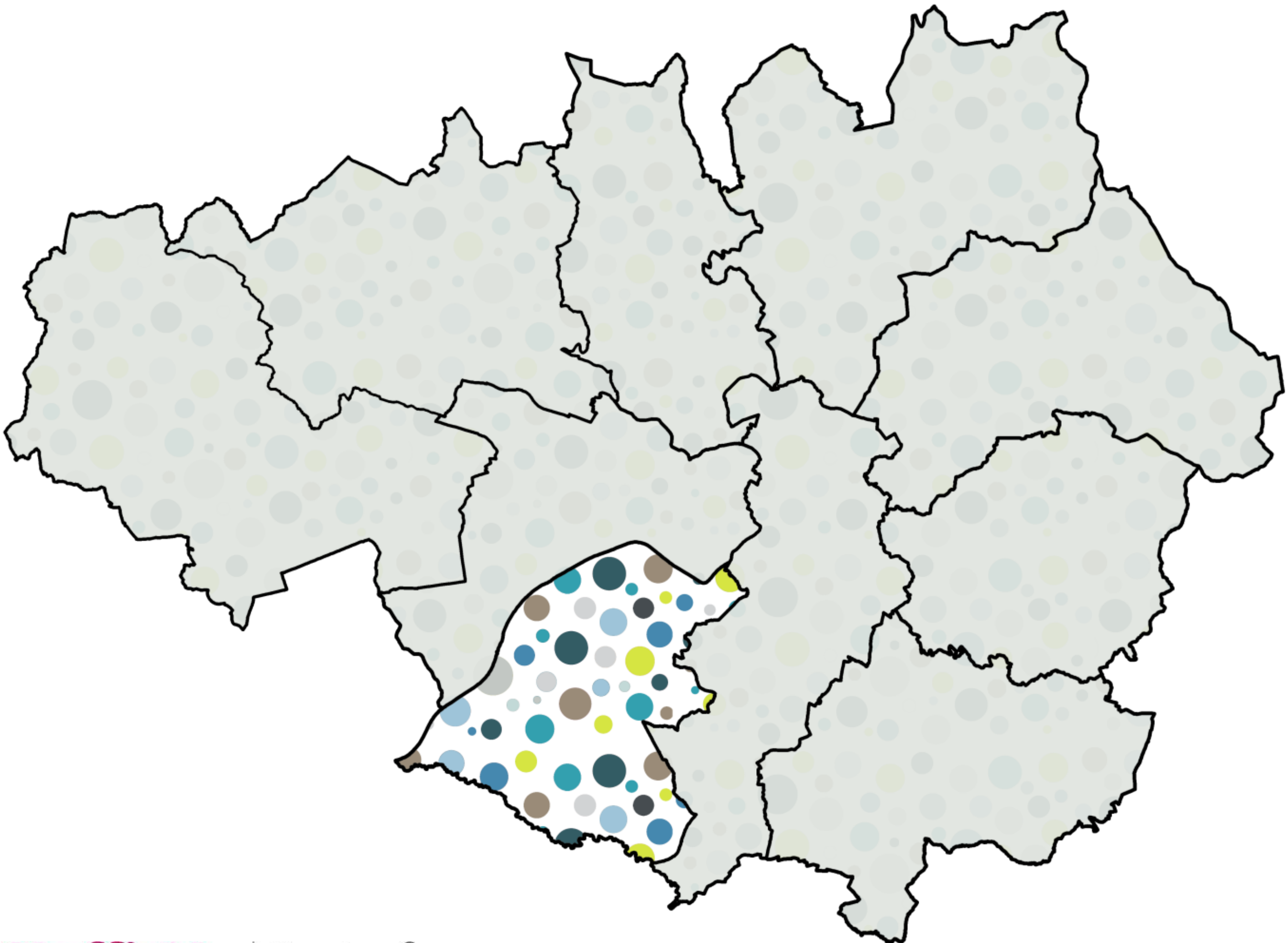
VCAT | Voluntary & Community Action Trafford

Trafford State of the Voluntary Sector 2013

A report on social and economic impact



Sheffield Hallam University | Centre for Regional Economic and Social Research

Trafford State of the Voluntary Sector 2013

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Sheffield Hallam University

Chris Dayson
Dr Will Eadson
Elizabeth Sanderson
Ian Wilson

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Acknowledgements

This research has been commissioned by a partnership of local support and development organisations in Greater Manchester and undertaken by the Centre for Regional Economic and Social Research (CRESR) at Sheffield Hallam University. This Trafford report forms part of a wider collection of reports: there is a Greater Manchester wide report and a report for each of the six other local authority areas participating in the study[1]. The full collection reports can be downloaded from the CRESR website (http://www.shu.ac.uk/research/cresr/reports) and the websites of the project partners.

In completing the report we are particularly grateful to members of the Research Steering Group[2] and the VCAT team for their support in developing and administering the survey and for their input into earlier drafts of the report. We are also grateful to the many employees and volunteers from across the sector who took the time to complete a questionnaire.

Contact information

For CRESR:

Name:	Ian Wilson /Chris Dayson Research Fellow
Address:	Unit 10 Science Park City Campus Howard Street Sheffield S1 1WB
Tel:	0114 2253539
Email:	i.wilson@shu.ac.uk c.dayson@shu.ac.uk

For VCAT:

Name:	Dave Nunns Chief Executive
Address:	Park House 73 Northenden Road Sale M33 3LW
Tel:	0161 905 2414
Email:	dave@vcatrafford.org

[1] The other areas are: Bolton, Manchester, Oldham, Salford, Tameside and Wigan.
[2] The following organisations were represented on the Research Steering Group: CRESR, Salford CVS (lead partner), Greater Manchester Centre for Voluntary Organisation (GMCVO), Bolton CVS, Manchester Community Central, Voluntary Action Oldham, Community and Voluntary Action Tameside, Voluntary and Community Action Trafford, and Wigan and Leigh CVS

Definitions

This report is about the 'state of the voluntary sector in Trafford'. At various times the voluntary sector has been known as the 'voluntary and community sector' or the 'third sector' whilst the current government talks a lot about 'civil society'. In this report, when we talk about the voluntary sector in Trafford, we mean **voluntary organisations**, **community groups**, the **community work of faith groups,** and **those social enterprises** and **community interest companies** where there is a wider accountability to the public via a board of trustees or a membership and all profits will be reinvested in their social purpose.

Foreword

VCAT are really pleased to present this 'State of the Voluntary Sector report, which is the first of its kind for Trafford.

Over the last 12 or so years VCAT has been in the unique position to see at first hand the remarkable work of hundreds of voluntary, community and faith groups across the Borough, and we would like to think we have made a positive contribution to their growth and development. We have always known that Trafford has a really diverse sector – large and small, working with different groups of people and tackling a wide range of issues - but what we have never really known is just how many groups there are, what they do, how large or small they are or who works for them.

Now, for the first time we now have reliable, statistically significant and current data on the state of the local voluntary sector and to identify the key issues affecting the sector.

- it is significant to see that 88% of local groups are micro organisations – groups with an income of less than £10,000 per year – run almost entirely by local volunteers. The report shows a really strong grass roots movement which makes an impressive contribution to Trafford both socially and economically
- the report reveals how the sector has been affected by the current economic downturn and reductions in income from the public sector, charitable donations and private sector sources. This trend is likely to continue, leaving much of the voluntary sector facing an uncertain future. Too many organisations are already spending more money than they receive and this means that a significant number could be under threat in the immediate future
- the report highlights key issues about how the sector works with public and private sector partners as well as with other voluntary and community groups. We believe that this survey reveals an accurate picture of partnership working locally, and while there is some good examples the report also shows that there is still a lot to do to meet the levels seen elsewhere in Greater Manchester.

VCAT would like to thank all those groups that took part in this research and took the time to complete the survey – without your evidence and insight we wouldn't have been able to produce the report. We would also like to thank colleagues in other support and development organisations across Greater Manchester; this Trafford report also contributes to a wider report on the contribution of the sector within Greater Manchester.

There is a large amount of information within this report. We hope you find it interesting. More importantly we hope that it generates discussion and increases the opportunities for the sector to make an even greater contribution to the economic and social life of Trafford.

Dave Nunns

Chief Executive – Voluntary & Community Action Trafford

May 2013

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Executive Summary

The state of the voluntary sector in Trafford: 11 key questions answered

This report provides the main findings of quantitative research aimed at improving understanding of the social and economic impact of the work undertaken by voluntary organisations, community groups, social enterprises and faith groups in Trafford. The study had two main objectives:

- to produce reliable, statistically significant and current data on the voluntary sector in Trafford
- to provide intelligent information on the key issues affecting the voluntary sector in Trafford.

In this executive summary we answer 11 key questions about the voluntary sector and its role across the borough.

Q1. How many organisations are there?

There are an estimated **1,336 organisations** operating in the voluntary sector in Trafford. This estimate includes formally registered organisations, such as charities, social enterprises and co-operatives, but it also includes a large number of 'below the radar' organisations that are not formally registered or incorporated. Overall, it is estimated that 88 per cent of organisations are micro (annual income under £10,000) in size, 7 per cent are small (annual income between £10,000 and £100,000), 3 per cent are medium sized (annual income between £100,000 and £1 million), and 2 per cent are large (annual income greater than £1 million).

Q2. Who benefits from their work?

It is estimated that the voluntary sector in Trafford made **1.5 million interventions with clients, users or beneficiaries** in the previous year.

The overall client group is diverse and wide ranging. 'Everyone' was listed as a main client group for 34 per cent of organisations. The following were also listed as a main client, user or beneficiary group for at least one in five organisations:

- women (28 per cent)
- men (26 per cent)
- older people (24 per cent)
- young people aged 13 to 25 years (20 per cent).

Disabled people (16 per cent) and carers (13 per cent) were also listed as a main client, user or beneficiary group for sizable proportions of organisations. Black and Minority Ethnic communities were a main client, user or beneficiary group for four per cent of organisations.

The majority of organisations had a local focus: 34 per cent identified particular Trafford neighbourhoods or communities as their highest main geographic focus and a further 24 per cent stated the whole Borough was their highest main geographic focus.

Q3. What does the voluntary sector in Trafford do?

The voluntary sector in Trafford works across **a diverse range of thematic service areas**. However, the proportion of responding organisations working in each area varies. This most likely reflects local needs and funding opportunities.

More than a fifth of organisations worked in each of the following four areas:

- health and well-being (41 per cent)
- education, training and research (29 per cent)
- community development (25 per cent)
- and sport and leisure (23 per cent).

Q4. How much is the voluntary sector in Trafford worth?

The total income of the voluntary sector in the borough was an estimated **£65 million in 2011/12 but year-on-year reductions in income have been identified**. It represents a reduction of two per cent compared to 2010/11 and follows a larger reduction between 2009/10 and 2010/11 when the total income of the sector reduced by an estimated four per cent, from £69 million to £66 million.

The majority of income is concentrated in large and medium sized organisations even though the majority of organisations are micro or small. Micro and small organisations account for more than 90 per cent of organisations in the sector but only around ten per cent of total income. By contrast medium and large organisations account for less than 10 per cent of the sector's organisations but receive around 90 per cent of its income. Income is concentrated particularly heavily in the largest organisations, with more than half of all income (69 per cent) into the sector received by only 23 organisations.

It is estimated paid staff and volunteers working within the sector in Trafford contribute equivalent to £127.4 million worth of 'Gross Value Added' GVA to the economy; this is comparable to 0.3 per cent of the value of Greater Manchester's GVA[3].

Q5. How sustainable is the voluntary sector in Trafford?

The decline in the voluntary sector's income over the last three years represents **the first long term economic contraction in the sector in at least 10 years**. This is likely to be an indication of the effect of the economic downturn of the past few years, and subsequent reductions in income from the public sector, charitable donations and independent funders. This trend seems likely to continue, as further large reductions in public sector spending are expected over the next few years and the economy continues to falter. In this context the financial sustainability of the sector's organisations is an important and current issue and **the survey highlights some areas for concern**:

- 55 per cent of respondents reported increasing their expenditure but only 35 per cent had experienced an increase in income
- 38 per cent of respondents reported a decrease in income but only 18 per cent reduced their expenditure
- 37 per cent reported a reduction in their financial reserves compared to only 30 per cent reporting an increase.

[3] Please note the Gross Value Added of volunteers is not currently included with official reporting, therefore the value of Greater Manchester's GVA does not include that of volunteers.

This means that **a significant number of organisations have spent more money than they received in the past 12 months:** 33 per cent of respondents provided an expenditure figure for 2011/12 that was greater than their income. This could be indicative of a longer term trend in response to the economic downturn and subsequent reductions in the sector's income. In light of this trend it seems likely that the sustainability of a significant number of organisations could be under threat.

The precarious financial situation of some organisations is further emphasised by the state of their reserves:

- three per cent had reserve levels of less than one month's expenditure
- a further 23 per cent had reserve levels of less than three month's expenditure.

This suggests that a number of organisations that are dependent on external funding, particularly medium and large organisations that need high levels of income to carry out their work, could be particularly vulnerable should their funds be severely reduced or withdrawn.

Q6. Who works in the voluntary sector and what do they do?

Paid Staff

The voluntary sector in Trafford employed **1,700 full time equivalent (FTE)[4] paid staff in 2012/13**. This was seven per cent of the estimated total number of FTE paid staff working within the voluntary sector in Greater Manchester.

It is estimated that paid employees of Trafford organisations contribute equivalent to £52.4 million worth of GVA to the economy per annum; this represents 0.1 per cent of Greater Manchester's GVA.

Seventy two per cent of FTE paid staff were employed in large organisations with an income of at least one million pounds. In comparison the 1,268 micro and small organisations combined which were estimated to have employed just seven per cent of FTE staff.

Volunteers

An estimated **27,800 volunteers** were part of the voluntary sector workforce in Trafford contributing an estimated **83,700 hours** of their own time per week.

It is estimated that volunteers in Trafford organisations contribute equivalent to £75.0 million worth of GVA to the economy per annum[5].

Assessment of the breakdown of volunteers by job role reveals:

- 27 per cent of volunteers were in management roles, including committee/board members
- 12 per cent of volunteers were in administrative roles
- 57 per cent of volunteers were in roles delivering services.

Work placements

An estimated **150 FTE work placements** contributed to the voluntary sector's workforce in 2012/13.

[4] FTEs are calculated on the basis that one worker in one paid full time job for a year would be one FTE and if that person worked half time they would be 0.5 FTE.
[5] Please note the Gross Value Added of volunteers is not currently included with official reporting.

Q7. How good are relationships with local public sector bodies?

Survey respondents had dealings with a range of local public sector bodies. The **three most prominent were Trafford Council, NHS Trafford, and Greater Manchester Police**:

- Trafford Council: 62 per cent had some dealings with Trafford Council
- NHS Trafford (the Primary Care Trust): 33 per cent had some dealings with NHS Trafford
- Greater Manchester Police: 28 per cent had some dealings with the Police.

This highlights the central importance of Trafford Council, NHS Trafford, and the Police to the sector's work. The relationship between the voluntary sector and its local public sector partners is therefore crucial to its ability to operate effectively. To this end survey respondents were asked about the quality and effectiveness of their relationships with key public sector bodies. Responses to these questions demonstrate that the voluntary sector's experiences of working with Trafford Council were broadly similar to working with other local public sector bodies in Trafford. **Overall, respondents in Trafford expressed less positive views about local public sector bodies than across Greater Manchester as a whole**.

Q8. How well does the voluntary sector work with commercial businesses?

The relationship between the voluntary sector and commercial businesses is likely to increase in importance over the next few years as funding from public, charitable and philanthropic sources becomes less readily available. However, the survey evidences suggests there is some way to go: around one in ten survey respondents had frequent direct dealings with local commercial businesses and around one fifth were positive about their relationship with the commercial sector. Overall, **only 17 per cent of respondents felt that the commercial business community in Trafford was a positive influence on their organisation's success** - this is 1 percentage point less than Trafford Council and 7 percentage points less than other public sector bodies.

Q9. How well does the voluntary sector work together?

Compared to the public and commercial sector, **respondents were slightly more positive about their relationships with other voluntary and community sector organisations**. Collaborative working is a key feature of the sector's work: over two fifths of respondents had frequent and direct dealings with other organisations in the voluntary sector. Respondents could however be more positive about these relationships: 32 per cent were satisfied with opportunities to work together to influence decisions and 28 per cent were satisfied with opportunities to work together to deliver services.

Q10. Does the voluntary sector get the support it needs?

Survey respondents were asked if their organisation currently received support from a list of named local support and development organisations based in the Trafford area[6]. Voluntary and Community Action Trafford provided support to almost eight out of ten survey respondents (77 per cent). Other organisations provided support to far fewer organisations but this is likely to be a function of the fact that they were not borough wide and tended to support groups within defined local areas (i.e. wards or neighbourhoods) or those working with specific beneficiary groups (i.e. faith based).

Survey respondents were also asked how satisfied they were with the support available from these local support and development organisations. Overall, 64 per cent of organisations were satisfied with the support available from local support and development organisations in Trafford. Of the

[6] The options were: Voluntary and Community Action Trafford, Trafford CVS and Volunteer Centre, Blue Sci, Trafford Housing Trust, Trafford Community Leisure Trust, Other organisations

organisations that had received support **73 per cent were satisfied**. These findings provide an important endorsement for the work that these organisations do to provide help, advice and support across the sector in Trafford.

Q.11. What are the key challenges facing the voluntary sector in Trafford?

Reduced access to funding and rising costs has left much of the sector facing an uncertain future. This was particularly the case for those reliant on public sector funding, and many respondents expressed concerns about the future sustainability of their organisations. Securing and generating sustainable funding was the key challenge facing organisations in the immediate and longer-term.

Alongside reducing resources, the sector faces **increasing demand for its services, and is identifying new needs, which in many cases it is unable to meet**. Respondents were fearful for the future, especially about the impact on Trafford of the government's programme of welfare reform.

Introduction

1

The voluntary sector plays an important part in the life of the borough of Trafford: it is estimated that 1,336 organisations are working every day to improve the lives of local people and communities through a wide range of services. They are supported by a large workforce of paid staff and unpaid volunteers and provide advice, help, support and resources in areas often missed out by mainstream public and private sector provision.

This report provides the main findings of quantitative research aimed at improving understanding of the social and economic impact of the voluntary sector in Trafford. The research was commissioned by Voluntary and Community Action Trafford (VCAT) and undertaken by the Centre for Regional Economic and Social Research (CRESR) at Sheffield Hallam University.

The study had two main objectives:

- to produce reliable, statistically significant and current data on the voluntary sector in Trafford
- to provide intelligent information on the key issues affecting the voluntary sector in Trafford.

The research involved a large postal survey of organisations based in and supporting the people and communities of Trafford. A web based survey was also distributed. At least partial responses were received from 71 of the 349 organisations that were sent a survey questionnaire: this represents an **overall response rate of 20 per cent**. For certain questions the analysis also draws on the responses of 22 organisations that operate Greater Manchester wide but deliver a proportion of their activity in Trafford. These respondents participated in a web based questionnaire administered by Greater Manchester Centre for Voluntary Organisation (GMCVO).

The questionnaire was based on one developed a 2010 study undertaken in Salford, but was revised following input from the Research Steering Group. It also included questions from the Cabinet Office's National Surveys of Third Sector Organisations (2008) and Charities and Social Enterprises (2010) to enable findings about the voluntary sector in Trafford to be compared to the national picture[7].

It provided data on various aspects of the voluntary sector including:

[7] It should be noted that these two national surveys did not include unregistered or unincorporated organisations and groups in their samples. As these constitute a significant proportion of respondents to this study some caution should be taken when making direct comparisons with national and local results from the 2008 and 2010 National Surveys.

- **the scale and scope of its activity**, including the roles organisations undertake, the people they support, and the areas they benefit
- **the economic impact of its work**, including income and expenditure, sources of funding, the role of paid staff and volunteers, and financial sustainability
- **relationships with the public sector**, including Trafford Council, NHS Trusts, and a range of other local statutory bodies
- **relationships with other local organisations,** including voluntary and community organisations and commercial businesses
- **views about the help, support and advice available** from local infrastructure and support and development organisations.

When reading the report it is important to acknowledge two key points. First, the results reported are based on the survey responses received. Therefore it is possible that if a different sample of organisations had taken part in the survey different results may have emerged. It is estimated that the results reported are within +/- 9.8 percentage points of the true value.

Secondly, in a number of instances the report presents grossed up estimates for all organisations within the area; for example estimates are provided of income, staffing and volunteers. These have been created using the estimated average for micro, small, medium and large organisations within Greater Manchester who took part in the survey. The averages are then multiplied by the estimated number of organisations within these size bandings within the area. These have then been summed to provide aggregate area level results. Please note it has been assumed here that the estimated averages for Greater Manchester organisations are representative for organisations within Trafford. So for example it is has been assumed that the estimated average income of approximately £301,000 for medium sized organisations across Greater Manchester is representative of the income for medium sized organisations within Trafford. Appendix 1 provides more detail on this estimation approach.

The remainder of this report has been structured into the following chapters:

- **chapter 2** briefly outlines the context for the research through discussion of recent policy debates and developments
- **chapter 3** is the first of four evidence based chapters, this chapter describes the anatomy of the voluntary sector in Trafford
- **chapter 4** assesses the income, expenditure and sustainability of the voluntary sector in Trafford
- **chapter 5** reports on the size and form of the voluntary sector's workforce
- **chapter 6** explores relationships and partnership working with key local public sector bodies
- **chapter 7** explores relationships with commercial businesses
- **chapter 8** explores relationships with other voluntary and community organisations, and satisfaction with local support and development providers
- **chapter 9** is the conclusion and highlights the main findings from the research.

