

# Voluntary Action Leicestershire

## Building Economic Resilience in the Voluntary and Community Sector

### A Survey of the Voluntary and Community Sector: Leicester and Leicestershire

Appendices

## Supplementary Analysis

September 2009



The supplementary analysis has been derived from data received from the Building Economic Resilience Survey and supports the main report and recommendations.

In addition it provides background service delivery data analysis on the organisations that responded.

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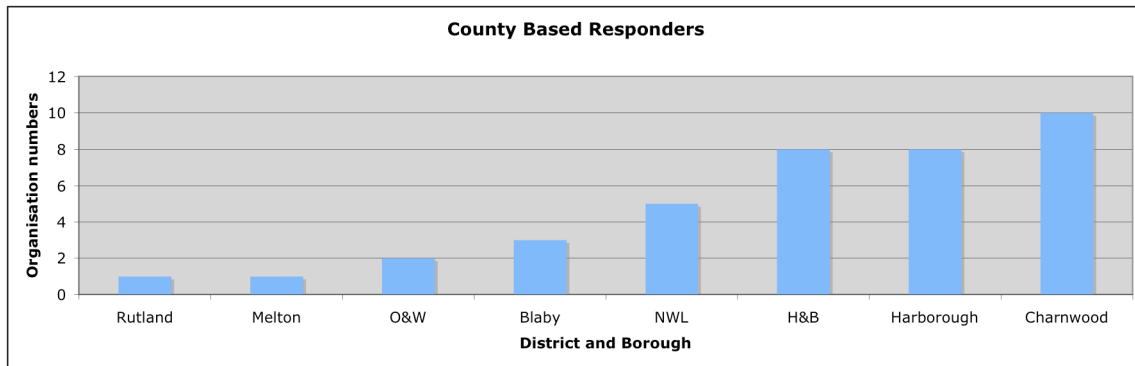
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## 1) Background on respondents

Of the 126 organisations responding to the survey 46% identified themselves as having a Leicester base of operations whilst 32% recorded a county base. 22% did not identify either. Of the county-based responders, 25% were based in Charnwood, 20% were based in both Harborough and Hinckley and Bosworth and 12% in North West Leicestershire.

Chart 1 indicates the spread of response from the district and boroughs.

Chart 1



A number of those who did not specifically identify city or county<sup>1</sup> as a base of operation went on to identify that their geographical area of service delivery covered both administrative areas.

There is clearly an overlap of geographical service delivery and being based within the city should not be interpreted as an organisation having a purely city centric focus. Equally, this is true for county-based organisations that reach into the city. Many of the responders provide services that can be described as cross-cutting in that they provide a service or support that is not limited to either a user being from a county community or a city community nor dependant upon where that service is located.

## 2) Geographical area

When asked what geographical area they [the VCS organisation] covered, 82 responders listed Leicester City as their geographical area of operation and 67, the county. Of the 82, 48 reported only working within the city. 34 of the 67 county working groups indicated that they only work within the county. Clearly there is an overlap as demonstrated by 33 of the overall 126 organisation responding claiming a geographical delivery spread of city and county. Only 1 reported a national geographic spread.

<sup>1</sup> City = Leicester City. County = Leicestershire County

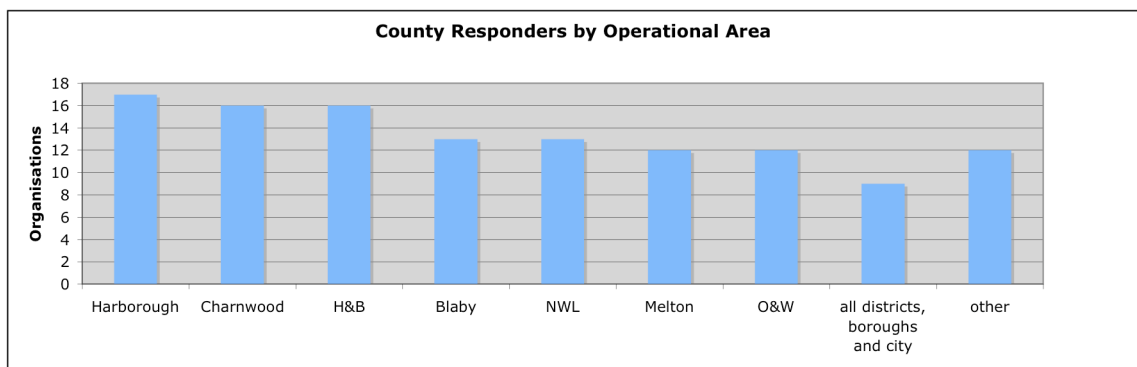
Furthermore the survey highlighted borough and district working within the county.

