS operate?

The survey asked respondents to identify the main geographical levels at which they operated – this ranged from the neighbourhood level, to those operating across England, the UK or overseas. In this question respondents were asked to pick up to three main geographic levels, the results of which are presented in Figure 3.8. This shows that the **local area is a main focus for a majority of organisations** with just over half (51 per cent) identifying particular neighbourhoods and communities in Sheffield as a main focus of their work and a further 46 per cent identifying the Sheffield local authority areas as a main focus. **If responses to these options are combined, then 91 per cent of respondents overall indicated that their work focuses in Sheffield**.

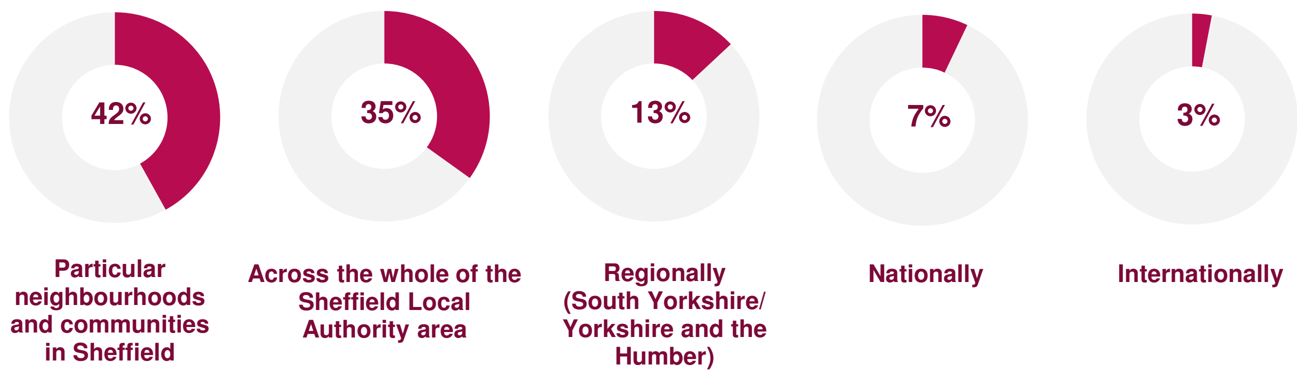
Figure 3.8: Main geographic focus



Source: Sheffield State of the Voluntary and Community Sector survey 2016
Base: 185

Using the responses to this question it is also possible to identify the highest geographic area that is the main focus (see Figure 3.9 below). This analysis finds that for over two-fifths (42 per cent) their highest main geographic focus was particular neighbourhoods and communities in Sheffield.

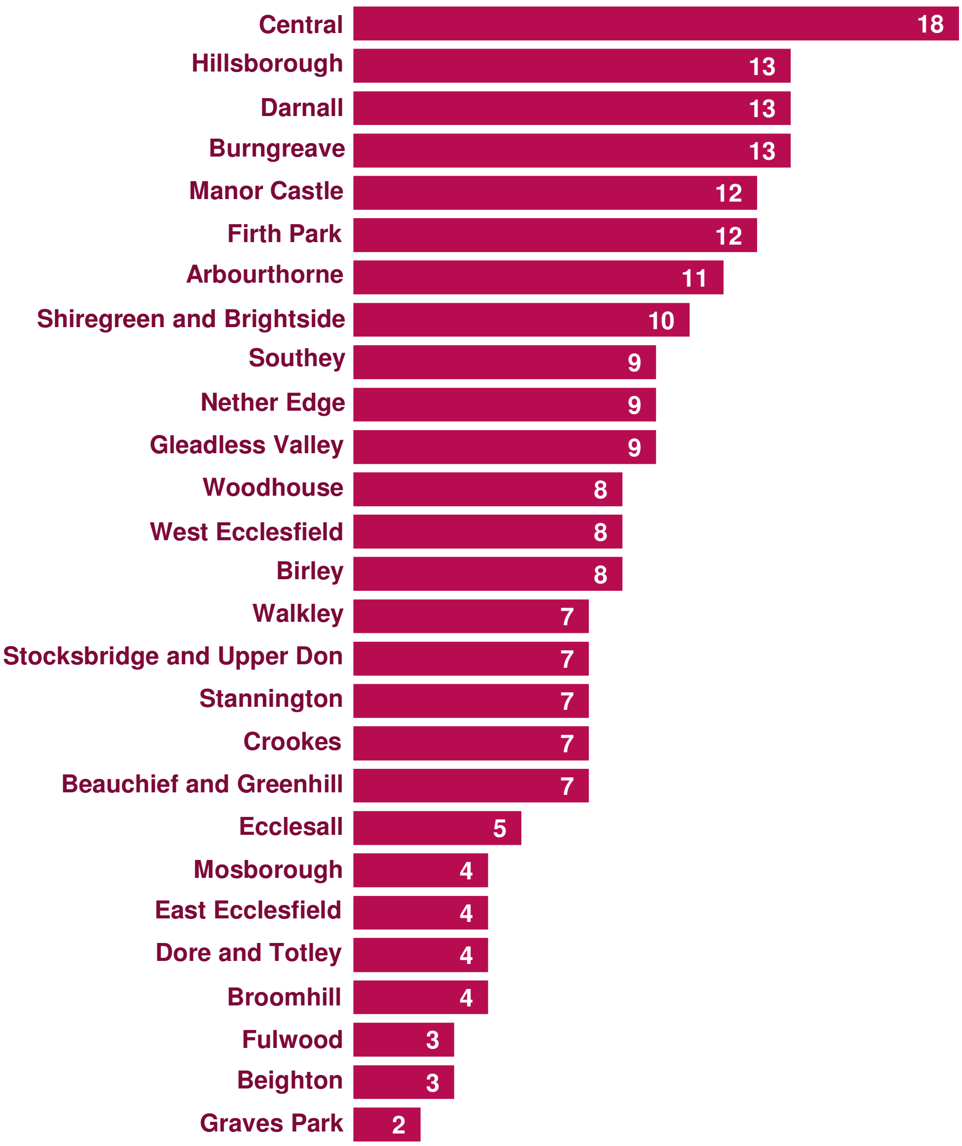
Figure 3.9: Highest geographic focus



Source: Sheffield State of the Voluntary and Community Sector survey 2016
Base: 185

Respondents who indicated that their organisation mainly works in particular neighbourhoods and communities in Sheffield were asked to identify in which Sheffield wards their work focuses. Figure 3.10 shows the areas where organisations said their work was focused. Eighteen respondents indicated that their work is focused in Central ward while over 10 respondents indicated that their work is focused in the following wards: Hillsborough, Darnall, Burngreave, Manor Castle, Firth Park and Arbourthorne. These most commonly selected wards are all relatively deprived areas.

Figure 3.10: Sheffield wards where organisations' work is focused[11]



Source: Sheffield State of the Voluntary and Community Sector survey 2016
Base: 93 (Respondents who indicated that their organisation mainly works in particular neighbourhoods and communities in Sheffield)

[11] Richmond was also a ward listed for this question but 0 respondents selected this category so it is not visible on the chart.

Finances and income

4

This chapter provides an overview of the finances and income of the VCS in Sheffield. It presents data from the survey of organisations and includes estimates of the overall income received by the VCS in 2014/15, analysis of the main sources of income received and an assessment of the financial sustainability of the VCS.

4.1. Income

Based on the average (mean) income of respondents to the survey, and drawing on the assumptions used to estimate the total number of organisations in Sheffield and the size of these organisations, the following is estimated:[12]

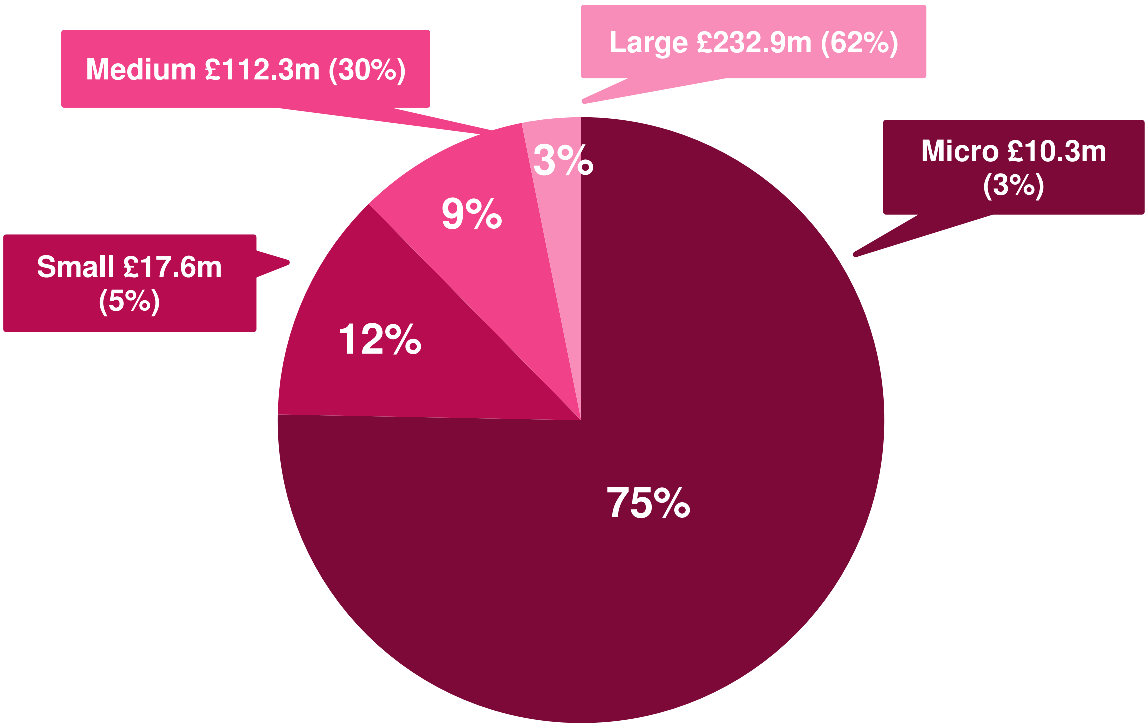
£373 million ***the total income of the voluntary and community sector in Sheffield in 2014/15***

When the voluntary and community sector's income is explored in more detail it shows noticeable variations according to organisation size.[13] In 2014/15, the majority of income was concentrated in large and medium-sized organisations even though the majority of organisations were micro or small. This is outlined in more detail in Figure 4.1 and is consistent with the national picture.

This shows that **micro and small organisations account for almost 90 per cent of organisations in the VCS in Sheffield but just seven per cent of total income**. By contrast medium and large organisations account for 12 per cent of the VCS's organisations but receive 93 per cent of its income.

[12] This figure is based on a weighted average (mean) for each size category for respondents from across Sheffield - the mean was derived from the mid-point of the size categories given to respondents. The methodology is explained in more detail in Appendix 2.
[13] In exploring organisation size we used the categories developed by NCVO for use in their Almanac series: Micro (under £10K); Small (£10k-£100k); Medium (£100k-£1m); Large (more than £1m).

Figure 4.1: Proportion of organisations and proportion of income by organisation size (2014/15)

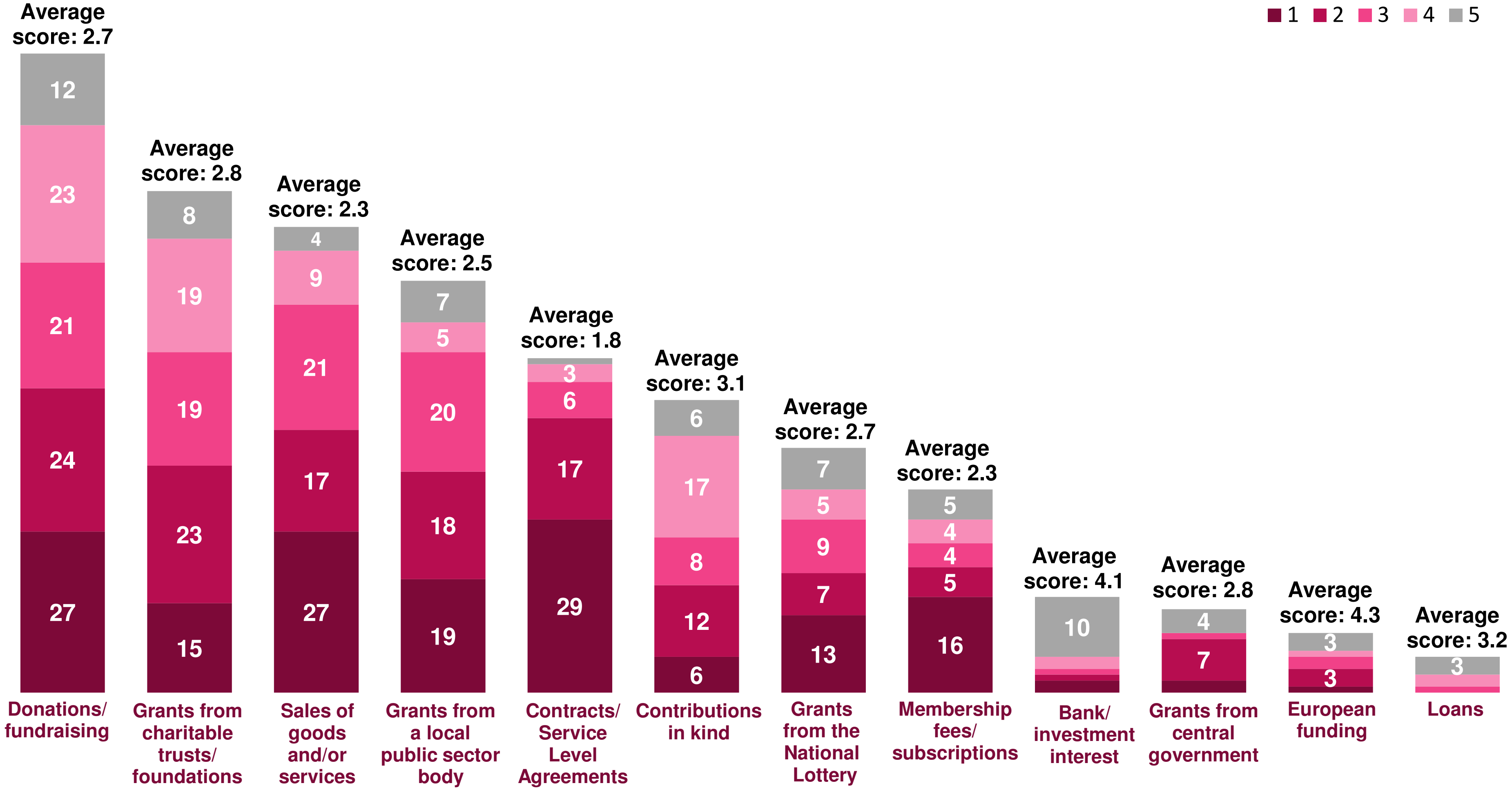


Source: Sheffield State of the Voluntary and Community Sector survey 2016
Base: 150

4.2. Sources of income

Survey respondents were asked to indicate up to five of their organisation's main sources of income in the last 12 months and to rank these in order of importance from one (highest) to five (lowest). Figure 4.2 shows the responses to this question. Over 100 (107) organisations selected donations/fundraising as a main source of their income and the average score when asked to rank this type of funding in importance was 2.7. The number of respondents selecting other sources of funding was noticeably lower, however there were four sources where the average score given was higher; contracts/service level agreements (1.8); sales of good and/or services (2.3); membership fees/subscriptions (2.3); and grants from a local public sector body (2.5).

