



Supporting people and making connections

Voluntary, Community and Social Enterprise Sector Resilience Report - North Yorkshire August 2021



Community First
Yorkshire

info@communityfirstyorkshire.org.uk | 01904 704 177 | www.communityfirstyorkshire.org.uk

Contents

1.0	Introduction and survey topics	4
2.0	Executive Summary	7
3.0	VCSE organisation characteristics	13
4.0	Service characteristics and managing change	26
5.0	Viability and support	40
6.0	Support for staff and volunteers	51
7.0	Positives	53
8.0	Conclusions	58
9.0	Next steps – Recommendations	59

List of Tables

Table 1: Organisation structure by main location/base	14
Table 2: Annual Turnover.....	14
Table 3: Trading income pre-Covid-19 times.....	15
Table 4: Trading income change since Covid-19.....	15
Table 5: Local Authority Area (main location and active delivery area).....	17
Table 6: Full time equivalent staff employed	19
Table 7: Change in paid staff compared to pre-Covid-19	19
Table 8: Redundancies from March 2020 to May 2021	20
Table 9: Expected redundancies by the end of 2021	20
Table 10: Volunteer volumes in January 2020	22
Table 11: Volunteer volume change compared to January 2020.....	23
Table 12: Are volunteers in May 2021 the same people volunteering before Covid?.....	23
Table 13: Volunteer change March-May 2021 when compared to January 2020	23
Table 14: Confidence that previous volunteers will return	24
Table 15: The impact that Covid-19 has had on volunteer numbers (May 2021)	25
Table 16: Main areas of delivery	27
Table 17: Grouped areas of delivery across North Yorkshire	27
Table 18: How has demand for your service changed?.....	28
Table 19: Change in service demand by grouping of service delivery areas	299
Table 20: Service demand change by District	30
Table 21: If you are maintaining a service how has it changed?.....	33
Table 22: Have you had to close/put on hold all or part of your service?	35
Table 23: Have you had to close/put on hold all or part of your service (detailed)?	35
Table 24: Plans to restart services	355
Table 25: Are you finding digital exclusion an issue for people you work with?	366
Table 26: Digital exclusion an issue for people you work with by District.....	377
Table 27: Main issues for people being supported when accessing digital technology	377
Table 28: Main issues for people being supported when accessing digital technology	388
Table 29: Financial sustainability	41
Table 30: Use of reserves	42
Table 31: Amount of reserves used.....	42
Table 32: What are the main risks to your income until March 2021?.....	433
Table 33: Funder flexibility	444
Table 34: How funders have offered flexibility	44
Table 35: Sources of support and advice being used.....	466
Table 36: Sources of support/advice being used by organisations active in each District..	477
Table 37: Top areas of support needed	499
Table 38: Support for workforce health and wellbeing	511
Table 39: Positives grouped by theme	533
Table 40: Issues raised by organisations' main location.....	566

1.0 Introduction and survey topics

Background

Charities and voluntary groups are playing a critical role responding to the ongoing pandemic in their support of our communities. Since the first UK lockdown on 23 March, voluntary groups and charities have worked in different ways. The financial implications of mobilising and supporting volunteers, the increased demand on existing services and to develop new services and approaches, has placed pressure on the sector and required more flexibility.

This pattern of work and pressure will continue for some time, as the country emerges from the largest social and economic closure, and moves into a national and world period of recession. Pressures on the voluntary and charity sector, NHS and public health will not ease.

Partners providing infrastructure support to VCS organisations across Yorkshire and the Humber, have worked together to gather information using a common survey, co-ordinated by Voluntary Action Leeds. Community First Yorkshire is a member of the partnership which includes the Universities of Sheffield, Hull and Leeds. As part of the Mobilising Volunteers Effectively (MoVE) Project the Universities of Sheffield, Hull and Leeds have conducted analysis of the results for a Yorkshire and Humber report, the priorities being to understand the impact of Covid-19 on VCS staff and volunteers. The analysis focuses on which services and types of organisation are struggling to deliver the vital support to people in the context of Covid-19 to make a strong case of the danger of not resourcing this kind of work.



Scope of the report

The findings of this Resilience Survey highlight the challenges the sector faces including around financial sustainability, dynamics of volunteers, and employment.

The results from this survey contribute to Community First Yorkshire's wider intelligence gathering aims which are:

- To provide local and sectoral information about the impact, challenges and concerns of the sector responding to Covid-19 and its implications
- To use the data to shape support and/or to use in messages to the sector to engage with support
- To have data to influence and share with local, regional and national public bodies and funders including grant providers, to shape policies, investments and ways of working.
- To plan for coming out of the crisis.

The guiding principle behind this work is to have service 'beneficiaries' central to the interpretation of data and actions to be taken.

The report is part of Community First Yorkshire's Community Support North Yorkshire service funded by North Yorkshire County Council and NHS North Yorkshire.

Anyone using the report information is asked to acknowledge Community First Yorkshire as the source.

The full report, the Briefing paper and previous reports are published on the [Community First Yorkshire website](#).

For any further information or to raise any queries please contact Community First Yorkshire info@communityfirstyorkshire.org.uk

The survey and data analysis

The fieldwork took place between 1 May and 14 June 2021. The scope of the May/June survey included questions included in the September/October and April 2020 surveys to provide tracking information, as well as asking for feedback on aspects to gauge sector resilience as post Covid-19 restrictions are eased up.

Responses were received from 104 organisations 'active' in North Yorkshire i.e. delivering at least one service in at least one of the seven Districts of the county - Craven, Harrogate, Richmondshire, Hambleton, Ryedale, Scarborough and Selby, and 91 organisations with the main location in North Yorkshire. This is a smaller dataset from the previous surveys and reflects a sense of survey 'overkill' across the sector. This pattern of responses is the same across the wider Yorkshire and Humber geography. The responses are statistically representative but where response numbers and percentages are low, the findings should be noted as an indication of the picture.

To assess the volume impact estimated baseline figures of voluntary organisations and charities in North Yorkshire range from 5,000 predominantly charity registrations and other formerly constituted to 10,000 including informal groups. Percentages should be applied to these numbers to gauge the size of the impact.

Community First Yorkshire commissioned independent consultants Skyblue Research Ltd to extract further meaning from quantitative data for North Yorkshire and its individual Districts described in this report.

Disclaimer: The information in this document is presented in good faith and is thought to be accurate at time of drafting in July/August 2021, however, the author cannot accept responsibility for any errors or omissions. Prepared for Community First Yorkshire by Skyblue Research Ltd (alan@skyblue.org.uk).

Survey Topics

VCS organisation characteristics

- Structure
 - Organisation structure (status)
 - Annual Turnover
 - Patterns of income earned from trading pre- and since Covid-19
- Location/service delivery
 - Local authority in which the organisation is based
 - Local authorities where organisations are actively delivering services
- Workforce
 - Pre-Covid-19 and currently employed FTE paid staff levels
 - Paid staff workforce change
 - Staff redundancies (actual and forecast to December 2021)
 - Staff on furlough and any intentions to make those people redundant
 - The impact of Covid-19 on staff numbers and any skills lost or gained
 - Volunteering levels since January 2020
 - Volunteer workforce change
 - The change in profile of volunteers compared to January 2020
 - Confidence that previous volunteers will return
 - The impact of Covid-19 on volunteers and any skills lost

Service characteristics and managing change

- Service descriptors (53 defined items) – *also classified in agreed groupings*
- Shifts in demand for services
- Any changes to maintained services
- Whether all or part of the service has been closed or put on hold
- Plans to restart services that were stopped or put on hold
- Digital exclusion
 - Whether digital exclusion is an issue for people the organisation works with
 - The issues being encountered by people being supported
 - The issues being encountered by staff accessing digital technology

Financial Viability and Support

- Financial sustainability into the future if current situation continues
 - Use of reserves since March 2020
 - Main risks to income to 31st March 2021 (the short-medium term)
 - Main risks to income to December 2021
- Funder flexibility (if receiving grant/contract income)
 - Examples of funder flexibility
- Support
 - Sources of support and advice being used
 - Top areas where more support is needed
 - Support for staff and volunteers e.g. for health and wellbeing

Positives and other observations

- Positives for the organisations/service users to emerge from Covid-19
- Any other issues.

2.0 Executive Summary

Summary – key messages

- Whilst the sector is still reporting challenges the overall picture in North Yorkshire is more positive than the previous two surveys, in April and October 2020.
- Most organisations have demonstrated the resilience to survive, maintain services through agility and adaptability, and/or accessing government and other grants. What the survey does not tell us is what proportion of organisations has ceased to operate.
- Some organisations have thrived, in so far as Covid-19 has given them time to rethink and refocus their service, better understand their users and community and adapt to new or different demands. For some, this has also meant an increase or change in volunteer profile.
- Confidence is greater than it was previously, to restart and reopen services in 2021, but sustained guidance to help all VCSEs reopen safely, in tune with service users' anxieties to return, is needed along with continued flexibility that funders have exhibited throughout.
- The proportion of organisations at medium to high risk, of struggling to financially sustain beyond 6 months, is 9% lower than in October and May 2020.
- 25% have introduced additional support arrangements for their staff during the pandemic, a slightly lower proportion than was reported in October 2020 (31%).
- Digital exclusion faced by VCSE service users remains a stubborn challenge for 42% requiring sustained, co-ordinated countywide, sector support and investment for venues for activities and service providers.
- 85% of organisations are using at least one form of support or advice in May 2021, up slightly from 76% in April 2020 and 82% in October 2020.
- Collaboration and closer working across VCSEs has been evident, and further collaboration between VCSEs, and between planners/funders and support organisations is required to maintain stability and responsiveness of the sector.

Sample characteristics: structure, location, delivery areas

- 62% (53% October) of respondents are from registered charities, 14% (13% October) are companies limited by guarantee and 20% (21% October) are charitable incorporated organisations. 13% (11% October) are groups, unincorporated associations or forums.
- 48% (38% October) of respondents are from organisations with an annual turnover of less than £10k. 74% (79% October) have an annual turnover of less than £100k.
- 37% (42% October) respondents say their organisation earned more than 50% of their income from trading in pre-Covid-times, of these 92% have experienced a reduction since March 2020 and 65% say their trading income levels have decreased by 76%-100%.

Workforce dynamics

Paid staff

- 41% of organisations employ staff, this is down from around 50% in the previous surveys
- 1 in 5 (21%) of organisations employing people say they employ more paid staff than they did pre-Covid (compared to 8% in October 2020).
- 1 in 4 (23%) have made redundancies between March 2020 to May 2021, whilst only 2% expect to make redundancies by end 2021 and 7% are unsure.
- 21% of employing organisations with paid staff have some people on furlough but none expect to make redundancies.

Volunteers

- Volunteer capacity is back to somewhere between at around 90% of what it was just prior to Covid-19
- Just over 4 in 5 (82%) organisations say that the volunteers they have in May 2021 are the same people they had volunteering back in January 2020/pre-Covid meaning, however that nearly 1 in 5 (18%) are now managing a different profile of people than before.

- Nearly 6 in 10 (58%) of those reporting a decrease in volunteers were slightly/confident that previous volunteers will return.

Service reopening, demand and managing change

Reopening services

■ In May 2021, 44 (45%) of 98 VCSEs said they were closed during lockdown but were now reopening their services - a higher proportion than the 35% who said they were reopening services back in October 2020.

■ 67% of VCSEs saying they had stopped or put on hold some service delivery reported that they have plans to restart within 1-2 months, with a further 30% saying they would restart before the end of 2021. Only 1% said it would be sometime in 2022 and 1% was unsure. Comparative figures in October 2020 were 40% re-opening in 1-2 months, 25% re-opening before the end of 2020 and 35% were uncertain.

Demand for services

■ 1 in 3 (33%) organisations have seen an increase in demand for their services between October 2020 and May 2021, higher than previously tracked increases in 2020 which were experienced by 1 in 5 organisations (22%).

■ Organisations that have seen the most increase in demand since October 2020 belong to the 'Social & Community Care, Mental Health and Volunteering' grouping (78%), followed by 'Children & Young People, Education & Training and Health' grouping (45%) and 'Older People, Disability, Social Activities and Befriending' grouping (43%).

■ Conversely 1 in 5 (22%) have seen a decrease in demand for their services in the most recent 6 months, but this compares favourably with the 57%/56% reporting decreases between January and April 2020 and May and September 2020.

■ Conversely, organisations that have seen the biggest decrease in demand for their services are those in the 'Arts, Culture & Heritage and Community Development' grouping (50%, caution though low sample) and the 'Community & Village Hall and Sports & Leisure' grouping (36%).

Service changes

■ One in two (49%) organisations have maintained their service through modification, an almost identical finding to the result one year ago. Some of these models will have taken time and resources to embed and for those commissioning services in future, it may be useful to reflect this learning into contract specifications.

■ Levels of concern about digital access for clients is very similar to the results 6 and 12 months ago affecting 2 in 5 organisations (42%) potentially rising to 3 in 5 if including those who were unsure about the extent of the challenge. 1 in 5 organisations say this is also an issue for staff although the lack of training appears to have diminished as a key challenge reported previously.

■ What has been experienced is the change in the profile of needs, with an increase in family support, assistance with food and responding to the economic impact during this period.

Viability and use of reserves

Financial sustainability

■ The proportion of organisations classified as being medium to high risk, meaning they would struggle to financially sustain beyond 6 months, is 9%, much lower than in October 2020 when it was 28% and much lower than the 40% reporting this concern a year ago.

■ The organisations at risk are equally spread across the Districts, and vary in their size and annual turnover from <£10k to as much as £500k.

■ 1 in 4 (23%) of organisations have used financial reserves in the past 12 months, whilst 54% have not and 19% haven't used them yet but may need to before the end of December 2021. 5% have used all their reserves, slightly up on 2% in October.

■ 90 (87%) of organisations identified at least one risk (on average 2-3 risks) to their income until December 2021. The most prevalent risks in May 2021 were a loss of income from

trading/reduced service delivery due to restrictions (20% of all risks mentioned compared to 15% in October 2020), a loss of income from future lockdowns (18% compared to 16%), a loss of income from less donations (16% compared to 11%), a loss of income from trading (14% compared to 26%), no new funding for projects (12% compared to 8%) and loss of key personnel including trustees.

■ The risk from a loss of funding as a result of public sector cuts remained the same as in October 2020, at 10% of all income risks identified, as did the risk to income from increased operational costs (7% of all risks identified in both periods).