Chart 2 show a breakdown of those responders who indicated delivery in specific boroughs or multiples there of.

Harborough has the highest number of VCS responders by operational area at 17 organisations; Charnwood follows with 16, and Hinckley and Bosworth at 16. 9 indicated that they work across all administrative areas and 12 indicated that they worked in other areas, including, national, regional, or within a small geographic or neighbourhood area.

Significantly, the county VCS provided a reasonably even spread of responses from the district and boroughs with only five returns between the highest (Harborough) and the lowest (Melton and Oadby and Wigston). The city returns, (Chart 3) however, do not demonstrate a similar model, with a gap of 12 responses between the highest (Castle Ward) and the lowest five wards.

Chart 2



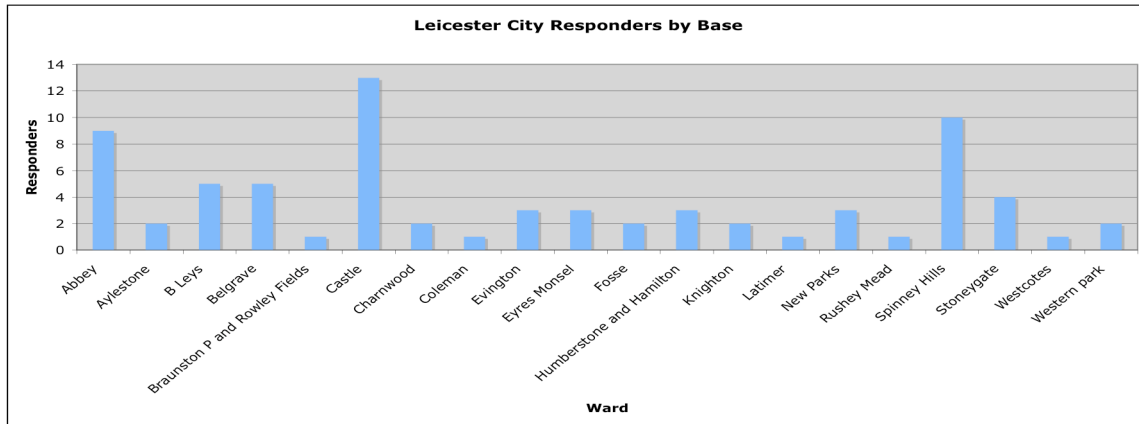
As with the county chart above, chart 3 identifies those respondents with bases within the city wards. Whilst, as with chart 2, it is difficult to say with any certainty that the data provides a completely accurate indication of clustering of VCS organisations on a ward basis.

It is known that certain areas have more VCS organisations operating at a local level, specifically delivering to neighbouring communities or identified client groups. Many of these areas include those that are identified as priority neighbourhoods with specific needs. The table appears to highlight a number of these, (including Spinney Hills, Castle, Abbey, Beaumont Leys and Belgrave). However, others such as Braunstone and Rowley Fields, New Parks and Latimer, returned significantly less response where one would anticipate a higher return. The reality is more likely to be that many VCS organisations did not respond from these areas for a number of individual reasons and as such the data may indicate a certain or limited level of capacity to respond to the survey or, that groups are dealing with the recession on an individual basis.

The lower returns from certain wards could also indicate a limit to conventional communication – this survey was conducted through a variety of mediums but even so, the smaller, more volunteer driven VCS organisation may not have been able to contribute or felt that they had little to offer.

This alone indicates a continuing need to develop communication and information conduits across city and county.