Figure 4.2: Number of organisations indicating main sources of income and the average (mean) score given when ranking their importance

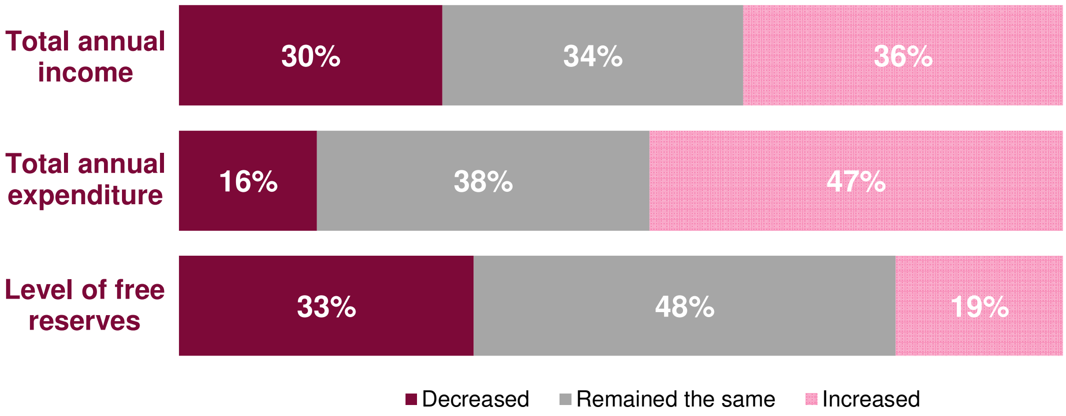


Source: Sheffield State of the Voluntary and Community Sector survey 2016
Base: Ranges from 107 (Donations/fundraising) to 6 (European funding)

4.3. Financial sustainability

The survey asked respondents about how their organisation's financial situation had changed in the past 12 months. The results are outlined in Figure 4.3.

Figure 4.3: Change in financial circumstances in the last 12 months



Source: Sheffield State of the Voluntary and Community Sector survey 2016
Base: annual income (141), annual expenditure (141), level of free reserves (132)
Note: 'cannot say' response has been excluded from the analysis

This raises some concerns: 47 per cent of respondents reported increasing their expenditure but only 36 per cent had experienced an increase in income and only 19 per cent report an increase in reserves; in addition, 30 per cent of respondents reported a decrease in income but only 16 per cent reduced their expenditure and 33 per cent reported a reduction in their financial reserves. This indicates that **there were a sizeable number of organisations that spent more money than they received in the past 12 months**: and that a considerable number of organisations are using their reserves to supplement their income, potentially leaving them in a fragile financial position.

Further analysis of the expenditure and financial reserve levels reported by respondent organisations provides an additional insight in to the financial health of the VCS in Sheffield. Reserves are important as they provide organisations with funds to fall back on in the short term should other sources of funding reduce or be withdrawn. They also provide organisations with the flexibility to develop new and innovative activity that might not have attracted external funding from the outset. Organisations with low reserves relative to expenditure are therefore more likely to be restricted in their ability to adapt if key external funding is lost. Respondents were asked to indicate the level of their organisation's expenditure and free reserves in 2014/15. The results are shown in Table 4.1.

This shows that 50 per cent of organisations had reserve levels of less than £10,000, including 16 per cent who had no reserves at all in 2014/15. In contrast just 29 per cent of organisations reported expenditure in 2014/15 of less than £10,000 and only 3 per cent had no expenditure. The majority of organisations (71 per cent) reported expenditure of £10,000 or more. This suggests that **several organisations have reserve levels noticeably lower than their annual expenditure** leaving them vulnerable should their funds be severely reduced or withdrawn. Indeed 72 per cent or respondents indicated that their organisation had reserve levels within a range lower than their expenditure in 2014/15.

Table 4.1: Level of expenditure and free reserves

	Expenditure (2014/15)		Free reserves (2014/15)	
	Count	*Per cent*	*Count*	*Per cent*
£0	4	3	24	16
£1 - £999	10	7	16	11
£1,000 - £4,999	14	9	23	16
£5,000 - £9,999	15	10	10	7
£10,000 - £19,999	16	11	15	10
£20,000 - £49,999	16	11	21	14
£50,000 - £99,999	21	14	13	9
£100,000 - £199,999	12	8	10	7
£200,000 - £499,999	20	13	9	6
£500,000 - £999,999	7	5	2	1
At least £1m but less than £2m	10	7	2	1
At least £2m but less than £5m	4	3	1	1
£5m or over	0	0	1	1
Total	149	100	147	100

Source: Sheffield State of the Voluntary and Community Sector survey 2016

5

The workforce

This chapter looks at the human resources within the voluntary and community sector in Sheffield. It presents data from the survey of organisations. The survey asked organisations to record:

- the number of full-time and part-time paid staff and the number of hours a week they contribute
- the number of volunteers and committee/board members that are part of their workforce and the number of hours each week that they contribute.

To provide context on how the workforce has changed the survey also asked organisations how aspects of their workforce had changed in this year compared to the previous year.

5.1. How many paid staff are employed in the VCS in Sheffield?

Based on the average number of paid staff employed by respondents to the survey, and drawing on the assumptions used to estimate the total number of organisations and the size of these organisations in Sheffield, it is estimated that**:**

7,500 full-time paid staff ***were employed in the voluntary and community sector in Sheffield in 2014/15.***

9,800 part-time paid staff ***were employed in the voluntary and community sector in Sheffield in 2014/15.***

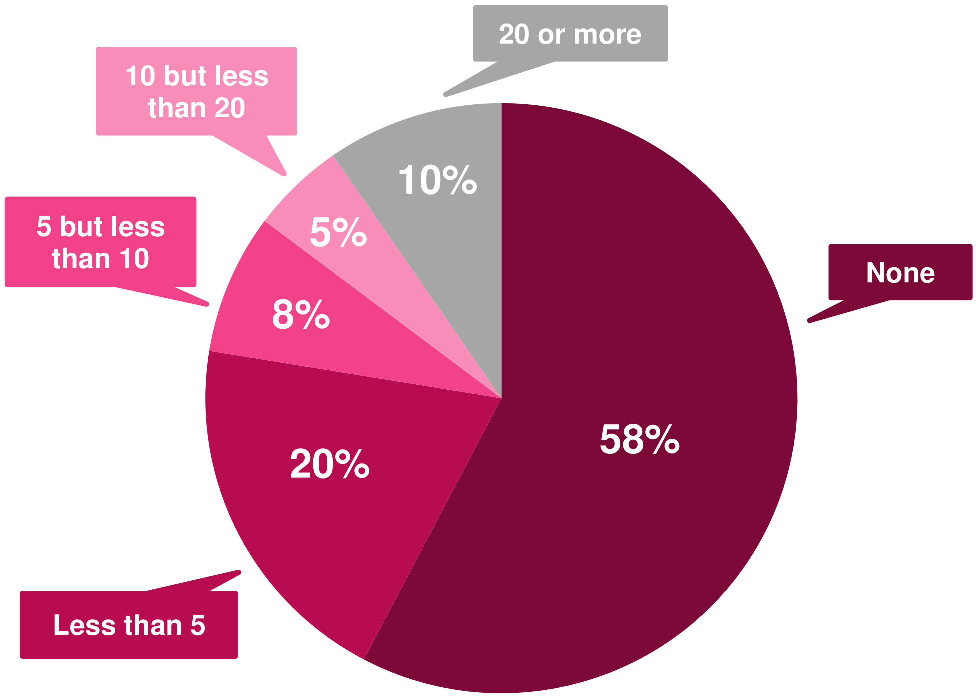
394,500 hours ***were provided by these paid staff per week.***

Adding together full-time and part-time staff gives a total of 17,300 paid staff in total. This represents eight per cent of total employees in Sheffield.[14]

[14] This is based on the ONS annual population survey for 2015 which estimated the number of employees in Sheffield to be 230,900.

Figure 5.1 presents a breakdown of responding organisations by the number of **full-time paid staff** they employed. Over three-quarters of organisations (78 per cent) employed fewer than five full-time paid staff members. Included in this figure were 58 per cent of organisations that did not employ any full-time paid staff. At the other end of the spectrum ten per cent of organisations employed 20 or more full-time paid members of staff.

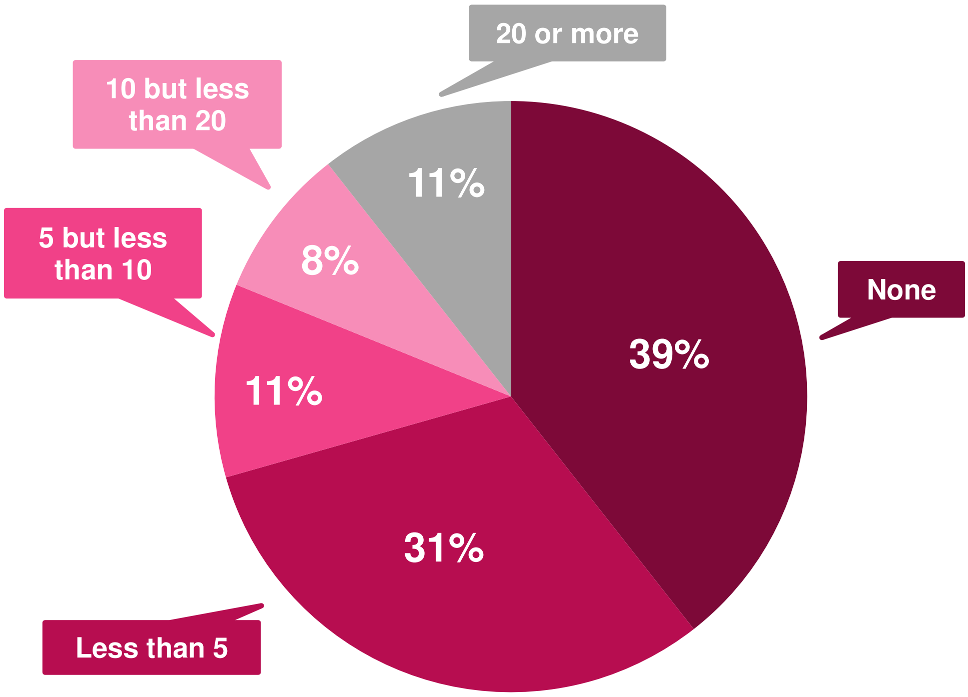
Figure 5.1: Organisations by numbers of full-time paid staff



Source: Sheffield State of the Voluntary and Community Sector survey 2016
Base: 156

Figure 5.2 presents a breakdown of responding organisations by the number of **part-time paid staff** they employed. Just under three-quarters of organisations (71 per cent) employed fewer than five part-time paid staff members. Included in this figure were 39 per cent of organisations that did not employ any paid staff. This is lower than the corresponding proportion of 58 per cent for full-time staff highlighted above. At the other end of the spectrum 11 per cent of organisations employed 20 or more part-time paid members of staff.

Figure 5.2: Organisations by numbers of part-time paid staff



Source: Sheffield State of the Voluntary and Community Sector survey 2016
Base: 170

5.2. How many volunteers are part of the VCS workforce in Sheffield?

Based on responses to the survey on numbers of volunteers and committee/board members and the hours which they contribute, and drawing on the assumptions used to estimate the total number of organisations and the size of these organisations in Sheffield, it is estimated there were:

89,600 volunteers ***in the voluntary and community sector's workforce in Sheffield in 2014/15[15].***

22,700 committee/board members ***in the voluntary and community sector's workforce in Sheffield in 2014/15.***

261,600 hours ***of their time provided by these volunteers and committee/board members per week.***

Figure 5.3 presents a breakdown of survey responses by the number of volunteers that they use.

[15] It is likely that a number of these volunteers could be the same person volunteering for multiple organisations; additionally, residents from outside of Sheffield volunteering within Sheffield; and conversely there will be Sheffield residents volunteering for organisations outside of Sheffield.

Figure 5.3: Organisations by numbers of volunteers

Source: Sheffield State of the Voluntary and Community Sector survey 2016
Base: 163

5.3. What is the economic contribution of paid staff and volunteers working within the VCS in Sheffield?

Gross Value Added (GVA), the value of goods and services produced, is a key measure of the economic contribution of organisations or voluntary and community sectors. It can be estimated for paid employees working in Sheffield organisations by multiplying the number of paid staff by the estimated GVA per FTE employee.[16]

From this calculation the following is estimated:

£487m ***contributed to the economy per annum by paid employees of Sheffield VCS organisations.***

There are two broad approaches to valuing the contribution of volunteers. One method, and this study's preferred approach, is to value the output that they produce. In effect this is the value to society of the goods and services that volunteers produce. This can be estimated by multiplying the number of volunteers and committee/board members by the estimated GVA per FTE employee. From this calculation:

£323 million per annum ***estimated as the economic contribution of volunteers and committee/ board members in Sheffield organisations.***

The use of estimated GVA per FTE employee to measure the value of the output produced by volunteers assumes that paid employees would not be used in the absence of volunteers to produce the same level of goods and services. In such a situation the value of output is the value of the labour input (wages and benefits) plus the value of the capital input (for example office space and computers). If paid employees would be used to produce the same level of goods and services then the value of capital input would be borne whether or not volunteers were used. Therefore the value of the output from volunteers would be just the value of the labour input. This value would be roughly equivalent to the value estimated from the input method of valuation which is outlined in the next paragraph.