Funder flexibility

■ All VCSEs that receive grant or contract income said funders had offered flexibility (60% saying all had been flexible and 40% saying some flexibility was offered)

■ Funders had been especially flexible in varying service delivery and activities from the original plan (50%), or varied the service towards Covid-19 response (38%) or extended the timeline for delivery/activities (42%).

Support and advice

Sources of support

■ 85% of organisations are using at least one form of support or advice in May 2021, up slightly from 76% in April 2020 and 82% in October 2020. They typically access 2-3 sources of different support and advice, with 'other infrastructure' (e.g. Community First Yorkshire) being the most prevalent source (46%) in May 2021 and local authorities continuing to be seen as a trusted source for 40% of organisations. Behaviours vary between the organisations active in the different Districts quite considerably.

■ 1 in 2 (50%) organisations identify at least one form of support they feel they need, interestingly, higher than was the case a year ago during the first lockdown (37%), but not quite as high as recorded in October 2020 (63%).

■ These organisations collectively made 76 different mentions of support needed. Most prevalent needs relate to funding and the continued flexibility of funders (20/76 mentions or 26% of all needs mentioned), followed by support for recruiting or employing staff and volunteers (11 mentions/15% of needs), Covid-19 guidance especially regards re-opening safely/support for restarting (9 mentions/12% of needs), business planning/organisational development (7 mentions/9% of needs) and IT/digital/connectivity related support (7 mentions/9% of needs).

Health and wellbeing support for paid staff and volunteers

■ 77 (74%) of organisations have at least one form of support in place. The most prevalent being peer support (79%) followed by line management (55%). then access to specialist services (23%). Online resources were made available by just under one in five (18%) of respondents. These are consistent with findings reported in October 2020.

■ 22 (25%) have introduced additional support arrangements for their staff during the pandemic, a slightly lower proportion than was reported in October 2020 (31%).

■ The support has been varied from counselling to training, coaching to increased guidance and policies around making people feel safe, emotional resilience interventions, the use of mindfulness, emotional and physical wellbeing Apps and regular check-ins to ensure staff and volunteers feel connected and cared for. Some have also paid additional volunteer expenses.

Positives emerging from Covid-19

■ 57 (55%) of respondents were able to think of at least one positive, slightly lower than October 2020 (60%) but in line with just over a year ago (55%).

■ Respondents identified 77 positives the largest proportion concerning:

- developing, refocusing or reimagining their services
- new ways of working using IT and digital technology to their advantage.

■ A new kind of positive reported in May 2021 that did not feature explicitly in October 2020, was the 8% of organisations who said a positive had been the way in which new and more diverse volunteers were now supporting their work.

Maintaining a vibrant and growing VCSE sector – our recommendations

Next steps for funders and planners

1. Flexibility has been acknowledged and is necessary to continue.
2. Investing in core costs has emerged as increasingly important for core costs, IT investment, management and embedding new ways of working. With a particular emphasis on leadership and succession planning.
3. Funding should give time for organisation learning and development
4. Plan and fund digital transformation, within organisations, enhance community access of ICT facilities and increase people’s access to and confidence to use technology
5. Co-design services, recognising that service delivery has been modified and some of the changes need to be reflected in new service specifications.
6. Jointly plan investment for short, medium and longer terms – with an immediate 6-month horizon, to maintain groups and activities, until other sources of income are on a more sustainable platform.

Next steps for Community First Yorkshire and support organisations

1. Develop packages of support, joining up services from support organisations
2. Extend reach to groups farthest from accessing help through a place-based and priority groups approach.
3. Develop collaborative approaches to join up support digital transformation, addressing organisation changes which are needed and capitalising on remote working and the emergence of blended working patterns.
4. Focus on support to manage change within organisations, in relation to how they manage their work, build on the new ways of working.
5. Develop resources for engagement and re-engagement of volunteers and coordinate Volunteering in North Yorkshire campaign with partners and VCSs.
6. Facilitate and supporting groups to connect with one another to share learning and join-up activities locally.

Next steps for voluntary groups and charities

1. Keep in touch with support services and the public sector, as part of a network of public services.
2. Use the help that is available and web-based resources for information and learning (Community First Yorkshire, NYCC, NCVO etc).
3. Be part of local networks for sharing learning, collaborating and generating ideas.
4. Encourage others in an area to access support and engage in local networks.
5. Forward plan to continue to recruit diverse mix of volunteers.
6. Retain, adopt and celebrate the positives – the spirit of unity and kindness, commitment of staff and volunteers, new ways of working, creativity, adaptability and agility.

Impact of Covid-19 on organisations – summary April & October 2020 and May 2021

	April 2020	October 2020	May 2021
Workforce capacity	Paid staff 55% employ staff 70% employ fewer than 10 ↓ by 40% since January 2020	Paid staff 53% employ staff 77% employ fewer than 6 → 74% employ same as pre-Covid-19 ↓ 18% employ fewer ↑ 8% employ more	Paid staff 40% employ staff 71% employ fewer than 6 → 58% employ same as pre-Covid-19 ↓ 21% employ fewer ↑ 21% employ more

	Volunteers ↓ 43% of organisations had decreased numbers of volunteers compared to January 2020	Volunteers ↓ 44% of organisations had decreased numbers of volunteers compared to January 2020 ↓ volunteer capacity down by 40% ¹	Volunteers ↓ 40% of organisations had decreased numbers of volunteers compared to January 2020 ↓ Volunteer capacity down by 14% including one outlier accounting for 78% of this reduced capacity ² . Excluding the outlier the reduction would be only 4% down on January 2020
Redundancies	Not surveyed	13% have made redundancies March and August 2020 ³ 4% expect to make redundancies by end December 2020 ⁴ and 22% are unsure Overall 39% lost or insecure employment	23% have made redundancies between March 2020 to May 2021 2% expect to make redundancies by end 2021 and 7% are unsure 21% of employing organisations with paid staff have some on furlough but none expect to make redundancies
Demand for services (by % of organisations)	<i>January to April 2020</i> ↑ 22% increased → 20% stayed same ↓ 57% decreased	<i>May – September 2020</i> ↑ 22% increased → 20% stayed same ↓ 56% decreased	<i>October 2020-May 2021</i> ↑ 33% increased → 26% stayed same ↓ 22% decreased
Closed venue or service completely	22%	18%	19%
Closed or put on hold part of service	84%	85% comprising: <ul style="list-style-type: none"> • 35% closed during lockdown but now reopening services • 3% all delivery stopped and not restarted • 37% some services put on hold 	77% comprising: <ul style="list-style-type: none"> • 45% closed during lockdown but now reopening services • 4% all delivery stopped and not restarted • 28% some services put on hold
Maintained service with modified delivery	49%	70% ⁵	49%
Digital exclusion found to be an issue for service users/people that VCSEs work with	44%	46% (13% were unsure). New data suggests staff also encounter difficulties with digital technology	42% say this is however an issue for service users (16% were unsure) 19% say this is an issue for staff (17% were unsure)
May struggle to sustain beyond 6 months	40%	18% have closed since March 2020 28% struggle to sustain beyond 6 months ie March 2021	9% may struggle to sustain beyond 6 months i.e. November 2021
Facing at least one cash flow challenge	69% ⁶	93% have reserves	94% have reserves

¹ 7 in 10 say many of their volunteers had to stop due to shielding. 6 in 10 (58%) said they no longer needed volunteers because services stopped. One in five organisations have been unable to engage their volunteers since Covid-19, owing to a mix of changed personal circumstances and anxieties.

² One organisation had 600 volunteers in January 2020 and had 180 in May 2021, a reduction of 420 volunteers, which represents 78% of the total reduced capacity of 538 volunteers in the survey sample.

³ Base = 112

⁴ Base = 113

⁵ 138/198 organisations said how their service had changed

⁶ The NCVO March 2020 survey found 44% of organisations to be experiencing cash flow issues

		33% have used reserves, of which: - 60% have used up to 25% of reserves - 25% have used up to 100% of reserves - 25% not yet used reserves, expect to by end March 2021 67% had not used reserves	23% have used reserves, of which: - 64% have used up to 25% of reserves - 5% have used up to 100% of reserves - 11% not yet used reserves, may need to before December 2021 54% had not used reserves
Funders flexible and supportive	50% (grant/contract income only)	53% say all had been flexible 44% say funders offered some flexibility	60% say all had been flexible 40% say they offered some flexibility
Challenges with funders	22% (grant/contract income only)	Only 3% said funders had been inflexible	0% said funders had been inflexible
Using at least 1 form of support or advice	76%	82%	85%
Describe at least 1 form of support needed	37% (70 organisations)	63% (125 active organisations)	50% (52 organisations)
Financial support needed	57% (of 70 organisations)	Financial support largest area of need in qualitative response	Funding/flexibility was the largest area of need accounting for 26% of total needs described
Could identify at least 1 positive	60%	55% (109 organisations)	56% (58 organisations)

3.0 VCSE organisation characteristics

Organisation structure key points

(%s in brackets denote the corresponding result in the previous, October 2020 survey)

Type of organisation

■ 62% (53%) of respondents are from registered charities, 14% (13%) are companies limited by guarantee and 20% (21%) are charitable incorporated organisations. 13% (11%) are groups or unincorporated associations or forums whilst 6% (5%) are from a community interest company.

■ 37 (36%) of respondents were a community hall/village hall, and of these 19 (51%) delivered other activities.

Turnover

■ The profile of respondents in May 2021 is almost identical to the profile of respondents that took part in the first Resilience Survey one year earlier in April 2020.

■ 44% (38%) of respondents are from organisations with an annual turnover of less than £10k. 74% (79%) have an annual turnover of less than £100k. 25% (18%) have a turnover of more than £100k and less than £500,000. Twelve organisations, 12%, (4%) turnover more than £500k.

Trading income

■ 37% (42%) respondents say their organisation earned more than 50% of their income from trading in pre-Covid-times. Of these 92% (87%) have experienced a reduction since March. 65% (50%) say their trading income levels have decreased by 76%-100% since March 2020.

Table 1: Organisation structure by main location/base

	April 2020		October 2020		May 2021		2019 Survey
	Percent	Count	Percent	Count	Percent	Count	
A Registered charity	55%	103	53%	93	62%	64	63%
A Company limited by guarantee	17%	31	13%	23	14%	15	14%
Charitable Incorporated Organisation (CIO)	15%	28	21%	37	20%	21	4%
Group, unincorporated association or forum	13%	25	11%	19	13%	14	7%
Paris Council/meeting or Town Council	6%	11	3%	5	0%	0	6%
Community Interest Company (CIC)	6%	11	5%	9	6%	6	4%
A Mutual (e.g. Co-operative or Community Benefit Society, Credit Union etc.)	2%	4	2%	3	0%	0	1%
Other ¹	2%	4	5%	8	0%	0	-
Church	<2%	3	<1%	1	0%	0	-
Sole trader working in the community	1%	2	<1%	1	0%	0	-
Company limited by Share	<1%	1	0%	0	0%	0	-
April 2020 N=188. October 2020 N=175. May 2021 N=104. Multi-response hence %s add up to more than 100%.							

Table 2: Annual Turnover

	April 2020		October 2020		May 2021		2019 Survey
	Percent	Count	Percent	Count	Percent	Count	
Less than £10K	43%	80	38%	66	44%	45	38%
Between 11K to £100K	31%	58	41%	71	30%	31	39%
Between 101K to £500K	17%	32	18%	31	14%	15	15%
Between £501K to £1 Million	6%	12	3%	5	7%	7	
Over £1 Million	3%	5	<1%	1	4%	4	8%
Over £5 Million	<1%	1	<1%	1	1%	1	
April 2020 N=188. October 2020 N=175. May 2021 N=103. Client survey 2019 N=291.							

The profile of Sector Resilience Survey respondents has remained broadly similar throughout the series.

Table 3: Trading income pre-Covid-19 times

	April 2020		October 2020		May 2021	
	Percent	Count	Percent	Count	Percent	Count
More than 50% of income is earned from trading	41%	77	42%	74	36%	37
Less than 50% of income is earned from trading	59%	111	58%	101	64%	65
April 2020 N=188. October 2020 N=175. May 2021. N=102.						

Of 102 respondents to provide data in May 2021, a total of 70 (69%) generated at least some earned income pre-Covid whilst 29 (28%) did not generate earned income, and 3 (3%) were unsure. Of the 70 that generated earned income, nearly one in two of them (37/46%) relied on earned income of more than 50% for their total income. Over 9 in 10 (92%) of these had seen a reduction in trading income compared to the level of income they generated pre-Covid.

Table 4: Trading income change since Covid-19

	October 2020		May 2021	
	Percent	Count	Percent	Count
It's about the same	7%	10	9%	6
It has decreased by up to 25%	7%	11	14%	10
It has decreased by 26% - 50%	10%	15	11%	8
It has decreased 51% - 75%	20%	31	14%	10
It has decreased 76% - 100%	50%	78	48%	34
Not sure	7%	10	3%	2
It has increased	Not asked	Not asked	1%	1
October 2020 N=155. May 2021 N=71				

87% of all those organisations that generate income through trading have seen a reduction in that type of income compared to pre-Covid levels, exactly the same proportion reporting this change in dynamic in the October 2020 survey.

Location/service delivery key points

■ The profile of responses with a main office in one of the North Yorkshire districts achieved in May 2021 is similar, but not exactly the same as took part in October 2020. Harrogate's response accounted for 28% in May 2021 and 21% in October 2020 (the largest proportion each time). In Hambleton it was 19% in May 2021, 20% in October 2020; Craven 11% compared to 14% six months before; Richmondshire 3%, a lower response than 11% in the October survey; Ryedale 15% compared to 11%, Scarborough 15% compared to 11% and Selby 9% compared to 11%.

■ For this report, analysis has focused on where organisations are delivering services in North Yorkshire, regardless of their main location. Viewed through this lens we find that the largest volume of organisations deliver in:

Harrogate (38/37%²)

Hambleton (29/28%)

Scarborough (26/25%)

Ryedale (25/24%)

Selby (24/23%)

Craven (23/22%)

Richmondshire (17/17%).

■ The main shift in profile response compared to the October 2020 survey is an increase in organisations that deliver services in Harrogate, Hambleton, Scarborough and Selby districts and reduction in those delivering services (proportional to the whole sample) in Craven, Richmondshire and Ryedale³.

