

State of the Sector Report 2025-26



Appendix A Survey data



Volunteer Centre
West Berkshire

Charitable Incorporated Organisation No. 1156302 Est 1974

www.volunteerwestberks.org.uk

Our work is supported by



Survey Overview

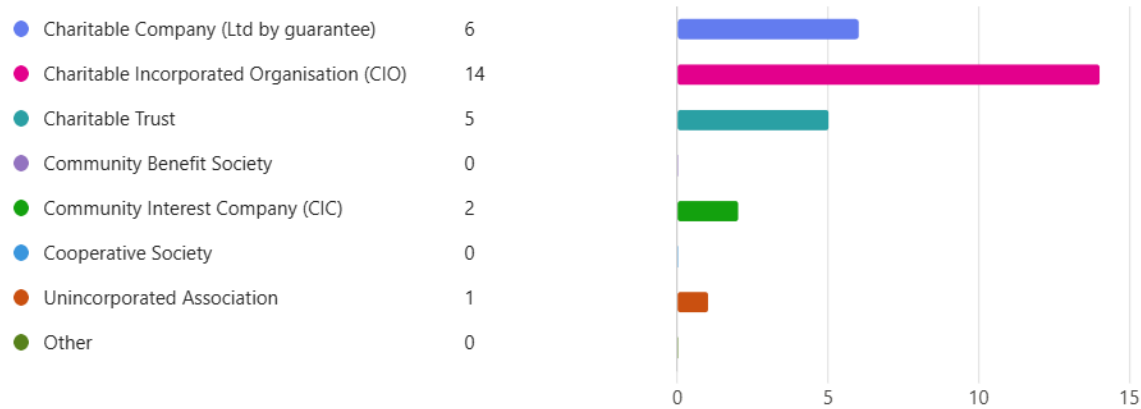
Measure	Result
Survey title	VCWB State of the Sector Survey 2026
Survey period	March-May 2026
Total responses received	28
Geographic focus	West Berkshire
Respondent type	VCSE organisations
Survey method	Online questionnaire

Organisation

1. Organisation name

28
Responses

2. What is the legal status of your organisation



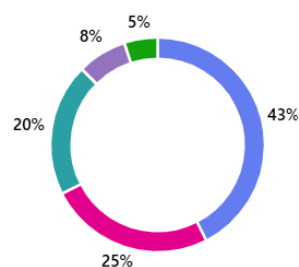
3. Charity number (if applicable)

24
Responses

4. Where do you deliver your services?

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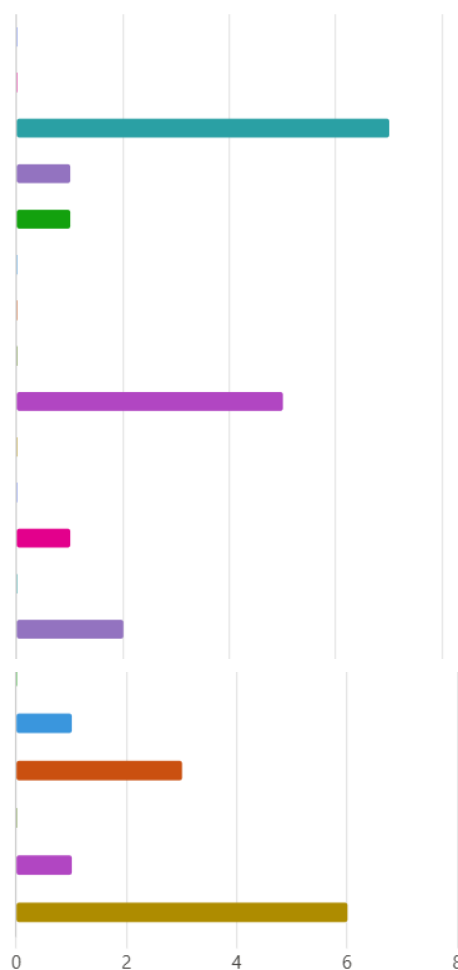
Within West Berkshire	17
Across multiple Berkshire unitary authorities	10
Into bordering counties like Hampshire, Wiltshire, and Oxfordshire	8
Across Thames Valley	3
Other	2



5. Which area of work best describes your service?

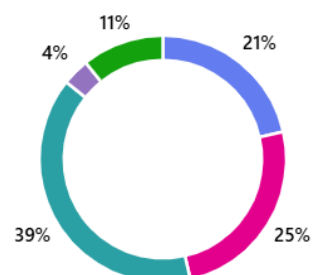
!

Animal Welfare	0
Arts, Heritage, Culture or Science	0
Children / Youth	7
Citizenship and Community Development	1
Disability / SEND	1
Education / Training and Research (including lifelong and adult learning)	0
Environmental Protection or Improvement	0
Grant Giving	0
Health (including prevention or relief of sickness, disease or human suffering as well...	5
Human rights, conflict resolution or reconciliation or the promotion of religious ...	0
Information, Advice and Guidance	0
Infrastructure	1
Military / Uniformed Services (including veterans, uniformed youth groups e.g. scout...	0
Older People	2
Physical Activity, Sport and Leisure	0
Provision of Housing	1
Relief of Poverty	3
Religious and Faith Based Activity	0
Travel & Transport (e.g. Community Transport, Active Travel)	1
Other	6

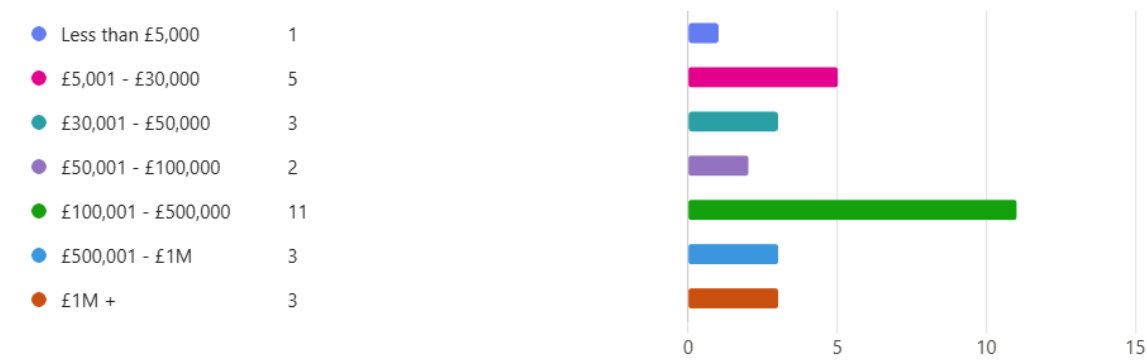


6. What is the size of your organisation

Entirely volunteer run	6
Small (1-5 paid staff or under 100K income)	7
Medium (6-20 staff or up to £500k income)	11
Large (21+ staff or over £500k income)	1
Very large (Over 100 staff or over £1m income)	3



7. What is your gross annual income



Financial Resilience

8. Has your organisation seen a change in funding in the last 12 months?



9. Has this change been



10. What is the

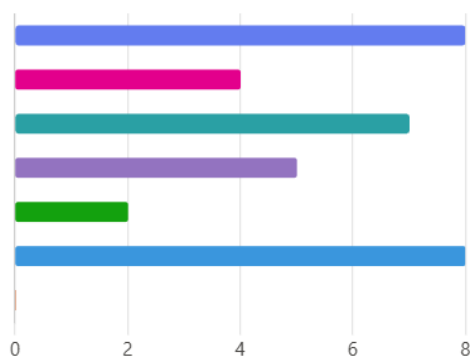
approx. percentage reduction?

ID	Name	Responses
1	anonymous	10%
2	anonymous	10%
3	anonymous	30%
4	anonymous	15%
5	anonymous	15%

ID	Name	Responses
6	anonymous	15-20%
7	anonymous	30%
8	anonymous	10
9	anonymous	We haven't seen a change in funding but I can't say that in question 9
10	anonymous	10%
11	anonymous	30%
12	anonymous	It is more around reduction in grant success due to high demand for moneys.
13	anonymous	50
14	anonymous	25%

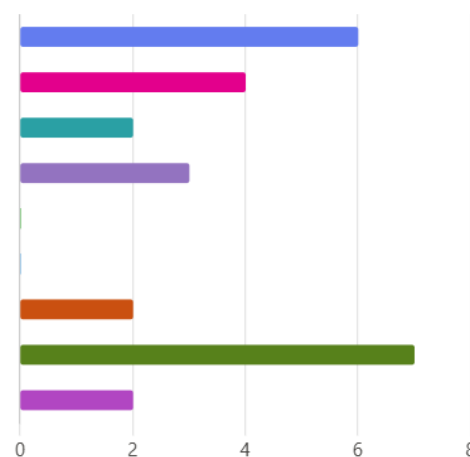
11. Where have you seen these reductions?

Community funds	8
Corporates and businesses	4
Individual giving	7
Local Authority	5
NHS	2
Trusts and foundations	8
Other	0



12. What has been the impact on your service from the reduction of funds?

Increased fees / charges	6
Increased volunteer responsibility	4
Introduced fees / charges	2
Reduced activity / sessions	3
Reduced number of attendees	0
Reduced space/assets	0
Reduced staff	2
Unplanned use of reserves	7
Other	2



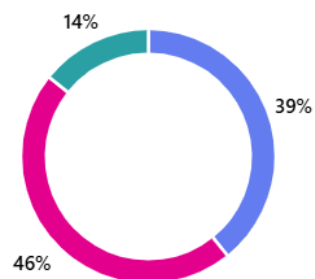
13. How have changes in your funding or financial resilience affected your ability to deliver your strategic goals?

