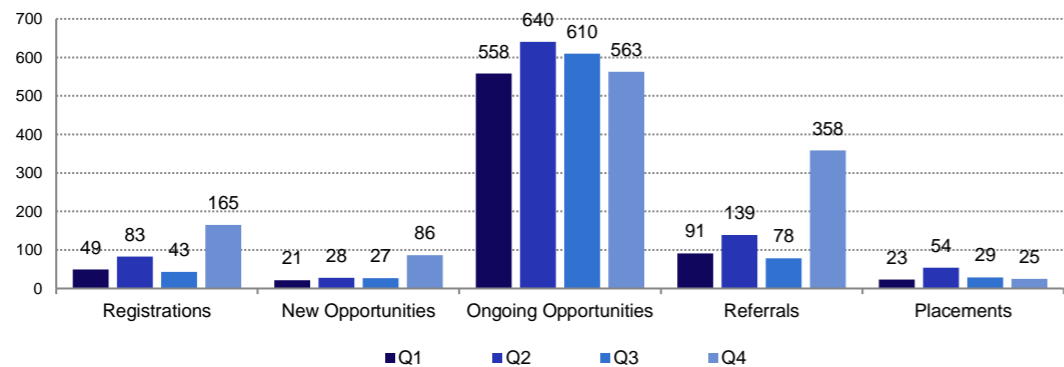


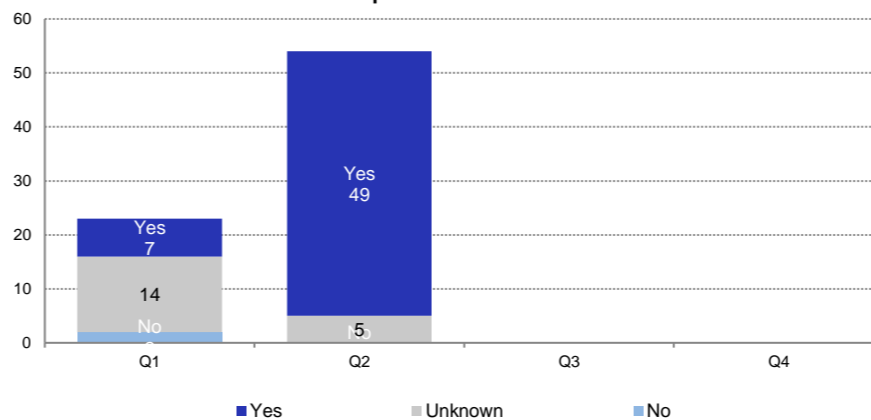
Quarter 4 Voluntary Support North Surrey (VSNS) Spelthorne Scorecard August 2020

1. Volunteering Overview



Registrations requiring no further action	Q1	Q2	Q3	Q4
	7	13	2	0

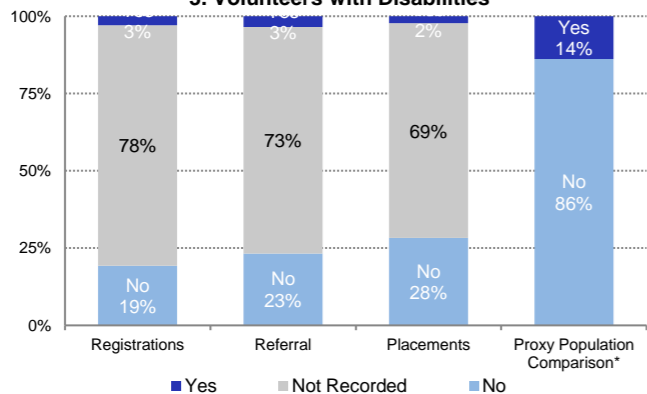
2. Volunteers still in place after 2 months



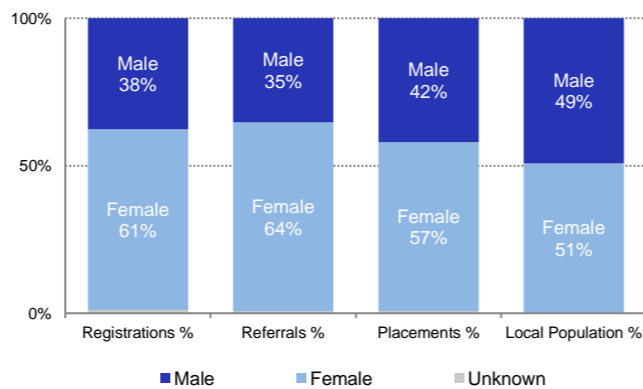
Top Three Achievements this quarter

1. Purchased a bespoke emergency response database to allow volunteers and clients to register during the COVID response.
2. Manned a community helpline and responded to 100s of calls from people needing help or wanting to volunteer.
3. Produced draft policies and guidelines for new COVID-19 groups to establish best practice