Chart 3



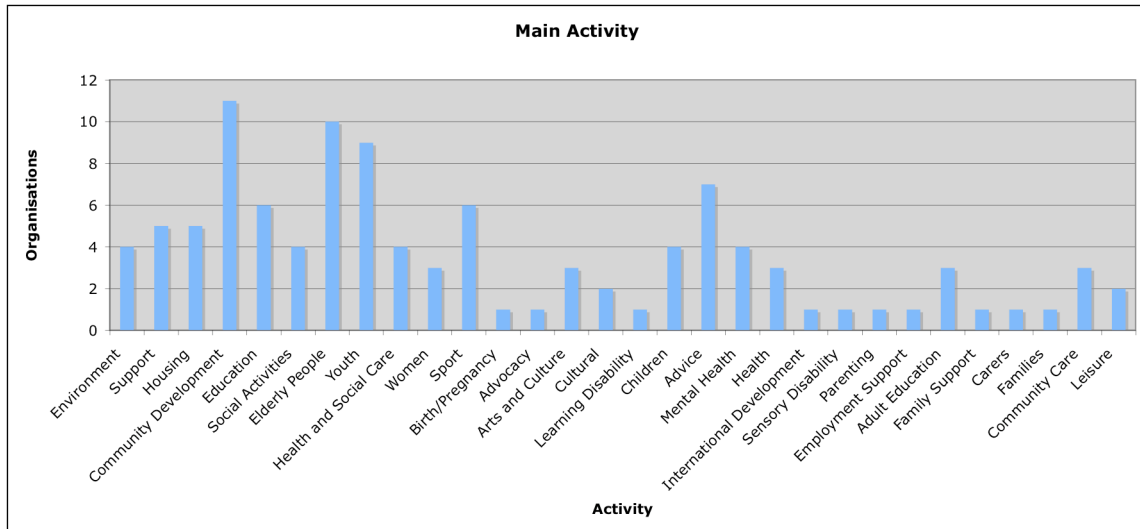
### 3) Main Areas of Activity

The returning data highlights the range of work and support that the VCS provides across Leicester and Leicestershire. Chart 4 indicates the scope of this activity.

The highest area of activity falls under the broad title of Community Development with 11 organisations undertaking this. More specifically work with the elderly and youth have 10 and 9 organisations, respectively. However, activity with other groups draws less. For example: Women (3), Children (4), Carers (1), Families (1), Pregnancy and Birth (1), Learning Difficulties (1).

The range of VCS interaction in areas that have a statutory responsibility demonstrate the strengths that the VCS hold when looking to deliver devolved public services in partnership with the statutory bodies. Also it indicates the potential for the VCS to develop managed consortia or concise partnerships to deliver a range of packaged services.

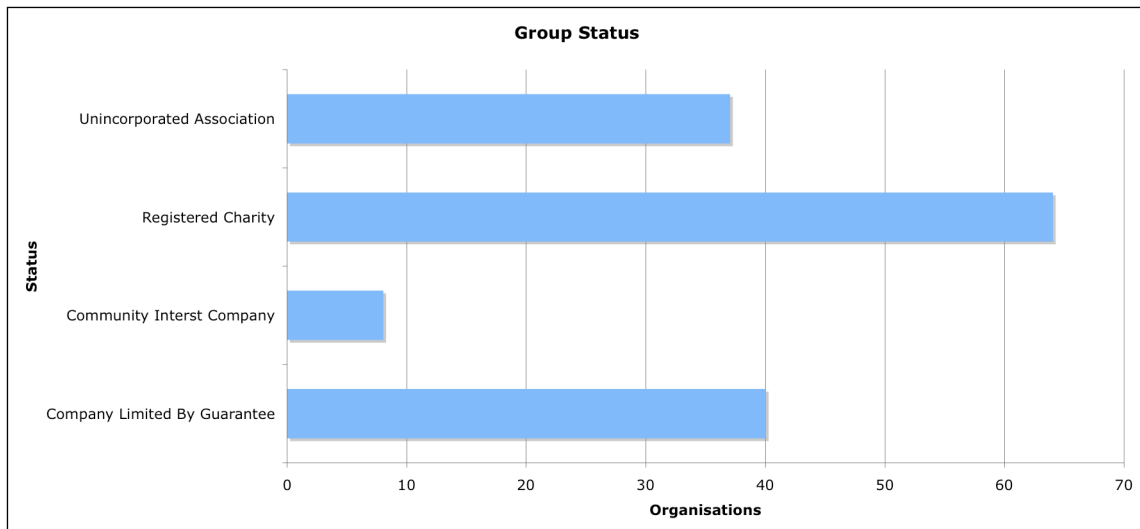
Chart 4



**4) Group Status**

Chart 5 indicates the business/organisational status of the returning groups (126). The clear majority (64/126 or 51%) have registered charitable status. Forty of these organisations are also registered as a Company Limited by Guarantee (CLG) and, in addition, four have Community Interest Company (CIC) status. However, 29% indicated that they were unincorporated in any way.

