

# Mansfield State of the Sector



2022

# Mansfield State of the Sector 2022

## CONTENTS

1. KEY FINDINGS	3
2. PART ONE - ABOUT THE SECTOR	6
3. PART TWO - UNDERSTANDING CHANGE	14
4. PART THREE - FINANCES & FUNDING	28
5. PART FOUR - CHALLENGES & SUPPORT	43
6. IMPACT OF COVID-19	51
7. MANSFIELD FOCUS GROUP INSIGHT	52



# MANSFIELD STATE OF THE SECTOR 2022 KEY FINDINGS

1

## About the Sector - Micro Organisations delivering local services, with modest turnover

- 40% of respondents are Registered Charities and 17% are registered as a Community Group with a constitution.
- 74% deliver solely across Nottinghamshire.
- 32% of respondents have been operating for over 20 years – 14% have been operating for less than 4 years.
- 63% have an annual income under £50,000, with 39% under £10,000.
- 42% are micro-organisations employing 1-9 staff with a further 44% not employing any staff at all. 11% employ between 10-49 staff.
- 14% have increased their paid staff, with 8% having to make redundancies mainly due to COVID-19.
- 46% have up to 10 volunteers involved, 3% have 51+ volunteers involved.
- 30% reported a decrease in volunteers, with 46% believing that the pandemic has affected volunteering levels.

2

## Areas of Support and Demand for Services

- 39% have reassessed their organisational aims and service delivery.
- Delivering Social Activities (9%) and Health and Wellbeing – General (9%) are the two most frequently cited service delivery areas, with 7% of all responses covering Social Activity services.
- 65% confirmed that demand for services has increased, with 42% of those feeling that this is due to COVID-19.
- 66% are unlikely to close any services in the next 12 months and 73% are unlikely to close in the next 12 months.

# MANSFIELD STATE OF THE SECTOR 2022 KEY FINDINGS

## 3 Financial Stability

- 42% report that income has decreased over the last 2 years, with 55% reporting that COVID-19 has directly affected income levels overall.
- 45% reported that funding is stable.
- However 52% reported that funding does not cover all costs, 43% have less than 6 months reserves.

## 4 Sources of Funding

- 33% reported receiving grants, the highest source of funding, with private donations being the second highest source of funding at 25%.
- 17% had received funding from Notts County Council, 10% from Mansfield District Council and 8% from the National Lottery Community Fund.
- 24% had benefitted from Coronavirus Community Support Funding.

In the last 2 years:-

- 31% reported that overall income from council funding has increased.
- 82% reported no income received from NHS providers.
- 42% reported that income from donations and fundraising had decreased and this was attributable to COVID-19.
- 45% have found it easier to access funds.

# MANSFIELD STATE OF THE SECTOR 2022 KEY FINDINGS

5

## Partnership Working and Influence

- Re partnership working, 50% reported that this had increased.
- 36% disagree that they can influence local decisions.

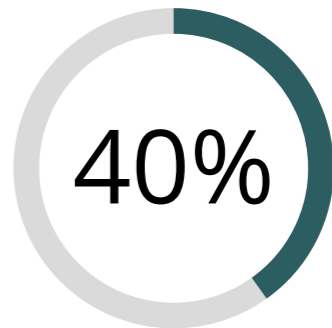
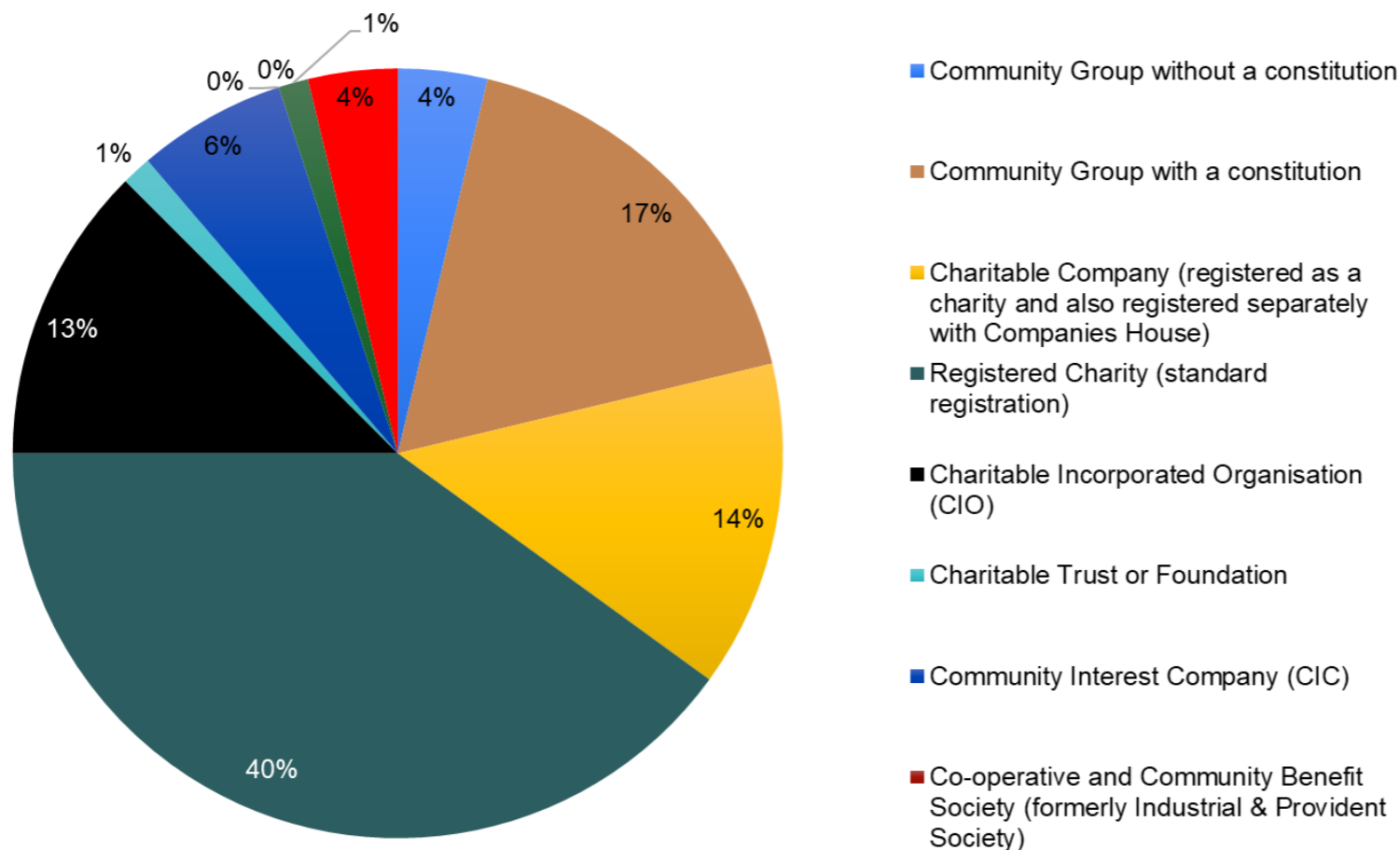
6

## Challenges

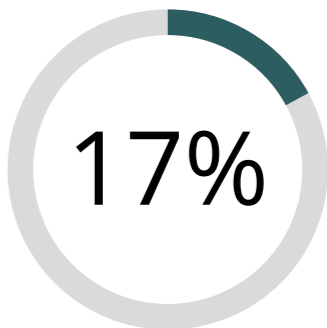
- Income generation (20%), creating a sustainable funding base (19%) and meeting demand (13%) were the most frequently cited challenges.
- Fundraising, Bid Writing/Tendering, Recruiting and Supporting Volunteers and Comms & Marketing were cited as the biggest skills shortages.
- Regarding support from MCVS – Support with funding applications, Volunteer Development and Recruitment, Network facilitation and Organisational Development were the most cited requirements.

# PART ONE - ABOUT THE SECTOR

Legal Status of Organisations

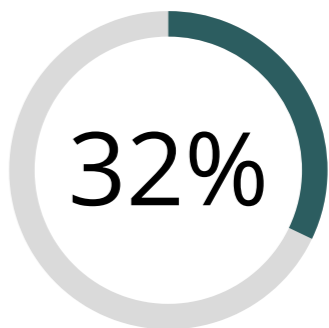
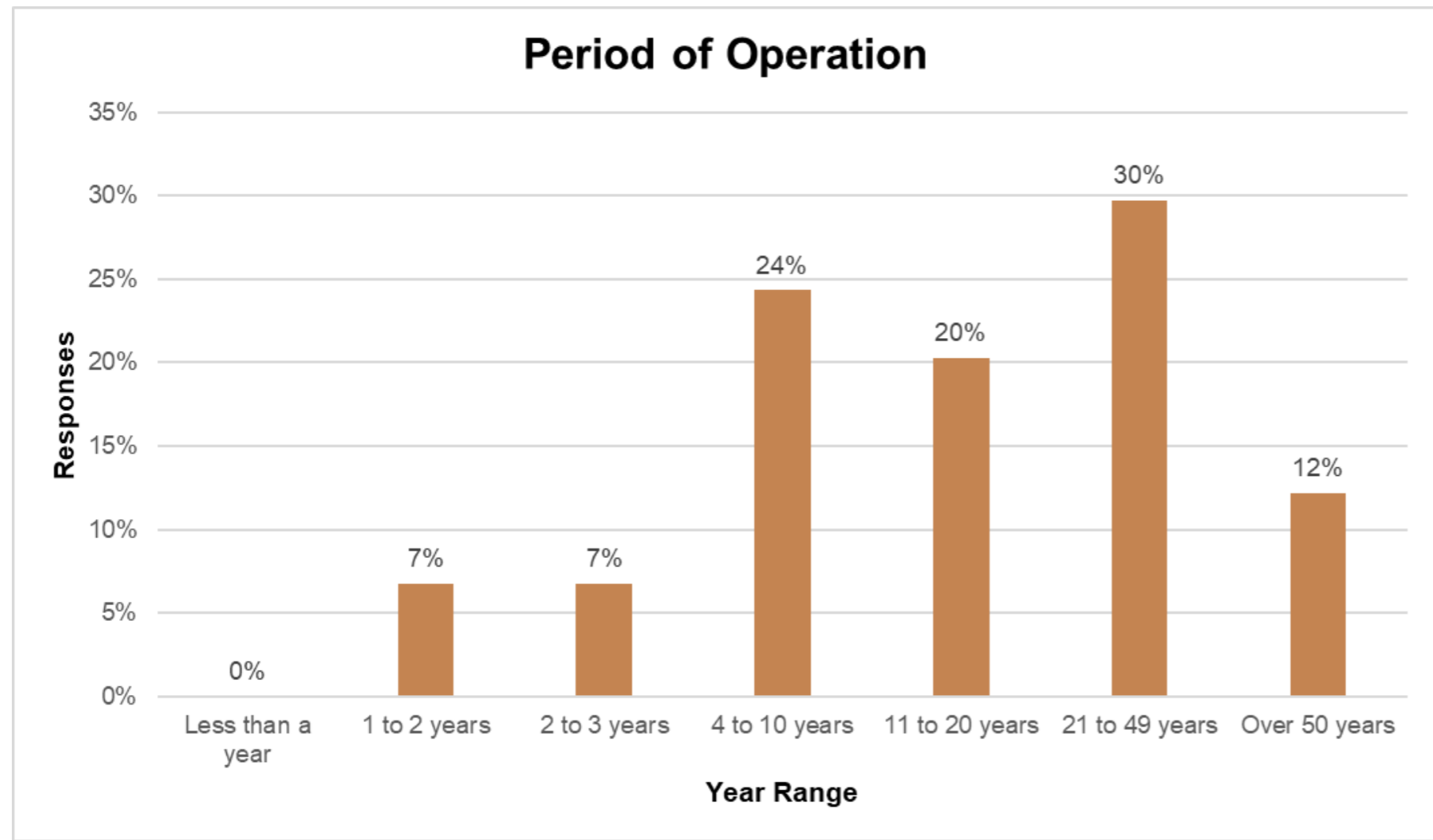


***organisations are Registered Charities (standard registration).***

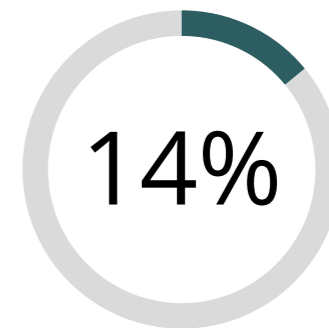


***organisations are registered as a Community Group with a constitution.***

# PART ONE - ABOUT THE SECTOR

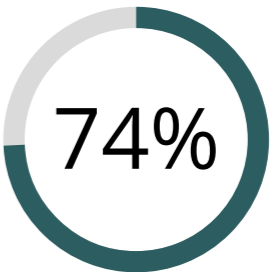
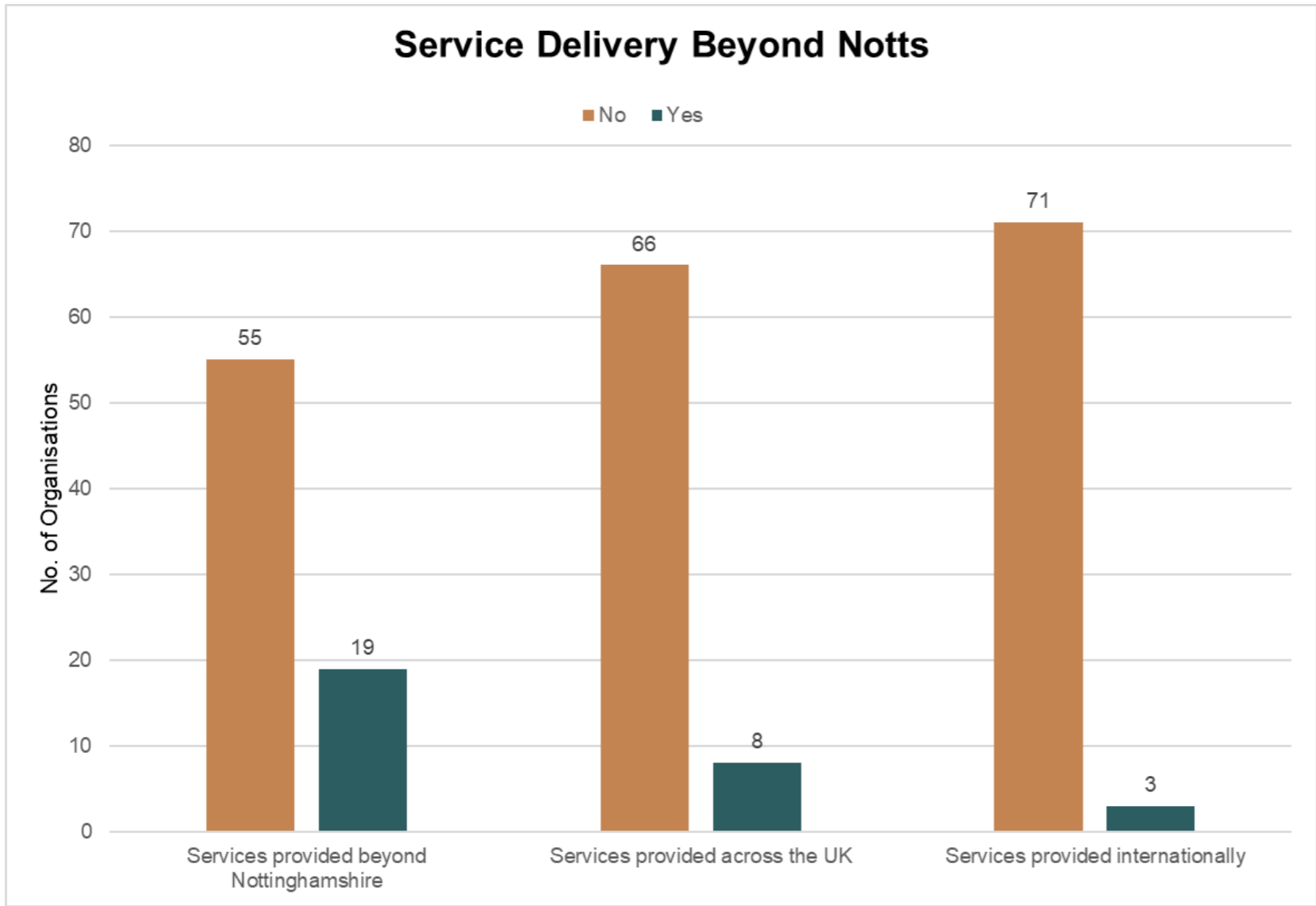


*organisations have been operating for over 20 years.*

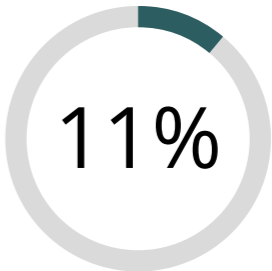


*organisations have been operating for less than 4 years.*

# PART ONE - ABOUT THE SECTOR

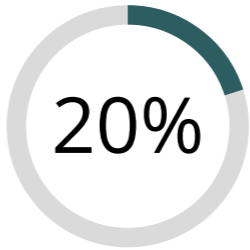
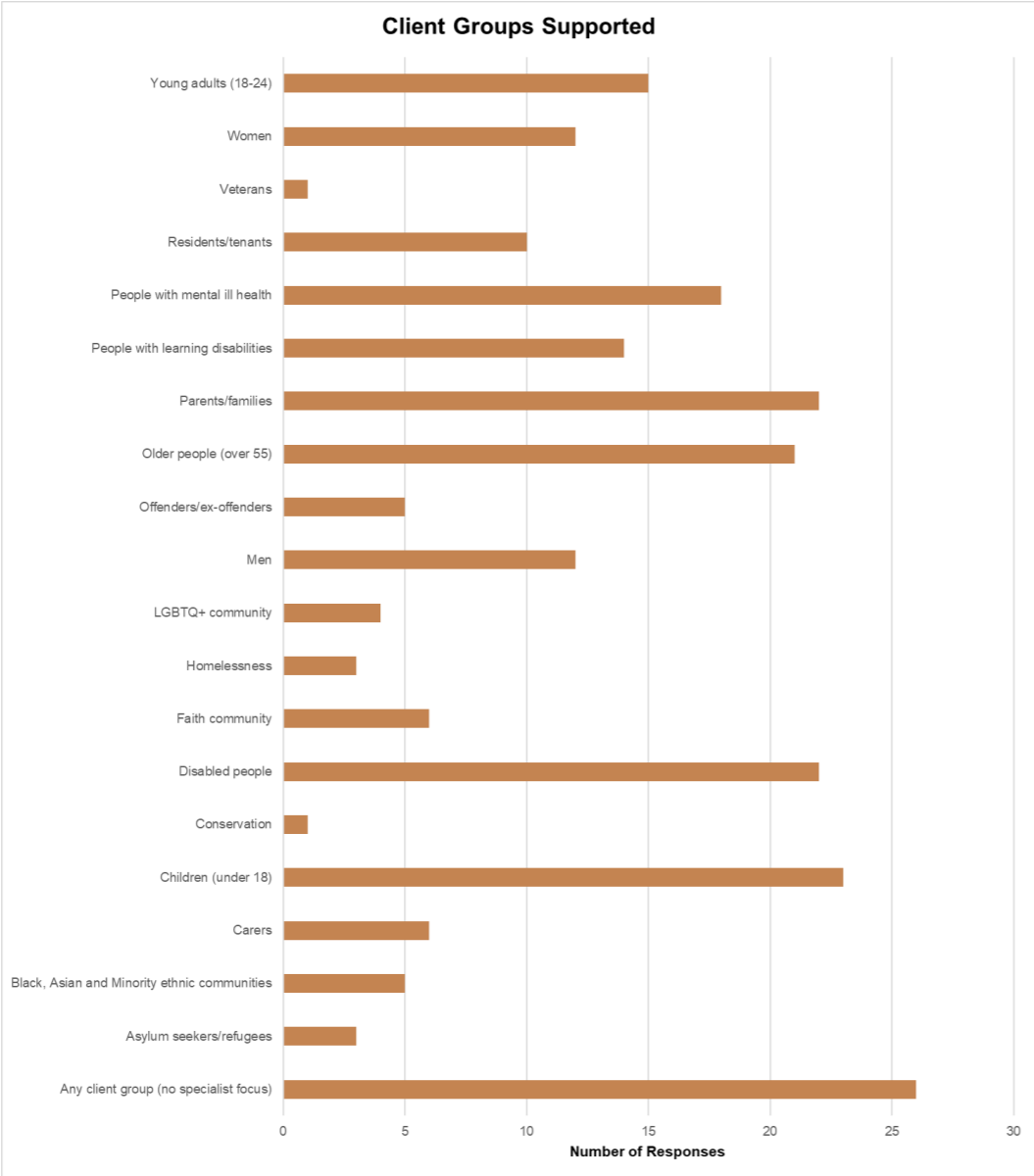


