

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: **5 January 2021 - 18 January 2021**.

Themes:	Summary:	Actions:
<p>DIGITAL</p>	<p>What's working well</p> <ul style="list-style-type: none"> • Work is continuing to be successfully delivered remotely with meetings via Teams/Zoom etc. • Some groups have been able to continue to meet face-to-face with stringent risk assessments/safety protocols in place. <p>Areas of concern</p> <ul style="list-style-type: none"> • Availability and access to IT equipment and the skills to be able to access services and information online is an area of concern – there's a need for IT buddies as well as devices. • Difficulties supporting members who are 'offline'. 	<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>

	<ul style="list-style-type: none"> • Staff morale/team spirit is low because of the lack of face-to-face meetings – online meetings don't create the same atmosphere. • Being able to provide engaging and accessible virtual activities on an ongoing basis was highlighted as an area of concern, as many people are experiencing Zoom fatigue. • Digital platforms are not accessible and engaging enough, particularly for children and young people. 	
FUNDING	<p>What's working well</p> <ul style="list-style-type: none"> • Furlough schemes are providing some reassurance and flexibility to balance demands with costs. • Organisations reported just about managing at the moment due to grant support. • Ongoing fundraising – people in lockdown want to support a cause and so organisations reported that fundraising is a little better than expected. <p>Areas of concern</p> <ul style="list-style-type: none"> • Financially vulnerability with reduced income whilst overheads remain the same. • Financial stability - risks to council funding, as well as fears of austerity in the near future. • Funders only offering COVID support funds which means that any other areas are harder to raise money 	<p>Meet the Funders Event 29 January, 10:00 – 11:00, online Meet representatives from The National Lottery Community Fund, Joseph Rowntree Housing Trust and the Two Ridings Community Foundation. Book online</p>

	<p>for. The concern is that this means funding will be harder to access in the future.</p> <ul style="list-style-type: none"> • The need for free reserves – respondents reported selling assets in order to achieve this. 	
<p>VOLUNTEERING</p>	<p>What's working well</p> <ul style="list-style-type: none"> • Being able to signpost people who want to volunteer or need volunteer services to York Volunteers. <p>Areas of concern</p> <ul style="list-style-type: none"> • Volunteer Placement - matching volunteers to volunteering opportunities as what skills are needed, what availability is required is constantly changing. • Volunteer Management - struggling to manage the huge amount of volunteer good will. • Volunteer Recruitment – capacity to recruit and train new volunteers. • Keeping volunteers engaged. • Trustee recruitment – there's a real need for support in this area. 	<p>York Volunteers, the city's new Volunteer Centre run by York CVS is supporting VCSE organisations with the recruitment of volunteers.</p> <p>EVENTS:</p> <p>York CVS Focus Group: Harnessing Voluntary Action 9 February, 10:30 – 12:00, online. Book online</p> <p>Trustee Recruitment Event 23 February, 17:30 – 19:00 Book online</p> <p>Volunteer Management Forum 24 February, 10:00 - 11:00, online. Book online</p>

WELLBEING	<p>Areas of concern</p> <ul style="list-style-type: none"> • Staff wellbeing is a serious area of concern: <ul style="list-style-type: none"> - Workforces are having to deal directly with increased mental health crisis, suicide etc. Staff have already done nearly a year in these circumstances and it's taking its toll. - Staff are exhausted. <i>“Since the start of the pandemic staff have been working long hours and unable to take proper breaks all whilst working under exceptional pressure, carrying huge anxiety and trying to remain calm and responsive – it is beginning to take its toll”.</i> 	<p>RESOURCES:</p> <p><u>Mental Health at Work website</u></p> <p><u>Time to Change York</u></p> <p><u>Blurt Foundation</u></p> <p><u>Live Well York’s Health and Wellbeing section</u></p>
SECTOR SUPPORT	<p>What’s working well</p> <ul style="list-style-type: none"> • Partnership working – sector partners and public sector working well together on COVID response. • York CVS’s forums and online sessions very helpful. Respondents requested more networking events and safeguarding support. <p>Areas of concern</p> <ul style="list-style-type: none"> • Lack of capacity to think strategically and longer-term. • Lack of opportunity to network with other organisations means important news is not being shared and passed on. • Systems and provision are changing rapidly, services are closing - hard to keep signposting information up to date. 	

VACCINATIONS	Areas of concern <ul style="list-style-type: none"> Getting vaccines for frontline workers was highlighted as a concern with organisations who are eligible but have received little information or support in accessing it or knowing when frontline staff will get it. 	<p>York CVS are working with the Public Health Team at City of York Council (CYC) and the NHS to ensure the sector has access to the vaccines for their frontline staff and volunteers. An email was circulated to members of York CVS on 25.01.20 asking organisations to complete an online form regarding the details of frontline workers which will be sent to the NHS. If your VCSE organisation has a contract with CYC, you will have received an email directly from them asking to share the same information. Contact info@yorkcvs.org.uk for more information.</p>
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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.