

Welcome to the THCVS State of the Sector Survey

If you want to jump straight in to the survey, turn the page. If you'd like to know more about the survey, how the survey works and what we'll use the information for, read on.

What is this survey?

This survey is designed to collect information on the state of our local Voluntary and Community Sector (VCS or 'the sector' from here on) in Tower Hamlets. This information will be used to create a clearer idea of the size of the sector and who uses the services of the sector, how effective we are in our mission of advocating on behalf of you, how confident you are about collaborating with other organisations and what you think the future holds, as well as how well positioned you are to engage with statutory bodies on the key issues such as funding, premises, strategy and measuring impact.

Are there rules for this survey?

No. Please feel free to pick and choose which questions you reply to, although the more complete the answers the more reliable our findings. We have not made any questions in this survey compulsory. We recommend setting aside 10-15 minutes (maximum) for this survey. We also recommend this survey is answered by a senior member of staff or an individual with strategic decision making responsibilities. The survey is split into 6 different sized sections as follows:

1. What Does Your Organisation Look Like Right Now?
2. Funding from Statutory and Non-Statutory Sources
3. Working with Others Around You
4. Making Your Voice Heard
5. Leadership, Trustees & Quality Assurance
6. Premises

How will you use the information we give you?

Information from this survey will be used to create a report which we will release publicly. We hope will become a reliable source of information about the state of the local voluntary, community and social enterprise sector.

We will use the information to improve our service in a number of ways. Primarily we will look at the trends across what everyone has said, putting all the data together and seeing what the big picture says. This information will help us when we make recommendations to the council and other local statutory bodies on how to work more effectively with you, the local voluntary, community and social enterprise sector. We will also use this information to help improve our service to the local sector, as a start point for seeing how we can meet demand.

What Does Your Organisation Look Like Right Now?

1. How many staff members does your organisation employ?

- 1
- 2-4
- 5-9
- 10-19
- 20-49
- 50+

2. How many volunteers contribute to the work of your organisation?

- Excluding trustees we don't have any volunteers working with our organisation
- 1
- 2-4
- 5-9
- 10-19
- 20-49
- 50+

3. Do you pay all your staff employed in Tower Hamlets at the London Living Wage?

- Yes
- No
- N/a

4. Which of these user groups does your organisation support? Please select **at least one but no more than three**.

- All (Anyone working or living in Tower Hamlets)
- Asylum Seekers and/or Refugees
- Black and minority ethnic people (BME)
- Carers
- Children 0-5
- Children 6-12
- Community groups and organisations
- Disability / physical impairment, people experiencing
- Families and lone parents
- Health impairment (eg. Cancer, HIV, diabetes), people experiencing
- Homeless people
- Learning difficulties (including dyspraxia and dyslexia), people experiencing
- Lesbian, gay, bisexual, transgender, transexual (LGBT)
- Men
- Mental health difficulties
- Offenders / ex offenders
- Older people
- Unemployed people
- Women
- Victims/Survivors
- Youth - 13-25
- Other (please specify)

5. Which of these are the main services that you provide? You can choose more than one but no more than three

- Adult Education and Training
- Advice and Guidance (including welfare and legal)
- After school club
- Animal welfare

- Arts Heritage/ Culture
- Armed Forces, and Families and Friends of
- Campaigning
- Carers' advice and support
- Childcare
- Play activities and schemes (including adventure playgrounds)
- Community Centre/ Hub
- Community Garden/ Farm
- Counselling
- Day centre or drop in
- Disability support
- Domestic violence support services
- Drug and alcohol support services
- Employment training and advice
- English language classes - adult
- Environment and conservation
- Equalities/ Civil rights
- Faith and religious services (eg church, mosque etc)
- Food
- Football club
- Health advice and information
- Health/ Wellbeing
- Housing advice information and/or provision
- Infrastructure/ capacity building for the voluntary sector
- Mental health advice and support
- Poverty alleviation
- Social care services (including residential and in-home care)
- Sports and leisure (excluding football clubs)
- Supplementary education and/ or Mother Tongue school
- Transport
- Youth club

7. What is the approximate annual financial turnover of your organisation?

- Less than £10,000
- £10,000 - £30,000
- £30,000 - £50,000
- £50,000 - £100,000
- £100,000 - £500,000
- £500,000 - £1,000,000
- Greater than £1,000,000