*organisations deliver solely across the Notts area.*

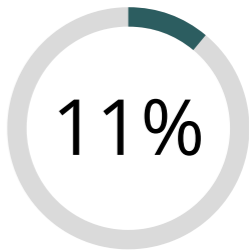


*organisations operate regionally.*

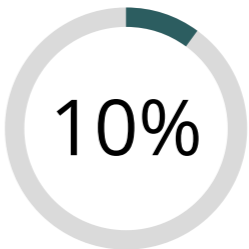
# PART ONE - ABOUT THE SECTOR



*of all responses fell within children, parents and families client groups.*

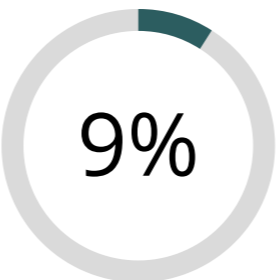
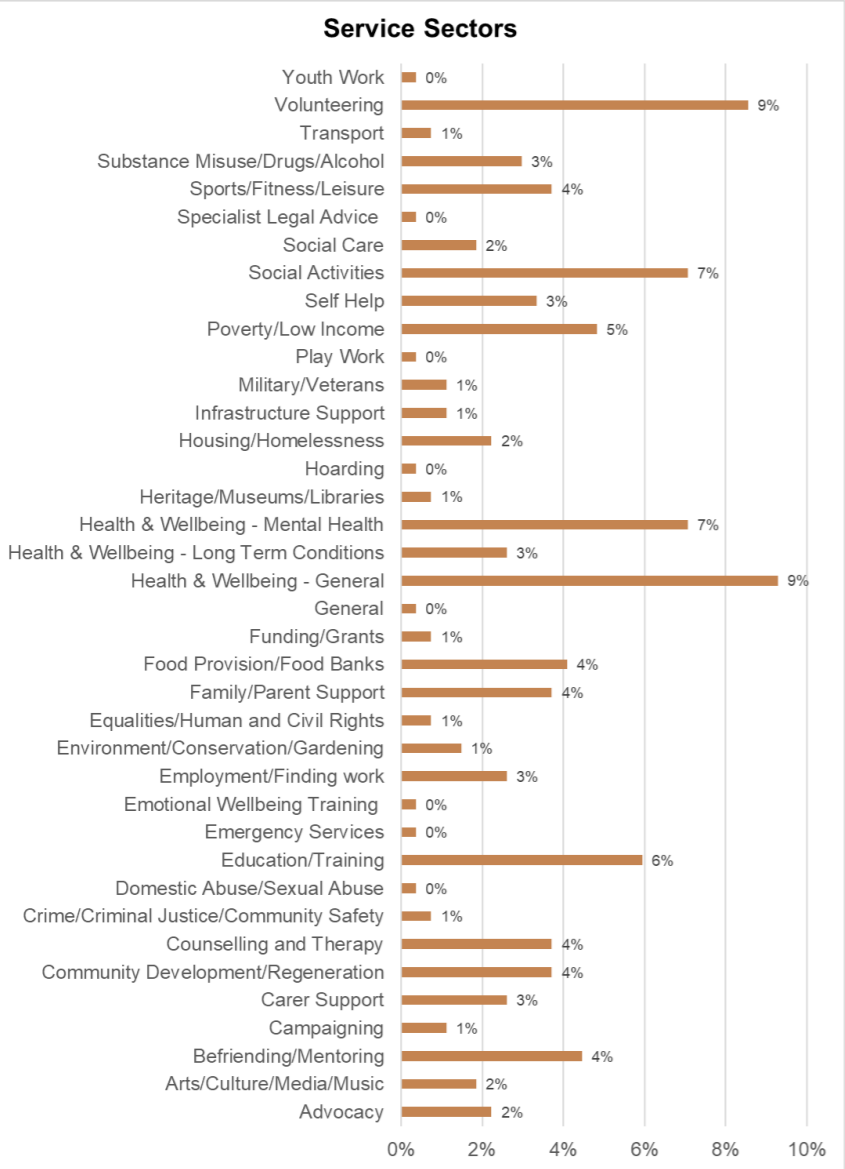


*of all responses fell within any client group (no specialist focus).*

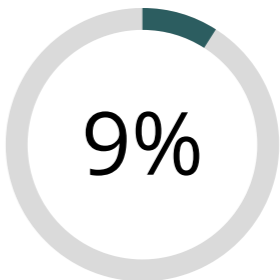


*of all responses fell within the disabled people client group.*

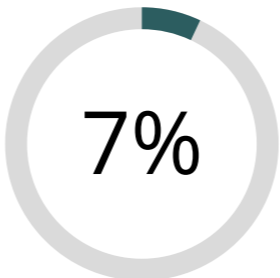
# PART ONE - ABOUT THE SECTOR



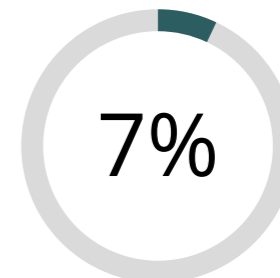
*of all services delivered fall within Volunteering.*



*of all services delivered fall within Health & Wellbeing - General.*

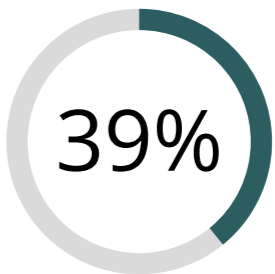
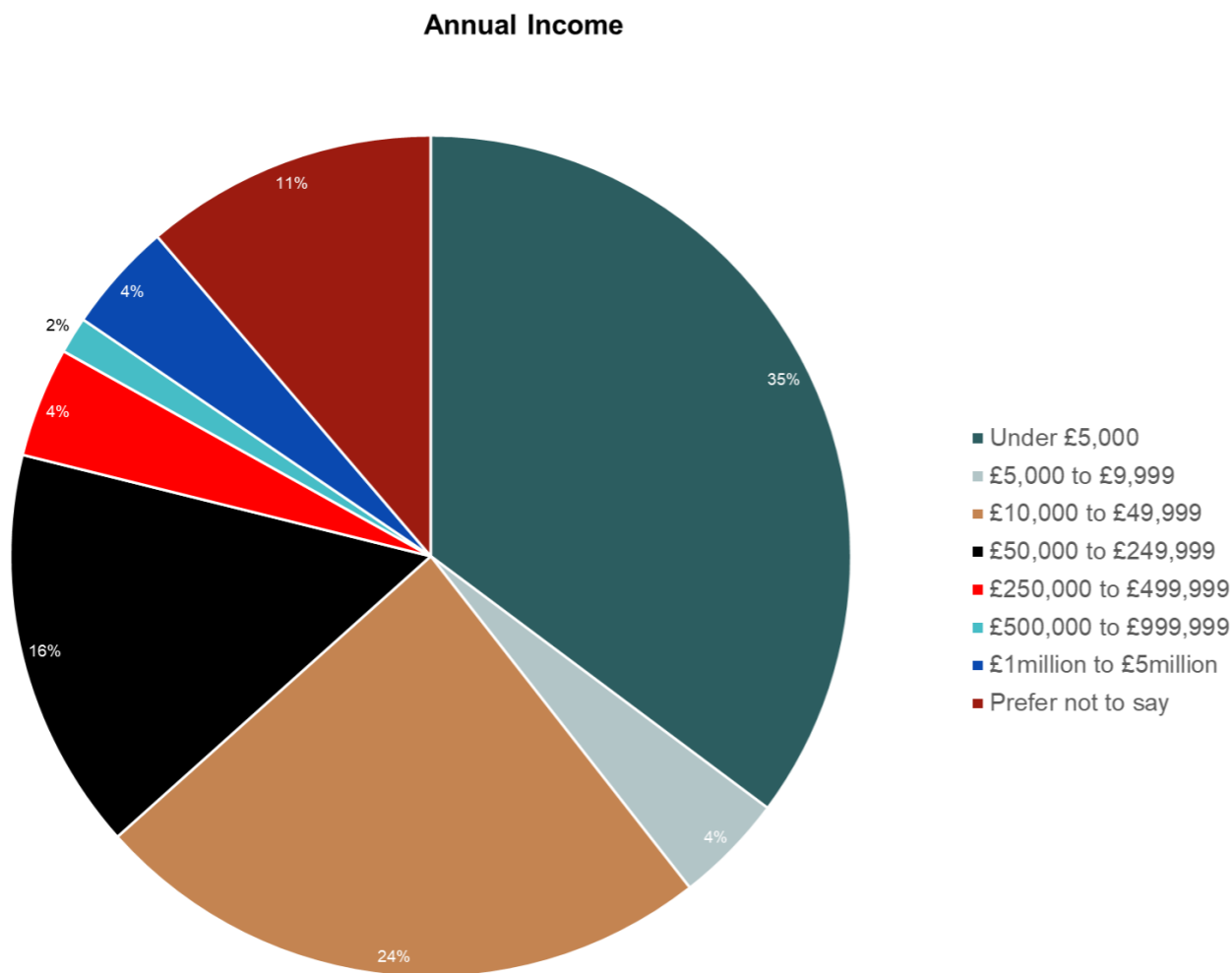


*of all services delivered fall within Social Activities.*

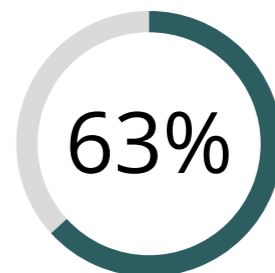


*of all services delivered fall within Health & Wellbeing - Mental Health.*

# PART ONE - ABOUT THE SECTOR



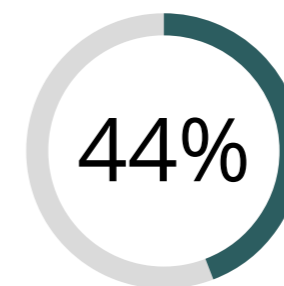
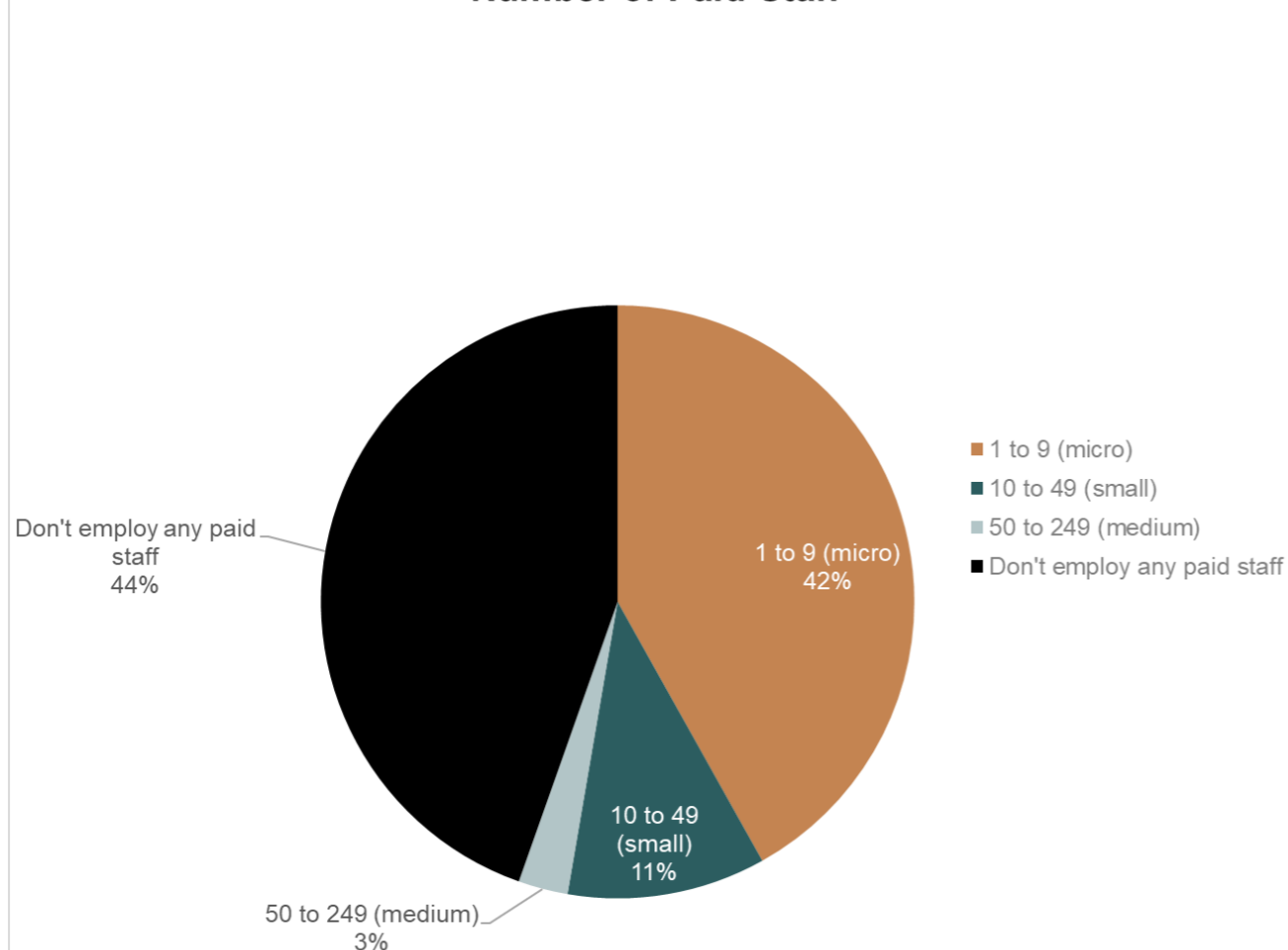
*annual income under  
£10,000.*



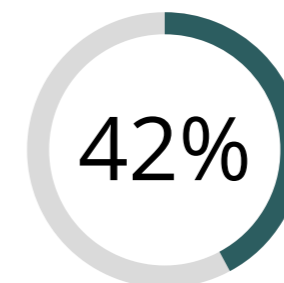
*annual income under  
£50,000.*

# PART ONE - ABOUT THE SECTOR

Number of Paid Staff

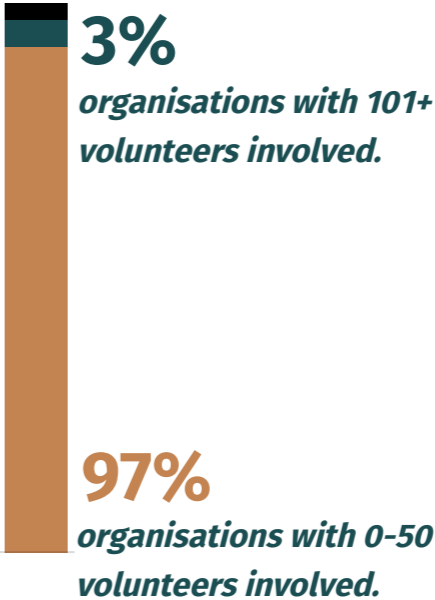
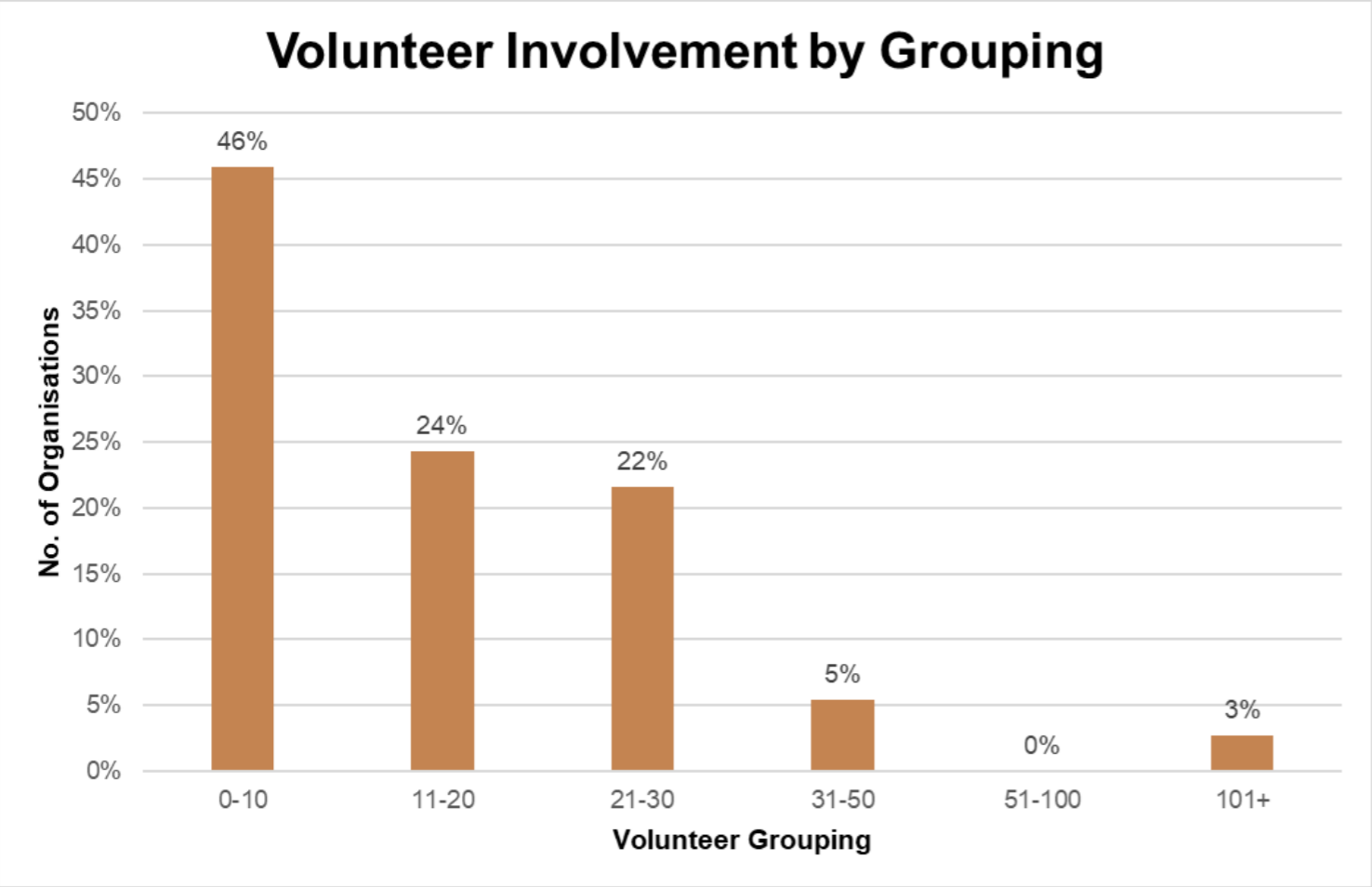


***organisations  
have no employed staff.***



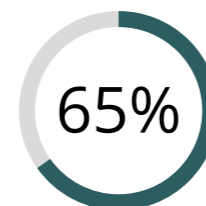
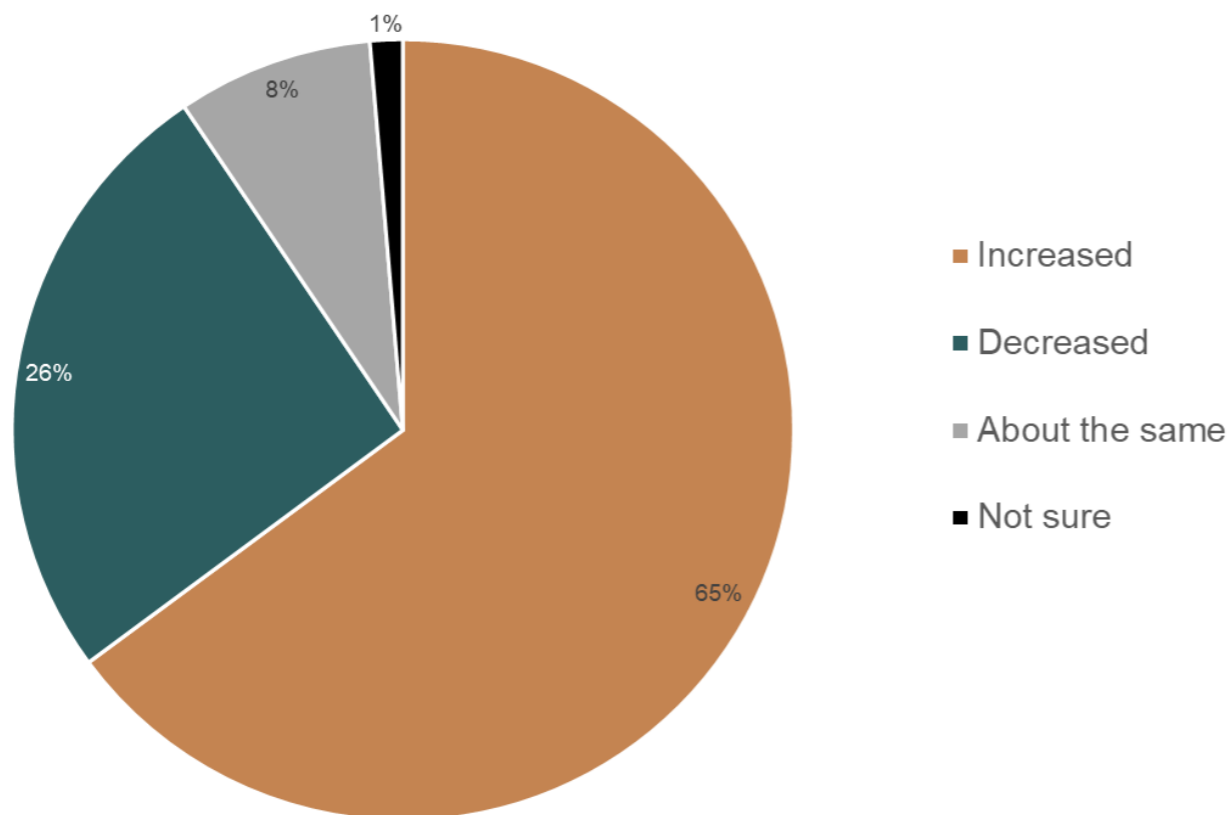
***organisations  
have 1 - 9 paid staff.***

# PART ONE - ABOUT THE SECTOR

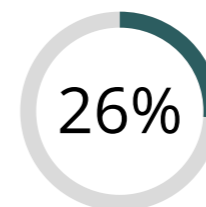


# PART TWO- UNDERSTANDING CHANGE

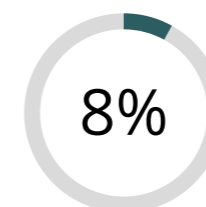
Changes in Demand to Services



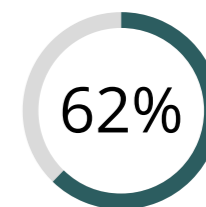
*organisations confirmed that demand for their services had increased.*



