Volunteering England Annual Membership Return 2010/11

Institute for Volunteering Research

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Contents

Executive Summary

This report on the Annual Return for Volunteer Centres (ARVC) provides invaluable information about the characteristics and performance of Volunteer Centres in England in the 2010-11 financial year. It represents 169 VCs (64% response rate).

…About Volunteer Centres

- 72% are integrated with another organisation; 92% of these are with a CVS.
- They are run by 1 to 2 full-time staff and 2 to 4 part-time staff.
- They involve an average of 8 to 12 volunteers.
- Their income is declining in real terms. The median income of VCs is £56,432.
- They receive 12% less income from local government, to the value of £28,000.
- In turn, the amount VCs receive from grant income has increased by 12%.
- 43% of VCs gain income from fees and services, 10% more than two years ago.

…About the core functions of Volunteer Centres

- **Brokerage:** VCs receive an average of 881 enquiries and place an average of 324 volunteers. They are particularly effective at engaging: women (63% of enquiries), those who are not in employment (48% of enquiries), young people (27% of enquiries), and minority ethnic groups (28% of enquiries).
- **Developing volunteering opportunities:** VCs have an average of 274 VIOs registered, with 46 new registrations in 2010-11 and an average of 382 roles. This is 14% lower than 2009-10, indicating that demand for services outstrips supply.
- **Marketing:** VCs are more actively involved in marketing; 74% took part in national publicity campaigns, and 79% launched their own.
- **Good practice development:** 94% of VCs provided training for 50 volunteer-involving organisations (VIOs). 71% of VCs provided training for volunteers, with an average (mean) of 76 volunteers, a 7% increase.
- **Strategic development of volunteering:** VCs are represented at three-quarters of strategic partnerships in their region**.** A member of staff from 75% of VCs participates in regional/sub-regional networks of VCs. However, direct VC representation on LSPs / LAAs and ChangeUp Consortia is low (23-26%). Three-quarters engage in the local funding agenda and half in political agendas.
- **Policy response and campaigning**: 84% of VCs responded to consultations on volunteering (12% increase). 68% facilitated a consultation with local VIOs or volunteers related to policy issues (10% increase).
- **Demand versus capacity:** In five of the six functions, VCs indicate that demand is higher than capacity. Overall, a third of VCs feel they have been unable to meet their demand. ‘Brokerage’ and ‘Developing Opportunities’ are felt to create the most demand and the biggest difference between capacity and demand.

…About regional variations

- **Income:** The North West has the highest income of £132,000, whilst the South West has the lowest of £23,250. Local government funding ranges from £42,500 (North East) to £87,000 (London). Central government funding ranges from £1,000 (South East) to £99,645 (London). Grant funding ranges from £13,000 to £77,800 (medians).

Introduction

The Annual Return for Volunteer Centres[1] (ARVC) collects invaluable information about the characteristics, performance and diversity of Volunteer Centres (VCs). The online survey, analysis and reporting which constitute the ARVC is delivered by the Institute for Volunteering Research (IVR). It provides an essential evidence base about the strength and diversity of the Volunteer Centre network, as well as tracking change over time. Earlier reports can be found on IVR's website (www.ivr.org.uk).

Who does the ARVC include?

The ARVC was collected from October to December 2011 through an online survey, distributed via email. It requested self-reported data about the financial year, 1st April 2010 to 31st March 2011.

- **The sample:** Volunteer Centres (VCs) who have or are working towards Volunteer Centre Quality Accreditation (VCQA)[2]. This amounted to 263 VCs, representing 95% of the 276 VC members of Volunteering England.
- **The respondents:** 169 VCs completed the ARVC, representing a 64% response rate. Of these, 91% stated they had achieved VCQA accreditation.
- **The analysis:** The data has been cleaned with duplicate entries removed and has been analysed using SPSS and Excel. Unless specified, outliers have not been removed. For most figures, the median and the mean have been stated as the 'average' to help account for large differences in VC responses.
- **Methodological issues:** There are variations in how VCs record data. They also report with different degrees of accuracy. Specifically, there are issues with the number of total enquiries. For instance a VC could count one individual as one enquiry or every point of contact with that individual as a separate enquiry. There are also challenges of reporting income where VCs are unable to accurately separate their information from the organisation with which they are integrated.

The ARVC 2011 report

This report provides an overview of the Volunteer Centre network in 2011, as well as examining the changes which have occurred in the past three years.

It begins with a description of the Volunteer Centres in section 1, and then moves on to an analysis of the core functions of VCs in section 2. Section 3 examines the regional variations in income, and finally section 4 draws together emergent conclusions. Full tables are provided in Appendices 1, 2 and 3.

Throughout the report, references to tables are made. These are all included in the appendices at the back of the report (figures are included within the text). The tables are comprehensive and also include data from previous years.

[1] Previously the Annual Membership Return (AMR).
[2] This is a quality framework accredited by Volunteering England, the national membership body for volunteering. It assesses the core functions of volunteering infrastructure at a local level and allows access to recognised branding.

1. Volunteer Centres (see Appendix 1 for tables)

This section outlines the characteristics of Volunteer Centres. It examines the structure and set-up of VCs, looking at their independence and integration with other organisations, staffing and volunteer involvement, as well as their average income. Each of the findings is compared to the previous financial year, 2009-10.

1.1 Independence/ integration (see table 1 and 2)

- **Organisation status:** In total, **28%** of VCs are **independent** whilst **72%** of VCs are **integrated** with another organisation. Over the past financial year, 3% of VCs (a total of 4) have integrated with another organisation, changing their status.
- **Integration characteristics:** Of those which are integrated, 92% are with their local Council for Voluntary Service (CVS). 72% maintain a discrete budget and 43% have some of their core functions delivered by the host organisation. Only 1% of these have a separate governance structure. This is similar to the previous financial year and shows increasing collaboration between VCs and CVSs.