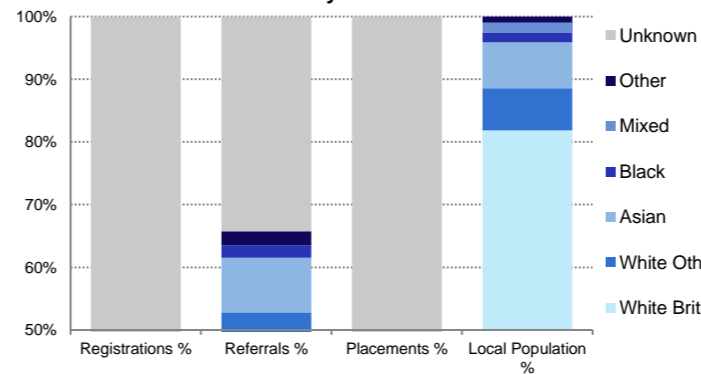
3. Volunteers with Disabilities



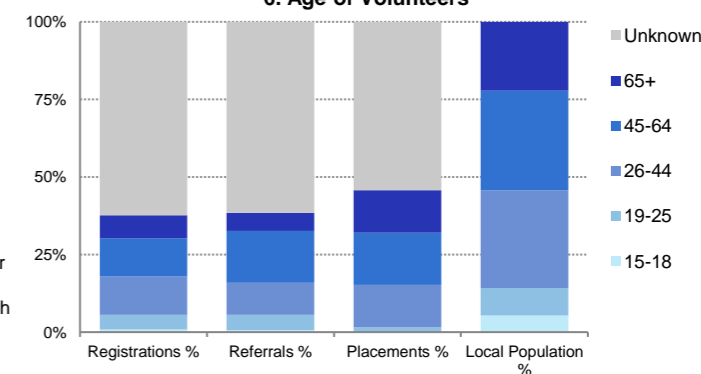
4. Gender of Volunteers



5. Ethnicity of Volunteers



6. Age of Volunteers



Corporate Volunteering	Q1	Q2	Q3	Q4
Number of events	5	15	14	8
Number of volunteers	213	213	422	102

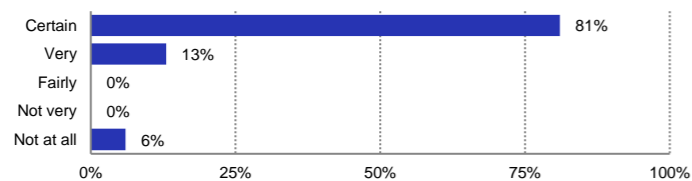
One Off Volunteering	Q1	Q2	Q3	Q4
Number of events	2	2	5	1
Number of volunteers	5	6	6	7

Volunteering England 2013/14 Accreditation				
PQASSO Level	None	1	2	3
		✓		

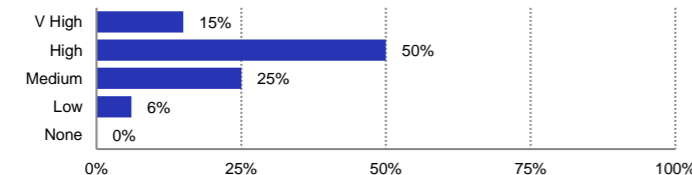
Volunteering hours	10906
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Frontline Survey Responses		Have used service in the last 12 months	Very/Fairly Satisfied with Service
16 organisations out of 214 stated they had used VSNS in the last 12 months			
Providing information, guidance & Support on volunteer recruitment		44%	100%
Support for your organisation in the last 12 months by providing funding advice, information or searches?		88%	100%
Support with governance advice		81%	93%
Support with back office functions eg DBS checks		25%	100%
Support through local businesses		32%	100%
Support through training / conference / networking etc		69%	100%

