

**S C V Y S**



STAFFORDSHIRE COUNCIL OF VOLUNTARY YOUTH SERVICES

**CHILDREN & YOUNG PEOPLE  
VOLUNTARY SECTOR CENSUS REPORT 2023**

# 1. Introduction

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The SCVYS Children & Young People (CYP) Annual Census report is compiled from both quantitative and qualitative data obtained from SCVYS member organisations and relates to an overview of their organisational profile and engagement of children and young people in positive activity or support during the period 1st April 2022 to 31st March 2023.

Elements covered within the Census exercise include:

- ◆ Children & Young people engaged in positive activity and support by Age range (0-25yrs) and Type of Provision
- ◆ Children & Young people engaged in positive activity and support by Age range (0-25yrs) and District
- ◆ Paid Staff & Active Volunteer roles supporting provision within SCVYS member groups by Organisation Type
- ◆ Awards achieved by Young People & Training completed by volunteers or staff within SCVYS member groups
- ◆ Future Training & Support needs of SCVYS member groups
- ◆ SCVYS Member confidence on the future of their organisation (Scale 1-10)
- ◆ Cost-of-Living Crisis: Member Organisation Impact Assessment
- ◆ SCVYS Member ratings on the support they have received from SCVYS (Scale 1-10)
- ◆ SCVYS Member Relationship & Feedback

SCVYS continued with a hybrid method of completing the Census, with Development Workers completing a mixture of virtual sessions/telephone calls and paper-based reviews with their groups.

The findings presented below relate to responses obtained from 193 members, from a potential total membership of 204 organisations (as at the end of March 2023), equating to a 95% response rate overall. Of the remaining 11 organisations:

- 5 didn't respond to contact despite numerous attempts being made and these have since had their membership lapsed.
- 3 chose to lapse their membership as they hadn't utilised the benefits or are not going to be delivering young people's projects moving forwards.
- 2 members had ceased delivery (1 x due to other new local provision setting up / 1 x due to limited capacity of group leaders to continue)
- 1 member didn't have the time or capacity to complete the Census data.

## 2. Key Data for 2022/23

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**41,167**

*Children & Young People accessed positive activity or support during the period*

**9,167**

*Active Volunteer roles supporting activities and provision within SCVYS member groups*

**906**

*Under 18 Volunteer roles supporting SCVYS member groups*

**248**

*Young People achieved DofE Awards*

**74%**

*Of SCVYS members were confident about the future of their organisation as a whole*

**889**

*Paid Roles supporting activities and provision within SCVYS member groups*

**5,143**

*People have achieved awards or completed training within SCVYS member groups*

**83%**

*Of members rated SCVYS support at 8 or above, with 10 being excellent*

### 3. Children & Young People engaged in positive activity and support by Age range (0-25) and Type of Provision

The figures below relate to children and young people's engagement in positive activity and other support offered by SCVYS member groups during the 12-month period from April 2022 to March 2023.

Type of Provision / Support	Age Range 0-5	Age Range 5-7	Age Range 8-10	Age Range 11-12	Age Range 13-19	Age Range 20-25	Total by Provision
Arts/Craft/Drama/Music	190	249	268	278	870	219	2,074
Alternative Education	-	3	2	15	136	80	236
Community Facilities	721	667	652	278	695	50	3,063
Environment / Open Space i.e. Friends of groups	324	218	536	190	111	53	1,432
Faith Based	433	723	773	492	450	9	2,880
Family Support	1,589	561	672	687	912	195	4,616
Holiday Provision	37	191	372	227	250	14	1,091
Junior & Senior Independent Youth Clubs	-	92	337	529	1,035	188	2,181
SEND or Disability	167	72	120	125	414	271	1,169
Specialist Support (CAMHS, LGBTQ+, Housing)	23	218	930	694	2,618	136	4,619
Sport / Exercise	112	369	683	664	1,701	427	3,956
Uniformed i.e., Guides, Scouts, Police Cadets	182	3,163	4,401	2,362	1,957	255	12,320
Other (Community Initiatives, Residential, Detached)	156	437	380	301	224	32	1,530
<b>Total by Age Range</b>	<b>3,934</b>	<b>6,963</b>	<b>10,126</b>	<b>6,842</b>	<b>11,373</b>	<b>1,929</b>	<b>41,167</b>