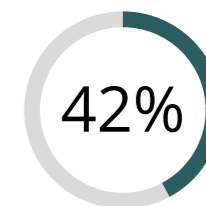
*organisations confirmed that demand for their services had decreased.*



*reported no change in demand for their services and 2% unsure.*



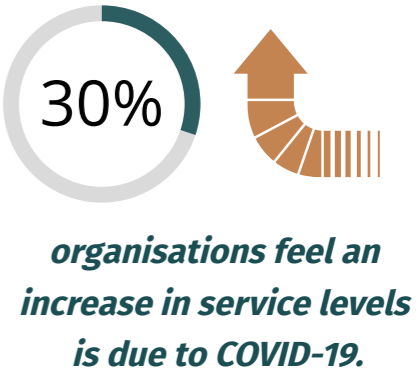
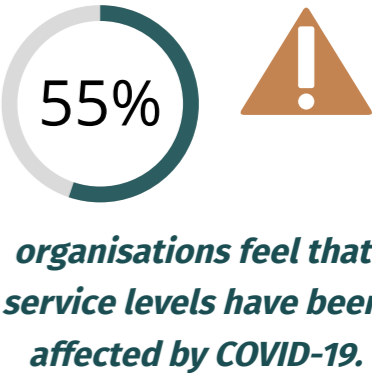
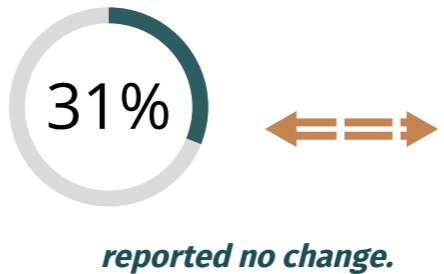
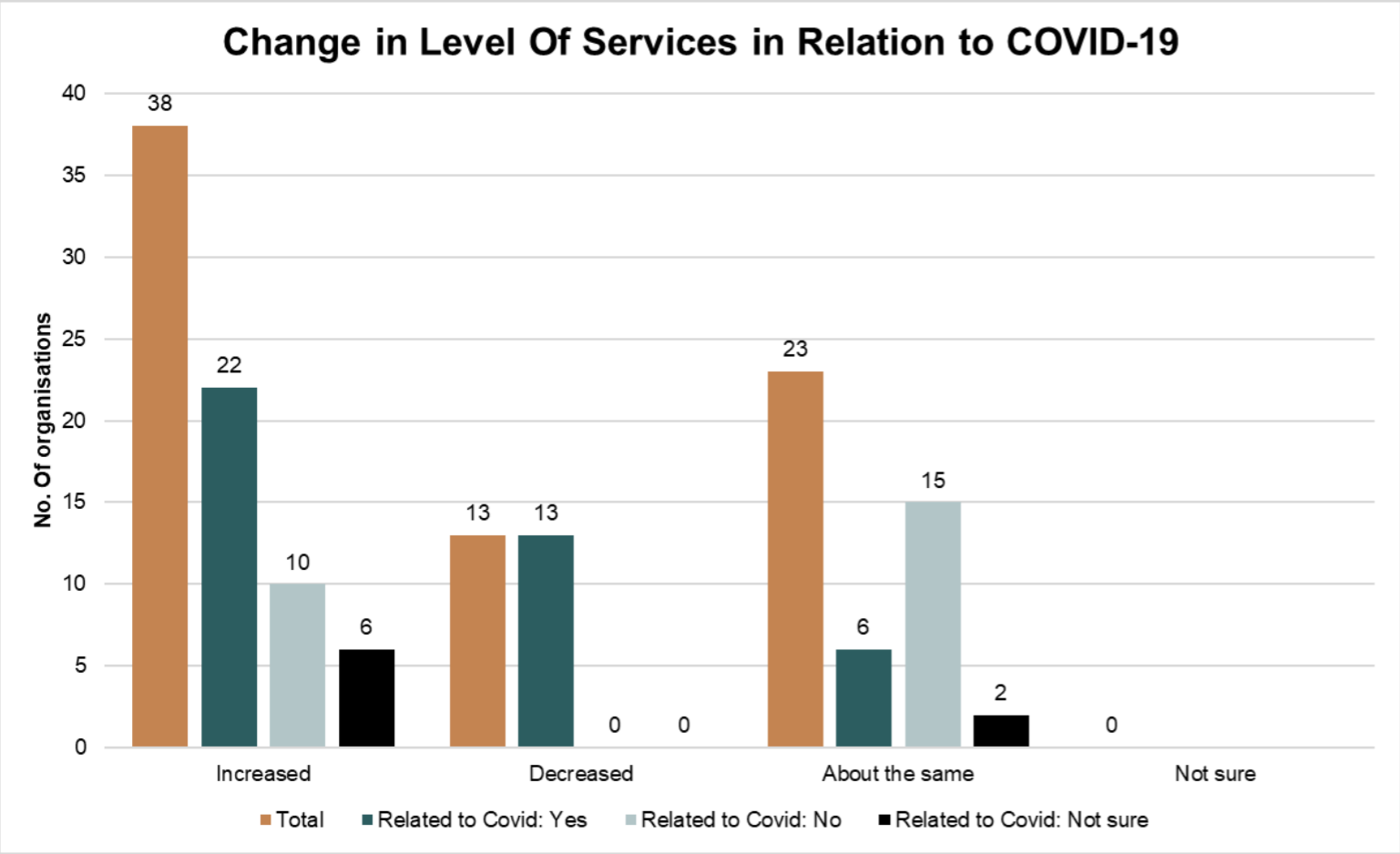
*organisations feel that demand has been affected by COVID-19.*



*organisations feel an increased in demand is due to COVID-19.*

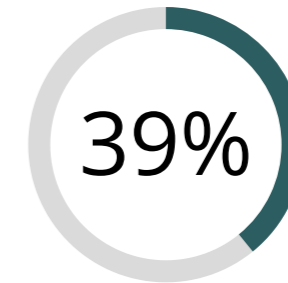
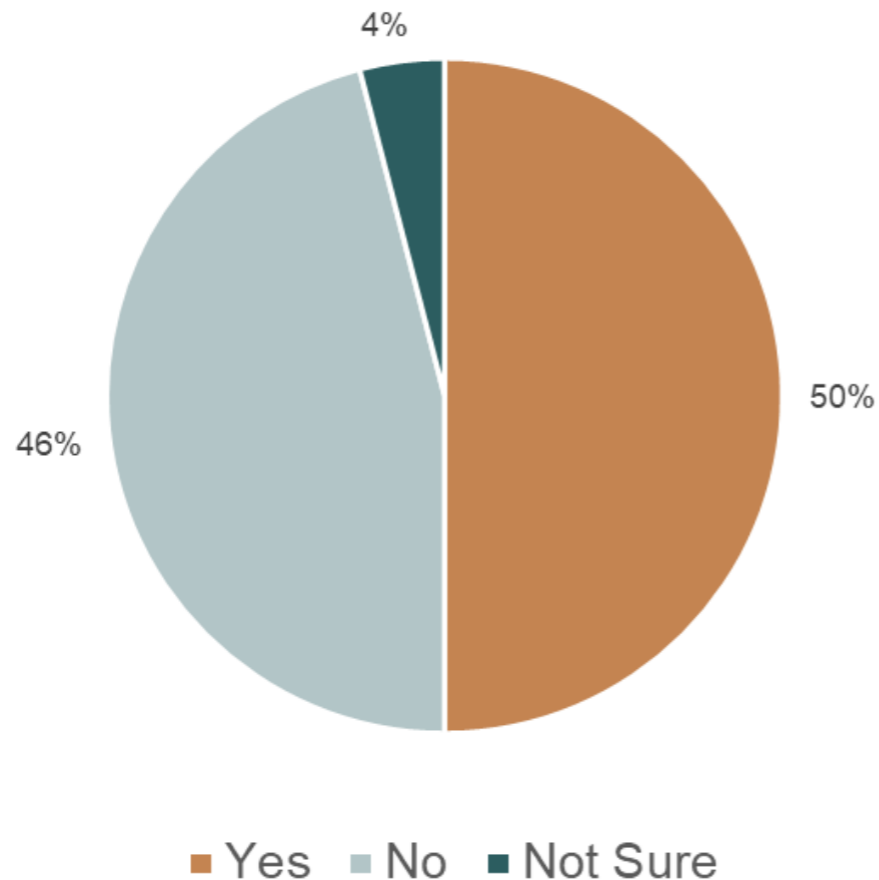
# PART TWO- UNDERSTANDING CHANGE

Change in Level Of Services in Relation to COVID-19

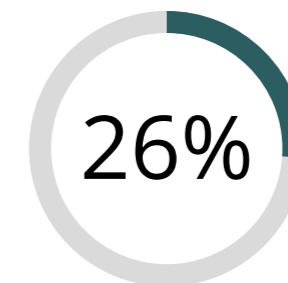


# PART TWO- UNDERSTANDING CHANGE

## Have Reassessed Organisational Aims and Service Delivery



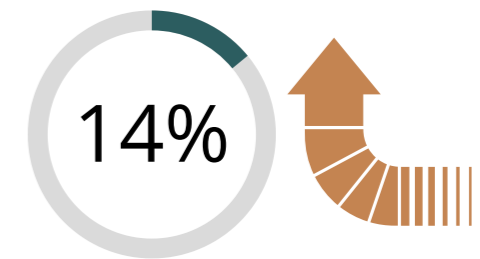
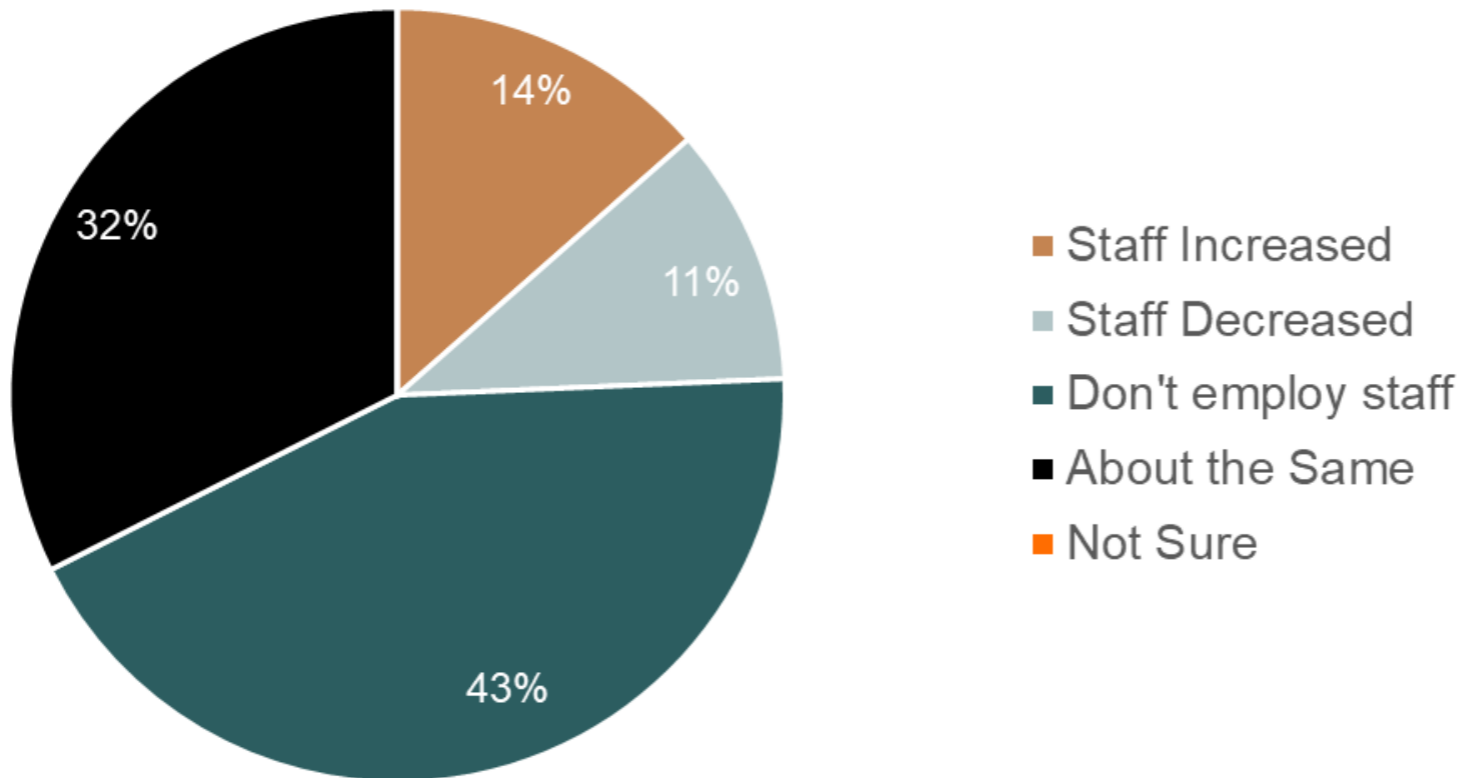
*of all organisations believe COVID-19 has influenced the need to change.*



*of all organisations expect changes to be permanent.*

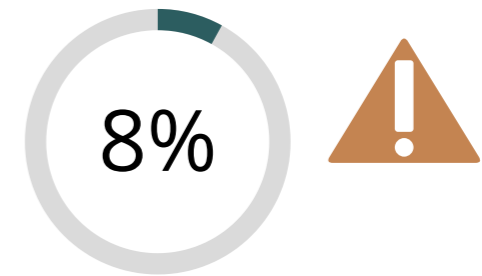
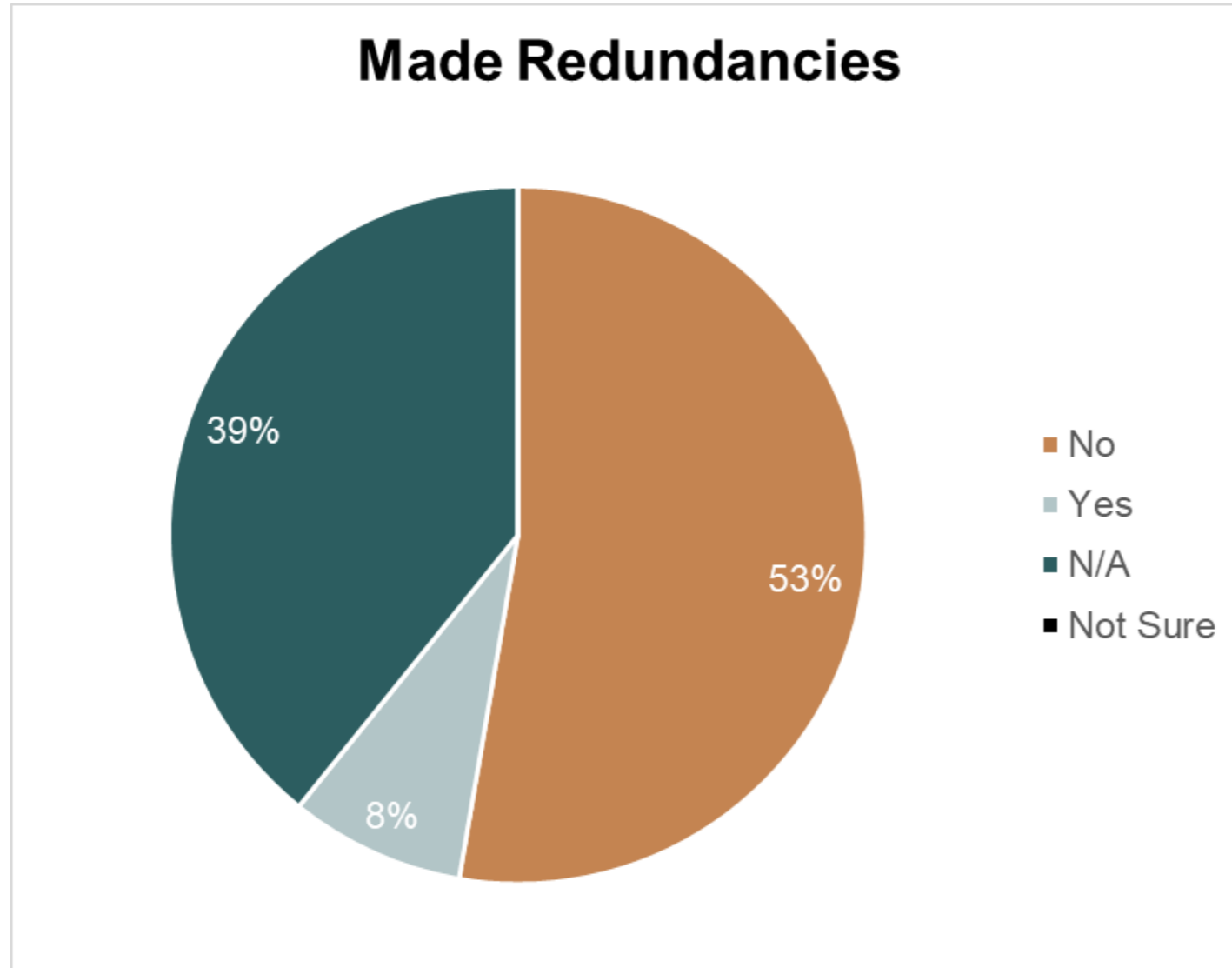
# PART TWO- UNDERSTANDING CHANGE

**Changes in Paid Employed Staff**



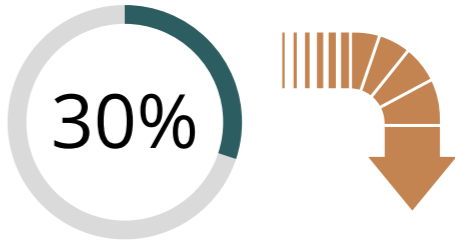
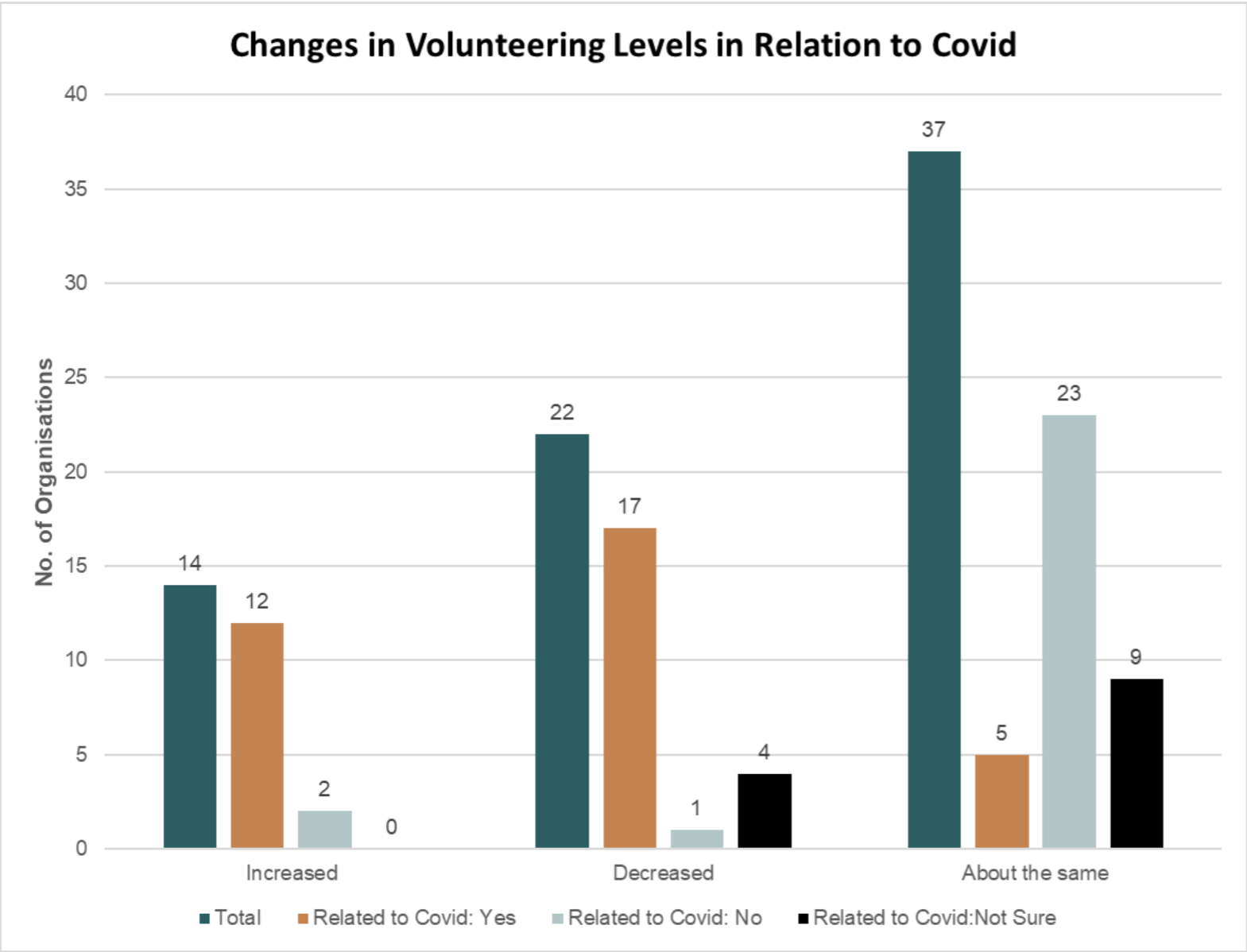
***organisations have increased paid staff.***