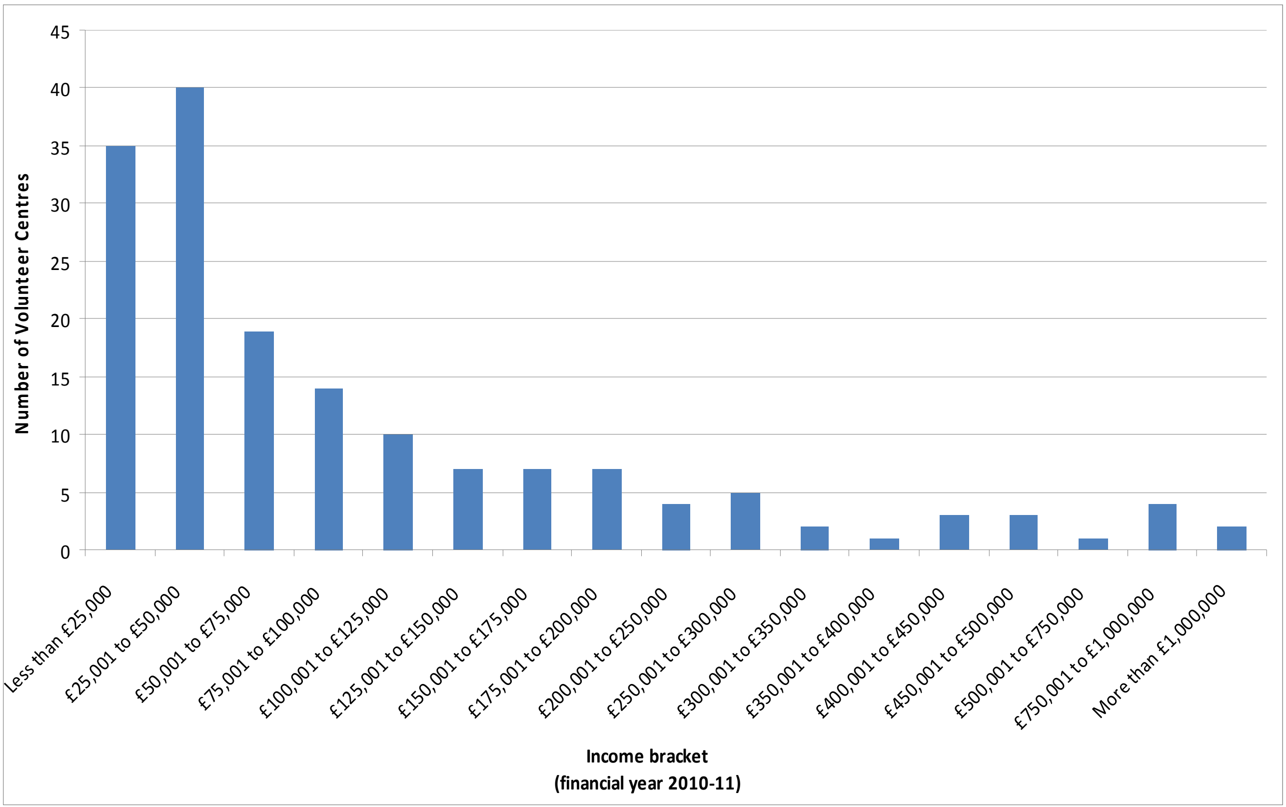
1.2 Operational characteristics (see table 3 and 4)

- **Branches:** In terms of outreach, 10% of VCs have separate branches and 47% have outreach points. There has been no significant change in these figures over the past three years (see appendix table 3).
- **Paid staff:** Overall, staffing levels within VCs appear to be stable, but vary substantially between VCs. The largest VCs in the survey employ more than 20 full-time staff, whilst the smallest has no paid staff. On average (median), VCs are run by **1 to 2 full-time staff and 2 to 4 part-time staff.**
- **Involving volunteers:** VCs could not run without volunteers, involving on average **8 to 12 volunteers,** the same as 2009-10. Whilst 10% of VCs do not involve any volunteers in their delivery, the highest number of volunteers involved is 369, with the second highest, 112. 75% of the VCs involve up to 15 volunteers.

1.3 Income within the VC network (see table 5 and 6)

- **Average income:** The incomes of VCs vary substantially, as shown in figure 1. The mean income of VCs is £134,371. However, this figure is skewed by three larger VCs (incomes of £970,000, £1 million and £2 million). In total, 75% of VCs operate with an income of less than £130,000. For this reason the median gives a more accurate picture, which shows the average income of VCs is **£56,432**. This has increased slightly from the £55,000 reported in 2009-10, but not to the same degree as the increase from £50,000 reported in 2008-9. In other words, the average income of VCs is declining in real terms and this data indicates the potential for further decline in coming years.
- **Change since 2009-10**: Despite the concerning picture for VC income overall, just over half of VCs have experienced positive improvement in the past year.
    - 54% of VCs reported a higher income than 2009-10.
    - 35% of VCs reported a lower income than 2009-10.
    - 11% of VCs reported consistent income in 2009-10 (5% did not know).

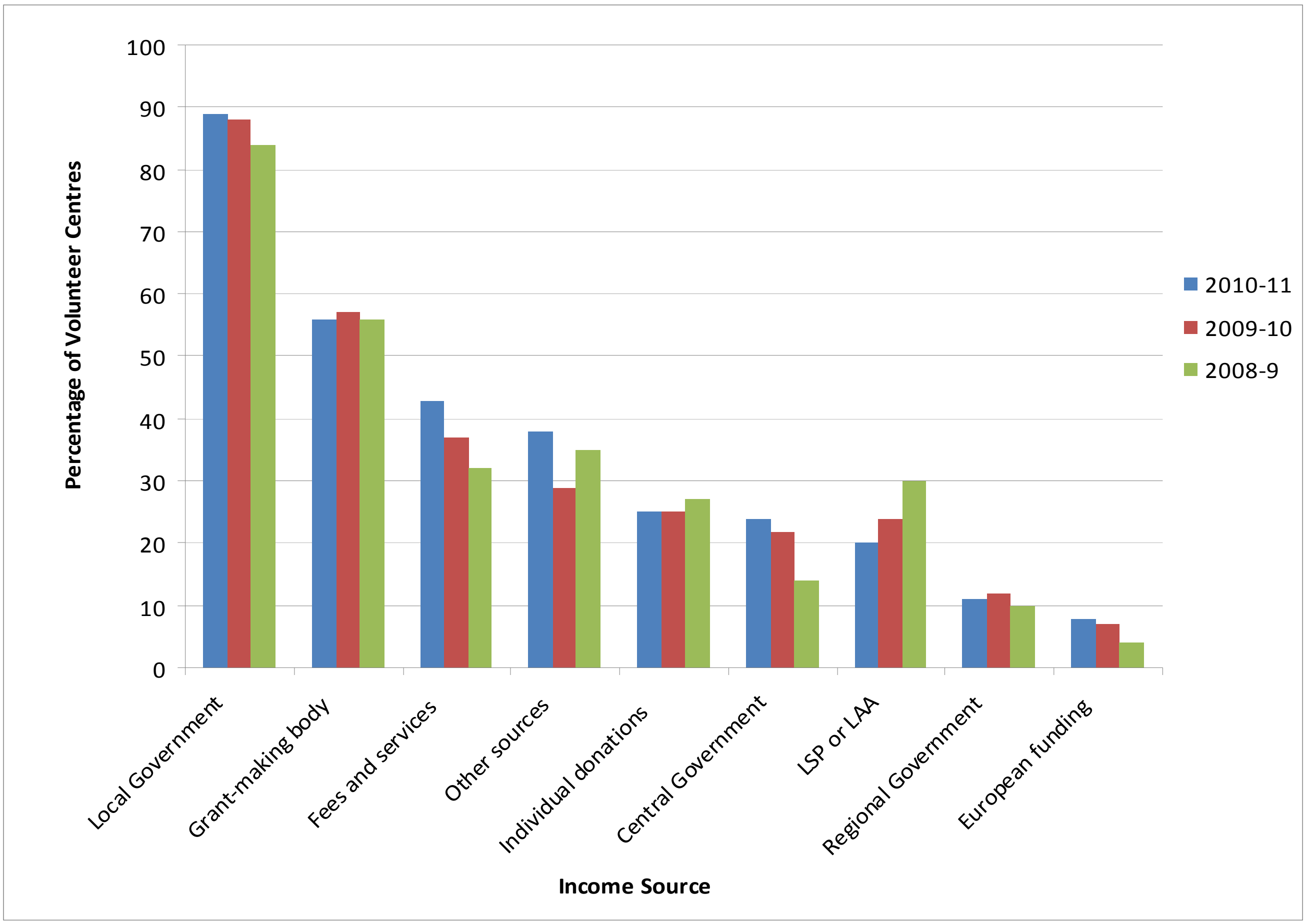
Figure 1: Number of Volunteer Centres within each income bracket