Chart 5

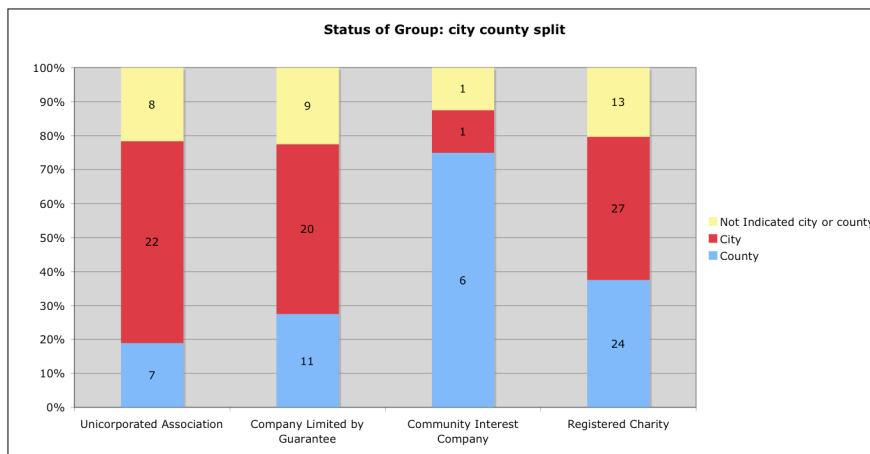


Further investigation (Chart 5a) details the split between city and county identifying that the majority of CIC status organisation are in the county (6 of 8), that the majority of Companies Limited by Guarantee are within the city and that there is a close margin between city and county in regard to Registered Charity

responders (27/24). The overwhelming majority of Unincorporated Associations are recorded from city organisations at 22.

21% respondents, whilst indicating status, provided no clear geographic base. In light of this data absence it is reasonable to note that the outcome could be statistically and significantly altered in relation to CLG and Registered Charity status and geographic positioning should this data have been available. It should be noted that a single organisation may hold a number of status designations; for example a Registered Charity may also have Company Limited by Guarantee status also in relation to a trading arm or other purpose leading to some respondents identify more than one option.

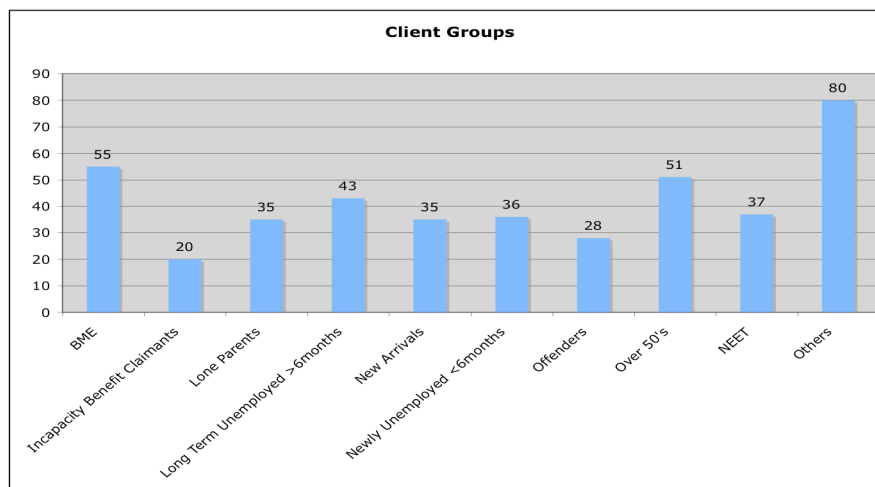
Chart 5a



## 5) Client Groups

Chart 6

The client groups identified in this survey reflect those that have priority group status with Leicester City Strategy and the Working Neighbourhood Fund and make up key target groups within the wider “welfare to work” agenda.



14 organisations from across city and county have indicated that they consider all nine-priority groups (plus the “others” designation) as client groups of which they support or work with. Of this 36% indicated city/county geographic scope, 36% city focus and, 29% county focus.

A significant decrease is noted when those that deliver to 8 priority groups (plus “others”) with only four groups with a 50/50 split between city+county and city recording.

Those that record between 6 – 8 priority groups total 11 organisations with a split of 36% delivering at city+county, 55% at city and 10% at county.

This breakdown accounts for 29 organisations, or 23% of the overall 126 respondents leading to the conclusion that the majority of respondents are targeting 1 - 5 individual client groups, possibly providing specialised, skilled services within selected priority group areas. Alternatively, this outcome may be explained by a limited staff capacity (numbers), current skills and experience or restricted funding opportunities.