Table 5: Local Authority Area (main location and active delivery area)

	April 2020 – MAIN LOCATION		October 2020 – MAIN LOCATION		October 2020 ACTIVE DELIVERY ⁴		May 2021 – MAIN LOCATION		May 2021 – ACTIVE DELIVERY		2019 Survey	Population (ONS 2016)
	%	Count	%	Count	%	Count	%	Count	%	Count		
Craven	12%	22	14%	24	24%	48	11%	10	22%	23	9%	9.2%
Hambleton	17%	31	20%	35	26%	52	19%	17	28%	29	11%	14.9%
Harrogate	23%	43	21%	37	26%	52	28%	25	37%	38	12%	26.2%
Richmondshire	7%	14	11%	20	20%	40	3%	3	17%	17	8%	8.8%
Ryedale	15%	28	11%	20	20%	39	15%	14	24%	25	10%	8.8%
Scarborough	13%	24	11%	19	19%	37	15%	14	25%	26	11%	17.8%
Selby	9%	17	11%	20	19%	37	9%	8	23%	24	6%	14.3%
Multiple Local Authority areas in North Yorkshire	3%	6	-	-	-	-	-	-	-	-	10%	-
All 7 Local Authority areas in North Yorkshire	2%	3	-	-	-	-	-	-	-	-		100%
Organisations	N=188		N=175		N=198 [305 mentions ⁵]		N=91 ⁶		N=104 [182 mentions ⁷]		N=381 ⁸	

Workforce key points

Paid staff

- In May 2021, 42 (40%) of 104 organisations actively delivering services in North Yorkshire employed staff pre-Covid (53-58% October 2020, 55% April 2020).
- 60 are wholly volunteer led and operated (47% October 2020, 45% April 2020).
- 71% employ 6 staff or fewer (77% October 2020, 70% April 2020).

Of the organisations that employ staff and are active in North Yorkshire:

- Nearly one in five (9/21%) now employ fewer staff compared to pre-Covid-19 times, having reduced their workforce by 21% (from 57 to 45 FTEs).
- The majority (56%) employ about the same number of staff as they did pre-Covid-19.
- 9 (21%) employ more staff in May 2021 than they did pre-Covid-19 (more encouraging than the 8% figure reported in October 2020).
- 10 (23% have made redundancies between March 2020 and May 2021 (higher than the 13% who said in October 2020 they had made redundancies between March and September 2020).
- 1 (2%) expects to make redundancies by the end of December 2021 (compared to 5% saying they might make redundancies between October and December 2020 when survey in September that year). The redundancy rate has slowed and appears not to be growing.
- 9 organisations have staff on furlough in May 2021, but none of these envisage having to make any of their furloughed staff redundant.
- 3 (7%) were unsure if they would make redundancies by the end of December 2021 (again comparing favourably to the October 2020 survey where 25/22% expected to make redundancies in the following quarter).

Volunteers

- In each of the three Surveys around 2 in 5 respondents had decreased the number of volunteers they had compared to January 2020. However, there was a notable shift in dynamics in May 2021 compared to previous editions.
- Twice as many organisations had increased the number of volunteers they had compared to January 2020 meaning a larger workforce for them than prior to lockdown.
- The profile of the volunteers has changed for nearly 1 in 5 organisations (18%) saying that the volunteers they have in May 2021 are not the same people they had volunteering back in January 2020/pre-Covid (mostly experienced by those organisations that have increased the number of volunteers they have in this time [59%]).
- Of the 31 organisations that said there was a reduction in volunteer numbers in March-May 2021 compared to January 2020, nearly 7 in 10 (68%) of those that responded are confident or slightly/confident that previous volunteers will return.
- 7 in 10 (68%) reporting a decrease said many of their volunteers had to stop due to shielding whilst and nearly 6 in 10 (58%) said they had lost volunteers because their services had reduced or halted. The loss of volunteers due to restrictions was more pronounced in May 2021 than October 2020.
- 1 in 5 organisations (21%) mentioned at least one type of skill or quality that had been lost as a result of a reduction in their volunteer base.

Workforce: Paid Full-time Equivalent (FTE) Staff

40% (42) of (104 responding) organisations that are active in North Yorkshire employed an estimated 598 FTE paid staff pre-Covid, with the majority, 30 (71%) employing 6.5 paid FTEs or fewer.

In May 2021, almost the exact same organisations continue to have paid FTE staff with 43 (42%) of them currently employing an estimated 616 FTE paid staff in May 2021. This represents a 3% increase in FTE paid staff since one year ago for this sample of employing organisations.

Table 6: Full time equivalent staff employed

	October 2020		May 2021	
	Percent	Count	Percent	Count
No FTE paid staff	47%	92	59%	61
1-2 staff	26%	51	15%	15
3-6 staff	15%	29	15%	15
7-15 staff	5%	9	3%	3
16-30 staff	4%	7	5%	5
31-50 staff	0%	0	0%	0
51-100 staff	<1%	1	4%	4
101-200 staff	<1%	1		
More than 201 staff	3%	6		
October 2020 N=196 active organisations in North Yorkshire May 2021 N=103 active organisations in North Yorkshire.				

Table 7: Change in paid staff compared to pre-Covid-19

	Percent	Count
We have about the same number of staff	24%	25
We now employ fewer staff	9%	9
We now employ more staff	9%	9
We don't employ paid staff	60%	62
N=103 active organisations delivering services in North Yorkshire <i>of which 43 employ staff</i>		

Of the 43 organisations that employ paid staff in May 2021, compared to March 2020, 9 (21%) employ fewer staff, 9 (21%) employ more staff (balancing each other out in terms of volume of people employed) whilst the remainder, 25 (58%), employ the same number of staff. Put another way, one in five organisations now employ fewer staff compared to a year ago, whilst one in five employ more than a year ago and three fifths employ the same number of staff. This picture is slightly more positive than in October 2020 when only 8% of those organisations that employed staff said they had more staff compared to pre-Covid.

The 9 organisations who said they now employ fewer staff compared to pre-Covid-19 times employ 45 people now compared to 57 in March 2020, a reduction of 12 paid FTEs, a 21% reduction.

Of 104 active organisations in North Yorkshire, 10 have made redundancies between March 2020 and May 2021 which in turn represents 23% of (43) organisations in the sample that actually employed paid staff in this period. This redundancy rate is higher than the proportion reported in October 2020 when 13% of employing organisations said they had made redundancies between March and August 2020.

Table 8: Redundancies from March 2020 to May 2021

	Percent	Count
Yes we have made redundancies	10%	10
No we haven't made redundancies	31%	32
We don't employ paid staff	59%	62
N=104 active organisations delivering services in North Yorkshire		

In May 2021 only 1 organisation (2% of employing organisations) expects to make further redundancies by the end of 2021 which is a more encouraging rate than reported in October 2020 when 5 organisations (4% of employing organisations at that time) expected to make further redundancies – suggesting that the rate of redundancy has been slowing over the past 6 months. A further 3 (7%) were unsure whether they would need to make further redundancies, again, comparing favourably to the 25 (22%) reporting this uncertainty back in October 2020.

Table 9: Expected redundancies by the end of 2021

	Percent	Count
Yes	1%	1
No	37%	38
Not sure at the moment	3%	3
We don't employ paid staff	60%	62
N=104 active organisations delivering services in North Yorkshire		

Furlough

9 organisations have staff on furlough in May 2021, but none of these envisage having to make any of their furloughed staff redundant.

The impact of Covid on staff numbers or specific staff skills gained or lost

19 organisations described a number of positive and negative effects of Covid on their staffing numbers and connected skillset amongst their paid workforce.

Some increased the hours of paid staff

Increased the hours of paid staff (because volunteers could not be used in the premises)

Two increased management and administration working hours to cope with the extra workload due to Covid

“Our staff have become more creative when faced with the challenges of supporting vulnerable people in the pandemic. We have gained a great skill base here just by staff being empowered.”

Four organisations have employed new people and taken on new roles, for example, a new part time junior Coordinator to help cope with increased referrals and increased project work.

“We have taken on new and varied roles to meet the needs of the community, and would estimate that our staff have contributed many hours of voluntary time to assist with this. Covid has changed our organisation, but for the better, as we are now looking at new ways to diversify our services, skills and offer.

“We have had a large increase in demand and increased staff numbers.”

Three organisations redeployed or reprofiled the roles of paid staff:

- One redeployed some staff from one service in their portfolio that had to stop to another service instead where this was possible; and those people are now returning to their previous role (e.g. 50% of their time back in their previous role as services open up again)
- Another redeployed staff to duties such as green space and building inspections. Zero hour contractors were offered work litter picking and being Covid Marshalls for which they were paid in the usual way.
- Staff were re-profiled to fulfil the role of a Community Support Organisation

As some staff were furloughed, one organisation found that it put a heavy strain on the remaining, fewer staff to run their foodbank as well as client support over the phone.

Covid meant for a three organisations that certain staff, and their skills, could not be used as would normally be the case i.e. fund raising, face to face and community engagement activity, outreach support services.

“The one paid member of staff still came in to keep things running on a part time basis. The sessional staff could not work for most of the time.”

One organisation cut down on senior management.

One organisation made redundancies

“We had to make all the cafe hub assistants/managers redundant, but we are looking to recruit again, albeit slightly differently.”

One organisation received resignations from staff as they re-evaluated their roles and work life balance in light of Covid and what this might mean in the ‘new normal’ future for them

“We have lost staff due to people reassessing their lives in light of Covid, and also due to some onerous contract requirements, which were proving too difficult for staff to manage and maintain their mental and physical health during Covid. This had been a slight issue before Covid but afterwards had become intolerable for people to maintain, so they resigned their posts. We have lost valuable trained and skilled staff in debt and money advice. It can take years for someone to train to expert level in debt advice.”

One organisation lost extremely experienced advocates, partly as a result of funders focusing only on Covid. This has created an emotionally challenging and difficult reskilling task.

Workforce: Volunteers

In April 2020 just after the first national lockdown, organisations surveyed at that time reported a drop in their volunteer capacity of 42% since January 2020 from 7,516 to 4,374 deployed volunteers.

In October 2020, organisations surveyed, at that time six months in to the pandemic, were similarly reporting that compared to January 2020 their volunteer capacity was down by 40% since January 2020 from c5,000 to 3,000 deployed volunteers. 7 in 10 of these organisations explained these reductions owing to many of their volunteers having to stop due to the need to shield. 6 in 10 (58%) said they no longer needed volunteers because their services stopped. One in five organisations had also been unable to engage their volunteers since Covid-19, owing to a mix of changed personal circumstances and anxieties.

In May 2021, just over a year on from the first national lockdown, the slightly smaller and different profile of surveyed organisations active in North Yorkshire said that in January 2020 they had 3,734 volunteers whereas now they had 3,196 volunteers which is 86% of their volunteer capacity before Covid-19 struck. This suggests that there have been positive gains since October 2020 as VCSEs have sought to bring back services and concomitant volunteers required to deliver them. It also means that capacity is still 14% less than it was just over a year ago for these organisations.

Table 10: Volunteer volumes in January 2020

	January 2020		October 2020		May 2021	
	Percent	Count	Percent	Count	Percent	Count
None	5%	10	13%	24	8%	8
1-2	6%	12	12%	22	3%	3
3-6	15%	30	20%	39	20%	21
7-15	32%	63	32%	62	39%	40
16-30	18%	36	14%	27	12%	13
31-50	11%	21	5%	10	6%	6
51-100	6%	11	2%	3	6%	6
101-200	5%	10	1%	2	4%	4
More than 201 ⁷	2%	3	2%	3	2%	2
	N=196		N=192		N=103	

⁷ For the purpose of the estimate we applied a number of 250 to mean more than 201 volunteers

Further analysis reveals that 40% of organisations surveyed in May 2021 had experienced a decrease in the total number of volunteers they had compared to January 2020.

Table 11: Volunteer volume change compared to January 2020

	Percent	Count
Increased	18%	17
Decreased	40%	38
Stayed about the same	42%	40
N=95 active organisations delivering services in North Yorkshire		

For some organisations this change has been comprehensive i.e. they have no volunteers at all now and have lost 100% of their volunteer workforce, whilst for others the reduction has been less drastic representing as little as 6% of their prior capacity. Of the 36 respondents to provide estimates and who had a reduced volunteer workforce since January 2020, 7 (19%) had seen a reduction equivalent to 76%-100% of their prior capacity; 5 (14%) had seen a reduction of 51%-75%; 10 (27%) had seen a reduction of 26%-50%; and 14 (39%) had seen a reduction of up to 25% of their prior capacity.

However, there is a notable shift in the patterns observed in the previous surveys, with twice as many organisations increasing the number of volunteers they had compared to January 2020, that is to say, not only have they recovered their previous level of volunteer workforce, they have in fact exceeded the capacity they had organisationally prior to the first national lockdown. Further analysis reveals that for some organisations this means going from 3 to 4 volunteers, or 5-6 volunteers, but at the most positive extreme it has seen growth from 100 to 250 volunteers. 17 organisations that had exceeded their January 2020 volunteer capacity had increased their workforce by 380 people. The levels of growth amongst this sample have been up to 25% for 7 (41%); 26%-50% for 2 (12%); 51%-99% for 4 (24%) and growth of more than 100% (in fact up to 225% in one instance) for 4 (24%) organisations.

The profile of the volunteers has also changed for nearly 1 in 5 (18%) organisations saying that the volunteers they have in May 2021 are not the same people they had volunteering back in January 2020/pre-Covid.

Table 12: Are volunteers in May 2021 the same people volunteering before Covid?

	Percent	Count
Yes	82%	78
No	18%	17
N=95 active organisations delivering services in North Yorkshire		

Organisations were also asked whether the total number of volunteers they had between March and May 2021 increased or decreased compared to January 2020.

Table 13: Volunteer change March-May 2021 when compared to January 2020

	Percent	Count
Increased	19%	18
Decreased	32%	31
Stayed about the same	49%	47
N=96 active organisations delivering services in North Yorkshire		

Of the 31 organisations that said there was a reduction in volunteer numbers in March-May 2021 compared to January, 26 provided follow up insight about their level of confidence that their previous volunteers would return. Nearly 7 in 10 (68%) are confident or slightly/confident.

