

Real Time Monitoring Report

We want to ensure that the voluntary, community and social enterprise (VCSE) sector and key organisations, including the local authority, local and national funders and the wider system of commissioners, are aware of the real time needs of the sector throughout the pandemic and beyond. To achieve this, we are taking a proactive approach to collating intelligence about how the sector is doing within the city to ensure organisations receive the support they need, when they need it.

We will be asking a series of questions to the VCSE sector on a regular basis to find out what is working well, what is not working so well, and to highlight any areas of concern. This briefing provides an overview of the feedback we have received from the sector for the time period: **16 February – 18 March 2021.**

Themes:	Summary:	Actions:
DIGITAL	<p>What's working well</p> <ul style="list-style-type: none"> • More confidence in delivering groups and courses online. <p>Areas of concern</p> <ul style="list-style-type: none"> • Starting to see a decline in attendance for online activities as online fatigue is an ongoing issue for staff, volunteers and service users. • Concerns regarding the lack of engagement with services from some beneficiaries and the impact this is having on them. The isolation of some service users a key concern. 	<p>Ability Net provides free support to help people use laptops, tablets, smartphones and desktop computers of all types. Freephone 0800 048 7642, email enquiries@abilitynet.org.uk</p> <p>Get online at home supply cut price laptops and computers to people on low incomes and charities.</p>
FUNDING	<p>Areas of concern</p> <ul style="list-style-type: none"> • Concerns around core funding and unrestricted funds as fundraising for most organisations has been limited or significantly impacted over the past 12 months. • COVID-19 related monies coming to an end at the end of March. 	<p>Our Funding and Development Officer, Jane Granville can support organisations to find and apply for funding. Get in touch with jane via: jane.granville@yorkcvs.org.uk</p>

VOLUNTEERING	<p>What's working well</p> <ul style="list-style-type: none"> • Volunteer recruitment and the induction of new volunteers for roles. <p>Areas of concern</p> <ul style="list-style-type: none"> • Losing key Trustees and members of the Board, and the impact that has on organisations. • Concerns over retaining existing volunteers as volunteering activities may not be the same as before lockdown. 	<p>York Volunteers, the city's new Volunteer Centre run by York CVS is supporting VCSE organisations with the recruitment of volunteers. If you are a Volunteer Manager or your role involves the management of volunteers, please join our quarterly Volunteer Management Forum. The next meeting takes place on 19 May – Book online.</p>
SECTOR SUPPORT	<p>Areas of concern</p> <ul style="list-style-type: none"> • Organisations reported needing HR support and guidance regarding coming out of lockdown, preparing work spaces, and managing the transition back from online to face-to-face activities. • Guidance/training is needed on managing remote working for those staff who will not be returning to offices. • Safeguarding guidance and training. 	<p>Please contact our Funding and Development Officer, Jane Granville who can support your organisation with safeguarding guidance. Get in touch with jane via: jane.granville@yorkcvs.org.uk</p>
Other	<p>Areas of concern</p> <ul style="list-style-type: none"> • Trying to meet demand when returning to face to face activities, specifically with regards to initial social distancing measures. • Planning in a time of uncertainty. 	

Feedback

VCSE organisations can share their experiences with us by regularly completing the online survey via: <https://www.surveymonkey.co.uk/r/realtime-monitoring-yorkcvs>.

Feedback can also be provided by emailing: info@yorkcvs.org.uk.