Context for the Research

2

This research comes during a key period in the development of voluntary organisations, community groups, faith groups and social enterprises operating at every level. The period between 1997-2010 provided a very positive political environment for the voluntary sector and its activities with unprecedented levels of policy attention, including major investment in national sector-wide programmes and support for 'strategic partners' to provide voice and policy input to government. According to the National Council for Voluntary Organisations (NCVO) the voluntary sector grew considerably during this period:[8] there were only 98,000 active voluntary organisations in 1991 but by 2001 there were 153,000, and 164,000 by 2009/10; income increased 77 per cent from £20.7 billion in 2000/01 to £36.7 billion in 2009/10; likewise expenditure was up 83 per cent from £19.8 billion in 2000/01 to £36.3 billion in 2009/10.

Since 2010 the major parties have continued to see the voluntary sector as playing an important and expanding role in the social and economic development of the country, including in delivering public services and engaging citizens and communities. The current coalition Government has voiced its support for the voluntary sector through its vision for a Big Society and policy initiatives such as the Localism Act (2011) and Giving Green and White Papers (2010 and 2011). Within these proposals there has been much greater emphasis on citizen-led social action and investment in programmes such as the National Citizen Service and Community Organisers that reflect new Government priorities. Although there have been fewer national sector-wide programmes some of the policy trends developed by the previous Government have continued to receive support: this includes encouragement for the voluntary sector's involvement in public service delivery and support for 'social investment' funding (i.e. loans and other equity models), based on the assumption that this will help the voluntary sector develop more sustainable market-based business models.

However, the current policy environment needs to be understood in the context of the long term economic downturn and alongside considerable reductions in public expenditure that will have a substantial impact on many organisations' income streams and programme budgets for the duration of this parliament (2010-15). Estimates indicate that if the voluntary sector were to experience reductions in public sector funding equivalent to the 27 per cent planned cut in local government support, it would amount to £3.3 billion (around nine per cent of total revenues) being lost from the voluntary sector each year.[9] This is particularly important considering that a

[8] Figures taken from http://www.ncvo-vol.org.uk/policy-research/what-voluntary-sector/what-research-tells-us. Last accessed 22 March 2013.
[9] NCVO (2011). *Response to the Giving Green Paper*. London: NCVO.

key feature of the 1997-2010 period was a rise in income from public sector sources: NCVO estimate that statutory funding of the voluntary sector increased by 60 per cent between 2000/01 and 2007/08, and overall, it accounted for 36 per cent of the voluntary sector's funding in 2007/08.

This likely reduction in funding from public sector sources follows a period during which competition for other resources available to third sector organisations, particularly grants and philanthropic donations, has already intensified[10]. These changes in the economic environment in which the voluntary sector operates are likely to put pressure on the financial health of voluntary organisations and community groups of all shapes and sizes but the impact of the economic downturn goes beyond income and expenditure. There is growing evidence to suggest organisations are trying to meet greater levels of need from existing and new beneficiaries – particularly in areas such as advice services - and this will only be exacerbated by the likely effects of the Government's programme of welfare reform.

Against this background, this research provides in depth data about the 'state of voluntary sector' in Trafford at the start of 2013 and answers some important questions. For example, what is the size, scale and scope of the sector; what role does it play in the social and economic life of the borough; how has it been affected by the economic downturn and public sector funding cuts; and what are the prospects and possibilities for the future?

[10] On the prospects for grants see for example Macmillan, R. (2007). 'Understanding the idea of ‘grant dependency’ in the voluntary and community sector'. *People, Place & Policy Online*, 1 (1): 30-38.
On the prospects for giving and philanthropy see for example Pharoah, C. (2011a) *Charity Market Monitor 2011*. London: CaritasData, and, Pharoah, C. (2011b) 'Private giving and philanthropy – their place in the Big Society'. *People, Place & Policy Online*, 5 (2): 65-75.

3

The Anatomy of the Voluntary Sector in Trafford

This chapter develops a picture of the core features of the voluntary sector in Trafford. It focuses on a series of general questions in which respondents were asked about their group or organisation: what it is, what it does, who for, where and how?

This chapter considers seven questions in turn:

- how many organisations are there?
- what size are they?
- what types of organisations are there?
- how long have they been operating?
- what do these organisations do?
- who are their clients, users or beneficiaries?
- at what geographical levels do they operate?

3.1. How many organisations are there in the voluntary sector in Trafford?

Estimating the number of organisations represents a major challenge. This is because a large proportion of organisations are small, local and **not formally constituted** as charities, limited companies or other recognised forms which require registration (i.e. industrial and provident societies). As a result they do not appear on formal central records such as those held by the Charity Commission or the Department for Business Innovation and Skills (BIS) so are considered **'below the radar' (BTR)**. Any estimate of the total number of organisations in an area therefore requires information on the numbers of registered and unregistered (i.e. BTR) organisations.

In estimating the total number of organisations in Trafford we drew on information from three sources:

- a sample of 349 organisations compiled from information held on VCAT's database
- official Cabinet Office figures indicate that the total number of registered organisations in the voluntary sector in Trafford is 541[11]

[11] This estimate was calculated as part of the 'National Survey of Charities and Social Enterprises' undertaken by Ipsos MORI for Cabinet Office in 2010

- research by NCVO and the University of Southampton[12] which found that on average there are 3.66 BTR organisations per 1,000 population. If this figure is applied to Trafford (population 217,30713), it can be estimated that there are 795 BTR organisations in the borough.

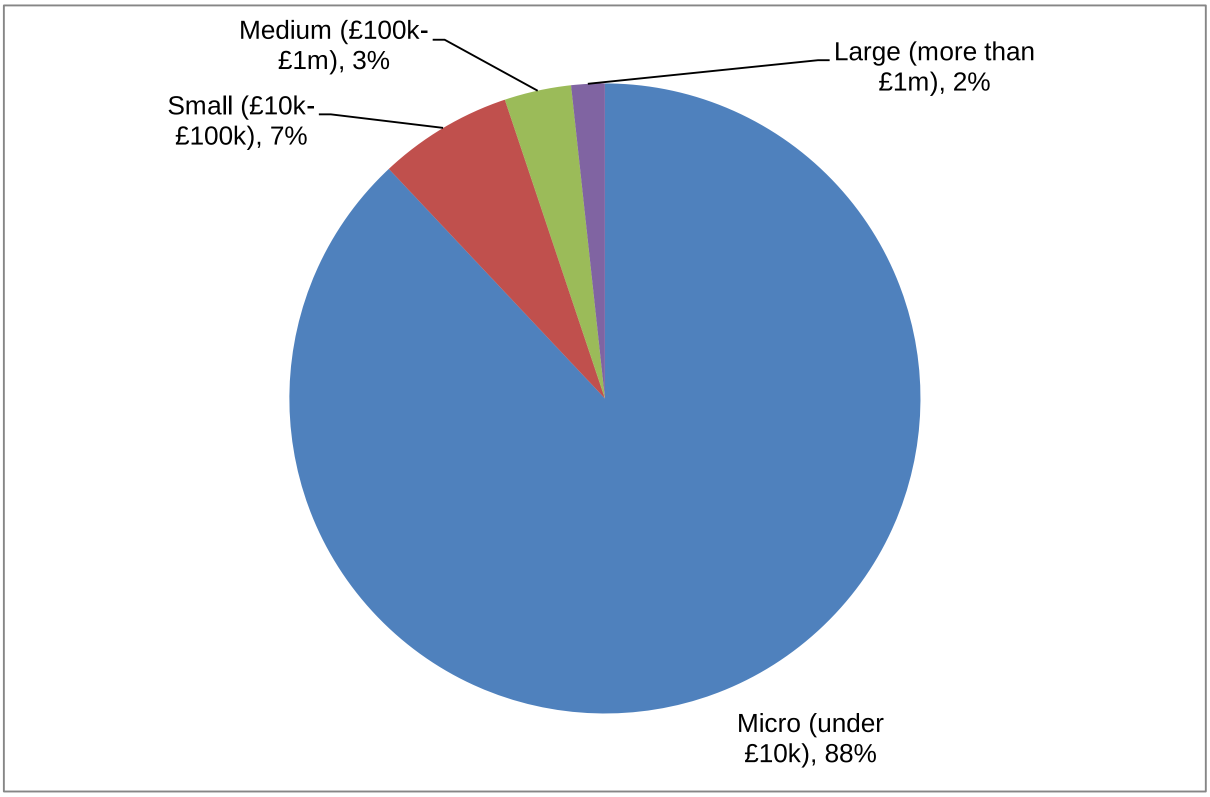
Summing the official Cabinet Office figures and BTR[14] estimates produces an estimated figure of **1,336** for the total number of organisations operating in the voluntary sector in Trafford. In addition to organisations based in Trafford, there are a number of organisations based elsewhere in Greater Manchester providing services to people in the borough.

3.2. What size are organisations in Trafford?

The size of organisations is traditionally measured using their annual income.[15] When the distribution of Trafford organisations was explored by size category based on income for 2011/12, it showed that **the majority of organisations were either micro or small**. But the survey was under-representative of BTR organisations (only 36 per cent of survey respondents were identified as BTR), so this did not present an accurate picture of the actual distribution. The figures were therefore adjusted based on the assumption that the estimated 987 organisations not included in the survey sample were BTR and micro in size.[16] The outcome of this process is shown in figure 3.1, which demonstrates that 88 per cent of the voluntary sector (an estimated 1,176 organisations) are micro in size, seven per cent are small (92 organisations), three per cent are medium (46 organisations), and two per cent are large (23 organisations). This is consistent with the picture across Greater Manchester.

[12] Mohan, J et al (2010). *Beyond 'flat-earth' maps of the third sector: enhancing our understanding of the contribution of 'below-the-radar' organisations*. Northern Rock Foundation Briefing Paper
[13] Based on Office for National Statistics 2010 population estimates
[14] It is important to note that the BTR figure is an estimate based on an average across 46 local authorities. The BTR research found significant variability, with some local authorities reaching over seven BTR organisations per 1,000 population, and in one case exceeding 10.
[15] In exploring organisation size we used the categories developed by NCVO for use in their Almanac series (see e.g. Clark, J *et al*., 2010)
[16] The basis for these assumptions is discussed in more detail in the methodological annex

Figure 3.1: Proportion and number of Trafford organisations by organisation size



Source: Trafford State of the Voluntary Sector Survey 2012/13
Base: 61

Introducing the BTR figure produces a much higher estimate for the number and proportion of micro organisations and emphasises the finding that a very large proportion of organisations in the voluntary sector in Trafford are very small. This is consistent with national trends: NCVO[17] estimate that 85 per cent of the voluntary sector is made up of micro or small organisations, 12 per cent are medium, and three per cent are large.

3.3. What types of organisations operate in the voluntary sector in Trafford?

The questionnaire asked two questions to elicit information which describe the types of organisations in the voluntary sector in Trafford.

In the first question respondents were asked to identify the legal status of their organisation. For this question it was possible for organisations to select registered charity in addition to identifying their legal form. Figure 3.2 shows:

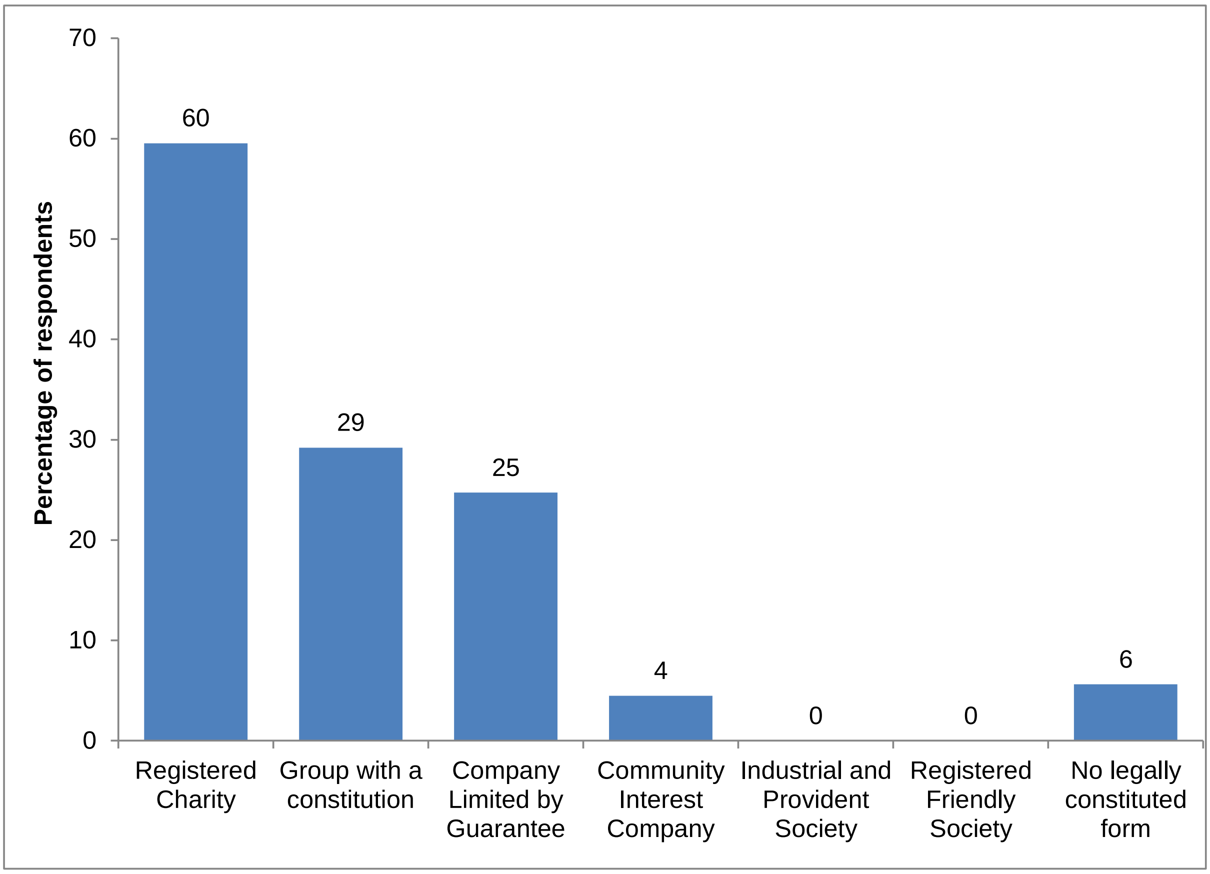
- 29 per cent of organisations were a group with a constitution, but not registered charities
- 25 per cent of organisations were companies limited by guarantee
- six per cent of organisations responding to the survey had no legally constituted form
- separate to identifying their legal status, **60 per cent of respondents identified that their organisation was a registered charity.**

[17] See Clark, J *et al.,* (2010)

Across Greater Manchester it was estimated:

- 48 per cent of organisations were registered charities
- 38 per cent of organisations were a group with a constitution, but not registered charities
- 22 per cent were a company limited by guarantee
- four per cent of organisations had no legally constituted form.

Figure 3.2: The legal status of organisations

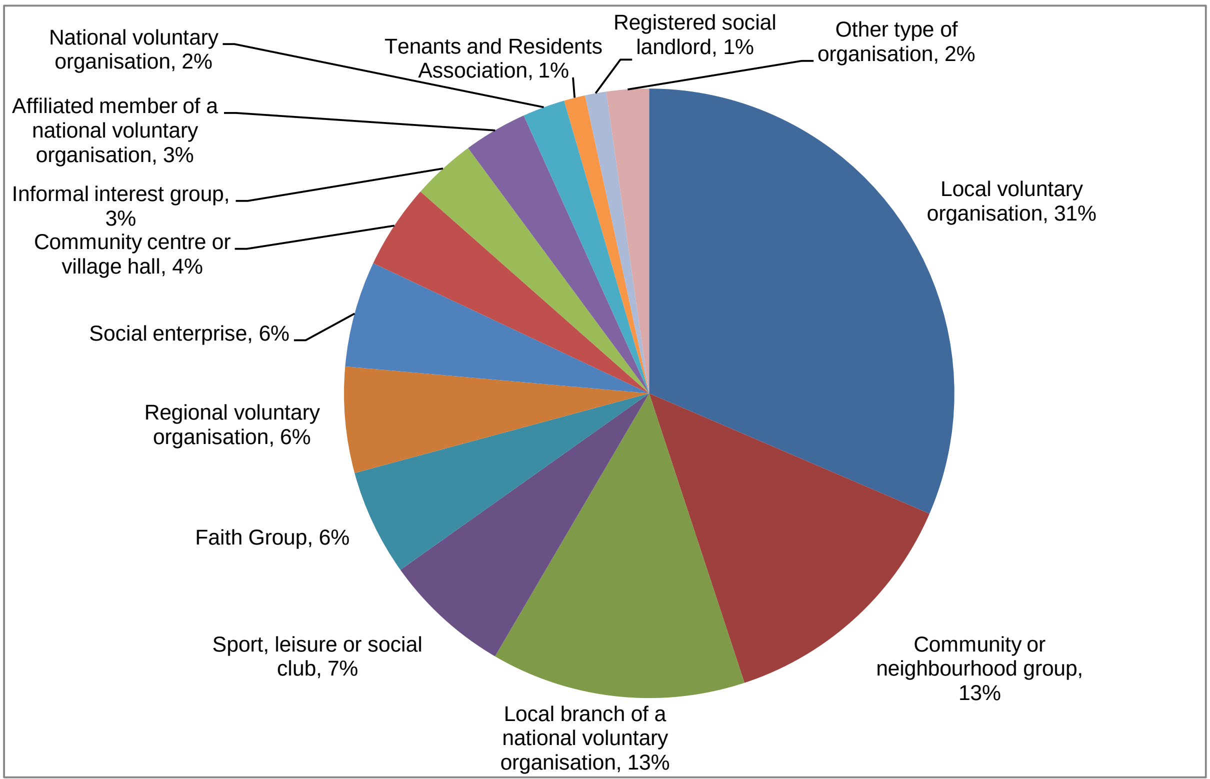


Source: Trafford State of the Voluntary Sector survey 2012/13
Base: 89

In the second question respondents were asked to identify which category from a list of 'organisation types' best described their organisation. The results indicate that many organisations in the voluntary sector are likely to have had a local focus; a theme developed later in this chapter. Figure 3.3 shows that the largest proportion, **31 per cent, identified their organisation as being a local voluntary organisation**. This was over double the proportion for the next most common type: community or neighbourhood groups (13 per cent). National organisations were less common: just 16 per cent of organisations were either a national voluntary organisation (two per cent) or a local branch of a national voluntary organisation (13 per cent).

Analysis across Greater Manchester as a whole found a similar pattern with local voluntary organisations (26 per cent) and community or neighbourhood groups (18 per cent) having accounted for 43 per cent of respondents. Only 11 per cent of respondents were either a local branch of a national voluntary organisation (seven per cent) or a national voluntary organisation (four per cent).

Figure 3.3: Type of organisations



Source: Trafford State of the Voluntary Sector survey 2012/13
Base: 89

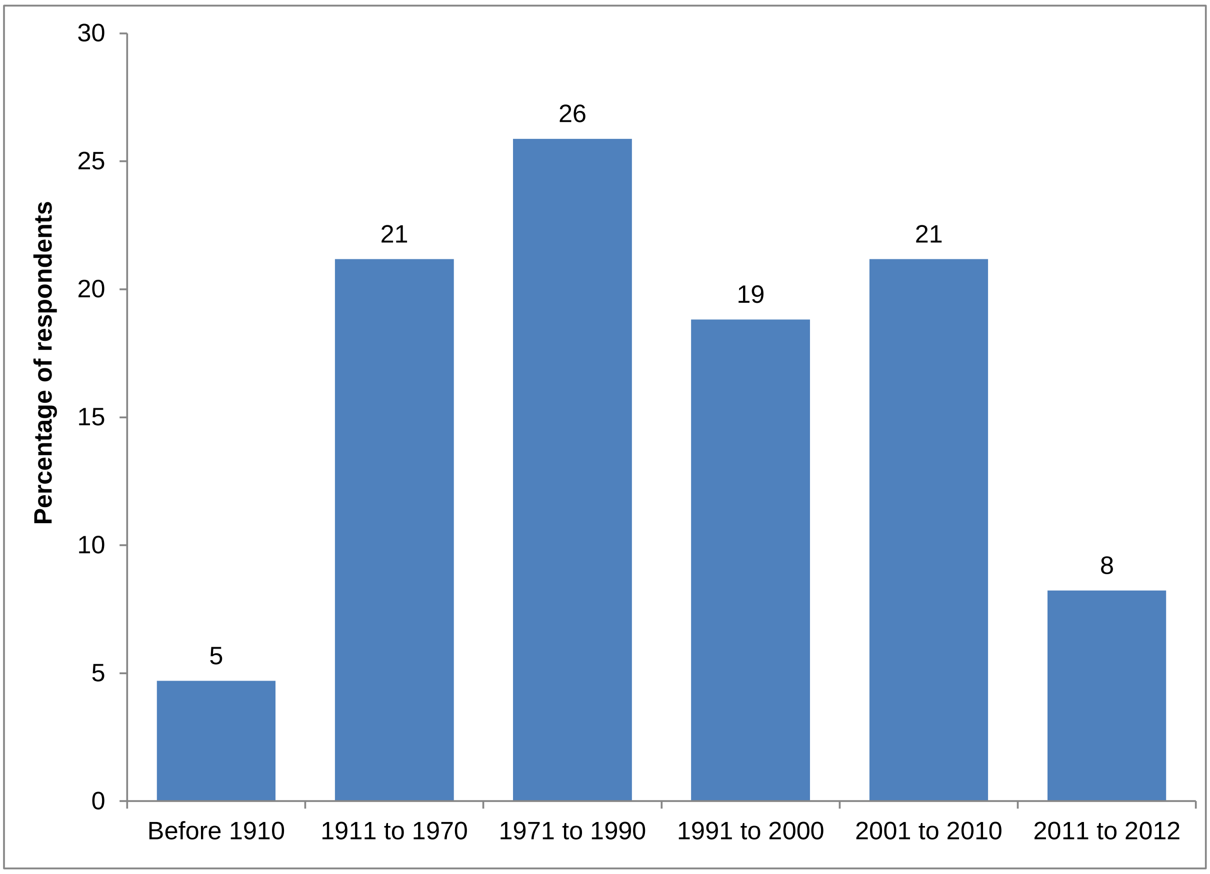
3.4. How long have organisations in the voluntary sector been operating?