1.4 Volunteer Centre income sources (see Figure 2 and table 7)

- **VC income composition:** The composition of the total income within the VC network remains relatively consistent in terms of sources (see table 6). This is represented predominantly by local government (42%), grant-making bodies (25%) and central government (10%).
- **Local government:** In total, **89%** of VCs receive income from local government (range from £200 to £670,000) with a median value of **£28,308**. This represents a decline of 12% from 2009-10 when the average amount was £32,000, returning to the value received in 2008-09. However, local government continues to be the most popular source of income for VCs, representing 42% of the network income. Of the 19 VCs which did not receive income from local government, 5 received income through the LSP/LAA instead. In total, 28 VCs received funding from both.
- **Grant-making bodies:** In total, **56%** of VCs receive funding from grant-making bodies with a median value of **£33,000,** ranging from £250 to £250,000. This has increased by 12%, from a median of £29,000 in 2009-10. Grant-making bodies represent 25% of the network income and are the second most popular source.
- **Fees and services:** In total, **43% of VCs** generate their own income by charging for fees and services. This is 6% more VCs than the 37% charging fees in 2009-10 and 10% more than the 32% in 2008-9. Whilst this growing source of income still represents a relatively small percentage of the network income, the median value has also increased by 22%, from £4,650 in 2009-10 to **£6,000** in 2010-11. Charging for fees and services is increasingly valuable to VCs and demonstrates their adaptability in the current funding environment.

Figure 2: The percentage of VCs receiving funding from each source, per financial year



2. The core functions of Volunteer Centres (Appendix 2)

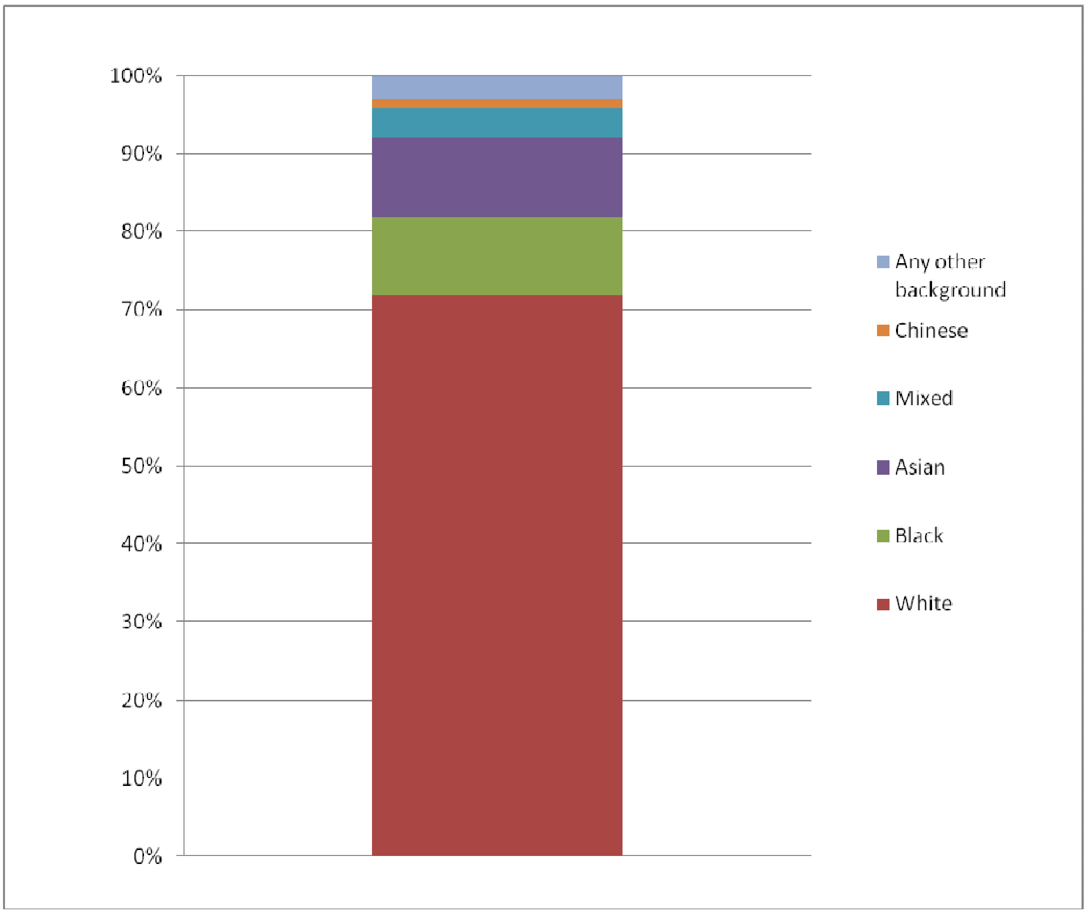
This section examines the six core functions VCs deliver: brokerage; developing volunteering opportunities; marketing volunteering; good practice development; strategic development of volunteering; and policy response and campaigning. It details some performance indicators against each of these functions and the extent to which VCs feel they have demand and capacity to deliver each function. Finally, this section considers the overall demand and capacity of VCs to deliver these six core functions.

2.1 Brokerage (see tables 8 to 14)

- **Demand**: Brokerage is rated as **highly demanded by 86% of VCs**, similar to the 88% reported in 2009-10. When the average ratings are collated, brokerage is reported by VCs as their highest demanded function, with none specifying this as having low demand (discussed further in section 2.7).
- **Capacity**: When compared to other functions, brokerage is the function rated as having the **highest capacity** by Volunteer Centres (see section 2.7), with 53% specifying a high capacity and a further 40% specifying medium capacity to deliver. However, 6% of VCs feel their capacity to deliver brokerage is low.
- **Change over time**: Neither perceived capacity or demand has changed since 2009-10 for brokerage (see figure 5 in section 2.7).
- **Demand versus capacity**: There is a **discrepancy of 33%** between the 88% of VCs with high demand AND the 53% with high capacity (similar to the 36% difference reported in 2009-10). Furthermore, the average ratings for each core function (see section 2.7) tell us that when demand and capacity are compared, the biggest discrepancy is the brokerage function. Further investigation is needed to understand if this is demand-led by volunteers or prioritised by VCs.
- **Enquiries:** Overall, the average number of enquires is fairly difficult to draw conclusions from. Whilst some VCs count one individual as one enquiry (whether they are phoning, emailing, visiting or a combination of all three), others count every point of contact with that individual as an enquiry. As an indication of the enquiries received, the data we collected in 2010-11 shows:
  - The **mean number** of enquires is **1,720 per VC**, a growth of 9% when compared to the 2009-10 mean of 1,574.
  - The **median** number of enquires in 2010-11 is **881**, a decrease of 10% from 979 reported in 2009-10. Whilst this median value is much lower than the mean of 1,720, it is a better representation of the average because of huge variations in the number of enquiries reported.
- **Gender of volunteer enquirers:** Volunteer enquiries to VCs are predominantly from women. Of all enquiries received in 2010-11, **37% were male and 63% female**. This same trend has been reported over the past 4 years and reflects the findings of the Citizenship Survey, which in 2008-9 reported that 28% of women participated in formal volunteering, compared to 23% of men. The higher percentages reported by Volunteer Centres could indicate that women are more likely to volunteer, that they are more likely to seek support form a VC to volunteer, or that VCs are able to engage more women than men (see table 9).

