

SEVENOAKS DISTRICT - VOLUNTARY SECTOR BAROMETER SURVEY

Appendix A - Results of May 2021 Survey

Results in detail

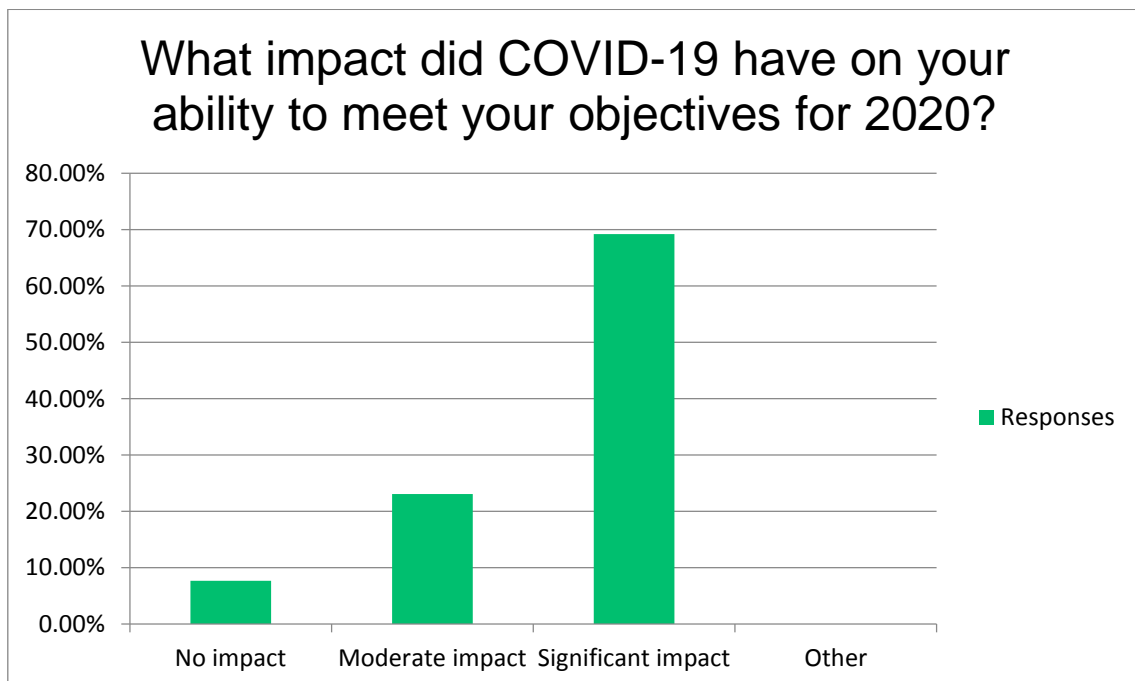
Set out below are the results for each question. These are grouped by theme:

- Objectives - Questions 1 to 3
- Financial Position - Questions 4 to 6
- Future & Budget - Questions 7 & 8
- Impact on Services - Questions 9 to 13
- Volunteers & AOB - Questions 14 & 15

Objectives - Questions 1 to 3

Question 1: What impact did COVID-19 have on your ability to meet your objectives for 2020?

Answer options	Percentage choosing answer options
No Impact	7.69%
Moderate Impact	23.08%
Significant Impact	69.23%

