As part of our constant drive to develop and improve our services, and to gather evidence on the impact of our work, we run a member survey every year. In February 2018, we invited our members to take part in an online survey which asked questions about:

- Their group or organisation
- Their experience of:
  - our advice and support services
  - our volunteering services
  - our communications activities
  - our voice and partnership work
- Their views on how we can further develop and improve our services

The statistics in this summary report have been rounded to give whole numbers. Percentages are usually shown first, calculated on number of responses for each question, which varies from question to question, as not all respondents answered every question. This is followed by the actual number of respondents shown in brackets. In places, we have selected information rather than present the whole picture and a full data set is available if desired.

Who completed the survey

65 individuals from member organisations responded to the survey. Of these, 17 provided the name of their organisation, consisting of 16 unique member organisations. There were 46 Adur and Worthing member organisations at the time of the survey and a further 5-10 member organisation working in both Adur and Worthing, and Brighton and Hove.

From those who responded:

By local authority area
- 78% (n.51) provide their services in Adur and Worthing
- 38% (n.25) provide their services in West Sussex
- 15% (n.10) provide their services in Brighton and Hove
- 11% (n.7) provide their services in East Sussex
- 11% (n.7) provide their services in other locations such as: Arun, London, All of the UK

By annual income
- 34% (n.22) were members from small organisations with an income of less than £35,000
- 23% (n.15) were members from medium-sized organisations with an income between £35,000 - £500,000
- 22% (n.14) were members from large organisations with an income over £500,000
- 20% (n.13) didn’t know its annual income

By role
- 26% (n.17) were chairs, trustees, or committee members
- 20% (n.13) were chief officers of organisations and senior managers
- 15% (n.10) were volunteer manager/coordinators
- 12% (n.8) selected the ‘other’ option
9% (n.6) were workers
9% (n.6) were volunteers
8% (n.5) were managers

By the people or communities they support
- 43% (n.28) work with all people
- 18% (n.12) responded other including: families going through difficult time, adult and children’s hospice care, people with substance misuse issue, people with Parkinson’s and their families/carers, hospital patients, people from the state of Kerala in India etc.
- 6% (n.4) work with older people
- 6% (n.4) work with people with mental health needs
- 5% (n.3) work with people from particular area
- 5% (n.3) work with children
- 5% (n.3) work with disabled people
- 5% (n.3) work with people with health needs
- 3% (n.2) work with young people
- 3% (n.2) people with a learning disability
- 2% (n.1) work with people of faith

There were no responses from organisations working specifically with women, men, transgender people, LGBT, carers, BAME, people on low income, people who are homeless, single parents, refugees, asylum seekers, migrants, gypsies, Travelers, or Roma people. This suggests that we have work to do in reaching some groups in proportion to their demographic profile in Adur and Worthing.

Clients’ current issues
54 respondents shared their clients’ issues.

<table>
<thead>
<tr>
<th>Top 3 clients’ issues</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Health and Wellbeing</td>
<td>80% (n.43)</td>
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<tr>
<td>Social isolation</td>
<td>65% (n.35)</td>
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<tr>
<td>Mental health issues</td>
<td>57% (n.31)</td>
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Experience of using our advice and support services

Of 50 respondents 76% (n.38) were aware of our services, while 24% (n.12) were not.
75% (n.49) of respondents provided us with information about services which they had either used over the last year, would consider using, or didn’t know we offered. Respondents were allowed to choose more than one service. Their responses are presented in tables below.

<table>
<thead>
<tr>
<th>Our top 3 most used services</th>
<th>Percentage</th>
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</thead>
<tbody>
<tr>
<td>Training courses</td>
<td>45% (n.21)</td>
</tr>
<tr>
<td>Workshops (financial management, legal structures, fundraising)</td>
<td>34% (n.15)</td>
</tr>
<tr>
<td>Network meetings</td>
<td>23% (n.10)</td>
</tr>
<tr>
<td>Members directory</td>
<td>23% (n.10)</td>
</tr>
</tbody>
</table>
The ‘Read a funding bid service’ was also flagged up as a one of the services members have used least. This suggests that the service was just not well known about and therefore need greater promotion.

Members told us our services have supported them in a number of ways:

<table>
<thead>
<tr>
<th>Top 3 services members would consider using in future</th>
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<tbody>
<tr>
<td>1. Service to promote volunteering opportunities</td>
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<tr>
<td>2. Mentoring programme</td>
</tr>
<tr>
<td>3. Read a funding bid</td>
</tr>
<tr>
<td>volunteer coordinators’ forum</td>
</tr>
<tr>
<td>workshops (financial management, legal structures, fundraising)</td>
</tr>
</tbody>
</table>

“Made links with organisations and allowed us to stay up-to-date with new legislation.” Member feedback

“We have a structure in place for social prescribing after attending a workshop.” Member feedback

“Network events have helped me to understand services in the area and to refer my clients.” Member feedback

“Support with governance structure for one of our members.” Member feedback

“Effectively managed two personnel issues, learning through the process.” Member feedback