The higher participation levels are mainly attributable to the membership upsurge in Scouts (5%) & Guides (8%) and CYP attendance at sessions run by the Museum of Cannock Chase during school holidays/weekends. Significant fluctuations were also seen at three sports clubs (Midland Soccer Academy, Tamworth Boxing Club and Wyrley Juniors) and two outdoor recreation sites (Friends of Hednesford / Heath Hayes Park). Two new faith organisations came into membership during the year (St Georges / Kingsway Church) and Youthnet provision have all contributed to increases in the faith-based category. An alarming observation under the 'specialist support' category highlighted 82% of CYP engagement related to accessing mental health support organisations.

### 3.1 SEND Inclusivity

SCVYS membership comprises 15 specialist SEND providers who exclusively offer activities and support to children, young people or young adults with learning disabilities or difficulties (LDD) and complex needs (some also provide support to parents/carers). These include:

<ul style="list-style-type: none"><li>• BLAST (Lichfield)</li><li>• COGS (Lichfield)</li><li>• Creative Choices CIC (Tamworth)</li><li>• Liberty Jamboree (Lichfield and Tamworth)</li><li>• Equal Support Opportunities (East Staffs)</li><li>• Friends 2 Friends (Lichfield/Burton)</li><li>• In-It Together (Tamworth)</li><li>• LDD Monday Night Group (Rugeley)</li></ul>	<ul style="list-style-type: none"><li>• Lifeworks Staffordshire (Newcastle)</li><li>• National Autistic Society (Stafford)</li><li>• Our Space (Newcastle)</li><li>• The Peter Pan Centre for Children with Special Needs (North Staffordshire)</li><li>• SNAP - Special Needs Adventure Playground (Cannock)</li><li>• SPIN (Tamworth)</li><li>• Uttoxeter Gateway Club (East Staffs)</li></ul>
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As part of the Census exercise, we also wanted to gauge how many of our other members (who are not SEND exclusive or specialists) considered themselves to be a SEND inclusive organisation in that they would involve CYP with mild to moderate learning disabilities or difficulties (i.e. Autism, ADHD, dyslexia). Of those asked, 89% stated 'Yes', they considered themselves to be a SEND inclusive organisation; 10% stated 'No' and 1% didn't answer the question.

Approximately, 8% of the total overall attendance figures quoted by members related to the involvement of SEND children and young people. In reality this number is likely to be higher, however, this is not always known, questioned or recorded by organisations.

## 3.2 Scouts & Guides – A uniformed sector membership update



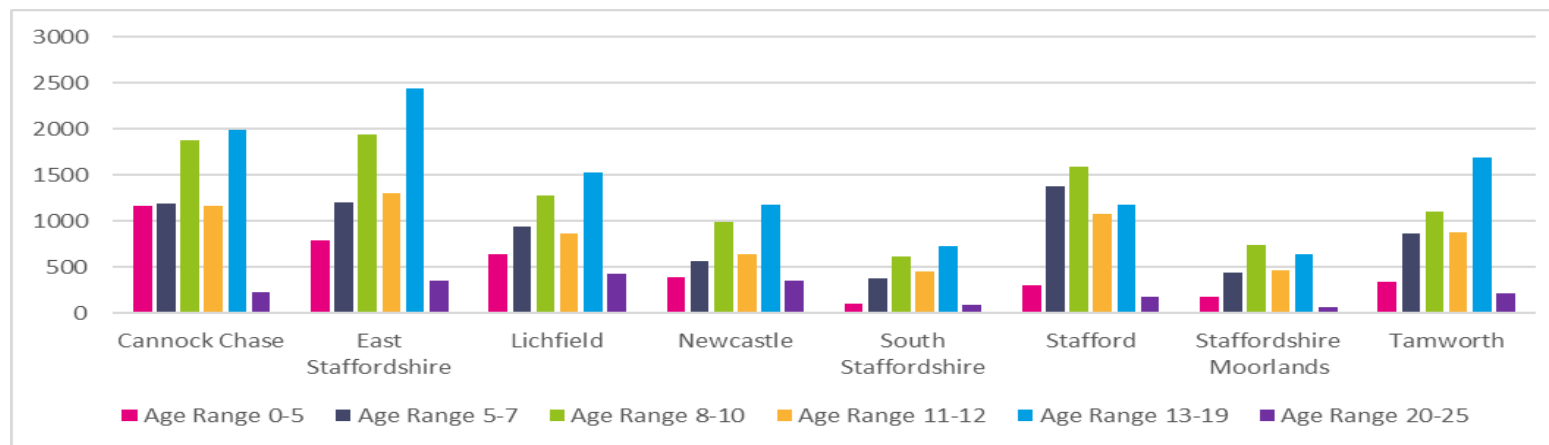
The following data has been included to update on the revival of Staffordshire's most prominent uniformed groups in Scouts and Girlguiding. As highlighted, CYP membership levels continue to increase, however, they have not yet returned to pre-pandemic levels. In terms of the potential impact of the cost-of-living crisis on local units, no insight was provided by either organisation.