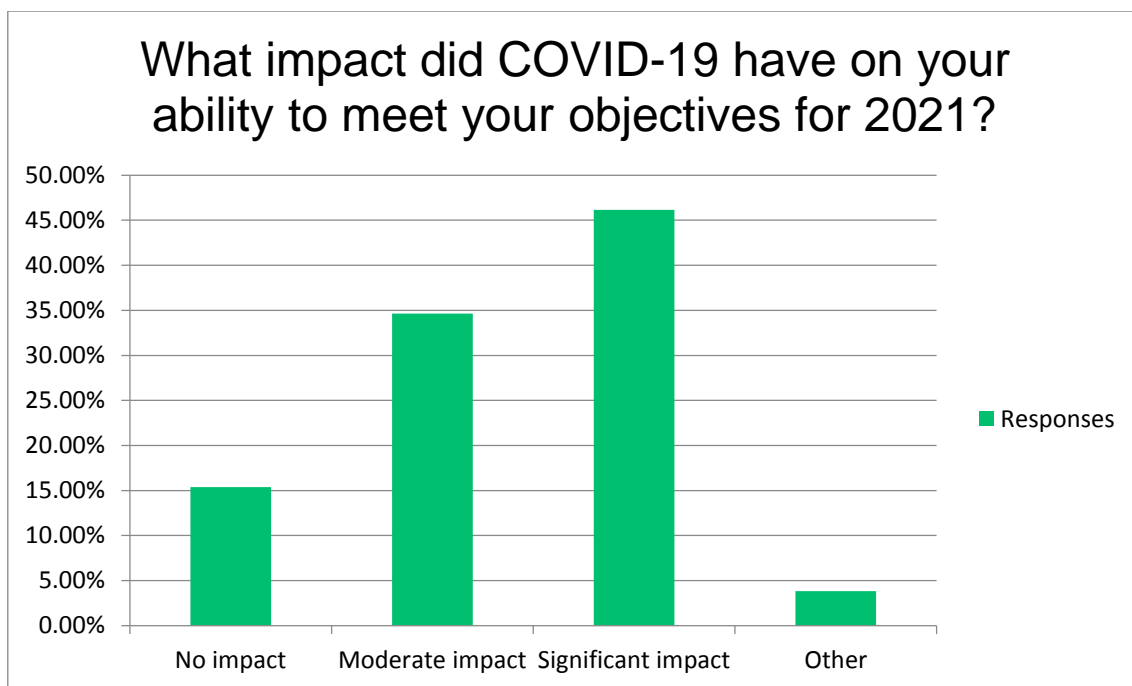


Please tell us about the impact COVID-19 had on your 2020 objectives (here are some the answers received):

- Unable to meet with our members and run events.
- All face-to-face interactions have become virtual. This has meant that delivery has had to be adapted. Our driving service for a time was transformed into a befriending service.
- 50% of our service was face to face. It is now 100% by telephone and email and mostly being delivered remotely from home. Supervision has to be provided for all advice settings and this is now remote too.
- Reduced our ability to earn our own income and achieve unrestricted funds. This was mitigated by emergency funding.
- Our fundraising was heavily impacted and our demand for services increased significantly.

Question 2: What impact did COVID-19 have on your ability to meet your objectives for 2021?

Answer Options	Percentage choosing answer options
No Impact	15.38%
Moderate Impact	34.62%
Significant Impact	46.15%
Other	3.85%



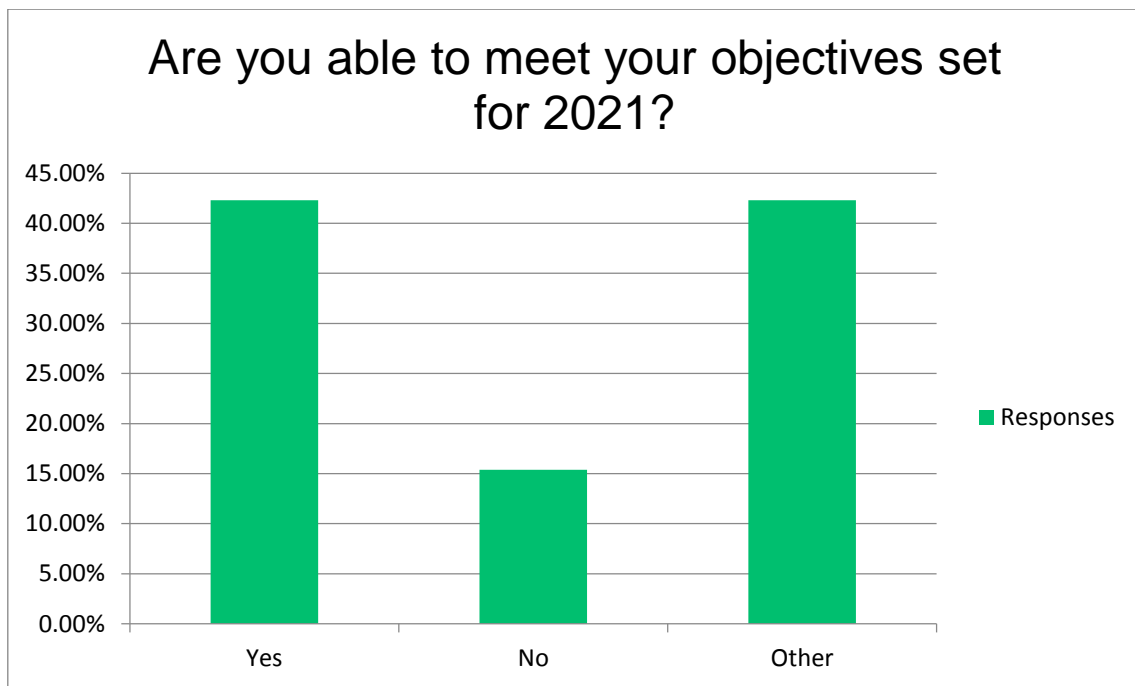
Please tell us about the impact COVID-19 has had on setting your 2021 objectives (here are some of the answers received):