# PART TWO- UNDERSTANDING CHANGE

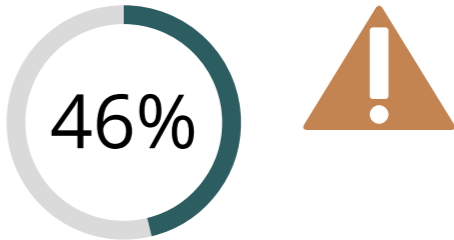


***organisations have had  
to make redundancies  
due to COVID-19.***

# PART TWO- UNDERSTANDING CHANGE

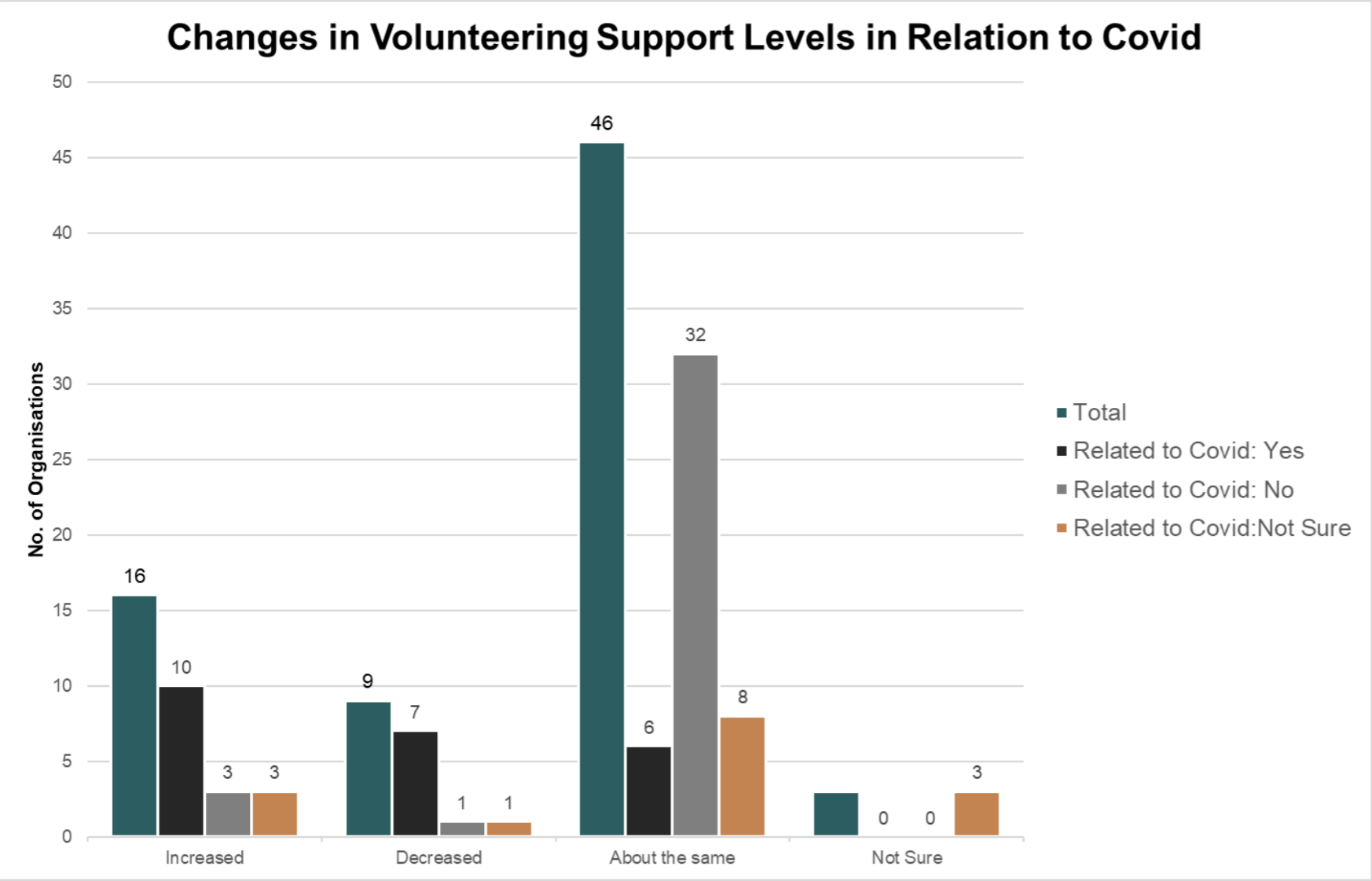


*reported a decrease in  
volunteers.*



*COVID-19 has affected  
volunteering levels*

# PART TWO- UNDERSTANDING CHANGE



# PART TWO- UNDERSTANDING CHANGE



*How and why volunteer involvement and support has changed:*

## **COVID-19 Impact -NEGATIVE**

"Due to the pandemic, home working and schooling, volunteering for the charity has reduced."

"Also due to the current increasing costs of living and energy prices people cannot afford to volunteer and are having to return to work or increase their working hours."

"All became remote so became a little more isolated."

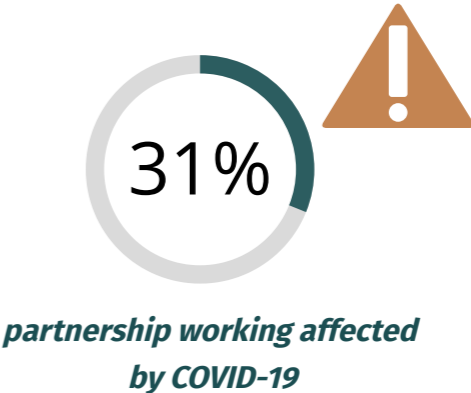
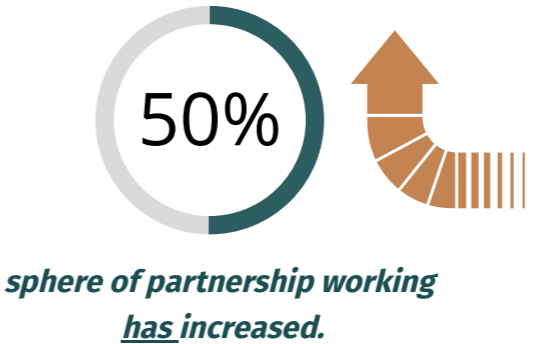
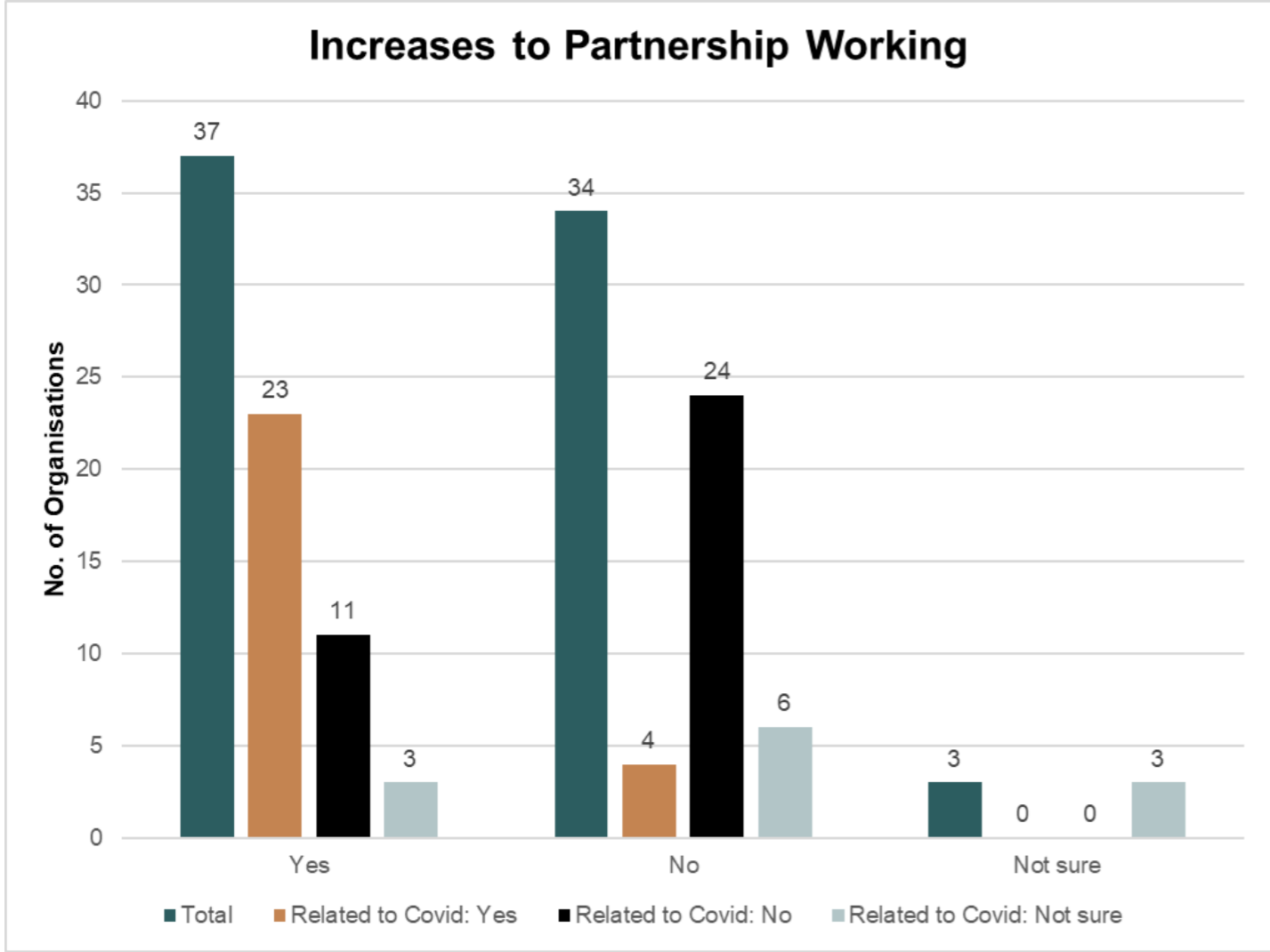
"We run 10 Community Managed Libraries - COVID-19 has impacted with National Lockdowns closing them so numbers of volunteers decreased."

## **COVID-19 Impact -POSITIVE**

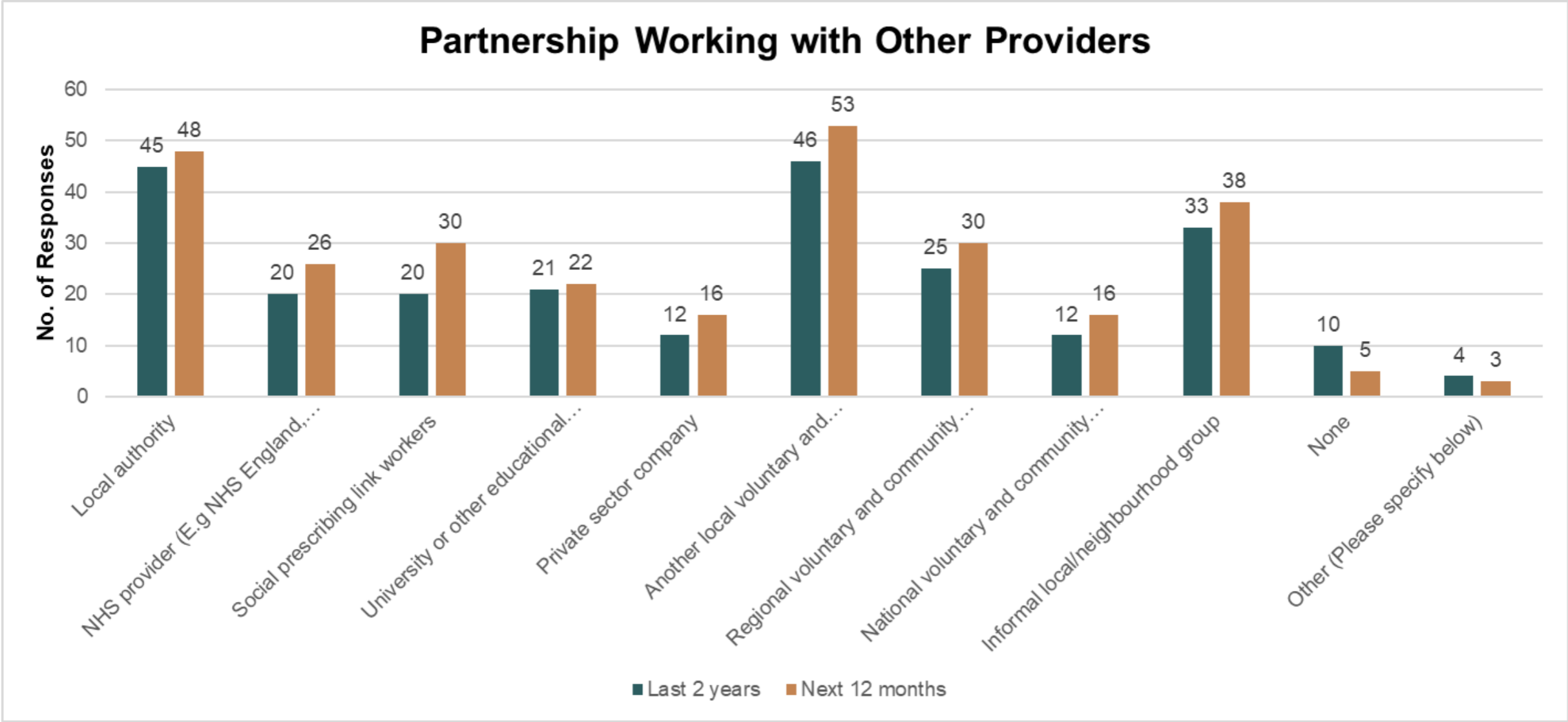
"We have a large Foodbank operating from Under One Roof and saw a large increase in need throughout the pandemic but we also saw a large increase in volunteers wanting to help."

"Increased number of visitors to the nature reserve (due to COVID-19 travel restrictions) resulted in an increase in the number of people volunteering to look after the site."

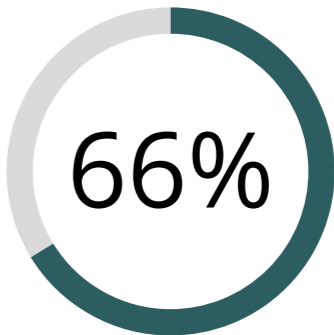
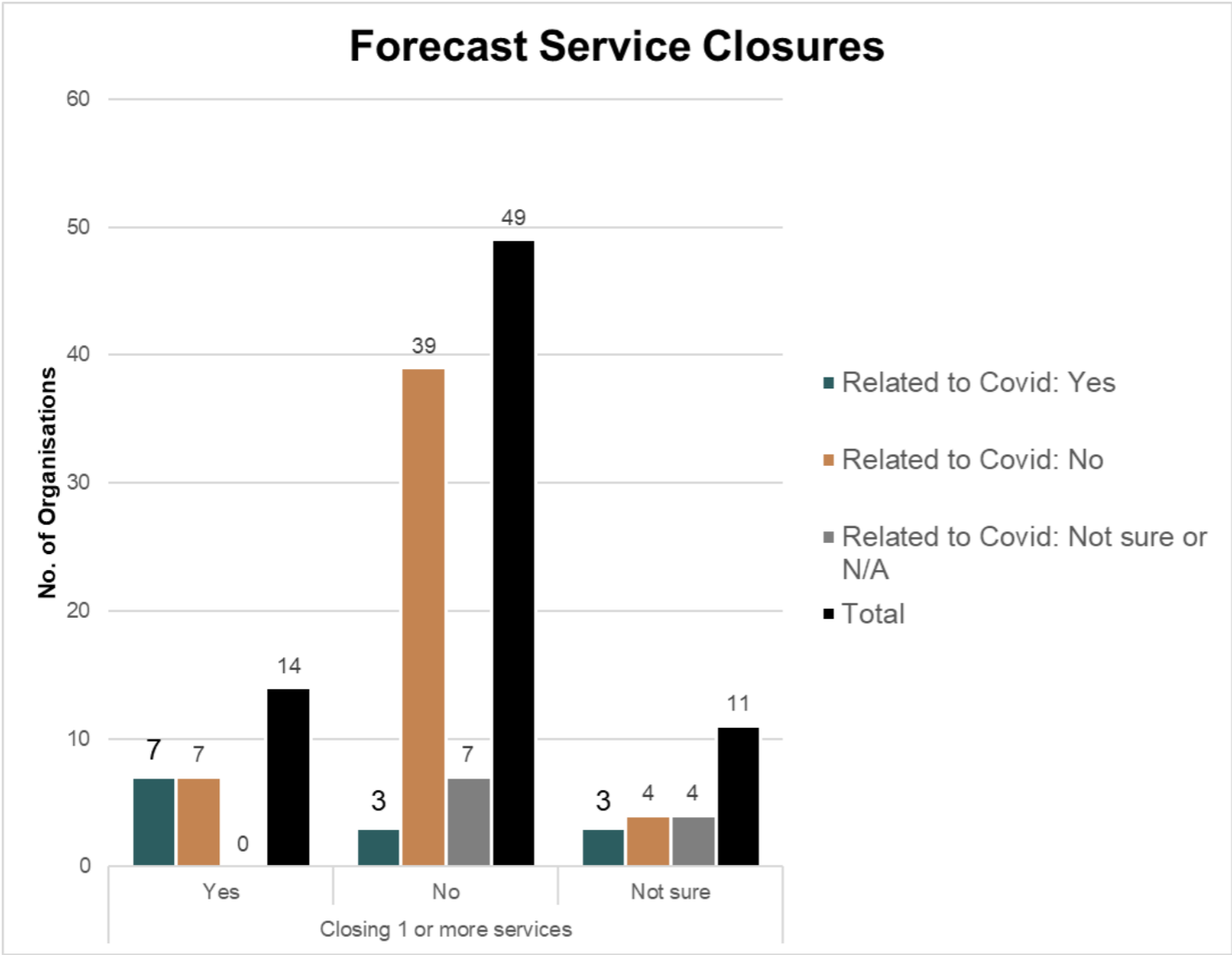
# PART TWO- UNDERSTANDING CHANGE



# PART TWO- UNDERSTANDING CHANGE

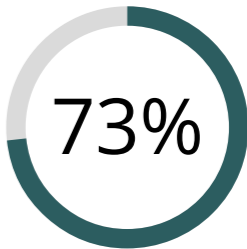
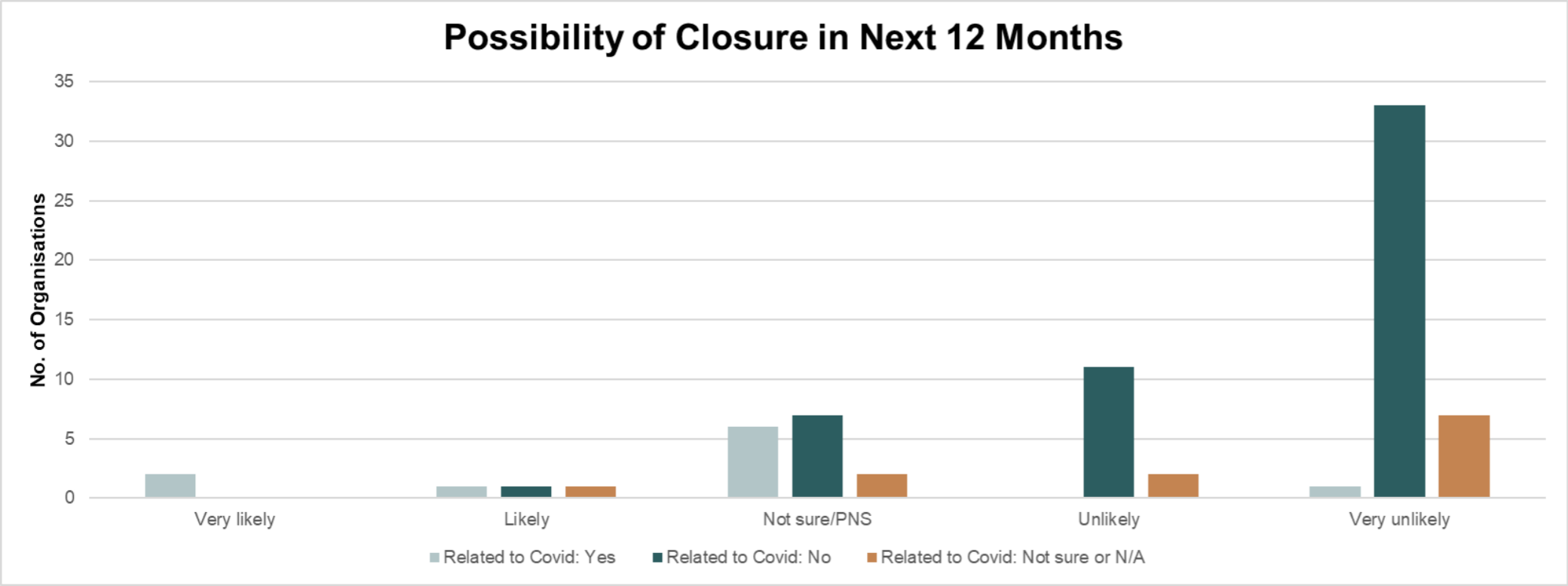


# PART TWO- UNDERSTANDING CHANGE



***are unlikely to close any services in the next 12 months.***

# PART TWO- UNDERSTANDING CHANGE



***are unlikely or very unlikely to close in the next 12 months.***

# PART TWO- UNDERSTANDING CHANGE



*How and why your service delivery has changed in the last two years, or is likely to change over the next 12 months?*

"Due to service and budget cuts across the board of LA and local organisations we have noticed a lot more families coming to us with difficulties and needing support. Schools have been under massive pressure and we have noticed a larger than usual number of families needing help and support. There are a handful of organisations that provide some of the services we do but none in our local area that cover completely what we do and very few offer our 24/7 messaging service."

"COVID-19 has taken almost 2 years of fund raising away from the Branch. Members are vulnerable and unable to attend the few meetings possible. As confidence returns, hopefully so will members old and new. Fundraising can start again and enable the Branch to support local Parkinson's patients."