- **Disability of volunteer enquirers**: The average (mean) number of enquirers reported as disabled is 87 per VC, similar to the 84 in 2009-10. The median is slightly lower at 56, equivalent to 7% of the median enquiries per VC (see table 10). This is lower than the 18% of the UK population classified as disabled.
- **Age of volunteer enquirers**: Volunteering enquiries are highest amongst the 19-25 year old age group, representing 27% of all enquiries. This age breakdown of volunteer enquires has remained similar over the past 4 years (see table 11). Although it is not directly comparable, this finding contrasts to the Citizenship Survey 2010/11[3], which found the highest likelihood of volunteering amongst older age groups (reporting 41% of 65 to 74 year olds in regular formal volunteering). Although these datasets are not directly comparable[4], they do indicate that Volunteer Centres are particularly effective at engaging young people and/or that young people require more support to volunteer and therefore are more likely to access VCs.
- **Ethnicity of volunteer enquirers:** Looking across the data for all VCs, on average they receive enquiries from those who consider themselves White (72%), Black (10%), Asian (10%), Mixed (4%), Chinese (1%), any other background (3%). This is illustrated in figure 3.

Figure 3: Ethnicity of volunteer enquirers



[3] Citizenship Survey: 2010/11 (April 2010 – March 2011), England, Department for Communities and Local Government.
[4] The Citizenship survey uses more age categories and asks about volunteering activity, where as the ARVC reports on volunteering enquiries.

This indicates that VCs are particularly effective at engaging with potential volunteers from minority ethnic groups. Black and Asian groups are the most over-represented in comparison to the general population. Similarly those volunteers identifying themselves as white (72% of volunteer enquiries) are under-represented by 19% when compared to the 91% reported in the 2001 census of England and Wales[5]. Over the past 3 years, these figures have remained consistent (see table 12).

Employment status of enquirers (table 13): The largest group VCs work with are those who are unemployed or non-employed, representing 48% of their enquiries. These figures are similar to the previous financial year; however the new 'retired' category alters the results. The UK employment rate was approximately 70% in 2010/11[6], indicating that VCs are particularly effective at engaging those who are not in employment.

- 31% unemployed and seeking work
- 24% employed
- 23% students
- 13% non-employed and not seeking work
- 5% retired
- 4% unable to work
- 3% self-employed

- **Placements**: The mean number of volunteers placed by VCs is **324**, a slight increase of 3% on 2009-10. This represents a conversion rate of 18% of enquiries in to placements. However, whilst the majority of VCs record the number of volunteer opportunities, a significant proportion record the number of roles offered instead. This inconsistency means that the true conversion rate could be higher.

2.2 Developing volunteering opportunities (see table 15)

- **Demand versus capacity**: Developing volunteering opportunities is rated as highly demanded by 53% of VCs. This is slightly higher than the 46% reported in 2009-10. In turn, 37% specify they have high capacity and a further 45%, a medium capacity to deliver this function – a discrepancy of 16%. For VCs, this is the second most demanded function (after brokerage); discussed further in 2.7.
- **Registered volunteer-involving organisations (VIOs):** The mean number of VIOs registered with each VC was **274**, a decline on 298 reported in 2009-10, but higher than 251 in 2008-9. The mean number of new VIOs registered is 46 per VC in 2010-11, similar to the mean of 45 in 2009-10 (see table 15).
- **Opportunities (volunteers):** This refers to the total number of volunteers that would be required to fill all of the opportunities registered (e.g. if 10 volunteers were required to work at a festival in the same role it would be counted as 10 rather than 1). The **mean number** of opportunities registered in 2010-11 was **634** (33 VCs provided this information). This is very different to the mean of 1,029 reported in 2009-10. However, given the relatively small number of VCs which report opportunities in this way (36 VCs gave this information in 2009-10), the data is not sufficient to draw conclusions from as to change over time.

[5] Office for National Statistics, *Census 2001*
[6] Office for National Statistics, *Labour Force Survey 2011*

- **Opportunities (roles):** This refers to the number of different roles available to potential volunteers (e.g. if 10 volunteers were required to work at a festival in the same role it would be counted as 1). The **mean number of roles in 2010-11 was 382** (138 VCs provided this information), 14% lower than the 442 in 2009-10.
- **Change over time:** Overall, the data for new VIOs registered, volunteer opportunities registered and volunteer roles registered were all lower in 2010-11 in comparison to 2009-10. Whilst the data should be treated cautiously, this does indicate that there are not as many opportunities in 2010-11 (see table 15). This could be because VIOs do not have the opportunities, or need additional support to develop them and warrants further investigation.

2.3 Marketing volunteering (see table 16)

- **Demand versus capacity**: Marketing volunteering is rated as highly demanded by 47% of VCs. In turn, 28% rate their capacity to market volunteering as high, a difference of 19%. This discrepancy is less than the 27% reported in 2009-10.
- **Activities:** The data indicates that VCs are slightly more involved in actively publicising and marketing of volunteering in 2010-11.
    - 74% took part in national publicity campaigns, compared to 63% last year.
    - 79% of VCs launched their own marketing or publicity campaigns for volunteering, similar to the 76% in 2009-10.

2.4 Good practice development (see table 17)

- **Demand versus capacity**: Good practice development is rated as highly demanded by 42% of VCs and similarly, 42% of VCs indicate that they have high capacity to deliver this function. This is the only core function where the level of demand and capacity looks to be equal (discussed further in 2.7).
- **Activities:** Almost every VC provided training during the last financial year:
    - **Training VIOs:** Overall, **94% of VCs** provided training for VIOs with a mean of **50 VIOs** attending their training, an increase on the 88% providing training in 2009-10 to an average of 40 VIOs. In total, **7,120 VIOs were provided with training** in 2010-11 by the 169 VC survey respondents.
    - **Training volunteers:** Overall, **71% of VCs** provided training for volunteers, with an average (mean) of 76 volunteers attending that training. This is an increase on the 66% providing training in 2009-10, to an average of 75 volunteers. In total, **7,867 volunteers were provided with training** in 2010-11 by the 169 VC survey respondents.

2.5 Strategic development of volunteering (see figure 4 and table 18 to 22)

- **Demand versus capacity**: Strategic development of volunteering is rated as highly demanded by 37% of VCs whilst only 20% of VCs indicate that they have high capacity to deliver this function. When examining the average ratings, strategic development is rated overall as the second lowest area of capacity for VCs (this is discussed further in section 2.7). This is noteworthy given the decreasing number of volunteer opportunities registered (see section 2.4). In other words, VCs require more capacity to work with VIOs.

- **Representation within VC networks (see figure 4 and table 18)**: Three-quarters of VCs work in partnership with other VCs in their region for the strategic development of volunteering, with figures similar to 2009-10.

  VC staff: A member of staff from 75% of VCs participates in a sub-regional network of VCs. In addition, 61% participate in a regional network of VCs, highlighting the collaborative approach adopted by VCs.

  Alternative representation: A small proportion of VCs are represented in a sub-regional VC network by the organisations they are integrated with (7%) or by a partner organisation (10%). Similarly, in regional VC networks they are represented indirectly by a partner (24%) or by their integrated organisation (9%).