Table 14: Confidence that previous volunteers will return

	Percent	Count
Confident	27%	7
Slightly confident	31%	8
Not confident at all	23%	6
Other	19%	5
N=26 (of 31 possible respondents, those noting a reduction in volunteer numbers in March-May 2021 compared to January 2020, invited to answer this question)		

Respondents who said 'other' explained that:

“Some (trained advisers) definitely won't return, as they too have reassessed their lives in light of Covid and decided to move away from the area. Others (in admin roles) might return when we re-open our offices, but it won't necessarily be in the same setup as before.” (Active in Richmondshire, £101k-500k annual turnover experiencing a decline in volunteer numbers compared to January 2020)

“Some will not return but we are reasonably confident of recruiting replacements.” (Active in Selby, £101k-£500k annual turnover experiencing a decline in volunteer numbers compared to January 2020))

“It depends upon availability of space due to distancing and being able to manage the supported volunteers.” (Active in Ryedale, <£10k annual turnover experiencing a decline in volunteer numbers compared to January 2020))

“1 person died, 1 person retired from volunteering, 2 people might return when we meet in person again.” (Active in Scarborough, £101k-500k annual turnover experiencing a decline in volunteer numbers compared to January 2020))

“One volunteer resigned due to ill health.” (Active in Scarborough, £101k-£500k annual turnover experiencing a growth in volunteer numbers compared to January 2020)

Table 15: The impact that Covid-19 has had on volunteer numbers (May 2021)

Fewer volunteers	Lost due to technology barrier	Lost due to shielding, high risk vulnerable group	Lost due to service reduced/halted	Lost due to restrictions
Number of organisations experiencing this impact	7	25	22	19
% of unique organisations experiencing this impact where N=37	19%	68%	59%	51%
% of total impacts where n=73	10%	34%	30%	26%

37 organisations that experienced a loss in volunteers said they had experienced one or more impacts as a result of Covid-19, predominantly, the loss of their volunteers who had to shield or were in a high risk vulnerable group. The cessation or reduction in services offered by the organisation also reduced volunteer numbers, followed by losses due to restrictions and finally losses due to technology barriers. The loss of volunteers due to restrictions was more pronounced in May 2021 than October 2020, but shielding and service reductions were still the most significant impact in both time periods. 22 organisations mentioned at least one type of skill or quality that had been lost as a result of a reduction in their volunteer base:

- Administration (3 mentions)
- Decision making (2 mentions - owing to reduction in Board or committee size)
- Help with fund raising (2 mentions)
- Practical support (2 mentions)
- Maintenance (2 mentions)
- Financial/Accountancy (2 mentions)
- Marketing (including PR, social media) (2 mentions)
- Event planning and management
- Safeguarding knowledge
- Engineering and construction
- Working with children at events
- Project Management
- Governance
- Display skills
- Social support service skills
- Working with children at events
- Volunteers with parenting experience who have time to support others.

“Some of our volunteers are retired professionals in our area of work and their skills and knowledge were a huge asset. Others brought skills we don't have and would not seek to specifically employ someone for. We also have several supported volunteers who gained a lot from being with us but we are unable to accommodate them at present.”

“We have lost trained advisers, and possibly some administration volunteers too, but we currently don't know the extent of that loss, and won't know until we know what our service looks like going forward.”

Impacts were not wholly negative for all organisations, however, as 13 organisations reported that they had gained volunteers as a result of Covid.

“We have gained more skills due to better equipped and more flexible volunteers joining the organisation.”

4.0 Service characteristics and managing change

Service demand key points

■ In the October 2020 survey a new question was introduced to help respondents classify their main areas of delivery. A total of fifty options comprising a mixture of **areas** e.g. health, **services** e.g. family services and **target audience** e.g. older people were included in the list. In May 2021 this list was expanded to 53 options. Respondents could tick one main service and then, in a separate question, as many services that they were involved in. This revealed:

- Coverage of 41 (of the 53) service areas by the sample of VCSEs
- The largest main service being responsibility for community/village halls (27%) followed by community development (6%), disability (5%), environment/conservation (5%), social activities (5%) and sport and leisure (5%).
- Taking into account all services the VCSEs were involved with, the largest proportion, 1 in 3 (32%) were categorised as 'community and village hall and sports and leisure' followed by 1 in 5 (20%) involved with 'older people, disability, social activities and befriending'. A further 1 in 5 were involved in services linked to 'children and young people, education and training and health'.

■ These surveys have sought to track the changes in demand experienced by VCSEs for their services in April 2020, October 2020 and May 2021.

- In April and October demands were similar with 1 in 5 (22%) experiencing an increase in demand, whilst by May 2021 this had jumped to 1 in 3 (33%)
- In April nearly 3 in 5 (56%) had experienced a decrease, which reduced to 2 in 5 (38%) by October 2020 and this had reduced again to 1 in 5 (22%) by May 2021
- Those saying that demand had stayed the same as prior to the Covid-19 was 20% in April 2020, 22% in October 2020 and 26% in May 2021.

■ Organisations that have seen most increase in demand since October 2020 belong to the 'Social & Community Care, Mental Health and Volunteering' grouping (78%), followed by those in the 'Children & Young People, Education & Training and Health' grouping (45%) then those in the 'Older People, Disability, Social Activities and Befriending' grouping (43%). Conversely, organisations that have seen the biggest decrease in demand for their services are those in the 'Arts, Culture & Heritage and Community Development' grouping (50%, caution though low sample) and the 'Community & Village Hall and Sports & Leisure' grouping (36%)

■ The largest proportional changes (*caution, small samples*) appear to be in Richmondshire (65% reporting an increase compared to 20% 6 months prior), Scarborough (58% compared to 24%) and Harrogate (53% compared to 23%). The District where there appears to have been a stubborn resistance to service demand growth is Craven where 30% of organisations report a decrease in demand for services between October 2020 and May 2021, slightly higher than 27% reporting decreases between April and October 2020 in this locality

Current Service

104 organisations surveyed in May 2021, self-classified their main, and wider area of delivery (services/activities/focus) against a list of 53 options arranged alphabetically in the questionnaire from 'advocacy' to 'women'. When asked to select one main area of delivery only, these organisations represented 30 of the 53 options, whilst when asked to tick all areas of delivery they were involved with, this coverage expanded to 41 of the 53 options. The largest area of delivery was by some margin, organisations responsible for community/village halls (27%) followed by community development (6%).

Table 16: Main areas of delivery

	Percent	Count
Community Hall/Village Hall	27%	28
Community Development	6%	6
Disability	5%	5
Environmental/Conservation	5%	5
Social Activities	5%	5
Sport and Leisure	5%	5
Children/Young People	4%	4
Mental Health	4%	4
Older People	4%	4
Community Groups	3%	3
Mutual Aid Organisation	3%	3
Advocacy	2%	2
Arts, Culture and Heritage	2%	2
Education and Training	2%	2
Social and Community Care	2%	2
Animal Welfare, Befriending, Carers Support, Day Care Services, Dementia, Faith/Religion, Financial Services, Health, Homelessness, Housing, LGBT, Poverty, Telephone Helplines, Tenants and Residents and Women.	1% each	15
N=104 active organisations delivering services in North Yorkshire		

When invited to tick as many of the 53 areas of delivery as were relevant to their organisation, a total of 467 'checks' were made by the 104 organisations across 41 areas suggesting that most organisations are on average involved in between 4 and 5 areas of delivery – not just their main activity or service. When grouped together using an agreed classification by the commissioners of this survey it is possible to gain a sense for the collective coverage of these organisations by areas of delivery seen in the next table.

Table 17: Grouped areas of delivery across North Yorkshire

	Percent	Count
Community & Village Hall and Sports & Leisure	32%	33
Older People, Disability, Social Activities and Befriending	20%	21
Children & Young People, Education & Training and Health	19%	20
Other classification	14%	15
Social & Community Care, Mental Health and Volunteering	9%	9
Arts, Culture & Heritage and Community Development	6%	6
N=104 organisations (467 areas of delivery grouped together in agreed 'families')		

Respondents were asked in all three surveys – April 2020, October 2020 and May 2021 how demand had changed for their services in the different periods (broadly 3-6 months prior to the time of completing each survey though this differed slightly at each touchpoint).

Although the question set was slightly different it is possible to draw comparisons:

- overall, just under 3 in 5 in both surveys (57% April and 56% in October) had seen a decrease in demand for their service, whilst in May 2021 the figure had reduced significantly to 22% *saying service demand had decreased since October 2020*
- Nevertheless, in both October 2020 (18%) and May 2021 (19%), nearly one in five of the decreases were accounted for by organisations having to close for delivery.
- Conversely therefore we say a much higher proportion of organisations saying there has been an increase in demand for their services between October 2020 and May 2021 (33%), compared to organisations noting an increase for their services between April and September 2020 (22%), largely due to being able to reopen some of their services again.

Table 18: How has demand for your service changed?

	April 2020		October 2020		May 2021	
	Percent	Count	Percent	Count	Percent	Count
Increased	22%	42	22%	42	33%	32
Stayed the same	20%	37	22%	43	26%	25
Decreased	57%	108	38%	73	22%	22
Missing	<1%	1	-	-	-	-
We are closed for delivery	Not asked	-	18%	34	19%	19
April 2020 N=188. October 2020 N=192. May 2021 N=98						

Covid-19 therefore seems to have different effects and consequences for these organisations – explained in previous survey reports by the prevailing trading/operating revenue model of organisations i.e. if they relied on more than 50% of income from trading and had to close owing to lockdown and restrictions then of course they saw a huge disruption, and needed to find ways of surviving. Others have consistently seen an increase in demand for their services (between 1 in 5 and 1 in 3) impacting on the need to increase their hours and/or redeploy their workforce profile accordingly (as seen in the previous chapter). And for between 1 in 4 and 1 in 5 organisations demand has stayed stable.

The following tables describe how demand for each activity area has changed since Covid-19 by 'activity grouping'

Table 19: Change in service demand by grouping of service delivery areas

	Percent	Count	Increased	Decreased	Stayed the same	Closed for delivery	NA
Community & Village Hall and Sports & Leisure	32%	33	3 (9%)	12 (36%)	6 (18%)	12 (36%)	
Older People, Disability, Social Activities and Befriending	20%	21	9 (43%)	2 (10%)	4 (19%)	6 (29%)	
Children & Young People, Education & Training and Health	19%	20	9 (45%)	4 (20%)	6 (30%)	1 (5%)	
Other classification	14%	15	3 (20%)	1 (7%)	5 (33%)	0 (0%)	6 (40%)
Social & Community Care, Mental Health and Volunteering	9%	9	7 (78%)	0 (0%)	2 (22%)	0 (0%)	
Arts, Culture & Heritage and Community Development	6%	6	1 (17%)	3 (50%)	2 (33%)	0 (0%)	
N=104 organisations (467 areas of delivery grouped together in agreed 'families')							

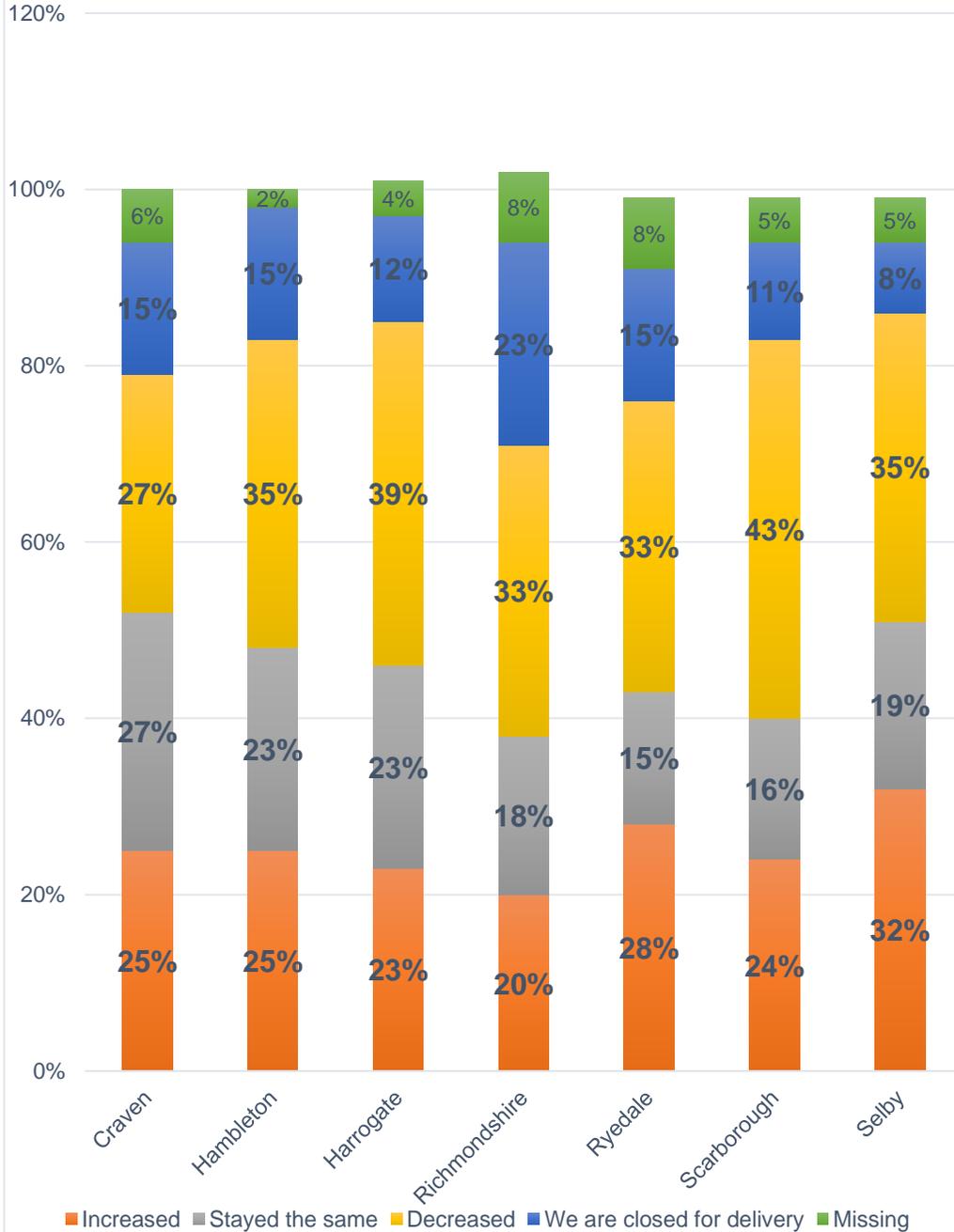
Organisations that have seen most increase in demand since October 2020 belong to the 'Social & Community Care, Mental Health and Volunteering' grouping (78%), followed by those in the 'Children & Young People, Education & Training and Health' grouping (45%) then those in the 'Older People, Disability, Social Activities and Befriending' grouping (43%). Conversely, organisations that have seen the biggest decrease in demand for their services are those in the 'Arts, Culture & Heritage and Community Development' grouping (50%, caution though low sample) and the 'Community & Village Hall and Sports & Leisure' grouping (36%)