ID	Name	Responses
1	anonymous	We still are achieving our goals however staff are working at full capacity
2	anonymous	For us, our financial year ends this month so if I reflect on the year we are in then we have enough funding to end the year on a surplus. However, the year ahead looks difficult with some major gaps in funding.
3	anonymous	It has got us to think about new and amended strategic goals to still deliver to our key recipients but in a more flexible way.
4	anonymous	Only 2 volunteers at drop ins. Volunteers to car share to reduce travel costs, only serving tea and biscuits instead of sandwiches, cakes and fruits and snacks as we did in the past
5	anonymous	it hasn't
6	anonymous	No current impact.
7	anonymous	We continue to offer a similar service but have currently frozen recruitment of a practitioner - this means I have had to step into delivering front line services. The impact is on our ability and capacity to plan and deliver any new services or growth around identified emerging needs - we can't do this at the moment.
8	anonymous	We are eating into our reserves to fund core costs. Our reserves are fundamentally for a new building as ours is not fit for purpose.
9	anonymous	Need for change
10	anonymous	no
11	anonymous	no change at this moment
12	anonymous	No- we have just had to be more creative in how we generate our funding!
13	anonymous	We have added additional services
14	anonymous	May be a delay in growth projects
15	anonymous	We have not changed our strategic goals and are trying to maintain them by using our reserves if necessary
16	anonymous	Reduction in funding and using up reserves will have an impact on sustainability of the service. Some areas may see an introduction of fees or requests for a donation for service. We are currently discussing this internally.
17	anonymous	Our increase in funding to meet increasing demand, but has not quite kept up with increasing costs
18	anonymous	Postponement of growth. Looking at reducing services if this continues

ID	Name	Responses
19	anonymous	It has reduced the ability to provide the services we would like to offer within communities and ensure accessibility to all. we also have to be mindfull of rent increases which also are effecting the services we can provide as this also reduces the amount we can support. we are having to be reactive on a monthly rather than quarterly basis to ensure that we stay financially stable.

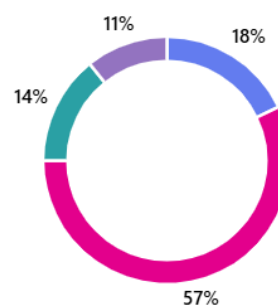
14. Does your anticipated spend in the year ahead exceed your estimated income?

Yes	11
No	13
Unknown	4



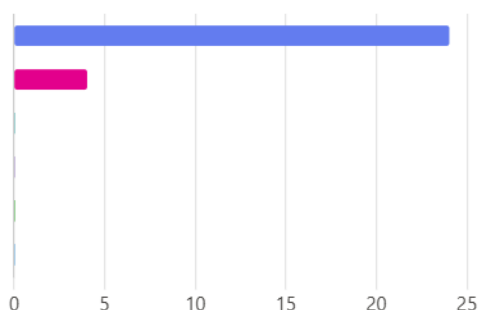
15. How would you rate the financial health of your organisation?

We have unrestricted funds that exceed our reserves policy	5
We have unrestricted funds that meet our reserves policy	16
We do not have unrestricted reserves in line with our policy	4
Other	3



16. How likely is it that your organisation will be operating this time next year?

Very likely	24
Quite likely	4
Neither likely nor unlikely	0
Quite unlikely	0
Very unlikely	0
Don't know	0



Volunteering

17. Does your organisation rely on volunteers for its daily operations?



18. How many volunteers have been involved in your work over the past year (including trustees/committee members). This could be from the end of your financial year, your last AGM, or the past 12 months—whatever makes sense for you. The key is to cover a full year.

ID	Name	Responses
1	anonymous	200
2	anonymous	60
3	anonymous	15
4	anonymous	24
5	anonymous	21
6	anonymous	We currently have some 60 volunteers.
7	anonymous	40
8	anonymous	170
9	anonymous	40
10	anonymous	330
11	anonymous	Around 20
12	anonymous	7
13	anonymous	Over 900
14	anonymous	100
15	anonymous	20
16	anonymous	66

ID	Name	Responses
17	anonymous	43 Five a day volunteers + 184 from corporate organisations
18	anonymous	All 36 counsellors do some volunteer and paid sessions for us. We also have a team of approx 8 fundraising events volunteers, 11 trustees, and 2 office based volunteers.
19	anonymous	32 at any one time
20	anonymous	80
21	anonymous	70
22	anonymous	43
23	anonymous	7
24	anonymous	15
25	anonymous	15
26	anonymous	9
27	anonymous	60
28	anonymous	over 500

19. Approximately how many hours have your volunteers contributed over the past year, including any committee or administrative work? You don't need to calculate to the exact minute. For example, if you have 10 volunteers who each contribute about 3 hours per week for around 48 weeks (allowing for holidays), the total would be $10 \times 3 \times 48 = 1,440$ hours. Please round up your answer to the nearest hour.

ID	Name	Responses
1	anonymous	25000
2	anonymous	6000
3	anonymous	2160
4	anonymous	15600
5	anonymous	$21 \times 3 = 63 \times 48 = 3,024$ hours approx
6	anonymous	5,317
7	anonymous	1100
8	anonymous	14,416
9	anonymous	Tbc
10	anonymous	18500

ID	Name	Responses
11	anonymous	764
12	anonymous	650
13	anonymous	4500
14	anonymous	15000
15	anonymous	500
16	anonymous	8700
17	anonymous	Direct volunteers : 3200 hours Corporate volunteers : 700+ hours
18	anonymous	1266hrs a year
19	anonymous	6000
20	anonymous	11520
21	anonymous	6576 per year
22	anonymous	1200 hours
23	anonymous	200
24	anonymous	2300
25	anonymous	500
26	anonymous	234
27	anonymous	5000 hours

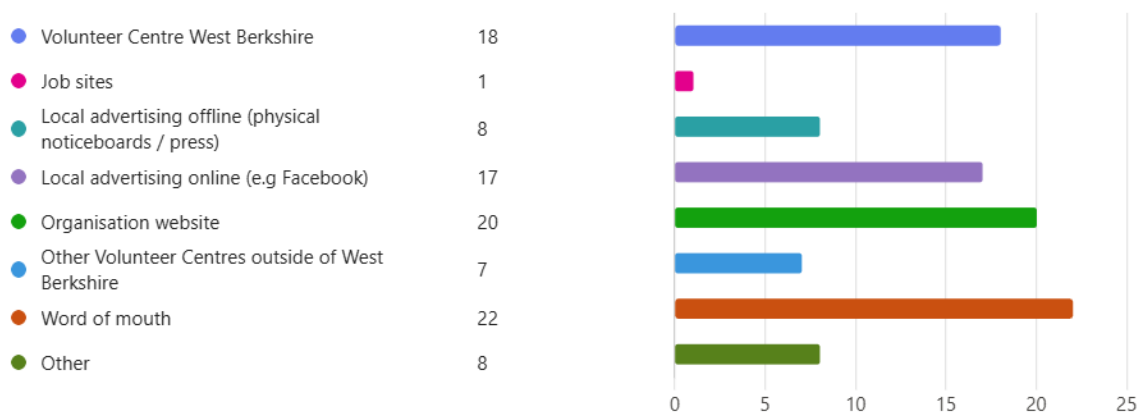
20. What difference has volunteering made to your organisation or beneficiaries over the past 12 months?

ID	Name	Responses
1	anonymous	Enabling children to read, raise self esteem and communication
2	anonymous	It is the lifeblood of our organisation and we couldn't run our service without them- there would be no Home-Start
3	anonymous	We don't have a great base of volunteers but we are considering using them more as it gives us flexibility and ability to add to our offer without having more paid staff.
4	anonymous	A huge difference. We have amazing support workers, therapists, mental health practitioners, IDVAs and ISVAs volunteering their services. They put their heart and soul into helping the community and the feedback is so positive. This is what it's all about. If we can change a life for the better then it's all worth it.

ID	Name	Responses
5	anonymous	volunteering is extremely important to our organisation, and it allows us to have a high ratio of staff/volunteers to the SEND community
6	anonymous	Without volunteers we would not be able to provide any service.
7	anonymous	We always value our volunteers and the support they give - especially around staffing fundraising events on the weekends where without these extra pairs of hands we wouldn't be able to run some events.
8	anonymous	As a poverty charity we are addressing crisis need and chronic poverty. Our Benefits and Welfare Advisor secured an additional £379,000 for our clients last year, we advocacy, signposting, education and the work of our benefits and welfare advisor we have seen more than a 10% reduction of clients needing the foodbank.
9	anonymous	Vital
10	anonymous	Providing administrative and support around activities as well as support direct to client through befriending
11	anonymous	Our volunteers go out on shift every weekend and help vulnerable people who are out in Newbury on Saturday night
12	anonymous	Essential. We have a volunteer bookkeeper who is an accountant. They are invaluable. We also have a volunteer who runs our peer support scheme, freeing up my time.
13	anonymous	We have relied upon volunteers to support with our workshops and to host work experience students.
14	anonymous	it is the core of what we do
15	anonymous	Mainly assists with events and community projects. Trustees with overall governance
16	anonymous	allows us to provide the community transport services, getting beneficiaries to medical appointments helping the charity to fundraise too
17	anonymous	It has been absolutely key to our ongoing success. We could not exist without their input.
18	anonymous	We couldn't run our organisation without them.
19	anonymous	Its our main source of provision. Volunteers entirely lead and run the charity and run 3 x weekly drop ins. A volunteer manages the paid case worker and also runs our social media, provision of home furnishings. Links with the Council on refugee issues and generally provides a first point of contact for refugees in the district.
20	anonymous	We rely entirely on volunteer therapists to deliver our services - it would be unaffordable to do so with paid therapists. We also rely on volunteers to administer the services and fundraise for them (with the assistance of paid staff)