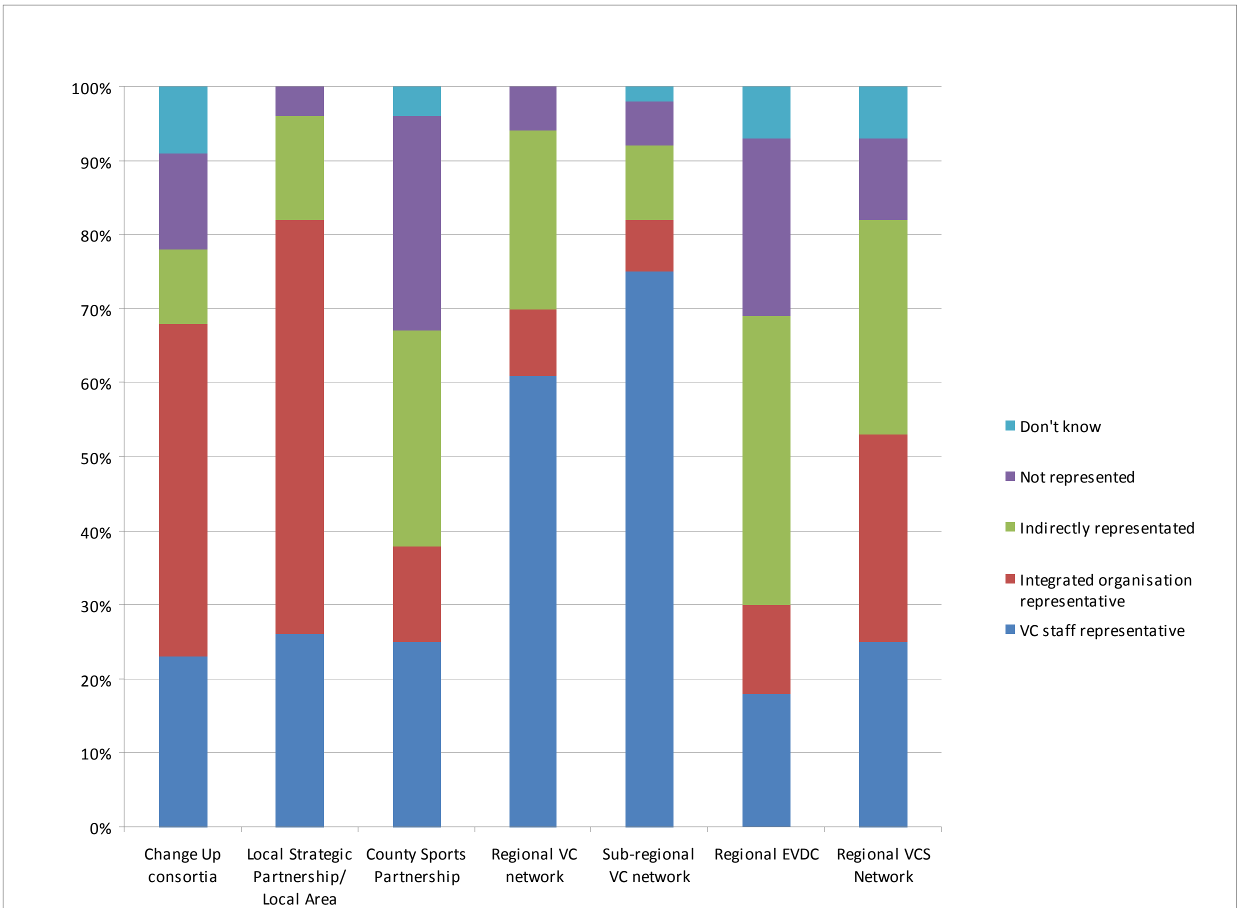
- **Representation in strategic partnerships (see figure 4 and table 18):**

  VC staff: A considerably lower percentage of VCs are represented by their own staff in other strategic partnerships such as Change Up Consortia (23%), Local Strategic Partnership of Local Area Agreement (LSP/LAA) (26%), County Sports Partnership (25%), Regional EVDC (18%) and Regional VCS Network (25%). Again, these figures are similar to 2009-10.

  Representation by an integrated organisation: VCs are represented by the organisation they are integrated with at Change Up consortia (45%), LSP/ LAA (56%) and at a regional VCS network (28%).

  Representation indirectly by a partner organisation: VCs are indirectly represented by a partner organisation in the highest proportions on a Regional England Volunteer Development Council (EVDC) (39%) a regional VCS network (29%) and a County Sports Partnership (29%).

Figure 4: Volunteer Centre representation in strategic partnerships 2010-11



- **Overall representation activities (see table 19):** Overall, VCs are directly or indirectly represented on three-quarters of all strategic partnerships in their region**.**
- **Engagement with local funding agendas (see table 20):** Three-quarters (77%) of VCs feel that they have been engaged or very engaged with the local funding agenda in 2010-11, similar to the 74% reported in 2009-10.
- **Engagement with local political agendas (see table 21): Just over half of the** VCs (59%) felt they were engaged or very engaged in local political agendas, similar to the 60% reported in 2009-10.
- **Shaping the local volunteering agenda (see table 22):** In terms of their effectiveness in shaping the local volunteering agenda, 22% felt they were very effective and a further 42% felt they were effective in 2010-11. Again, this is very similar to the ratings in 2009-10.