- We are trying to catch up on last year as well as deliver this year's work, on less funding than before.
- As for 2020 with continued uncertainty. Impact on health services has been huge. New question marks over transport and housing. Reliance on technology very difficult with members who aren't connected.
- We anticipate a significant financial deficit and the COVID-19 secure regulations mean are unable to use all our counselling rooms so we anticipate at least half of our counselling sessions will continue to be held by phone/online.
- With the 2020 impact and then the expectation of social distancing continuing through to mid-June, we have had to severely amend our aims and objectives for 2021. Given this we are able to achieve what we have as our revised objectives but they fall short of what we would like to be doing.
- The first four months all our services (that could be) were on Zoom. Since then we have opened up our clubs (face to face) and we are hoping to continue our services as before the pandemic.

Question 3: Are you able to meet your objectives set for 2021?

Answer Options	Percentage choosing answer options
Yes	42.31%

Answer Options	Percentage choosing answer options
No	15.38%
Other	42.31%



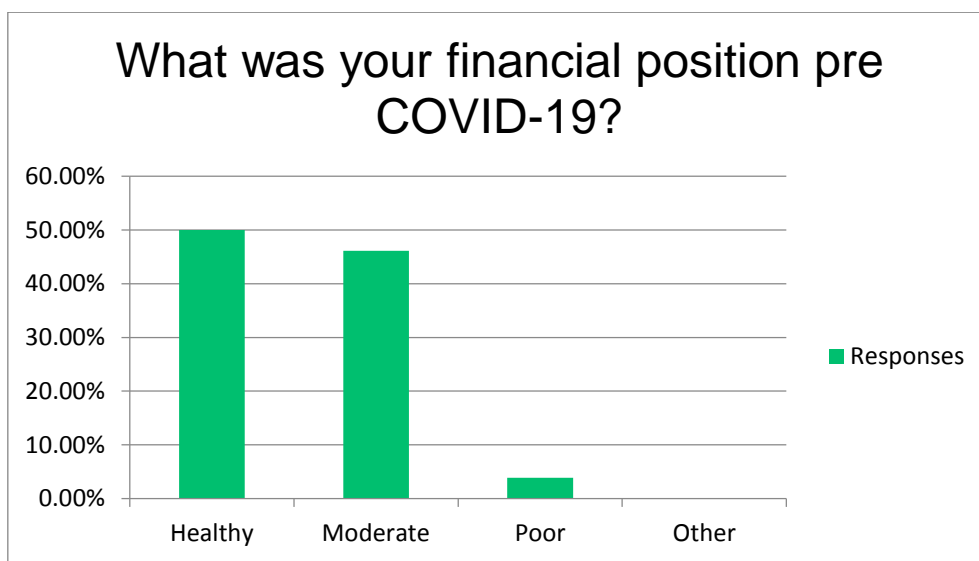
Please tell us how COVID-19 has impacted on your 2021 objectives (here are some of the answers received):

- We have been able to meet all of our objectives to date just by transferring to other technology ways of communicating with our clients. However current funding remains unconfirmed still from September 2021 to August 2022. If funding is not forthcoming then it will impact our 2021 objectives in all areas of the West Kent communities we currently cover.
- The nature of the delivery has changed. The numerical targets will be achievable.
- We are optimistic that we will be able to continue to offer counselling for the whole community whether in person or phone/online. Ticking the other box rather than the yes box reflects the uncertainty about regulations/restrictions and the resulting difficulty in planning for the year.

Financial Position - Questions 4 to 6

Question 4: What was your financial position pre COVID-19?