Table 20: Service demand change by District

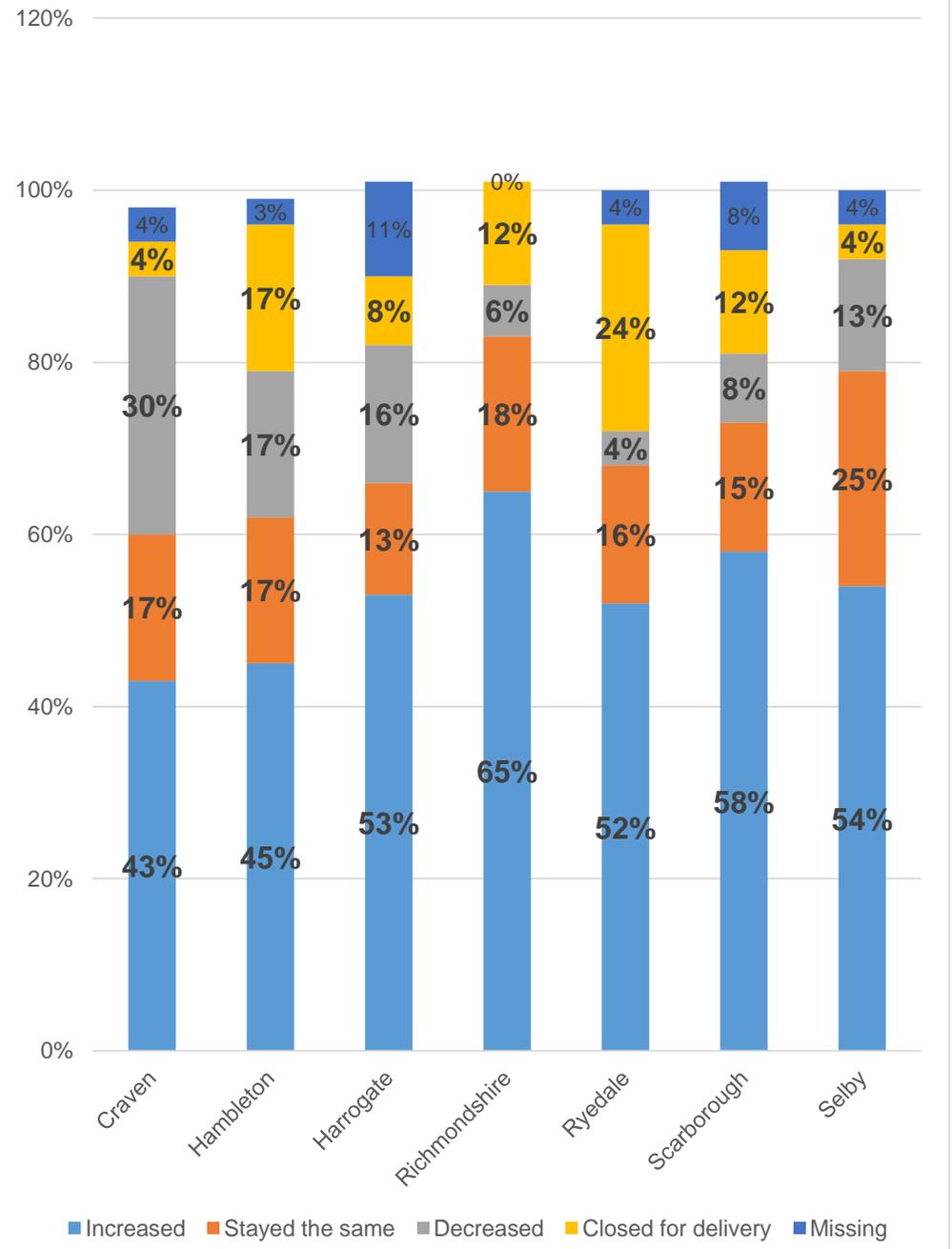
October 2020 N=198 organisations Change in demand since April 2020	Craven	Hambleton	Harrogate	Richmondshire	Ryedale	Scarborough	Selby
Increased	12 (25%)	13 (25%)	12 (23%)	8 (20%)	11 (28%)	9 (24%)	12 (32%)
Stayed the same	13 (27%)	12 (23%)	12 (23%)	7 (18%)	6 (15%)	6 (16%)	7 (19%)
Decreased	13 (27%)	18 (35%)	20 (39%)	13 (33%)	13 (33%)	16 (43%)	13 (35%)
We are closed for delivery	7 (15%)	8 (15%)	6 (12%)	9 (23%)	6 (15%)	4 (11%)	3 (8%)
Missing	3 (6%)	1 (2%)	2 (4%)	3 (8%)	3 (8%)	2 (5%)	2 (5%)
Total	48 (100%)	52 (100%)	52 (100%)	40 (100%)	39 (100%)	37 (100%)	37 (100%)
May 2021 N=104 organisations Change in demand since October 2020	Craven	Hambleton	Harrogate	Richmondshire	Ryedale	Scarborough	Selby
Increased	10 (43%) ↑	13 (45%) ↑	20 (53%) ↑	11 (65%) ↑	13 (52%) ↑	15 (58%) ↑	13 (54%) ↑
Stayed the same	4 (17%) ↓	5 (17%) ↓	5 (13%) ↓	3 (18%)	4 (16%) ↑	4 (15%) ↓	6 (25%) ↑
Decreased	7 (30%) ↑	5 (17%) ↓	6 (16%) ↓	1 (6%) ↓	1 (4%) ↓	2 (8%) ↓	3 (13%) ↓
We are closed for delivery	1 (4%) ↓	5 (17%) ↑	3 (8%) ↓	2 (12%) ↓	6 (24%) ↑	3 (12%) ↑	1 (4%) ↓
Missing	1 (4%) ↓	1 (3%) ↑	4 (11%) ↑	0 (0%) ↓	1 (4%) ↓	2 (8%) ↑	1 (4%) ↓
Total	23	29	38	17	25	26	24

The arrows indicate whether there have been more organisations reporting the change in demand for services in May 2021 compared to when they answered the same question in October 2020. For example, there has been significant proportional changes in the number of organisations saying they have experienced an increase in demand for their services in all Districts in the past 6 months, compared to the dynamic they were reporting in the 6 months prior to that. The largest proportional changes (caution, small samples) appear to be in Richmondshire (65% reporting an increase compared to 20% 6 months prior), Scarborough (58% compared to 24%) and Harrogate (53% compared to 23%). The District where there appears to have been a stubborn resistance to service demand growth is Craven where 30% of organisations report a decrease in demand for services between October and May, slightly higher than 27% reporting decreases between April and October in this locality.

Service demand change by District April 2020 to October 2020



Service Demand Change by District May October 2020 to May 2021



Service maintenance and modification key points

■ In April and October 2020, 85% of respondents said they had to close or put on hold all or part of their service. By May 2021, this figure was lower at 73%.

■ Encouragingly, more VCSEs have been able to reopen their services:

- In May 2021, 44 (45%) of 98 VCSEs said they were closed during lockdown but were now reopening their services - a higher proportion than the 35% who said they were reopening services back in October 2020.
- A further 27 (28%) said some of their services were put on hold, compared to 15% in October 2020.
- Only 4 (4%) said all delivery had stopped and not restarted compared to 13% six months earlier, however, the actual number of VCSEs closed for delivery since October is 19 (19%) similar to the 18% of organisations reporting the same situation in October 2020.

■ In April 2020, 1 in 2 (49%) said they had been able to maintain their service through modifying it, and this increased to 70% in October 2020. In May 2021, 51 (49%) respondents described how they had changed a service to maintain it.

■ Two thirds (67%) of VCSEs saying they had stopped or put on hold some service delivery reported in May 2021 that they had plans to restart within 1-2 months with a further 30% saying they would restart before the end of 2021. Only 1% said it would be sometime in 2022 and 1% was unsure. These figures are all more encouraging dynamics than was the case in October 2020 when the comparative figures were 40% opening in 1-2 months, 25% would be before the end of 2021 and 35% could not say with any confidence.

Service changes

The style of question changed slightly between April 2020, October 2020 and May 2021 to gather interesting insights from VCSEs about the way they had maintained their service through modification during the Covid-19 period. In April 2020, 49% of VCSEs appeared to maintain a modified service and this had risen to 70% by October 2020, dropping back to 49% by May 2021 when 51 organisations (49%) of 104 respondent mentioned 82 different ways in which their service had changed.

Table 21: If you are maintaining a service how has it changed?

	Increased demand	Less capacity	New service response	Restrict numbers/less activity	Move to online/telephone service	Other changes to sustain service provision	Social distancing protection	Loss of community bonding	Can't use buildings	No new projects being planned	Less demand for service	Mental health	Closure/ suspension of service/delay in service delivery	Total
October 2020														
North Yorkshire	13	13	16	46	47	21	25	12	2	5	24	2	1	227
%	6%	6%	7%	20%	21%	9%	11%	5%	1%	2%	11%	1%	<1%	100%
May 2021														
North Yorkshire	5	2	14	10	15	5	9	1	6	0	3	0	12	82
%	6%	2%	17%	12%	18%	6%	11%	1%	7%	0%	4%	0%	15%	100%

The main differences since October 2020 are:

- A higher proportion of VCSEs saying they have developed a new kind of service response to meet needs of their community or users
- A lower proportion of VCSEs saying they had needed to restrict numbers or do less activity (presumably as they have been able to reopen or restart services steadily)
- A higher proportion reflecting that part of the approach to maintaining a service had actually been a suspension or delay in some parts of their portfolio of services linked to restrictions

Amongst the small number of respondents who commented about increased demand, it was slightly more nuanced than just a change of volume, rather a change in profile of users seeking support or services as well – and with a different profile of needs, enquiries or presenting needs than prior to Covid, these VCSEs have sought to modify the way they maintain and make their service available to these new types of people.

Changing the way in which people receive and experience their services

“The largest change in demand has been in the community services. Supporting children and families with food poverty and economic crisis. In response to this we have administered a crisis fund and have set up Community Markets which are food banks with dignity...In our main service of disability our residents and tenants have stayed at home. This is a big change for them as many are active in the community. It has also been a big change for our staff who have changed their approach to care and support. In the main this has been a very positive experience for both residents/tenants and staff although not without its challenges.”

“We have reacted to the changing needs of the community brought about by Covid. We are providing more advice and sign posting, as well as supporting and carrying out more direct service delivery.”

“Diversification into new projects to address changing need and isolation.”

“It has become more inventive and flexible.”

“We supply some virtual alongside real activities. There has been an increase in welfare calls, time on the telephone, delivery of emergency food parcels and house visits.”

The move to remote (but still personalised) and blended services

“Face -to-face and home-visiting support has stopped, and has been all digital, telephone etc.”

“We had to change all staff contracts to homeworking.”

“We now deliver almost all our services remotely, and are delivery a phone first system. Only the most complex cases or vulnerable clients are receiving face to face advice and support.”

“Change mode of delivery, more 1-2-1 remote support rather than in-person, online training courses rather than in-person.”

Reducing the number of people that could benefit from their service

“Reduced days for attendees. Less choice in activities each day. People are unable to mix and see other as much.”

Working with others

“Some key events were cancelled due to restrictions. Still provided for our beneficiaries, however it was done via other groups we work with.”

Increased demand requiring increased capacity or balancing demands

“All of our services are online and we are receiving more referrals but don't have the capacity to support owing to the reduction in volunteers. We are looking at creating paid positions to help mitigate this however we need time to build the resilience and structure in the organisation.”

“We are getting more enquiries from people who used to meet in smaller venues but have trouble timetabling as our regular hirers are not sure if/when they can return.”

Coping with the restrictions

“During Covid, due to recurrent restrictions, it was difficult for the group to meet together as a whole group. When we were allowed to meet outside, the bad weather got in the way of meetings. Having missed so many meetings, the group has fallen apart to some extent and will need some motivational meetings to help it get back together again.”

In April and October 2020, 85% of respondents said they had, at some point since the pandemic started, had to close or put on hold all or part of their service. By May 2021, this figure had dropped to 77% amongst the organisations completing a survey at this time.

Table 22: Have you had to close/put on hold all or part of your service?

	April 2020		October 2020		May 2021	
	Percent	Count	Percent	Count	Percent	Count
Yes	85%	160	85%	163	77%	75
No	15%	28	15%	28	23%	23
April 2020 N=188. October 2020 N=191. May 2021 N=98						

Further insights collected in October 2020 and May 2021 suggest that increasingly, more organisations (35% increasing to 45% comparing both periods) have been able to reopen their services. The core of organisations with a complete cessation of their services still in May 2021, at 4%, is lower than was the case 6 months earlier when it was 13%.

Table 23: Have you had to close/put on hold all or part of your service (detailed)?

	October 2020		May 2021	
	Percent	Count	Percent	Count
Yes we closed during lockdown but are now reopening our services	35%	67	45%	44
All delivery has stopped and not restarted	13%	25	4%	4
Yes some services put on hold	37%	71	28%	27
No services have been put on hold or stopped	15%	28	23%	23
N=191 active organisations delivering services in North Yorkshire. May 2021 N=98				

There have been encouraging signs that more VCSEs have felt able to reopen their services or have plans to restart them in 2021. In October 2020, of those that had had to close down all or part of their service since March 2020 40% of these organisations said they would restart in 1-2 months/by the end of 2020, whilst 25% hoped to restart in 2021 and 35% could not say when or if they would restart with any certainty. By May 2021, two thirds (67%) have plans to restart in the next 1-2 months, and almost all other respondents (30%) had plans to restart before the end of 2021. There appears to be much greater certainty than was the case 6 months ago owing to the reopening of the country and easing of lockdown restrictions.