The questionnaire asked respondents to indicate when their organisation was formed. Assessment of organisations by the year in which they were formed provides an indication of how established the voluntary sector was in Trafford. In addition it might also be possible to identify patterns: for example time periods when greater numbers of organisations had been formed.

The responses received build a picture of a sector that has a fairly well established core. However, the sector in Trafford has also seen the formation of many new organisations since 2001. Figure 3.4 shows that 29 per cent of organisations responding to the survey had been formed since 2001, including 25 per cent in the past 10 years (i.e. since 2003). Furthermore, an additional 19 per cent were formed between 1991 and 2000; this means **48 per cent of organisations were formed in the last 22 years.** This suggests that there has been growth to the sector over more recent years. However this percentage was the lowest of the seven local authorities taking part in this study. At the other end of the spectrum 26 per cent of organisations had been formed before 1971, including five per cent formed in 1910 or before.

The pattern for organisations from across Greater Manchester was more skewed towards more recent formation. Thirty seven per cent of respondents had been formed in the past 10 years, including a slightly higher figure, 10 per cent of organisations, which had been formed since 2011. Seven per cent of Greater Manchester organisations had been formed before 1911.

Figure 3.4: Year in which organisations were formed



Source: Trafford State of the Voluntary Sector survey 2012/13
Base: 85

It is important to conclude this section by drawing an important qualification. Although the results suggest that it is likely that the sector in Trafford has experienced growth in the number of organisations established in the last 10 years or so, it may not be as dramatic as the figures suggest. By definition, the survey is of organisations that are still operating in Trafford in 2012/13, not those which have closed down or ceased operations. Of the organisations which have survived through to 2012/13, the results suggest that a high proportion were established in the last 10 years. But some of the organisations established before, and since, may have subsequently closed down. Because we do not know the rate of closure over time we cannot be certain that the aggregate number of organisations being established or surviving is increasing.

3.5. What does the voluntary sector in Trafford do?

To elicit a picture of what the voluntary sector in Trafford does the survey asked respondents to identify up to three main areas in which their organisation operates. Figure 3.5 presents the results to this question and confirms the message that the voluntary sector in Trafford works in a diverse range of thematic service areas. However, the proportion of responding organisations working in each area varies. This is most likely dependent on need and funding opportunities.

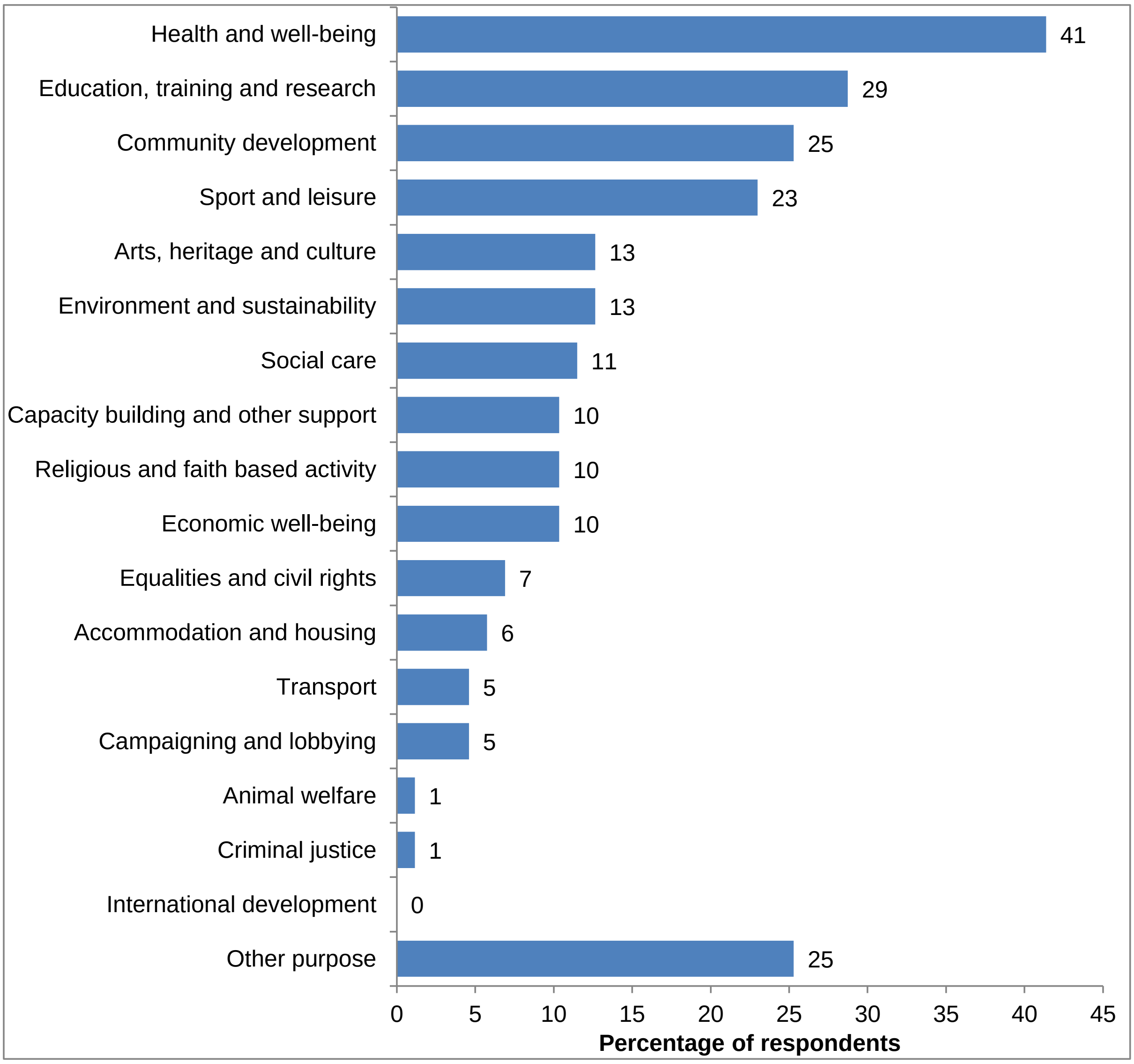
Figure 3.5 shows more than a fifth of organisations worked in each of the following four areas:

- health and well-being (41 per cent)
- education, training and research (29 per cent)
- community development (25 per cent)
- sport and leisure (23 per cent).

Across Greater Manchester as a whole the same four areas of work were reported as being the most common to work within:

- health and well-being (37 per cent)
- community development (37 per cent)
- education, training and research (28 per cent)
- and sport and leisure (28 per cent).

Figure 3.5: Main areas in which organisations work



Source: Trafford State of the Voluntary Sector survey 2012/13
Base: 87

3.6. Who are the clients, users or beneficiaries of the voluntary sector in Trafford?

The questionnaire asked respondents to provide the total number of individual clients, users or beneficiaries that their organisation has supported in the last year. Analysis of responses to this question by size and type of organisation revealed that in many cases organisations had provided the number of 'interventions' or 'contacts' that they had had with clients, users or beneficiaries. So for example an individual who visited a community centre once a week would have been counted 52 times within the year. Whilst some organisations will have provided the number of unique clients, users or beneficiaries, so as not to overestimate, in our analysis we have assumed the number provided represents the total number of interventions.

Summing across the 52 organisations that responded gives a total of 546,000 interventions. The responses received can be extrapolated for the estimated 1,336 organisations thought to be operating in the voluntary sector in Trafford to provide an estimate of the total number of interventions by Trafford organisations. Working through the calculation it is estimated that **Trafford organisations had 1.5 million interventions with clients, users or beneficiaries** in the past year.

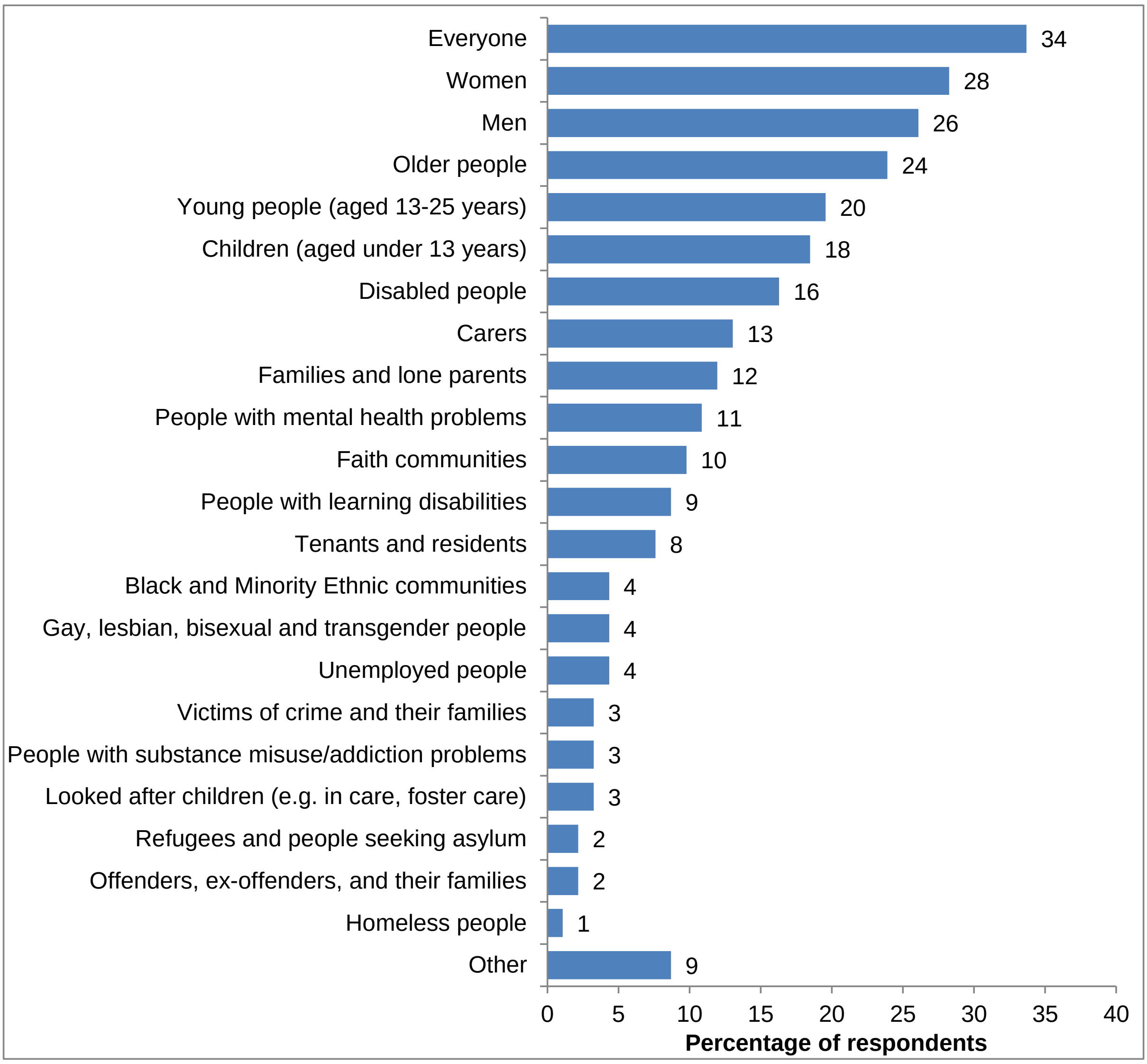
The questionnaire also asked respondents to identify up to three groups that make up the main clients, users or beneficiaries of their organisation. Figure 3.6 shows that, as might be expected, the voluntary sector in Trafford served a diverse and wide ranging client group. In many cases, client groups were served by relatively small numbers of organisations: 10 per cent of organisations or fewer served 12 of the client groups listed.

Figure 3.6 shows 34 per cent of organisations identify 'everyone' as a main client, user or beneficiary group. The specific client groups served by the largest proportions of organisations can be broadly characterised as being demographic: gender - women (28 per cent) and men (26 per cent) - and age - young people (20 per cent), children (18 per cent) and older people (24 per cent).

Analysis of responses to all of the Greater Manchester surveys found a similar pattern with general and demographic client groups being the most common beneficiary groups identified:

- everyone: 31 per cent
- women: 26 per cent
- young people (aged 13-25 years): 24 per cent
- men: 23 per cent
- older people: 23 per cent.

Figure 3.6: Main client groups of Trafford organisations



Source: Trafford State of the Voluntary Sector survey 2012/13
Base: 92

3.7. What geographical levels does the voluntary sector operate at?

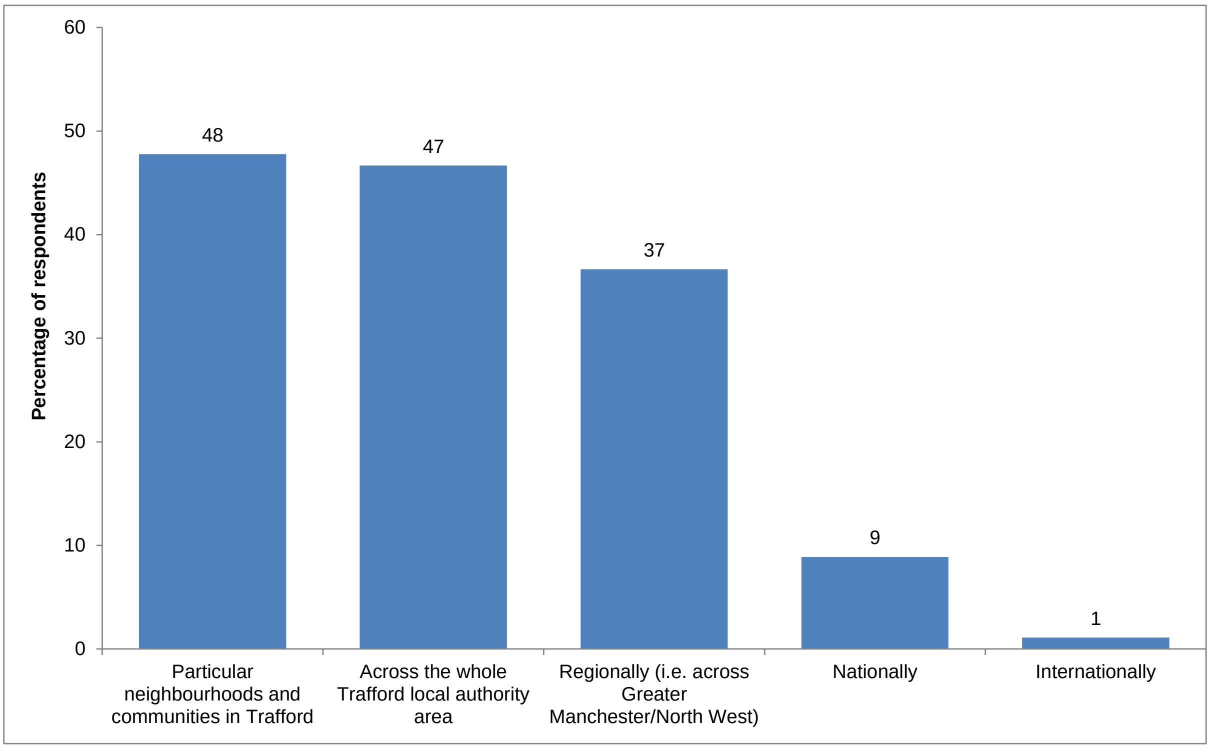
The survey asked respondents to identify the main geographical levels at which they operated – this ranged from the neighbourhood level, to those operating across England, the UK or overseas. In this question respondents were asked to pick out up to three main geographic levels, the results of which are presented in figure 3.7. This shows that the **local area is a main focus for many organisations**:

- 48 per cent identified particular Trafford neighbourhoods or communities were a main focus
- 47 per cent identified the whole of the Trafford local authority area as a main focus of their work.

A modest proportion of organisations cited that a main geographic area at which they worked was either national (nine per cent) or international (one per cent).

The picture for Greater Manchester organisations shows that 57 per cent identified particular neighbourhoods and communities as a main geographic focus. The percentage of organisations who said they worked nationally and internationally was 11 per cent and four per cent respectively.

Figure 3.7: Main geographic focus



Source: Trafford State of the Voluntary Sector survey 2012/13
Base: 90

Using the responses to this question it is also possible to identify the highest geographic area that was a main focus. This analysis finds:

- for 34 per cent of organisations their highest main geographic focus was particular Trafford neighbourhoods or communities
- for 24 per cent of organisations their highest main geographic focus was the Trafford local authority area
- for 32 per cent of organisations their highest main geographic focus was the region
- for eight per cent of organisations their highest main geographic focus was the nation as a whole
- and for one per cent of organisations their highest main geographic focus was international.

Respondents who reported that the whole Trafford local authority area or particular Trafford neighbourhoods or communities are a main geographic focus of their organisation were asked to identify both the wards and townships and Priority Neighbourhood their work was focused.

Table 3.1 shows the percentage of all organisations that identified each of Trafford's wards and townships as a main focus of their work. Partington (64 per cent) and Stretford (60 per cent) are the neighbourhoods and wards identified by the largest proportions of organisations as a main focus of their work. Bowden (48 per cent) was cited by the fewest organisations as a main focus of their work.

Table 3.2 shows the percentage of all organisations that identified each of Trafford's Priority Neighbourhoods as a main focus of their work. Sale Moor (56 per cent) and Sale West (56 per cent) are the Priority Neighbourhoods identified by the largest proportions of organisations as a main focus of their work. Broomwood (48 per cent) was cited by the fewest organisations as a main focus of their work.

Table 3.1: Percentage of organisations that identify Trafford's wards and neighbourhoods as a main focus of their work

	%
Partington	64
Stretford	60
Altrincham	56
Urmston	56
Flixton	55
Hale	54
Timperley	52
Carrington	51
Old Trafford	51
Sale	51
Bowdon	48

Source: Trafford State of the Voluntary Sector survey 2012/13
Base: 90

Table 3.2: Percentage of organisations that identify Trafford's Priority Neighbourhoods as a main focus of their work

	%
Sale Moor	56
Sale West	56
Old Trafford	53
Partington	52
Lostock	52
Broadheath	51
Broomwood	48

Source: Trafford State of the Voluntary Sector survey 2012/13
Base: 90

4

Finances and Income

This chapter provides an overview of the finances and income of the voluntary sector in Trafford. It includes estimates of the overall income received by the voluntary sector between 2009/10 and 2011/12, analysis of the different sources of income received (public sector and non-public sector) and their relative contribution, and an assessment of the financial sustainability of the voluntary sector in the context of the economic uncertainty and large scale public sector expenditure cuts during this period.

4.1. Income

Based on the average (mean) income of respondents to the survey across Greater Manchester, and drawing on the assumptions used to estimate the total number of organisations in Trafford, it is estimated that **the total income of the voluntary sector in the borough was almost £65 million in 2011/12**[18] - around seven per cent of the total income of the voluntary sector in Greater Manchester. However, **year-on-year reductions in income have been identified**: it represents a reduction of two per cent compared to 2010/11 and follows a larger reduction between 2009/10 and 2010/11 when the total income of the sector reduced by an estimated four per cent, from £69 million to £66 million.

Table 4.1: Estimated annual income of the voluntary sector in Trafford (2009/10-2011/12)

	Total Income	% Change
2009/10	£69m	
2010/11	£66m	-4
2011/12	£65m	-2

Source: Trafford State of the Voluntary Sector Survey 2012/13
Base: 89
All figures are in 2011/12 prices

This decline in income between 2009/10 and 2011/12 needs to be considered in the context of national trends discussed in chapter 2. Although there are no figures for Trafford during the 2000/01-2007/08 period, nationally the voluntary sector's income grew by an average of five per cent a year over these six years.[19] If it is assumed that

[18] This figure is based on a weighted average (mean) for each size category for respondents from across Greater Manchester. The methodology is explained in more detail in the methodological appendix.
[19] See Clark, J *et al.*, (2010)

the voluntary sector in Trafford developed at a similar rate during this period, then **the decline in income in the last three years represents the first long term economic contraction in the sector in at least 10 years**. This is likely to be an indication of the effect of the economic downturn of the past few years which, as discussed in chapter 2 is likely to have led to a reduction in income from public sector sources, charitable donations, and independent funders. **This trend seems likely to continue**, as further large reductions in public sector spending are expected over the next few years and the economy continues to falter.

When the voluntary sector's income is explored in more detail it shows significant variations according to organisation size[20]. In 2011/12, the majority of income was concentrated in large and medium sized organisations even though the majority of organisations were micro or small. This is outlined in more detail in figure 4.1.

Figure 4.1: Proportion of organisations and proportion of income by organisation size (2011/12)

Source: Trafford State of the Voluntary Sector Survey 2012/13
Base: 89

This shows that micro and small organisations account for more than 90 per cent of organisations in the voluntary sector but only around ten per cent of total income. By contrast medium and large organisations account for less than 10 per cent of the voluntary sector's organisations but receive around 90 per cent of its income. Income is concentrated particularly heavily in the largest organisations, with more than two thirds of all income (69 per cent) into the voluntary sector received by only 23 organisations.

[20] In exploring organisation size we used the categories developed by NCVO for use in their Almanac series (see e.g. Clark *et al*,. 2010)

Analysis of income data from survey respondents from across Greater Manchester[21] identified further variations according to organisation size when we explored how income levels had changed between 2009/10 and 2011/12. These are summarised in table 4.2.