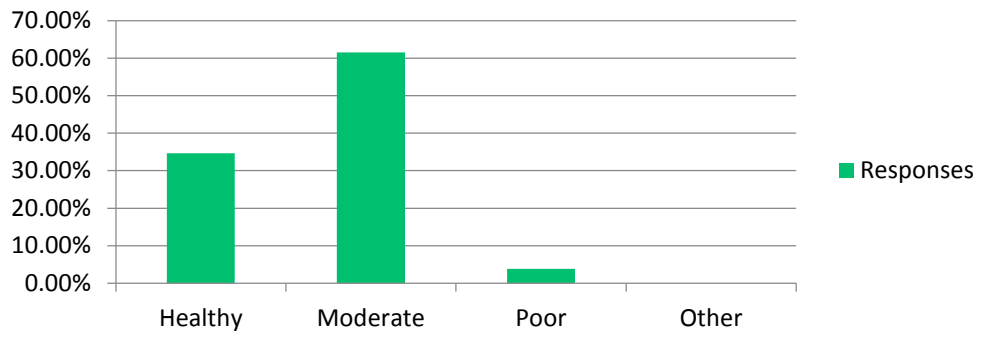
Answer Options	Percentage choosing answer options
Healthy	50%
Moderate	46.15%
Poor	3.85%
Other	0%



Question 5: What was your financial position during early phases of the COVID-19 pandemic (March to September 2020)?

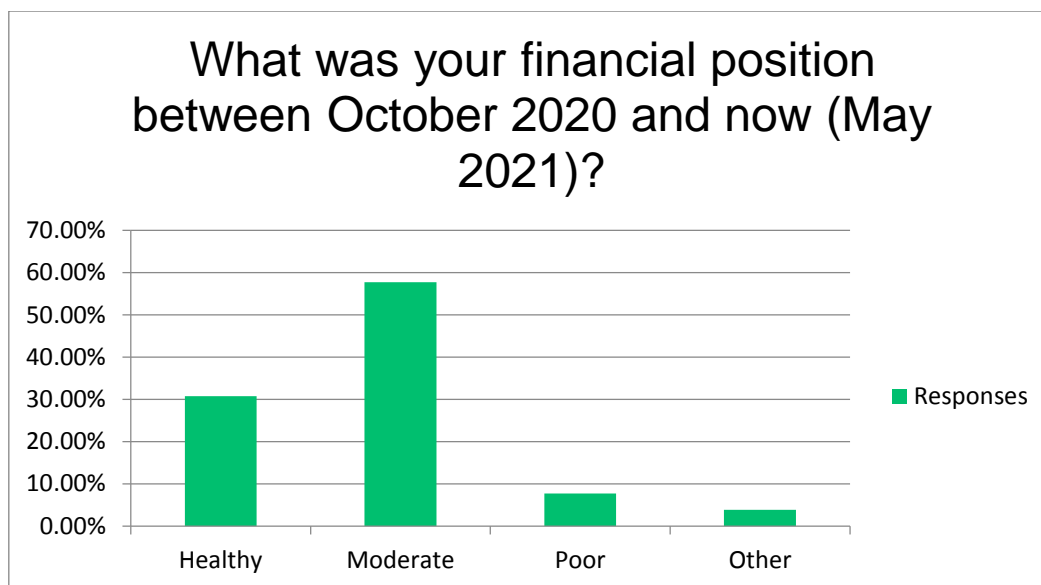
Answer Options	Percentage choosing answer options
Healthy	34.62%
Moderate	61.54%
Poor	3.85%
Other	0%

What was your financial position during early phases of the COVID-19 pandemic (March to September 2020)?



Question 6: What was your financial position between October 2020 and now (May 2021)?

Answer Options	Percentage choosing answer options
Healthy	30.77%
Moderate	57.69%
Poor	7.69%
Other	3.85%



Comments made in answer to above 3 questions about financial position included:

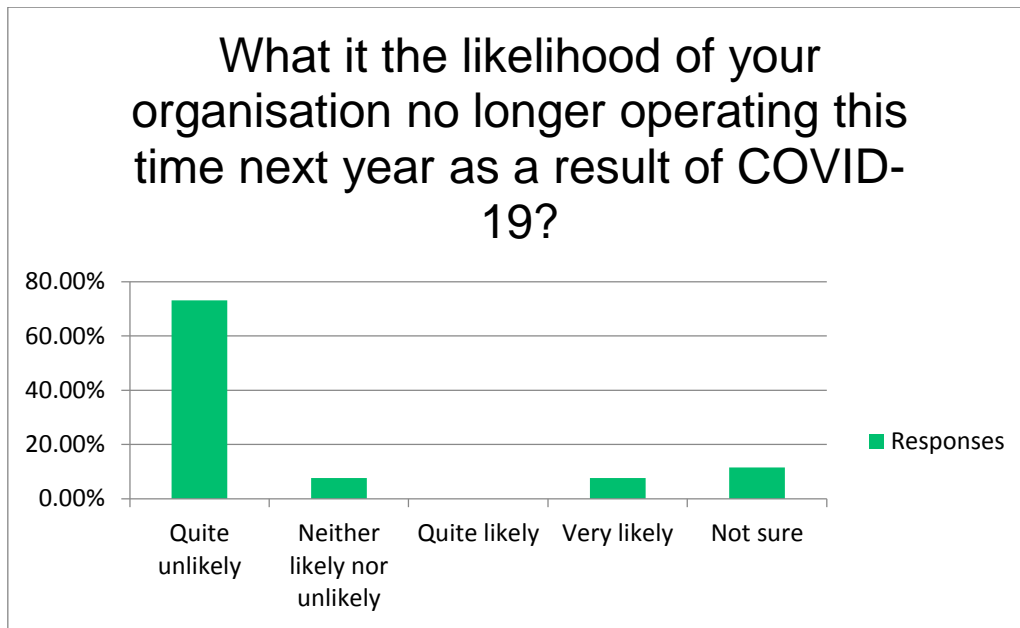
- We have not been able to do any fundraising
- Only now picking up as we are starting to run activities and open visitor centres, so adversely affected in the first part of the year.
- The sudden closure meant an immediate drain on the reserves. We managed to secure two grants which helped ensure the impact was moderate rather than poor.
- SDC helped our finances and to keep our members informed with the printing of additional newsletters.
- Our budget is based on achieving 50% project funding. This dried up overnight and we had an uncertain few months. Ultimately, we raised £150K through emergency funding and our financial position is healthy at the end of the financial year.

Future & Budgets - Questions 7 and 8

Question 7: What is the likelihood of your organisation no longer operating this time next year as a result of COVID-19?

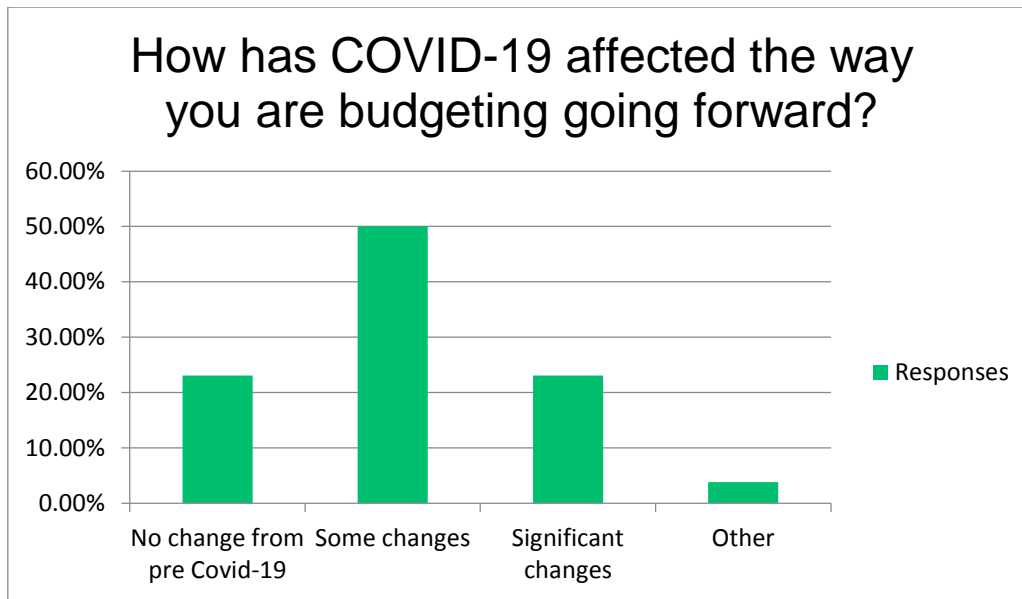
Answer Options	Percentage choosing answer options
Quite Unlikely	73.08%
Neither likely nor unlikely	7.69%
Quite Likely	0%

Answer Options	Percentage choosing answer options
Very Likely	7.69%
Not Sure	11.54%



Question 8: How has COVID-19 affected the way you are budgeting going forward?