[16] This study used Yorkshire and The Humber GVA per employee averaged across the following two voluntary and community sectors: education and human health and social work activities.

In the second method, the value of the input of volunteers is used to value the contribution of volunteers.[17] This is the amount that it would cost to pay employees to do the work carried out by volunteers. As such, this can be considered to be the benefit to organisations.[18] However, this benefit might also be passed onto society via lower prices for goods and services due to lower costs of production. The input value of volunteers can be calculated by multiplying the number of hours that volunteers give per week by an estimate of how much it would cost to employ someone to do that work. There are a number of widely-accepted hourly rates that could be used to estimate this value, these include: the national minimum wage; the local median wage; the local mean wage; and the reservation wage. The preference in this study has been to provide a range using the national minimum wage (low estimate) and the local median wage (high estimate). In reality the true value of the input provided by volunteers will lie between the two estimates. It is estimated:

- assuming the national minimum wage for adults[19] it would cost **£91 million annually to employ staff to do the work provided by volunteers and committee/board members in Sheffield organisations**
- assuming the median gross hourly wage for full-time employees in Sheffield[20] it would cost **£173 million annually to employ staff to do the work provided by volunteers and committee/board members in Sheffield organisations.**

Adding together the economic contribution of both paid staff and volunteers working within the voluntary sector in Sheffield the following is estimated:

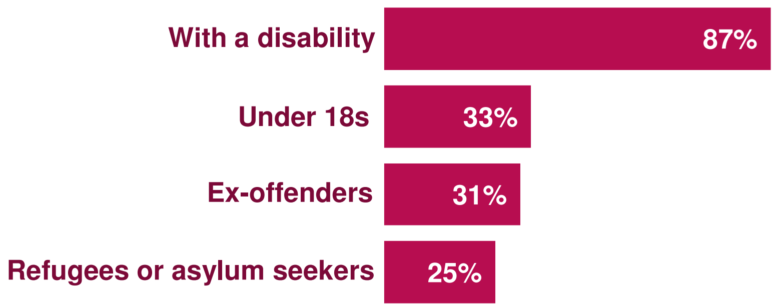
£810m ***contributed to the economy per annum by paid employees and volunteers and committee/ board members in Sheffield VCS organisations.***

5.4. What types of volunteers does the VCS in Sheffield recruit and what are the challenges organisations have experienced with regard to volunteering?

The survey asked respondents if they currently have any of the types of volunteers listed in Figure 5.4 below. The vast majority stated they currently work with volunteers who have a disability, while one third said they work with under-18s and a similar proportion (31 per cent) with ex-offenders. Fewer (24 per cent) said they currently have any volunteers who are refugees or asylum seekers.

[17] This is the approach recommended by Volunteering England.
[18] This assumes that there are no additional costs faced by organisations in using volunteers: for example extra management costs.
[19] £6.70 for 21 years and older in 2015.
[20] £12.72 for 2015.

Figure 5.4: Types of volunteers organisations have



Source: Sheffield State of the Voluntary and Community Sector survey 2016
Base: 124

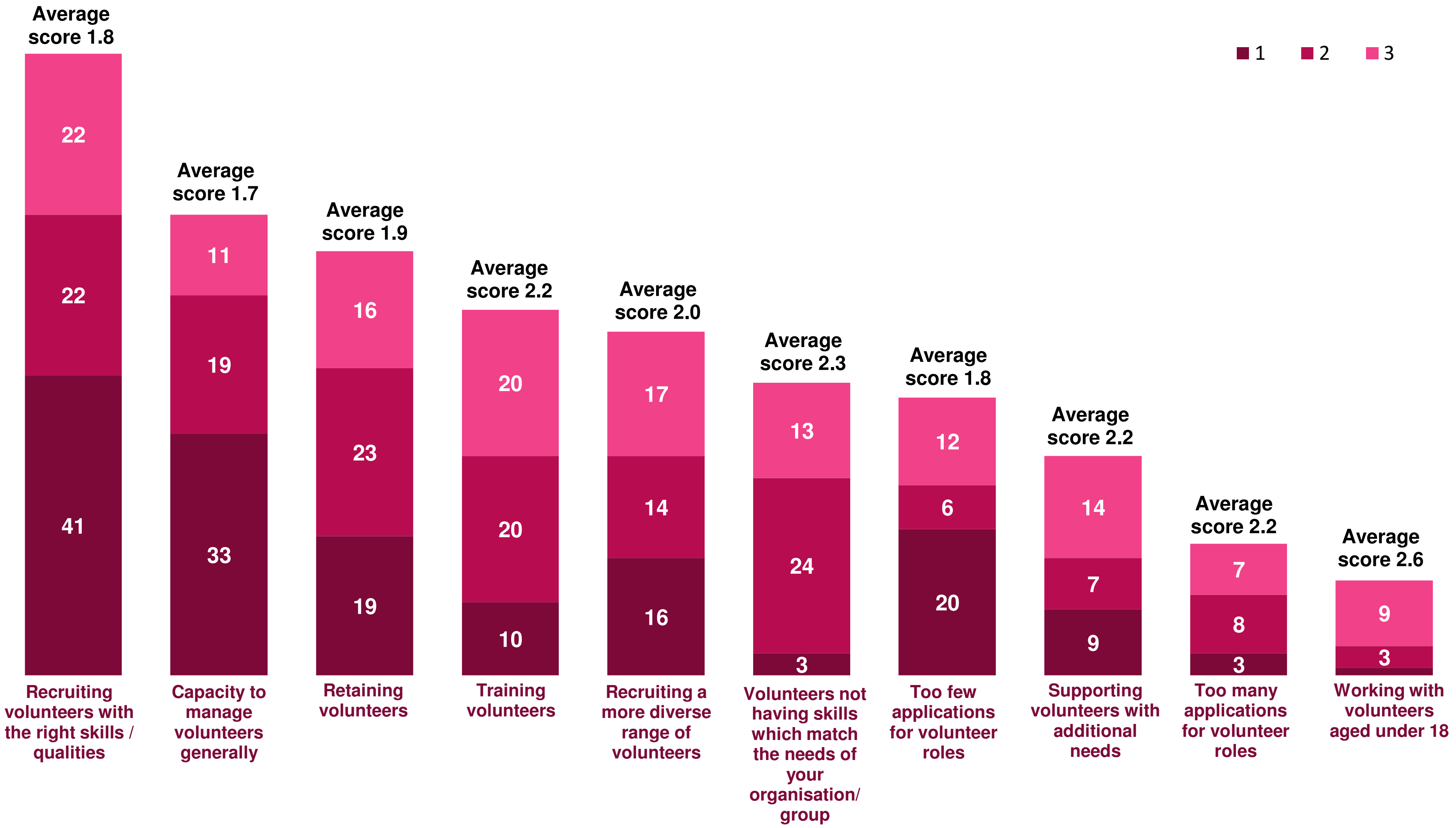
If organisations did not indicate that they currently work with any of the groups of volunteers listed they were asked whether their organisation is able to recruit from these groups, e.g. whether they have the right insurance/facilities/capacity to recruit. Of those who did not indicate they currently work with refugees or asylum seekers, 70 per cent said they are able to recruit from this group, while almost half (49 per cent) of those who do not currently work with ex-offenders said they would be able to recruit these type of volunteers. The proportion was lower for those not currently working with under-18s (35 per cent able to recruit) and those with a disability (32 per cent).

In addition over one quarter (28 per cent) of organisations indicated that they have involved employer supported volunteers[21] in the last 12 months. The majority of organisations (74 per cent) also stated that they pay their volunteers' expenses; however 26 per cent said they do not.

Survey respondents were asked to indicate up to three main challenges their organisation had faced in the last 12 months with regard to volunteering and to rank these in order of importance from one (highest) to three (lowest). Figure 5.5 show the responses to this question. Recruiting volunteers with the right skills/qualities was selected by 85 organisations as one of the main challenges faced by their organisation in the last 12 months and the average score when asked to rank this challenge in terms of importance was 1.8. The number of respondents selecting other challenges was noticeably lower. However there were two challenges where the average score given was the same or higher: capacity to manage volunteers generally (1.7); and too few applications for volunteer roles (1.8).

[21] These are volunteers whose employers have provided them with opportunities to volunteer, for example through a structured volunteer programme or by providing time off to volunteer.

Figure 5.5: Number of organisations indicating main challenges with regard to volunteering and the average (mean) score given w



Source: Sheffield State of the Voluntary and Community Sector survey 2016
Base: Ranges from 85 (Recruiting volunteers with the right skills/qualities) to 13 (Working with volunteers aged under 18)

5.5. How has the VCS's workforce changed in the last 12 months?

The final part of this chapter reports on how respondents perceived aspects of their workforce had changed over the past 12 months. The survey asked respondents whether the number of staff and the number of volunteers in their organisation's workforce had ‘increased’, ‘remained the same’ or ‘decreased’ this year compared to the previous year. Figure 5.6 presents the results to these questions, the key findings of which are:

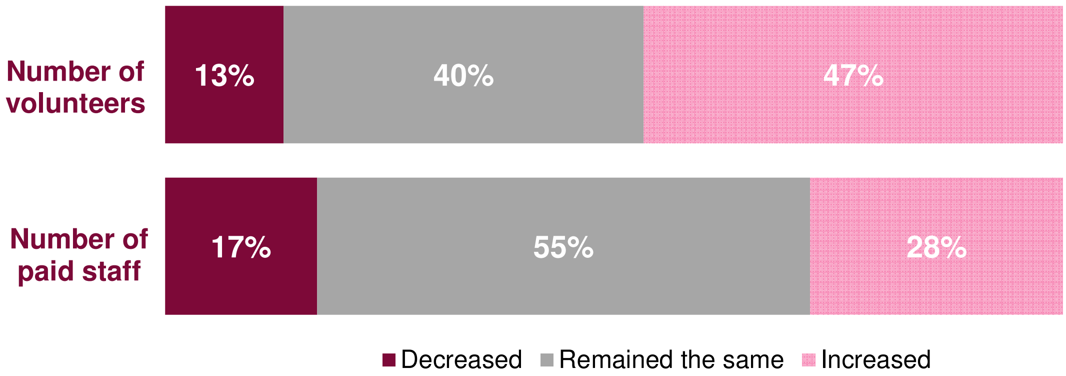
Volunteers:

- 47 per cent of respondents reported increased numbers of volunteers compared to the previous year
- in comparison 13 per cent of organisations reported a decrease in volunteer numbers.

Paid staff:

- 55 per cent of organisations employed a similar number of paid staff compared to the previous year
- of organisations reporting a change, 28 per cent reported an increase in paid staff and 17 per cent reported a decrease.

Figure 5.6: Change in aspects of the workforce in the last 12 months



Source: Sheffield State of the Voluntary and Community Sector survey 2016
Base: paid employees (142); volunteers (167)

Volunteering in Sheffield

6

This chapter provides a snapshot of the nature of volunteering in Sheffield in 2016. It also examines the barriers to volunteering experienced by people in the City.

The chapter presents the results of a web-based survey focused on the experiences of volunteering across Sheffield. As detailed in the introduction to this report, two versions of the survey were conducted on slightly different groups of people:

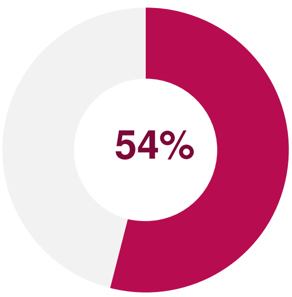
- The first was distributed to individuals registered with Sheffield Volunteer Centre, to which 212 people responded.
- The second was distributed more widely via a range of social media platforms and email lists across Sheffield. 296 responses were received from this group.

The results from the Volunteer Centre survey are from a demographic with higher levels of unemployment, disability and ethnic diversity and a greater distribution across age range. As highlighted in the introduction to this report, the responses from the Sheffield-wide survey are from a self-selecting sample and this should be borne in mind when reading the results.

Where relevant the results of both surveys are presented separately.

6.1. Levels of volunteering

Respondents to both surveys were asked if they currently volunteer.

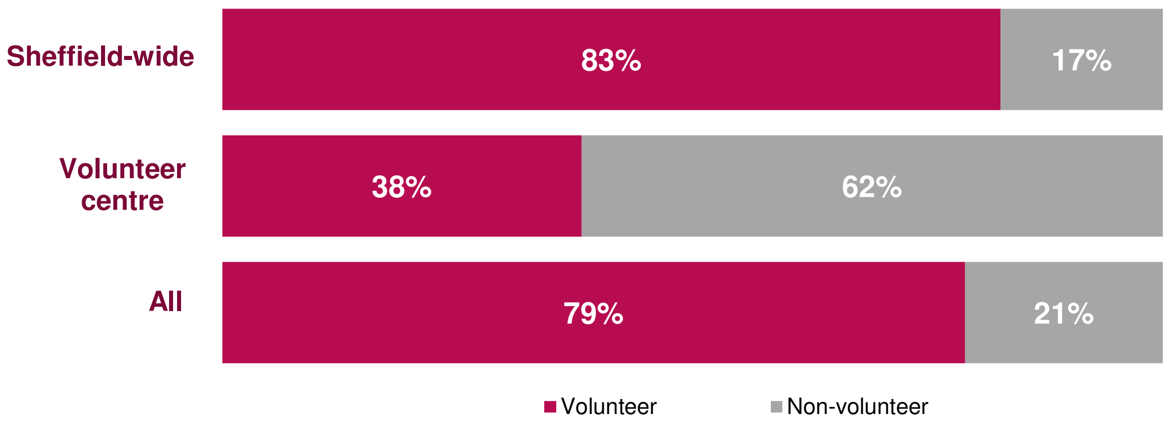


...of respondents to the Volunteer Centre survey said they had volunteered since registering with the Centre...

…and of these 70 per cent were currently volunteering at the time of the survey. This represents 38 per cent of all respondents to the Volunteer Centre survey as is shown on Figure 6.1 below. In contrast the majority (83 per cent) of respondents to the Sheffield-wide survey indicated that they were currently volunteering. Of those that weren't, 34 percent had volunteered in the last 12 months

.