Staffordshire Scouts Membership (411 Units)					
District	Pre Covid 2019-20	Previous Year 2021-22	Current Year 2022-23	Current / previous year variance	Current / pre-Covid year variance
Cannock Chase	576	472	541	15%	-6%
East Staffordshire	1,220	1,139	1,123	-1%	-8%
Lichfield	1,505	1,377	1,426	4%	-5%
Newcastle	1,176	1,059	1,089	3%	-7%
South Staffordshire	233	199	232	17%	0%
Stafford	1,359	1,157	1,229	6%	-10%
Staffordshire Moorlands	625	644	688	7%	10%
Tamworth	721	601	650	8%	-10%
<b>Staffordshire Totals</b>	<b>7,415</b>	<b>6,648</b>	<b>6,978</b>	<b>5%</b>	<b>-6%</b>

Girlguiding Staffordshire (379 Units)					
District	Pre Covid 2019-20	Previous Year 2021-22	Current Year 2022-23	Current / previous year variance	Current / pre-Covid year variance
Cannock Chase	776	626	689	10%	-11%
East Staffordshire	706	565	571	1%	-19%
Lichfield	876	604	699	16%	-20%
Newcastle	485	462	519	12%	7%
South Staffordshire	1,031	109	102	-6%	-90%
Stafford	682	782	782	0%	15%
Staffordshire Moorlands	681	563	614	9%	-10%
Tamworth	474	358	406	13%	-14%
<b>Staffordshire Totals</b>	<b>5,711</b>	<b>4,069</b>	<b>4,382</b>	<b>8%</b>	<b>-23%</b>

## 4. Children & Young People engaged in positive activity and support by Age range (0-25) and District

The following data table has been included to provide the geographic representation of attendance by age range. In South Staffordshire district, we have contacted “[The Way](#)” youth zone operating over the border in Wolverhampton to try and establish how many Staffordshire young people have been accessing provision at their Centre. However, at the time of writing we hadn’t received the information so were unable to comment on this.



District	Age Range 0-5	Age Range 5-7	Age Range 8-10	Age Range 11-12	Age Range 13-19	Age Range 20-25	Total by District
Cannock Chase	1,163	1,193	1,877	1,167	1,985	229	7,614
East Staffordshire	790	1,200	1,938	1,297	2,441	354	8,020
Lichfield	645	943	1,273	868	1,530	435	5,694
Newcastle-under-Lyme	389	565	986	636	1,176	352	4,104
South Staffordshire	110	386	613	450	731	92	2,382
Stafford	306	1,373	1,587	1,076	1,181	185	5,708
Staffordshire Moorlands	186	439	744	473	643	64	2,549
Tamworth	345	864	1,108	875	1,686	218	5,096
<b>Total by Age Range</b>	<b>3,934</b>	<b>6,963</b>	<b>10,126</b>	<b>6,842</b>	<b>11,373</b>	<b>1,929</b>	<b>41,167</b>