Table 4.2: Estimated change in annual income by organisation size (2009/10-2011/12)

	Micro (under £10k)		Small (£10k-£100k)		Medium (£100k-£1m)		Large (more than £1m)	
	Income	*% change*	*Income*	*% change*	*Income*	*% change*	*Income*	*% change*
2009/10	£32.9m		£61.2m		£340.6m		£635.7m	
2010/11	£34.5m	5	£60.7m	-1	£302.9m	-11	£620.1m	-2
2011/12	£30.4m	-12	£62.3m	3	£290.9m	-4	£615.9m	-1

Source: Greater Manchester State of the Voluntary Sector survey 2012/13
Base: 1,018
All figures are in 2011/12 prices

This shows that across Greater Manchester the medium and large organisation categories experienced year on year reductions in total income between 2009/10 and 2011/12. Medium organisations experienced a particularly large reduction of more than ten per cent between 2009/10 and 2010/11. By contrast micro organisations experienced a small increase between 2009/10 but a large reduction of more than ten per cent between 2010/12 and 2011/12 and the income of small organisations remained relatively stable.

4.2. Sources of Income

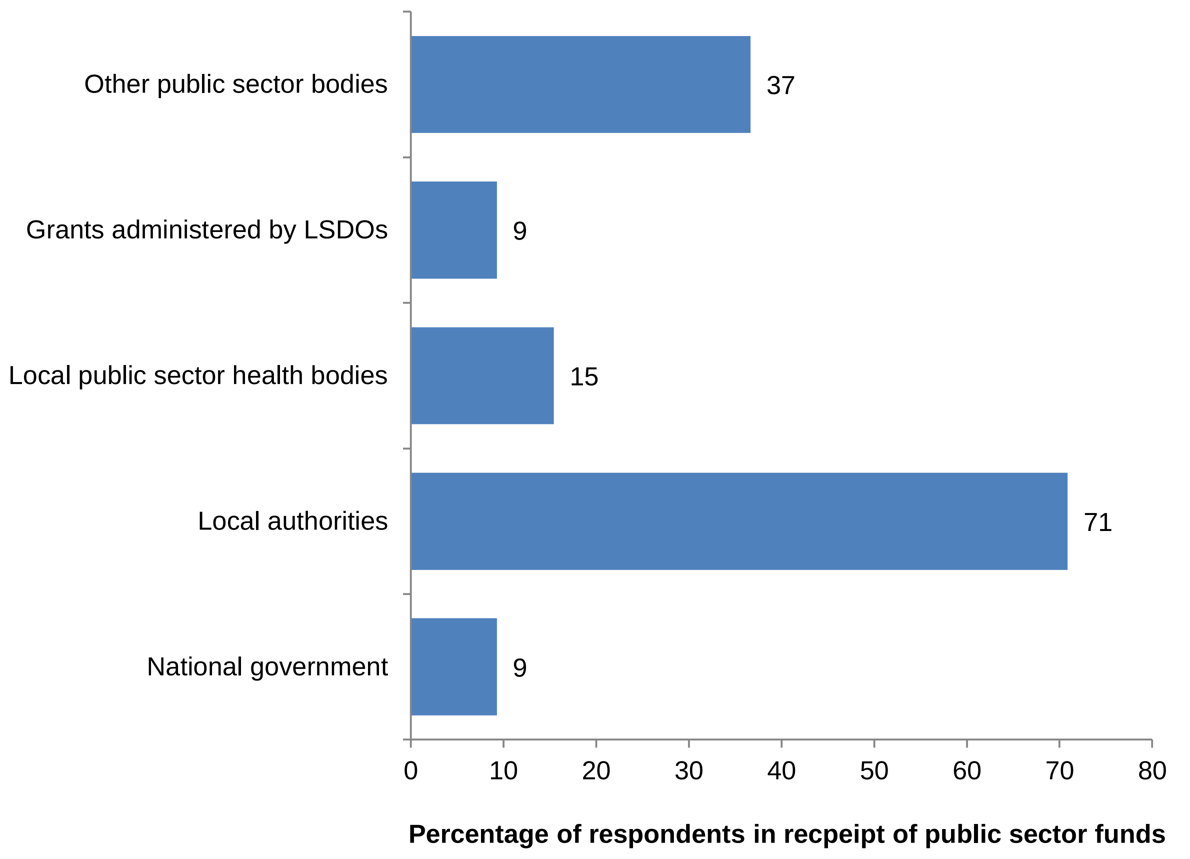
4.2.1. Public sector income

Survey respondents across Greater Manchester[22] were asked to identify the public sector bodies from which they received funding in 2011/12 and the value of that funding. Overall, **53 per cent of respondents reported having at least one source of public sector funds**. The results are outlined in figure 4.2.

This shows that **local authorities were the most frequently identified source of public sector funding** (71 per cent of public sector funding recipients). Only 15 per cent of respondents receive income from local public sector health bodies, followed by nine per cent from national Government Departments and nine per cent who received income from grant schemes administered by local support and development organisations. In addition, 37 per cent of respondents received income from a variety of other public sector bodies. This pattern was reflected across the different areas of Greater Manchester, where local authorities consistently emerged as the most common source of public sector funds.

[21] It was not possible to undertake sufficiently robust analysis of these trends at a local authority level
[22] Note that section 4.2 presents analysis of the Greater Manchester level data as It was not possible to undertake sufficiently robust analysis of these trends at a local authority level for Trafford.

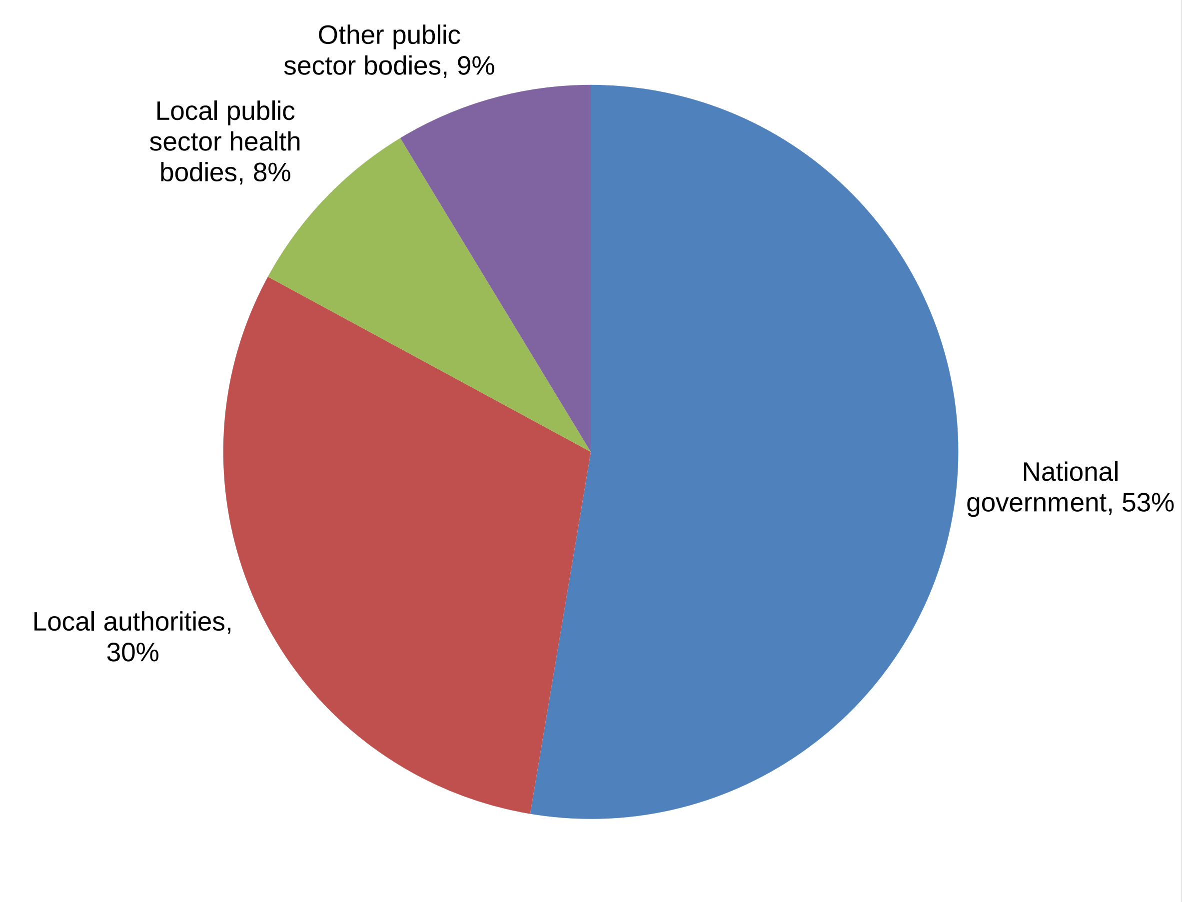
Figure 4.2: Public sector funds received by Greater Manchester voluntary organisations (2011/12)



Source: Greater Manchester Sate of the Voluntary Sector Survey 2012/13
Base: 570

Figure 4.3 provides an insight of the relative value of public sector funds. It shows that income from National Government Departments accounted more than half of all public sector funds received. By contrast local authorities provided around a third of funds, and health bodies and other public sector bodies less than a tenth each. It is important to recognise that this figure is affected by a number of large national public sector contacts: across Greater Manchester the average value of income from national Government sources was £586,000, including three organisations with more than £1 million from national Government departments. By contrast the average value of local authority income was only £76,000 and for health bodies was £134,000.

Figure 4.3: Relative value of public sector funds received by Greater Manchester voluntary organisations (2011/12)



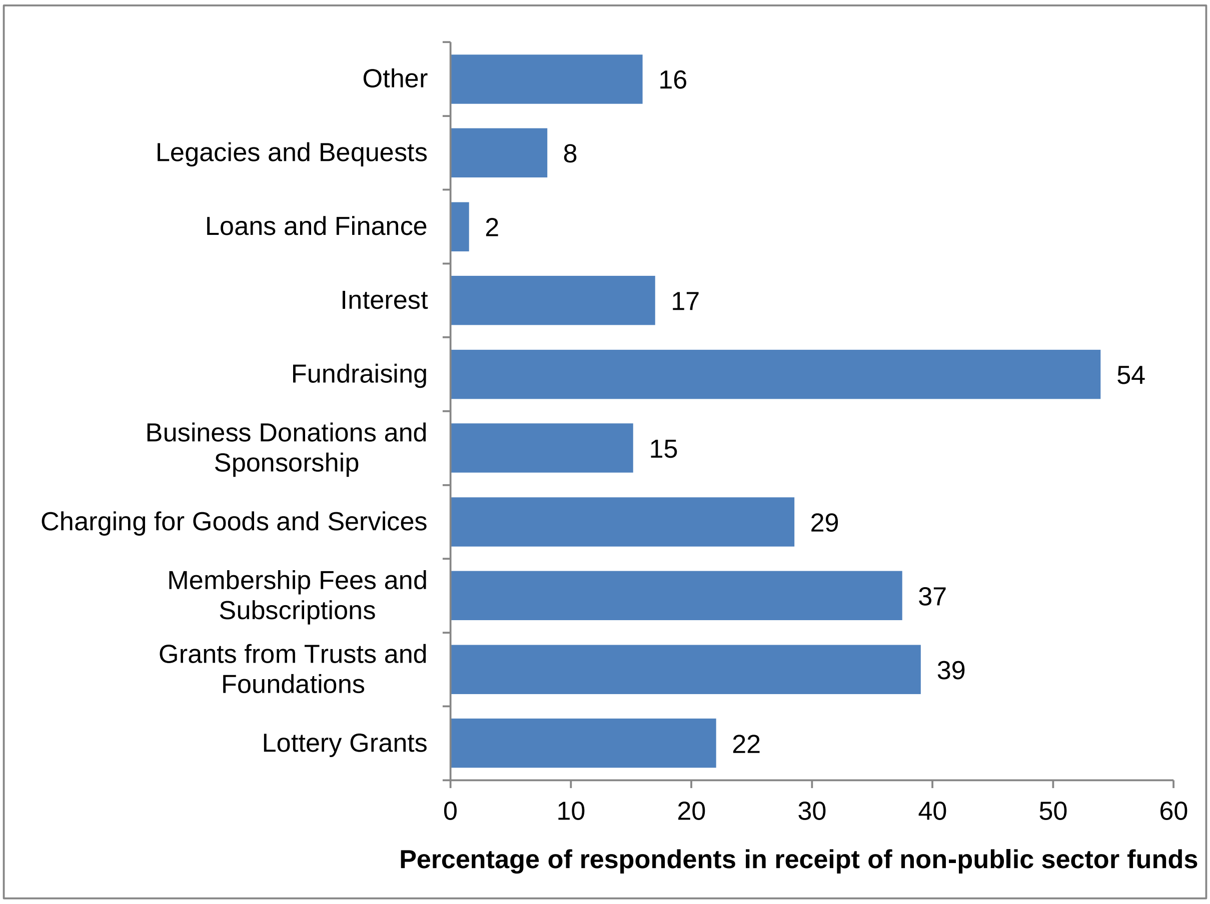
Source: Greater Manchester State of the Voluntary Sector Survey 2012/13
Base: 437

4.2.2. Other sources of income

Survey respondents were also asked to identify any other sources of income (i.e. non-public sector) they received in 2011/12. Overall, **76 per cent of respondents received funds from at least one non-public sector source**. This is outlined in more detail in figure 4.4.This shows that fundraising activity was the most frequently identified source of other funds (54 per cent of respondents) followed by grants from charitable trusts and foundations (39 per cent), membership fees and subscriptions (37 per cent) and charging for goods and services (29 per cent).

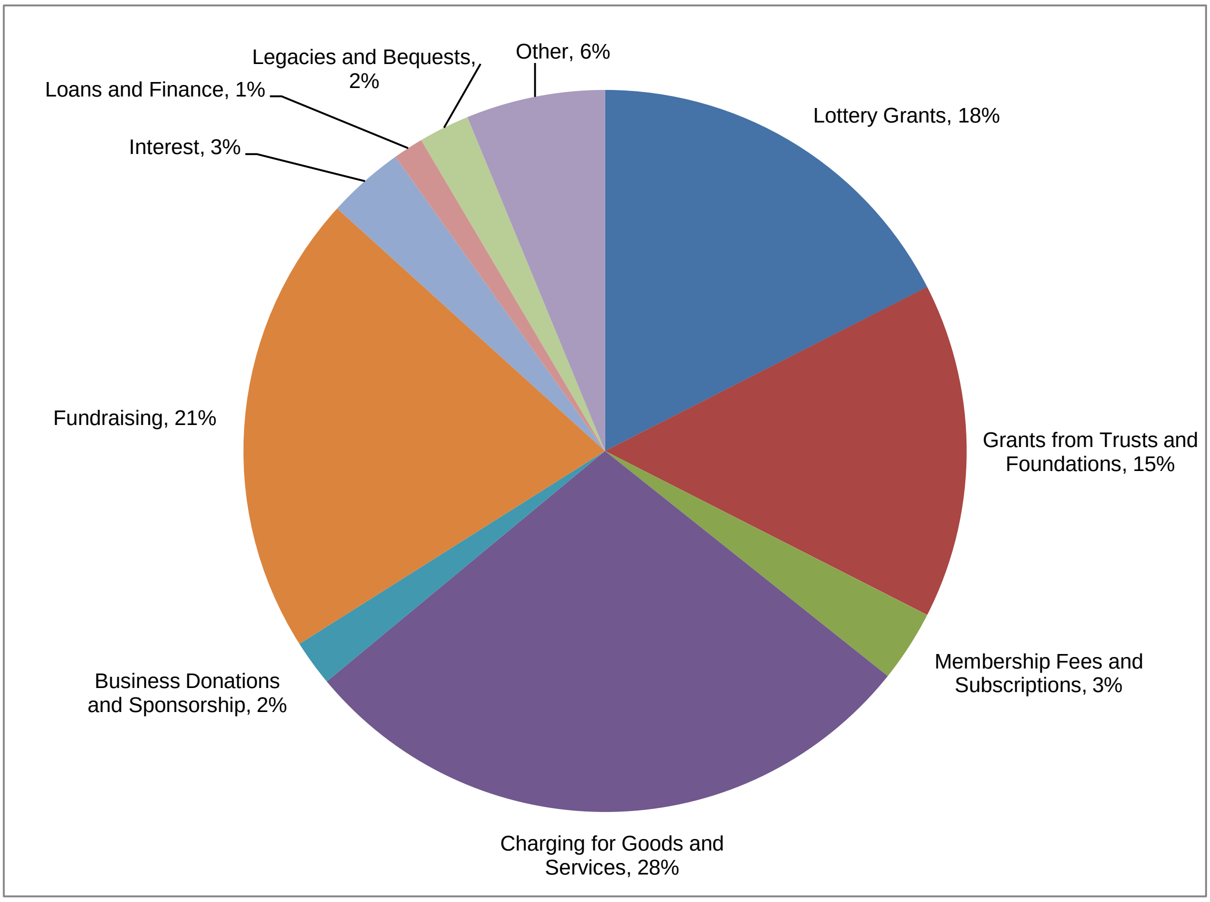
Figure 4.5 provides an insight of the relative value of public sector funds received. It shows that income from charging for goods and services provided the most value (28 per cent), followed by fundraising activity (21 per cent), lottery grants (18 per cent) and grants from trusts and foundations (15 per cent). It therefore seems that non-public sector income is more evenly distributed, in terms of value, than public sector income, which was dominated by large national government contracts.

Figure 4.4: Other funds received by Greater Manchester voluntary organisations (2011/12)



Source: Greater Manchester State of the Voluntary Sector Survey 2012/13
Base: 771

Figure 4.5: Relative value of public sector funds received by Greater Manchester voluntary organisations (2011/12)

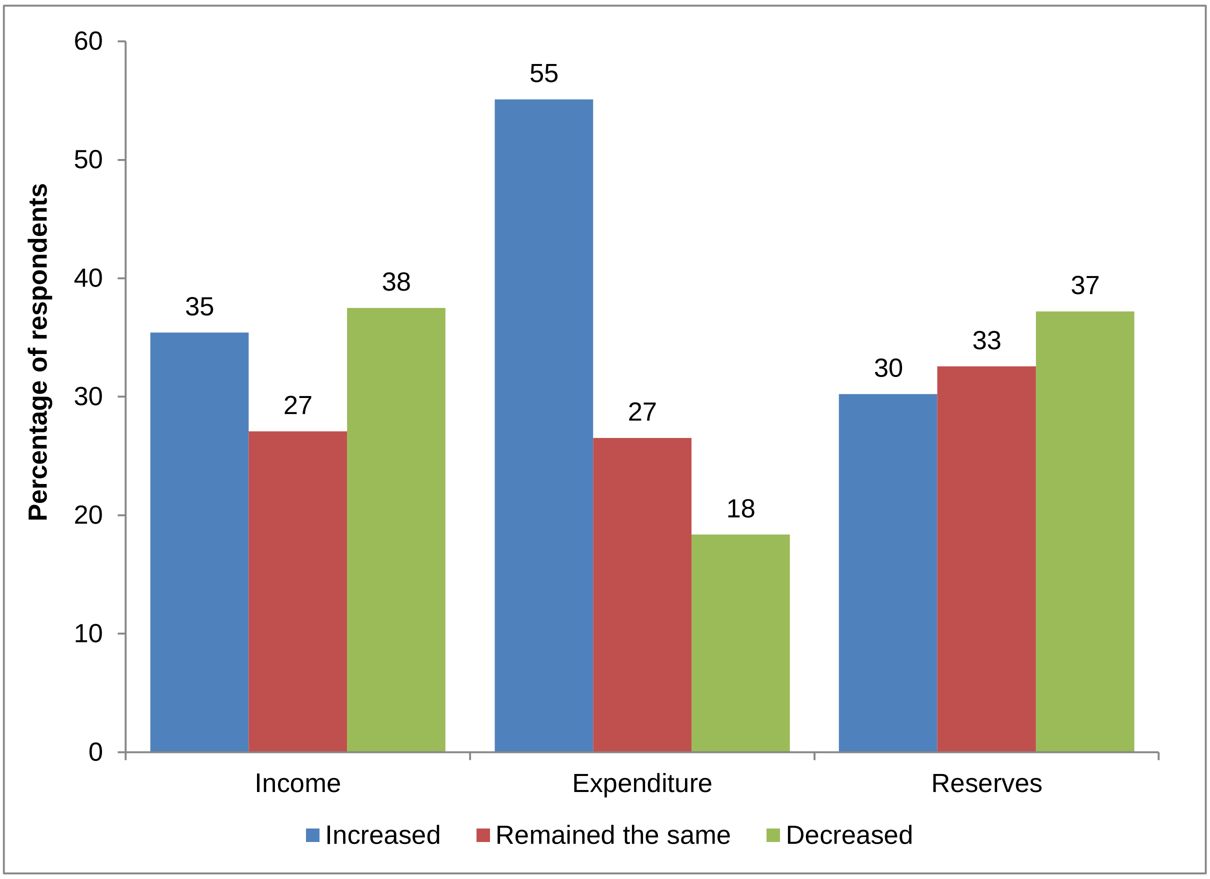


Source: Greater Manchester State of the Voluntary Sector Survey 2012/13
Base: 594

4.3. Financial Sustainability

Earlier in this chapter we discussed the probable impact of the economic downturn on the voluntary sector's income: funding from the public sector, charitable donations and independent has reduced and may fall yet further whilst competition for these funds increases. This is likely to put pressure on the financial health of voluntary organisations and community groups of all shapes and sizes. The survey therefore asked respondents about how their organisation's financial situation had changed in the past 12 months (i.e. during the current financial year). The results are outlined in figure 4.6.