Figure 6.1: Proportion of respondents that currently volunteer in each survey

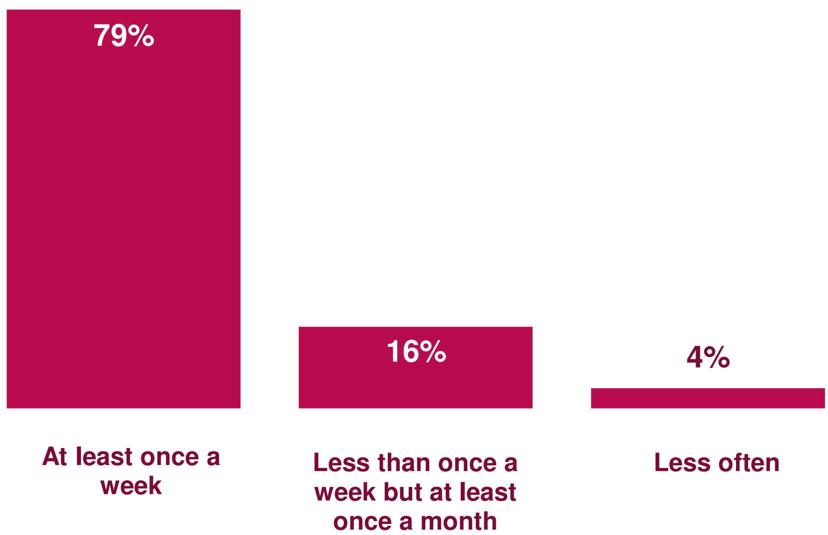


Source: Sheffield Volunteer survey 2016
Base: Sheffield-wide (296); Volunteer Centre (115); Overall (411)

6.2. Frequency of volunteering

Respondents to both surveys who indicated they were currently volunteering were asked how often they volunteer. Four-fifths (80 per cent) of respondents overall said they volunteer on average at least once a week, as is shown in Figure 6.2 below, while 16 per cent said they volunteered once a month and four percent less often. Results were virtually identical across the two surveys.

Figure 6.2: Frequency of volunteering



Source: Sheffield Volunteer survey 2016
Base: 320

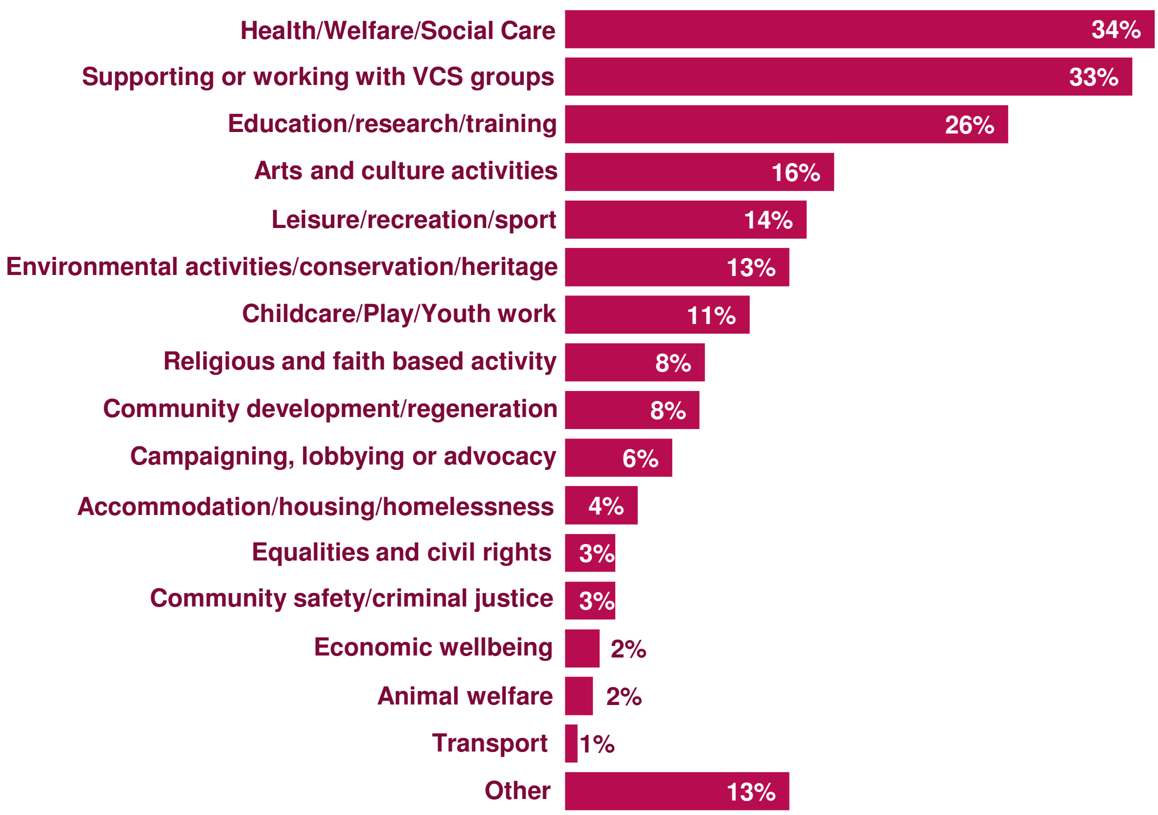
Those who currently volunteer were also asked to provide the number of hours they had volunteered in the past four weeks. Again results did not differ notably between the two surveys. Taking all those currently volunteering together, the mean number of hours was 22, the median was 13 hours, and the mode (the most common response) was 4 hours. While the mean figure is likely to have been skewed by a number of very high responses it is important to recognise the importance of the contribution made by those volunteering a large number of hours each month.

6.3. Area and type of volunteering

Both questionnaires asked those who indicated they were currently volunteering to specify the areas in which they volunteer. Figure 6.3 below combines the results for both surveys. **The most common area specified was health, welfare and social care (34 per cent)**. This is in line with the results of the survey of organisations detailed in Chapter 3, which showed that this is the area where the largest proportion of organisations are operating. One third of volunteers overall indicated they currently support or work with VCS groups, the second most common response. This is slightly different to the survey of organisations where this was the seventh most commonly selected area.

The three most common areas volunteers said they are working were the same for both the Volunteer Centre and Sheffield-wide surveys although there were some differences in proportions and order. Over two fifths (43 per cent) of respondents to the Volunteer Centre survey said they were volunteering in the area of health, welfare and social care, while just under one third (31 per cent) of volunteers to the Sheffield-wide survey indicated that they volunteer in this area. One third (33 per cent) of respondents to both surveys said they were supporting or working with VCS groups, while 20 per cent of respondents to the Volunteer Centre survey said they volunteer in the area of education, research or training compared to 28 per cent of respondents to the Sheffield-wide survey. Table A1 in Appendix 1 presents a full breakdown of responses to this question across both surveys.

Figure 6.3: Areas of volunteering

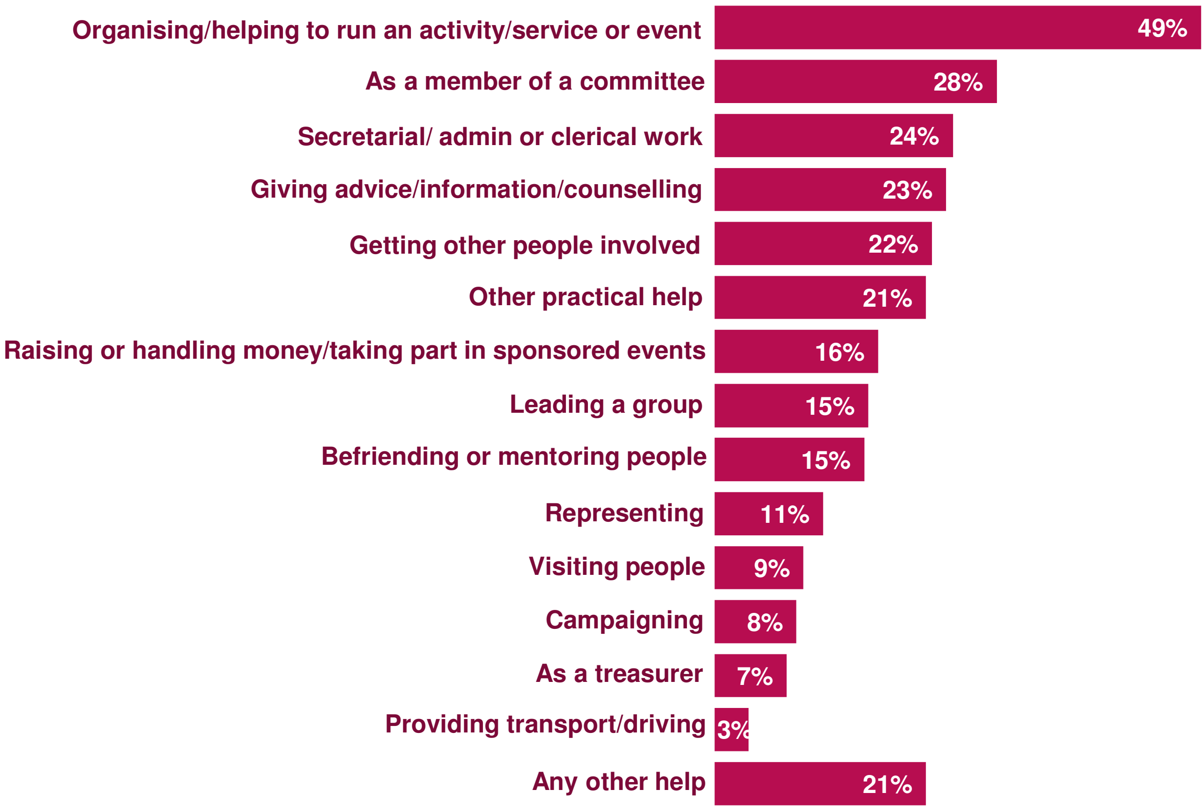


Source: Sheffield Volunteer survey 2016
Base: 307

Both surveys also asked about the types of roles those currently volunteering undertake. Figure 6.4 below presents the results to this question for both surveys combined. The most common type of volunteering reported overall was organising or helping to run an activity, service or event, which almost half of respondents indicated they undertake. This was also the most common type of volunteering across both the surveys. Over half (54 per cent) of respondents to the Sheffield-wide survey said they volunteered in this way, while 36 per cent of respondents to the Volunteer Centre survey also gave this as a response. The second most common type overall was as a member of a committee. There was a clear difference however across the two surveys. While over one third (36 per cent) of respondents to the Sheffield-wide survey said they were a member of a committee, only seven per cent of respondents to the Volunteer Centre survey indicated that they were.

Secretarial, administrative or clerical work and giving advice, information or counselling were also commonly reported forms of volunteering across both survey. Also common amongst the volunteer centre responses was befriending or mentoring people (18 per cent), whereas the Sheffield-wide responses had more people getting other people involved (24 per cent), and other practical help (25 per cent). Table A2 in Appendix 1 presents a full breakdown of responses to this question across both surveys.

Figure 6.4: Types of volunteering



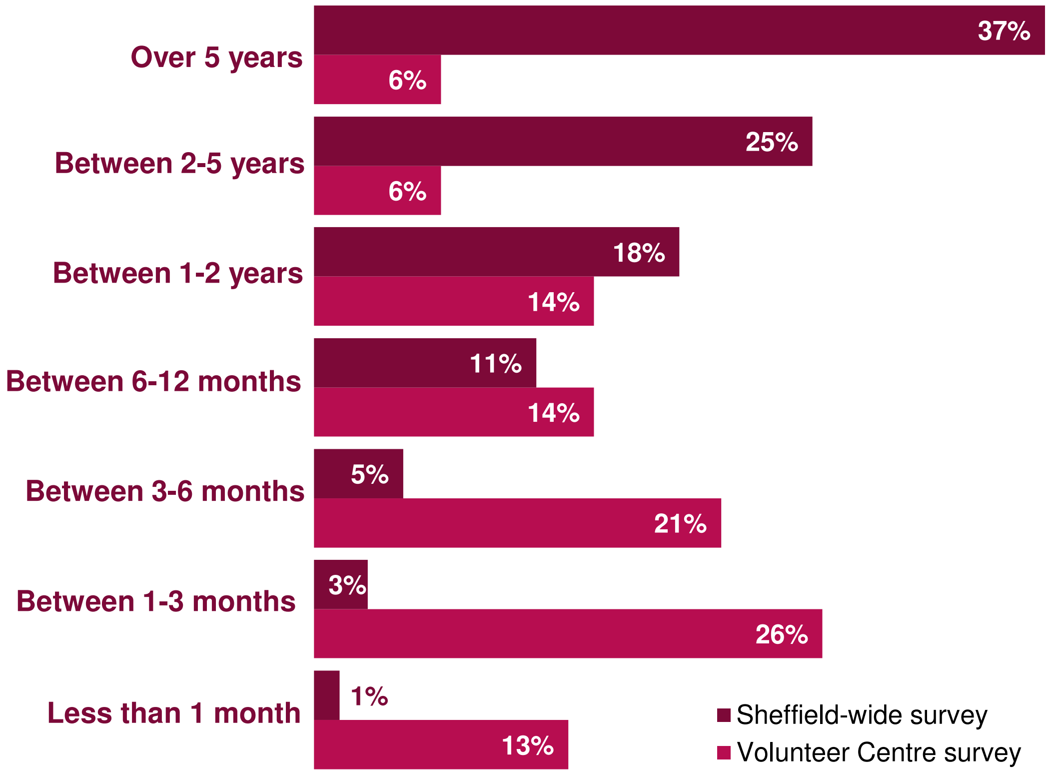
Source: Sheffield Volunteer survey 2016
Base: 293

6.4. Length of time volunteering

Respondents to the Volunteer Centre survey who indicated they were currently volunteering tended to have been volunteering for a relatively short period of time. As Figure 6.5 below shows, over one quarter (26 per cent) of respondents said they had volunteered for between one and three months, while just over one fifth (21 per cent) stated they had been volunteering for between three and six months. A significant minority had been involved for an even shorter period of less than one month (13 per cent). It was relatively rare for respondents to have been involved for much longer periods of two to five years (six per cent) or over five years (6 per cent).

In contrast, the respondents to the Sheffield-wide survey who were currently volunteering were more likely to have volunteered for a relatively long period of time. Almost two-fifths (37 per cent) reported volunteering for over five years. The difference suggests that somewhat different groups of volunteers were being captured by the two surveys.