# PART TWO- UNDERSTANDING CHANGE

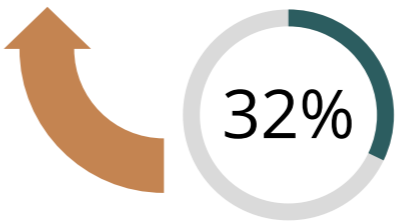
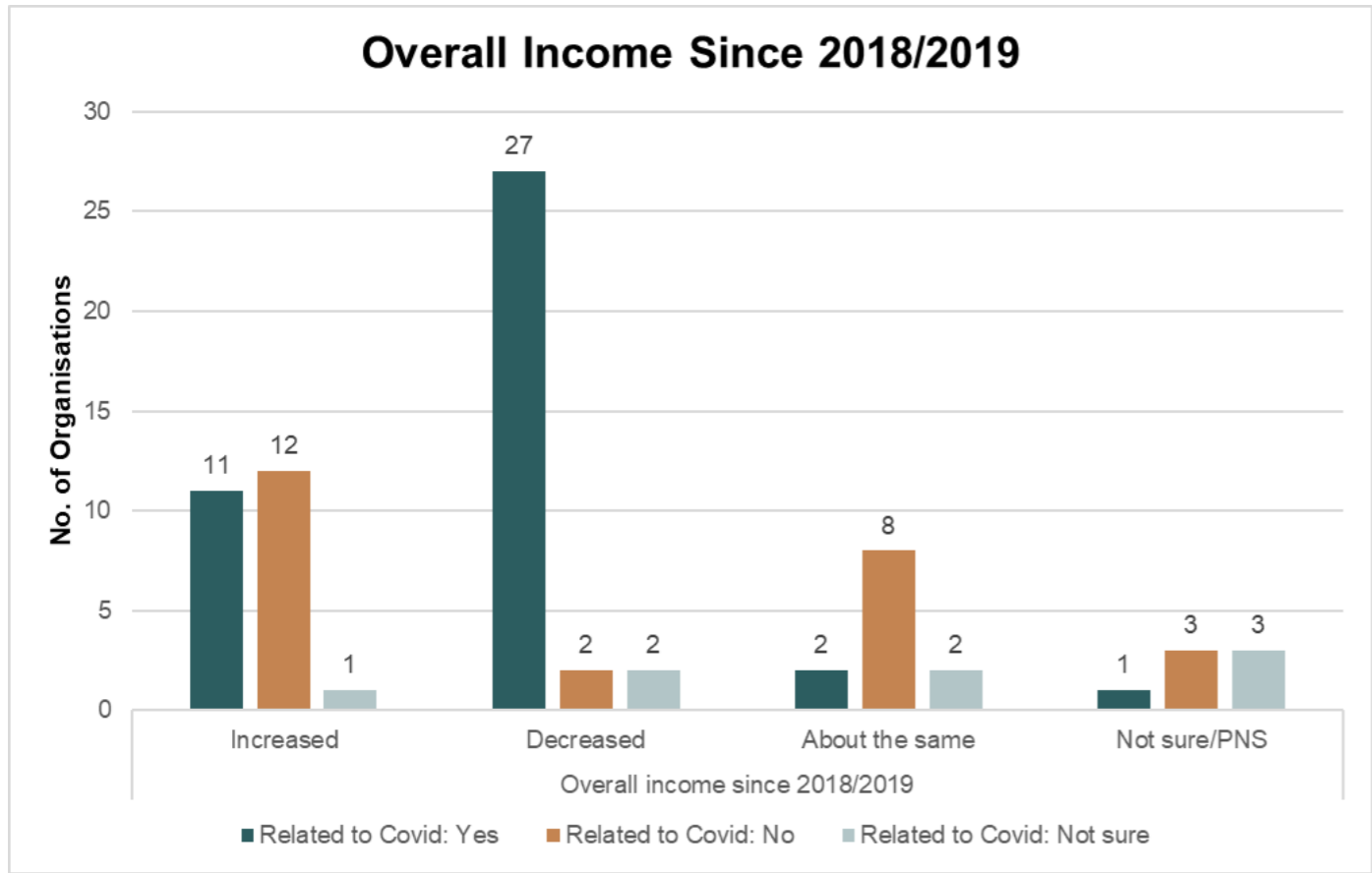


*How and why your service delivery has changed in the last two years, or is likely to change over the next 12 months?*

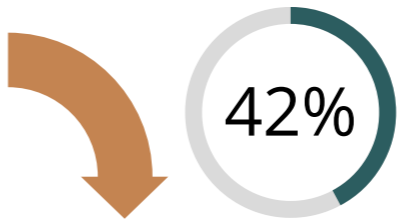
"Funding has been cut and redistributed to COVID-19 relief, Children's Play was already underfunded and COVID-19 has exacerbated this issue. A generation of Mansfield would grow up and develop without some of the basic life-skills that play provides them with. These skills enable them to become a functioning member of society and avoids societal problems in later years."

"We are working more closely with partners in communities to help support them to add capacity to their work. COVID-19 open the doors for this to happen more readily. The LA health and communities teams and CVS infrastructure organisations would probably be best placed to pick up our work however they do not have the capacity to do this across the whole county and districts."

# PART THREE- FINANCES & FUNDING

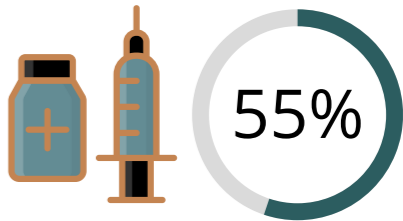


*overall income has increased since 2018/19.*



*overall income has decreased since 2018/19.*

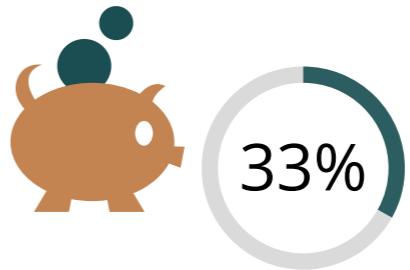
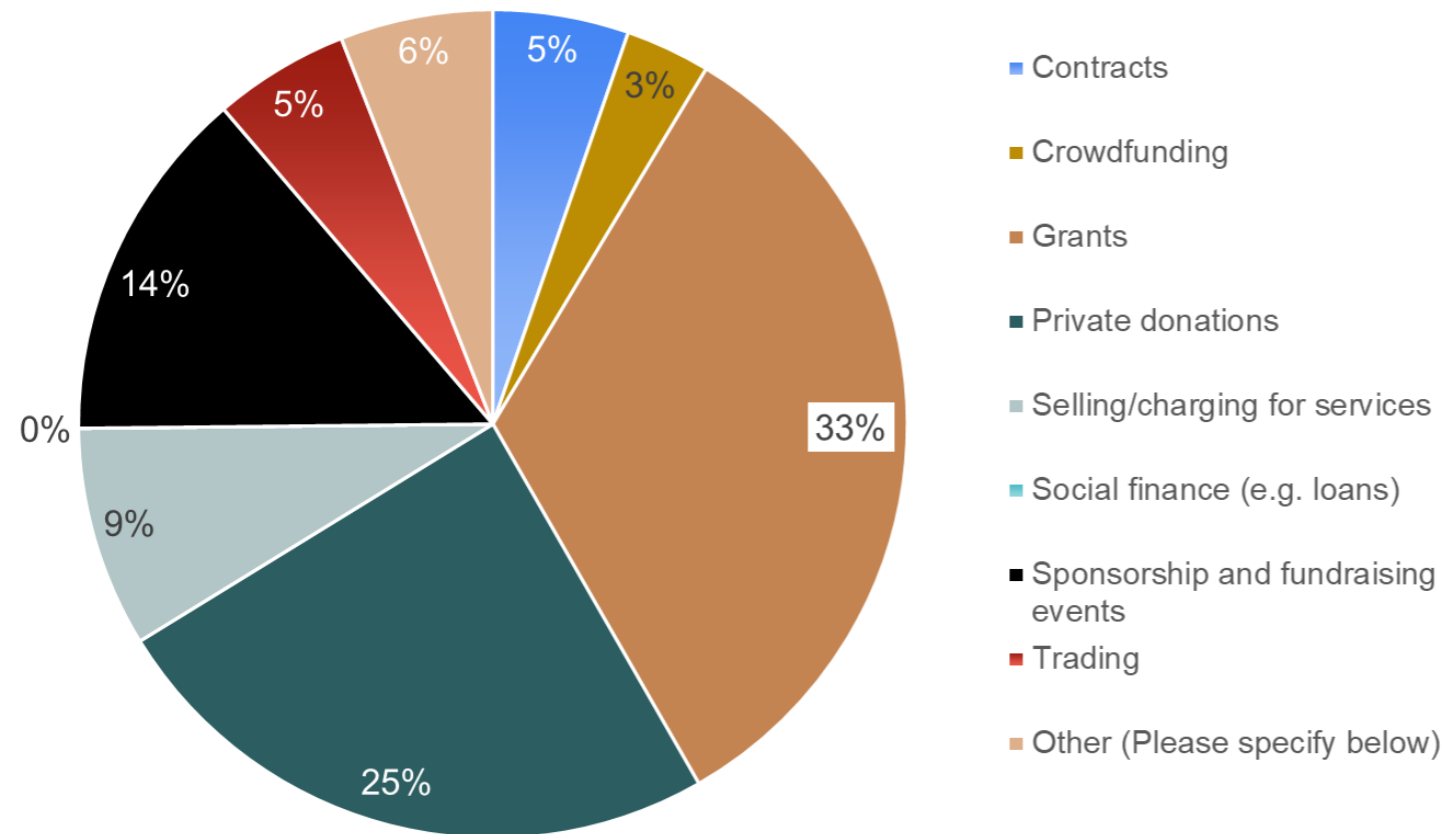
## DIRECT IMPACT OF COVID-19 ON INCOME LEVELS



*reported that COVID-19 has had a direct impact on income levels, with the majority reporting it has directly caused a decrease.*

# PART THREE- FINANCES & FUNDING

Funding Received by Organisations in the Last Two Years



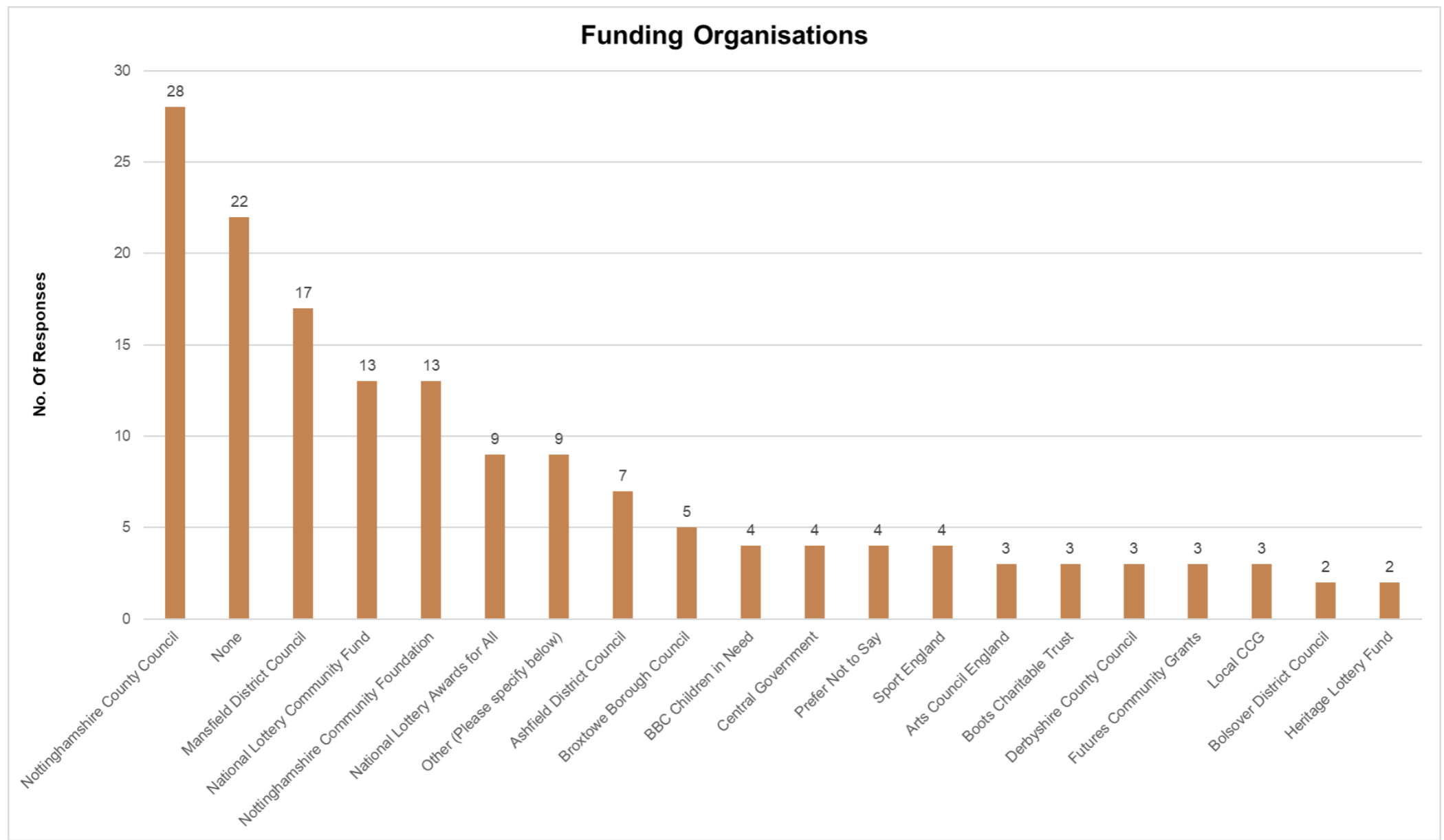
*funding grant related.*



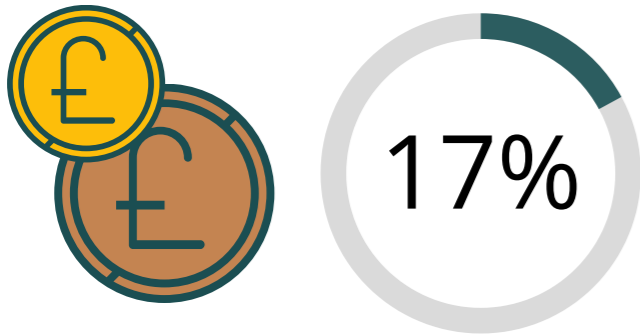
*funding from private donations.*

 **14% of funding came from sponsorship & fundraising.**

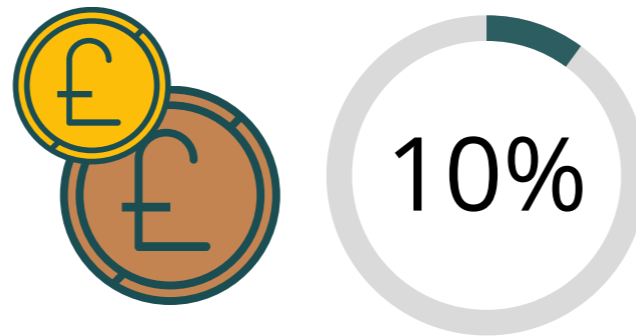
# PART THREE- FINANCES & FUNDING



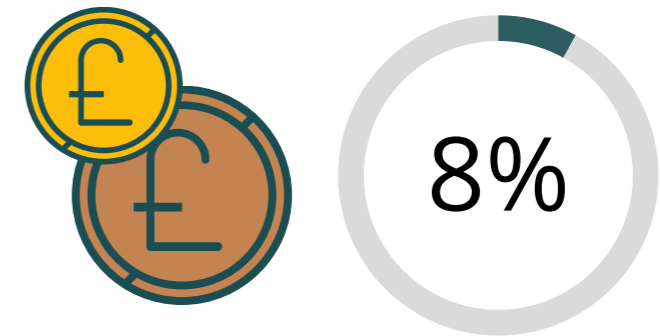
# PART THREE- FINANCES & FUNDING



***funding from Notts  
County Council.***



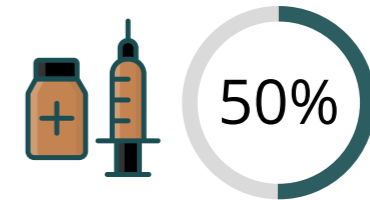
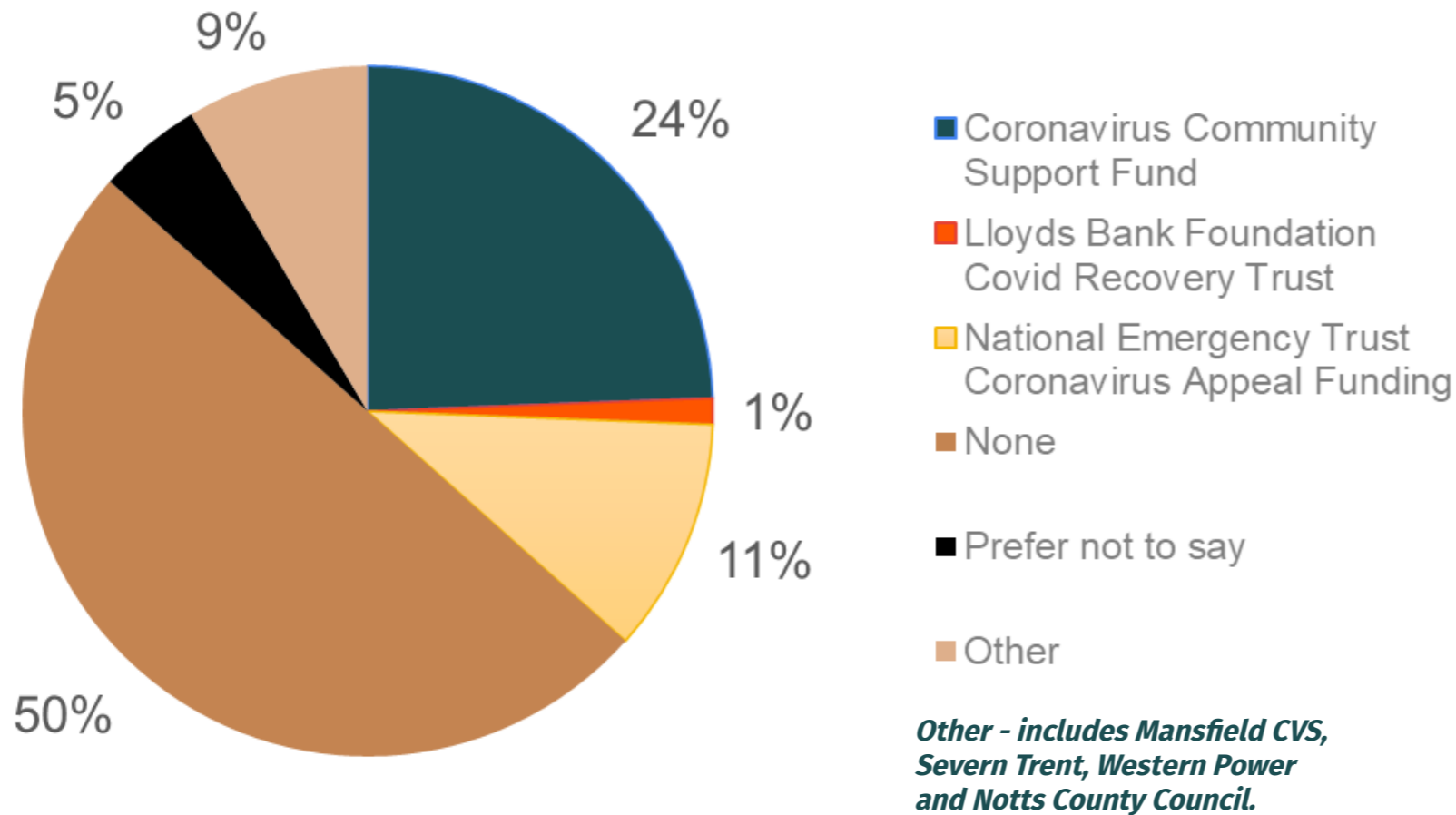
***funding from Mansfield  
District Council.***



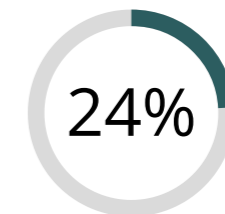
***funding from National Lottery  
Community Fund.***