Figure 4.6: Change in financial circumstances in the last 12 months



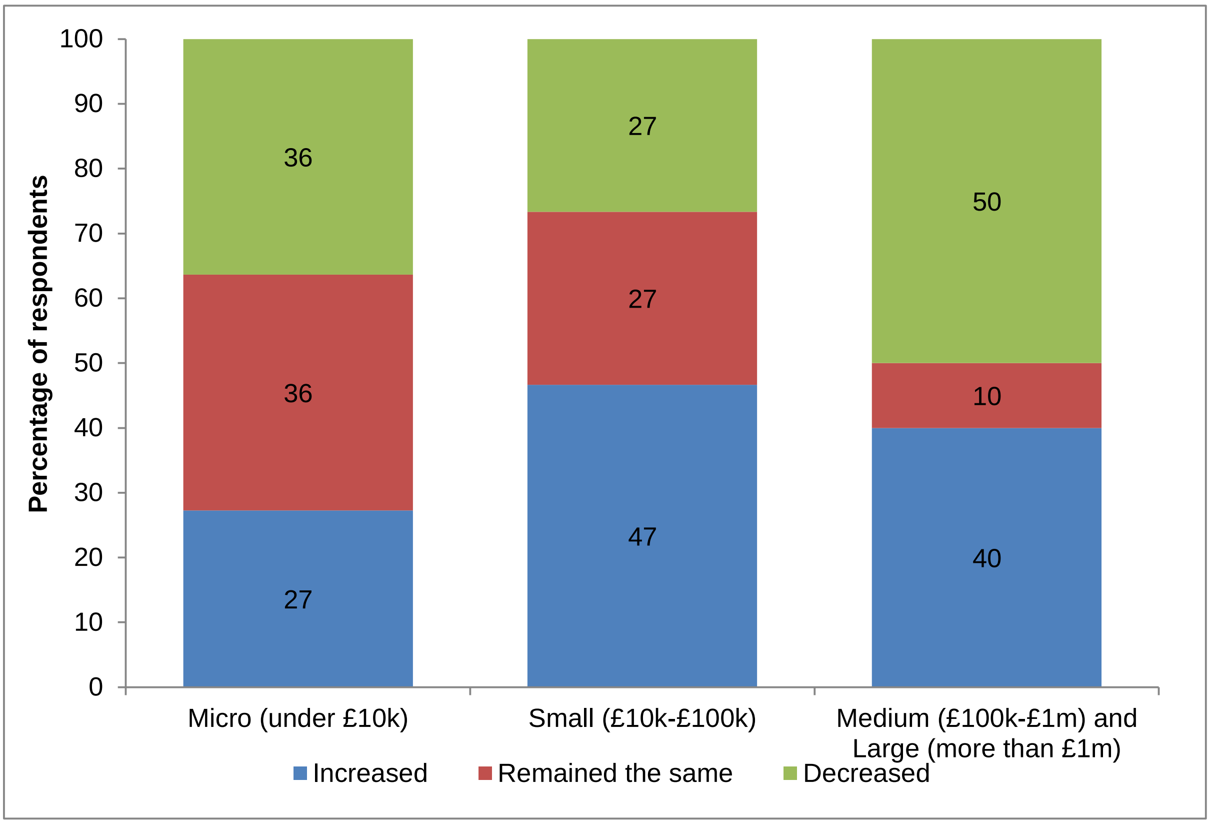
Source: Trafford State of the Voluntary Sector Survey 2012/13
Base: 48, 49, 42

This raises some concerns: 55 per cent of respondents reported increasing their expenditure but only 35 per cent had experienced an increase in income and only 30 per cent report an increase in reserves; in addition, 38 per cent of respondents reported a decrease in income but only 18 per cent reduced their expenditure and 37 per cent reported a reduction in their financial reserves. This means that **there were a significant number of organisations that spent more money than they received in the past 12 months**: 33 per cent of respondents provided an expenditure figure for 2011/12 that was greater than their income. This could be indicative of a longer term trend in response to the economic downturn and subsequent reductions in the voluntary sector's income. In light of this trend it seems likely that the sustainability of a significant number of organisations could be under threat.

Explored by organisation size, the data suggests that the trends in income are more common in **large and medium organisations**. In terms of expenditure, the trend is also more common in **medium and large organisations**.

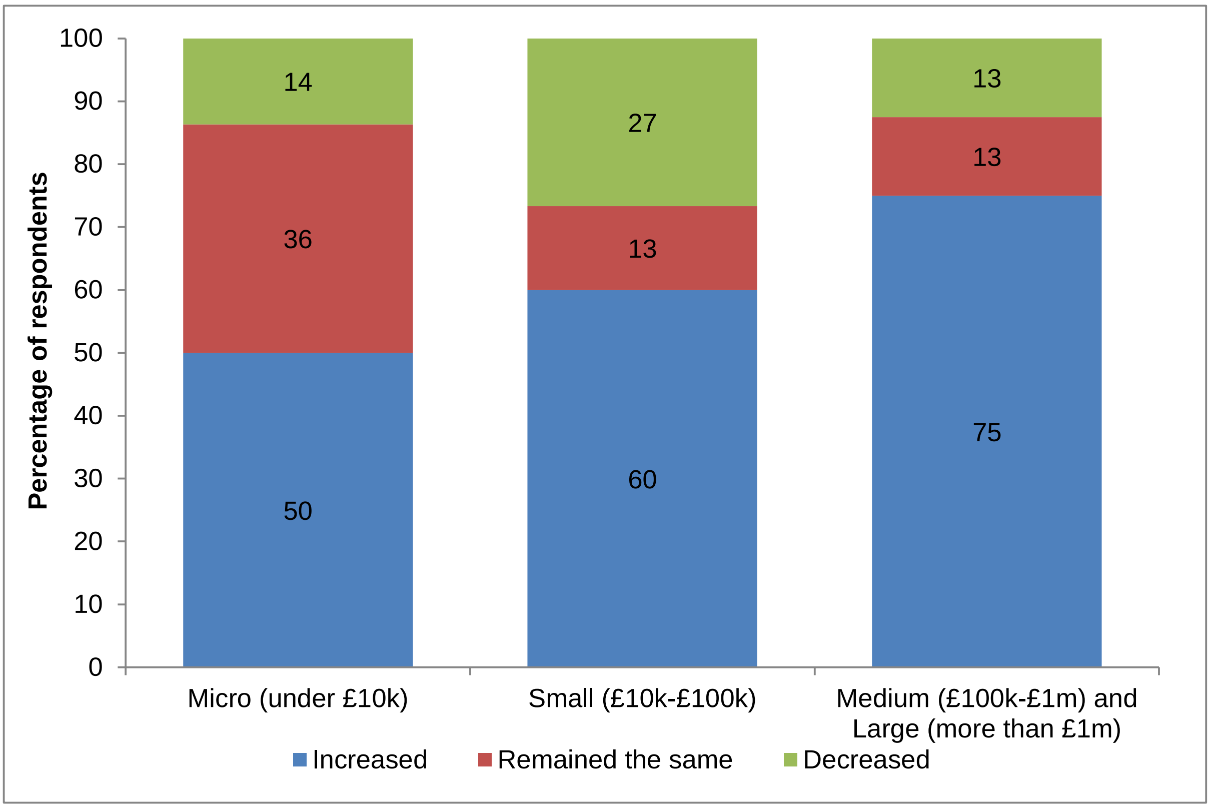
Collectively, the data indicates that the sustainability of large and medium sized organisations is of particular concern: 75 per cent of large and medium organisations reported increasing their expenditure in the past 12 months but only 40 per cent increased their income. This is outlined in more detail for all sizes of organisations in figures 4.7a and 4.7b overleaf.

Figure 4.7a: Change in income in the last 12 months by organisation size



Source: Trafford State of the Voluntary Sector Survey 2012/13
Base: 48
Note: 'cannot say' response has been excluded from the analysis

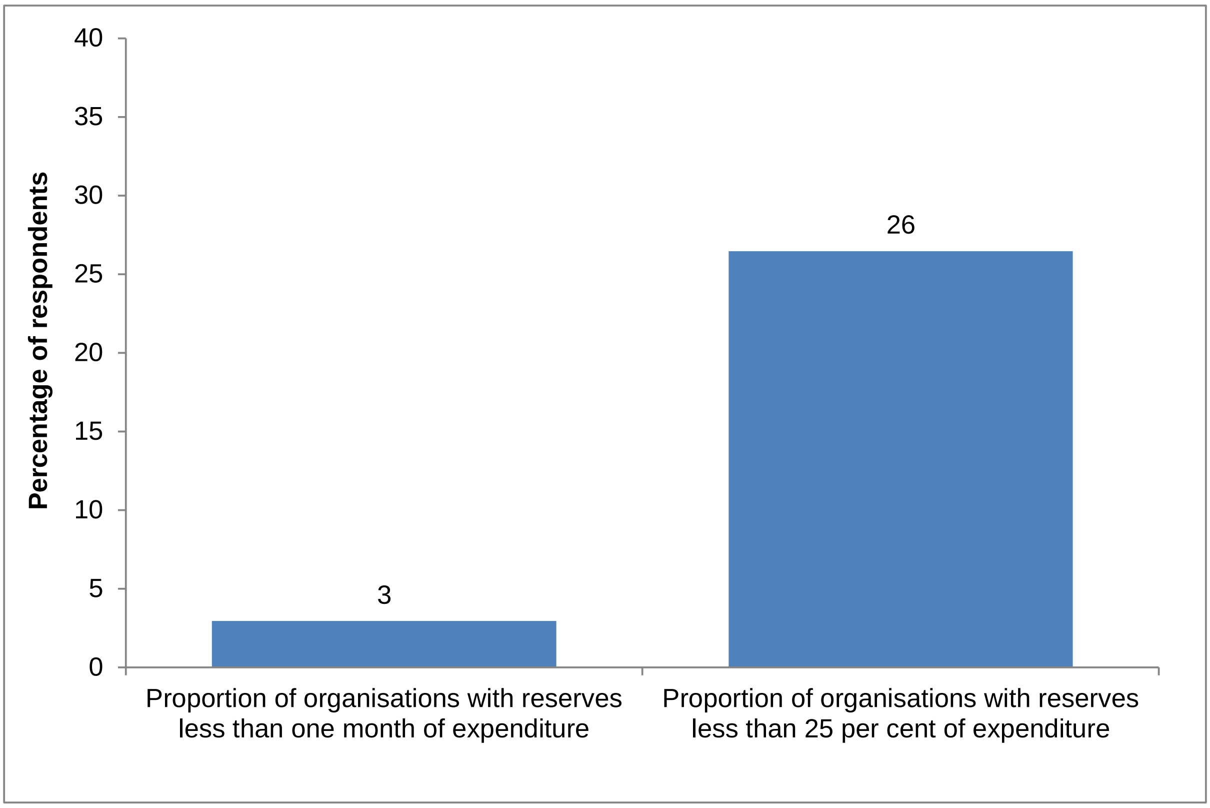
Figure 4.7b: Change in expenditure in the last 12 months by organisation size



Source: Trafford State of the Voluntary Sector Survey 2012/13
Base: 49
Note: 'cannot say' response has been excluded from the analysis

Further analysis of the financial reserve levels reported by respondent organisations provides an additional insight in to the financial health of the voluntary sector. Reserves are important as they provide organisations with funds to fall back on in the short term should other sources of funding reduce or be withdrawn. They also provide organisations with the flexibility to develop new and innovative activity that might not have attracted external funding from the outset. Organisations with low reserves relative to expenditure are therefore more likely to be restricted in their ability to adapt if key external funding is lost. In order to explore this issue in more detail reserves (2011/12) were calculated as a proportion of expenditure (2011/12) for each respondent. The results are shown in figure 4.8.

Figure 4.8: Financial vulnerability of organisations in Trafford



Source: Trafford State of the Voluntary Sector survey 2012/13
Base: 34

This shows that **3 per cent had reserve levels of less than one month's expenditure**, and a further 23 per cent had reserves that covered less than three months expenditure. This suggests that over one quarter of all organisations in the voluntary sector could be vulnerable should their funds be severely reduced or withdrawn. In reality it is likely to be the medium and large organisations in this category that are most at risk: they have greater financial commitments and require higher levels of income to carry out their work.

5

The Workforce

This chapter looks at the human resources employed in the voluntary sector in Trafford: paid staff, work placements and volunteers. The survey asked organisations to record:

- the number of full time equivalent (FTE)[23] members of paid staff that they employ
- the number of FTE people on work placements that are part of their workforce
- the number of volunteers that are part of their workforce, the number of hours each week that they contribute and their broad role type.

To provide context on how the workforce has changed the survey also asked organisations how aspects of their workforce had changed in the 12 months prior to the survey.

5.1. How many FTE paid staff are employed in the voluntary sector in Trafford?

Based on the average number of FTE paid staff employed by respondents to the survey across Greater Manchester, and drawing on the assumptions used to estimate the total number of organisations in Trafford, it is estimated that the 1,336 organisations in Trafford employed **1,700 FTE paid staff (2,400 employees)** in 2012/13. This was seven per cent of the estimated total number of FTE paid staff working within the voluntary sector in Greater Manchester.

Gross Value Added (GVA), the value of goods and services produced, is a key measure of the economic contribution of organisations or sectors. It can be estimated for paid employees working in Trafford organisations by multiplying the number of FTE paid staff by the estimated gross value added (GVA) per FTE employee[24]. From this calculation it is estimated paid employees of Trafford organisations contribute £52.4 million to the economy per annum.

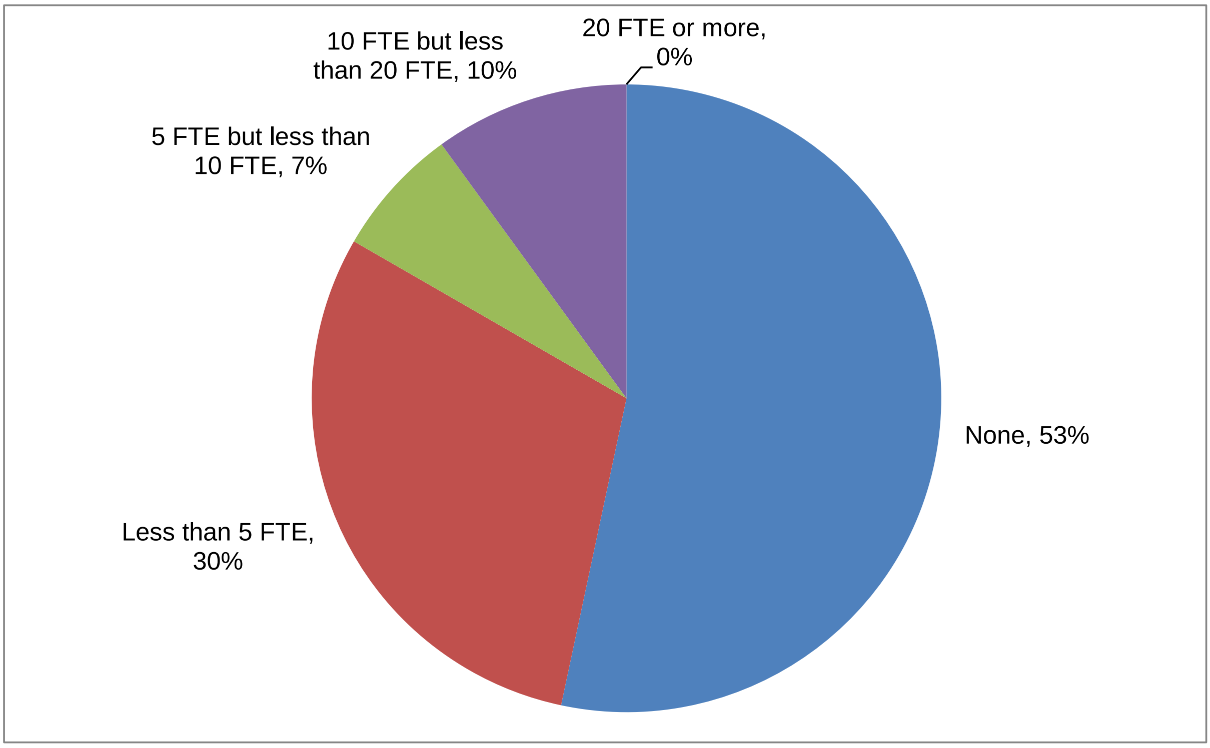
Seventy two per cent of FTE paid staff were employed in large organisations with an income of at least one million pounds. In comparison the 1,268 micro and small organisations combined which were estimated to have employed just seven per cent of FTE staff.

[23] FTEs are calculated on the basis that one worker in one paid full time job for a year would be one FTE and if that person worked half time they would be 0.5 FTE.
[24] This study used North West GVA per employee averaged across the following three sectors: public administration and defence, education and health and social work ONS

Figure 5.1 presents a breakdown of responding organisations by the number of FTE paid staff they employed. It should be noted that only 30 organisations completed this questions. Fifty three per cent of organisations (16 organisations) did not employ any paid staff and a further 30 per cent (nine organisations) employed less than five FTE employees. At the other end of the spectrum just ten per cent of organisations (three organisations) employed 10 but less than 20 FTE paid staff and no organisations employed more than 20 FTEs.

Compared with the Greater Manchester sample as a whole, a higher proportion of organisations within Trafford had FTE paid staff: 47 per cent in Trafford compared with 36 per cent in Greater Manchester. Four per cent of Greater Manchester organisations employed 20 or more FTE paid staff.

Figure 5.1: Organisations by numbers of FTE paid staff



Source: Trafford State of the Voluntary Sector survey 2012/13
Base: 30

5.2. How many FTE work placements are employed in the voluntary sector in Trafford?

Twenty three per cent of the 31 responding organisations reported that part of their workforce were on work placements (e.g. students or trainees). Similar to the previous section, survey responses can be extrapolated to the total number of organisations thought to be operating in the sector in Trafford to provide an estimate of the total number of FTE work placements in the sector. From this calculation there were **an estimated 150 FTE work placements** contributing to the workforce in Trafford in 2012/13. This was eight per cent of the estimated total across Greater Manchester.

5.3. How many volunteers are part of the voluntary sector workforce in Trafford and what is their economic contribution?

This section assesses the contribution of volunteers to the voluntary sector in Trafford.

Based on responses to the survey across Greater Manchester on numbers of volunteers and the hours which they contribute, and drawing on the assumptions used to estimate the total number of organisations in Trafford, it is estimated:

- **27,800 volunteers** were part of the sector's workforce in Trafford in 2012/13; this represents 12 per cent of Trafford's total population (227,100)[25] and eight per cent of the estimated total for Greater Manchester organisations
- these volunteers provided an estimated **83,700 hours of their time per week**; this was eight per cent of the estimated number of volunteer hours for all Greater Manchester organisations.

There are two broad approaches to valuing the contribution of volunteers. One method, and this study's preferred approach, is to value the output that they produce. In effect this is the value to society of the goods and services that volunteers produce. This can be estimated by multiplying the number of FTE volunteers by the estimated gross value added (GVA) per FTE employee[26]. From this calculation **the economic contribution of volunteers in Trafford organisations is estimated to be £75.0 million per annum[27]**.

The use of estimated GVA per FTE employee to measure the value of the output produced by volunteers assumes that paid employees would not be used in the absence of volunteers to produce the same level of goods and services. In such a situation the value of output is the value of the labour input (wages and benefits) plus the value of the capital input (for example office space and computers). If paid employees would be used to produce the same level of goods and services then the value of capital input would be borne whether or not volunteers were used. Therefore value of the output from volunteers would be just the value of the labour input. This value would be roughly equivalent to the value estimated from the input method of valuation which is outlined in the next paragraph.

In the second method, the value of the input of volunteers is used to value the contribution of volunteers[28]. This is the amount that it would cost to pay employees to do the work carried out by volunteers. As such, this can be considered to be the benefit to organisations[29]. However, this benefit might also be passed onto society via lower prices for goods and services due to lower costs of production. The input value of volunteers can be calculated by multiplying the number of hours that volunteers give per week by an estimate of how much it would cost to employ someone to do that work. There are a number of widely accepted hourly rates that could be used to estimate this value; these include: the national minimum wage, the local median wage, the local mean wage and the reservation wage. The latter, the hourly rate associated with the actual role of volunteers is the preferred option;

[25] It is likely that a number of these volunteers could be the same person volunteering for multiple organisations; additionally, residents from outside of Trafford volunteering within Trafford; and conversely there will be Trafford residents volunteering for organisations outside of Trafford.
[26] This study used North West GVA per employee averaged across the following three sectors: public administration and defence, education and health and social work ONS
[27] Please note currently the work of volunteers is not included within official GVA figures
[28] This is the approach recommended by Volunteering England
[29] This assumes that there are no additional costs faced by organisations in using volunteers: for example extra management costs

however incomplete responses to the breakdown of volunteers by their role prevented an accurate calculation using this method. Therefore the preference in this study has been to provide a range using the national minimum wage (low estimate) and the local median wage (high estimate). In reality the true value of the input provided by volunteers will lie between the two estimates. Given the results to the survey it is estimated that:

- assuming the national minimum wage for adults[30] it would cost **£26.9 million annually to employ staff to do the work provided by volunteers in Trafford organisations**
- assuming the median gross hourly wage for full time employees in the North West[31] it would cost **£52.0 million annually to employ staff to do the work provided by volunteers in Trafford organisations**.

Figure 5.2 presents a breakdown of survey responses by the number of volunteers that they use. It shows:

- just two per cent of organisations reported having no volunteers
- 32 per cent of organisations had between one and nine volunteers
- 16 per cent of organisations had between 10 and 19 volunteers
- 36 per cent of organisations had between 20 and 49 volunteers
- 14 per cent of organisations had 50 or more volunteers.