Funding from Statutory Sources and Non-Statutory Sources

8. Does your organisation have sufficient funds to run all of its projects for this financial year?

- | | | | | | |
|---|--|--|---|---|-----|
| 1. We do not have sufficient funds to run any of our projects | 2. We have funds to run a few of our projects but will see reduction in service | 3. We have funds to run half of our projects | 4. We have funds to run most of our projects but have seen some reduction | 5. All of our projects are fully funded. | n/a |
|---|--|--|---|---|-----|

Please rate 1-5

9. Does your organisation receive funding from any of the following non-statutory sources?

- Trusts/Foundations
- Individual Donors (includes community fundraising e.g. fun runs)
- Business

10. How confident are you about your organisation's ability to raise funds from non-statutory sources?

- | | | | | | |
|--------------------------------|---|---|---|---|-----|
| 1. We are not confident at all | 2. Non-statutory sources are a difficult way to raise funds | 3. We are able to raise some funds from these sources | 4. We raise funds from these sources at present | 5. Non-statutory funders are a reliable source of funds | n/a |
|--------------------------------|---|---|---|---|-----|

Please select from 1-5

11. Have you bid for contracts (commissioned services) from statutory sector organisations e.g. NHS, CCG, local council or central government before?

- Yes
- No
- Unsure

12. Do you currently have any contracts from statutory sector organisations?

- Yes
- No
- Unsure

If 'Yes' which organisations are these from?

13. How did you find the experience of bidding for the contracts?

14. Are you likely to bid for statutory sector contracts in the future?

- Yes
- No
- Unsure
- n/a - I'm not personally involved in that decision

Working with Others Around You

15. How important to your organisation are opportunities to network with the local sector?

1. Not at all important 2. Not very important 3. It's hard to be sure 4. They are important 5. They are essential

Please rate on a scale of
1 to 5

16. Do you have enough opportunities to network with funders?

1. We do not get any networking opportunities 2. We do not get very many opportunities 3. There are some opportunities but not enough 4. We get a number of opportunities but need some more 5. We get all the networking opportunities we need

Please rate on a scale of
1 to 5

17. Do you have enough opportunities to network with fellow organisations in the VCS?

1. We do not get any networking opportunities 2. We do not get very many opportunities 3. There are some opportunities but not enough 4. We get a number of opportunities but need some more 5. We get all the networking opportunities we need

Please rate on a scale of
1 to 5

18. Do you feel you personally have enough time to network with other people?

- Yes
 No

19. Is your organisation currently involved in any **formal** partnership working arrangements e.g. partners on a contract?

- Yes
- No
- n/a

You can include details in the comment box

20. Is your organisation currently involved in any **informal** partnership working arrangements e.g. partners on a contract?

- Yes
- No
- n/a

You can include details in the comment box

21. Is your organisation currently sharing resources with another organisation?

- Yes
- No
- n/a

You can include details in the comment box

25. Do you personally feel more or less confident about the future for your organisation than you did this time last year?

- Much more confident
- More confident
- About the same
- Less confident
- Much less confident
- n/a I was not at this organisation a year ago/this organisation is less than a year old

Making Your Voice Heard

26. On a scale of 1-5, how satisfactory is your relationship with the following local statutory bodies? This question can apply to these organisations as a whole or to key individuals within those organisation who your charity/organisation has a relationship with.

	1. We do not have any relationship whatsoever	2. We know them but do not have a relationship which improves our impact or potential	3. We have a relationship which may in future reap rewards	4. We are confident that we can constructively work together	5. We are currently actively working together	n/a - Our areas of activity do not match
Tower Hamlets Council	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tower Hamlets Clinical Commissioning Group (CCG)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Barts Health NHS Trust	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
East London NHS Foundation Trust	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Metropolitan Police	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The London Fire Brigade	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Feel free to add further comment

27. To what extent do you feel THCVS effectively challenges the statutory sector?

	1. THCVS does not challenge the statutory sector effectively	2. THCVS does not really offer an effective challenge to the statutory sector	3. THCVS challenges the statutory sector somewhat effectively or effectively in some areas	4. THCVS challenges the statutory sector quite effectively	5. THCVS challenges the statutory sector very effectively	n/a - No opinion/pass
Please select a rating from 1-5	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Feel free to leave further comment

28. To what extent do you feel involved in local policy development and debate around local policy that affects the VCSE? Policy includes subjects such as council-owned premises, commissioning and co-production etc.