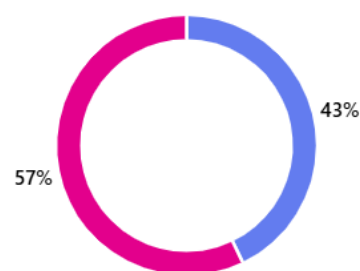
ID	Name	Responses
21	anonymous	We cannot work without the volunteer team
22	anonymous	Volunteer roles include supporting frontline delivery (e.g. co-facilitating groups with paid staff); counsellor students; administrative support; trustees etc. Without volunteers we couldn't delivery as much frontline support as we do so ultimately our number of beneficiaries would reduce without volunteers
23	anonymous	We completely rely on them
24	anonymous	The organisation would not function without volunteers. They organise and run the community and school cooking, run the local market, do the communications and fundraising work, and manage the organisation.
25	anonymous	Governance is good. Fundraising activities remain supported by volunteers
26	anonymous	Critical for governance of the charity - we couldn't operate without them.
27	anonymous	Without volunteers we could not operate...so they are vitsl
28	anonymous	we could not run our organisation or deliver the services we do without our volunteers. they created over 52,000 items, helping over 46,000 people in 24-25 . Volunteers support over 1440 local residents to keep in contact and enjoy time together at our community groups provided 40 workshops to provide new skills and our shop volunteers provide 1000's of materials to ensure that local crafters can source affordable materials to enable them to support their mental health and be able to continue benefiting from their hobby during this cost of living crisis. providing purpose and a sense of being appreciated and needed to others is a hugely beneficial and theraputic thing for everyone concerned or recieving items from Stitchers.

21. How do you source your volunteers?



22. Have you found it harder to recruit volunteers in the last 12 months?

● Yes 12
● No 16



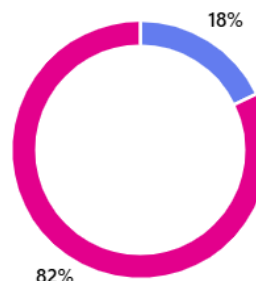
23. Why do you think that is?

ID	Name	Responses
1	anonymous	We have a national competitor often being confused as our organisation
2	anonymous	People have to work more hours now. Cost of living leaves people with very little time to volunteer
3	anonymous	Most of our activities are after school hours, and therefore not available to some potential volunteers. We also have children, and young people, with varying amounts of SEND which can impact behaviours, which many potential volunteers find hard to work with
4	anonymous	We struggle most with getting volunteers to take on additional responsibilities. Many are happy to do simple tasks, but don't want to have afce to face roles with complex clients or don't want to take on a role where they feel a sense of pressure, as they have done that in their employed roles.
5	anonymous	Always a challenge
6	anonymous	Less older people available to support- more pressing priorities, usually financial e.g. looking after grandchildren, need to be earning some money.
7	anonymous	people aren't retiring as early or people don't want to volunteer in the traditional ways or in their specialism - hard job recruiting a trustee treasurer.
8	anonymous	People don't have the bandwidth/headspace to volunteer. Younger people have less time to give.
9	anonymous	Because refugees are not so much in peoples mindset locally- perceived need has reduced. But also because our need has changed- we now need people to offer support daytime weekdays rather than evenings. So its more our need has changed rather than there being less willing people around.
10	anonymous	Pressure on people's finances
11	anonymous	Fewer people want to comitt to volunteering

ID	Name	Responses
12	anonymous	the volunteer pool is reducing for many reasons we believe, more people are having to find paid work, is just one of the reasons.

24. Have you found it harder to retain volunteers in the last 12 months?

● Yes 5
● No 23



25. Why do you think that is?

ID	Name	Responses
1	anonymous	It is hard to comment as volunteers are a small and emerging element of the organisation. We do struggle to get good trustees coming through, we think possibly linked to brand awareness issues.
2	anonymous	People taking on more hours, some realising that they struggle with the trauma related to what we do. Some just generally realising that this isn't for them
3	anonymous	many of our volunteers have had to re-enter the paid job market due to cost of living.
4	anonymous	Pressure on peoples finances
5	anonymous	Busy lifes and have served for many years

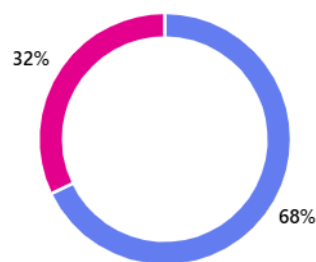
26. How do you recruit new trustees to your Board?

ID	Name	Responses
1	anonymous	Linkedin
2	anonymous	The Volunteer Centre and Linked in as well as word of mouth
3	anonymous	Connections or via LinkedIn adverts.
4	anonymous	Usually they start off as volunteers who are brilliant at what they do. We then invite them to apply to be trustees.
5	anonymous	Facebook, word-of-mouth, other local platforms
6	anonymous	Word of mouth. We do struggle to find timely replacements.
7	anonymous	Word of mouth

ID	Name	Responses
8	anonymous	word of mouth
9	anonymous	Networking
10	anonymous	Through Involve bracknell Entrusted service
11	anonymous	By word of mouth and through local churches
12	anonymous	Via our Beneficiaries and we've also used Reach to good effect. GOVO has been useless.
13	anonymous	From business /personal networks
14	anonymous	personal invitation
15	anonymous	Word of mouth, recommendations, social media
16	anonymous	through our local VCWB database and word of mouth
17	anonymous	Word of mouth, VCWB advert
18	anonymous	Some advertising and some word of mouth.
19	anonymous	Word of mouth
20	anonymous	Mixture of people putting themselves forward and us looking for people with the skills and experience needed. Then they follow an application and interview process, perhaps with some time on a committee first if new to us.
21	anonymous	Social Media
22	anonymous	We recruit trustees in a similar manner to how we recruit paid employees. We follow a recruitment campaign that includes advertising externally. Trustees complete an application form, we then shortlist and conduct a panel interview. Following a provisional offer, we then complete safer recruitment checks
23	anonymous	I personally approach them
24	anonymous	Word of mouth, social media
25	anonymous	As above
26	anonymous	Ask current volunteers plus advertise
27	anonymous	Begging usually!! lol. This is very hard. I feel we are are very lucky. Being a CIC although we have structured ourselves in the same way and have a strong team, we have a committee which performs the same oversight, however are not required to be legally structured in the same way.

27. Does your existing board of Trustees have the variety of skills required to support current and future challenges?

● Yes 19
● No 9



28. What skills are lacking?

ID	Name	Responses
1	anonymous	HR, Training
2	anonymous	We are recruiting for a new chair- with little success.
3	anonymous	We are constantly looking for sector specific skills, i.e. housing.
4	anonymous	Business Management/Leadership
5	anonymous	Accounting acumen. Experience of Charities.
6	anonymous	Strategic business management and Leadership skills
7	anonymous	Trustee with professional fundraising experience. IT/AI skills. Medical (current oncology consultant)
8	anonymous	Governance Fundraising
9	anonymous	We are still looking for Team and Project leaders to manage areas such as marketing, event management etc

29. What challenges or opportunities related to volunteering do you foresee impacting your organisation's strategic objectives next year?

ID	Name	Responses
1	anonymous	Lack of funding, our work is often seen as statutory. Competition for new volunteers
2	anonymous	We want to continue to recruit new volunteers but we don't always have the referrals for them as the families we do receive are so complex.
3	anonymous	I don't see the lack of volunteer options impacting us massively at a strategic level.
4	anonymous	As our charity is growing , we will need more volunteers to support the growth
5	anonymous	hopefully not

ID	Name	Responses
6	anonymous	We wish to extend our services to families/children. This will prove difficult without additional support from both volunteers and funding from the local community.
7	anonymous	We really want to use volunteers more to help support us with our service delivery directly with C&YP but due to my time being taken away from some of these more strategic development tasks this may be challenging. This may impact on some of the work we had hoped to do with certain cohorts of YP that are referred to us.
8	anonymous	financial pressure, challenging environment for cash strapped councils will impact the support they can offer residents, which will ultimately impact us. We are also concerned about the potential change to the council structure ie. Ridgeway Council.
9	anonymous	We see opportunities for volunteers
10	anonymous	recruiting and retaining volunteers
11	anonymous	As our volunteers have to be Christian and come from a church it does mean we have a restricted source of people who could volunteer
12	anonymous	lack of funding to create a volunteer network
13	anonymous	Maintaining enough volunteers for our larger events.
14	anonymous	we will continue to recruit volunteers locally
15	anonymous	More opportunity for volunteers to engage with YP next year due to Workshop project.
16	anonymous	internal system improvements and digitalizing our systems means we may lose volunteers or need to consider different tasks/roles they might do
17	anonymous	1. Sustaining the current level of volunteers both direct and corporate 2. Maintaining adequate level of volunteers for certain groups which need higher input
18	anonymous	Unsure at the moment.
19	anonymous	No change- provision of support 1-1 for new volunteers. Offering an online presence that is kept up to date with fast pace governmental changes. Volunteers being able to support families to alleviate poverty in a hostile environment.
20	anonymous	Demand is growing rapidly for our services - we cannot source enough volunteer to meet the demand for the complementary therapies. We may have to consider reducing the number of treatments or finding the funds to pay some additional therapists. We also would like to set up local fundraising supporter groups - but finding it tricky to make inroads in this.
21	anonymous	none

ID	Name	Responses
22	anonymous	We are currently undertaking a skills audit of our trustees. We currently foresee we have a gap of commercial experience which previously has been helpful when considering acquisitions and mergers and statutory contracts
23	anonymous	None
24	anonymous	Opportunities: issue of quality of food, food waste and local produce rising up the public consciousness Challenges: investment needed in legal checks and capacity to train of volunteers, sufficient finances to be able to provide some nominal contribution to volunteer expenses
25	anonymous	Needing to look more at volunteers doing more for us
26	anonymous	Recruiting rural ambassadors would help us collect evidence of need and advocate for additional support for rural communities.
27	anonymous	Retention of volunteers and being able to recruit new ones...
28	anonymous	As we grow we need a confident and committed admin team to support all of the projects and activities we have to support our self-funding. This is difficult to achieve when people need money to survive. the reduction in organisations supporting funding for core costs means we rely on volunteers which is not always achievable.