Figure 6.5: Length of time respondents have been volunteers

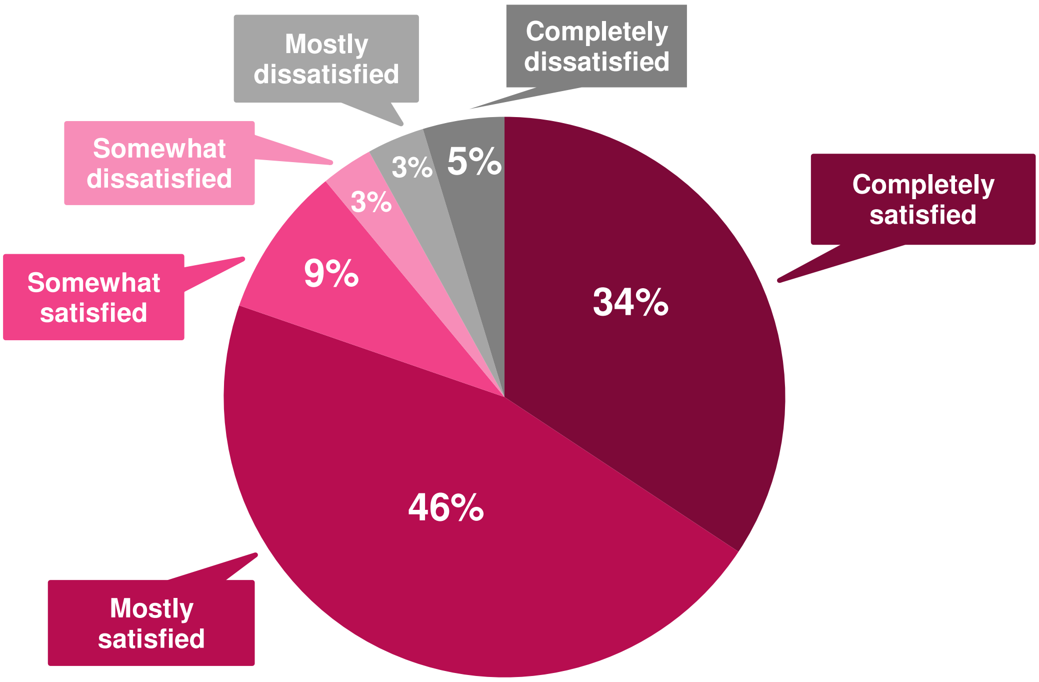


Source: Sheffield Volunteer survey 2016
Base: Sheffield-wide (223); Volunteer Centre (78)

6.5. Satisfaction with volunteer role(s)

Combining results across both surveys, the vast majority (89 per cent) of respondents who indicated they were currently volunteering stated they were at least somewhat satisfied with their current volunteer role(s). Figure 6.6 below provides a full breakdown of responses to this question. Just over one in ten (11 per cent) respondents indicated they were dissatisfied with their role. The results were similar across both surveys. Over four-fifths (85 per cent) of respondents to the Volunteer Centre survey said they were at least somewhat satisfied with their current volunteer role(s), while 91 per cent of those responding to the Sheffield-wide survey indicated they were satisfied. The proportion indicating they were completely satisfied was greater for the Volunteer Centre survey (41 per cent compared to 32 per cent of respondents to the Sheffield-wide survey).

Figure 6.6: Satisfaction with volunteering role



Source: Sheffield Volunteer survey 2016
Base: 300

Respondents currently volunteering were asked to consider to what extent they felt their role utilised their skills. If results from both surveys are combined, the majority (81 per cent) of respondents stated that their current role utilises their skills to either some or a great extent. Results were slightly different across the two surveys. Around seven out of ten (71 per cent) respondents to the Volunteer Centre survey said their role utilises their skills to either some or a great extent compared to 85 per cent of respondents to the Sheffield-wide survey. While just two per cent of respondents to the Sheffield-wide survey stated their role did not utilise their skills at all, 11 per cent of respondents to the Volunteer Centre survey gave 'not at all' as a response.

Just under three-quarters (73 per cent) of respondents overall felt that their role had helped them to develop their skills. Results were similar across both surveys (74 per cent for the Volunteer Centre compared to 71 per cent among respondents to the Sheffield-wide survey).

Respondents to both surveys who felt their role had helped them develop their skills were asked to expand on how their skills had been developed. Several respondents mentioned improving their IT skills, suggesting this was an important area of improvement for respondents. Others mentioned that their roles had helped to build their interpersonal skills or self-confidence:

"Using the database system has been developed my IT skills and written communication skill"

"*Ability to work with people face to face*"

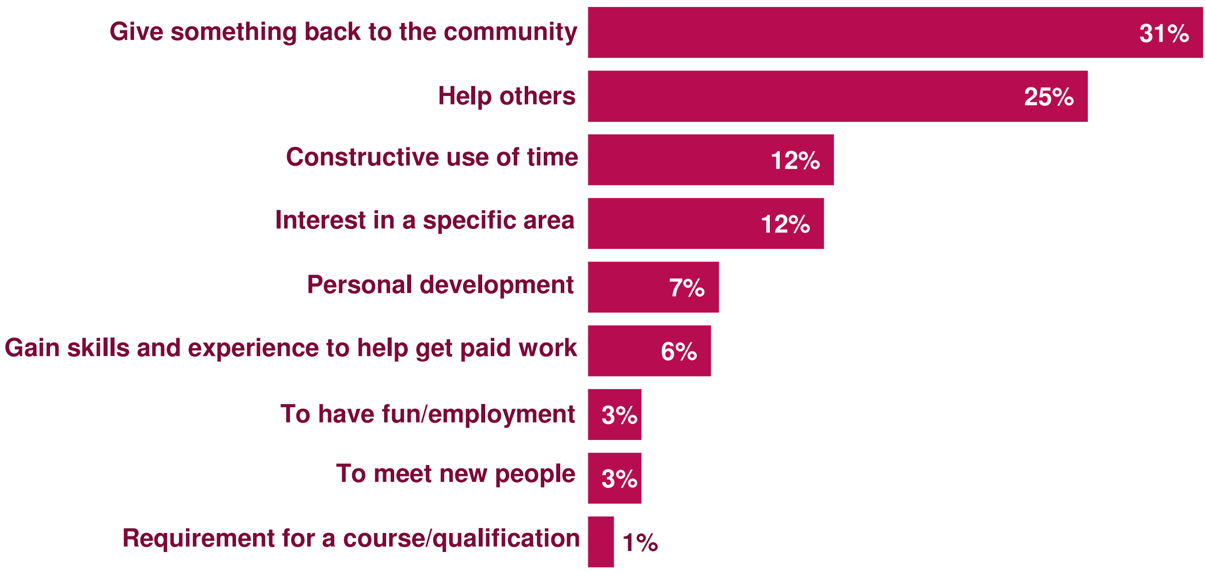
"*Working with people*"

"*Developed teamwork, social skills*".

6.6. Motivation for volunteering

The Sheffield-wide survey asked respondents currently volunteering to identify the main reason for wanting to volunteer. Responses were diverse, but the most common reason given was to give something back to the community (31 per cent) followed by to help others (25 per cent). Less altruistic motivations were less commonly given as the main reason, such as a requirement for a course or qualification (one per cent), to meet new people or to have fun (both three per cent).

Figure 6.7: Motivations for volunteering



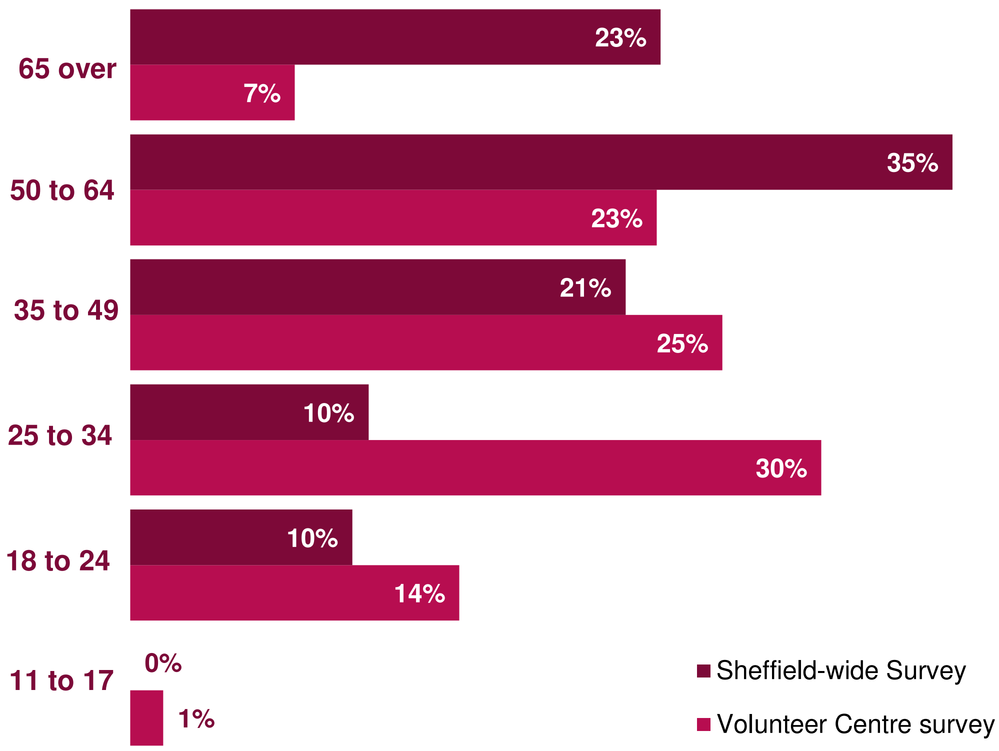
Source: Sheffield Volunteer survey 2016
Base: 226 (Sheffield-wide)

The Sheffield-wide survey also asked current volunteers to identify how they had heard about their volunteering role. By far the most common method was via word of mouth, selected by over half (52 per cent) of respondents. Posters and leaflets were also a common way of hearing about opportunities (14 per cent) as were proactive searches using the internet (13 per cent).

6.7. Characteristics of current volunteers

Respondents to the Volunteer Centre survey who currently volunteer were spread relatively evenly across the age categories, with roughly equal numbers falling into the 25-34 (30 per cent), 35-49 (25 per cent) and 50-64 (23 per cent) age categories (see Figure 6.8 below). Those under 25 (15 per cent) or over 65 (7 per cent) were somewhat less common. In contrast the respondents to the Sheffield-wide survey currently volunteering tended to be older. The most common age category was 50-64 (35 per cent), and there were also a higher proportion of respondents over 65 (23 per cent).

Figure 6.8: Age of respondents who currently volunteer[22]



Source: Sheffield Volunteer survey 2016
Base: Sheffield-wide (264); Volunteer Centre (177)

Almost three-fifths of respondents to the Volunteer Centre survey who currently volunteer were White British (57 per cent). Ten per cent identified as a different white background and three per cent as White Irish. This leaves 30 per cent of respondents identifying as non-white. The most common non-white category was Black or Black British-African (seven per cent of all cases). A noticeably higher proportion of respondents to the Sheffield-wide survey who were currently volunteering identified as White British (88 per cent).

One third (33 per cent) of current volunteers responding to the Volunteer Centre survey considered themselves to have a disability. The proportion among respondents to the Sheffield-wide survey was noticeably lower at 12 per cent.

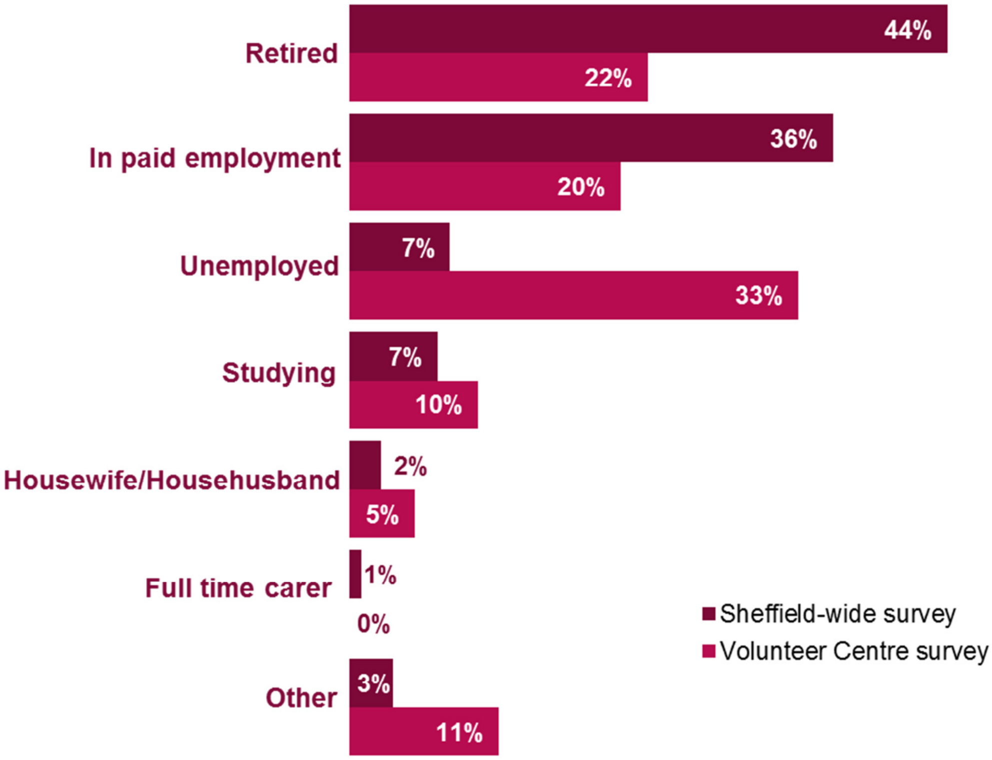
The majority of respondents who indicated they were volunteering for both surveys were female (72 per cent across both groups of respondents).

One fifth (20 per cent) of respondents to the Volunteer Centre survey who indicated they currently volunteer were in paid employment (as either an employee or self-employed) while one third (33 per cent) were unemployed and 22 per cent were in education.

The Sheffield-wide survey captured more volunteers who were in paid employment (36 per cent) and retired (44 per cent), but much fewer who were unemployed (seven per cent). This may reflect the type of individuals that seek opportunities via the Volunteer Centre compared to the wider volunteer population.

[22] Respondents to the Sheffield-wide survey were given the option to state 'prefer not to say'. Three respondents gave this as a response, representing one per cent of responses to this survey overall.

Figure 6.9: Employment status for respondents who currently volunteer



Source: Sheffield Volunteer survey 2016
Base: Sheffield-wide (216); Volunteer Centre (84)

6.8. Barriers to volunteering

The Sheffield-wide survey asked respondents not currently volunteering if they had volunteered in the past 12 months. If they had not volunteered during the past year they were asked why this was. Figure 6.10 below presents the responses to this question. The number of responses for this and similar questions reported in this section were quite low, so the raw counts have been given rather than percentages.