2.6 Policy response and campaigning (see table 23)

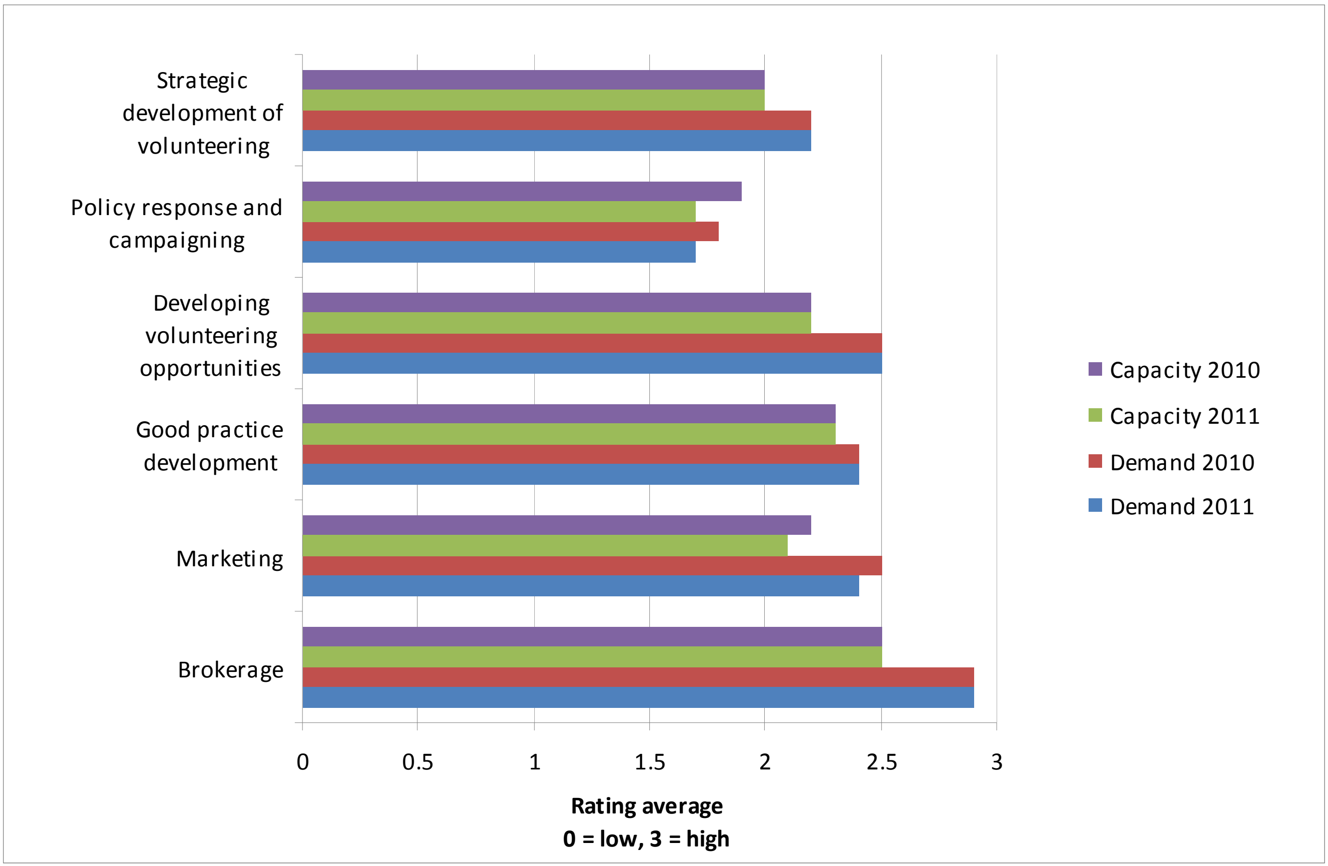
- **Demand versus capacity:** Only 15% of VCs specified a high demand for policy response and campaigning, with 45% of VCs indicating demand as low. Overall, VCs feel this is their lowest demanded function. Looking at the average ratings for capacity and demand for each function (see table 24), policy response and campaigning has the lowest discrepancy between the average ratings of capacity and demand. Given the nature of policy and campaigning work, it is likely that capacity creates demand and vice versa in this case.
- **Activity:** Whilst VCs do not feel their ability to campaign and respond to policy is highly demanded, they are actively involved in delivering this function.
    - **Consultations:** Overall 84% of VCs have responded to consultations on volunteering, much higher than the 72% of VCs who reported this in 2009-10.
    - **Facilitating consultations:** Overall, 68% of VCs indicated that they had facilitated a consultation with local VIOs or volunteers related to policy issues. Again, this is 10% higher than the 58% of VCs in 2009-10.

2.7 Capacity versus demand for VCs (see figure 5 and tables 24 to 25)

- **Overall**: When asked if they are able to meet current demand for their services:
    - Two thirds (67%) of VCs feel they have been able to meet demand.
    - A third (33%) of VCs feel they have been unable to meet their demand.

  This figure represents an increase from the 61% of VCs indicating they were able to meet the demand for their services in 2009-10. However, in five of the six functions, VCs indicate that demand is higher than capacity.

Figure 5: Volunteer Centre ratings of demand and capacity to deliver core functions over time

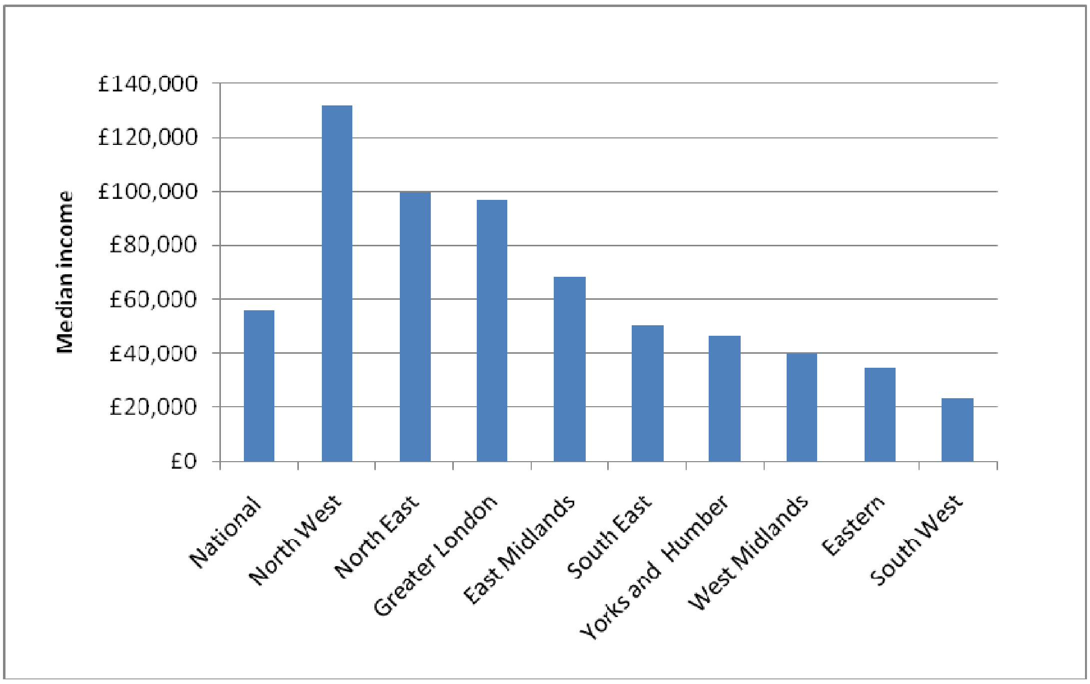


3. Regional variations (see Appendix 3)

The overall income and income sources of Volunteer Centres have been analysed by region.