Capacity building

30. What key organisational risks have you faced over the past 12 months, and how have you addressed them?

ID	Name	Responses
1	anonymous	None
2	anonymous	We have little multi-year grant funding and so we are raising money in the year for the year ahead. This feels like a precarious position that could see us go under in the the next 12 months. We have diversified our income with more events and are looking at other options to raise funding but there are few large grants and trusts that will fund Home-Starts.
3	anonymous	Risk are mostly around reduced funding and uncertainty around future funding streams. We have had to adapt to how we use central staff.
4	anonymous	Grant fund writer to ensure that funding is addressed Networking We are working with one who is volunteering her time for us
5	anonymous	funding - always a difficult area. Policies & Procedures updating
6	anonymous	We found two Trustees from our existing volunteer base, and have deliberately sought to increase the number of volunteers. We

ID	Name	Responses
		budgeted for a relatively significant shortfall this financial year so have opportunistically applied for new funds from key organisations such as the Good Exchange.
7	anonymous	Mainly funding HR issues around contracts
8	anonymous	n/a
9	anonymous	Strategic planning
10	anonymous	Capacity due to increased demand on our services
11	anonymous	None
12	anonymous	Our original accountant wanted to step down. We recruited via Reach and have found an excellent replacement.
13	anonymous	Ensuring we have sufficient funding coming through- have addressed by diversifying income streams. Ensuring we have sufficient volunteers by engaging more larger companies.
14	anonymous	funding shortages - have applied for more grants than before. Contacted local donors.
15	anonymous	Reputational due to drug taking by YP on site. Addressed by collaboration with local authority and police and ensuring all policies and procedures are carried out in timely fashion. Employed a waking night
16	anonymous	digital transformation to bring our systems in line and cloud based - engaging staff and volunteers on the journey as much as possible HR contractual and policy reviews - open and transparent conversations
17	anonymous	Nothing of note
18	anonymous	Sustaining current service if future income drops. We may have to cut some areas and introduce fees for some.
19	anonymous	Community tension and Far Right activities in the area that has caused distress to our customers- dealt with by upping our visits and engagement with our customers and challenging statutory agencies to be more proactive Trustees with enough capacity to respond to urgent matters related to government policy changes dealt with by getting trustees to more sessions and visits. Trustees providing visible leadership -addressed by keeping briefed and getting them out and about.
20	anonymous	Loss of staff/staff turnover - keep going and looking to improve staff benefits/pay. Loss of volunteers due to illness/financial pressures - try to make volunteering as rewarding and engaging as possible, but we're unable to overcome illness/financial pressures.
21	anonymous	Fuel and food costs on the rise, donations from the public is down and demand from, clients is up.

ID	Name	Responses
22	anonymous	Sustaining income is always a challenge. We are currently undertaking a fundraising review to understand how we can increase our unrestricted income. Complexity of needs of our beneficiaries is increasing and we are looking at how we can increase the skills of our workforce to manage these demands.
23	anonymous	None
24	anonymous	Expanding fundraising in line with organisation's ambition and requests from other organisations - we are expanding our fundraising efforts but this requires additional time from volunteers Strengthening the governance of the organisation, in line with expanded remit and activities - we are currently exploring registering as a charity Additional legal compliance as our work expands into schools and catering at events - we have had to draw from the expertise within the volunteer network and take advice from volunteer support organisations
25	anonymous	Lower reserves and decreasing. Looking at cost cutting and reducing expenditure
26	anonymous	We have a comprehensive risk register that trustees monitor regularly at board meetings. This is an essay question!!
27	anonymous	Lack of drivers for our minibus...purchased a lighter one below 3.5tons so that licencing enabled car drivers to drive the bus opening enabling greater provision of services
28	anonymous	we have had 2 of our group leaders leave this role for health reasons. we have had to make hard decisions resulting in 3 of our community groups closing. Replacing reliable, long term, committed volunteers is difficult. we have also opened our community shop which needs volunteers and funding support to get going, which falls under the elusive core cost bracket. it has meant that our leadership team has had to step up and take their time to try and keep things running while we find others to train and take over.

31. What lessons has your organisation learned in the last year that could inform future planning or sector support?

ID	Name	Responses
1	anonymous	Considering expanding staff team
2	anonymous	Covering core costs with project work and financial planning.
3	anonymous	We have learnt again around what we need to focus on operationally to reduce costs where we can.
4	anonymous	Continuity, taking time getting to really know volunteers. Putting a key person in place to provide clinical supervisions. Also recognising that as an organisation led by a black woman not all spaces are welcoming. Sometimes we ask our white British volunteers to approach businesses and spaces that have said no to a person of

ID	Name	Responses
		colour and they will say yes. It is a bitter pill to swallow but the focus remains on supporting survivors of all backgrounds
5	anonymous	other local organisations reducing what they do, in neighbouring areas, which could potentially allow us to increase - subject to funding
6	anonymous	We need to find a way of working more closely with charities offering similar support.
7	anonymous	We need to spread the reliance on grant funding more across other income streams - easier said than done.
8	anonymous	duplication of effort, multiple organisations looking for funding for potentially the same people
9	anonymous	Proactive planning
10	anonymous	to continue to deliver services for a short period of time and show outcomes/ benefits funding may just be delayed.
11	anonymous	n/a
12	anonymous	to widen our trustee board.
13	anonymous	Diversification is key.
14	anonymous	More focus on strategic planning
15	anonymous	Leant to 'nip in the bud' and to invest in a Waking Night
16	anonymous	not sure
17	anonymous	Need to continually seek out and apply for funding from a wider range of funders Need to continue to network with similar organisations to share best practice
18	anonymous	We are working on looking at what resources we need and capacity of the current team.
19	anonymous	Greater focus needed on legacy planning for small charities, if you risk losing key people how will you mitigate the risk
20	anonymous	That even without promoting our services demand is increasing and expectations of service users are increasing. We are overreliant on events for fundraising and need to diversify.
21	anonymous	N/A
22	anonymous	One of our services, Bounce Back 4 Kids, is part of the Foundations - What Works Centre for Children and Families strategy to find evidence for what interventions work for child victims of domestic abuse. We are in the midst of completing a randomised control trial to find this evidence. There is significant government interest in this

ID	Name	Responses
		work and we have been told that the results are likely to have national significance.
23	anonymous	None
24	anonymous	Have strategic stock-takes to ensure a clear focus that can be delivered within our capacity, and reprioritise as needed Localised fundraising opportunities are more likely to be successful given the size and institutional arrangement of the organisation Having a breadth of volunteer experience is invaluable - across communications, legal issues, governance, cooking, food hygiene, community events, working in schools Strengthen institutional documentation and systems so they aren't so heavily reliant on one or two people
25	anonymous	looking into theory of change and outcome measures to be able to give funders everything they need
26	anonymous	Again, too big a question for a survey form. The team discuss issues and opportunities continually and we use these discussions to inform existing service delivery and plan for future work.
27	anonymous	Increase the goverment set rate per mile for renumerating our car drivers. At 45p per mile its way under cost...This has been the same rate for 20 years..
28	anonymous	We are always looking for the golden ticket to make it all work. Our learning has been that there is limited help and support out there due to the financial restraints from both volunteers and funders. This results in having to find inventive and inexpensive ways to self fund while maximising the effect of each volunteers skills and commitment levels. Identifying funders that match criteria and apply for anything!!! finding core funding to support rents and people as these expenses are only going up and is becoming too expensive for a not for profit to manage. Most of our fundraising currently goes on rents to support other charities, which some days feels like it defeats the object of what were doing leaving us carrying other organisations rather than the people we set out to support.

32. Which groups are currently underrepresented or face barriers in accessing your services? How could support improve inclusion?

ID	Name	Responses
1	anonymous	Younger people
2	anonymous	In our service, probably fathers but we are working on how to be more inclusive.
3	anonymous	Most of our referrals for support come from key partners- NHS and LAs. We cannot operation a policy around inclusion in this way as we don't have a say in who comes through to us, we support the need within the system.

ID	Name	Responses
4	anonymous	We make provisions for everyone. We have a very diverse team of volunteers so as to minimise language barriers. We also have a team that understands SEND and can support adequately.
5	anonymous	many SEND people struggle to get to our activities, due to the massive area covered by West Berkshire, and the lack of suitable, and affordable transport. We would love to do activities in every small town across West Berkshire, but funding that if not easy
6	anonymous	We are acutely aware of the increase in child poverty and wish to increase our services to young families. This will require more volunteers and additional funding. We are conscious that we probably will be unable to provide the services to this group from our existing base. We need to be able to take our services to young families rather than them coming to us. This is going to be a challenge.
7	anonymous	Transport from people in very rural areas - we run some of our group work from our office space in Lower Earley. This is accessible for some families but for those who don't have transport to get there or the funds this can mean they aren't able to attend.
8	anonymous	geographical barriers not allowing clients to access support. There are no soup kitchens etc outside of Newbury, so those in Thatcham have to walk 60 minutes for hot food. Removal of rural bus routes.
9	anonymous	Tbc
10	anonymous	we have tried very hard to work with and support diverse communities, the numbers we support are improving but we would like to do more.
11	anonymous	We would like to be able to put shifts out on more nights in Newbury but this isn't possible with the number of volunteers we currently have
12	anonymous	We are not aware of any specific unrepresented groups. We have a wide and diverse membership
13	anonymous	Young people not currently attending school as we still struggle to reach them as we deal with schools.
14	anonymous	non digital users
15	anonymous	No barriers to our service
16	anonymous	low income households digitally excluded
17	anonymous	Elderly groups: Transport to the site can be difficult as it is not served by public transport. Access and pathways within the garden needs to be improved for people with mobility issues as it can act as a deterrent to attendance. We are looking into this but currently have no funds for this.