# PART THREE- FINANCES & FUNDING

## COVID-19 Funding Sources

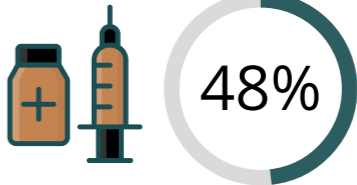
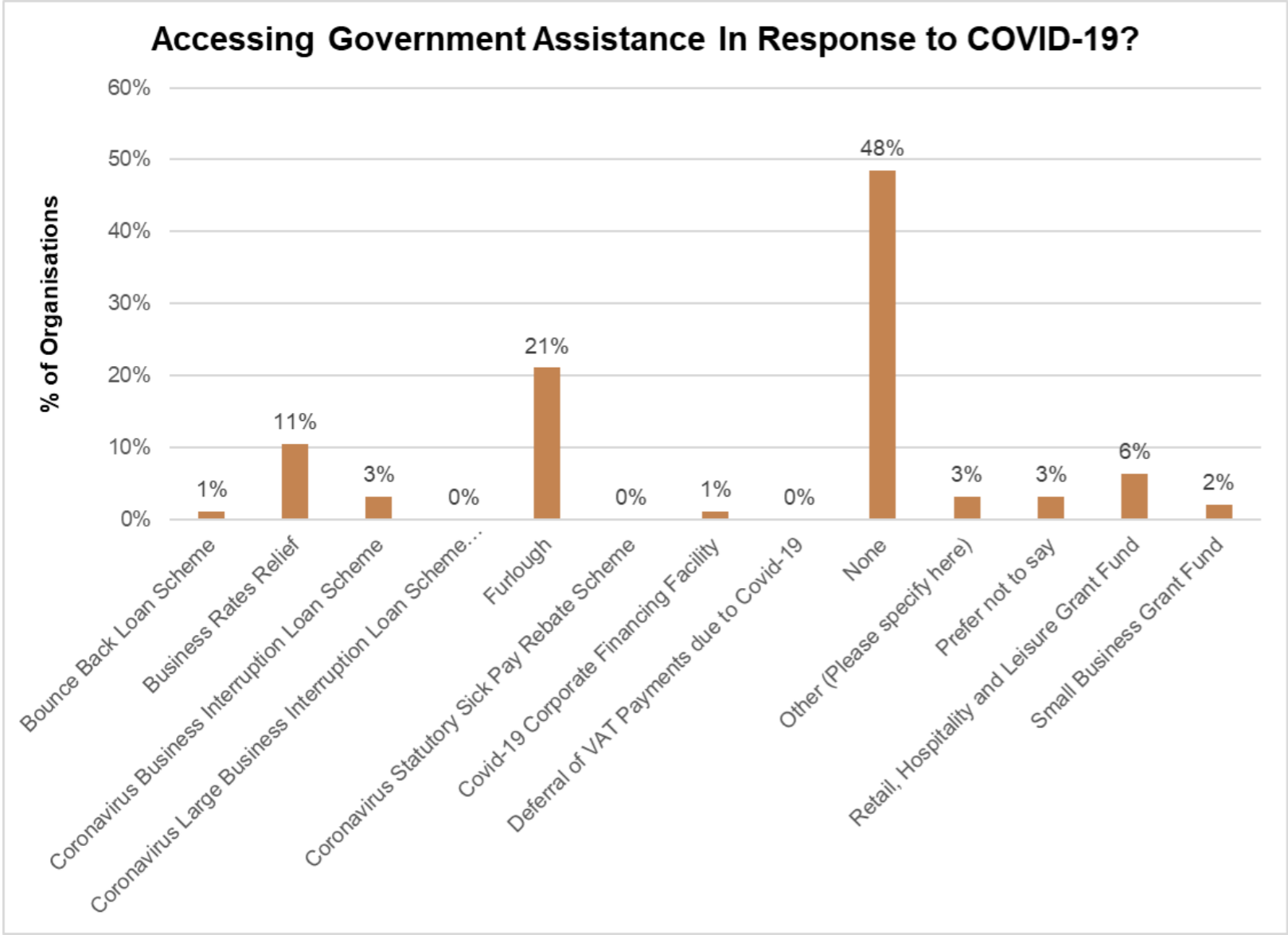


*NO COVID-19 related funding received.*



*received Coronavirus Community Support Funding, managed through the Lottery Community Fund.*

# PART THREE- FINANCES & FUNDING



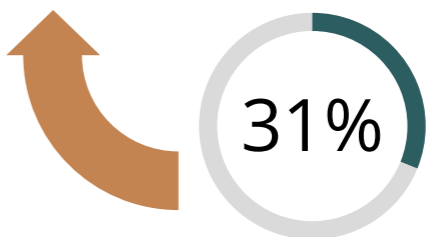
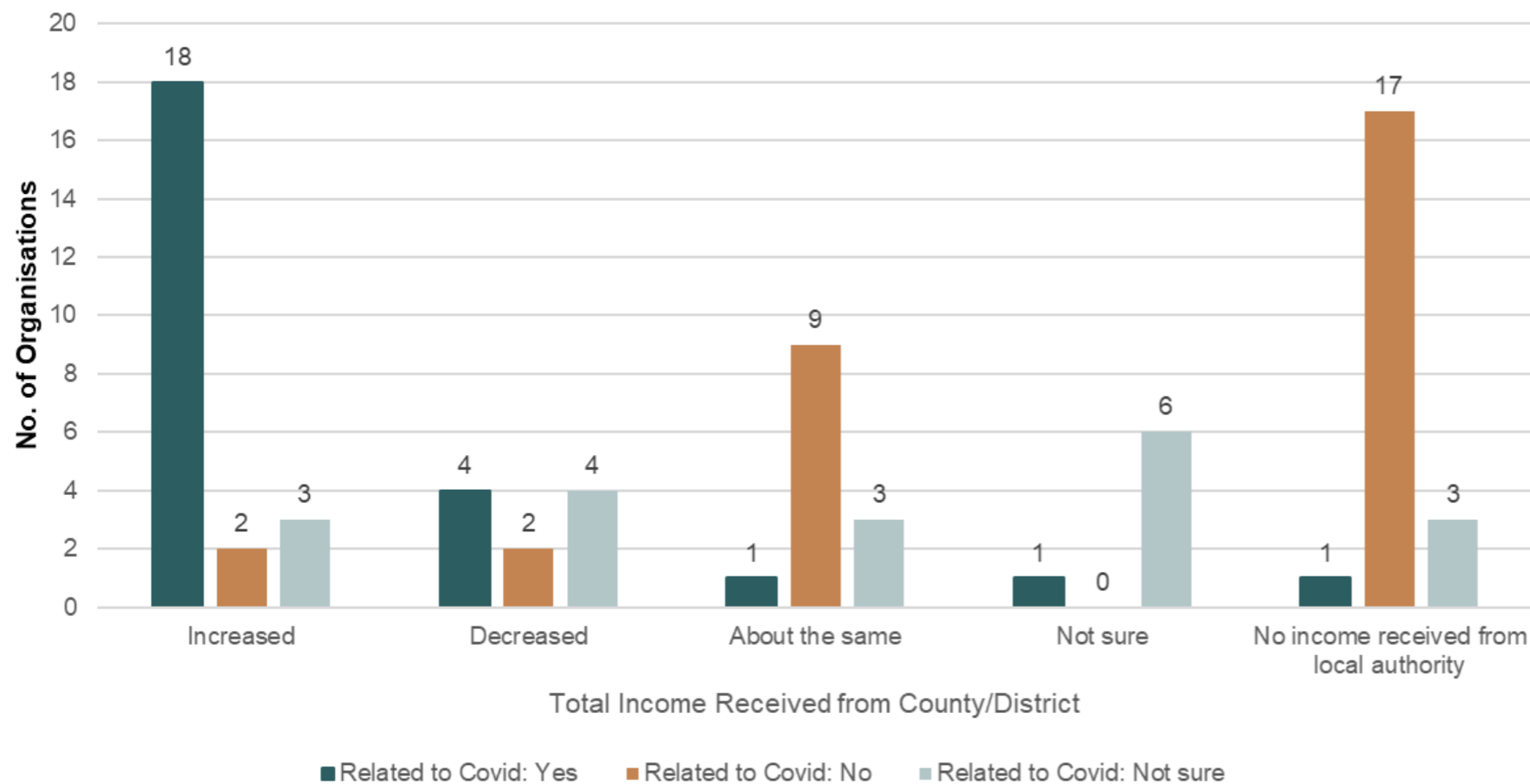
***NO COVID-19 related funding received from government.***



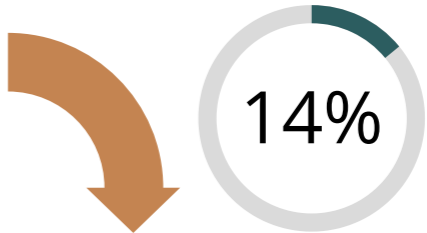
***benefitted from Furlough.***

# PART THREE- FINANCES & FUNDING

## Income From Council Funding



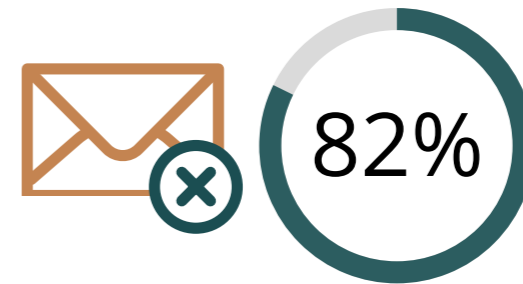
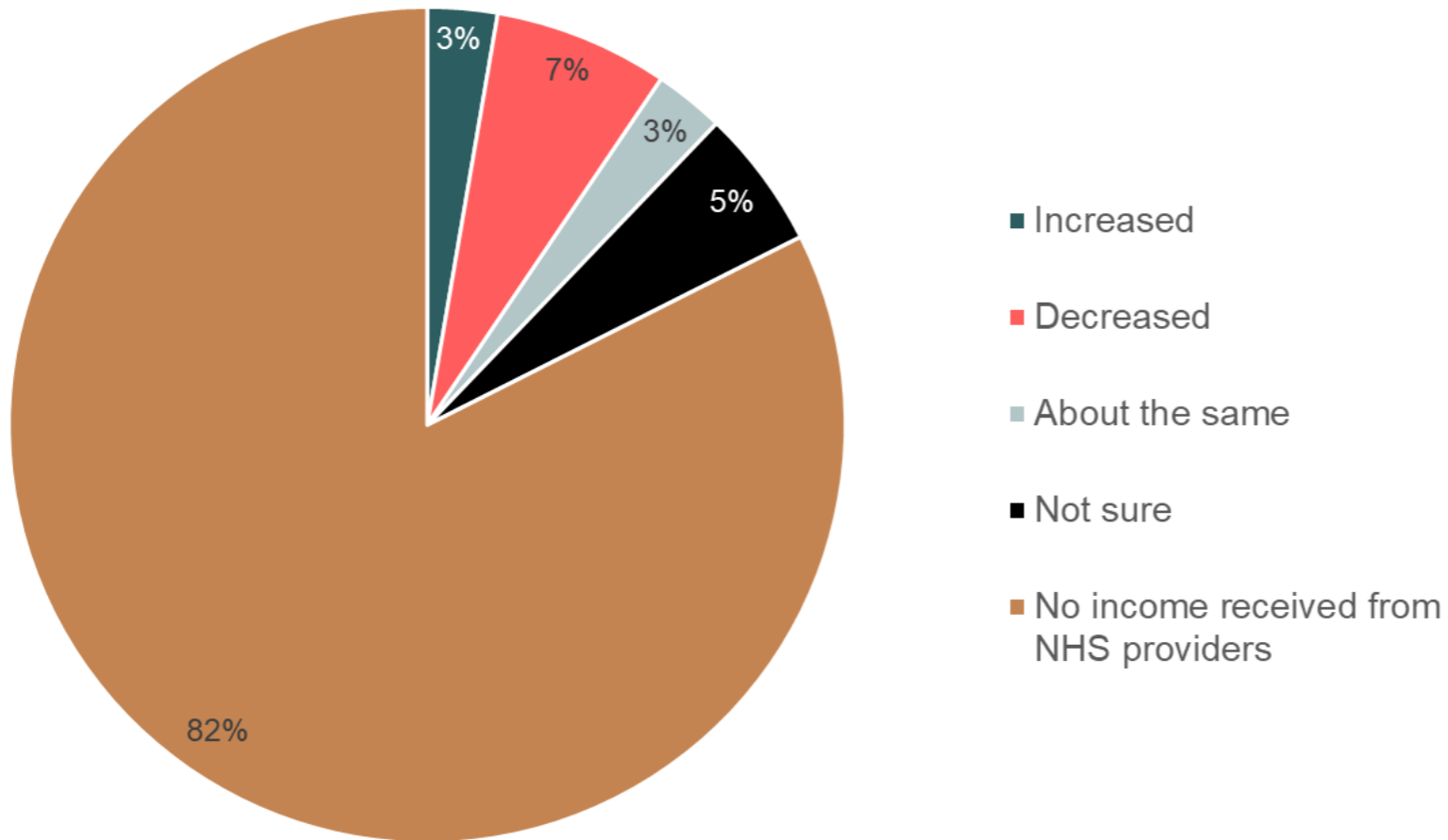
*overall income from council funding has increased over the last 2 years.*



*overall income from council funding has decreased over the last 2 years.*

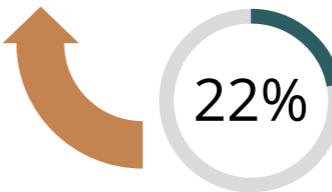
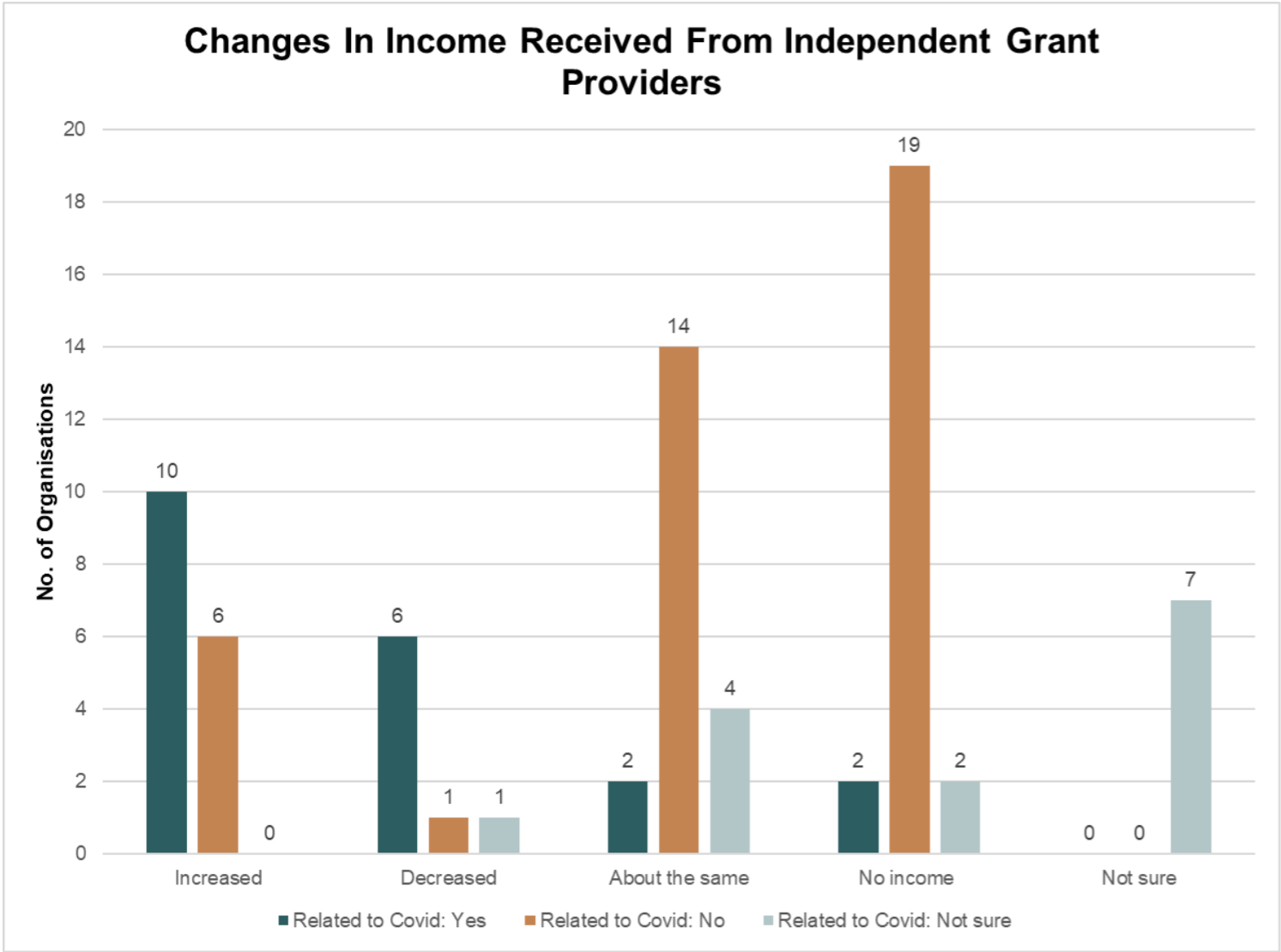
# PART THREE- FINANCES & FUNDING

Changes in Income from NHS Providers

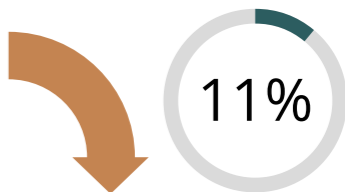


***received no funding from NHS Providers in the last 2 years.***

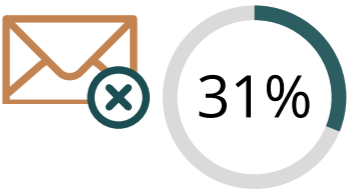
# PART THREE- FINANCES & FUNDING



*overall income from grant provider funding has increased over the last 2 years.*



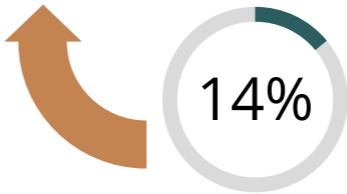
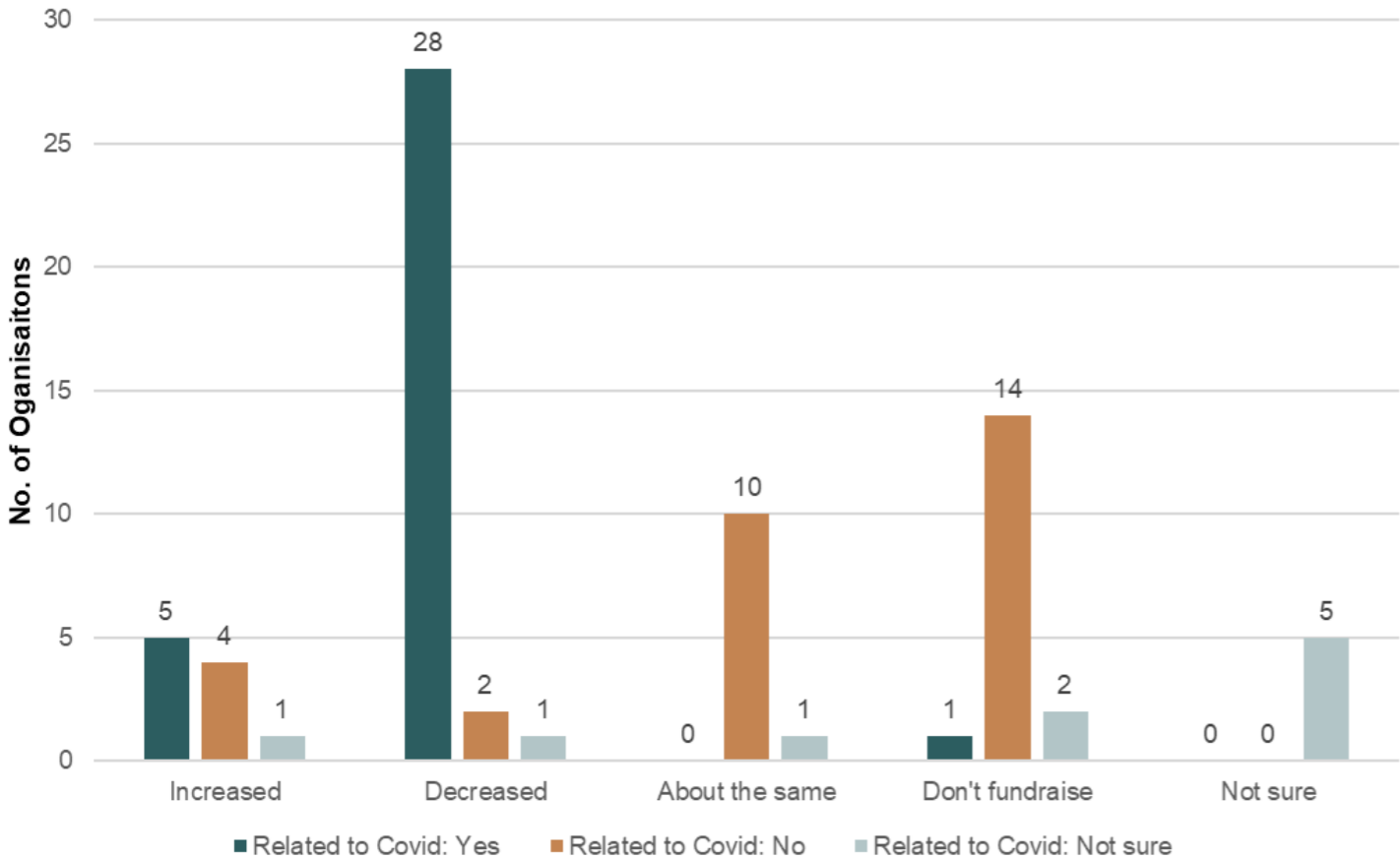
*overall income from grant provider funding has decreased over the last 2 years.*



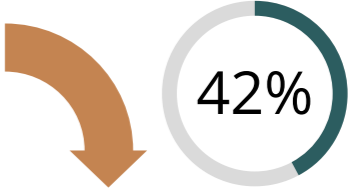
*no income from grant providers over the last 2 years.*

# PART THREE- FINANCES & FUNDING

**Change In Income From Fundraising Activities in the Last Two Years**

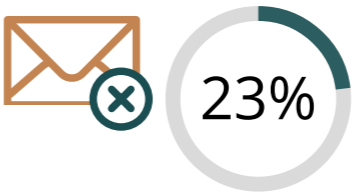


*overall income from donations and fundraising has increased over the last 2 years.*

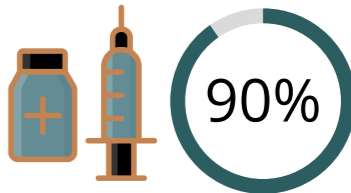


*overall income from donations and fundraising has decreased over the last 2 years.*