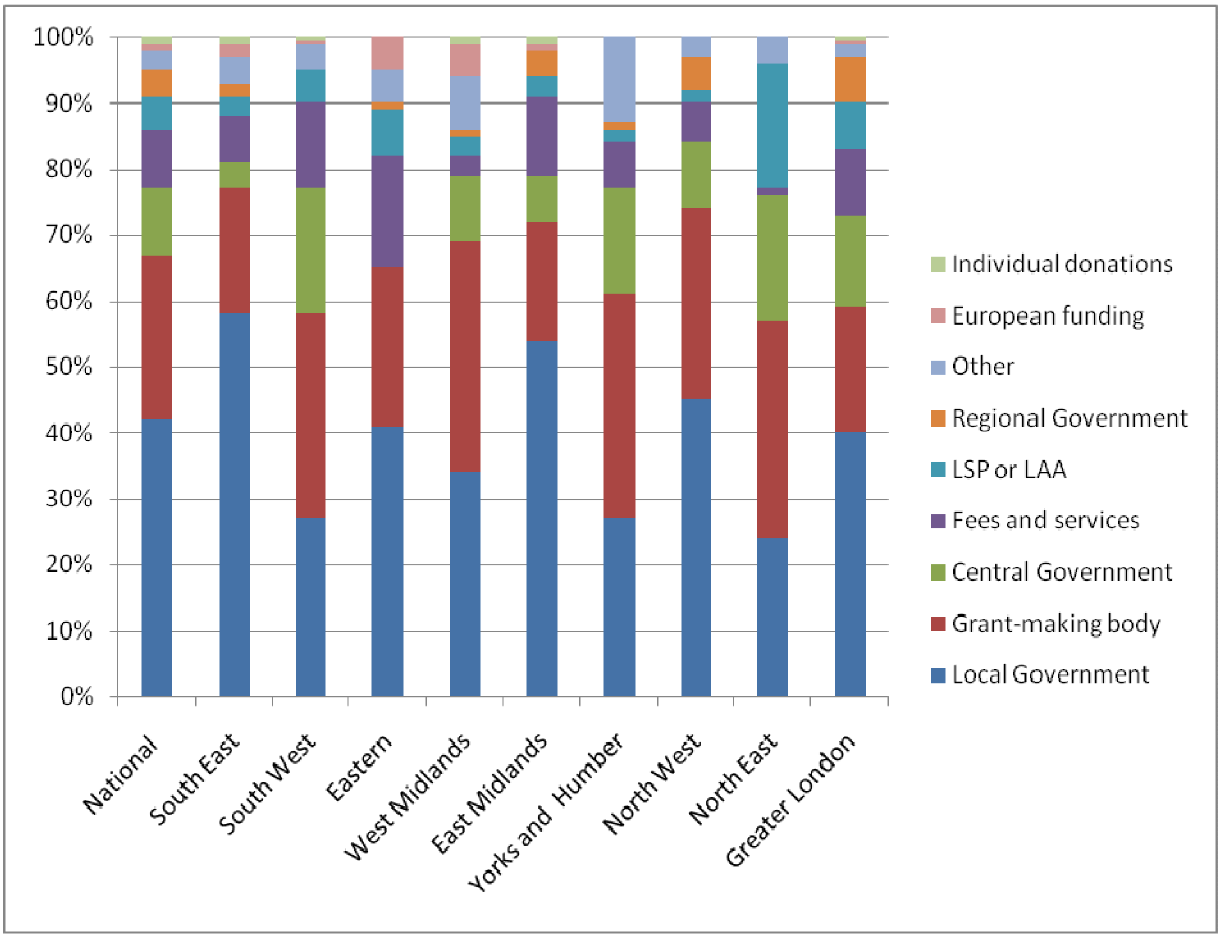
- **Income**: Overall, the North West has the highest median income of £132,000. The lowest is in the South West, with a median of £23,250. Figure 6 highlights the huge diversity of Volunteer Centres, regionally, as well as nationally (also see table 26).

Figure 6: Regional differences in the median income of VCs



- **Income sources:** There are substantial regional differences in regional income sources and amounts received. The greatest difference is local government funding, as shown in figure 7. This accounts for much larger proportion of total income across the regions of the South East and East Midlands compared to others. Table 27 also shows the amount varies from a median of £42,500 in the North East, to £87,000 in Greater London. Similarly, central government funding ranges from £1000 in the South East to £99,645 in Greater London. With grant funding the variation is also substantial. The South West attracts £13,000, compared to the North West receiving £77,800 (median values).

Figure 7: Regional differences in income sources for VCs



4. Conclusions

The results from this survey describe the continuation of a challenging environment for Volunteer Centres: their average income is declining in real terms, particularly that received from local government; demand for their services is outstripping their capacity to provide five of their six core functions; and the number of volunteer-involving organisations registered, volunteer opportunities registered, and volunteer roles registered has decreased.

The data, however, also reconfirm the strengths of the network and demonstrate its adaptability to these challenges.

Volunteer Centres are particularly effective at engaging certain groups of people, namely young people, ethnic minority groups, and people not in employment. Such groups may require additional support that requires face-to-face support, something that Volunteer Centres are well placed to deliver.

Volunteer Centres deliver their work on limited resources, with an average of two full-time and four part-time staff, and an average of 12 volunteers.

Volunteer Centres are becoming increasingly politically and strategically involved. There were notable increases in the number responding to consultations and to facilitating their own.

Volunteer Centres are diversifying their income sources in the face of financial challenges. There has been a rise in the number of Volunteer Centres charging for services and fees, and increase in the amount of money raised from this source. Similarly, they are accessing larger sums from grant funding.

Volunteer Centres continue to exist in an environment of collaboration and partnership. As in previous years the majority are integrated with other organisations, most commonly with their local CVS. A small rise on the figures for last year was observed, indicating a continuing trend of increasing collaboration with CVSs.

Appendix 1: The Volunteer Centre network – tables

Table 1: Independence/integration of VCs

%	2010/11	2009/10	2008/09
Independent	28	33	31
Integrated	72	67	67

Table 2: Characteristics of those 72% of integrated VCs

%	2010/11	2009/10	2008/09
Integrated within a CVS	92	90	60
Discrete budget	72	69	n/a
Separate governance	1	1	n/a
Host delivers functions	43	35	n/a

Table 3: VCs with outreach points and branches

%	2010/11	2009/10	2008/09
Branches	10	10	9
Outreach points	41	47	46

Table 4: VC staff composition

Mean	2010/11	2009/10	2008/09
Full time staff (mean)	2	2	2
Full time staff (median)	1	1	-
Part time staff (mean)	4	4	3
Part time staff (median)	2	2	
Volunteers (mean)	12	12	11
Volunteers (median)	8	8	

Table 5: Total income for the VC Network

	2010/11	2009/10	2008/09
Total income (median)	£56,432	£55,000	£50,000
VCs income (mean)	£134,371	£122,246	£89,000

Table 6: Total network income: percentage of income from each source

	2010-11	2009-10	2008-9
Local Government	42	45	39
Grant-making body	25	24	27
Central Government	10	11	7
Fees and services	9	8	6
LSP or LAA	5	5	9
Regional Government	4	3	2
Other	3	3	7
European funding	1	1	2
Individual donations	1	1	2

Table 7: VC Income (percentage receiving income from source)

% total network income	2010-11	2009-10	2008-9
Local Government	89	88	84
Grant-making body	56	57	56
Fees and services	43	37	32
LSP or LAA	20	24	30
Central Government	24	22	14
Regional Government	11	12	10
Other	38	29	35
European funding	8	7	4
Individual donations	25	25	27

Appendix 2: The core functions of Volunteer Centres – tables

Table 8: Number of volunteer enquiries

	2010/11	2009/10	2008/09	2007/8
Mean number	1,798	1,574	1,253	958
Median number	881	979	640	524

NB: 8% of VCs did not provide data for this question - these results have been omitted from analysis

Table 9: Percentage of total volunteer enquiries by gender

	2010/11	2009/10	2008/09	2007/8
% male enquiries	37%	36%	33%	32%
% female enquiries	63%	64%	67%	68%

Table 10: Percentage of total volunteer enquiries from disabled people

	2010/11	2009/10	2008/09	2007/8
Mean %	87	84	71	55

NB: 4% of VCs did not provide data for this question - these results have been omitted from analysis

Table 11: Percentage of total volunteer enquiries according to age group

Mean % per age group	2010-11	2009-10	2008-9
under 15	1	1	1
15-18	12	11	13
19-25	27	29	28
26-29	10	12	13
30-34	10	10	11
35-39	9	9	9
40-44	8	8	7
45-49	7	6	6
50-54	6	5	4
55-59	5	4	3
60-64	3	3	3
65 and over	3	3	2

NB: 14% of enquirers did not record their age. These have been omitted from the calculations.

Table 12: Percentage of total volunteer enquiries by ethnicity

Ethnicity	2010/11	2009/10	2008/09	% 2001 census
White	72	72	71	91
Asian	10	10	10	4
Black	10	11	11	2
Chinese	1	1	2	0.4
Mixed	4	4	3	1
Any other background	3	2	4	0.4

NB: 23% of enquirers did not record their ethnicity. These have been omitted.