Answer Options	Percentage choosing answer options
No change from pre COVID-19	23.08%
Some changes	50%
Significant changes	23.08%
Other	3.85%



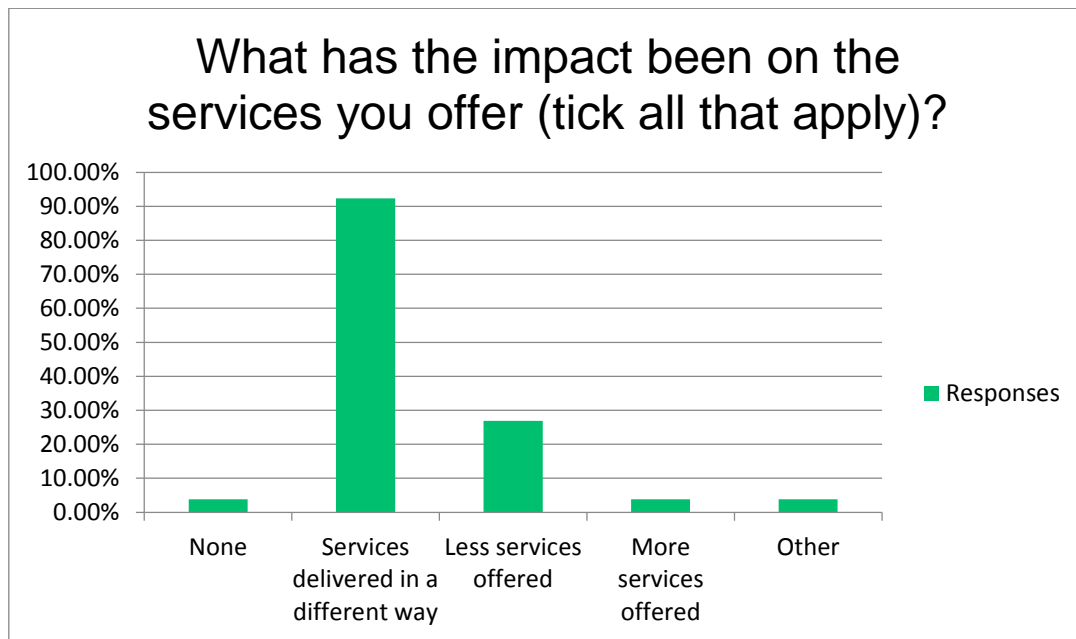
Please tell us about future changes to your budgeting as a result of COVID-19 (here are some of the responses):

- Had to revise budgets significantly several times.
- We have used up a significant amount of our reserves and will be working to replace this over the next decade.
- Previously our operational activities were a significant part of the income but with diminished reserves and seriously curtailed operations we now need to consider different and higher streams from other sources as few costs can be stopped.
- We cannot be sure when community fundraising will be possible so are relying on potential project funding.

Impact on Services - Questions 9 to 13

Question 9: What has the impact been on the services you offer (tick all that apply)?

Answer Options	Percentage choosing answer options
None	3.85%
Services delivered in a different way	92.31%
Less services offered	26.92%
More services offered	3.85%
Other	3.85%