## DIRECT IMPACT OF COVID-19 ON INCOME LEVELS



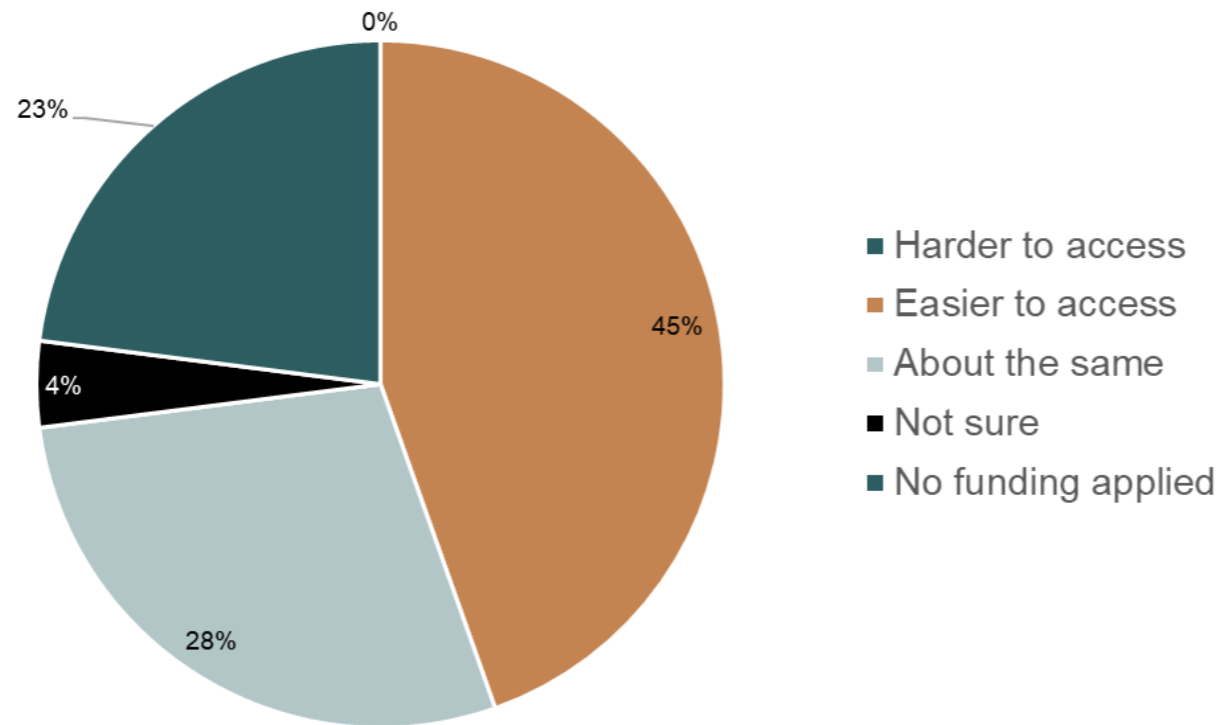
*do not fundraise.*



*who reported a decrease in income from donations and fundraising said it was directly linked to COVID-19.*

# PART THREE- FINANCES & FUNDING

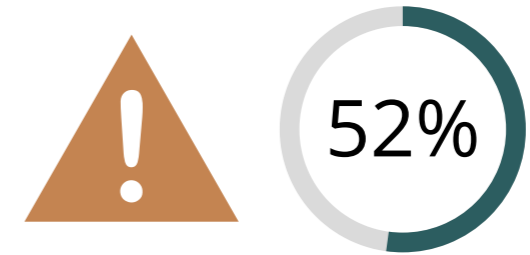
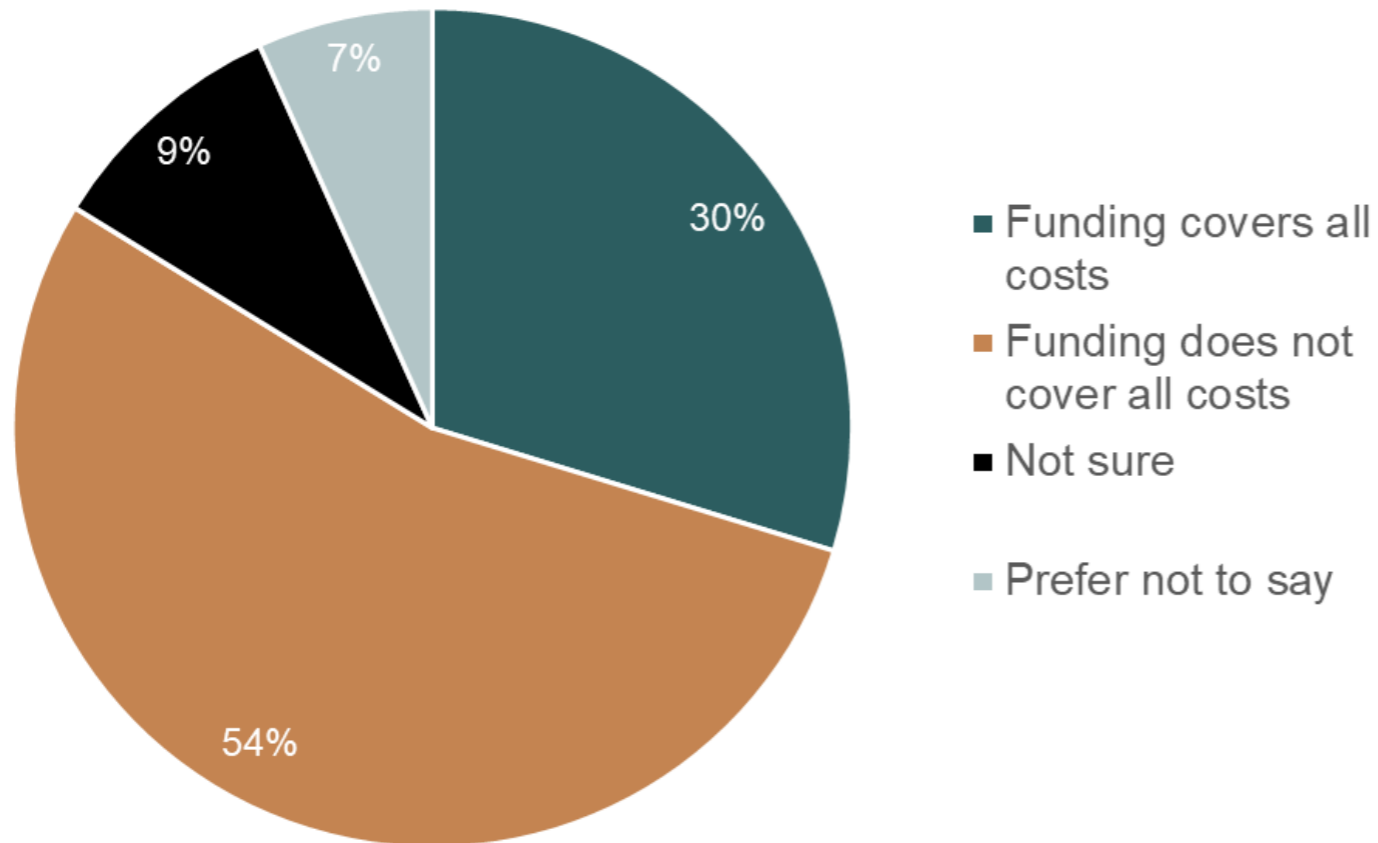
Experience of Applying for Funding in the Last Two Years



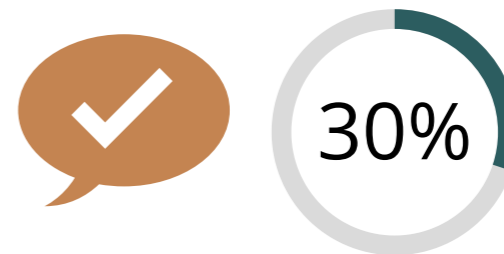
***found it easier to access funds over the last 2 years.***

# PART THREE- FINANCES & FUNDING

**Funding vs Operational Costs**

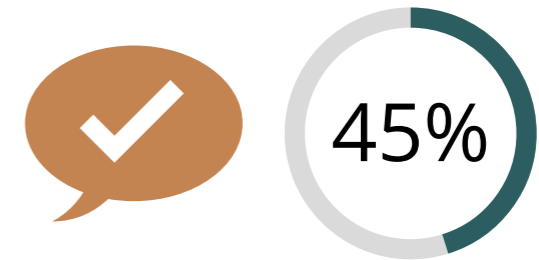
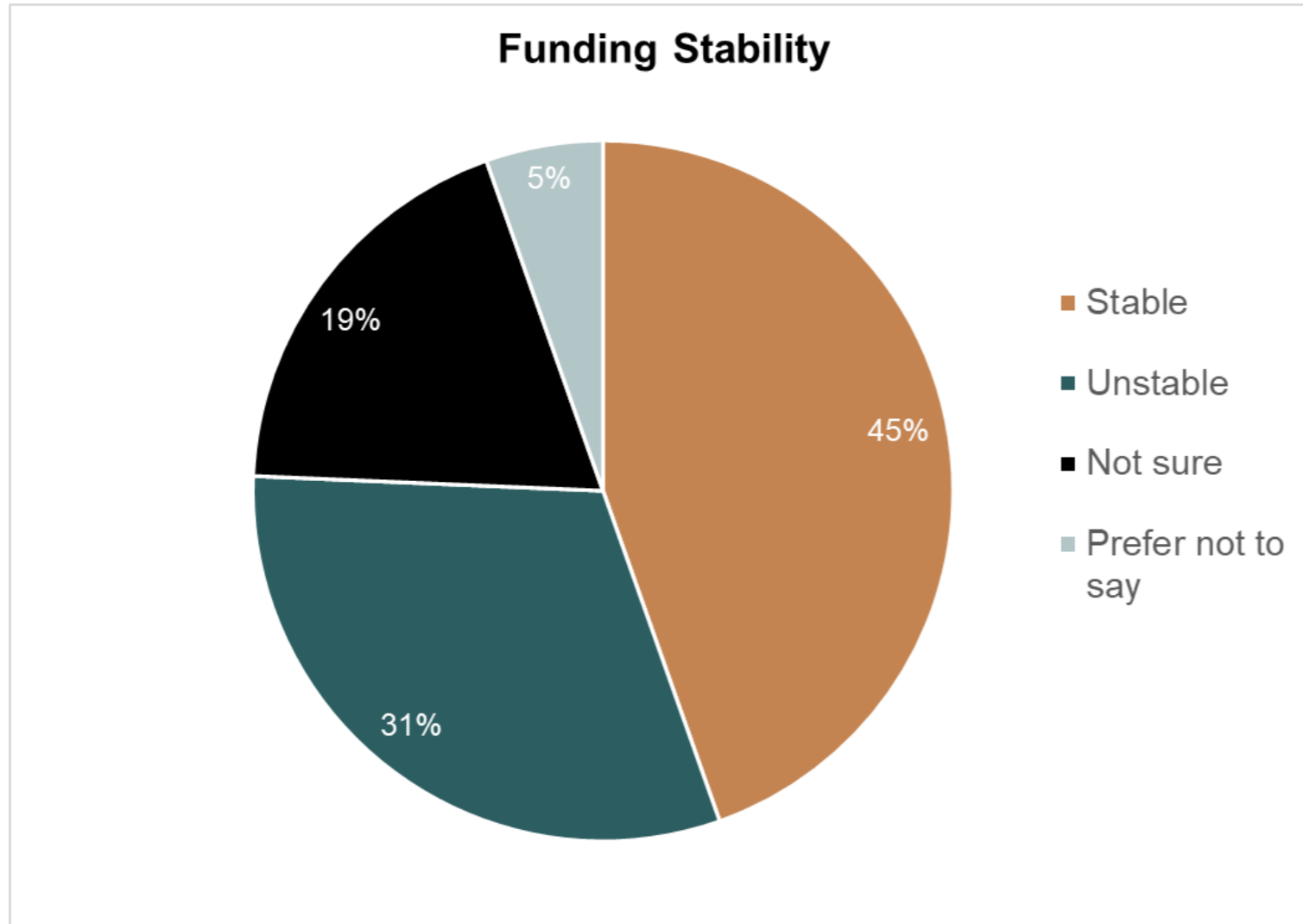


***funding does not cover all costs.***



***funding does cover all costs.***

# PART THREE- FINANCES & FUNDING



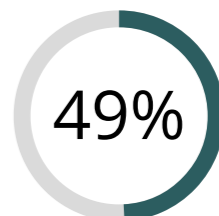
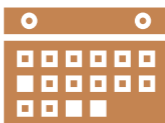
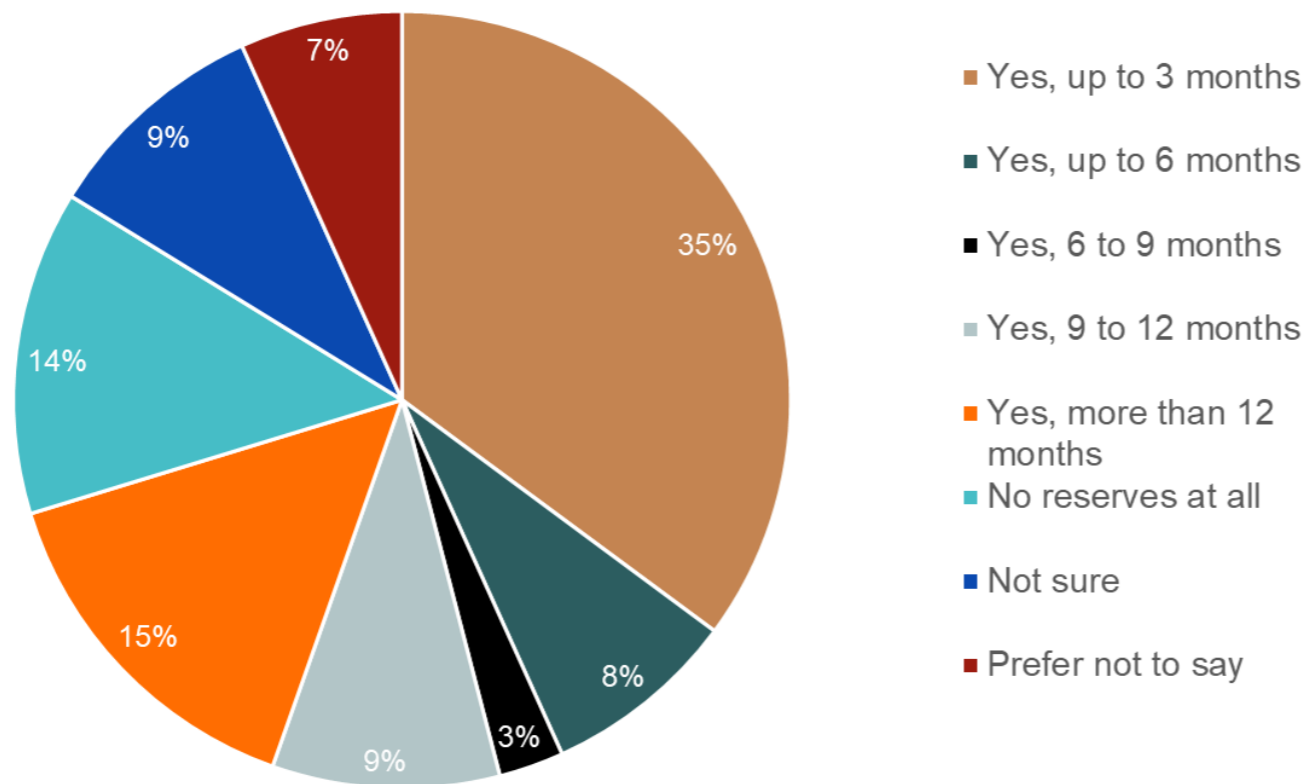
***funding is stable.***



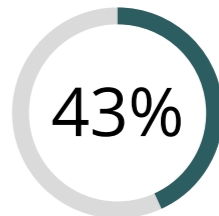
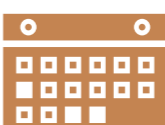
***funding is unstable.***

# PART THREE- FINANCES & FUNDING

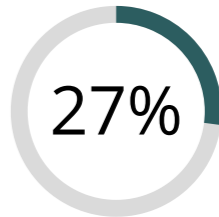
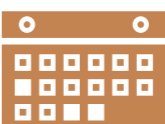
Funding Reserves



*up to 3 month reserves  
(14% no reserves at all).*



*less than 6 months reserves.*



*6 months + reserves.*

# PART THREE- FINANCES AND FUNDING - COMMENTS



*If you would like to tell us more, please explain how and why the type of funding you receive has changed in the last two years.*

"We have been successful and most has been COVID funding. Our response to the pandemic and change of services still outstrips the funding with increase in demands on our service generating more need. We have recently secured funding that will secure next year with part funding for the second year. We now need to continue this, which is a full time job. Lots of the funding is for new projects and this seems to be about volume of spread. Whilst this is great to get new ideas started it is not sustainable and is difficult to continue. Unless funding bodies recognise that firm foundations of core costs underpin sustainability of projects, service delivery and a cohesive plan, projects and the people within them will burn out. This is short sighted and gives a stop start approach to delivery, no consistency for individuals using the services. For the three year period prior to pandemic, our self generated annual income was between 82% and 94% over the last two years this has reversed and is now around 84% grant income."

"No income from membership fees for the past two years while activities curtailed and room hire from courses by external providers severely curtailed and no funding applied for while activities curtailed."

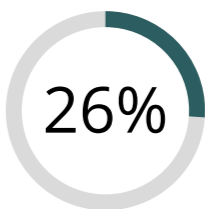
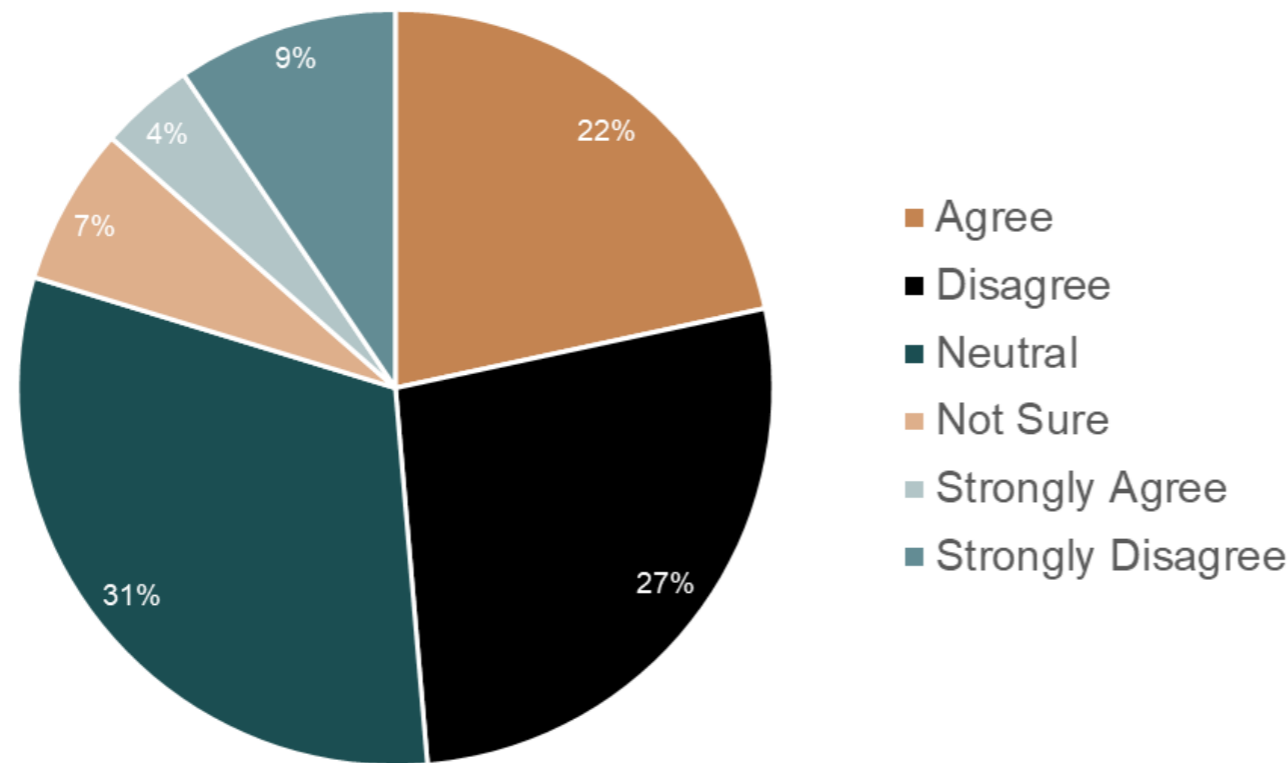
"Our funding is mainly from membership fees and during the pandemic when we could not hold meetings but were still providing zoom meetings and a newsletter, we drastically cut our membership fee for 2020/21 so therefore our income reduced for that year."

"Grants are becoming more difficult to access as more organisations are relying on grants to cover costs due to budget cuts."

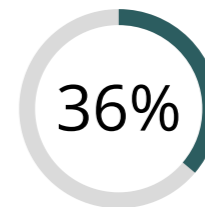
"The covid crisis has opened up different funding streams eg ConnectedNotts."