By far the most common reason given by respondents was a lack of time (n=16). Other reasons were less common, however seven respondents had not heard about or couldn't find suitable opportunities while five stated that they do other things with their time.

Figure 6.10: Reasons for not volunteering in the past 12 months (Sheffield-wide)[23]

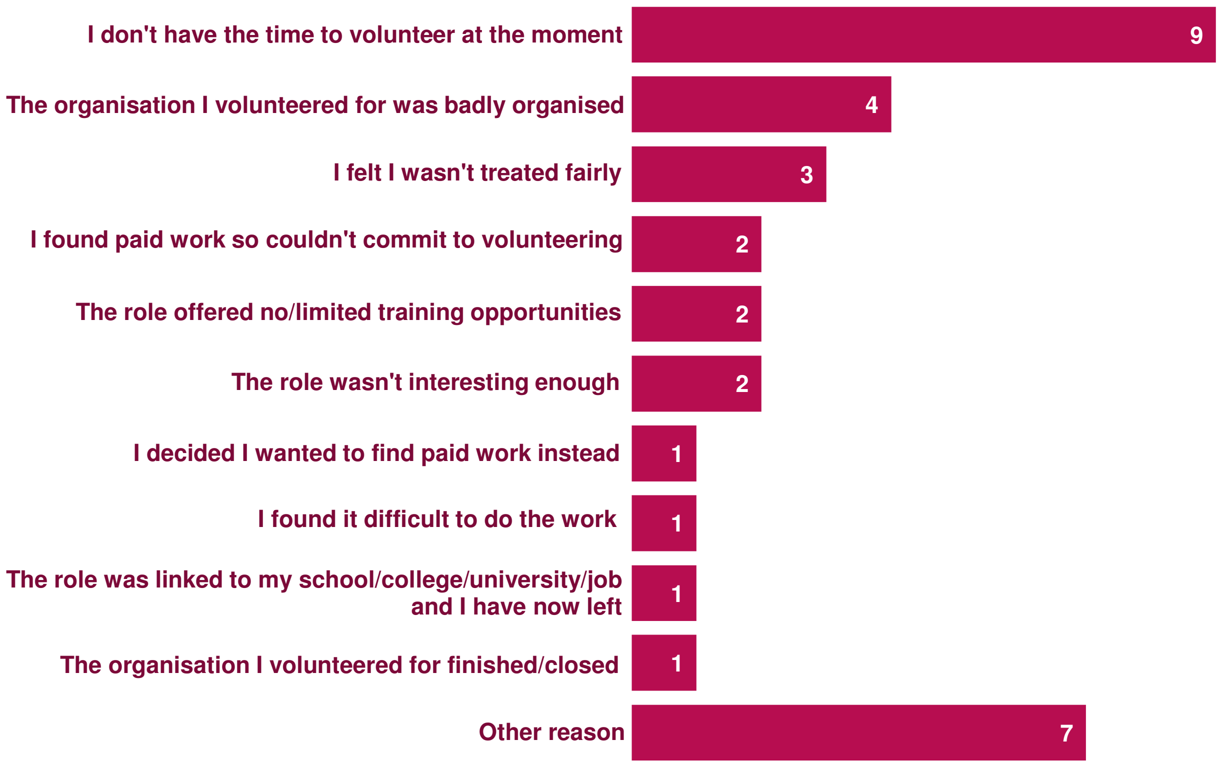
Source: Sheffield Volunteer survey 2016
Base: 47 (Sheffield-wide)

[23] 'I have contacted organisation(s) but they took too long to/didn't get back to me'; 'I have contacted organisation(s) but the role wasn't what I expected'; 'I have contacted organisation(s) but too much was being asked of me'; 'I have contacted organisation(s) but they didn't mention/offer re-payment of expenses'; 'I want to find paid work instead'; and 'I am worried I would be treated unfairly' were also options provided for this question but 0 respondents selected these categories so they are not visible on the chart.

Respondents to the Sheffield-wide survey who were not currently volunteering but had done so in the last 12 months were asked a slightly different question about their reasons for not currently volunteering.

The most common reason given for not volunteering despite having done so in the past 12 months was also a lack of time (n=9), followed by a negative previous experience with an organisation felt to be badly organised (n=4). It is worth noting again however that the number of responses to this question was low.

Figure 6.11: Reasons for not currently volunteering (Sheffield-wide)[24]



Source: Sheffield Volunteer survey 2016
Base: 33 (Sheffield-wide)

The Volunteer Centre survey also asked those not currently volunteering to specify why this was the case.

Respondents who indicated they had not gone on to volunteer after registering with the Centre were asked why this was. Similar to the Sheffield-wide survey, amongst the most common reasons were not having heard of opportunities (n=35), or a lack of time (n=19). In addition it was common for respondents to have contacted an organisation they were interested in, but the organisation either didn't get back or took too long to do so.

There were a high number of 'other' responses, but generally these just provided further detail on the responses listed above.

[24] 'The organisation I volunteered for did not pay expenses'; 'I wasn't sure I was well enough to continue volunteering'; and 'I was worried it might affect my benefits' were also options provided for this question but 0 respondents selected these categories so they are not visible on the chart.

Figure 6.12: Reasons for not volunteering after registering with the Volunteer Centre[25]

Source: Sheffield Volunteer survey 2016
Base: 88 (Volunteer Centre)

Respondents who indicated they had volunteered after registering with the Centre but were not currently volunteering were asked why this was. The most common reason given was 'other' suggesting that the categories did not entirely capture the reasons for not doing so. Some of the written 'other responses' (n=16), however, suggested that these individuals would go on to volunteer shortly or were in the process of arranging an opportunity.

The next most common reason was once again a lack of time (n=12), followed by wanting to find paid work instead (n=4), and a previous experience with an organisation felt to be badly organised (n=4).

[25] 'I have contacted an organisation(s) but the role sounded dull/boring' and 'I have contacted an organisation(s) but they didn't mention/offer re-payment of expenses' were also options provided for this question but 0 respondents selected these categories so they are not visible on the chart.

Figure 6.13: Reasons for not currently volunteering (Volunteer Centre)[26]

Source: Sheffield Volunteer survey 2016
Base: 33 (Volunteer Centre)

6.9. Characteristics of non-volunteers

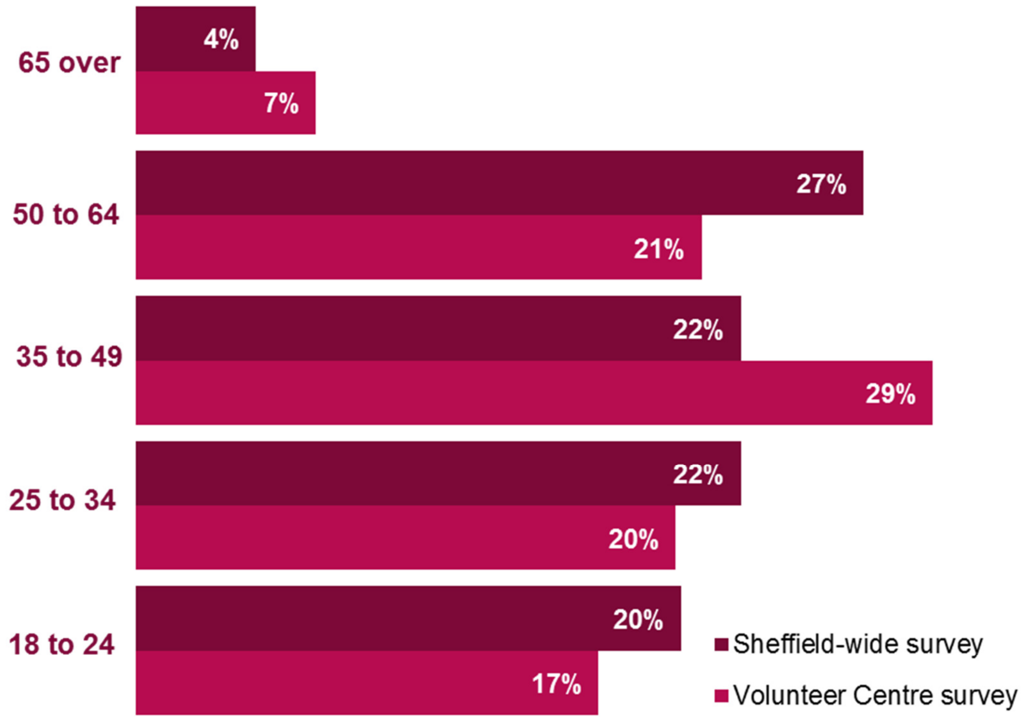
Respondents to the Sheffield-wide survey who were not currently volunteering were mainly female (87 per cent) as were those who responded to the Volunteer Centre survey (71 per cent). This high proportion of females is similar to that seen earlier amongst those currently volunteering.

Thirteen per cent of Sheffield-wide respondents not currently volunteering indicated they had a disability. The proportion was slightly higher among respondents to the Volunteer Survey (17 per cent). This is lower than the 33 per cent of current volunteers responding to the Volunteer Centre who considered themselves to have a disability.

Respondents to the Sheffield-wide survey who were not volunteering were relatively evenly spread across the age categories, although only four per cent were aged 65 or over. Results for those completing the Volunteer Centre survey were relatively similar (see Figure 6.14 below). In comparison to the results displayed earlier for current volunteers the age profile was noticeably younger for the Sheffield-wide survey. For example 23 per cent of volunteers said they were aged 65 or over compared to the four per cent of non-volunteers.

[26] 'The role was linked to my school/college/university/job I have now left' and 'I was worried it might affect my benefits' were also options provided for this question but 0 respondents selected these categories so they are not visible on the chart.

Figure 6.14: Age of respondents not currently volunteering



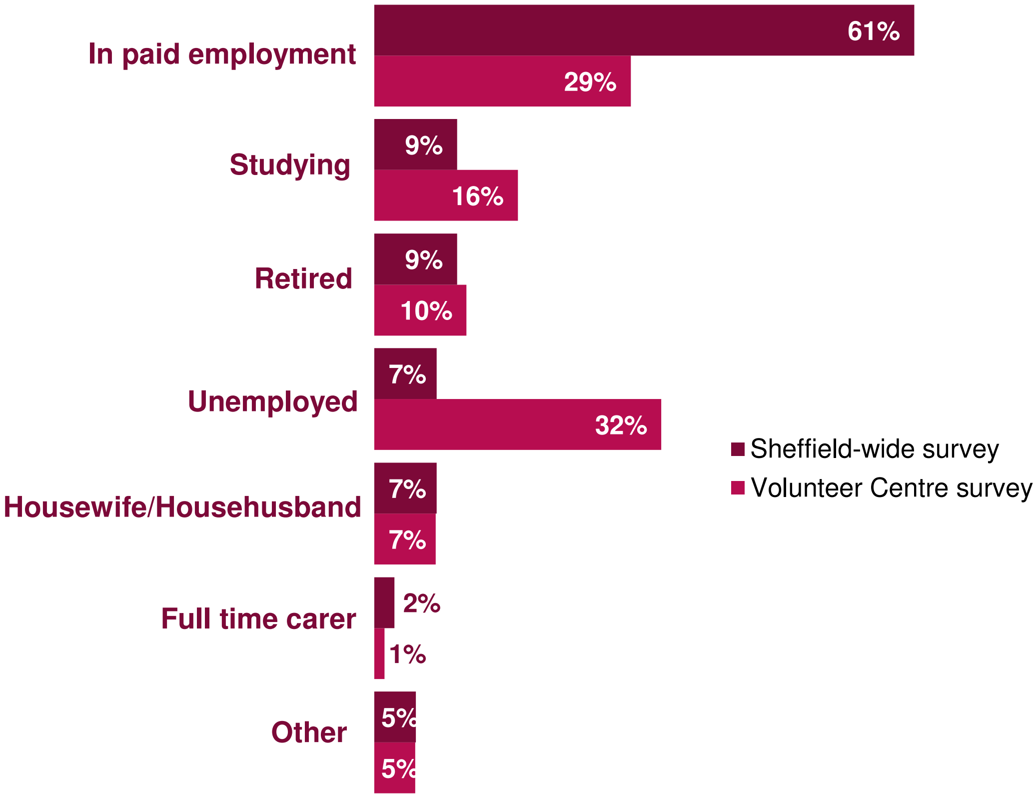
Source: Sheffield Volunteer survey 2016
Base: Sheffield-wide (45); Volunteer Centre (106)

Three-quarters (74 per cent) of Sheffield-wide respondents not currently volunteering described themselves as White British. The Volunteer Centre survey had responses from a more diverse demographic with only 57 per cent describing themselves as White British. In both cases the results were similar to those who said they were currently volunteering.

Respondents to the Sheffield-wide survey who were not currently volunteering were much more likely to be in paid employment than in any other category (61 per cent indicated they were either an employee or self-employed). This is noticeably higher than the 36 per cent of current volunteers who indicated they were in employment. In contrast they were much less likely to be retired compared to the current volunteers (nine per cent versus 44 per cent).

Over one quarter (29 per cent) of respondents to the Volunteer Centre survey who were not volunteering said they were in employment. This is higher than the 20 per cent of respondents to the same survey who said they were currently volunteering. One third (32 per cent) stated they were unemployed and 10 per cent indicated they were retired.

Figure 6.15: Employment status for respondents not currently volunteering



Source: Sheffield Volunteer survey 2016
Base: Sheffield-wide (43); Volunteer Centre (87)

Relationships with the public sector

7

This chapter considers the relationship between the Voluntary and Community sector and the public sector, exploring respondents' to the survey of organisations experiences of partnership working with Sheffield City Council and other public sector bodies.