This pattern was largely representative of the picture for organisations across Greater Manchester as a whole, where:

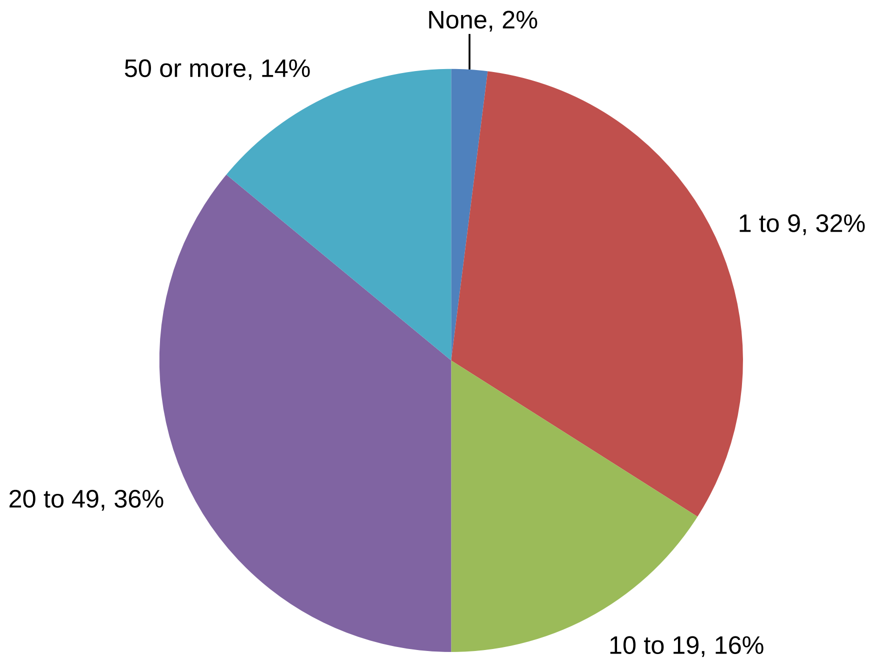
- one per cent of organisations had no volunteers
- 31 per cent of originations had one to nine volunteers
- 26 per cent of organisations had 10 to 19 volunteers
- 27 per cent of organisations had 20 to 49 volunteers
- and 14 per cent of organisations had more than 50 volunteers.

Assessment of the breakdown of volunteers by job role reveals:

- 27 per cent of volunteers were in management roles, including committee/board members
- 12 per cent of volunteers were in administrative roles
- 57 per cent of volunteers were in roles delivering services.

[30] £6.19 for 21 years and older in 2012
[31] £11.94 for 2012

Figure 5.2: Organisations by numbers of volunteers



Source: Trafford State of the Voluntary Sector survey 2012/13
Base: 50

5.4. How has the voluntary sector's workforce changed in the last 12 months?

The final part of this chapter reports on how respondents perceived three aspects of their workforce have changed in the past 12 months. The survey asked respondents viewed whether the following aspects of their organisation's workforce had ‘increased’, ‘stayed the same’ or ‘decreased’ in the last 12 months:

- the total number of paid employees
- the total number of work placements
- the total number of volunteers.

Please note a low number of responses were received to each of these questions so caution is needed when interpreting the results.

Figure 5.3 presents the results to these questions, the key findings of which are:

Paid employees:

- 25 organisations (71 per cent) reported that they employed a similar number of paid employees to a year ago
- the same number of respondents, five (14 per cent), reported an increase and a decrease in their number of paid employees over the previous year
- across Greater Manchester 17 per cent of organisations reported an increase in their number of paid employees; the same percentage reported a decrease.

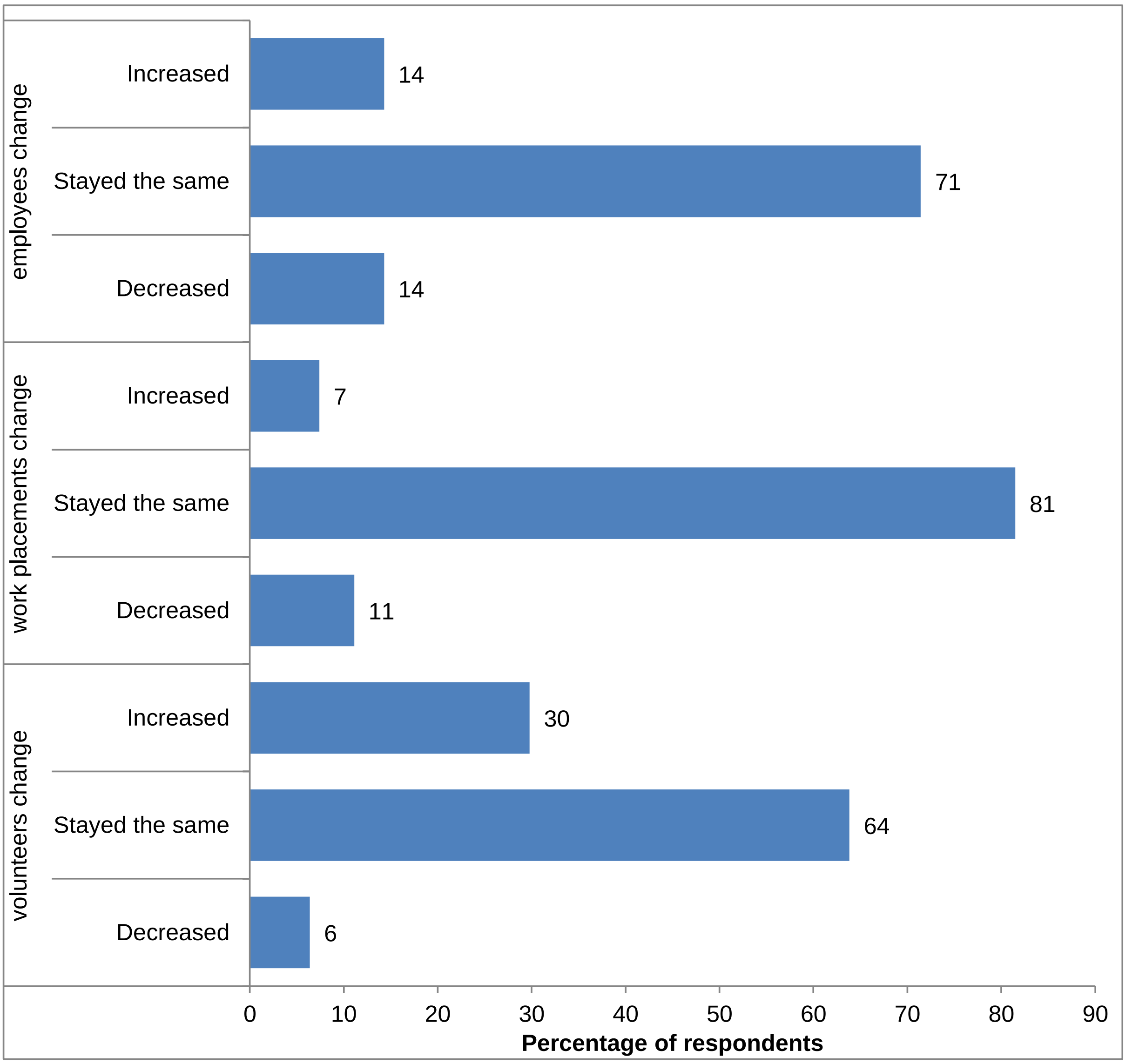
Work placement:

- two respondents (seven per cent) reported an increase in their number of work placements over the previous year
- three respondents (11 per cent) reported a decrease in the past year
- 14 per cent of Greater Manchester organisations reported an increase in their number of work placements compared with eight per cent who reported a decrease.

Volunteers:

- 30 per cent of respondents reported increased numbers of volunteers now compared to a year ago; this might have been the result of an increasing number of short term volunteer placements sent from Job Centres via Volunteer Centres and those unable to find work, and those that have lost their job turning to volunteering to maintain skills and to gain new ones
- in comparison six per cent of organisations reported a decrease in volunteer numbers
- nearly two fifths of Greater Manchester organisations reported an increase in their number of volunteers over the previous year, compared with 11 per cent who reported a decrease.

Figure 5.3: Change in aspects of the workforce in the last 12 months



Source: Trafford State of the Voluntary Sector survey 2012/13
Base: paid employees (35) work placements (27) volunteers (47)
Note: 'cannot say' response has been excluded from the analysis

6

Partnership Working: the Public Sector

This chapter explores survey respondent's experiences of partnership working. It includes the extent of their engagement with the key public sector bodies in Trafford and their perceptions about how these statutory agencies perceive their work.

6.1. Dealings with local public sector bodies

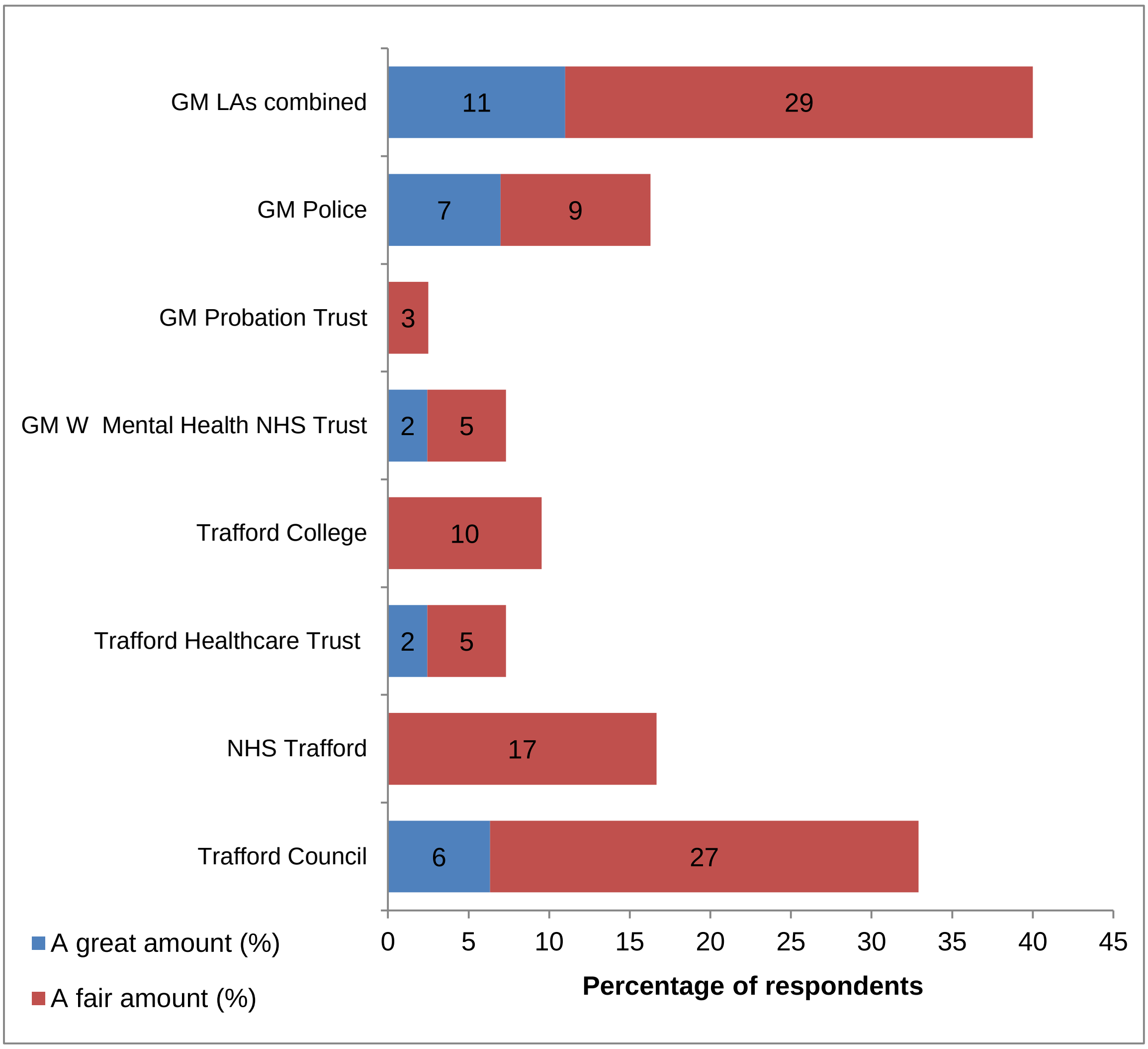
Survey respondents were asked about the extent of their dealings with each of the main public sector bodies covering the Trafford area. An overview of their responses is provided in figure 6.1, along with the local authority figure for Greater Manchester combined.

This shows that survey respondents had dealings with a range of local public sector bodies. The three most prominent were Trafford Council, NHS Trafford and Greater Manchester Police:

- **Trafford Council:** 62 per cent had some dealings with Trafford Council; including six per cent who had a 'great amount' of dealings and 27 per cent who had a 'fair amount' of dealings
- **NHS Trafford (Primary Care Trust):** 33 per cent had some dealings with NHS Trafford; including 17 per cent who had a 'fair amount' of dealings
- **Greater Manchester Police:** 28 per cent had some dealings with the Police; including 7 per cent who had a 'great amount' of dealings and nine per cent who had a 'fair amount' of dealings.

Local authorities consistently emerged as the most prominent public sector contact for respondents to this study across Greater Manchester. Overall, 11 per cent of respondents said they had a 'great amount' of dealings with their local authority and 29 per cent said they had a 'fair amount'. This is broadly consistent with the findings for Trafford.

Figure 6.1: Dealings with local public sector bodies



Source: Trafford State of the Voluntary Sector Survey 2012/13
Base: 40-79

6.2. Relationships with local public sector bodies

The previous section highlighted the central importance of Trafford Council, NHS Trafford, and Greater Manchester Police to the sector's work. The relationship between organisations and their local public sector partners is therefore important to their ability to operate effectively. To this end survey respondents were asked about the quality and effectiveness of their relationships with key public sector bodies. The questions covered the extent to which respondents said each public sector body:

- valued their organisation's work
- understood the nature and role of their organisation
- respected their organisation's independence
- informed their organisation about the issues which affected them or were of interest to them
- consulted their organisation about issues which affected them or were of interest to them
- involved their organisation appropriately in developing and carrying out policy on issues which affected them

- acted upon their organisation's opinions and/or responses to consultations.

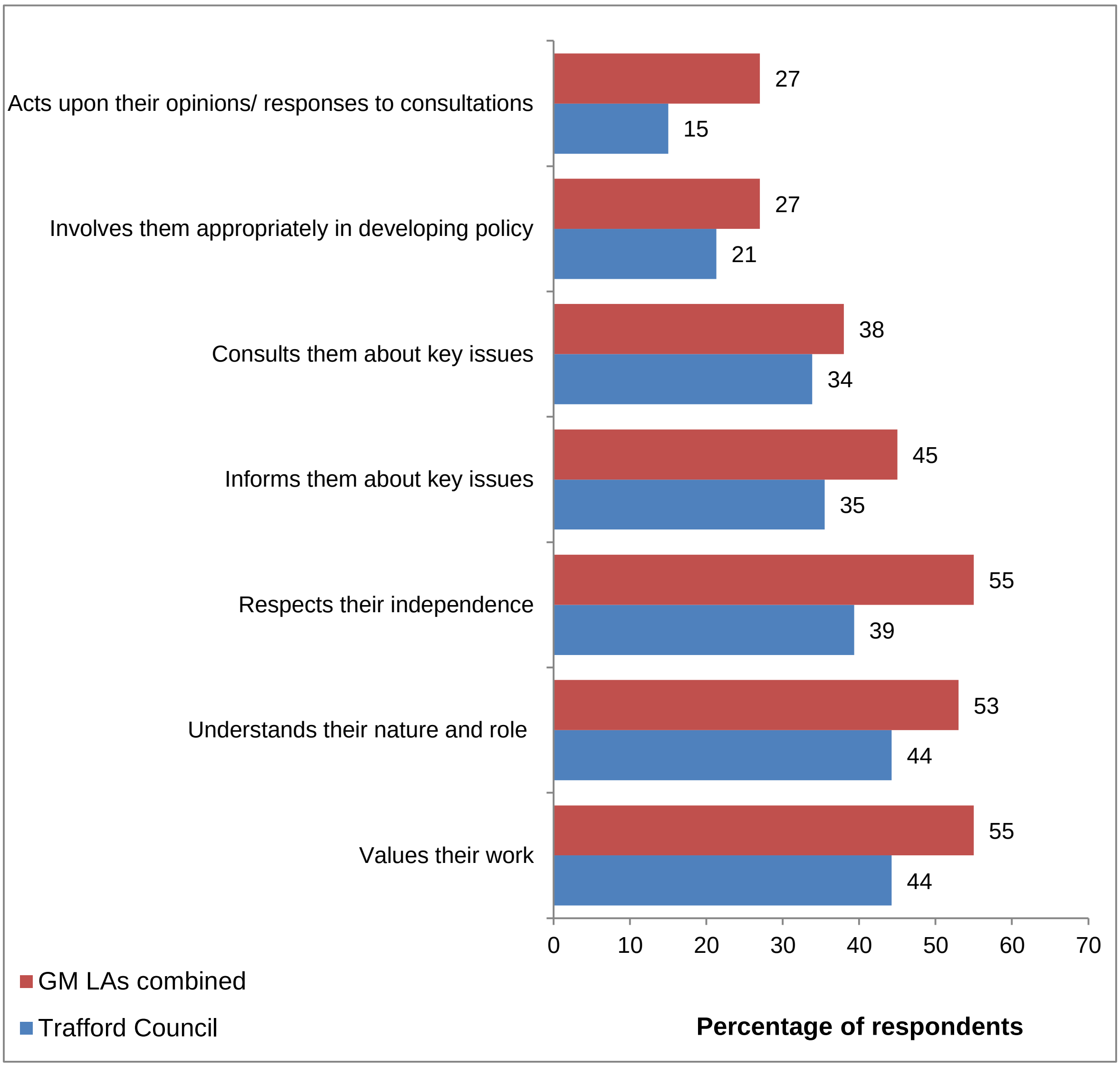
Respondents were asked to provide an answer for Trafford Council and their most frequent contact from the list of other public sector bodies. The results of each question are summarised in figures 6.2a and 6.2b. A comparison with the Greater Manchester average is also provided.

Figures 6.2a and 6.2b show that the voluntary sector's experiences of working in partnership with local public sector bodies were quite mixed:

- **valuing their work:** 44 per cent of respondents said that Trafford Council valued the work they did. In addition, 48 per cent of respondents said that their most frequent other public sector contact valued their work
- **understanding their role:** 44 per cent of respondents said that Trafford Council understood the role and nature of their organisation's role. In addition, 52 per cent of respondents said that their most frequent other public sector contact understood their role
- **respecting their independence:** 39 per cent of respondents said that Trafford Council respected their organisation's independence. In addition, 52 per cent of respondents said that their most frequent other public sector contact respected their independence
- **informing about key issues:** 35 per cent of respondents said that Trafford Council kept their organisation informed about issues which affected them or were of interest to them. In addition, 39 per cent of respondents said that their most frequent other public sector contact kept them informed
- **consulting about key issues:** 34 per cent of respondents said that Trafford Council consulted their organisation about issues which affected them or were of interest to them. In addition, 41 per cent of respondents said that their most frequent other public sector contact consulted them
- **involving in policy development:** 21 per cent of respondents said that Trafford Council involved their organisation appropriately in developing and carrying out policy on issues which affected them. In addition, 24 per cent of respondents said that their most frequent other public sector contact involved them in policy development
- **acting on their views:** 15 per cent of respondents said that Trafford Council acted upon their organisation's opinions and/or responses to consultations. In addition, 29 per cent of respondents said that their most frequent other public sector contact acted on their views.

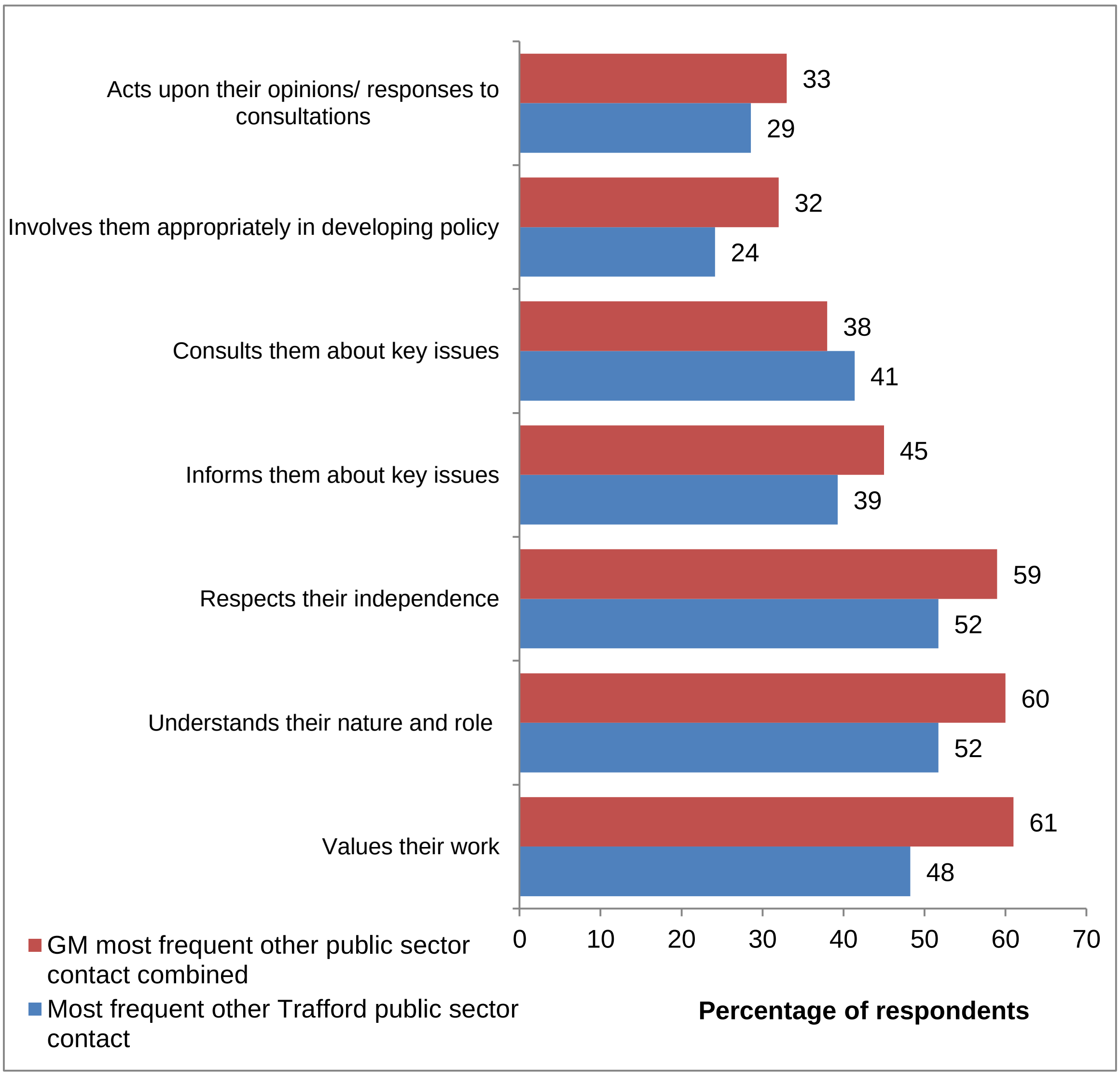
This suggests an overall trend in which the voluntary sector's experience of working with Trafford Council was broadly similar to other local public sector bodies. This is slightly different to the trend across Greater Manchester, where other local public sector bodies tended to score more highly. Overall, the results for Trafford are less positive than for Greater Manchester as a whole.