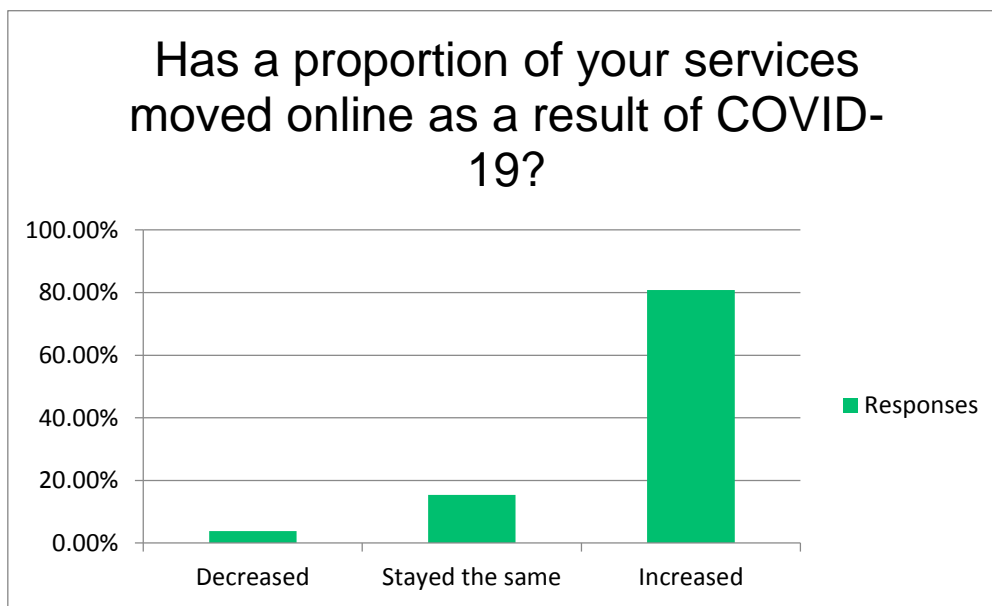


Please tell us about the impact of COVID-19 on your services (here are some of the responses):

- We have run more services on line e.g. singalongs, wellbeing seminars, committee meetings, AGM, partnership with Every Step Counts to encourage walking, encouragement of mobility exercises via zoom, provision of lots of helpful information vis newsletters (made them twice as long).
- All counselling sessions moved to phone/online and going forwards we plan to offer a hybrid service of both online/phone and in person counselling dependent upon clinical need and client preference.
- We have used Zoom for some meetings. Camps, trips and most face to face meetings have all been stopped. In one Cub pack alone, 20 events planned for 2020 and early 2021 had to be cancelled.
- Services delivered in a different way - to more beneficiaries. This is particularly true for our loneliness projects in DGS and our infrastructure projects.
- All our appointments moved from face-to-face to telephone. Going forward we expect to offer a hybrid with both telephone and face-to-face appointments being available.
- We have delivered all services online and by phone and designed new services to meet the needs of our local community.

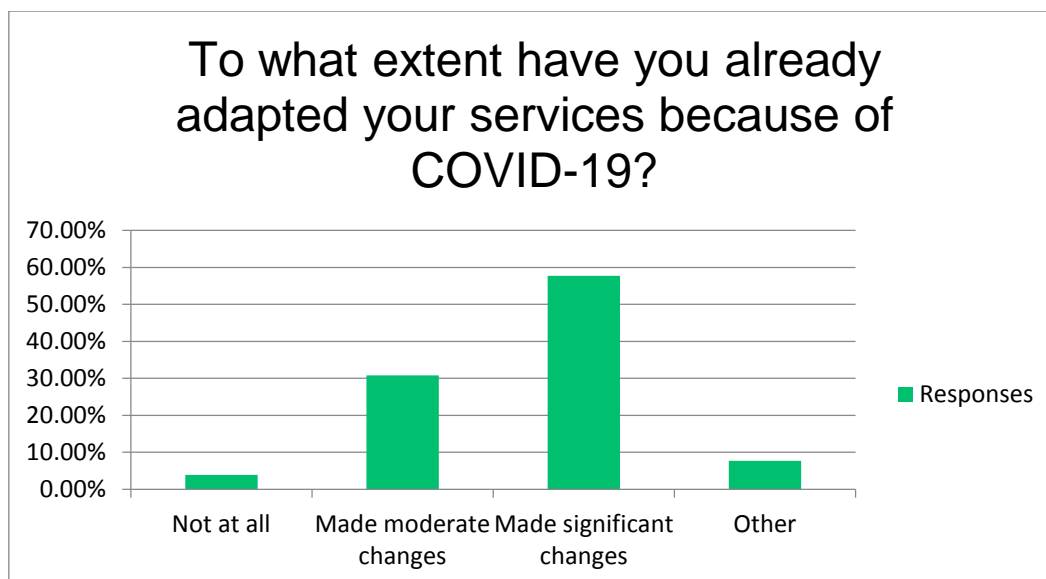
Question 10: Has a proportion of your services moved online as a result of COVID-19?

Answer Options	Percentage choosing answer options
Decreased	3.85%
Stayed the same	15.38%
Increased	80.77%



Question 11: To what extent have you already adapted your services because of COVID-19?