However, it would also appear from the data that organisational revenue has little bearing on how many client groups are targeted as indicated by the equal percentile split. Of those that claim to provide services to all client groups it was noted that:

- 23% have an annual income of £250,001 plus
- 23% have an annual income of between £100,001 - £250,000
- 23% have an annual income of between £ 25,001 - £100,000, and
- 23% have an annual income of less than £10,000.

One respondent within this grouping preferred not to record income, but delivers service across all the priority groups.

It should be noted that the survey did not seek to understand to what degree or strength these services were offered or provided so it is not possible to make a direct comparison. It is more likely that across the board services are provided and maintained at varying degrees of intensity. This may be a significant restriction for those groups with smaller revenue input and where these groups are endeavouring to keep up with demand on services (or introducing new services) or are attempting to provide a more holistic approach albeit on significantly restricted budgets.

Table 1

<b>Client Groups</b>	<b>% Respondents</b>
Black and Minority Ethnic (BME)	44
Incapacity Benefit Claimants (IBC)	25
Lone Parents (LP)	28
Long Term Unemployed >6months (LTU)	34
New Arrivals (NA)	28

Newly Unemployed <6months (NU)	29
Offenders (O)	22
Over 50's (50+)	40
Not in Employment Education or Training (NEET)	29
Others	63

## 6) Specific Priority Groups

### BME Groups

Given the ethnic diversity of Leicester it is not surprising that organisations targeting or working with people from BME groups tops the Client Group list with 44% of respondents. However, within this classification it is reasonable to say that many of those individual clients who use support service through BME organisations or who have a BME remit also access services through the other client group areas.

### 50's Plus

Over 50's, as a client group, accounts for the next highest at 40%. Of this overall 40%, 48% of organisations are identified as being within the county.

One of the key drivers of an increasingly older rural population is associated with a significant inflow of older people and an out migration of younger people. When this is considered in conjunction with issues of social isolation, geographic barriers to service access and the understood additional cost to delivering rural services it is reasonable to suggest that improved (and/or extended) rural / peri-urban interventions designed for older people require scoping in the near to mid future.

The demand for support that is available for the over 50's will increase in the coming decades. HM Government acknowledges that the number of those aged over 65 will increase by almost a third by 2020. Over 85's will double and over 100's will quadruple. One in 4 children being born now is expected to live to 100 or more.

It has been estimated that, due to a shift in the working to retired ratio, in 10 -15 years the care and support system will be unable to supply the services that people deserve. It is reasonable, to anticipate that additional pressure will be put upon the VCS (as well as local authorities, PCT, the NHS and the private sector) to pick up shortfalls or develop interventions.

If this estimation is proved correct then it follows that further development of support and respite provision will be necessary to help those of all ages who care for relatives and are put under greater pressure.

It is acknowledged that existing support and respite provision is less than satisfactory. It is unfortunately likely that this is not going to improve to the levels required, especially if the above prediction proves correct. Therefore, it may be that the VCS will have to step up its care and support activities in order to meet this shortfall.

The crucial factor in this is whether resources will be available, and if so at what value, and the resultant quality and depth of services that will be delivered.

Those over 50, who find themselves, through whatever circumstances, to be unemployed face significant challenges to gaining employment. This is a well documented issue and requires little further explanation. In addition, it is worth noting that Job Seekers Allowance claimants aged 50+ increased by 170% (905 – 2440 April08-April09) which is at a rate higher than those age between 18 -24 in the same period (161%). The current economic situation, the continuation of rising unemployment and the understanding that employment opportunities will lag, (probably by several years), behind a recovery only serve to make this challenge harder. Those who are experiencing a longer spell of unemployment may find that they are pushed further back as new people, with fresher skills and are considered more “job ready” join those looking for work. There is risk that those who are having difficulty in securing work are overlooked for those that are perceived as being easier to move back into employment.

Whatever the individual need it is clear that enhanced services for older job seekers are going to be necessary. It is reasonable to surmise that an increase in older unemployed people will place additional pressure on the care and support services hastening the overloading of the current system.

Those who have been unemployed for an extended period are more likely to require a deeper level of support in order to regain employment.

Those that are new to unemployment may need different support (help in readjusting to a change in finances, the benefit system, wellbeing, job seeking activities or taking early retirement etc.).

The opportunity exists for those VCS organisations currently (or otherwise) engaged in all services to older people to plan for the future, to develop services and to position themselves to become a preferred supplier and/or a good practice lead.