Table 24: Plans to restart services

	October 2020		May 2021	
	Percent	Count	Percent	Count
Yes within the next 1-2 months	22%	32	67%	42
Before the end of 2020/2021	18%	26	30%	19
Next Year	25%	36	<2%	1
Don't know	35%	51	<2%	1
October 2020 N=145. May 2021 N=63				

Further analysis by organisations active in each District finds that plans to restart within the next few months appear to be slower in Selby (40% compared to 67% North Yorkshire

average), and Scarborough (47%), Richmondshire (50%) and Craven (53%). 100% of organisations in Scarborough, Selby and Richmondshire expect to restart though in 2021 but may merit further targeted 'recovery' support in the next 6 months to keep on that trajectory.

Digital exclusion

Issues for residents/people that organisations work with

■ Just over two fifths (42%) of respondents find digital exclusion an issue for people they work with (almost identical to the 44% April 2020 result slightly lower than 46% in October 2020)

■ The three main issues remain the same in May 2021 as they did in October 2020 with A lack of confidence (39%), lack of access to Wi-Fi connectivity (33%) and digital technology (32%) presenting barriers. Other reasons include a mistrust of social media and lack of confidence to go online.

■ For 1 in 4 (24%) organisations digital technology doesn't work well for the services they deliver whilst 1 in 6 (17%) don't have the resources to invest in it.

■ Looking at the data by District, proportionally, organisations active in Selby (63%), Richmondshire (53%) and Ryedale (52%) were more likely to say they are finding digital exclusion an issue for people they work with. Organisations active in Harrogate were least likely to report issues (a reversal of results reported in October 2020), but still over a third (39%) did say digital exclusion affected the people they work with.

Issues for staff and volunteers

■ A much lower proportion of respondents (19% in May 2021 compared to 61% in October 2020) said that digital exclusion is an issue for their staff, however a further 17% were unsure whether this was an issue or not

■ Just under 3 in 5 (58%) of organisations mentioned at least one challenge similar to the 61% recorded in October 2021. The main challenges were staff feeling isolated by relying on it (28%), not having resources to invest digital technology (18%) or something else (18%).

■ The proportion of respondents reporting a lack of training for staff being a challenge dropped considerably from 31% in October 2020 to 10% in May 2021. Suggesting positive movement, learning and investment in this area.

Stubbornly, for 1 in 8 respondents the challenge remains a lack of access to home Wi-Fi connectivity for staff, a percentage that hasn't changed in the past 6 months

■ Other issues include lack of reliable connection (especially in rural areas), older workforce members being reluctant or lacking confidence to use the internet, fear or mistrust of social media and 'zoom fatigue.'

Table 25: Are you finding digital exclusion an issue for people you work with?

	April 2020		October 2020		May 2021	
	Percent	Count	Percent	Count	Percent	Count
Yes (includes 'yes a bit' asked in April only)	44%	160	46%	87	42%	41
No (includes 'not really' asked in April only)	39%	28	40%	76	41%	40
Unsure	1%	2	13%	25	17%	16
No answer	16%	30	-	-		
April 2020 N=188. October 2020 N=188. May 2021 N=97						

Organisations active in Selby (63%), Richmondshire (53%) and Ryedale (52%) were more likely to say they are finding digital exclusion an issue for people they work with compared to the North Yorkshire average (42%). Organisations active in Harrogate were least likely to

report issues (39%), a reversal of results reported in October 2020 when 60% reported issues), whilst Hambleton continued to be a District less likely to report issues in May 2021 (41%) and October 2020 (34%).

Table 26: Digital exclusion an issue for people you work with by District

All that answered 'yes'	October 2020			May 2021			Is the issue bigger than in October 2020?
	Percent	Count	Base	Percent	Count	Base	
Craven	64%	29	N=45	48%	11	23	No
Hambleton	34%	17	N=56	41%	12	29	Yes
Harrogate	60%	29	N=48	39%	15	38	No
Richmondshire	43%	16	N=37	53%	9	17	Yes
Ryedale	54%	19	N=35	52%	13	25	Yes
Scarborough	49%	17	N=35	46%	12	26	Yes
Selby	54%	19	N=35	63%	15	24	Yes

A lack of confidence (39% in May 2021 but down from 59% in October 2020) amongst the people that organisations support is the main issue followed by their lack of access to Wi-Fi connectivity (33% in May 2021 compared to 36% 6 months prior) and digital technology (32% in May 2021 decreasing from 47% in October 2020). For 1 in 4 organisations (24%) digital technology doesn't work well for the services they deliver (as was the case in October 2020). Less than 1 in 5 (17%) say they do not have the resources to invest in digital technology, down from 25% in October 2020.

Table 27: Main issues for people being supported when accessing digital technology

	October 2020		May 2021	
	Percent	Count	Percent	Count
People we work with are not confident using digital technology	59%	102	39%	41
People we work with don't have access to digital technology	47%	81	32%	33
People we work with don't have access to Wi-Fi connectivity	36%	62	33%	34
It doesn't work well for the services we deliver	27%	47	24%	25
We don't have resources to invest in digital technology	25%	44	17%	18
Lack of training for staff	12%	20	11%	11
Other	21%	37	24%	25
October 2020 N=174. May 2021 N=97				

Other reasons related to distrust social media and this spills into their attitude towards digital/online services, and therefore choose not to try it. Other reasons were practical barriers:

"Village hall does not have online connectivity."

"Many older people need a lot more support and resources to become digitally literate. Many are still terrified of 'online' use and there is also a real reluctance among some, to even try."

“Children have enough exposure to screens with online schooling so do not want to do on line Scouting as well.”

“The area has a high population of older generation. Some don't use any digital services and some don't want to use digital services.”

“The community is without digital access and are unable to access digital advertising of our services.”

“Some people have limited reading and writing or do not wish to use tech and that's ok.”

Organisations were asked also whether there were any issues that their staff were encountering when accessing digital technology. 18 mentioned a total of 90 challenges between them typically a combination of not having resources to invest in it, and staff feeling isolated by relying on it (precisely the same situation 6 months earlier) but in much smaller volumes.

Table 28: Main issues for people being supported when accessing digital technology

	October 2020		May 2021	
	Percent	Count	Percent	Count
We don't have resources to invest in digital technology	45%	55	18%	19
Staff are feeling isolated by relying on digital technology	45%	54	28%	29
Lack of training for staff	31%	38	10%	10
Other (e.g. staff confidence, resistance, lack of IT resources)	23%	28	18%	19
Staff don't have access to home Wi-Fi connectivity	13%	16	13%	13
October 2020 N=121. May 2021 N= 104				

Other reasons are exemplified below and include a reluctance to use digital technology (particularly older workforce members) at all, preference to use non-digital modes of delivery where possible, lack of confidence in using any equipment provided, fear, distrust and fatigue.

“We have had to provide IT equipment as home equipment was not suitable.”

“We have a relatively older workforce where digital technology is more of an issue that with the younger members of the staff team.”

“We have not tried it yet - but not keen!”

“With the library closed members have no broadband access. Cost of broadband excludes members.”

“Volunteers have met using Zoom but many dislike it, find it difficult to manage and the village Wi-Fi connection is not the best.”

“We have no staff but some members of the committee do not wish to get involved with digital technology

“Everyone is suffering from zoom fatigue.”

“Fear of the internet.” and “Distrust of social media.”

“Lack of FTTP in some parts of Oulston.”

“As our age demographic is generally over 65 not all are familiar with the technology.”

5.0 Viability and support

Financial sustainability key points

- Just over a year ago, after the first national lockdown, 1 in 8 (13%) VCSEs said they would only be able to sustain themselves financially for up to 3 months. This reduced to 5% by October 2020 and in May 2021 the figure is zero - no organisations in the latest Survey reported being unable to sustain themselves in the near term future suggesting that none of these organisations are deemed 'high risk' as defined.
- Similarly, the proportion of medium risk organisations has reduced over time from 27% saying in April 2020 that they could sustain themselves for 6 months, reducing to 22% in October 2020, reducing again by May 2021 to 9% of organisations.
- Taken together this means organisations at high or medium risk have dropped from 40% a year ago to 28% six months ago to 9% now.
- The organisations at risk in May 2021 are 'medium' rather than 'high' risk and are equally spread across the Districts, and vary in their size and annual turnover from <10k to as much as £500k.
- Encouragingly, 91% (better than in October 2020, 72%, in turn better than April 2020, 60%) say they can sustain themselves for at least 12 months. This comprises 46% able to sustain themselves for a year and 45% saying they can sustain themselves indefinitely.
- 1 in 4 (23%) of organisations have used financial reserves in the past 12 months, whilst 54% have not and 19% haven't used them yet but may need to before the end of December 2021. 5% have used all their reserves.

Table 29: Financial sustainability

	April 2020		October 2020		May 2021		2019 Survey
	Percent	Count	Percent	Count	Percent	Count	
1 month (High Risk)	<1%	1	<1%	1	0%	0	38%
3 months (High Risk)	12%	22	4%	7	0%	0	39%
6 months Medium Risk)	27%	48	23%	38	9%	8	15%
12 months (Low risk)	33%	58	41%	67	46%	43	
Indefinitely (Lowest risk)	27%	48	27%	50	45%	42	8%

May 2021 N= 93. April 2020 N=187. October 2020 N=163. Client survey 2019 N=291.

Further analysis has been completed to better understand the different levels of risk facing organisations.

- High risk - financially sustainable for only 1-3 months from May 2021
- Medium Risk - financially sustainable for only 6 months from May 2021
- Low risk - financially sustainable for 12 months
- Lowest risk - financially sustainable indefinitely

Looking at the characteristics of the 8 organisations categorised as 'medium risk' they are all registered charities.

- 1 is an organisation that has an annual turnover of £101k-£500k, 5 turnover between £11k and £100k and 2 turnover less than £10k.
- 4 relied on over 50% of earned income through trading which has been affected negatively by Covid decreasing by over 50% and up to 100%
- 5 of the organisations have a main location in, and are only active in one District – Craven, Hambleton, Ryedale Scarborough, and Selby
- 1 organisation has a base in Scarborough but it active in all 7 Districts, as is 1 organisation with a base in York.
- 1 organisation has a base in the East Riding and is active in Selby District only.

Financial Reserves

94% of organisations have reserves. Reserves are part of good financial management and are often used to cross subsidise services, or act as a buffer easing cash flow between contract and grant funding being won and renewed. A minority, 6%, have no financial reserves.

1 in 4 (23%) of organisations have used financial reserves in the past 12 months, whilst 54% have not and 19% haven't used them yet but may need to before the end of December 2021. This compares with data gathered in October 2020 when 33% had used reserves, 35% had not and 25% thought they may need to by the end of 2020.

Table 30: Use of reserves

	October 2020		May 2021	
	Percent	Count	Percent	Count
Yes	33%	60	23%	22
Not yet but we may need to before the end of 2020	25%	45	18%	17
No	35%	64	54%	52
We don't have any financial reserves	7%	13	6%	6
October 2020 N=182. May 2021 N=97.				

Of the (22) organisations that had used their reserves, 10 (46%) had used between 11% and 25% whilst 4 (18%) had used 10% or less. One organisation had used between 75% and 100% of their reserves.

Table 31: Amount of reserves used

	October 2020		May 2021	
	Percent	Count	Percent	Count
10% or less	28%	23	18%	4
11% - 25%	32%	26	46%	10
26% - 50%	16%	13	9%	2
51% - 75%	7%	6	9%	2
76% - 100%	2%	2	5%	1
Don't know	15%	12	13%	3
October 2020 N=82 May 2021 N=22				

Table 32: What are the main risks to your income until March 2021?

	Loss of income from trading	Loss of income from less donations	Loss of income from future lockdowns	Lost income from reduced delivery due to restrictions	Loss of funding public sector cuts	No new funding for projects	Increased operational costs	Other	Total
October 2020									
North Yorkshire	60	25	36	34	24	18	17	16	230
%	26%	11%	16%	15%	10%	8%	7%	7%	
May 2021									
North Yorkshire	31	35	40	43	21	27	16	5	218
%	14%	16%	18%	20%	10%	12%	7%	2%	100%

In May 2021, 90 organisations (87%) identified at least one risk to their income until December 2021 and collectively they identified a total of 218 risks across the classified categories seen above. This means that on average, organisations identified between 2 and 3 main risk to their income.

The most prevalent risks in May 2021 were:

- loss of income from trading/reduced service delivery due to restrictions (20% of all risks mentioned compared to 15% in October 2020)
- loss of income from future lockdowns (18% compared to 16% in October 2020)
- loss of income from less donations (16% compared to 11% in October 2020)
- loss of income from trading (14% compared to 26% in October 2020)
- no new funding for projects (12% compared to 8% in October 2020)

The risk from a loss of funding as a result of public sector cuts remained stable in October 2020 and May 2021 at 10% of all income risks identified, as did the proportion of increased operational costs at 7% of all risks identified.

Other risks described were as follows:

“Bookings and Groups don’t return.”
“We raised funds via bag packing, stalls and Lego coffee mornings. Covid and possible future restrictions will affect income generation i.e. do not think supermarkets will be allowing back packing anytime in the foreseeable future.”
“Significant reduction in activity anticipated for at least further 12 months.”
“Key person death.”

For some Covid-19 has increased their access to resources and income, but the concern is that further restrictions or lockdowns – despite the imminent re-opening announced by the Government for 19th of July – may lead to further losses in income that are hard to mitigate against despite the clear support that VCSEs have appreciated from flexible funders.

Funder flexibility key points

■ 100% of organisations in receipt of grant or contract income reported that all or some funders had offered flexibility during this challenging period. This is significantly higher than the 50% recorded by similar organisations in March 2020 but similar to the 97% responding to the October 2020 Survey.

Funder flexibility

48 (46%) of organisations active in North Yorkshire said they received grant or contract income and were able to comment on whether funders had offered flexibility. Similar to findings in October 2020, the latest set of responses find that all funders have offered some flexibility. No one said a funder had been inflexible (compared to 3% in October 2020).

Table 33: Funder flexibility

	October 2020		May 2021	
	Percent	Count	Percent	Count
Yes - All been flexible	53%	59	60%	29
Some flexibility	44%	49	40%	19
No – None have been flexible	3%	3	0%	0
October 2020 N=111. May 2021 N=48				

A new question introduced in the May 2021 survey asked respondents in what ways funders had offered flexibility. It revealed that 1 in 2 funders had varied the originally agreed service delivery and activities from the plan, just over 1 in 2 (42%) extended timelines for delivery or activities and nearly 2 in 5 (38%) had varied the required service towards Covid 19 response.