ID	Name	Responses
18	anonymous	Boys and young men tend not to come to our service as much as girls. Young people with lack of transport due to parents availability or means to get them to counselling. We offer online but it is not always appropriate or wanted for the client.
19	anonymous	On the whole we are fairly well accessed, however we are area new arrivals to the area can take awhile to find us so we have been improving the knowledge of our service in primary care and key points of contact so that referrals can be made quickly to us.
20	anonymous	We are working to improve equity of access and information about our therapies into different communities across Berkshire. We also struggle to engage a proportionate amount of men, and have introduced a course specifically to address their needs.
21	anonymous	Homeless women
22	anonymous	We are actively increasing our lived experience across the organisation with the aim of our workforce reflecting the communities we serve. This has started to enable us to reach underserved communities including addressing language and cultural barriers.
23	anonymous	None
24	anonymous	Our work primarily serves school children and vulnerable families - we are reliant on relationships with other local organisations to be the connector between ourselves (focusing on cooking and eating healthily) and the community members. If these organisations aren't supported and funded, our ability to access these groups of people is severely impacted.
25	anonymous	We receive over 30 referrals from Hampshire but are unable to provide services to this area due to growth restraints.
26	anonymous	People living in rural communities face barriers in accessing ALL services. Rural proofing of key public services as well as the services provided to communities by organisations in the VCSE sector would reduce rural inequality and help to ensure that people living in the more dispersed communities don't face any added complexities or cost in accessing essential services simply as a result of where they live.
27	anonymous	None
28	anonymous	The reduced mobility community, Low income, isolated individuals, confidence, anxiety or mental health issues. This is why setting up community groups was so important to bring us to communities to have had to close 3 community groups due to rent rises, lack of volunteers etc has been a huge blow from an inclusion and financial position for us.

33. What needs do you foresee for your organisation in the next 12 months?



34. Please give more details on any of the challenges selected above

ID	Name	Responses
1	anonymous	Each of the areas I have selected are always helpful to get outside training and input for.
2	anonymous	We are growing fast. We need training to be accessible easily . We now need our own base where survivors can access support. Currently we do everything remotely and pay for venues to have our drop in sessions
3	anonymous	We are looking at changing our legal status from Charity to CIO, which will give a lot of work over the period - step 1 - choosing a name is complete, step 2 - building a new website is in process, step 3 - finding a suitable CRM is complete, but there are many more steps, and we don't have the volunteers to help with that, so it's added pressure on existing staff
4	anonymous	May be looking for sessional space in West Berks to address issues mentioned around transport. Hoping at some point we will be in the position to move forwards on our volunteer project.
5	anonymous	Na
6	anonymous	Always staff needs, supporting staff, training and recruitment is always a challenge in this sector.
7	anonymous	Training is a necessary but costly issues for small charities and opportunities are infrequent. Particular areas for us include first aid and safeguarding.

ID	Name	Responses
8	anonymous	Trustee training - on expectations of role and management of a charity. Website building and training up volunteers to maintain.
9	anonymous	we are planning to open other treatment spaces in the next 12 months, and need to recruit volunteers and raise funds to do so, as well as fund and operate core services. We need to update our policies and handbook, improve our equity of access, and also improve staff / volunteer use of technology to improve efficiency (AI/CRM).
10	anonymous	We have funding from The Lloyds Foundation that provide a lot of this support
11	anonymous	Part of our 4 year (2026-2030) strategy includes our estates strategy. We currently own some properties and lease others. The maintenance costs of the properties we own are costly so we have undertaken an assessment of the work needed over the 4 years to understand whether strategically we should keep them. As our services grow, our properties don't provide enough space (office and delivery). Training is always a requirement so our workforce remain skilled and provide development for them to continue to meet the needs of our beneficiaries
12	anonymous	Demand for our work is increasing, which is putting pressure of increased fundraising. This is being done on a trial and error basis, through which we are identified structural issues to tackle (eg bank accounts, policies required by funders). Having support to be more strategic about how to grow the organisation, what to consider, steps to take would help to provide more structure, efficiency and effectiveness to this process. We are also looking for a more centralised storage facility to enable different volunteers to access equipment for various cooking sessions in schools, with organisations and the community. As our work expands we are having to tackle legal issues such as insurance and accounting requirements and having access to advice on this for small organisations would be invaluable
13	anonymous	.
14	anonymous	Always need support and extra capacity for fundraising from grants for future work
15	anonymous	i think the challenges we are facing in these areas have been explained in other sections

35. If training is a need of your organisation, what training would you benefit from? (Please give specifics not just a course title)

ID	Name	Responses
1	anonymous	General staff wellbeing days Managing volunteers
2	anonymous	Paediatric First Aid- our volunteers find this useful in their support. Trustees on their role- they often don't understand how to be supportive, challenging and engaged.
3	anonymous	Safeguarding for children Safeguarding for adults and vulnerable adults Confidentiality GDPR Trauma informed support Mental health first aid for youth and adults

ID	Name	Responses
4	anonymous	not sure
5	anonymous	Volunteer training relating to behavioural management of clients is a key requirement for supervisors/ operational volunteers.
6	anonymous	GDPR, Mental Health,
7	anonymous	Tbc
8	anonymous	None
9	anonymous	Safeguarding Adults for the SG lead. GDPR for volunteers, Safeguarding for volunteers working with adults. I feel it would be more impactful than reading a policy.
10	anonymous	Safeguarding
11	anonymous	Trauma Informed Training for support workers working with 16-25 year olds
12	anonymous	local, low cost peer mentoring / coaching perhaps
13	anonymous	Short first aid refresher courses for a garden environment Safeguarding for vulnerable adults as we have two groups aimed at the elderly and they are reliant on volunteers to help at the sessions.
14	anonymous	as above
15	anonymous	Safe and effective use of AI in fundraising and operations.
16	anonymous	de escalation Mental Health First Aid
17	anonymous	Management training - this is linked to succession planning. Change management - lots of our services are in almost constant states of change as we respond to the changing environment including funding. Major donor / philanthropy - this is an emerging income source for us but we don't have anyone within the charity who has experience of securing income in this area
18	anonymous	Not needed
19	anonymous	Trustee responsibilities and legal requirements (as we anticipate needing to become a registered charity) Food hygiene standards, particularly storing and using food and cooking with children/members of the public Safeguarding training - what are the legal requirements and processes we need to have in place and skills that focal people need How to fundraise effectively - bid writing, finding different/unusual funding opportunities (beyond the usual funding pots available)
20	anonymous	First aid - this costs us a lot of money Mandatory training which we pay for yearly
21	anonymous	See Training Alliance discussions!

ID	Name	Responses
22	anonymous	first aid, funding applications, Volunteer management, payroll.... anything that supports core function including.....providing free digital software for not for profits. (especially CIC's who are now required by HMRC!!)

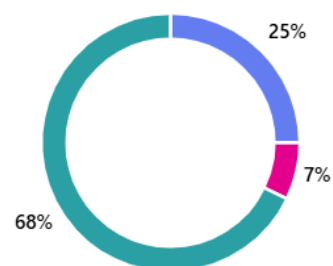
36. Where do you currently source training from

ID	Name	Responses
1	anonymous	Internally or via local volunteer centres
2	anonymous	We had a first aider but they retired. Most of training comes online- either from HSUK or elsewhere
3	anonymous	We have an internal training team who source from a range of external places.
4	anonymous	RVA Wokingham Borough Council
5	anonymous	local voluntary orgs, online, and St Johns Ambulance
6	anonymous	Various
7	anonymous	Online - other VCS providers eg Involve and West Berks Volunteer Centre
8	anonymous	Trussell, youtube, paid, WBC and VCWB
9	anonymous	Various
10	anonymous	Local CVS organisations and through national charity training
11	anonymous	Ascension Trust
12	anonymous	on line
13	anonymous	H&S consultant (IOSH), online courses, professional network.
14	anonymous	on-line
15	anonymous	CPD
16	anonymous	various - DSC and NCVO mostly
17	anonymous	Local authority Private courses Ambulance service
18	anonymous	Various organisations, online and in person.
19	anonymous	Local Authority, National refugee links. The Good Things Foundation. Home Office immigration sources.
20	anonymous	Depends - search for what we need. Always check on local CVS offerings too.
21	anonymous	Volunteer Bureau and Statutory Services

ID	Name	Responses
22	anonymous	Variety of places including Involve (Wokingham); local councils; specialist organisations (e.g. Safe Lives)
23	anonymous	Training not required
24	anonymous	Councils, guidance from NCVO, expertise within volunteers
25	anonymous	CPD or in person training
26	anonymous	NCVO, Other voluntary sector organisations, Local authorities, cipld.org
27	anonymous	Internally
28	anonymous	in house or via external agencies

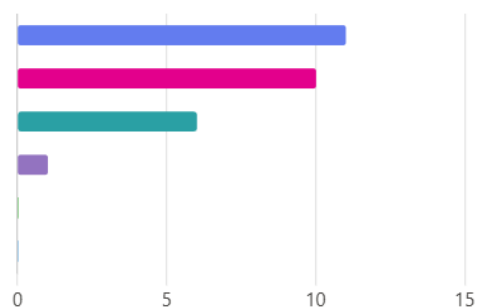
37. Are you in a position to pay for training

Yes	7
No	2
Maybe	19



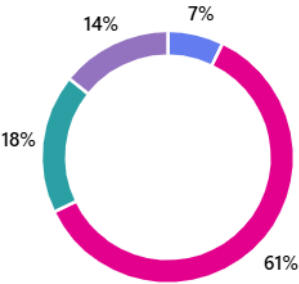
38. Over the last 12 months, has demand for your services/activity...?