“Coaching is used more often.” Member feedback

“Contacts made through recent conference in Brighton.” Michelle Furtado, Adur and Worthing Green Spaces Partnership

“Found all sessions very informative.” Member feedback

“Should be GDPR compliant by the deadline.” Dave Frost, Shoreham Community Trust

“I attended the [Action Learning Set] and this has changed the way I work within our team.” Member feedback

“Improved applications to T&Fs through workshop and also large application to Lottery as a result of meet the funder workshop.” Member feedback

“Gathered information re: local activities of other organizations.” Member feedback

“Dealing with [a serious HR issue]. Support and guidance was awesome, steering us away from potential nasty issues.” Gary Mills, Dial- A- Ride
They have also mentioned:
- Useful HR advice
- Promoting volunteer opportunities
- Receiving invaluable consultation in business strategy, particularly in the areas of funding
- Better understanding how to track own finances
- Improving Trustees general awareness of their roles

Quality

41 respondents provided us with information about quality of our services:
- 32% (n.13) said that the quality of our service and support is very good
- 44% (n.18) said that the quality of our service and support is good
- None thought we were poor or very poor

Outcomes

43 respondents provided us with information about the extent to which our services helped them to:

<table>
<thead>
<tr>
<th>Helped</th>
<th>Helped</th>
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<tbody>
<tr>
<td>share knowledge and information with your peers</td>
<td>53% (n.23)</td>
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<tr>
<td>develop partnerships with other voluntary and community sector groups and organisations</td>
<td>47% (n.20)</td>
</tr>
<tr>
<td>have a better understanding of local policies and strategies</td>
<td>39% (n.16)</td>
</tr>
<tr>
<td>develop the skills, knowledge, and confidence to get involved</td>
<td>33% (n.14)</td>
</tr>
<tr>
<td>develop partnerships with public sector services and representatives</td>
<td>27% (n.11)</td>
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<tr>
<td>get your voice heard about issues that affect it</td>
<td>24% (n.10)</td>
</tr>
<tr>
<td>influence local strategies, plans and policies</td>
<td>14 % (n.6)</td>
</tr>
<tr>
<td>engage in decision making around public service priorities and spending</td>
<td>14 % (n.6)</td>
</tr>
</tbody>
</table>

14-26% didn’t know the answer which could be the result of limited knowledge about our support services or being a relatively new member.

Communication

43 respondents provided us with information about quality of our communication channels. Overall, our Newsletter followed by website seems most popular and most valued. However, 32 respondents reported preference to be contacted mostly via targeted emails.

1 individual thought everything was very poor.
How we can further develop and improve our services

- Offering courses on various days and various evenings to allow greater engagement.
- More collaboration with Senior Councilors and Officers
- Being more active and provide services which are more tailored to local organisation/groups needs
- Review fees to allow groups who spend more money on supplies to be eligible for free membership
- Sharing more local information through all communication channels
- More face-face meetings, networking events and information exchange, less e-mails
- More support with: communications and marketing, fundraising, partnership and collaboration, volunteering development, information management and data, event planning and management.
- Helping to become sustainable, more training for volunteers to increase their skills
- Better targeted communication and promotion of our services
- Being more responsive to the changing needs as organisation develop
- Being more creative in the way we support organisations as they have a limited capacity
- Review staffing structure in Adur

<table>
<thead>
<tr>
<th>Top 3 information our members would like to receive</th>
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<tbody>
<tr>
<td>Changes to local services</td>
<td>58% (n.25)</td>
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<tr>
<td>Updates on issues affecting the voluntary and community sector</td>
<td>56% (n.24)</td>
</tr>
<tr>
<td>Funding opportunities</td>
<td>56% (n.24)</td>
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<tr>
<td>Good practice resources</td>
<td>56% (n.24)</td>
</tr>
<tr>
<td>Opportunities to work in the partnership with voluntary and community sector groups and organisations</td>
<td>53% (n.23)</td>
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</tbody>
</table>

"I don't believe that our diving club has used any of your services. As a club we are fairly self sufficient. We don't have a home as such, and are looking for somewhere to base ourselves within Worthing, a shared location with other clubs would be great. Is this something you could help facilitate.” Member feedback

"Limited time to read emails means that I spend much time unsubscribing from emails and briefly scan much marketing mail from you. A real forum where we could hear speakers and network is always the best form of information exchange. Monthly meetings in Adur or Worthing of an evening would be ideal." Member feedback

"For the help I have had. Thank you. I need to learn more about you." Member feedback

"Like completing this survey, having time to engage in all that is offered is difficult when running a small organisation.” Member feedback
If you need this information in a different format just get in touch to discuss your needs.

Voluntary and community action makes our society and local areas better. We’re here to make sure that it does.

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Community Works
Community Base, 113 Queens Road
Brighton, BN1 3XG

01273 234023
info@bhcommunityworks.org.uk
bhcommunityworks.org.uk
facebook.com/bhcommunityworks
@bh_cw
linkedin.com/company/brighton-and-hove-community-works