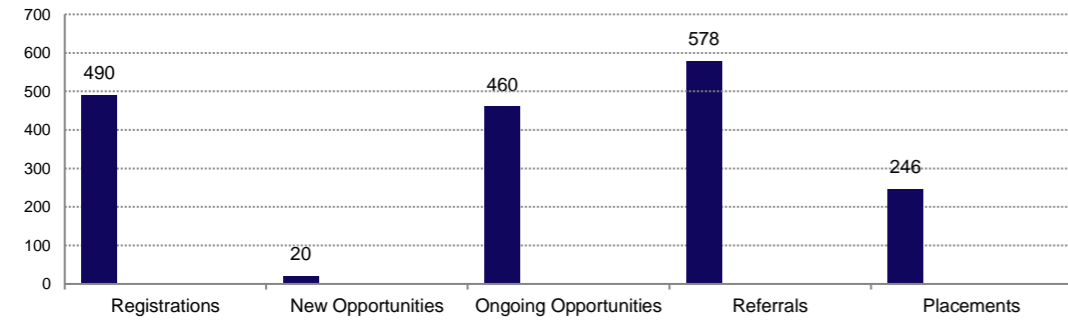


Quarter 1 Central Surrey Voluntary Action Scorecard

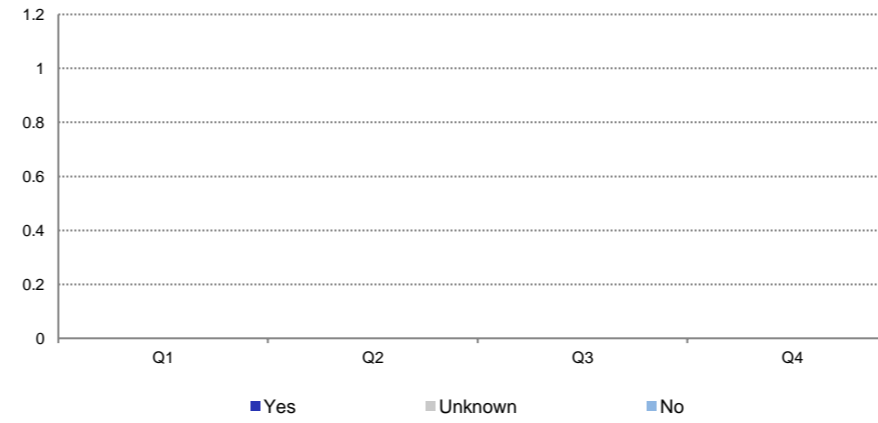
August 2020

1. Volunteering Overview



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

2. Volunteers still in place after 2 months

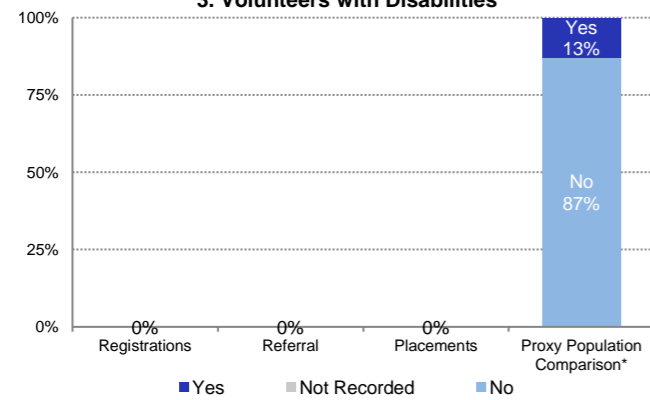


Quarter highlights:

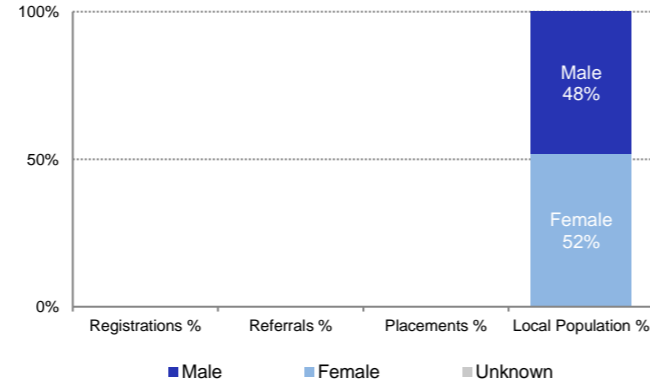
There has been a big increase in volunteer applications since mid-March. The volunteer centre's has been closed throughout the pandemic, resulting in the majority of the team working remotely and new roles emerging in order to better respond to the pandemic. Highlights include:

- Making and receiving over 3,700 welfare calls and responding to 3,800 emails.
- Setting up a shopping service in Elmbridge resulting in recruiting 25 volunteers who carried out 230 shops.
- Setting up a prescription collection service in Elmbridge, taking calls and passing them to North Surrey Community First Responder volunteers, making 270 deliveries.
- Continued to provide a DBS Service remotely (via Zoom).

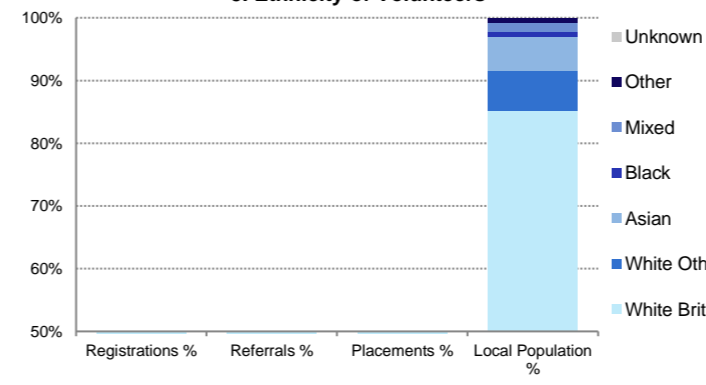
3. Volunteers with Disabilities



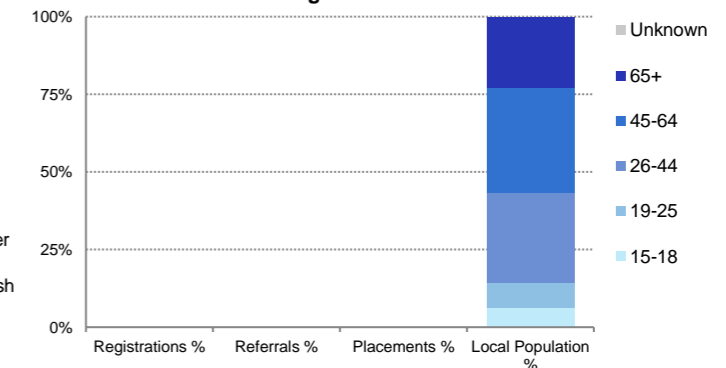
4. Gender of Volunteers



5. Ethnicity of Volunteers



6. Age of Volunteers

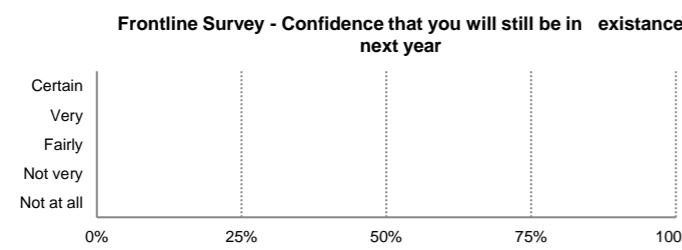


Corporate Volunteering	Q1	Q2	Q3	Q4
Number of events	0			
Number of volunteers	0			
Volunteering England 2013/14 Accreditation <input checked="" type="checkbox"/>				
PQASSO Level	None	1	2	3
				<input checked="" type="checkbox"/>

