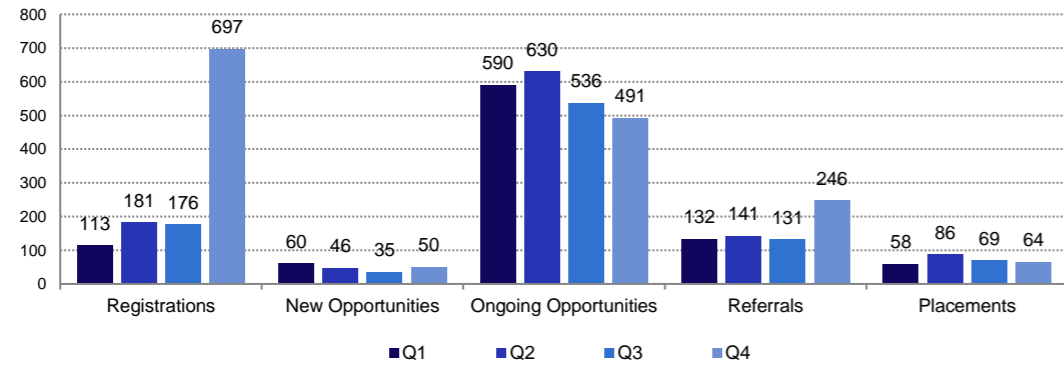


# Quarter 4 Central Surrey Voluntary Action Scorecard

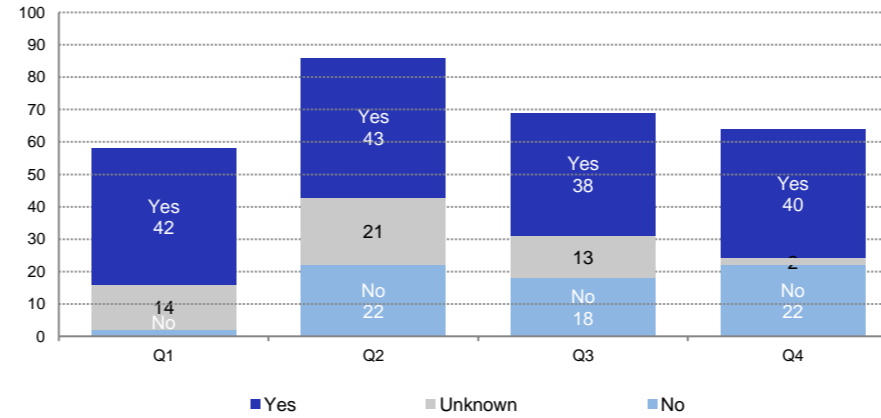
August 2020

## 1. Volunteering Overview



Registrations requiring no further action	Q1	Q2	Q3	Q4
	0	0	0	0

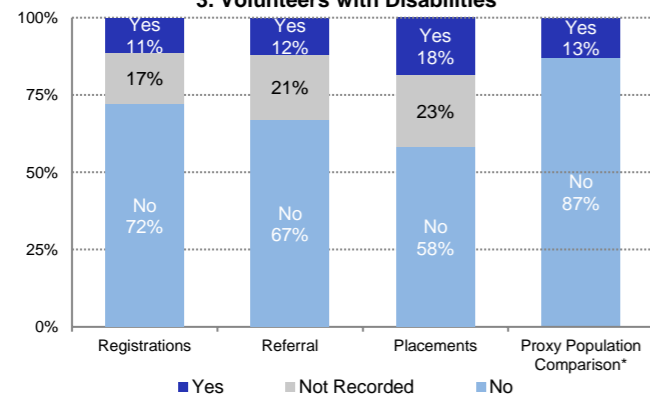
## 2. Volunteers still in place after 2 months



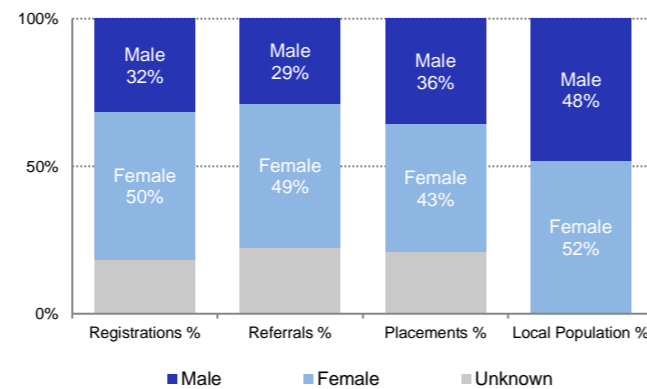
## Quarter highlights:

- 1) Held a volunteer workshop for organisations at Esher Civic Centre.
- 2) Met with Transform Housing to look at new volunteering roles & visited Dyscover to meet the team, volunteers and clients.
- 3) Supported Mid Surrey Community Fridges who were expanding rapidly with volunteer application forms, setting up a volunteer policy and in recruiting volunteers.