Table 34: How funders have offered flexibility

	Percent	Count
Vary service delivery and activities from plan	50%	24
Vary service towards Covid 19 response	38%	18
Extended timeline for delivery/activities	42%	20
Provided additional/advanced funding	25%	12
No conditions attached to grant	25%	12
Other funder flexibility	8%	4
N=48		

Sources of support and advice being used key points

- 88 (85%) of organisations active in North Yorkshire are using at least one form of support or advice up slightly from 76% in April 2020 and 82% in October 2020
- Organisations are typically accessing around 3 different sources of support and advice⁸.
- Local authorities have been the most accessed source of support in 2020 (April 47%, October 66%) and continue to be a trusted source for 40% of organisations. The proportion using 'other infrastructure' (e.g. Community First Yorkshire) has risen to the largest source of support in May 2021 with 46% of organisations citing they were using this source of support and advice (compared to 31% a year ago at the first lockdown and 47% in October 2020)
- 1 in 3 (34%) continue to use their local networks though this is down from 6 months earlier when the proportion was 1 in 2 (49%)
- In May 2021 organisations whose main location is in Craven (9/100%) and Richmondshire (3/100%) have all accessed at least one form of support or advice, followed by those with a main location in Scarborough (13/93%) Ryedale (12/86%), Harrogate (19/76%), Hambleton (13/76%) and Selby (6/75%).
- Organisations active in Richmondshire were more likely to have accessed 8 forms of support or advice higher than the North Yorkshire average, whilst organisations active in other localities had variable behaviours, for example those active in Selby were more likely to have accessed support or advice from national third sector networks and also local networks, whilst those in Craven were most likely to have accessed 'other infrastructure' (such as Community First Yorkshire), whilst those in Harrogate and Scarborough were most likely to have accessed local authorities.

Top areas of support needed

- 1 in 2 (50%) organisations identify at least one form of support they feel they need, interestingly, higher than was the case a year ago during the first lockdown (37%), but not quite as high as recorded in October 2020 (63%).
- These organisations collectively made 78 different mentions of support needed i.e. typically a combination of 1-2 bits of support that work together to help their organisation.
- Most prevalent needs relate to funding and the continued flexibility of funders (20/78 mentions or 26% of all needs mentioned), followed by support for recruiting or employing staff and volunteers (11 mentions/14% of total needs), Covid-19 guidance especially regards re-opening safely/support for restarting, training and sharing good practice (9 mentions/12% of total needs), business planning/organisational development (7 mentions/9% of total needs) and IT/digital/connectivity related support (7 mentions/9% of all needs).

⁸ 228 mentions of support and advice were distributed across the sample of 88 organisations that access it.

Table 35: Sources of support and advice being used

	April 2020		October 2020		May 2021	
	Percent	Count	Percent	Count	Percent	Count
Sector support	-	-	-	-	21%	22
Infrastructure (e.g. Forum Central/SEYH, Community First Yorkshire)	31%	59	47%	76	46%	48
Local Authorities	47%	88	66%	107	40%	42
Local networks (partners included in April survey)	36%	68	49%	80	34%	36
Partners	-	-	30%	49	17%	18
Council for Voluntary Service (e.g. Voluntary or Community Action organisations)	8%	15	28%	46	17%	18
National Infrastructure (e.g. NCVO)	19%	36	24%	39	13%	13
National third sector networks	14%	26	20%	32	11%	11
NHS and related Health Services	-	-	18%	30	10%	10
National media	20%	37	19%	31	6%	6
Local contacts/other	55%	104	19%	31	2%	2
Community Accounting Services	1%	2	1%	1	2%	2
April 2020 N=188 (main location). October 2020 N=163 (active in North Yorkshire). May 2021 N=104 (active in North Yorkshire)						

Table 36 compares the levels and types of support and advice being accessed in May 2021 compared to April and October 2020 by District. The number of respondents varies in each survey – April 2020 was 188 organisations, October 2020 was 163 organisations and in May 2021 it was 104 organisations.

It is perhaps useful to remember that these organisations, whilst actively delivering services in the North Yorkshire Districts may not be primarily located within the locality, Richmondshire being an example where only 3 of the 17 active organisations in the area actually have their main location in this District. Note table 5 for a reminder of the relationship between organisations' main location and the areas where they are active.

Table 36: Sources of support/advice being used by organisations active in each District

	Craven	Hambleton	Harrogate	Richmondshire	Ryedale	Scarborough	Selby	Total organisations
Sector support	5 22%	6 21%	11 28%	5 29%	6 24%	8 31%	5 21%	22 21%
<i>Not asked in April or October 2020</i>								
Infrastructure support organisation	13 57%	10 35%	21 54%	7 41%	10 40%	11 42%	12 50%	48 46%
October 2020 for comparison	15 37%	20 51%	18 44%	13 48%	18 58%	12 40%	10 33%	76 47%
April 2020 for comparison	7 32%	10 32%	14 33%	4 29%	8 29%	12 50%	4 24%	59 31%
Local authorities	8 35%	11 38%	20 51%	7 41%	11 44%	12 46%	8 33%	42 40%
October 2020 for comparison	24 59%	23 59%	23 56%	20 74%	16 52%	19 63%	20 67%	107 66%
April 2020 for comparison	13 59%	13 42%	22 51%	8 57%	11 39%	12 50%	5 29%	88 47%
Local networks	7 30%	9 31%	15 39%	9 53%	8 32%	11 42%	11 46%	36 34%
October 2020 for comparison	25 61%	18 46%	25 61%	15 56%	16 52%	16 53%	17 57%	80 49%
Partners	7 30%	5 17%	6 21%	7 41%	5 20%	7 27%	7 29%	18 17%
October 2020 for comparison	17 42%	12 30%	18 44%	12 44%	14 45%	11 37%	16 53%	49 30%
April 2020 for comparison (local networks/partners combined in this survey)	9 41%	10 32%	17 40%	1 17%	4 29%	9 32%	10 42%	68 36%
Council for Voluntary Service	6 26%	3 10%	10 26%	5 29%	3 12%	6 23%	6 25%	18 17%
October 2020 for comparison	10 24%	8 21%	16 39%	4 15%	3 10%	9 30%	13 43%	46 28%
April 2020 for comparison	1 5%	0 0%	9 21%	1 7%	2 7%	1 4%	1 6%	15 8%
National infrastructure e.g. NCVO	4 17%	4 14%	8 21%	4 24%	5 20%	5 19%	5 21%	13 13%
October 2020 for comparison	12 29%	8 21%	14 34%	6 22%	7 23%	9 30%	10 33%	39 24%

April 2020 for comparison	7 32%	4 13%	10 23%	2 14%	2 7%	4 16%	4 24%	36 19%
National third sector networks	4 17%	5 17%	6 15%	4 24%	3 12%	3 12%	7 29%	11 11%
October 2020 for comparison	11 27%	6 15%	11 27%	5 19%	6 19%	8 27%	9 30%	32 20%
April 2020 for comparison	3 14%	1 3%	7 16%	0 0%	6 21%	5 21%	1 6%	26 14%
NHS and related health services	2 9%	3 10%	4 10%	3 18%	2 8%	4 15%	1 4%	10 10%
October 2020 for comparison	7 17%	9 23%	5 12%	6 22%	7 23%	8 27%	6 20%	30 18%
<i>Not asked in April 2020</i>								
National media	1 4%	2 7%	3 8%	3 18%	1 4%	3 12%	1 4%	6 6%
October 2020 for comparison	8 20%	4 10%	9 22%	6 22%	4 13%	4 13%	5 17%	31 19%
April 2020 for comparison	6 3%	6 19%	9 21%	1 7%	4 14%	7 29%	2 1%	37 20%

■ In May 2021 organisations whose main location is in Craven (9/100%) and Richmondshire (3/100%) have all accessed at least one form of support or advice, followed by those with a main location in Scarborough (13/93%) Ryedale (12/86%), Harrogate (19/76%), Hambleton (13/76%) and Selby (6/75%).

■ Organisations active in Richmondshire are more likely than the average across North Yorkshire to have accessed 8 forms of support and advice above the North Yorkshire average – sector support, national infrastructure, CVS, national media, national third sector networks, NHS and related health services, local networks and community accounting services.

■ Organisations active in Craven were more likely than the North Yorkshire average to have accessed CVS and support from partners, whilst those active in Craven and Harrogate were more likely to have accessed support from ‘other infrastructure’.

■ Organisations active in Harrogate, Scarborough and Ryedale were more likely to have accessed support and advice from local authorities

■ Organisations active in Selby were more likely to have accessed support or advice from national third sector networks and also local networks, which, regards the latter, was also the case for those active in Scarborough and Richmondshire.

Types of support needed is listed in the table under a number of themes.

Table 37: Top areas of support needed

	Promoting our service	Encourage people back to the service	C19 Training and sharing good practice	Financial support – funding/flexibility	Fundraising support	IT support/ data protection	Business Model/Org development advice	Bureaucracy e.g. c19 policy, DBS simplified	Staff wellbeing	PPE	Staff/Volunteer recruitment	Environmental issue advice	Gap analysis services for vulnerable	Professional services – Legal, HR, insurance,	Total
October 2020															
North Yorkshire	11	14	23	43	3	16	18	22	1	1	13	1	6		172
%	6%	8.1	13.4	25.0	1.7	9.3	10.5	12.8	0.6	0.6	7.6	0.6	3.5		100%
May 2021															
North Yorkshire	5	2	9	20	7	7	7	0	1	0	11	1	1	5	76
%	7%	3%	12%	26%	9%	9%	9%	0%	1%	0%	15%	1%	1%	7%	100%

1 in 2 (50%) organisations identify at least one form of support they feel they need, interestingly, higher than was the case a year ago during the first lockdown (37%), but not quite as high as recorded in October 2020 (63%).

These organisations collectively made 76 different mentions of support needed i.e. typically 1-2 different bits of support in average.

Most prevalent needs relate to funding and the continued flexibility of funders (20/76 mentions or 26% of all needs mentioned), followed by support for recruiting or employing staff and volunteers (11 mentions/15% of needs), Covid-19 guidance especially regards re-opening safely/support for restarting (9 mentions/12% of needs), business planning/organisational development (7 mentions/9% of needs) and IT/digital/connectivity related support (7 mentions/9% of needs).

Here are just some of the examples provided in the survey by respondents.

Funding support

“Being able to access funding to complete building work to build an entrance for wheelchair users to our premises. Recently funds have been focused on Covid recovery and mental health. Very little available for building projects.”

“Finance. Our core funding from NYCC and NHS has been withdrawn since 2019. We are having to use our reserves to meet running costs.”

“Future funding - to recover core funds and re-developing our services.”

“Green energy grants to upgrade heating systems and help reduce costs.”

Workforce support

“Volunteers - numbers have fallen during lockdown as they die, age, go into care, leave the area, struggle to get out, become unwell, struggle to cope with technology. Very few potential volunteers want to communicate by e-mail or Zoom or have the equipment or digital connections.”

“Willing committee members .Any new committee members.”

“Finding younger Trustees.”

“Recruiting volunteers at a management level to help us to develop strategies to move forward and recruit other volunteers to get involved.”

Re-opening/restarting guidance and support

“Advice regarding operating the venue within Covid restrictions – preparation/planning.”

“Patience for allowing us to get back to some sort of normal.”

Professional services support

“Infrastructure/buildings renovation grants. Legal, HR and Health and Safety services.”

“Legal aspects - GDPR, safeguarding legislation etc.”

Combinations

Business, financial model and staff wellbeing

“Preparing for the future, including a future with less grants available, and staff (and volume) burnout - we continued our service throughout Covid and have been much busier than normal but this has taken its toll...”

Funding and digital

“Wi-Fi provision and seeking grant aid for redevelopment.”

“Capacity building for future projects and IT solutions for business development.”

6.0 Support for staff and volunteers

Three new questions were introduced in the October 2020 survey to explore the way in which organisations had provided support for their workforce. At that time 142 (72%) of organisations reported at least one form of support they had put in place to support their paid staff and volunteers with the most prevalent being peer support (72%) and line management (51%). Just over a fifth had provided online resources (23%) and access to specialist support services (21%). In May 2021, figures were very similar with 77 (74%) of organisations having put in place at least one form of support, the most prevalent being peer support (79%) followed by line management (55%) then access to specialist services (23%). Online resources were made available by just under one in five (18%) of respondents.

Table 38: Support for workforce health and wellbeing

	October 2020		May 2021	
	Percent	Count	Percent	Count
Peer support	72%	102	79%	61
Line management	51%	73	55%	42
Online resources	23%	33	18%	14
Access to specialist support services	21%	30	23%	18
Other	5%	7	5%	4
October 2020 N=142. May 2021 N=77				

Of 89 organisations to answer a further question 22 (25%) have introduced additional support arrangements for their staff during the pandemic, a slightly lower proportion than was reported in October 2020 (31%). The support has been varied from counselling, to training, coaching, to increased guidance and policies around making people feel safe, emotional resilience interventions, the use of mindfulness, emotional and physical wellbeing Apps through to regular check-ins and internal processes to ensure staff and volunteers feel connected and cared for. Some have also allowed for additional holiday time to be carried over from pandemic and paid additional volunteer expenses.

Training, coaching and counselling and use of Apps

“Access to virtual coaching sessions. Increased team meetings online.”

“Tailored 6 week Mindfulness course over zoom.”

“We have been using a service for counselling.”

“Use of and access to counselling services where needed.”

“We have introduced the Active 10 App and run challenges to help maintain physical fitness. We have introduced the Calm App which as a charity we have paid for and which provides a great range of support for the whole family.”

Support with adapting to home working or blended working

“Help with home working.”

“Wellbeing action plans. Increased 1:1 sessions with line management .Blended work and home working as requested. Training with emotional resilience.”

Policies and procedures to make people feel Covid safe

“Covid risk assessment and control procedures. Developed in house manual handling training course. Currently working on fire awareness training course.”

“Our Coronavirus Policy has a whole section on Mental Health and Wellbeing. This included tips and also links to all sorts of support services including the Samaritans.”

“Sharing workload, and ensuring all anti-Covid measures are in place.”

“Covid guidelines and PPE as needed.”