Increased a lot	11
Increased a little	10
Stayed the same	6
Decreased a little	1
Decreased a lot	0
Don't know	0



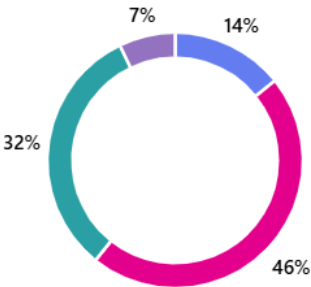
39. To what extent do you expect to meet demand in the next 12 months?

Meet demand with significant spare capacity	2
Meet demand with limited / no spare capacity	17
Almost meet demand	5
Fall significantly short	4
Don't know	0



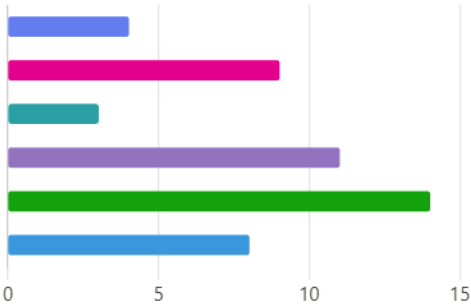
40. How would you rate your organisation's current digital capabilities?

Excellent	4
Good	13
Adequate	9
Poor	2



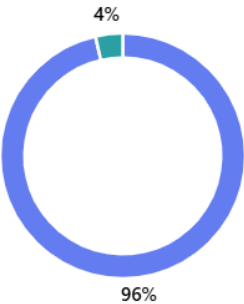
41. What are your main digital development needs?

CRM / data management	4
Cybersecurity training	9
Online service delivery	3
Social Media strategy	11
Website development	14
Other	8



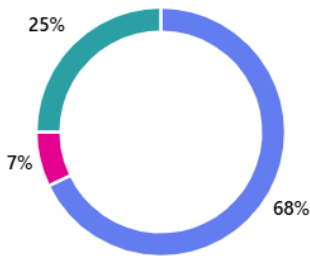
42. Does your organisation have an Equality, Diversity and Inclusion policy in place?

Yes	27
No	0
In development	1



43. Do you feel your organisation is effectively reaching marginalised or underrepresented groups?

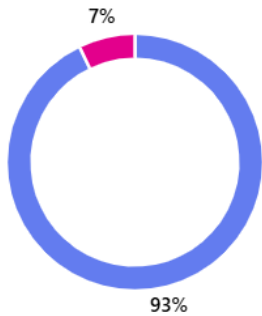
- Yes 19
- No 2
- Not sure 7



Partnerships and Collaboration

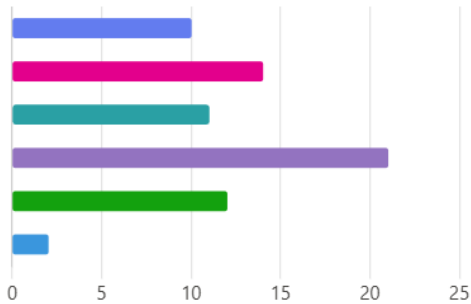
44. Does your organisation collaborate with other charities/community groups?

- Yes 26
- No 2



45. If yes, in what ways?

- Co-creation of services 10
- Co-delivery of services 14
- Joint funding applications 11
- Referral pathways 21
- Shared spaces or resources 12
- Other 2



46. Which partnerships or collaborations have been most valuable, and what outcomes have resulted?

ID	Name	Responses
1	anonymous	The Community Furniture Project and the Foodbank have been essential referral partners for families on low income. We have recently partnered with Educafe in their Parent Village and this has resulted in us raising awareness of Home-Start and some excellent referrals. We are also collaborating with the Family Hubs, which although they are not a charity has been an organic and useful relationship, benefitting young families.
2	anonymous	The best partnerships are on joint delivery where we bring different expertise to the support being offered.

ID	Name	Responses
3	anonymous	Women's wellbeing partnership with BWA, Reading Community Learning Centre, Get Berkshire Active and Utulivu We also Partner with Cranstoun, Community United, The Jessica Project, West Berkshire and Wokingham Food Bank, All Yours, FlagDV, Love Grace , Tellsomebody CIC (child sexual abuse organisation)
4	anonymous	a variety of local voluntary organisations - allows us to think about what we could be missing, as well as giving us better tools to share with our users
5	anonymous	West Berkshire council, community police officers, Two Saints, Foodbank
6	anonymous	n/a
7	anonymous	All
8	anonymous	partnerships around carers support to ensure an all age support offer
9	anonymous	Working with BID and the venues in the night time economy and also local churches
10	anonymous	collaborating with rare patient groups across the globe. Raising awareness of the condition and signposting patients to better care where care is not optimal as standard.
11	anonymous	Fair Close Charity - Supply of lunches for Lunch Club
12	anonymous	West Berkshire Council - constant collaborations for best outcomes for YP Greenham Trust - conversion of building and supply of housing
13	anonymous	CEO peer support group has resulted in great support network and helped answer questions as I develop in my role
14	anonymous	VCWB - a brilliant source of knowledge and advice RGWN - information sharing and support
15	anonymous	Our partnership with Community Resource Centre has proved invaluable enabling us to meet need and demand and provide a meeting space.. Our partnership with the Councils Migration and Homeless teams has also proved invaluable in terms of providing timely services to vulnerable people.
16	anonymous	Newbury Cancer Care (funding, promotion, referrals) Macmillan (referrals) Royal Berks Cancer Centre (funding, promotion, referrals, training and development - 2-way)
17	anonymous	Community Furniture Project West Berkshire Foodbank
18	anonymous	Collaboration with local foodbanks, housing charities, domestic abuse charities etc enables us to co-ordinate (rather than duplicate) support for our beneficiaries
19	anonymous	Working with schools to teach kids cooking sessions in afterschool clubs, this has led to interest from schools to build more into the curriculum (where they can) and more focused cooking sessions support with

ID	Name	Responses
		vulnerable families Working with organisations supporting vulnerable families to provide cooking sessions, which has increased confidence of families to cook more healthily. This has led to other organisations requesting our services Working with local producers to attend the monthly market we organise, this has provided increased profile and business to small companies, educated community members on local produce options, and provided the community with a positive communal and socialising space. Partnership with Doves, who has both funded work and supplied hand mills, which have been used to engage children in milling flour and local food production.
20	anonymous	We work closely with WB Homeless in providing housing services Foodbank and Furniture Project supports our charity and our young people
21	anonymous	All partnerships and collaborations are valuable. Those that effectively meet the objectives of all parties are the ones that produce good outcomes. We partner with many of our sister charities in the ACRE Network, such as the Rural Housing Enabler projects.
22	anonymous	West Berkshire Council
23	anonymous	creating joint applications for activites seem to attract funding (yet to be proven) working together to reduce costs by sharing venues etc

47. What support would help your organisation improve collaboration and achieve better outcomes for the community?

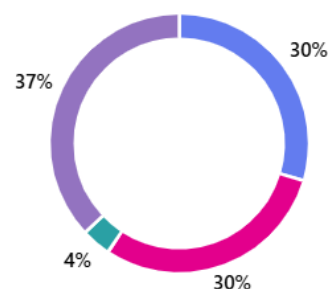
ID	Name	Responses
1	anonymous	Being directed to others who may be interested in our msision, whilst we have supported other charities and groups to deliver our services we have not had any collaboration opportunities
2	anonymous	Opportunities to network help build the relationships that make this type of collaboration possible.
3	anonymous	It is always good to have external support, training or facilitated networking to support this.
4	anonymous	We have joined the West Berkshire charity meet up run by Caroline from All Yours. This should help us with partnership and working together
5	anonymous	not sure
6	anonymous	Long term property lease/ownership. To seek to remove duplication of services.
7	anonymous	n/a
8	anonymous	Continuity
9	anonymous	funding

ID	Name	Responses
10	anonymous	Better access to funding for YP and housing options for them
11	anonymous	not sure
12	anonymous	unsure
13	anonymous	If the service director had more time to focus on this it might become a more regular activity. Sadly this is a parttime role so time is limited but and we are trying to adjust the role to work towards more collaborative working.
14	anonymous	More time in the day! Funding for an outreach role.
15	anonymous	N/A
16	anonymous	Funding often leads us to be in competition with each other and sometimes forces us to work in silos. Not sure what the answer is here as funders often welcome partnership bids but the funding envelope often doesn't allow us to do this well and can detract from frontline work (i.e. funding needs to be in place for setting up and managing partnerships)
17	anonymous	Continued involvement of Job Centre +
18	anonymous	Our biggest constraint is the fundraising, legal requirements and governance of the organisation that can enable us to capitalise on collaboration opportunities.
19	anonymous	.
20	anonymous	Conversations with other broad-minded charity leaders
21	anonymous	Not sure
22	anonymous	meeting other organisations to identify issues and encourage organisational working relationships. Core cost funding and central support to link volunteers to organisations

Leadership and Advocacy

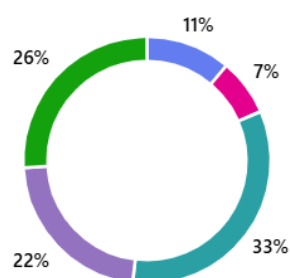
48. Do you feel the VCSE sector in West Berkshire is effectively represented in local decision-making?

Yes	8
Somewhat	8
No	1
Unsure	10



49. How confident are you that your organisation's voice is heard in local strategic discussions (e.g. with West Berkshire Council, health partners or other statutory bodies)?

