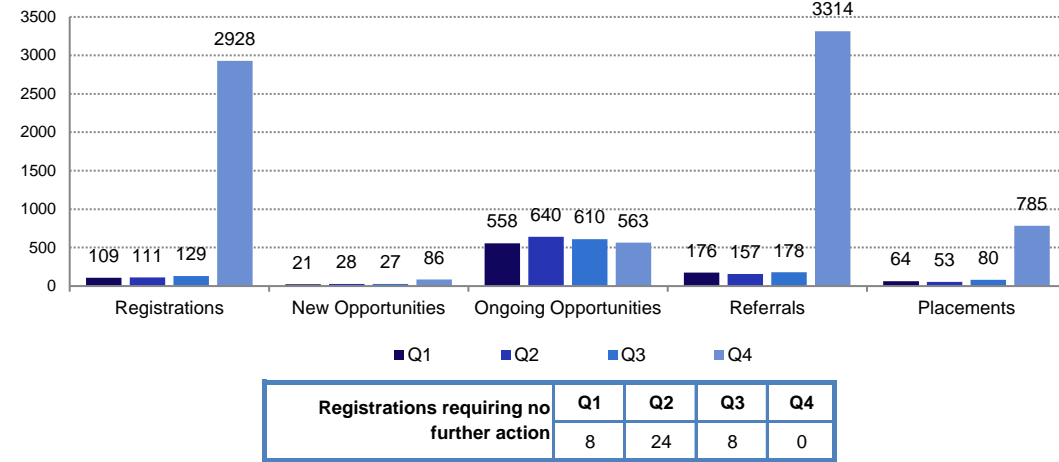


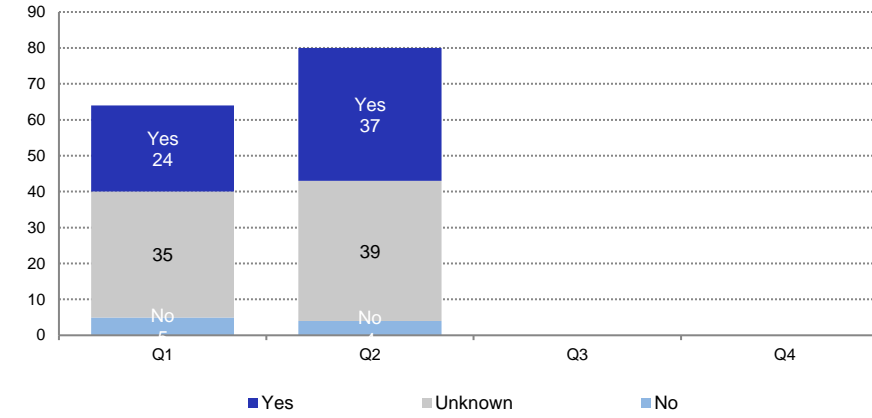
# Quarter 4 Voluntary Support North Surrey (VSNS) Runnymede & Surrey Heath Scorecard

August 2020

## 1. Volunteering Overview



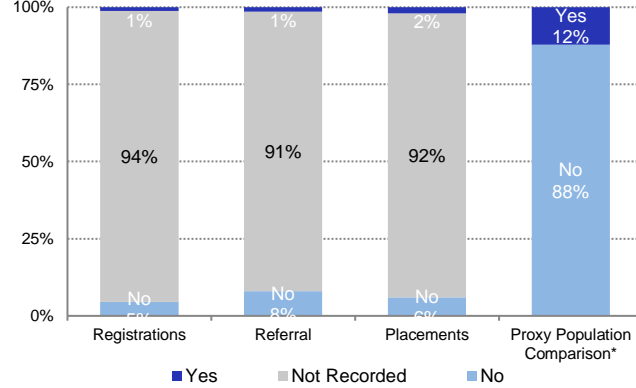
## 2. Volunteers still in place after 2 months



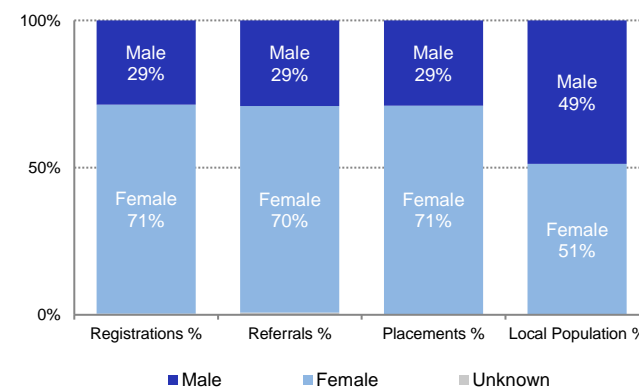
### Top Three Achievements this quarter

1. Purchased a bespoke emergency response database for Runnymede to allow volunteers and clients to register during the COVID response.
2. Supported 50 new COVID-19 groups and organised weekly distribution of PPE to voluntary groups.
3. Transitioned Amigo clients from face to face meetings to virtual support to continue support of this vulnerable group.