Figure 6.2a: Relationships with Trafford Council



Source: Trafford State of the Voluntary Sector Survey 2012/13
Base: 60 – 62

Figure 6.2b: Relationships with other most frequent public sector contact

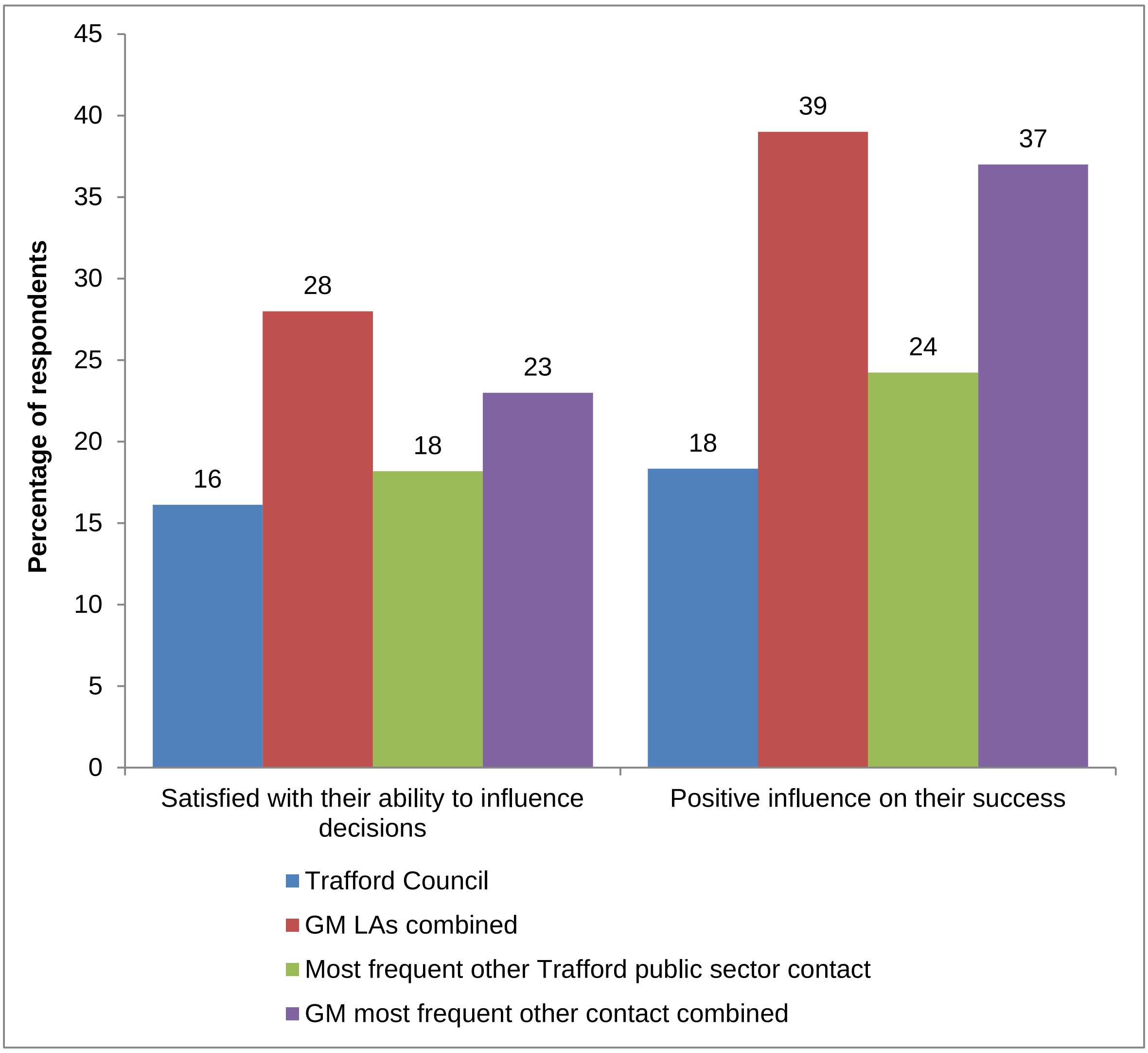


Source: Trafford State of the Voluntary Sector Survey 2012/13
Base: 28-29

The survey findings regarding relationships with local public sector bodies are reinforced by responses to two further questions which asked the extent to which organisations were satisfied with their ability to influence public sector decisions of relevance to their organisation and the extent to which they thought local statutory bodies influenced their success[32]. The results of these questions are summarised in figure 6.3. A comparison with the Greater Manchester average is also provided.

[32] This latter measure was used in 2008 and 2010 to provide evidence of local authority performance against 'National indicator 7: the environment for a thriving third sector'. It therefore provides an important national benchmark against which local sector relationships can be judged.

Figure 6.3: Proportion of organisations who said they were satisfied with their ability to influence public sector decisions of relevance to their organisation and who said local public sector bodies influence their organisation's success



Source: Trafford State of the Voluntary Sector Survey 2012/13
Base: 60 / 62

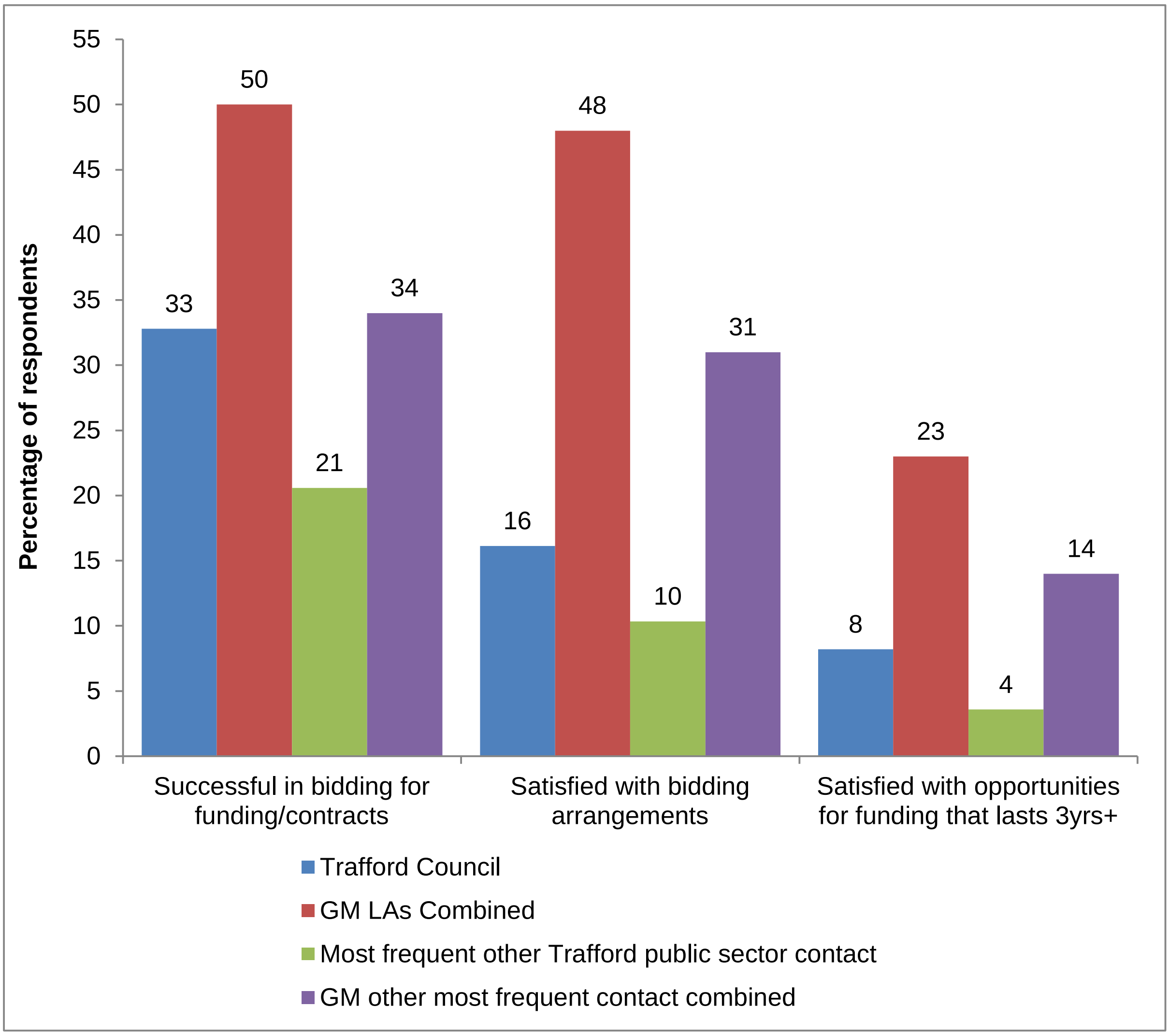
This shows that 16 per cent of respondents were satisfied with their ability to influence Trafford Council decisions of relevance to their organisation and 18 per cent said that Trafford Council had a positive influence on their organisation's success. This is lower than the Greater Manchester combined figures.

In addition, 18 per cent of respondents said they were satisfied with their ability to influence key decisions of their most frequent other public sector contact and 24 per cent said this contact had a positive influence on their success. Again, this is lower than the Greater Manchester combined figures.

6.3. Funding from local public sector bodies

Respondents were also asked to reflect on their experiences of public sector funding in terms of how successful they had been; how satisfied they were with bidding arrangements; and how satisfied they were with the level of opportunity to bid for long-term funding. The responses are illustrated in figure 6.4 and are split between perceptions of Trafford Council and of organisations' most frequent other public sector contact. This shows that 33 per cent of respondents were successful in bidding for contracts with Trafford Council compared to a 21 per cent success-rate with other public sector bodies. Satisfaction with bidding arrangements were broadly equal across both categories, with 16 per cent satisfied with bidding arrangements for Trafford Council contracts and ten per cent for their most frequent other public sector contract. Eight per cent were satisfied with the opportunities for funding or contracts with Trafford Council that last three years or longer; and four per cent felt the same for their most frequent other public sector contact. A comparison with the Greater Manchester average is also provided.

Figure 6.4: Experiences of bidding for funding and contracts with the public sector



Source: Trafford State of the Voluntary Sector Survey 2012/13
Base: 61 - 62

When compared with the Greater Manchester combined figures and other local authorities, satisfaction with Trafford Council and other public sector bodies is substantially lower.

6.4. Qualitative perspectives on local public sector bodies

Following on from quantitative questions regarding the nature of respondents' relationships with local public sector bodies, respondents were also asked to provide further qualitative (i.e. written) information about these relationships. On the whole these comments were positive, suggesting that Trafford Council had a good relationship with many organisations:

> *“Trafford Council have been both positive and supportive in the work of our group (…) The officers we have contact with listen and respect our views. They may not always agree but are willing to discuss ideas and offers alternative ideas.”*

> *“All dealings with Trafford council have been very satisfactory.”*

There were, however, one or two dissenting voices, who had found Trafford Council difficult to work with, or had not engaged with Trafford Council in any way (which may be due to the nature of their service rather than a particular issue with Trafford Council):

> *“The Council do not consult or involve local groups at all well and when they try to it is not genuine.”*

> *“We have had absolutely no dealings with the Trafford Council.”*

7

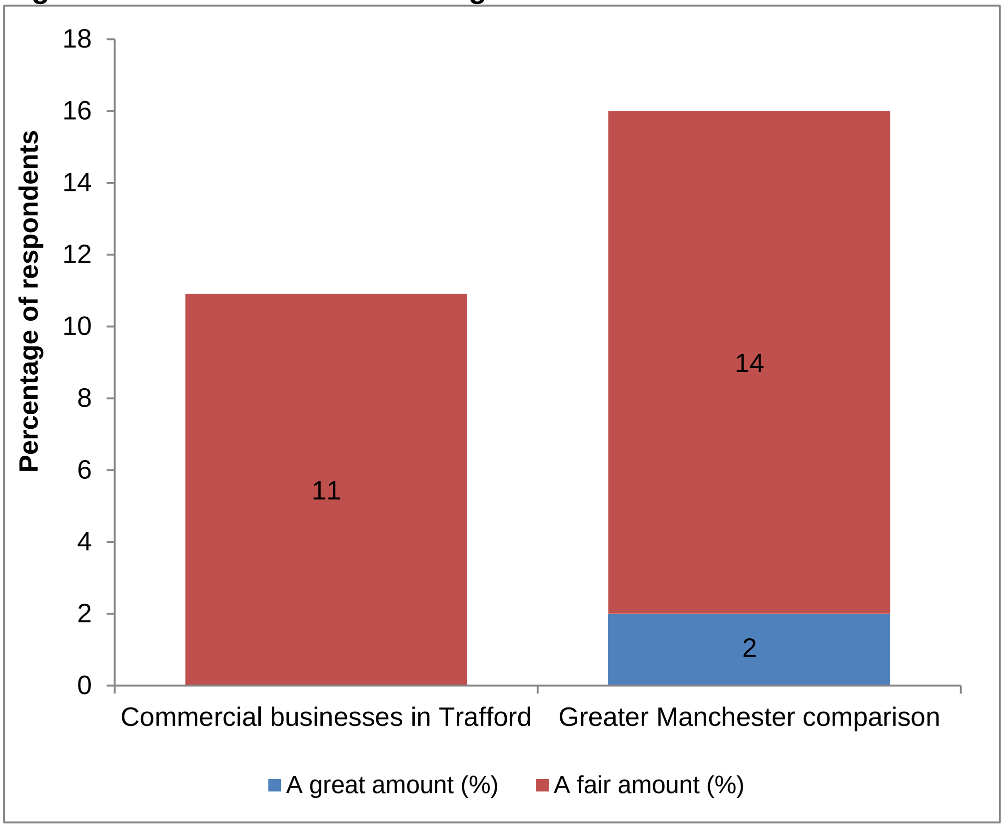
Partnership Working: Commercial Businesses

The previous chapter explored respondents' experiences of partnership working with public sector bodies. This chapter moves on to explore their experiences of working with the commercial sector. This is new territory for many voluntary and community organisations but will become more important as funding from public sector, charitable and philanthropic sources reduces. Survey respondents were asked about their direct dealings and experiences with each of working with commercial businesses in Trafford.

7.1. Working with commercial businesses

Survey respondents were asked to indicate the extent to which they had direct dealings with commercial businesses in Trafford. 53 per cent reported that they had some direct dealings, with 11 per cent having a 'great' or 'fair' amount of contact. This is slightly lower than the average for Greater Manchester as a whole (figure 7.1).

Figure 7.1: Extent of direct dealings with commercial businesses



Source: Trafford State of the Voluntary Sector Survey 2012/13
Base: 54

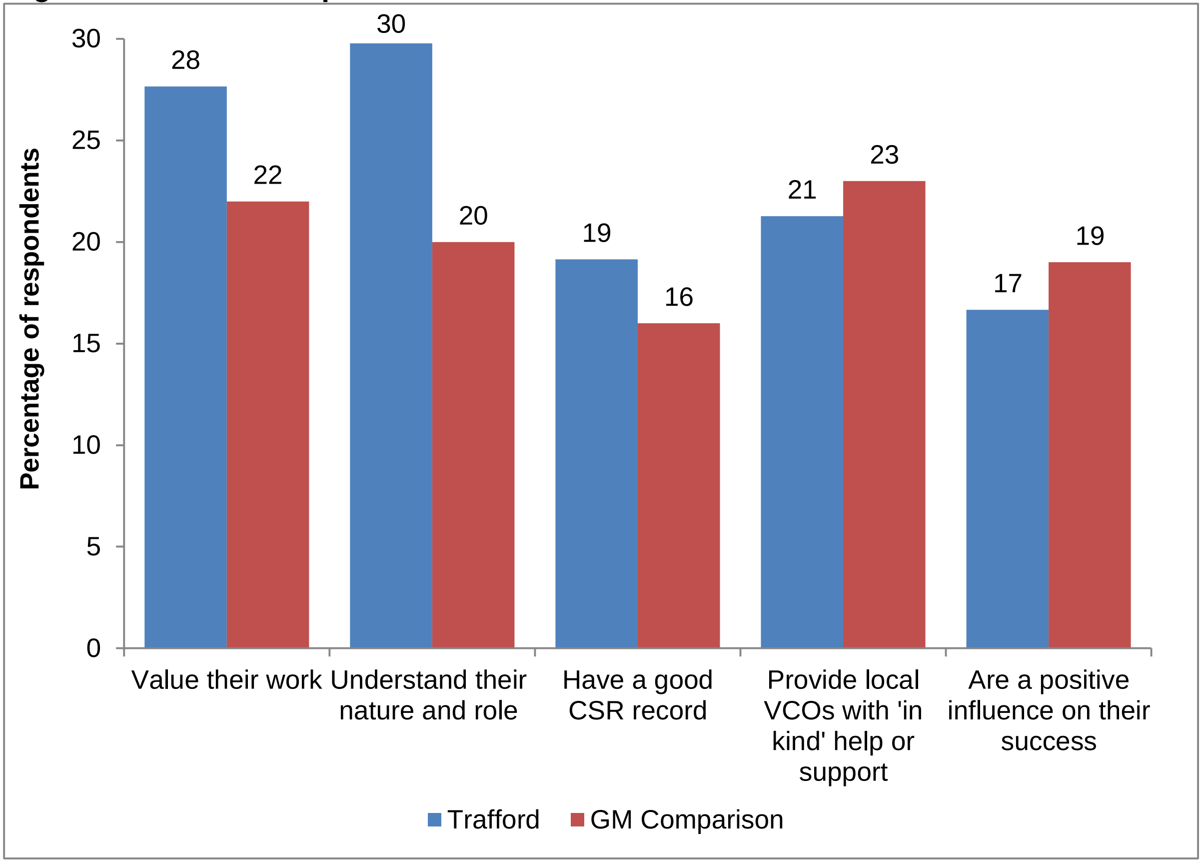
As with public sector bodies, survey respondents were also asked about their perceptions of commercial businesses. They were asked to indicate the extent to which they thought that commercial businesses:

- valued their organisation's work
- understood the nature and role of their organisation
- had a good record in terms of corporate social responsibility
- provided local voluntary and community organisations/groups with 'in kind' help and/or support.

The results, including a Greater Manchester comparison, are summarised in figure 7.2. This shows that, compared to perceptions of public sector bodies (see figure 6.2), and the average from respondents across Greater Manchester, survey respondents had less positive perceptions of commercial businesses in Trafford:

- 28 per cent of respondents felt that commercial businesses **valued their work**
- 30 per cent of respondents felt that commercial businesses **understood the nature and role of their organisation or group**
- 19 per cent thought that commercial businesses in Trafford had a good record on **corporate social responsibility**
- 21 per cent felt that commercial businesses provided local VCOs with **'in kind' help or support**
- Taking all things into account, just 17 per cent of survey respondents felt that the commercial business community in Trafford was a **positive influence on their organisation's success**.

Figure 7.2: Relationships with commercial businesses



Source: Trafford State of the Voluntary Sector Survey 2012/13
Base: 47 - 48

On the whole, the findings from this chapter suggest that commercial businesses in Trafford were not seen in a positive light by survey respondents.

7.2. Working with commercial businesses

Respondents were asked to comment qualitatively about their relationships with local businesses. This gave a slightly less negative image of the private sector. Organisations had less engagement with commercial businesses on the whole than with the public sector and VCS, and where organisations did engage it was usually on a small scale, *ad hoc*, basis:

> *"We have actively sought to engage with local businesses and have generally received good feedback. We have had particularly valuable support from the local publican and NISA store."*

> *"Local business are supportive in terms of providing donations to support fundraising activities and publicising events."*

> *"Businesses are not interested in local groups and projects and don't try to connect and understand our work."*

> *"We have no contact with any commercial business in Trafford."*

8

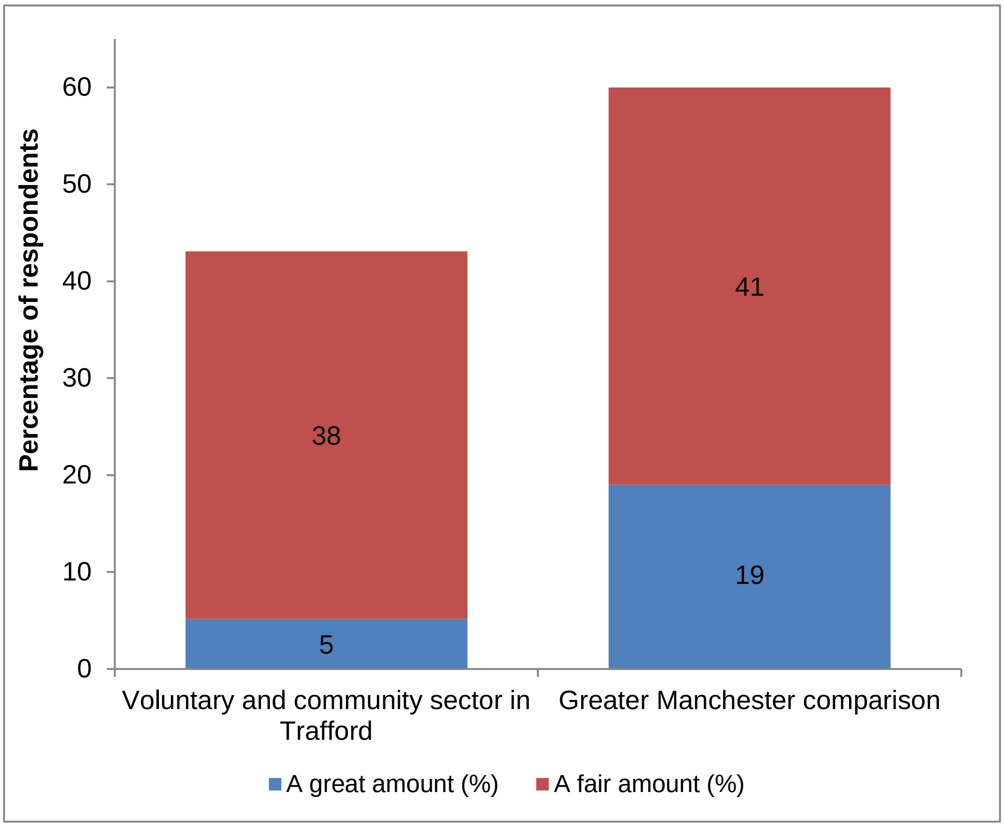
Partnership Working: Voluntary Organisations and Community Groups

The previous two chapters have explored respondents' experiences of working with organisations from the public and commercial sectors. This chapter discusses survey respondents' views on their work with other voluntary and community sector organisations. This includes working collaboratively with voluntary organisations and community groups and accessing help and advice from local support and development organisations.