Very confident	3
Confident	2
Moderately confident	9
Slightly confident	6
Not at all confident	7

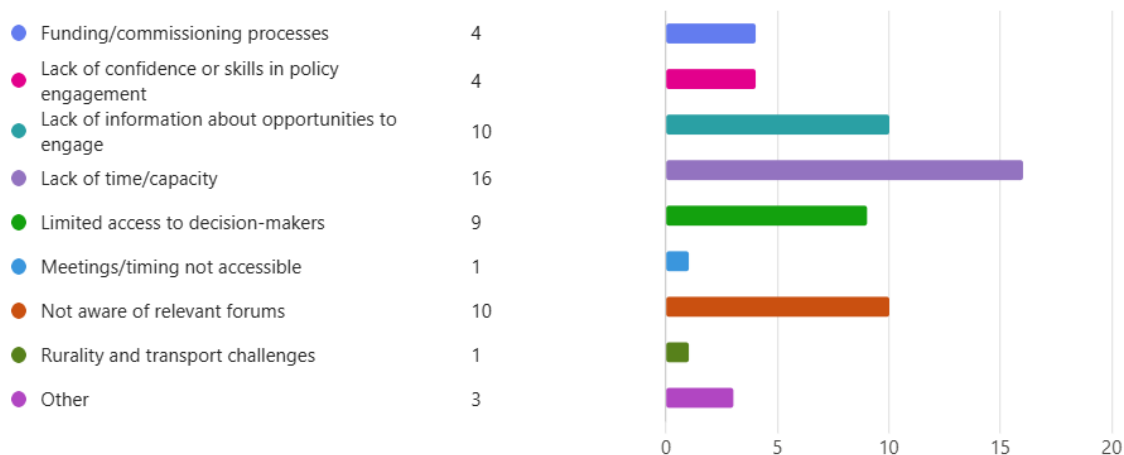


50. What has been your organisation's biggest contribution to local decision-making or policy influence in the past year?

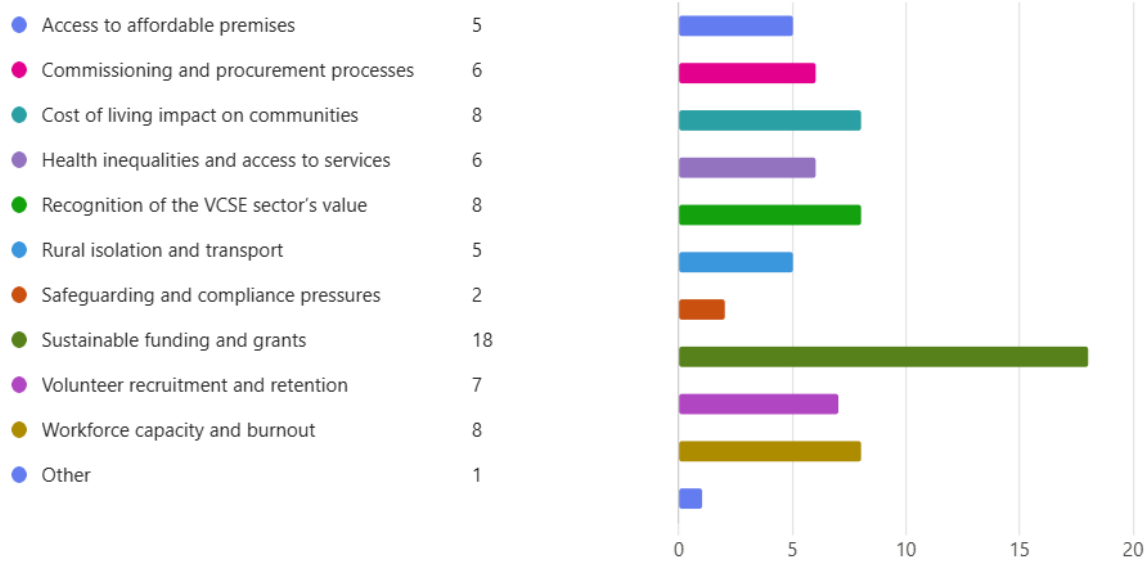
ID	Name	Responses
1	anonymous	None
2	anonymous	We are part of the conversations in relations to Best Start in Life and we are working towards being a partner in this work. We are working with Early Help and Family Hubs to put on an Early Year's Conference.
3	anonymous	Within West Berks this is smaller for us but we want to contribute more. We are connected to ICB groups which impact on influence.
4	anonymous	Mainly in Reading where we were invited to ask questions to councillors. Our question was regarding social housing where perpetrators were remaining in council housing while the victim and children were moved. Currently meeting with councillor Rowland to work alongside RBC regarding housing policies and survivors of abuse
5	anonymous	I don't know
6	anonymous	Poverty forum.
7	anonymous	I think it can be hard to be included in conversations - there are key people already involved and 'breaking through' is quite hard. You only get invited to things if someone thinks of you - not always obvious that things are happening.
8	anonymous	n/a
9	anonymous	Advocacy
10	anonymous	Working with local authorities around digital inclusion and needs of older people in health and social care
11	anonymous	nil. I feel that as a national charity we don't fit most of the activities/grants that are shared locally. Our charity supports the 6-10 people in every million with the condition. So the number of West Berkshire patients would be low. I currently only know of 3 patients.
12	anonymous	Through the community organiser we have focused attention on the needs of the community and have created momentum to address gaps.

ID	Name	Responses
13	anonymous	don't know
14	anonymous	MOU development and redesign of forums
15	anonymous	unsure
16	anonymous	Access to housing support and ESOL has improved
17	anonymous	I don't believe it has been involved
18	anonymous	Unsure
19	anonymous	We sit on the domestic abuse board and have provided data for local needs analysis.
20	anonymous	Clearly none!
21	anonymous	We have briefed Hungerford Council on community health and cooking issues, as well as the value of the market (which they wanted to expand into a winter, as well as spring/summer/autumn market. We do not have the capacity to deliver this). We have worked on a business-by-business basis, eg working with Cobbs to reduce their food waste, schools on food waste and eating healthily. But we have not specifically influenced council policy-making. This is due to a lack of capacity.
22	anonymous	don't know
23	anonymous	Participation in the MoU steering group
24	anonymous	None

51. What are the main barriers to your organisation influencing local decisions?



52. What are the top three issues that require stronger advocacy for the VCSE sector in West Berkshire?



53. Which emerging challenges or opportunities should VCWB and other partners prioritise in the next 12 months to strengthen the sector?

ID	Name	Responses
1	anonymous	Direction to use services that are available
2	anonymous	Funding is obviously a huge challenge for us all, if not today then tomorrow looks bleak. We need to streamline processes and procedures to free up time to be able to focus on strategic planning. This seems like an insurmountable challenge when we are so hand to mouth.
3	anonymous	Funding: access to relevant and sustainable.
4	anonymous	Understanding that the voluntary sector carries the bulk of the load that can't or isn't supported by the government. Understanding that there aren't "hard to reach" communities, inject funding and invite organisations to the table that support diverse communities and those who are in rural locations Invite grassroots organisations and groups to the table. They are the ones actively involved and engaging with the community
5	anonymous	I wanted to choose loads more in that group above (Q51). Rural isolation and transport Safeguarding and compliance pressures Sustainable funding and grants Volunteer recruitment and retention Workforce capacity and burnout
6	anonymous	Funding - we are all integral to supporting some of the most vulnerable people in the area and are proud to do this work. However we do not have the funding in place to meet need sufficiently and this it is just getting harder to get the funds in. We need time and support for more creative thinking on helping us make our budgets stretch - eg. subsidised/cheap printing from someone like the LA - small but impactful acts of support.
7	anonymous	n/a

ID	Name	Responses
8	anonymous	You tell us based on this evidence
9	anonymous	sustainable funding
10	anonymous	Strengthen engagement between the NGO sector and Governmental organisations
11	anonymous	creation of trusted suppliers of VCSE services, for example, having a dedicated charity for food poverty under which all the food poverty charities align or same with advisory, to avoid duplication and encourage better partnership working and collaboration
12	anonymous	unsure. They already have a strong voice in the community .
13	anonymous	Helping charities work on sustainability of their service. Training trustees. Means to help with fundraising/advice etc for operational costs.
14	anonymous	lack of coordinated funding for bog standard costs and outcome based partnerships between statutory & voluntary sector
15	anonymous	increasing ability to volunteer - persuading people what benefits it will bring them.
16	anonymous	unsure
17	anonymous	I'd find it interesting to map the services against needs of WB residents. Where are the gaps? Do we have the skills within the voluntary sector to fill those gaps? What funding is available? Does WBC recognise the gaps and could commissioning be influenced?
18	anonymous	None
19	anonymous	The rezoning of West Berkshire - both a challenge and opportunity to set up systems to support organisations. We rely heavily on The Good Exchange as a funding opportunity which the rezoning may well affect so can there be an equivalent set up where organisations will no longer be eligible? Many small organisations are chasing the same funding and reaching out to the same people to be trustees, so supporting the growth of trustees and fundraising skills - perhaps identifying businesses who are open to local collaborations? Having governance, financial and legal requirement advice that is tailored to small organisations is really useful - as often volunteers have experience in big corporates but the structures and requirements are very different
20	anonymous	Have charities at the council tables for decision making
21	anonymous	Local Government Reorganisation, sustainable funding, cross-sector engagement and representation
22	anonymous	Volunteer recruitment and retention
23	anonymous	all of the above