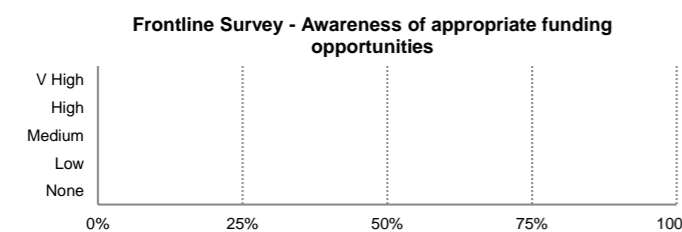
One Off Volunteering	Q1	Q2	Q3	Q4
Number of events	0			
Number of volunteers	0			
Volunteering hours				

Frontline Survey Responses

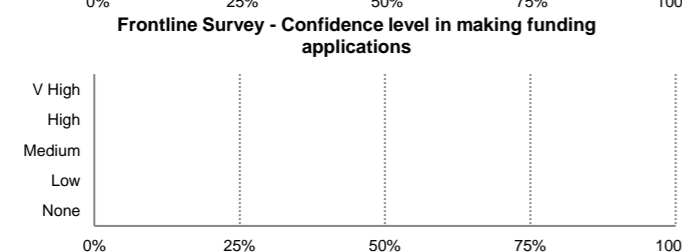
20 organisations out of 571 stated they had used VAMS in the last 12 months	Have used service in the last 12 months	Very/Fairly Satisfied with Service
Providing information, guidance & Support on volunteer recruitment	0%	0%
Support for your organisation in the last 12 months by providing funding advice, information or searches?	0%	0%
Support with governance advice	0%	0%
Support with back office functions eg DBS checks	0%	0%
Support through local businesses	0%	0%
Support through training / conference / networking etc	0%	0%



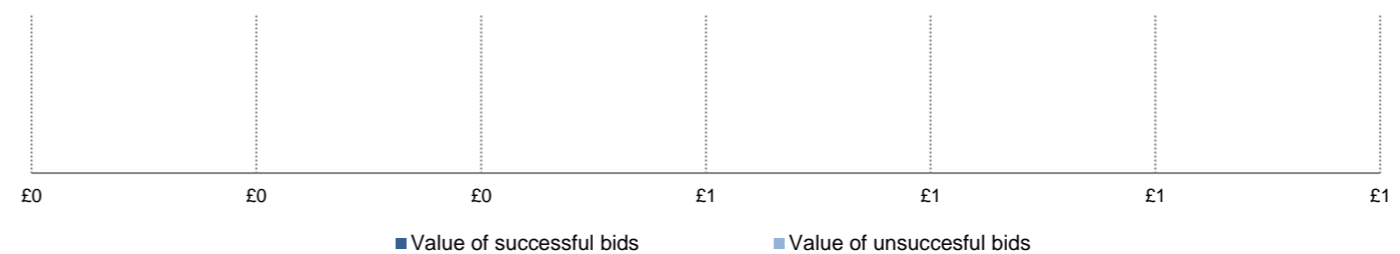
Frontline Survey Voluntary Organisations who have a Business Plan in Place



Frontline Survey Voluntary Organisations who have a Governance Framework in Place



Voluntary Organisations who have a Complaints Procedure 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

Central Surrey Voluntary Action Scorecard 2020-21 - Quarter 1

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 1 period (1 April 2020 to the 30 June 2020) of the 2020 to 2021 financial year.

Overview

The scorecard shows that during this period there were 490 registrations with the volunteer centre, 20 new volunteering opportunities, 460 ongoing opportunities, 578 referrals were made and in total 246 volunteers were placed in volunteering roles.

The key achievements recorded by CSVA were:

1. CSVA played a key role in the response to the pandemic, making and receiving over 3700 welfare calls and responding to 3800 emails, whilst working remotely. They also adapted their DBS Service to be delivered remotely over Zoom.
2. CSVA set up a shopping service in Elmbridge, recruiting 25 volunteers who completed 230 shops for residents who were unable to shop for themselves during the pandemic.
3. CSVA also set up a prescription collection service in Elmbridge, taking calls and passing them to North Surrey Community First Responder volunteers. The service also delivered 270 prescriptions to local people.