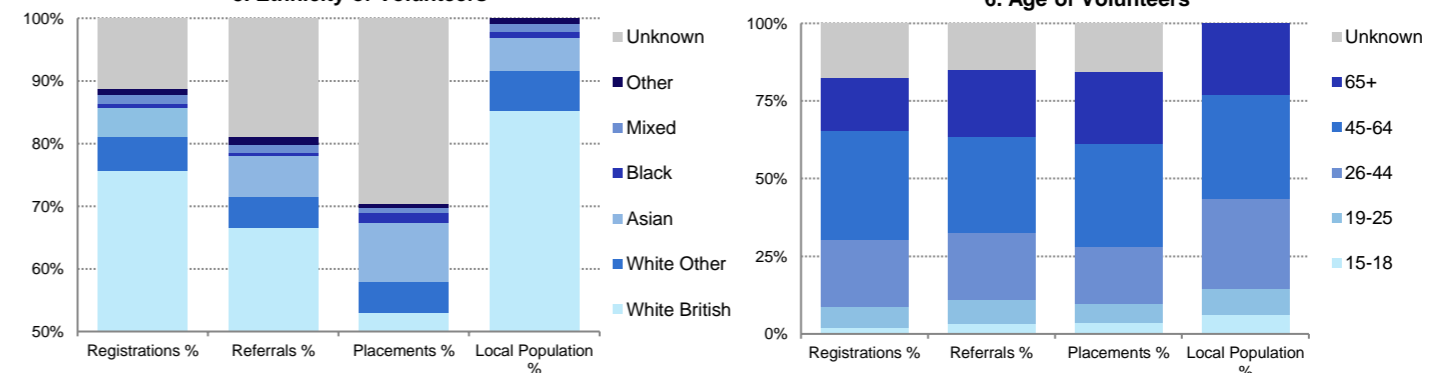
## 3. Volunteers with Disabilities



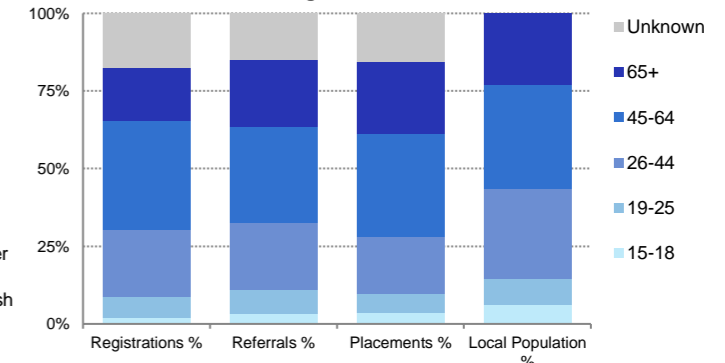
## 4. Gender of Volunteers



## 5. Ethnicity of Volunteers



## 6. Age of Volunteers

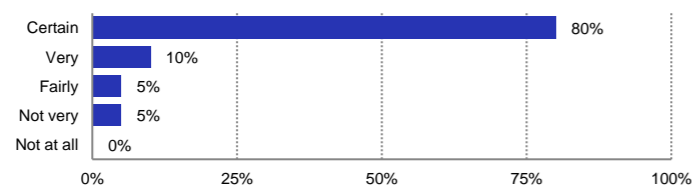


Corporate Volunteering	Q1	Q2	Q3	Q4
Number of events	3	1	1	0
Number of volunteers	104	24	14	0
Volunteering England 2013/14 Accreditation	✓			
PQASSO Level	None	1	2	3
				✓

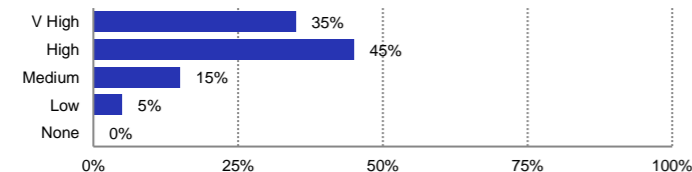
One Off Volunteering	Q1	Q2	Q3	Q4
Number of events	2	0	2	0
Number of volunteers	8	0	14	0
Volunteering hours	37648			

Frontline Survey Responses	Have used service in the last 12 months	Very/Fairly Satisfied with Service
20 organisations out of 214 stated they had used VAMS in the last 12 months		
Providing information, guidance & Support on volunteer recruitment	65%	100%
Support for your organisation in the last 12 months by providing funding advice, information or searches?	60%	100%
Support with governance advice	55%	100%
Support with back office functions eg DBS checks	55%	100%
Support through local businesses	15%	100%
Support through training / conference / networking etc	55%	100%

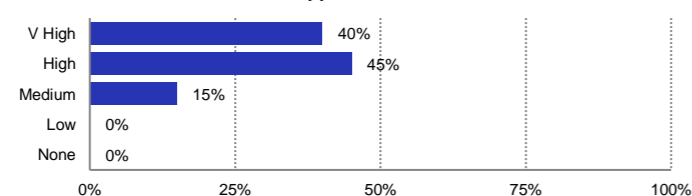
## Frontline Survey - Confidence that you will still be in existence next year