### **Long Term Unemployed, Newly Unemployed, Not in education, Employment or Training and Lone Parents**

Further analysis reveals: LTU, 29% NU, 29% NEET 29%, and LP 28%. Overall this accounts for nearly 1/3 of respondents supporting these closely associated priority groups. This suggests that the VCS, prior to the recession, were actively supporting these groups across city and county or have reacted quickly to the additional and immediate needs of society. It also suggests that the VCS is placed within existing tendering processes, to assist in the overall delivery of the so called welfare to work agenda currently operational and to have a significant

and therefore increasingly central role in the coming years as the socio economic scene recovers. The VCS has developed a role in these areas more commonly recognised as the province of the statutory and private sectors. This in itself, highlights the additionality and value that the sector brings as well as the belief that VCS organisations are able to deliver in spite of cases of overbearing bureaucratic processes, misguided interventions and occurrences of political inertia as has been recorded, for example, in the Houghton Review of the Working Neighbourhoods Fund.

Leicestershire County Council's *Unemployment Bulletin June 2009* states:

- There were 24,174 people claiming Job Seekers Allowance (JSA) benefits in the sub-region in June 2009; this is 11,684 more than in June 2008.
- NEET rates increased slightly for both city and county. 9.2% of 16-18 in the city and 5.1% in the county were currently NEET. However, seasonal increases are expected.

Much of the proactive work undertaken by the VCS with all of these priority groups is undertaken on an individual basis involving targeted, personalised support providing a personal approach that identifies and seeks to address more than a single barrier to employment, training, education or volunteering. Many would regard this as an example of the empathy and support that the VCS continues offer on a daily basis.

The opportunity exists for those VCS organisations currently (or otherwise) engaged in all services to LTU, NU, NEET, and LP to plan for the future, to develop services and to position themselves to become a preferred supplier and/or a good practice lead through development and promotion of targeted, personalised and support providing a personal approach identifying and ultimately seeking to address more than a single barrier to employment, training, education or volunteering.

## Incapacity Benefit Claimants (IBC)

16% of respondents work with ICB across the sub-region. As a client group they have been extensively targeted by the government in a drive to reform the system under which the classification is granted to individuals through medical assessment and through a programme that seeks to return ICB claimants to employment. For many these reforms have proved to be unsettling and confusing. The results suggest that a relatively small number of VCS organisations are providing significant services in addition to those that are being delivered by statutory mainstream providers.

Benefits are arranged hierarchically and claimants are assigned to the top most benefit they receive. Each claimant appears once only, even though some claim more than one benefit. The statistical group hierarchy is thus:

- a) Jobseeker
- b) Incapacity
- c) Lone Parent
- d) Carer
- e) Other income-related benefit
- f) Disabled
- g) Bereaved
- h) Housing Benefit
- i) State Pension only

Therefore a person who is a lone parent and receiving incapacity benefit is classed as receiving incapacity benefit.

The DWP *Benefit Claimants by Statistical Group, August 2008* figures show that Leicester City had 15,900 incapacity claimants and that Leicestershire County had 16,480 incapacity claimants. As these figures are only available on an annual basis these numbers are likely to have changed due to a combination of the reforms and the economic situation.

That the VCS appears to have taken a role in providing services to those with incapacity benefit needs suggests that there may be opportunity for the sector to further develop its position in support and guidance around this client group.

As demonstrated by the hierarchical table above individuals may be claiming numerous benefits and it may be found that a sub-regional VCS approach could be employed to ensure joined up working, signposting or/and referrals that could not only support the claimant but provided additional support to the statutory main-stream providers through VCS outreach services, specialist intervention and advocacy and a more individualised approach.

## **New Arrivals (NA)**

The expansion of the European Union opened up the UK to migrants from many eastern European states. Whilst recent statistics indicate that since the recession many have returned to their home countries, many remain dedicated to building a life in the UK.

28% of respondents indicate that they support NA's as a client group, however to what degree was outside the scope of this survey. It is possible to ascertain that 55% of those working with NA report an increase in service demand across the client groups they work with and only 7% indicating decreases.

## **Offenders**

25% of respondents indicate working or supporting offenders. 43% of respondents deliver in the city, 18% deliver within the county and 40% have a sub-regional cross cutting approach.

This client group could be considered as having specific needs that may well be outside the experience or service delivery of the more over-arching VCS organisations. It may well be that some, acting in the capacity of a point of first contact and delivering a signposting service, refer clients directly to those organisations that have a specific resourced remit to work with offenders.



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