54. Are there issues or challenges that you feel are not being heard or addressed locally?

ID	Name	Responses
1	anonymous	Literacy attainment falling in schools
2	anonymous	Understanding by West Berks council of the impact of central government decision on sustainable funding and position of the VCSE sector. They rely on us for so much but it is probably the toughest it has been for a while related to long term sustainability.
3	anonymous	Funding of grassroots groups Spaces for organisations Supporting and understanding diverse communities and the organisations that support them. We work with larger organisations and we were working with Laura Farris on pushing for Honour based abuse to become a statutory defined offence. Petra the Thatcham Mayor has engaged with us a lot. We also sit on the AIG board and West Berkshire DA Board. We would love to bring more to the table, training in HBA, FGM and harmful practices etc
4	anonymous	Sustainable funding and grants
5	anonymous	No
6	anonymous	n/a
7	anonymous	No
8	anonymous	The NHS and access to equitable care.
9	anonymous	Rural Isolation and associated lack of service provision
10	anonymous	longer term investment in infrastructure and commissioning of VCSE services.
11	anonymous	no
12	anonymous	Poverty, lack of affordable housing, access to employment opportunities
13	anonymous	Statutory services do not do and support what they say they are going to do. They push work to us but it is not reciprocated
14	anonymous	None
15	anonymous	Need for charity support in providing essential services
16	anonymous	See 45.
17	anonymous	Support volunteers
18	anonymous	our office base is in Basingstoke so some are not relevant

55. Have you seen the West Berkshire Memorandum of Understanding (MOU) between West Berkshire Council and the V CSE Sector



56. Are you aware of the new Thames Valley ICB coming from 1 April 2026.

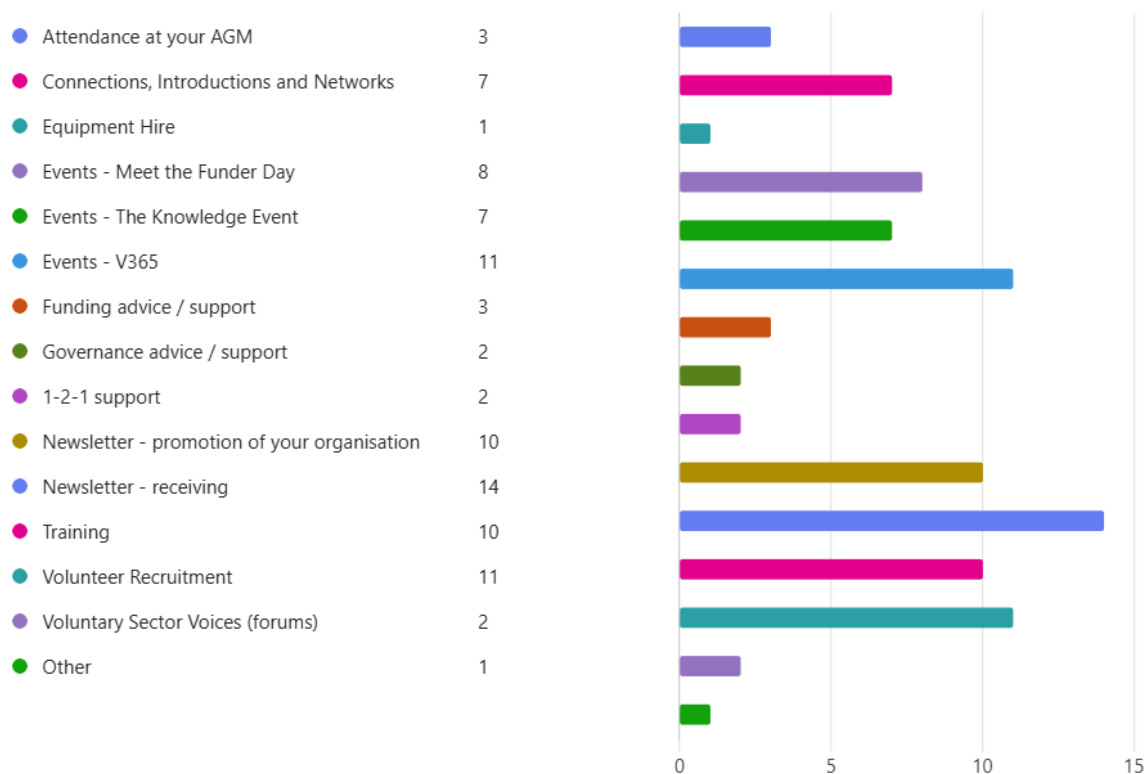


Feedback on VCWB's Infrastructure Support

57. Have you accessed any support or services from Volunteer Centre West Berkshire in the last 12 months?



58. What support or service did you access?



59. Which VCWB services or support have had the greatest positive impact on your organisation or beneficiaries?

ID	Name	Responses
1	anonymous	Volunteer recruitment
2	anonymous	Volunteer recruitment, newsletter and networking sessions
3	anonymous	Meet the funders event was good- it didn't lead to any funding specifically but gave us a good connection to the right people.
4	anonymous	Volunteer Fair, wonderful event for networking and recruiting volunteers
5	anonymous	CRM information - we have signed up to this - thank you!
6	anonymous	Recruitment
7	anonymous	Time to meet other charity leaders and share best practice
8	anonymous	n/a
9	anonymous	Relationships
10	anonymous	occasionally I'm able to share something from the newsletter with beneficiaries.
11	anonymous	Volunteer fair
12	anonymous	Poverty Forum for connections
13	anonymous	Meet the funder Events

ID	Name	Responses
14	anonymous	Events V365
15	anonymous	I have only been at the charity for a short time. I would like to attend any future events on meet the funder.
16	anonymous	Promotion of organisation, particularly job vacancies, has often proved fruitful
17	anonymous	both the governance advice and volunteer recruitment were helpful
18	anonymous	Meet the funder day
19	anonymous	Events and newsletters
20	anonymous	We have always benefitted from anything we have attended and so appreciate the services offered by VCWB. Having put some of the learned practices into effect have been amazing ... thank you!!

60. What new initiatives or services would most help your organisation achieve its strategic priorities next year?

ID	Name	Responses
1	anonymous	Direction to our services through the local councils and education sector. Promoting local and not national
2	anonymous	Something about living without trusts and foundations, perhaps getting the best out corporates or just a magic wand!
3	anonymous	I think continued advocacy for the VCSE
4	anonymous	Meet the funders Creating a group for organisations to meet Encouraging collaboration Invitation to your AGM so we can feel connected
5	anonymous	policies & procedures - moving to be an CIO
6	anonymous	Liaison with schools to better support child poverty/struggling young families.
7	anonymous	n/a
8	anonymous	LIFt
9	anonymous	some low cost/no cost volunteer training.
10	anonymous	continued networking opportunities
11	anonymous	unsure
12	anonymous	Funder networking. Access to know about funds available.
13	anonymous	see other comments
14	anonymous	N/A

ID	Name	Responses
15	anonymous	Not sure
16	anonymous	None
17	anonymous	Insurance advice Centralised storage facilities Templates for feedback forms to use with community members receiving services Monitoring, evaluation and learning templates
18	anonymous	Funding and fundraising
19	anonymous	General day to day support if required
20	anonymous	core funding initiatives, especially long term ones.

61. In your experience, what does Volunteer Centre West Berkshire (VCWB) do particularly well in supporting your organisation and the wider VCSE sector?

ID	Name	Responses
1	anonymous	Directing volunteers to us, sharing the newsletter with lots of useful information
2	anonymous	Such a brilliant organisation for developing networking opportunities that helps us share our experiences, collaborate with others and find the right advice. Thank you for all you do!
3	anonymous	Creating connection. It has been helpful to attend forums and events and feel connected to other organisations.
4	anonymous	Newsletter with training and funding news
5	anonymous	open to all and listens - it's hard to pin it to one thing - basically we ask, you help :)
6	anonymous	Recruitment
7	anonymous	Being aware of local need and working with those who provide services to support them to do their work - it appears to be needs led and not 'on its own agenda'
8	anonymous	n/a
9	anonymous	V365 & peer support
10	anonymous	They are good at hosting volunteer adverts and regularly sending out the newsletter. I know as a resident they have a great volunteer driver scheme. They run some good courses.
11	anonymous	Give advice
12	anonymous	constant information being provided

ID	Name	Responses
13	anonymous	VCWB is a fantastic voice for all voluntary organisations in West Berks. The keep us informed on local matter and are always willing to give support on a range of issues as needed.
14	anonymous	Knowledge sharing.
15	anonymous	promotion
16	anonymous	Training
17	anonymous	Not sure
18	anonymous	Job Adverts
19	anonymous	The volunteer recruitment has been particularly useful, as has having templates of policies
20	anonymous	networking and meeting funders
21	anonymous	Strategic representation within West Berkshire Council
22	anonymous	Limited due to budget restraints
23	anonymous	absolutely....you have been fantastic. go team!!

62. What areas could Volunteer Centre West Berkshire (VCWB) improve or develop further to better support your organisation and the VCSE sector?

ID	Name	Responses
1	anonymous	Have more than one volunteer event per year such as one in Thatcham or Theale area
2	anonymous	I can't think of anything- you add so much value already
3	anonymous	Not improve, but continue advocacy.
4	anonymous	not sure
5	anonymous	n/a
6	anonymous	Tell us
7	anonymous	very low cost training for charities under 100K t/o
8	anonymous	Access to local council to engage to influence policy
9	anonymous	more robust training offer membership model
10	anonymous	None . They do a great job
11	anonymous	provide for stronger advocacy for the sector based on outcomes that can be evidenced and shared

ID	Name	Responses
12	anonymous	corporate engagemetn to improve fundraising and volunteering
13	anonymous	Less emails sent, they should be filtered better as it is too overwhelming. They should be specific to the charity and not mass sending of emails to everyone.
14	anonymous	Not sure
15	anonymous	None
16	anonymous	inviting us to round tables/decision making forums
17	anonymous	Encourage greater involvement by the sector in networking, forums etc.
18	anonymous	i think this has been answered in previous questions