

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: **3 February - 16 February 2021.**

Themes:	Summary:	Actions:
<p>DIGITAL</p>	<p>What's working well</p> <ul style="list-style-type: none"> • Contact and connections via social media. <p>Areas of concern</p> <ul style="list-style-type: none"> • Struggling to get members to engage with Zoom sessions due to both a lack of tech confidence and poor hardware – it's not easy using smart phones. • There's an assumption everyone is happy to go online. Many members may have a smart phone / internet access but they may not be confident to use it/ wish to use it. • Online fatigue. Organisations are seeing members drift away from the support being offered. 	<p>Ability Net provides free support to help people use laptops, tablets, smartphones and desktop computers of all types. Their volunteers also provide specialist advice for those living with vision, hearing, cognitive or motor impairments. 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>What's working well</p> <ul style="list-style-type: none"> Continuation of the Furlough scheme. Government support is covering expenses. <p>Areas of concern</p> <ul style="list-style-type: none"> Need for financial support to develop services and look to the future but concern that there are no funds to support this. Organisations reported losing members who need support because activities are limited. Staff recruitment – need for more staff hours but difficult to plan for and recruit to roles when timeframe for need is unknown. Survival and long term sustainability, including planning for the future. Comments from groups included: <p>“We have resources for the next 4 monthsbeyond that it's uncertain.” “Closures, no income, significant restrictions on our ability to meet need.”</p>	<p>Local funding opportunities:</p> <p>JRHT York Committee Closing date: 10 March at 14:00 Funding of up to £10k is available for either core organisational costs or project specific costs (grants typically average £5k). Apply online.</p> <p>Lord Mayor of York Fund Closing date: 8 March Up to £5,000 within two categories; children and young people and community arts. Apply online.</p> <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"> Supportive volunteers who are understanding of our inability to offer some volunteering activities at the moment. New volunteers coming forward who have never volunteered before. <p>Areas of concern</p> <ul style="list-style-type: none"> Starting services again following lockdown and the work involved in getting everything up and running to involve volunteers. 	<p>York Volunteers, the city's new Volunteer Centre run by York CVS is supporting VCSE organisations with the recruitment of volunteers.</p> <p>If you are a Volunteer Manager or your role involves the management of volunteers, please join our quarterly Volunteer Management Forum. Get in touch with York Volunteers for more information: volunteering@yorkcvs.org.uk The next meeting takes place on 19 May – Book online.</p>

	<ul style="list-style-type: none"> • Volunteer engagement – concerns that a lot of volunteers who had previously volunteered pre-COVID with not return to these roles when able to. 	
SECTOR SUPPORT	<p>Areas of concern</p> <ul style="list-style-type: none"> • Organisations are struggling to find online community activities, support groups etc. that run at the weekend. Reports that lots of people are finding weekends even harder than usual, because there is so little to do and increasingly people are feeling very lonely and isolated at weekends. • Running and coordinating the group is a lot of hard work, but so far has been undertaken by a small team of members, all of who are struggling with post stroke fatigue. We would like to explore a part time group coordinator. • Access to advice on legal issues, employment issues. Help in identifying opportunities for partnership • Ensuring we can meet the varying needs of our beneficiaries 	
Other	<p>Areas of concern</p> <ul style="list-style-type: none"> • Isolation and loneliness across all demographics. • Concerns regarding the easing of lockdown and how people will react to the restrictions easing – more specifically relating to having the confidence to resume 'normal activities'. 	

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.