# PART FOUR- CHALLENGES & SUPPORT

## My Organisation is Able to Influence Local Decisions



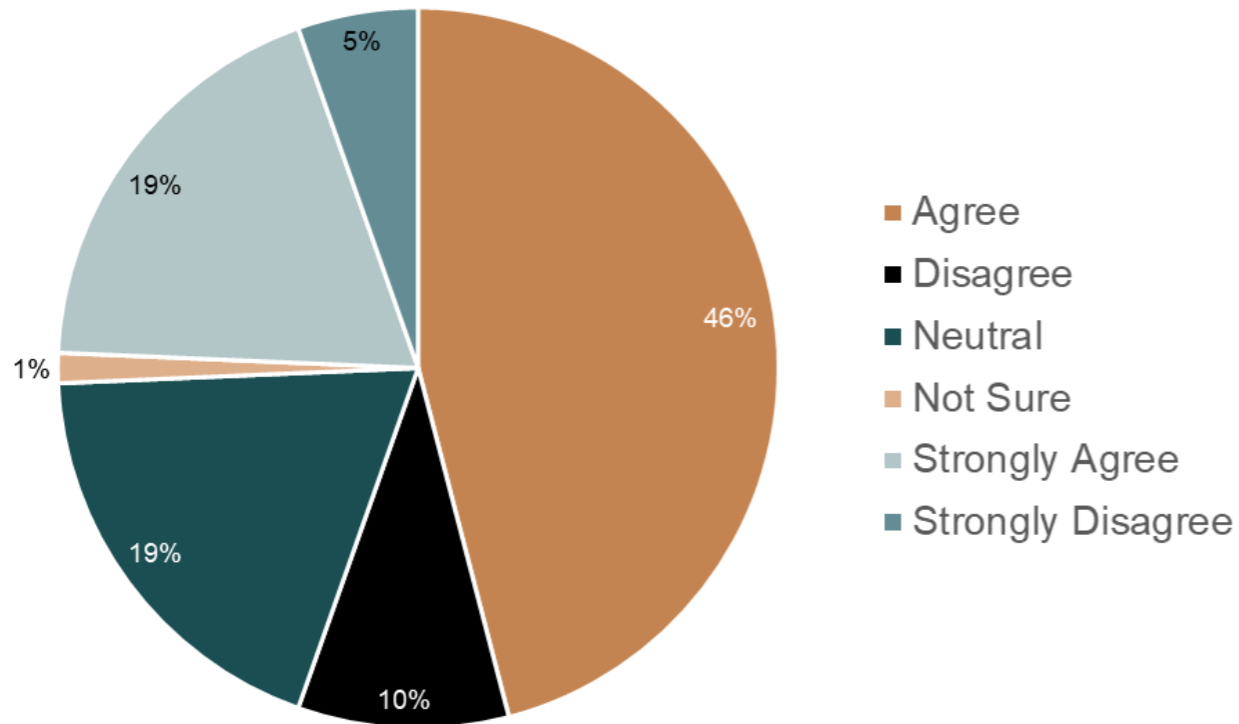
***Agree or strongly agree  
on the ability to influence  
local decisions.***



***Disagree or strongly  
disagree on the ability to  
influence local decisions.***

# PART FOUR- CHALLENGES & SUPPORT

**My Organisation is Able to Speak Out**



*"We are not yet in a position to influence anything but we have a voice and our voice is heard."*

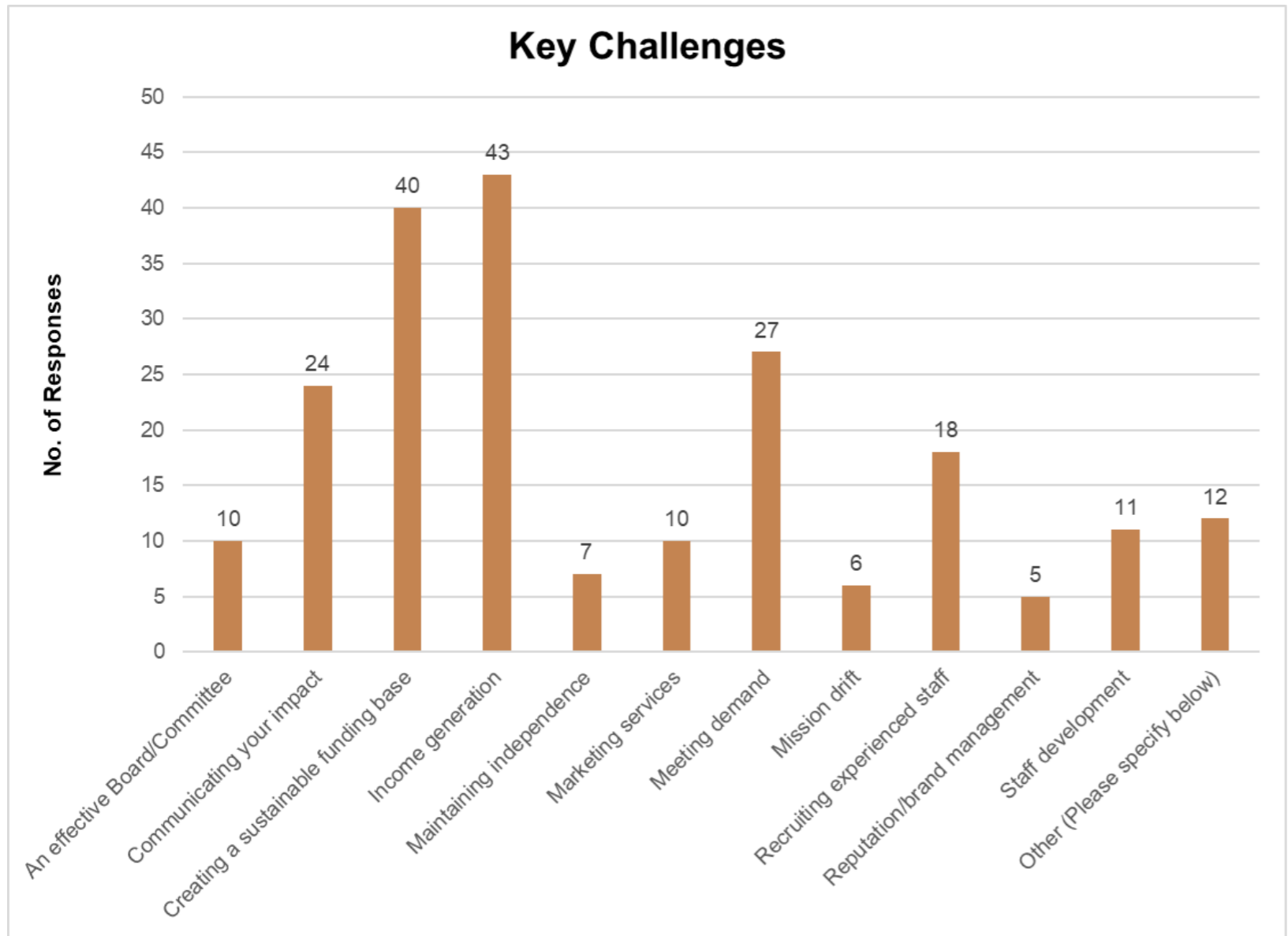
*"There is little opportunity in Mansfield for discussion with the relevant individuals/organisations."*

*"We are a small charity that meets daily rising demand for our services but do not have the funding capacity to increase our representation at networking and other events."*

*"We are a small local group, and whilst we receive support from the Local Authority, our opinion is not influential enough to bring about change."*

*"Our role is to influence and navigate the layers of system and in turn the partners that influence how services and provision are delivered in Notts. We are invited to relevant strategic boards and are able to input as necessary."*

# PART FOUR- CHALLENGES & SUPPORT



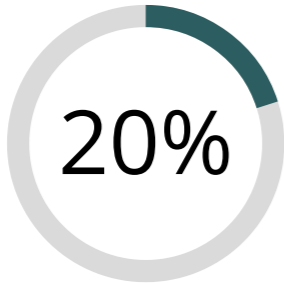
*Other:*

*Recruiting & keeping volunteers*

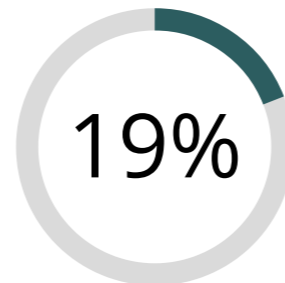
*Financial sustainability*

*Capital resources - building and other assets*

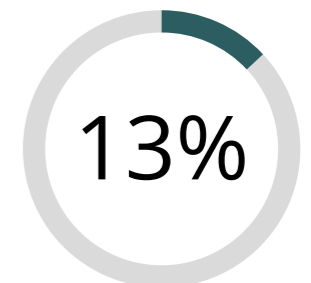
# PART FOUR- CHALLENGES & SUPPORT



*of all responses cited income generation as a challenge.*



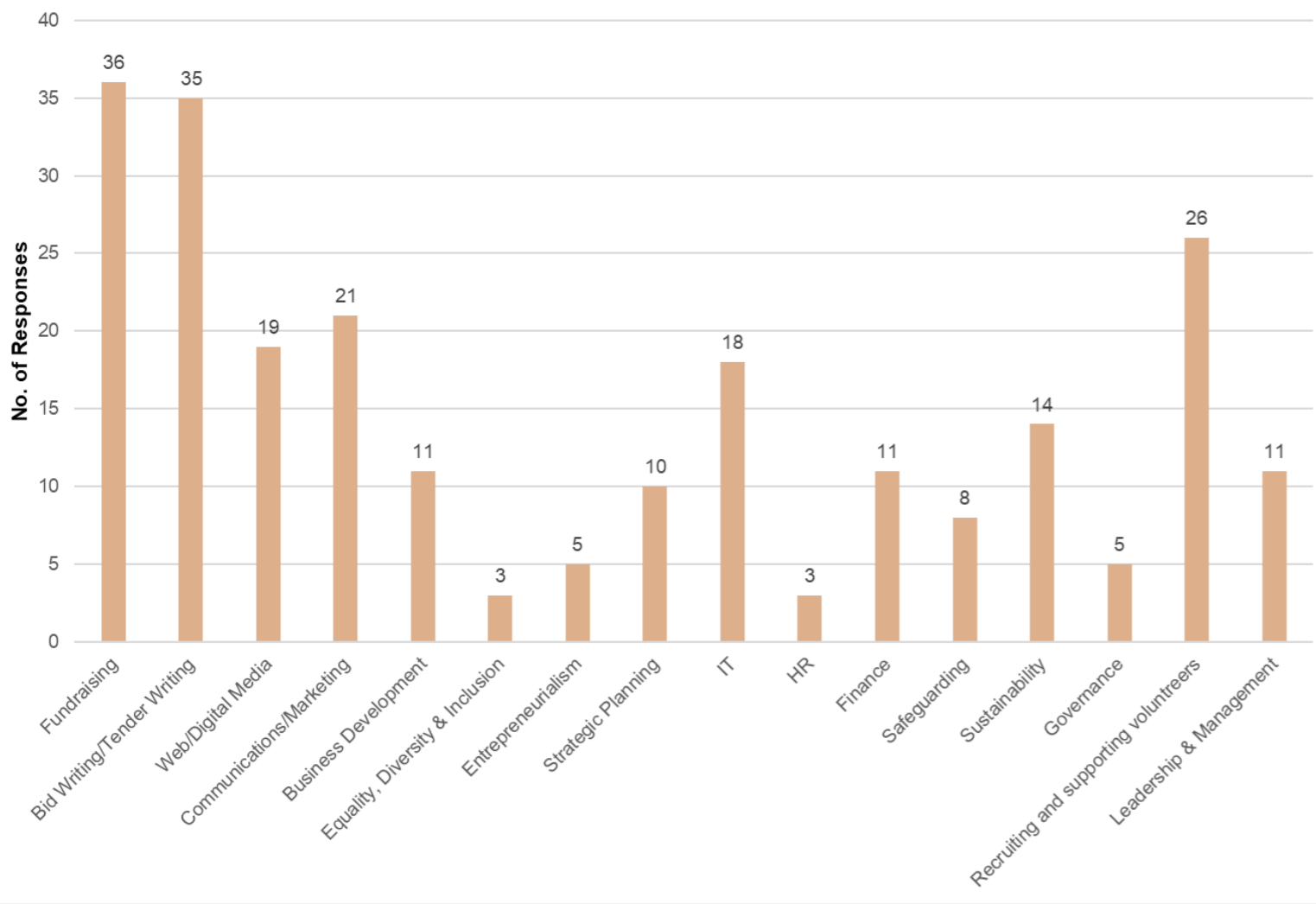
*of all responses cited creating a sustainable funding base as a challenge.*



*of all responses cited meeting demand as a challenge.*

# PART FOUR- CHALLENGES & SUPPORT

**Key Skills Shortages (Staff and Volunteers)**



## TOP 4 SKILLS SHORTAGES

- Fundraising (15%)
- Bid Writing/Tendering (15%)
- Recruiting & Supporting Volunteers (11%)
- Comms & Marketing (9%)

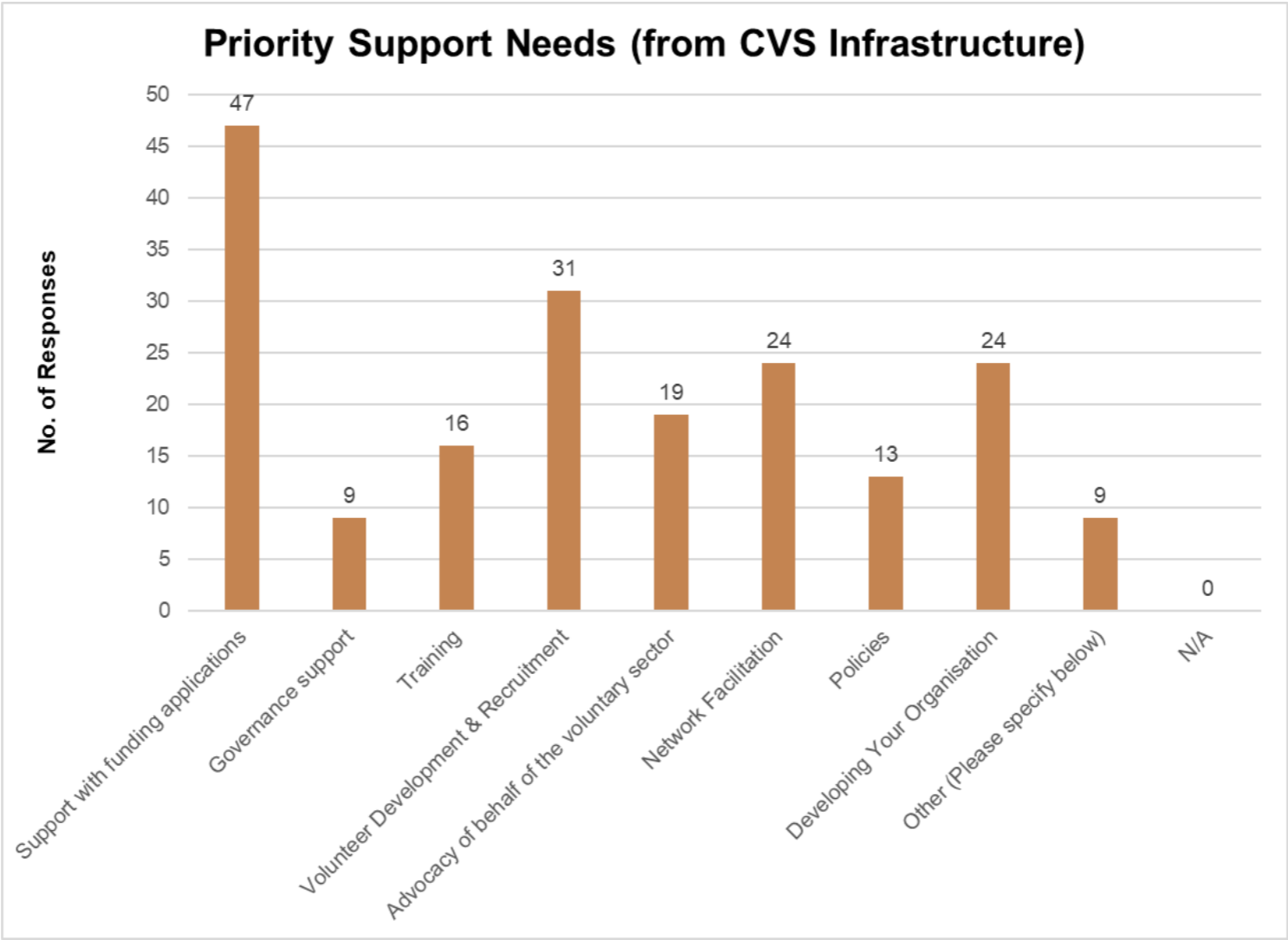
# PART FOUR- CHALLENGES & SUPPORT



## SKILLS CHALLENGES

- Difficulties recruiting volunteers - to train new people, support core organisational areas
- Pressures of coordinating communication and marketing related activity, developing an online presence
- Challenges to secure volunteering support to subsequently help train staff/volunteers - challenges of accessing IT and digital skills
- Leadership and management skills ranked relatively highly in comparison to the rest of Notts
- Difficulties recruiting staff with the right skillset
- Lack of expertise in writing funding applications and/or business development
- Specialist advice/skills - legal, HR

# PART FOUR- CHALLENGES & SUPPORT



# PART FOUR- CHALLENGES & SUPPORT



# COVID-19

All respondents reported that the impact on service users has been negative with the following quotes highlighting the issues for specific service users:-

We have seen a decline in physical activity (PA) in certain groups particularly older people, LTC and those living in areas of deprivation. PA behaviour has changed - people are not connecting and taking part in as many traditional sports and leisure provisions.

Mental health issues and wellbeing of our service users was impacted greatly during the pandemic - we have been dealing with many cases of depression, anxiety and loneliness plus fears about the future. We have managed to alleviate some of these concerns by including service users in our planning and development and by offering support, advice and signposting.

More people are going on the walks, gaining confidence as initially they were nervous about mixing socially and out of their family environment. Also the need to talk to others has impacted on mental health as several people have suffered during COVID-19 and the need to express their feelings is obvious when walking alongside a variety of different people.

They increased dramatically. We gave them a befriending service. Food bank. Helped with their home issues even at risk to ourselves and whilst in lockdowns we gave a lot of advice and support over the phone.

The young people that we work with have suffered difficulties because of Covid that includes loss of family members, deteriorated mental health and wellbeing. Some young people have completely disengaged from school and families have suffered an increase in domestic violence. We are finding that young people have become more anti social and less willing to engage with services because they lost a year of social contact, they have lost confidence and are less optimistic about the future. This is resulting in young people being more vulnerable to criminal and sexual exploitation and living poorer more dangerous lives.

We are facing a tsunami of desperate cases due to UC cuts, energy costs increase. We're already seeing this but from January 2022 we will have no help available!

Members have experienced isolation and loneliness. Some have lost loved ones and had to cope alone. The Branch has lost members and restrictions have made it impossible to offer the usual support normally given. Meetings and activities stopped which meant social isolation and often depressing loneliness. The well-being of members has been badly compromised and new members lost.

All issues prior to the pandemic have been magnified. Mental health and coping and managing life has become more difficult. People are less physically fit and many have seen a decline in health. Isolation has decreased confidence and the difficulties accessing services when needed is creating much distress, with many feeling helpless.

We were closed completely for 18 months, many are still nervous about coming and a few are not coming for other health reasons. I tried to keep in contact with everyone during the pandemic by phone as many are living on their own and felt very isolated, with some having little or no family support Those who are now attending are generally happy to be back.

# MANSFIELD – FOCUS GROUP INSIGHT

## *1. How has the pandemic affected your organisation?*

- Relied on emergency funding to keep services running.
- Whole process had to be completely rethought – how to get food parcels/ who needed the parcels and who needed prescriptions, etc.
- Challenge of finishing projects that started before pandemic - feeling under pressure from funders to get these completed. Unable to meet targets due to some places still being shut and people to not be working as usual.
- Lost a lot of connections with other organisations due to not being able to hold events.
- Existing tutors found full time work elsewhere.
- Policing issues as muddled messages created a misunderstanding of what could and could not be done throughout pandemic.
- Some individuals are still worried about being face to face, creating hybrid working. Creates issues linking to risk assessments etc.
- Volunteer numbers deflated.
- Lack of income due to lost room hire bookings.
- Exhaustion/mental fatigue due to nothing in place and not knowing what is happening.
- Lack of co-ordination across districts.
- Safeguarding issues increased from one per week to 3+ per day during the pandemic – (child protection, vulnerable adults, suicide risks, firearms etc.)
- Referral rates up to capacity – 20 people on waiting list for a couple of weeks instead of a couple of days.
- Most clients (c.70%) are alcohol-related, not drug-related – not only people who were struggling pre-pandemic, but also family members now struggling with their own emotions and stresses.
- Younger people have come into the VCS as volunteers and staff.
- Moved to a new centre with better facilities after lockdown.
- Are becoming a place to access wider services (District Council, mental health, etc.)
- Received COVID-specific grants which helped the organisation to sustain for the past two years.
- Now have a food supply network built up during the pandemic.
- Positive note - more credence felt in the VCS that it is understood that they are the backbone of most things happening.
- Emergency funding coming through faster.
- Chance to review services and cut things where necessary.
- More engagement from partners.

## *2. How confident are you regarding the future?*

- Mixed picture re funding – some have more money in the bank (reserves) than have had in the last 12 years, however not as confident as the pandemic may result in shortened contracts and increased competition for grants. Constant need to secure funding which takes up a lot of staff time.
- Challenge to fundraise via public donations due to general financial insecurity.
- Confident due to restrictions easing which hopefully then creates everything to go forward. Citizens are understood to be really keen to get back and be involved.
- If any annual boosters are to be carried out, these can be encouraged.
- Have survived the worst of the pandemic.
- Good position for staffing - have 50% of salary covered. However in some instances, comment that staff constantly donate overtime.
- Some concerns re older staff and volunteers and conversely lack of younger people willing to take over.
- Hoping to proceed with an estate Youth Council.
- Seeing an increase in event organisation and attendance.

## *3. What are your top 3 priorities for the next 12 months?*

- Secure sustainability of current projects long term.
- Influence and shape wider agenda.
- Build on strong partnerships – more strategic, outreach services to be widened, delivery services in more places to make more accessible for others.
- Get new base open and running.
- Apply for development funding for heating costs.
- Keep networks working.
- Focus on sustainability due to low occupancy within the building.
- Involve wider range of community and network work with other areas such as Mansfield Woodhouse, enhancing working together and use to advantage.
- Use what has been learnt in the past 2 years to an advantage.
- Community champions work together to keep going.
- Funding to keep staff on.
- Working with organisations to understand how can help one another and create a feel-good factor for the community.
- Embed the organisation within local community.
- Secure adequate funding.
- Ensure that younger people are recruited to ensure the future of the organisation.