	Not at all involved	Slightly Involved in debate or development	Somewhat involved in debate or development	Regularly engaged in policy development	Very engaged in policy development and are influence in policy debates	N/A
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Please select a rating from 1-5

Comments are welcome

Quality Assurance

29. What, if any, quality assurance accreditation does your organisation have?

30. Is your organisation currently working towards any quality assurance accreditations?

31. Accreditations to one side, how else do you monitor the quality of your systems and services?

32. Do you require support to implement new or existing quality assurance systems?

- Yes
- No
- We do not wish to pursue new quality assurance systems at this time
- We do not wish to pursue new quality assurance systems
- n/a

Leadership

33. To what extent do you feel there is clear leadership in your organisation?

- | | | | | | | |
|--|---------------------------------|-----------------------------------|-----------------------------|----------------------------------|---|-----|
| | 1. There is no clear leadership | 2. Leadership is unclear in parts | 3. There is some leadership | 4. Leadership is generally clear | 5. Leadership is clear, transparent and accountable | n/a |
|--|---------------------------------|-----------------------------------|-----------------------------|----------------------------------|---|-----|

Please rate 1-5

34. To what extent do you feel those in the leadership roles are receiving the support, training and opportunities they need to be effective?

- | | | | | | | |
|--|---|--|--|--|--|-----|
| | 1. They are receiving no support, opportunities or training | 2. They are not receiving very much support or many of the required opportunities and training | 3. They are receiving some of the support, training and opportunities required | 4. They are receiving most of the support, training and opportunities required | 5. They are receiving all the support, training and opportunities required | n/a |
|--|---|--|--|--|--|-----|

Please rate from 1-5

35. Are there any barriers to more effective leadership in your organisation?

THCVS has started running a Leadership Forum for anyone in a leadership role in a local community, charity or social enterprise organisation. Founders, trustees, staff and volunteers are welcome. The next leadership forum is the 29th June.

Trustees

36. How many trustees do you currently have on your board?

- Less than 3
- 3
- 4-6
- 7-9
- 10-14
- 15-20
- 20+

37. How would you describe the relationship between the board and key personnel (staff or volunteers)?

	The relationships has broken down or is close to breaking point	The relationship requires serious improvement	The relationship is constructive in parts but could be improved	The relationship fulfils expectations	The relationship is strong, exceeding expectations
Please rate from 1-5	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

38. What is the level of involvement of the trustees in the organisation? Please tick all that apply

- The trustees do not play any active role in the organisation
- The trustees are involved with financial oversight
- The trustees are involved with or make strategic decisions
- The trustees ensure we comply with our governing documents and the law
- The trustees provide pastoral support for staff
- The trustees are involved in building maintenance
- The trustees are involved in office administration
- The trustees are involved in fundraising
- The trustees represent the organisation at events
- The trustees help deliver services
- The trustees are open to being asked for advice on ad hoc issues

39. Have trustees expressed a desire for additional support in their role? If so, what support have they asked for?

- Treasurer training
- An overview of trusteeship or advice in the role
- Help recruiting suitable new trustees
- n/a

Please feel free to provide additional answers here

Premises

40. Do you own your own premises?

- Yes
- No
- n/a

41. Do you rent your premises from any of the following?

- Tower Hamlets Council
- Another local authority
- A private landlord
- Another VCS organisation
- A housing association
- Other (please specify)

42. Do you feel you have security of tenure in your current location?

- Yes
- No
- Unsure
- n/a

43. How has the change in Business Rates affected your organisation?

44. Before the adjustment in Business Rates were you aware of support from the Council?

- Yes
- No
- N/A

Thanks for completing the survey

Thank you for completing the survey! THCVS will be producing a report using the information from the surveys gathered and will be sharing our findings publicly. Ahead of next years survey we will also produce a 'You Said, We Did' summary to show the impact of feedback across the year, including feedback from this survey.

If you have further questions you can contact ieuan.care@thcvs.org.uk