

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: **19 January 2021-2 February 2021.**

Themes:	Summary:	Actions:
<p>DIGITAL</p>	<p>What's working well</p> <ul style="list-style-type: none"> Delivering services online is also working well with organisations adapting their ways of working. Many reported continuing with an online element in the future. Online meetings are saving a lot of time as no need to travel. <p>Areas of concern</p> <ul style="list-style-type: none"> The need for more devices to enable more people to access services online. Organisations do not always have the expertise or capacity to support service users to get online and use their services. Not just difficulty in engaging with older generations who are no online but difficulties engaging with 	<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>

	<p>teenagers who are not keen to engage through digital means.</p> <ul style="list-style-type: none"> No face to face is continuing to be a challenge to services users, staff and volunteers. 	
FUNDING	<p>What's working well</p> <ul style="list-style-type: none"> Funding availability for COVID-19 response related activities. <p>Areas of concern</p> <ul style="list-style-type: none"> Longer term funding to replace grants which are coming to an end have been scarce until recently. Long term financial security is a concern. Also the ability to plan long term - it is very difficult to make clear plans for the future when nobody knows how long the pandemic will last, what the impact will be, and the effect on other external factors. Raising funding from an already saturated sector. Costs of maintaining assets which cannot be used. 	<p>Current local funds:</p> <p><u>Lord Mayor of York Fund</u> Closing date: 8 March Making grants of up to £5,000 within two categories; children and young people and community arts.</p> <p><u>JRHT York Committee</u> 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 around £5k).</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"> Lots of volunteers coming forward and adapting to new ways of volunteering. 	<p><u>York Volunteers</u>, the city's new Volunteer Centre run by York CVS is supporting VCSE organisations with the recruitment of volunteers.</p>

SECTOR SUPPORT	<p>What's working well</p> <ul style="list-style-type: none"> • Partnership and multi-agency working is proving useful and effective not just locally but across the UK. • Communications and referrals between organisations providing support e.g. The Advice York Partnership <p>Areas of concern</p> <ul style="list-style-type: none"> • Accessing West Offices to deal with key issues concerning the vulnerable people we work with, for example, people who need direct support to access the housing options team. • There is a need for more guidance/discussions as COVID-19 policies and procedures change at each stage of lockdown/tiers. • Beneficiaries are getting confused about who it is that they are receiving support from. • Difficulty in communicating directly with the general public when press adverts are too expensive and and free forms of communication are saturated. 	
Other	<p>Areas of concern</p> <ul style="list-style-type: none"> • Staff resilience - Staff are working beyond full capacity, and burn-out is a very real risk/concern. • Debt accruing in families, older people and those who have lost jobs that is not being dealt with as people can't find help. • Loneliness - befriending services are providing a lot of support but not everyone knows how to access them, and there is limited capacity. 	

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.