Regular contact and wellbeing check-ins to ensure people feel valued

“Maintaining regular contact to volunteers who were shielding.”

“More regular supervisions and team meetings and signposting to support for mental health and wellbeing.”

“Regular wellbeing check-ins via Go Vox, but we have now stopped these as staff felt these were no longer necessary.”

“More regular online catch ups, Coffee catch ups, quizzes.”

“We have phoned members of staff regularly to check how they are. We have run fun sessions as a way of checking in. Facebook video calls have supported people a lot.”

“A named contact for each volunteer. Volunteer training days. A full set of policies and procedures issued to all volunteers. Induction and support over probationary period.”

More regular or different approach to supervision

“The clinical support and supervision has become mandatory and is monthly.”

“More regular informal and formal support from line-management and senior management team

“More regular supervision.”

“Formed a resilience group with staff.”

Practical support

“Additional holiday carried over from pandemic.”

“Payment of additional expenses.”

7.0 Positives

Positives emerging from Covid-19 – Key points

- 57 (55%) of respondents were able to think of at least one positive, slightly lower than October 2020 (60%) but in line with responses just over a year ago (55%).
- These 57 respondents identified 77 positives between them with the largest proportion being around:
 - developing, refocusing or reimagining their services (1 in 4 (25%) organisations/18% of all positives mentioned)
 - new way of working using IT and digital technology to their advantage (1 in 5 (19%) organisations/14% of all positives mentioned)
- A new kind of ‘positive’ reported in May 2021 that did not feature explicitly in October 2020 was the 8% of organisations who said that a real positive had been the way in which new and more diverse volunteers were now supporting their work

Table 39: Positives grouped by theme

	United us/mutual support	Community action coming to the fore	Stronger links to community	New ways of working – IT	New ways of working – partnership	New volunteers/diversity	More service users	New services now being offered	New or stronger organisation	Flexible working	catch up with backlog	Environmentally friendly	New grant funding/financial support/income streams	VCS feeling appreciated and valued	Total
October 2020															
North Yorkshire	27	11	14	21	14	-	6	19	9	17	6	3	10	10	167
%	16%	7%	8%	13%	8%	-	4%	11%	5%	10%	4%	2%	6%	6%	100%
May 2021															
North Yorkshire	4	4	5	11	7	6	6	14	4	5	0	1	6	4	77
%	5%	5%	6%	14%	9%	8%	8%	18%	5%	6%	0%	1%	8%	5%	100%

Here are just a few of the many positives shared by respondents via the survey:

Stronger organisations and services

“New services, stronger structure, increased income streams.”

“Strengthened professional relationships between service users and staff helping to give more detailed feedback to inform service.”

“The lockdowns have given us time to think about the future and make more considered plans than would have been possible if we had been delivering a full service.”

“We have managed to diversify our service delivery to really meet the needs of the community. We have vastly moved our internal IT infrastructure forward, away from a Server and onto Office 365, which has created far better working systems for our team. We have created and joined more new and important partnerships and networks, strengthening service delivery locally, and supporting the sector. We have seen huge growth and confidence building in our staff and volunteers, with each new step and challenge take. We have become more flexible in our approach to community development opportunities. We have a far better relationship with local and County Council.”

Financial strength

“Government Support Grants during closure means we have a healthy financial position and are well advanced with plans to relay and insulate our Hall Roof.”

Volunteer dynamics

“New volunteers bring diversity to our volunteering group.”

Flexible working and using digital to an advantage

“Greater flexibility in working practice with remote working established for the team - possible to arrange working from home. Attracting Trustees from a wider geographical area is boosted by use of Zoom for meetings.”

“Staff and volunteers and clients transitioned much better than I thought to working from home and digitally, introducing new ways of working, of keeping in touch and delivering services. Clients have had a much better access to our services, as we have pooled resources to keep the wheels turning. However, as things return to normal and we come out of emergency services, we will struggle to maintain that high level of access, as people have their normal jobs to get back to.”

Boosted confidence of role to meet community needs

“Increased respect. Accelerated 5 years of development into 1 year. Richer set of data on health inequalities. Ability to shape and influence our town. Better focus on housing inequality and struggling families.”

Unifying effects of the pandemic

“New contacts with local organisations. Higher profile of our organisation in the local community. The shared experience of the Covid-19 crisis has strengthened community bonds.”

“This has given us the time and the opportunity to relaunch the hall as a village resource and to canvass opinions from the community as to what they would wish us to deliver.”

Partnership working and efficiency

“Opportunity to review and reshape services whilst paused. Improved multi agency relationships and coordination, which will continue.”

“Partnership working through zoom with other organisations has worked really well and it has shown that it is possible to deliver certain services remotely. This has given new efficiencies which we will continue in the future.”

Other issues

Respondents had opportunity at the end of the Survey to raise any other issues they would like funders and policy makers to acknowledge. 15 (14%) of respondents made comments reproduced in full in the next table cross-referenced by their main office location.

Table 40: Issues raised by organisations' main location

“The main issue for us is availability of funding that we could apply for to complete building a disabled access entrance with a lift as current access is via a long flight of outdoor stone steps. This would make our building available for hire to a wider section of the community.”	Craven
“Support is needed for really small village community organisations which abound in rural Yorkshire, which seem entirely uncatered for and if my village is anything to go by, some of these valuable community groups will disappear.”	Craven
“Being 100% volunteers and self-supporting we do not have contacts with prospective funders.”	Hambleton
“Confidence in the public returning and booking social events may take over a year, so revenue will be limited for another year or more.”	Hambleton
“We lost out on elections on 6th May as we could not provide a one-way system specifically to disabled. This is not a regular income stream but was a good support for the community and was a social activity for older people”	Hambleton
“The voluntary sector have been invaluable but they haven’t been included in health and social care updates or forward planning.”	Harrogate
“The sector needs significant reform. The hardest aspect of this sector has been the attitude of the professional charity sector who see their role as grant chasers rather than community builders. The 3rd Sector represents a cheaper version of the state's social care infrastructure with worse pensions and poor training essentially providing in the same way that the state does - i.e. to people not with them. The managers and leaders are obsessed with growing their own organisations rather than capacity in their towns and villages without realising this disempowers residents and creates weakness in social infrastructure. The lobbying and jostling for funding needs to stop as it's almost unethical.”	Harrogate
“We've lost human connection with people.”	Leeds
“The NYCC CSO has had to deal with a serious dementia issue which has highlighted the total inadequacy of support for the person with dementia, the carer and the local community. The need to get people in the area to hospitals, some which are 40 miles away, has highlighted the lack of transport in the area. The lack of a National Emergency Command and Control Structure which caused us to have to put together a support structure in 4 weeks in March 2020.”	Richmondshire
“Lack of legislation to enable Zoom meetings to continue (even alongside face-to-face ones!).”	Ryedale
“The withdrawal of our core funding has had a serious effect on morale. Two committee members left on the basis of ‘why should I bother?’ and ‘If the Council and NHS don’t see any value in what we do, what’s the point?’ New volunteers want to give ‘a few hours’ of their time. Nobody is interested in full time fund raising.”	Ryedale

<p>“Current funding support from organisations that hold the contracts locally is very limited. Often simply giving a list of organisations to apply to and not helping with the actual bid writing process.”</p>	<p>Scarborough</p>
<p>“The voluntary sector was let down by central government in the pandemic. We found that we fell in between any of the national grant giving schemes, and furlough did not really benefit us, as we needed our team to deliver much needed services, but had a reduction in our income to help support this.”</p>	<p>Selby</p>
<p>“Changes in legislation and a backlash against trans people is causing serve harm to our members.”</p>	<p>York</p>
<p>“A lot of our service users have developed an apathy for virtual delivery and will benefit significantly from face to face contact.”</p>	<p>York</p>

8.0 Conclusions

The May 2021 Survey is the most positive set of results in the series since April 2020, with a core of organisations demonstrating the resilience to survive, modify or maintain services through being agile and adaptive and/or accessing government and other grants to persist. Some would argue that they have actually thrived in so far as Covid-19 has given them time to think and refocus their service, better understand their users and community and adapt to new or different demands. For some, this has also meant an increase or change in volunteer profile.

Confidence is greater than it was to restart and reopen services in 2021 but sustained guidance to help VCSEs reopen safely, in tune with service users' anxieties to return will be helpful along with continued patience and flexibility that funders have exhibited throughout. Restart and recovery workshops and assistance will help create the conditions for organisations to achieve their goals for re-opening within 2021.

Financial viability levels are much stronger in May 2021 than a year ago or 6 months ago, but there are still 9% of VCSEs saying they may struggle to sustain themselves beyond October 2021. There is little by way of pattern in the characteristics of these organisations meaning that they must be able to connect with sources of advice and support, and their individual hardship considered in a bespoke fashion. The behaviours for accessing support do appear to differ depending on where the organisation's main office base is which provides clues for funders and authorities about how to communicate the wider array of support available from national, sector and local networks although at this juncture almost 9 in 10 (85%) are accessing at least one form of advice or support.

1 in 2 (50%) organisations identify at least one form of support they feel they need, interestingly, higher than was the case a year ago during the first lockdown (37%), but not quite as high as recorded in October 2020 (63%). Most prevalent needs relate to funding and the continued flexibility of funders (20/78 mentions or 26% of all needs mentioned), followed by support for recruiting or employing staff and volunteers (11 mentions/14% of total needs), Covid-19 guidance especially regards re-opening safely/support for restarting, training and sharing good practice (9 mentions/12% of total needs), business planning/organisational development (7 mentions/9% of total needs) and IT/digital/connectivity related support (7 mentions/9% of all needs).

Digital exclusion remains a stubborn issue – a challenge for users of VCSE services - since the first national lockdown. 44% reported it as being an issue in April 2021, and this is still 42% in May 2021 (46% in the intervening period). This suggests further co-ordinated and consistent effort is required countywide across the sector.

One in 7 (15%) organisations feel there are issues still to address that get in the way of their ability to perform either organisationally or as a wider sector, typically very bespoke issues that require an alignment of funding to pre-existing or new community needs and inequalities that have been discovered through the pandemic e.g. the lack of support for those with dementia, the limited health and care pathways for certain vulnerable individuals or lack of transport to enable people to get to hospitals (often as far as 40 miles away).

Funders and statutory services are encouraged to use this report to consider how best to align their financial and relational support packages for the sector as it seeks to more fully re-open, and adapt to new challenges around blended models of service delivery (virtual group and face to face), integrating new volunteers with their prior workforce profile and building not only recovery but development plans for the future.

9.0 Next steps – Recommendations

Next steps for funders and planners

1. Flexibility has been acknowledged and is necessary to continue.
2. Investing in core costs has emerged as increasingly important for core costs, IT investment, management and embedding new ways of working. With a particular emphasis on leadership and succession planning.
3. Funding should give time for organisation learning and development
4. Plan and fund digital transformation, within organisations, enhance community access of ICT facilities and increase people's access to and confidence to use technology
5. Co-design services, recognising that service delivery has been modified and some of the changes need to be reflected in new service specifications.
6. Jointly plan investment for short, medium and longer terms – with an immediate 6-month horizon, to maintain groups and activities, until other sources of income are on a more sustainable platform.

Next steps for Community First Yorkshire and support organisations

1. Develop packages of support, joining up services from support organisations
2. Extend reach to groups farthest from accessing help through a place-based and priority groups approach.
3. Develop collaborative approaches to join up support digital transformation, addressing organisation changes which are needed and capitalising on remote working and the emergence of blended working patterns.
4. Focus on support to manage change within organisations, in relation to how they manage their work, build on the new ways of working.
5. Develop resources for engagement and re-engagement of volunteers and coordinate Volunteering in North Yorkshire campaign with partners and VCSs.
6. Facilitate and supporting groups to connect with one another to share learning and join-up activities locally.

Next steps for voluntary groups and charities

1. Keep in touch with support services and the public sector, as part of a network of public services.
2. Use the help that is available and web-based resources for information and learning (Community First Yorkshire, NYCC, NCVO etc.).
3. Be part of local networks for sharing learning, collaborating and generating ideas.
4. Encourage others in an area to access support and engage in local networks.
5. Forward plan to continue to recruit diverse mix of volunteers.
6. Retain, adopt and celebrate the positives – the spirit of unity and kindness, commitment of staff and volunteers, new ways of working, creativity, adaptability and agility.

¹ This included responses as follows: two unregistered charities; a 'constituted group'; two local authorities; a Village Memorial Hall owned by a Parish Council and run by Committee of Volunteers; a sole trader; a community group; and a respondent associated with another charity and insurance provider.

² This means that 38 organisations said they delivered services in Harrogate but won't necessarily have their main office location in Harrogate or North Yorkshire. The same organisation may also deliver services in other Districts

³ October 2020 survey respondent profile by active area of delivery: Harrogate (52/26%) and Hambleton (52/26%) followed by Craven (48/24%), then Richmondshire (40/20%), Ryedale (39/20%), Scarborough (37/19%) and Selby (37/19%).

⁴ In addition to organisations located in North Yorkshire delivering in North Yorkshire there were some organisations located outside North Yorkshire but delivering services within the county. These organisations were based in Bradford (3); Calderdale (4); East Riding (1); Leeds (6); Sheffield (2); York (6); Wakefield (1); Darlington (1); multiple location bases in North and South Yorkshire (1) and 1 with no office base. Organisations in this sample who were delivering at least one service in at least one District in North Yorkshire also included those actively delivering services in Barnsley, Bassetlaw, Bradford, Calderdale, Doncaster, East Riding, Hull, Kirklees, Leeds, NE Lincolnshire, North Lincolnshire, Rotherham, Sheffield, Wakefield, York, Darlington, Teeside, Durham, Tameside and nationally based locations outside of Yorkshire and the Humber.

⁵ This column includes any organisation in the survey that said they delivered in at least one District in North Yorkshire in September 2020. As there are 305 mentions, this means that some organisations are clearly delivering in more than one District, *in fact on average this means each organisation is delivering to 1.54 Districts.*

⁶ An additional 12 organisations deliver in North Yorkshire but their main office is outside the county.

⁷ This column includes any organisation in the survey that said they delivered in at least one District in North Yorkshire in May 2021. As there are 182 mentions, this means that some organisations are clearly delivering in more than one District, *in fact on average this means each organisation is delivering to 1.77 Districts.*

⁸ Analysis for 2019 was completed slightly differently so %s do not add up to 100% in this column.