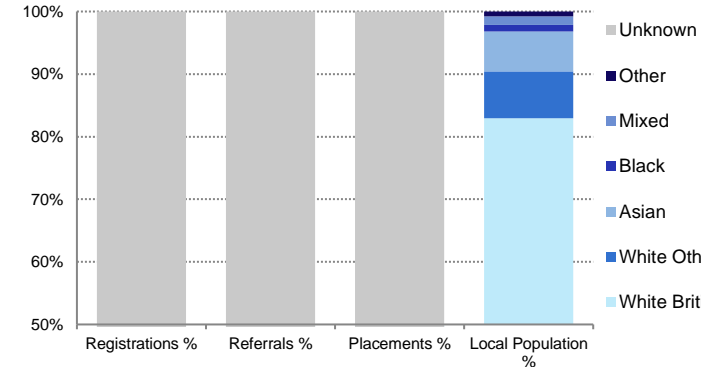
## 3. Volunteers with Disabilities



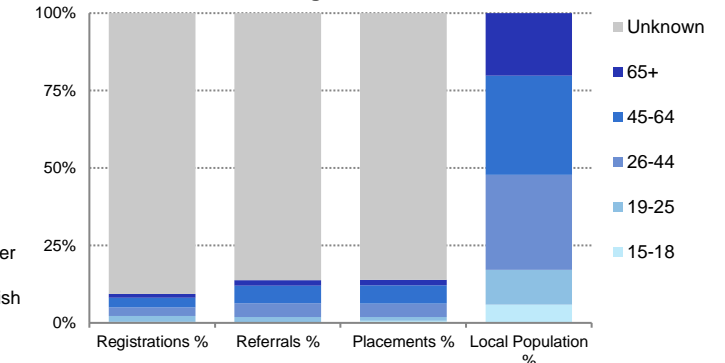
## 4. Gender of Volunteers



## 5. Ethnicity of Volunteers



## 6. Age of Volunteers

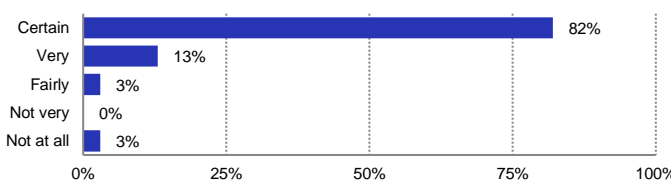


Corporate Volunteering	Q1	Q2	Q3	Q4
Number of events	39	10	18	9
Number of volunteers	694	181	986	9
Volunteering England 2013/14 Accreditation				
PQASSO Level	None	1	2	3
		✓		

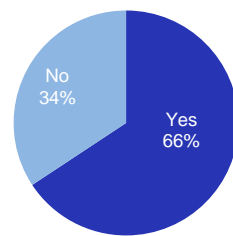
One Off Volunteering	Q1	Q2	Q3	Q4
Number of events	4	4	9	0
Number of volunteers	15	12	13	0
Volunteering hours	53365			

Frontline Survey Responses	Have used service in the last 12 months	Very/Fairly Satisfied with Service
39 out of 214 organisations stated they had used VSNS in the last 12 months		
Providing information, guidance & Support on volunteer recruitment	64%	96%
Support for your organisation in the last 12 months by providing funding advice, information or searches?	72%	100%
Support with governance advice	44%	100%
Support with back office functions eg DBS checks	12%	80%
Support through local businesses	21%	100%
Support through training / conference / networking etc	59%	100%

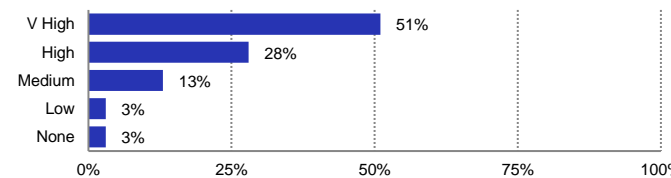
### Frontline Survey - Confidence that you will still be in existence next year



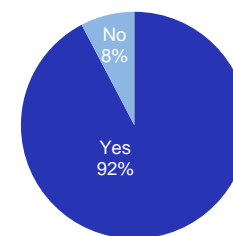
### Frontline Survey Voluntary Organisations who have a Business Plan in Place