Answer Options	Percentage choosing answer options
Not at all	3.85%
Made moderate changes	30.77%
Made significant changes	57.69%
Other	7.69%

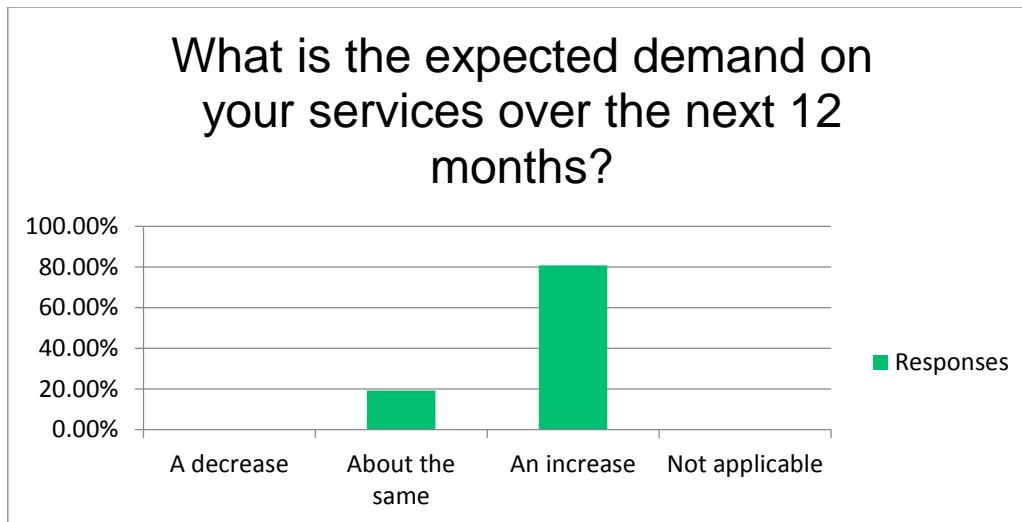


Please tell us how you have adapted your services because of COVID-19 (here are some of the responses):

- Staff working from home where possible. More innovative, digital projects taking place. Volunteering has altered as we can no longer transport them.
- The service moved online but is expecting to revert to in-person meetings. However, it is clear that there is a need for an online service to continue if time and funds permit, as some of our new service users will be unable to join us in live sessions either because of distance, transport or because their poor health makes them especially vulnerable.

Question 12: What is the expected demand on your services over the next 12 months?

Answer Options	Percentage choosing answer options
A decrease	0%
About the same	19.23%
An increase	80.77%
N/A	0%



Question 13: Going forward, what changes will you need to make to your operations and services?

Answer Options	Percentage choosing answer options
None	7.69%
Moderate changes	46.15%
Significant changes	38.46%
Other	7.69%

Please tell us about the changes to your operations and services due to COVID-19 (here are some of the responses):

- Will adapt to change as it could occur with further lockdowns and will consider more general online service to young people, yet face to face is our preference.
- If everything returns to normal we will continue to have some as it is meetings on Zoom. We have also found that some of the people we work with tend to prefer online sessions.
- Moving more advisers onto telephone work. The telephone will be the first point of contact for most people.
- We expect to need higher casework capacity to deal with increased client numbers. This will mean a need for more voluntary or paid Case Managers.

- We are investing in a new website as we believe more traffic/referrals will come through that, new IT system, new phone system, new CRM, new finance system, new impact assessment framework.
- We are having to close some centres and move service into a consolidated effort.

Volunteers & AOB - Questions 14 and 15

Question 14: Has there been a change in the number of people who volunteer for your organisation over the last 12 months?

Answer Options	Percentage choosing answer options
Decreased	53.85%
Stayed the same	34.62%
Increased	11.54%



Question 15: Is there anything else you would like to add?

“I think it is very hard to make definite plans for the coming year because so much is uncertain. That means we have to be alert to all possibilities, particularly when it comes to singing groups and large group gatherings, where there are known to be additional risks. We will need to make every effort to return to in-personal

sessions for the sake of people who are desperate for human contact and couldn't 'get on with Zoom' but also be ready to hop back on to the Zoom”

“We work with disabled individuals so it will be the case that many cannot just return as if nothing has happened but will take a long while to reacquaint themselves with the surroundings and people. Even some of our most capable participants who have been able to return with the restrictions have been extremely nervous, so those with learning difficulties who have no understanding what Covid is and why they have been prevented from coming could require considerable extra support before being able to fully participate. For us as organisers, not knowing what restrictions may be needed in the winter is concerning.”

“Mental health should be a priority for future funding in the community as well as within the NHS which Government has already funded but community services still unaware of their funding future for community service users.”

“Loneliness and isolation are the biggest challenges for older people.”

“We have sadly lost a committee member and several volunteers have ill health. We are working to find replacements. This will hopefully become easier when things open up fully. Many thanks to the Voluntary Sector Forum for providing an excellent and supportive space to share information and ideas”

“Fortunate to have recruited volunteers in difficult Covid times.”