7.1. Quality of relationships with Sheffield City Council

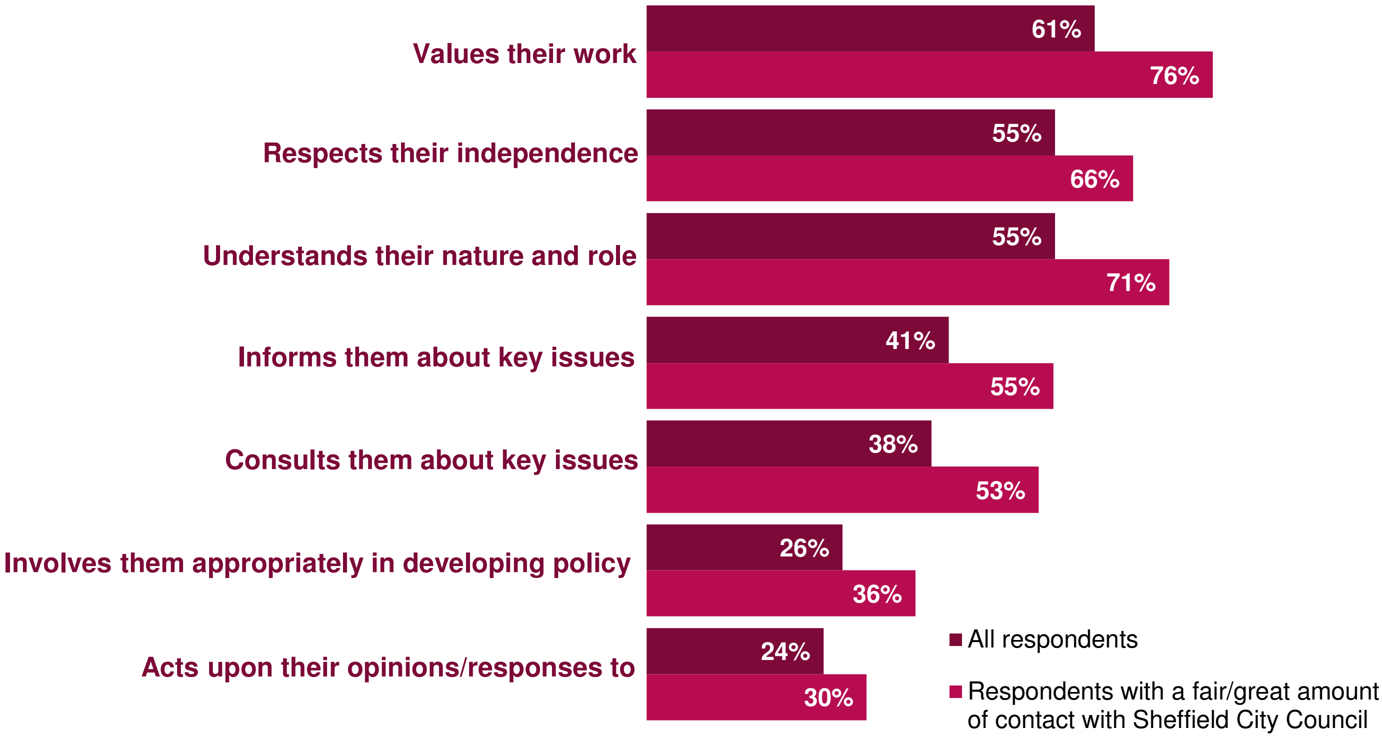
Survey respondents were asked about the extent to which they had direct dealings with Sheffield City Council. The vast majority (91 per cent) had some direct dealings with the Council and…

…64 per cent ***of organisations had a 'great' or 'fair' amount of direct dealings with Sheffield City Council***

Survey respondents were asked about the quality and effectiveness of their relationships with the Council. The responses to these questions are shown in Figure 7.1 below.

The data show that the voluntary sector's experiences of working in partnership with the City Council were quite mixed. While 61 per cent of respondents overall said that the Council valued their work, just 24 per cent felt that they acted on their views. Figure 7.1 also shows the responses for respondents who have a great or a fair amount of direct dealings with Sheffield City Council. On every measure the proportion in agreement for this group is higher than respondents overall.

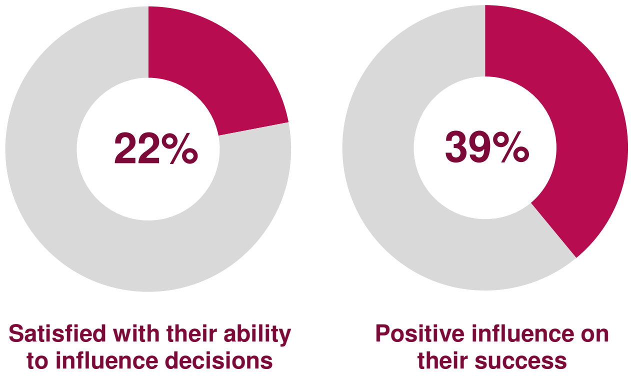
Figure 7.1: Relationship with Sheffield City Council (strongly agree/agree)



Source: Sheffield State of the Voluntary sector survey 2016
Base: All respondents (155), Sheffield City Council - fair/great amount (102)

The survey findings regarding relationships with local public sector bodies are reinforced by responses to two further questions which asked the extent to which organisations were satisfied with their ability to influence public sector decisions of relevance to their organisation and the extent to which they thought local statutory bodies influenced their success. The results of these questions are summarised in Figure 7.2.

Figure 7.2: Proportion of organisations who said they were satisfied with their ability to influence Sheffield City Council decisions of relevance to their organisation and who said the Council influence their organisation's success



Source: Sheffield State of the Voluntary sector survey 2016
Base: satisfaction with ability to influence (145) and positive influence on success (141)
Note: 'not applicable' response has been excluded from the analysis.

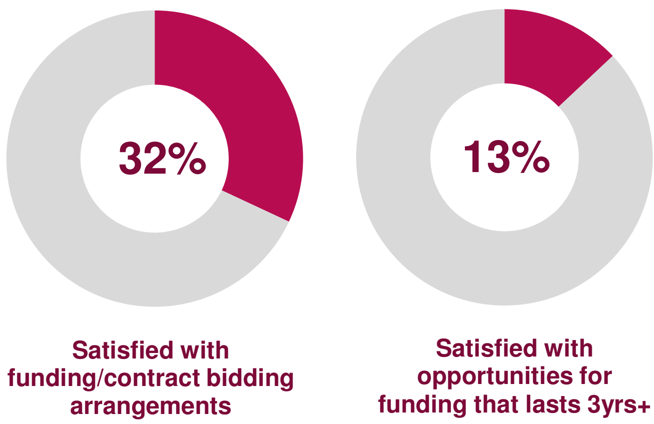
This shows that 22 per cent of respondents were satisfied with their ability to influence Sheffield City Council decisions of relevance to their organisation and 39 per cent said that the Council had a positive influence on their organisation's success.

7.2. Funding from local public sector bodies

Respondents were also asked to reflect on their experiences of funding from Sheffield City Council in terms of satisfaction with applying for funding or bidding for contracts.

How satisfied organisations were with bidding arrangements and how satisfied they were with the level of opportunity to bid for long-term funding are shown in Figure 7.3. Almost one third (32 per cent) of respondents were satisfied overall (very or fairly satisfied) with bidding arrangements while 13 per cent were satisfied overall (very or fairly satisfied) with opportunities for funding lasting three years.

Figure 7.3: Experiences of bidding for funding and contracts with Sheffield City Council



Source: Sheffield State of the Voluntary sector survey 2016
Base: satisfaction in bidding (125) and satisfaction with opportunities for funding 3yrs+ (110)
Note: 'not applicable' response has been excluded from the analysis.

Respondents were asked more generally about how easy they find applying for funding or bidding for contracts from public sector bodies in terms of the application process and their organisation's own skills, knowledge, experience, capacity and confidence to apply. The responses to these questions are shown in Figure 7.4 below. Just under one fifth (18 per cent) indicated they found the application process easy (very or fairly easy) while the figure was higher (31 per cent) in terms of organisations themselves.

Figure 7.4: Ease of applying for funding or bidding for contracts from public sector bodies in terms of….

Source: Sheffield State of the Voluntary sector survey 2016
Base: Application process (154) and organisation/group having the right skills, knowledge and experience, capacity and confidence to apply (154)

The questionnaire also asked respondents if there were any types of support or training their organisation would like to see available regarding applying for funding or bidding for contracts from public sector bodies.

Help in finding opportunities for funding and/or bidding opportunities was suggested by a number of organisations:

> *"Help with discerning where to apply for grants and what is available."*

> *"How to source funding, also how to plan budget bearing in mind bid successes and failures"*

> *"Training in understanding the contracting process including the basic information about how to find out when tenders are available."*

> *"Where to find funding/contract opportunities! We can't seem to find out about them."*

> *"Alerts/more notification for funding opportunities available to develop the business and services we have to offer to benefit the clients we work with and the wider community."*

A number of comments received also focused on the bidding process itself indicating help is required in this area:

"Training that is specifically directed to assist small organisations to understand AND participate in the contracts bidding process. Few of us are expert or have access to experts able to assist us to participate in the contracting process."

"Support in knowing how to bid."

"Understanding the bidding process and completing the application forms is something that we don't have any experience in. Any help with this would be extremely useful."

"Structuring of proposals."

"Bid-writing."

"A purchasable session or two of one to one support in actually making an application, to give us confidence and experience."

7.3. Public sector commissioning

Organisations were asked if they had ever participated in a public sector commissioning exercise. Just over two fifths (41 per cent) said they had done so while a similar proportion (42 per cent) said they had not. Sixteen per cent didn't know if their organisation had ever participated.

Of the organisations who had participated, 32 per cent rated the commissioning exercise(s) as good (very or fairly good) and a similar proportion rated the exercise(s) as poor (31 per cent fairly or very poor).

Respondents were asked to provide some more detail on the exercise(s) they participated in. Consistent with the result above, comments were mixed.

A number of organisations reflected positively on their experience:

"Helpful, and enabled us to start to make our own policy statements."

"We found the commissioning exercises to be very inclusive and easy to participate in."

"It was well organised."

"Very informative, good discussions, clear information."

However there were a number of comments received which focused on the varied quality of the exercises they had attended:

"Some are clear and well organised but others have been opaque and chaotic with decisions being deferred for months and then the contracts all being awarded to large national bodies or businesses"

"It has varied from department to department - one experience was very good - they listened and shaped service specs based on the exercise, another department was terrible - did not listen and the process was an abject failure."

"It has varied depending on the event, some felt very inclusive…others have been a little patronising."

"It has been a mixed bag but the recent People Keeping Well process felt very collaborative."

A number of organisations also provided purely negative feedback on their experience:

"There was an assumption in the room that you understood the language being used and were already familiar with the process. You felt foolish in asking questions. Everybody seemed to already know each other".

"We are a small organisation and it felt the consultation was geared to larger ones 'in the know'."

"Patronising and as the workshop was held by external consultants without the presence of the actual commissioner - it felt as though the providers were not respected or listened to."

"The exercise we were involved in felt as though the commissioners had little to know understanding of what is actually going on in people's lives"

When asked if their organisation would be interested in having a say in the development of public sector outcome frameworks or commissioning plans, over two fifths (46 per cent) indicated they would be interested; 39 per cent with the intention of bidding for subsequent grants/contracts service level agreements and 7 per cent with no intention of bidding.

8

Relationships with voluntary organisations and community groups

This chapter explores the responses received to the survey of organisations in terms of survey respondents' views on their work with other voluntary and community voluntary sector organisations. This includes working collaboratively with voluntary organisations and community groups and accessing help and advice from local support and development organisations.

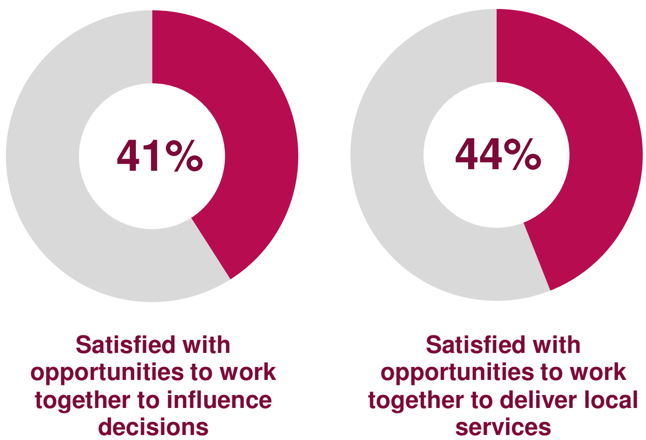
8.1. Working with other voluntary and community organisations

Survey respondents were asked about the extent to which they had direct dealings with other voluntary and community organisations in Sheffield. Almost all respondents (97 per cent) had some direct dealings with other voluntary and community organisations and…

…75 per cent ***of organisations had a 'great' or 'fair' amount of direct dealings with other voluntary and community organisations in Sheffield***

Respondents were asked to reflect on the opportunities they had to work with other voluntary and community organisations in terms of influencing local decisions and delivering local services. Figure 8.1 summarises the responses.

Figure 8.1: Satisfaction with opportunities to work with voluntary and community organisations



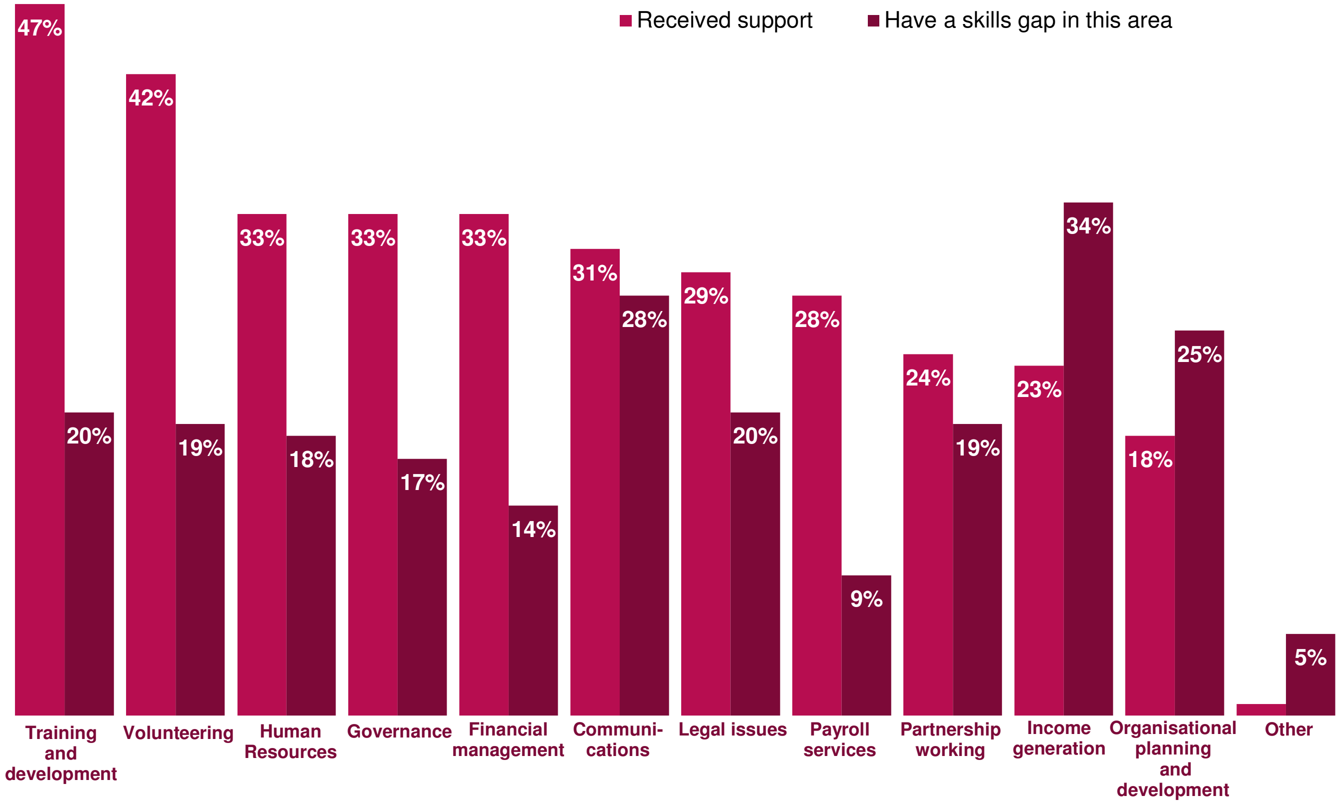
Source: Sheffield State of the Voluntary sector survey 2014/15
Base: satisfaction to influence (153) and satisfaction to deliver services (151)

This shows that 41 per cent of respondents were satisfied with the availability of opportunities to influence local decisions and that 44 per cent were satisfied with the availability of opportunities to work together to deliver local services.