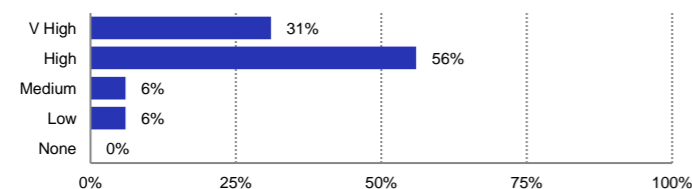
Frontline Survey - Confidence that you will still be in existence next year



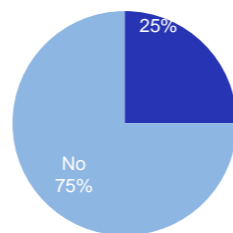
Frontline Survey - Awareness of appropriate funding opportunities



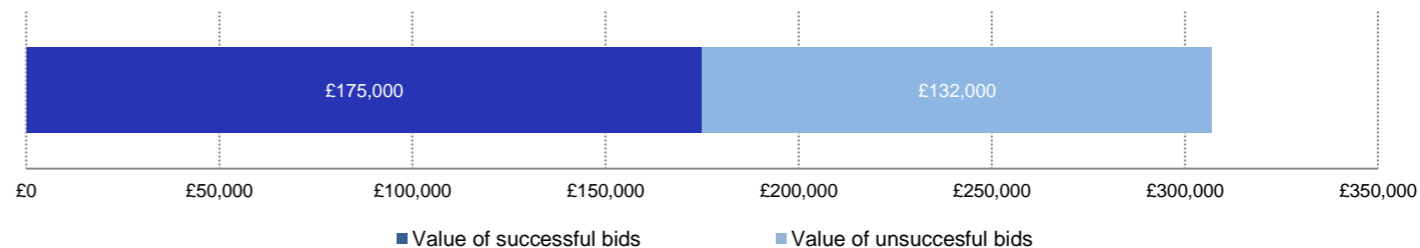
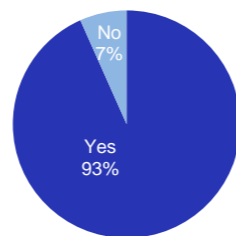
Frontline Survey - Confidence level in making funding applications



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 Voluntary Support North Surrey (Spelthorne branch) 2019-2020 - Quarter 4

This is a performance related scorecard for a voluntary sector infrastructure organisation called Voluntary Support North Surrey (Spelthorne - this organisation will be called VSNS Sp hereafter).

The information in this scorecard is collected by VSNS Sp 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

Volunteering overview

Table one is a bar chart that shows during the Quarter 4 period there were 165 registrations with the volunteer centre, 86 new volunteering opportunities, 563 ongoing opportunities, 358 referrals and in total 25 volunteers were placed in volunteering roles. The full year total of volunteers placed by VSNS Sp were 131 – 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.

Volunteers in place for 2 months or more

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 56 of the 131 volunteers placed were in volunteering roles for more than 2 months.

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

1. Purchased a bespoke emergency response database to allow volunteers and clients to register during the COVID response.
2. Manned a community helpline and responded to 100s of calls from people needing help or wanting to volunteer.
3. Produced draft policies and guidelines for new Covid-19 groups to establish best practice.

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 14% of the population in Spelthorne are registered as having a disability however 69% of information relating to this was not recorded.

Gender of volunteers

Table 4 shows in Quarter 4 the majority of the volunteers placed were female where this information was recorded. In Q4 57% of the volunteers placed were female and 42% were male. This does not differ too much from the proxy population which shows 49% of the local population is male and 51% is female.

Ethnicity of volunteers

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

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+. The largest population groups are 26-44 and 45-64 and whilst there is not full data for the ages of volunteers placed in Q4, the limited information shows the volunteers placed sat within the largest population groups.

Corporate volunteering

There is a table relating to corporate volunteering which shows 102 corporate volunteering opportunities were completed in Q4 in VSNS Sp. The full year corporate volunteering data shows 950 volunteering opportunities were completed.

One off volunteering

There is a table relating to one-off volunteering. This showed in Q4 there was 7 instances of one-off volunteering and the full year total was 24 volunteers engaged in one-off volunteering activities.

Frontline survey results

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 Sp. 16 people responded to the survey. These organisations said they benefitted from 10,906 volunteering hours during 2019-2020.

Of the 16 organisations that answered, they 94% 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 93% of them had a Governance Framework in place. Only 25% had business plans in place. The satisfaction rates when using VSNS Sp services were high, averaging at 100%. The services most used were 'support with governance, training and networking events and support funding advice'. The 16 organisations reported securing £175,000 through successful funding applications.