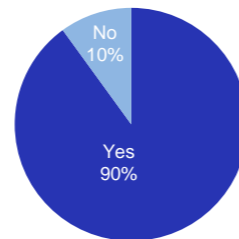
## Frontline Survey - Awareness of appropriate funding opportunities



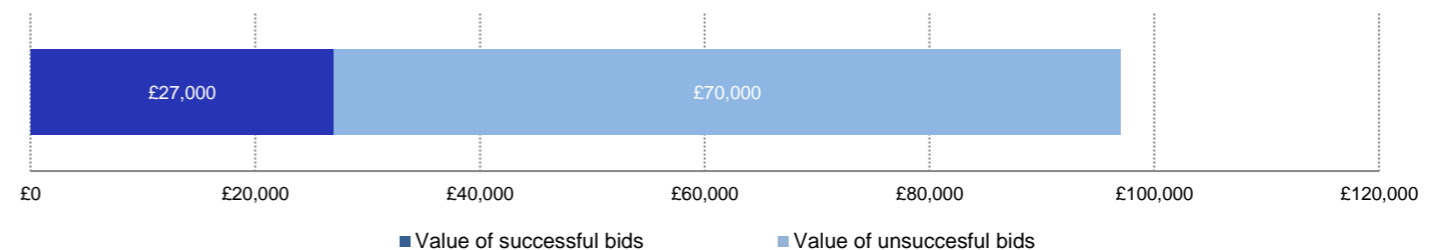
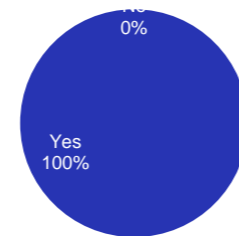
## Frontline Survey - Confidence level in making funding applications



Frontline Survey Voluntary Organisations who have a Business Plan in Place



Frontline Survey Voluntary Organisations who have a Governance Framework in Place



\*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 Central Surrey Voluntary Action in Elmbridge, Epsom and Ewell and Mole Valley 2019-2020 – Quarter 4

This is a performance related scorecard for a voluntary sector infrastructure organisation called Central Surrey Voluntary Action (this organisation will be called CSVA hereafter).

The information in this scorecard is collected by CSVA 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:

- 697 registrations with the volunteer centre
- 50 new volunteering opportunities
- 491 ongoing opportunities
- 246 referrals and in total
- 64 volunteers were placed in volunteering roles.

The full year total of volunteers placed by CSVA were 277 – 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 still in place after 2 months

Table two for Quarter 4 shows, 40 of the 64 volunteers placed were in placements for more than 2 months. The full year total showed 163 of the 277 volunteers placed were in volunteering roles for more than 2 months.

The key achievements in Quarter 4 (Q4) recorded by CSVA were:

1. Held a volunteer workshop for organisations at Esher Civic Centre
2. Met with Transform Housing to look at new volunteering roles and visited Discover to meet the team, volunteer and clients.
3. Supported mid-Surrey Community Fridges who were expanding rapidly with volunteer application forms, setting up a volunteer policy and recruiting volunteers.

## 3. Volunteers with Disabilities

Table 3 shows 18% of the people placed in volunteering roles had some form of disability. This is higher than the proxy population which states 13% of the population in Central Surrey Voluntary Action area are registered as having a disability.

## 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 43% of the volunteers placed were female and

36% were male. This is not too far from the proxy population which shows 48% of the local population is male and 52% is female.

### **5. Ethnicity of Volunteers**

Table 5 displays information about the ethnicity of volunteers. The majority of the local population is white and white other. There were a lot of unknowns for this category. The main reported placements were Asian. The remaining reported placements correlated with the ethnic make-up of the local population of Black, Mixed and Other.

### **6. Age of Volunteers**

Table 6 reported the age of the volunteers. The categories of ages were, 15 - 18, 19 - 25, 26 - 44, 45 - 64 and 65+. The biggest population groups in the locality are 26 - 44 and 45 - 64 and the table shows the majority of the volunteers placed were from these age groups.

### **Corporate volunteering**

This table shows no corporate volunteering was undertaken in Q4. In previous quarters 142 volunteers were engaged in volunteer

### **One-off volunteering**

This showed in Q4 there was no one-off volunteering but during the previous quarters there were 16 volunteers engaged in one-off volunteering activities.

### **Frontline Survey Responses**

Results of a survey that was sent out by Surrey County Council to organisations that used the services of CSVA. 20 people responded to the survey. These organisations said they benefitted from 37,648 volunteering hours during 2019-2020.

Of the 20 organisations that answered, they 90% 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 all of them had a Governance Framework in place. 90% had business plans in place. The satisfaction rates when using CSVA services were very high, averaging at 100%. The services most used were 'training and networking events, support with volunteer recruitment and funding advice'. The 20 organisations reported securing £27,000 through successful funding applications.