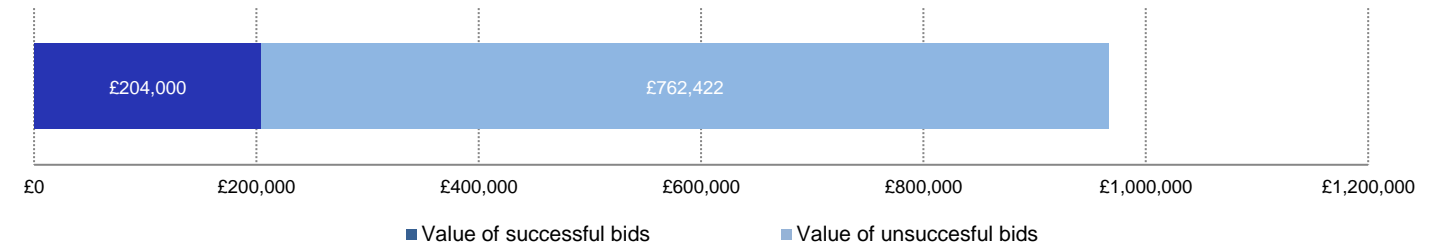
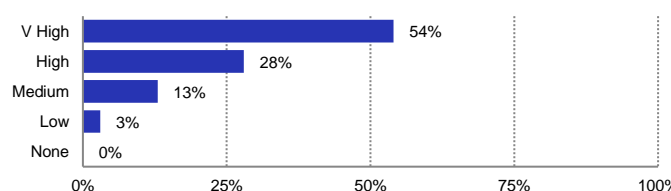
### Frontline Survey - Awareness of appropriate funding opportunities



### Frontline Survey Voluntary Organisations who have a Governance Framework in Place



### Frontline Survey - Confidence level in making funding applications



\*Proxy population comparator is based on individuals aged 16+ living in a household who assessed that their daily activities were limited a lot or a little by a long term health problem or disability, this includes problems related to old age. Source: 2011 Census

# **Scorecard for Voluntary Support North Surrey (Runnymede and Surrey Heath branch) 2019-2020 - Quarter 4**

This is a performance related scorecard for a voluntary sector infrastructure organisation called Voluntary Support North Surrey (Runnymede & Surrey Heath) (this organisation will be called VSNS SH&R hereafter).

The information in this scorecard is collected by VSNS R&SH on a quarterly basis and this scorecard is for the Quarter 4 period (1 January 2020 to the 31 March 2020) of the 2019 to 2020 financial year. The Quarter 4 scorecard completes the full year of performance information for the organisation that is collected in this way

## **1. Volunteering Overview**

Table one is a bar chart that shows during the Quarter 4 period there were:

- 2928 registrations with the volunteer centre
- 86 new volunteering opportunities
- 563 ongoing opportunities
- 3314 referrals and in total 785 volunteers were placed in volunteering roles.

The full year total of volunteers placed by VSNS R&SH were 982 – these volunteers were in placements for at least 3 days. There were no registrations that required ‘no further action’ so all people registered received some support or referral.

## **2. Volunteers in place after 2 months**

Table two for Quarter 4 has no data on how many volunteers placed were in placements for more than 2 months. The information available is for Q1 and Q2 and showed 61 of the 982 volunteers placed were in volunteering roles for more than 2 months.

The key achievements in Quarter 4 (Q4) recorded by VSNS R&SH were:

Purchased a bespoke emergency response database for Runnymede to allow volunteers and clients to register during the COVID response.

- Supported 50 new Covid-19 groups and organised PPE to voluntary groups.
- Transitioned Amigo clients from face to face meetings to virtual support to continue to support this vulnerable group.

## **3. Volunteers with disabilities**

Table 3 shows 2% of the people placed in volunteering roles had some form of disability. This is lower than the proxy population which states 12% of the population in Runnymede and Surrey Heath are registered as having a disability however 92% of information relating to this was not recorded.

## **4. Gender of volunteers**

Table 4 shows in Quarter 4 the majority of the volunteers placed were female where this information was recorded. In Q4 71% of the volunteers placed were female and 19% were male. This does not align with the proxy population which shows 49% of the local population is male and 51% is female.

## **5. Ethnicity of volunteers**

Table 5 displays information about the ethnicity of volunteers but no information relating to the ethnicity of volunteers was recorded.

## **6. Age of volunteers**

Table 6 reports the age of the volunteers. The categories of ages are, 15 - 18, 19 – 25, 26 – 44, 45 – 64 and 65+. Very little information about the ages of volunteers was recorded.

## **Corporate volunteering**

There is a table relating to corporate volunteering which shows 9 corporate volunteering opportunities were completed in Q4 in VSNS R&SH. The full year corporate volunteering data shows 1,870 volunteering opportunities were completed.

## **One-off volunteering**

There is a table relating to one-off volunteering. This showed in Q4 there was no one-off volunteering but during the previous quarters there were 110 volunteers engaged in one-off volunteering activities.

## **Frontline Survey Reponses**

The next section of the scorecard is populated by results of a survey that was sent out by Surrey County Council to organisations that used the services of VSNS R&SH. 39 people responded to the survey. These organisations said they benefitted from 53,365 volunteering hours during 2019-2020.

Of the 39 organisations that answered, they 96% said they were confident or very confident that they would be in existence next year. They had good awareness and understanding of making funding applications and 92% of them had a Governance Framework in place. 66% had business plans in place. The satisfaction rates when using VSNS R&SH services were generally high, averaging at 90%. The services most used were 'training and networking events, support with volunteer recruitment and funding advice'. The 39 organisations reported securing £204,000 through successful funding applications.