8.1. Working with other voluntary and community organisations

Survey respondents were asked about the extent to which they had direct dealings with other voluntary and community organisations in Trafford. 83 per cent had some direct dealings with other voluntary and community organisations and 43 per cent had a 'great' or 'fair amount' of contact. This is lower than the figures for Greater Manchester combined, which show that 60 per cent had a 'great' or 'fair amount' of dealings with other voluntary and community organisations.

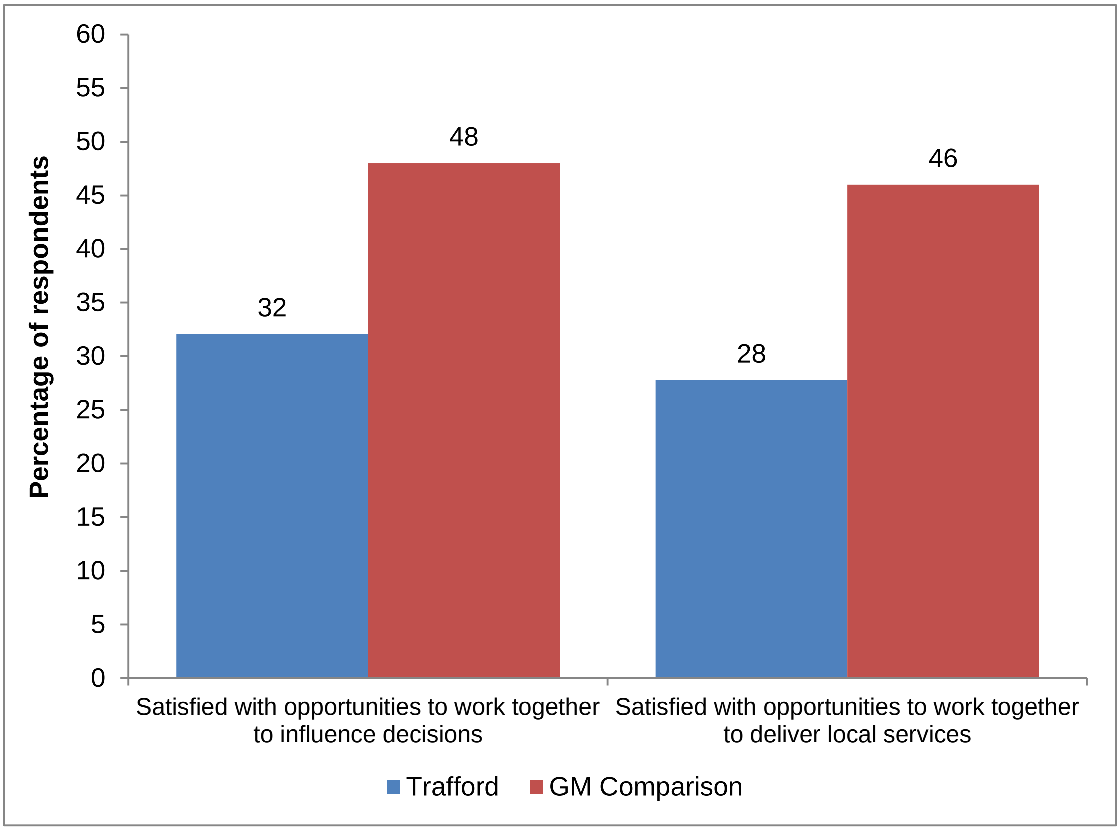
Figure 8.1: Extent of direct dealings with voluntary and community organisations



Source: Trafford State of the Voluntary Sector Survey 2012/13
Base: 58

Respondents were asked to reflect on the opportunities they had to work with other voluntary and community organisations in terms of influencing local decisions and delivering local services. Figure 8.2 summarises the responses.

Figure 8.2: Satisfaction with opportunities to work with voluntary and community organisations



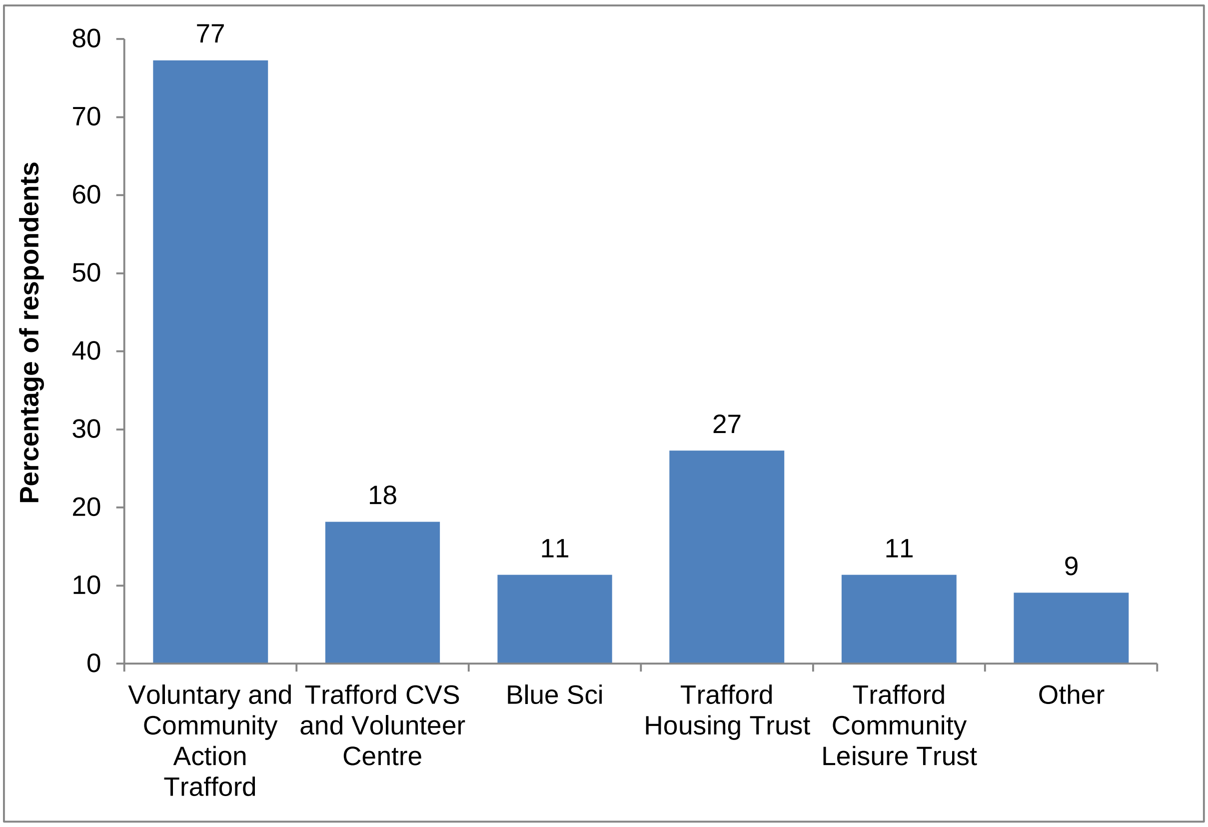
Source: Trafford State of the Voluntary Sector Survey 2012/13
Base: 53 / 54

This shows that 32 per cent of respondents were satisfied with the availability of opportunities to influence local decisions and that 28 per cent were satisfied with the availability of opportunities to work together to deliver local services. This is lower than the figures for Greater Manchester combined, which show that 48 per cent were satisfied with opportunities to influence local decisions and that 46 per cent were satisfied with opportunities to work together to deliver local services.

8.2. Working with local support and development organisations

Survey respondents were asked if their organisation currently received support from a list of named local support and development organisations based in the Trafford area. The results are summarised in figure 8.3.

Figure 8.3: Local support and development organisations from which support received



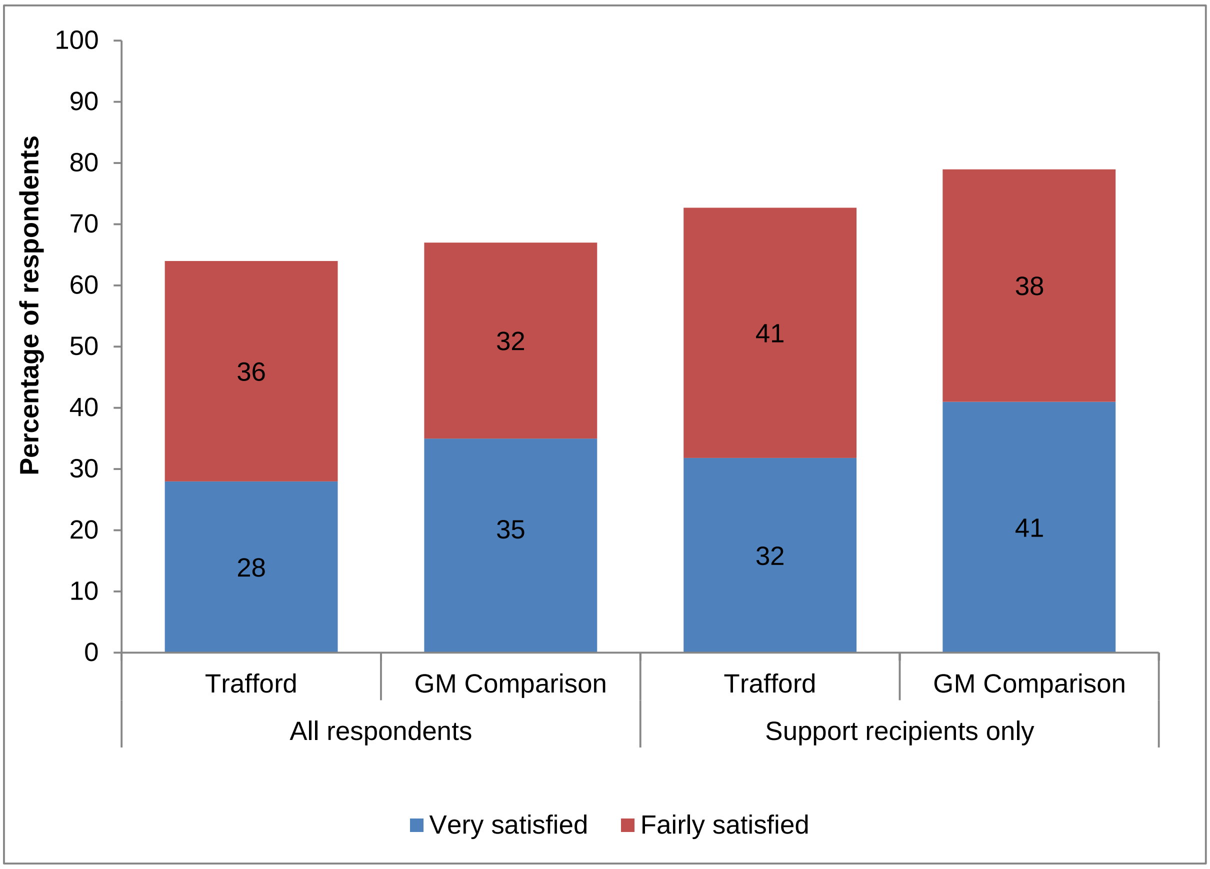
Source: Trafford State of the Voluntary Sector Survey 2012/13
Base: 44

This shows that Voluntary and Community Action Trafford provided support to the highest proportion of survey respondents (77 per cent). Other organisations provided support to far fewer organisations but this is likely to be a function of the fact that they were not borough wide and tended to support groups within defined local areas (i.e. wards or neighbourhoods) or those working with specific beneficiary groups (i.e. faith based).

Survey respondents were also asked the extent to which they were satisfied with the support available from these local support and development organisations. An overview of the results is provided in figure 8.4.

Figure 8.4 shows that overall 64 per cent of organisations were satisfied with the support available from local support and development organisations in Trafford. It also shows that of the organisations that had received support, 73 per cent were satisfied. These findings provide an important endorsement for the work that these organisations do to provide help, advice and support across the voluntary sector in Trafford. This is broadly similar to the combined figures for Greater Manchester, which show that overall, 67 per cent of organisations were satisfied with the support available from local support and development organisations and that of the organisations that had received support, 79 per cent were satisfied.

Figure 8.4: Satisfaction with support available from local support and development organisations



Source: Trafford State of the Voluntary Sector Survey 2012/13
Base: 50

Survey respondents were asked to provide qualitative feedback about what was particularly good, and what could be improved, regarding the help, advice and support received. This was seen as important to many respondents, but was constrained by a lack of time. Local engagement between VCS organisations was seen to be improving in the area:

> *"Old Trafford is a great place to work with other groups. I just don't have enough time to do as much as I would like."*

> *"In the last 6 months we have been sent more information re the above."*

Nonetheless, many other responses referred to a lack of engagement between organisations, including in service delivery:

> *"Organisations are supposed to subcontract services using the funding that they receive from Trafford Council but, in reality, they don't, which restricts our access to funding."*

Conclusions

9

This research study has considered the scale, scope and nature of the voluntary sector in Trafford. In turn, we have examined the sector in four different ways:

- chapter 3: the basic ‘anatomy’ of the voluntary sector in Trafford
- chapter 4: the finances and income of the voluntary sector
- chapter 5: the workforce, and
- chapters 6-8: partnership working.

As discussed in chapter 2 the 1997-2010 period provided a very positive political and economic environment for the voluntary sector and its activities. But economic uncertainty and developments such as the Government's programme of welfare reform means the future looks more uncertain: from national charities to local community groups, health and social care providers to employment support projects, the next few years are likely to present a series of challenges which will have an important bearing on the future direction and long term sustainability of many organisation's work.

Against this background, this research has provided in depth data about the 'state of the voluntary sector' in Trafford at the start of 2013 and answers some important questions. Information about the size, scale and scope of the sector, the role it plays in the social and economic life of the borough, and how it has been affected by public sector cuts and the economic downturn, has been collected, and where possible compared with the wider picture emerging across Greater Manchester. From this analysis six important findings stand out:

1. **There are a wide range and a large number of organisations operating in Trafford who are involved in many areas of activity. As such the voluntary sector in the borough occupies an important strategic position between policy development, service provision and everyday life.**

    - there were an estimated 1,336 organisations working in the voluntary sector
    - the vast majority (88 per cent) of organisations were 'micro' with income of less than £10,000
    - whilst the voluntary sector has a fairly well established core it had seen the formation of many new organisations over the past 10 years: of organisations responding to the survey 25 per cent had been formed since 2003
    - the voluntary sector cuts across many different policy and issue domains; in particular there were sizable concentration of organisations working in the thematic areas of health and well-being; education, training and research; community development: and sport and leisure

- they worked with a whole range of different people, especially older people, children and young people, but also people from the most vulnerable groups (for example those with health problems)
- the voluntary sector works at a range of different geographical levels: both across and beyond Trafford; the local authority area, and specific communities and neighbourhoods within it, are the main focus for a majority of organisations.

2. **The voluntary sector in Trafford is an important economic entity, but patterns in the amount of money the voluntary sector receives, the way the organisations are spending their money, and the size of their financial reserves suggest the sustainability of many organisations is under threat.**

   The research has provided a detailed economic profile of the voluntary sector:

   - total income in 2011/12 was estimated to be £65 million, a reduction of two per cent compared to 2010/11
   - more than nine out of ten organisations' income was small (less than £100,000), but there were also a number of large organisations (estimated 23 in total) with an income of more than £1 million
   - a notable proportion of organisations have very little money to fall back on if their funding is withdrawn: while just 3 per cent had reserves totalling less than one month of expenditure, over one quarter had insufficient reserves to cover more than three months expenditure.

3. **In 2012/13 there were an estimated 1,700 FTE paid staff and 150 FTE work placements employed in the voluntary sector. In addition the voluntary sector was supported by 27,800 volunteers who combined donated 83,700 hours per week.**

   This report has also gone beyond this headline number of volunteers to calculate a monetary value of their contribution:

   - valuing the contribution of volunteers to Trafford organisations by the expected value of the output that they produced gives an estimated contribution of £75.0 million.
   - valuing the contribution of volunteers as an input - the amount that it would cost to pay employees to do the work done by volunteers - shows:
     - assuming the national minimum wage for adults it would have cost £26.9 million annually to have employed staff to do the work provided by volunteers in Trafford organisations
     - assuming the median gross hourly wage for full time employees in the North West it would have cost £52.0 million annually to have employed staff to do the work provided by volunteers in Trafford organisations.

4. **The public sector is an absolutely key partner for the sector in Trafford, but organisations' experiences of partnership working varied considerably.**

   The research explored the extent and nature of local partnership working between the two sectors:

   - 62 per cent of respondents had some dealings with Trafford Council, 33 per cent had some dealings with NHS Trafford, and 28 per cent had some dealings with Greater Manchester Police

- fewer than one fifth of respondents were satisfied with their ability to influence public sector decisions and only a slightly larger proportion said local statutory bodies had a positive influence on their success.

5. Non-public sector bodies were also important to the voluntary sector, in particular support organisations and other voluntary and community organisations

The research explored the extent and nature of respondents' engagement with commercial businesses, other voluntary and community organisations and support organisations:

- engagement with commercial businesses was relatively low, which was also reflected in a less positive view of commercial businesses than other sectors. 28 per cent of respondents thought that commercial businesses in Trafford value their work and 30 per cent thought that they understood the nature and role of their organisations
- engagement with other voluntary and community organisations and support organisations was much higher, with 83 per cent having direct dealings with other voluntary and community organisations and 73 per cent of support recipients were satisfied with the support they received from local support and development organisations.

6. Continued public sector funding cuts and the wider economic landscape left many groups with an uncertain future. Inflation and rising costs – particularly energy prices - added to these problems

In the immediate and long-term future securing funding was the key challenge for many organisations. This was particularly the case for those attempting to access public sector funding, and many expressed concerns about the future sustainability of their organisations in this context. Rising costs exacerbated this issue for some respondents.

> *"Staff redundancies due to lack of funding. Possible service redesign and reduction in service offered against the background of increased needs of clients."*

> *"The main challenge to our group in the next year will be funding to meet the cost of heating and lighting. The premises we use are given to us by the church for free but the cost of heating is increasingly high."*

For some this was compounded by increased demand for projects, in particular as a result of the economic climate and government policy reforms. The government's programme of welfare reform also presented challenges to some organisations. This included the introduction of personalised budgets for people with disabilities, and - more broadly - the impact of reforms on the demand for services:

> *"We are very concerned at the apparent lack of preparation for the governments ""Digital by Default"" strategy, meaning that a great many older and disabled people will be unable to access many government services due to their inability to use computers and the internet."*

> *"As the service becomes known, more and more people are coming to us for support. With this in mind we are then faced with a dilemma, turn people away or struggle more financially than we currently are. This is an*

unacceptable situation which we are not prepared to undertake lightly. Though our ethic is to turn no person away."

"Withdrawal of legal aid in family dispute cases will mean more families applying direct for use of our service which could present us with a problem with regard to child protection / domestic violence issues."

Appendix 1

A1

On a number of occasions the analysis in this report has used extrapolations from the survey responses to provide estimates of totals for all organisations that work in the voluntary sector:

- the number of clients, users and beneficiaries of the sector
- the total income of the sector
- and the number of FTE paid staff, FTE work placements and the number of volunteers that are part of the sectors workforce; including the hours per week that volunteers contribute.

In each case the same three stage method has been used for calculating the sector wide totals:

- **stage one:** calculate the Greater Manchester averages for each of the four size bands of organisations: 'micro', 'small', 'medium' and 'large': column (a) in table 8.1
- **stage two:** multiply the average for each size band (column (a) in table 8.1) by the estimated number of organisations within that size band (column (b) in table 8.1) to give the total for each size band of organisations (column (c) in table 8.1)
- **stage three:** sum the estimates from stage two (column (c) in table 8.1) to give a sector wide total estimate (cell (d) in table 8.1).

This was necessary to take account of noticeable differences in the response rates by organisation size. A failure to do this would lead to upwardly biased estimates: a small number of mainly 'large' organisations create a high mean value that is not representative of the majority of organisations. This is an important point given that we estimate that a large proportion of the sector is made up of 'micro' organisations which tend to have far lower values and not taking into account difference by size of organisations would produce estimates that are much higher.

Table 8.1: Extrapolations: a worked example (total annual income)

	Average income by size (a)	Estimated number of organisations (b)	Total income (c)
Micro (under £10k)	£2,600	1,176	£3,057,446
Small (£10k to £100k)	£38,472	92	£3,531,214
Medium (£100k to £1m)	£301,433	46	£13,791,723
Large (over £1m)	£1,961,837	23	£44,915,080
Total			**(d) £65,295,462**