Table 13: Percentage of volunteer enquiries by employment status

	2010/11	2009/10	2008/09
Employed	21	23	27
Non-employed and not seeking work	13	17	15
Retired	5		
Self-employed	3	3	3
Student	23	23	26
Unable to work (legal status)	4	3	5
Unemployed and seeking work	31	30	24

NB: 20% of enquirers did not record their employment status - these have been omitted from analysis

Table 14: Volunteers placed

	2010/11	2009/10	2008/09	2007/8
Mean number of volunteers placed	324	315	302	232
Conversion rates (enquiries to placements)	18%	20%	24%	24%

Table 15: Volunteering opportunities developed

	2010/11	2009/10	2008/09
Mean number of VIOs registered	274	298	251
Mean number of new VIOs rgistered	46	45	
Mean number of volunteer opportunities currently registered	634	1029	
Mean number of volunteer roles currently registered	382	445	

Table 16: Marketing campaigns for volunteers/ volunteering

%	2010/11	2009/10	2008/09
National publicity campaigns	74	63	69
Launched their own marketing campaigns	79	76	67

Table 17: Good practice development and providing training

	2010/11	2009/10	2008/09
VCs that provided training for VIOs	94%	88%	84%
Mean no. of VIOs that attended training per VC	50	40	36
VCs that provided training for volunteers	71%	66%	65%
Mean no. volunteers that attended training per VC	76	75	46

Table 18: VC representation in strategic partnerships

Percentage of VCs with representation per activity	VC member of staff		Organisation integrated with		Indirectly by partner	
	2010-11	2009-10	2010-11	2009-10	2010-11	2009-10
Change Up consortia	23	28	45	39	10	16
Local Strategic Partnership/ Local Area Agreement	26	25	56	56	14	14
County Sports Partnership	25	23	13	12	29	28
Regional VC network	61	59	9	9	24	26
Sub-regional VC network	75	74	7	8	10	11
Regional EVDC	18	32	12	7	39	44
Regional VCS Network	25	28	28	23	29	27

Percentage of VCs with representation per activity	Not represented		Don't know	
	2010-11	**2009-10**	**2010-11**	**2009-10**
Change Up consortia	13	10	9	7
LSP/LAA	4	5	0	1
County Sports	29	35	4	3
Regional VC network	6	6	0	1
Sub-regional VC network	6	6	2	1
Regional EVDC	24	14	7	4
Regional VCS Network	11	14	7	8

Table 19: Summary – VC representation in partnerships

Percentage of VCs with representation per activity	Representation directly or indirectly		No representation in partnership	
	2010-11	**2009-10**	**2010-11**	**2009-10**
Change Up consortia	78	83	9	10
LSP/LAA	96	95	0	5
County Sports	67	63	4	35
Regional VC network	94	94	0	6
Sub-regional VC network	92	93	2	6
Regional EVDC	69	83	7	14
Regional VCS Network	**82**	**78**	**7**	**14**

Table 20: Level of perceived engagement with the local funding agenda

Percentage specifying:	2010/11	2009/10	2008/09
Very engaged (1) or Engaged (2)	77	74	67
Neither (3)	17	19	24
Not really engaged (4) or not at all engaged (5)	7	8	9

Table 21: Level of perceived engagement with the local political agenda

Percentage specifying:	2010/11	2009/10	2008/09
Very engaged (1) or engaged (2)	59	60	51
Neither engaged or not engaged (3)	22	25	26
Not really engaged (4) or not at all engaged (5)	19	16	16

Table 22: Level of perceived effectiveness at shaping the local volunteering agenda

Percentage specifying:	2010/11	2009/10	2008/09
Very effective (1) or effective (2)	64	68	58
Neither effective or ineffective (3)	30	26	34
Not effective (4) or not at all effective (5)	6	7	8

Table 23: Percentage of VCs involvement in consultations

	2010/11	2009/10	2008/09
Responded to consultation	84	72	66
Facilitated consultation with VIOs or volunteers	68	58	47

Table 24: Rating averages for the capacity, demand and difference between these for the six core functions of VCs. The ratings lie between 1 (low) and 3 (high)

	Demand	Capacity	Difference
Brokerage	**2.9**	**2.5**	**0.4**
Marketing	2.4	2.1	0.3
Good practice development	2.4	2.3	0.1
Developing volunteering opportunities	**2.5**	2.2	0.3
Policy response and campaigning	1.7	1.7	0.0
Strategic development of volunteering	2.2	2.0	0.2

Table 25: Percentage of VCs with high demand for their core functions

% VCs with high demand	2010/11	2009/10	2008/09
Brokerage	86	88	92
Marketing	47	57	52
Good practice development	42	46	43
Developing volunteering opportunities	53	57	55
Policy response and campaigning	15	26	15
Strategic development of volunteering	37	36	31

Appendix 3: Regional tables

Table 26: Average total income for VCs in each region

	National	South East	South West	Eastern	West Midlands	East Midlands	Yorks and Humber	North West	North East	Greater London
Number of VCs	169	29	23	22	18	20	14	16	11	16
Total income (median)	£55,693	£50,000	£23,250	£34,750	£39,614	£67,967	£46,356	£132,010	£100,000	£96,893
VCs income (mean)	£131,190	£76,536	£152,324	£50,035	£81,898	£188,361	£74,237	£162,615	£114,286	£325,485

Table 27: Median income of regional VC Networks according to source

	National	South East	South West	Eastern	West Midlands	East Midlands	Yorks and Humber	North West	North East	Greater London
Local Government	28,308	34,085	19,148	17,731	24,825	45,041	19,831	70,648	42,500	87,000
Grant-making body	33,000	17,806	13,000	25,370	20,581	51,181	42,081	77,800	35,000	57,500
Central Government	35,044	1,000	41,750	10,837	9,429	40,000	7,639	57,316	57,023	99,645
Fees and services	5,591	6,204	14,834	2,160	1,580	4,380	4,000	6,492	4,578	13,465
LSP or LAA	14,611	34,253	5,898	8,167	12,000	11,000	8,614	21,500	48,670	39,862
Regional Government	13,746	17,500	0	6,000	7,123	7,243	5,700	13,8000	0	51,133
Other	3,932	4,373	5,134	1,141	6,007	2,855	489	10,269	12,271	6,424
European funding	10,905	10,791	0	58,113	34,392	4,704	2,171	0	0	29,949
Individual donations	707	428	375	438	2,054	1,942	288	702	2,929	12,304

Table 28: Total network income per region (the percentage of income received according to source, combined for each region)

	National	South East	South West	Eastern	West Midlands	East Midlands	Yorks and Humber	North West	North East	Greater London
Local Government	42	58	27	41	34	54	27	45	24	40
Grant-making body	25	19	31	24	35	18	35	29	33	19
Central Government	10	4	19	0	10	7	16	10	19	14
Fees and services	9	7	13	17	3	12	7	6	1	10
LSP or LAA	5	3	5	7	3	3	2	2	19	7
Regional Government	4	2	0	1	1	4	1	5	0	7
Other	3	4	4	5	8	1	13	3	4	2
European funding	1	2	0	5	5	1	0	0	0	1
Individual donations	1	1	0	0	1	1	0	0	0	1