8.2. Help, advice and support for voluntary and community organisations

Survey respondents were also asked in what areas they had received support from local infrastructure, support or development organisations in Sheffield. They were also asked if they had a skills gap in any or the areas listed. Figure 8.2 below shows the responses received.

Figure 8.2: Support received from local support and development organisations and skills gaps identified



Source: Sheffield State of the Voluntary sector survey 2016
Base: 130

Almost half of respondents (47 per cent) stated they had received support in the area of training and development while just over two-fifths had received support with volunteering.

Income generation was the most common area organisations identified having a skills gap. Over one third (34 per cent) identified this as an area they have a skills gap in. At least one fifth of organisations also identified the following as areas where they have a skills gap: communications (28 per cent); organisational planning and development (25 per cent); legal issues (20 per cent); and training and development (20 per cent).

8.3. Qualitative perspectives on working with other voluntary organisations and local support and development groups

Survey respondents asked to provide qualitative feedback about the support they received from local support and development groups. They were asked about what was particularly good, and what could be improved, regarding the help, advice and support received.

Comments were overwhelmingly positive when referring to infrastructure support organisations:

> *"Voluntary Action Sheffield have been excellent and very accessible regarding financial and HR support. South Yorkshire Funding Advice Bureau have also been very useful regarding funding information."*

> *"Support provided by the VAS is regular and easy to access. Recruitment of volunteers through the VAS Volunteer centre is very useful for us."*

> *"The services offered by VAS that our organisation use are exceptional, in particular accounting payroll and human resources."*

> *"VAS has been an incredible support to us as an organisation. They are easy to get in touch with, knowledgeable, professional and helpful."*

There was however some concern around the costs associated with the support available:

> *"The team at VAS are brilliant but we can't afford to use them as we don't have the funds."*

> *"We think the support is good (From VAS). We would and should attend more training but the prices are beyond our means, sadly".*

> *"Much of the training available is expensive and does not constitute value for money."*

> *"Some of their courses are too expensive for unpaid volunteers to access yet we understand that the organisation must be cost effective."*

There were also some suggestions on how support could be improved, most notably around accessibility and accommodating smaller groups:

> *"Many courses are during work hours when I can't get work off - would be good to have online training."*
>
> *"While VAS provided courses, sadly none of us were available to attend. It would be advantageous if the courses were repeated and a number of dates available to allow us to attend."*
>
> *"Better advance descriptions of what the training is going to be about. We really need access to quick cheap or free consultancy on how to make business cases, e.g. for funding applications."*
>
> *"More is needed to support micro organisations and user led groups!"*
>
> *"More support to small groups is needed to help with funding advice and support."*

The future

9

This chapter details the responses received to questions in the survey of organisations about the future.

9.1. Strategies being actively pursued

Survey respondents were asked what strategies they are actively pursuing. The most common strategy was increasing earned income, identified by over half of respondents. Other common strategies included: working more closely with other organisations, changing the way that services or activities run and increasing individual donations. The responses indicate that organisations are pursuing a broad range of strategies to increase their income, rather than relying on one or two main options.

Figure 9.1: Strategies actively being pursued

Source: Sheffield State of the Voluntary and Community Sector survey 2016
Base: 154

9.2. Qualitative reflections on future key challenges for the sector

Survey respondents were asked to think about the future and what they thought were the main challenges facing their organisations in both the next 12 months and in the next 2-3 years.

In the immediate and long-term future, securing funding was the key challenge for many organisations, with several respondents expressing concerns about the future sustainability of their organisations:

> *"As with any group getting funding to carry on with what we do."*
>
> *"Financial. Within 12 months our main funding source will end and it is already less than we can reasonably continue on without major cutbacks in all that we do."*
>
> *"Funding which is becoming harder to get."*
>
> *"Increasing income and reducing expenditure. Having to use reserves. Having to review services and present cost saving options."*
>
> *"Securing on going funding to maintain the organisation at present level of operation and identifying the funds needed to transform the organisation in the way planned by the board."*
>
> *"Winning enough work to maintain a stable organisation and reducing the deficit to £0."*

A large number of organisations were also concerned about their future capacity and ability to both retain and recruit volunteers.

> *"We have the promise of enough financial support to run a modest programme of activities, but struggle to recruit enough volunteers who will not only attend activities put on for the community, but actually put in the work to make them happen."*
>
> *"Maintaining volunteer numbers of suitable calibre."*
>
> *"Retaining quality volunteers to run the project."*
>
> *"Recruiting and maintaining volunteers".*
>
> *"Keeping our new volunteers."*
>
> *"Recruiting more committee members/trustees. Everyone we've approached think our project is a wonderful idea but they don't want to get involved as they work or have child care commitments".*
>
> *"Our strategy for survival is to recruit many more volunteers and hand over the majority of the operations of the organisation to them. It is hard to find sufficient people with the right skills."*

10

Conclusions

The voluntary and community sector in Sheffield occupies an important strategic position between policy development, service provision and everyday life.

There are an estimated 3,346 organisations working in the VCS in Sheffield who are involved in many areas of activity.

The local area is a main focus for the majority of organisations; 51 per cent identified particular neighbourhoods or communities in Sheffield as their highest main geographic focus and a further 46 per cent stated the Sheffield local authority area was their highest main geographic focus.

The areas with the greatest proportion of organisations working in them are: health, welfare and social care; education, research and training; leisure, recreation and sport; and environmental activities, conservation and heritage.

The VCS plays a key role in fostering strong and cohesive communities within Sheffield and is an essential part of the social fabric of the City. Almost three-quarters (74 per cent) of organisations felt they are improving people's mental wellbeing while almost two-thirds (65 per cent) stated they are addressing the needs of disadvantaged members of the community.

The sector in Sheffield is an important economic player, contributing significantly to GVA, but patterns in income, expenditure and the level of reserves suggest the sustainability of many organisations may be under threat.

Total income of the VCS in 2014/15 is estimated to be £373m. The vast majority of organisations are micro or small however the majority of income is concentrated in large and medium-sized organisations. Medium and large organisations account for 12 per cent of the VCS's organisations but receive 93 per cent of its income. This should be borne in mind as Voluntary Action Sheffield and Sheffield City Council seek to support equal and fair growth within the sector.

Almost half (47 per cent) of organisations reported increasing their expenditure in the last 12 months but only 36 per cent had experienced an increase in income and only 19 per cent report an increase in reserves. These results indicate a sizeable number of organisations spent more money than they received in the last 12 months and that a considerable number of organisations are using their reserves to supplement their income, potentially leaving them in a fragile financial position.

The voluntary sector is a significant employer.

In 2016 there were an estimated 7,500 full-time paid staff and 9,800 part-time paid staff. In addition the sector was supported by 89,600 volunteers and 22,700 committee/board members who combined donated 261,600 hours per week.

Valuing the contribution of both paid staff and volunteers and committee/board members to Sheffield organisations by the expected value of the output that they produced gives an estimated contribution of £810 million.

Almost half (47 per cent) of organisations reported increased numbers of volunteers compared to the previous year, however recruiting volunteers with the right skills/qualities was a key challenge identified by organisations in the last 12 months.

Volunteers are generally volunteering regularly, satisfied in their roles, utilising their skills and playing a key role in delivering activities, events and services. However there are barriers to volunteering in the City.

Not having the time to volunteer and not hearing about or being able to find opportunities to help were key reasons given for not volunteering. Contacting an organisation but them taking too long to get back in touch or not doing so at all was also a common reason among those who registered with the Volunteer Centre but who did not go on to volunteer.

There is a mixed picture in Sheffield regarding relationships between the voluntary sector and public sector bodies.

While 61 per cent of respondents said Sheffield City Council valued their work, only 24 per cent said they act upon their opinions/consultations. Over one fifth (22 per cent) of respondents are satisfied with their ability to influence Sheffield City Council decisions of relevance to their organisation while 39 per cent said that the Council had a positive influence on their organisation's success.

There are elements of collaboration between voluntary organisations in and across Sheffield.

Three-quarters of organisations have direct dealings with other voluntary and community organisations but just 41 per cent of respondents are satisfied with opportunities to work together to influence decisions while 44 per cent said they are satisfied with opportunities to work together to deliver services.

Respondents to the survey of organisations were overwhelmingly positive when referring to infrastructure support organisations. There were concerns however around the costs associated with the support available, accessibility and how smaller groups are accommodated.

Organisations identified several areas where they consider themselves to have a skills gap. These are the areas infrastructure support organisations should consider targeting. Over one third (34 per cent) of organisations saw income generation as an area where they have a skills gap and at least one fifth of organisations also identified the following as areas where they have a skills gap: communications (28 per cent); organisational planning and development (25 per cent); legal issues (20 per cent); and training and development (20 per cent).

Lack of funding and recruiting and retaining volunteers were reported as the key challenges facing the sector in the future.

Appendix 1

A1

Table A1: Areas of volunteering

	Volunteer Centre survey		Sheffield-wide survey		All respondents	
	Count	*Per cent*	*Count*	*Per cent*	*Count*	*Per cent*
Health/Welfare/social care	34	43	71	31	105	34
Supporting or working with voluntary and community groups	26	33	75	33	101	33
Education/research/training	16	20	63	28	79	26
Arts and cultural activities	8	10	40	18	48	16
Leisure/recreation/sport	4	5	39	17	43	14
Environmental activities/conservation/heritage	9	11	31	14	40	13
Childcare/Play/Youth work	8	10	25	11	33	11
Religious and faith based activity	2	3	23	10	25	8
Community development/regeneration	7	9	17	8	24	8
Campaigning, lobbying or advocacy	2	3	17	8	19	6
Accommodation/housing/homelessness	5	6	8	4	13	4
Community safety/criminal justice	2	3	7	3	9	3
Equalities and civil rights	2	3	7	3	9	3
Economic wellbeing	2	3	4	2	6	2
Animal Welfare	0	0	5	2	5	2
Transport	0	0	2	1	2	1
Other	13	17	27	12	40	13
Base	79		228		307	

Table A2: Types of volunteering

	Volunteer Centre survey		Sheffield-wide survey		All respondents	
	Count	*Per cent*	*Count*	*Per cent*	*Count*	*Per cent*
Organising or helping to run an activity, service or event	27	36	116	54	143	49
As a member of a committee	5	7	78	36	83	28
Secretarial, admin or clerical work	15	20	55	25	70	24
Giving advice/information/counselling	14	18	54	25	68	23
Getting other people involved	12	16	52	24	64	22
Other practical help (e.g. helping out at school, shopping)	7	9	55	25	62	21
Raising or handling money/taking part in sponsored events	4	5	44	20	48	16
Leading a group	6	8	39	18	45	15
Befriending or mentoring people	15	20	29	13	44	15
Representing	4	5	28	13	32	11
Visiting people	12	16	14	7	26	9
Campaigning	1	1	23	11	24	8
As a treasurer	3	4	18	8	21	7
Providing transport/driving	1	1	9	4	10	3
Any other help	25	33	37	17	62	21
Base	76		217		293	

Appendix 2

A2

On a number of occasions the analysis in this report has used extrapolations from the survey responses to provide estimates of totals for all organisations that work in the voluntary sector:

- the number of clients, users and beneficiaries of the sector
- the total income of the sector
- and the number of paid staff and the number of volunteers that are part of the sectors workforce; including the hours per week that they contribute.

In each case the same three stage method has been used for calculating the sector wide totals:

- **stage one:** calculate the Sheffield averages for each of the four size bands of organisations: 'micro', 'small', 'medium' and 'large': column (a) in table A1
- **stage two:** multiply the average for each size band (column (a) in table A1) by the estimated number of organisations within that size band (column (b) in table A1) to give the total for each size band of organisations (column (c) in table A1)
- **stage three:** sum the estimates from stage two (column (c) in table A1) to give a sector wide total estimate (cell (d) in table A1).

This was necessary to take account of noticeable differences in the response rates by organisation size. A failure to do this would lead to upwardly biased estimates: a small number of mainly 'large' organisations create a high mean value that is not representative of the majority of organisations. This is an important point given that we estimate that a large proportion of the sector is made up of 'micro' organisations which tend to have far lower values and not taking into account difference by size of organisations would produce estimates that are much higher.

Table A1: Extrapolations: a worked example (total annual income)

	Average income by size[27] (a)	Estimated number of organisations (b)	Total income (thousands) (c)
Micro (under £10k)	£4,087.15	2520	£10,297,711
Small (£10k to £100k)	£42,635.86	413	£17,618,560
Medium (£100k to £1m)	£364,633.65	308	£112,324,179
Large (over £1m)	£2,214,285.21	105	£232,913,281
Total			**(b) £373,153,731**

[27] The average (mean) income was derived from the mid-point of the size categories given to respondents.