## 5. Paid Staff & Active Volunteer roles supporting provision within SCVYS member groups by Type

Type of Provision	Paid Under 18	Paid Over 18	Total	Committee members	Regular Vols Under 18	Regular Vols Over 18	Occasional Helpers	Total
Arts/Craft/Drama/Music	5	31	36	102	8	94	54	258
Alternative Education	0	32	32	21	0	20	73	114
Community Facilities	0	34	34	89	4	210	23	326
Environment/Open Space (e.g. Friends of groups)	0	1	1	32	54	76	110	272
Faith based	2	89	91	172	76	709	142	1,099
Family Support	1	127	128	194	81	463	132	870
Holiday provision	5	27	32	4	15	36	12	67
Junior & Senior Independent Youth Clubs	14	46	60	188	72	191	77	528
Special Educational Needs and Disabilities	0	149	149	104	50	200	36	390
Specialist Support (CAMHS, LGBTQ, Counselling)	1	189	190	99	15	200	26	340
Sport / Exercise	6	34	40	145	68	407	86	706
Uniformed (Guides, Scouts, Police Cadets)	0	9	9	680	430	2,442	244	3,796
Other i.e. Community Initiatives	5	82	87	112	33	200	56	401
<b>Total</b>	<b>39</b>	<b>850</b>	<b>889</b>	<b>1,942</b>	<b>906</b>	<b>5,248</b>	<b>1,071</b>	<b>9,167</b>

Overall, the level of both paid staff and active volunteer roles did increase slightly on the previous year (up by 12% and 2% respectively), however, this should be treated with caution. The largest cohort of volunteers highlighted above relates to those supporting uniformed provision such as Guides and Scouts, however, the uniformed category has seen a 5.3% decrease in volunteer levels overall, with Girlguiding seeing a 15% reduction compared to the previous year. This is also consistent with the experience of SCVYS wider membership with many citing a loss of volunteers as people need to find paid work, take on extra hours or can't afford the transport costs to fulfil their role. At a macro level the volunteer market is seeing a significant shrinkage as per the findings of the [Time Well Spent Survey](#) (NCVO, 2023) which saw participation in some key volunteering activities decline e.g. 'organising or helping to run an activity (14% in 2019 down to 7% in 2023)'. This is a concerning issue for those who heavily rely on volunteers to continue or expand their support offer at a time of rising demand.



## 6. Awards achieved by Young People & Training completed by volunteers or staff within SCVYS member groups

	Countywide	Cannock	East Staffs	Lichfield	Moorlands	Newcastle	Stafford	South Staffs	Tamworth	Total
<b>Awards</b>										
DofE - Bronze Sectional	-	9	5	-	-	-	9	2	-	25
DofE - Bronze Full	-	13	43	22	2	5	16	6	17	124
DofE - Silver Sectional	-	3	3	-	-	-	4	3	-	13
DofE - Silver Full	-	0	24	9	3	-	4	2	-	42
DofE - Gold Sectional	1	1	3	1	-	-	4	3	-	13
DofE - Gold Full	-	1	11	10	2	1	4	2	-	31
Internal recognition awards	57	314	228	419	143	196	644	324	159	2,484
<b>Training</b>										
Emergency First Aid (incl. 1 <sup>st</sup> Response)	206	54	118	65	7	62	40	16	21	589
Paediatric First Aid	-	5	5	12	-	6	2	-	21	51
Mental Health First Aid	6	16	10	51	-	28	8	3	17	139
Mental Health Awareness	10	12	2	13	3	12	2	2	6	62
Food Safety Level 2	2	34	59	41	4	45	30	10	33	258
Safeguarding Children Level 1 (SSCB)	21	1	72	47	10	51	17	5	10	234
Trauma Informed Practice	5	2	5	6	-	-	13	2	2	35
Young Leader	4	8	-	13	-	-	4	15	1	45
Youth Work Skills (Level 1)	-	-	-	2	-	-	2	-	-	4
Youth Work Skills (Level 2/3)	25	-	1	1	4	-	1	-	-	32
Other	201	119	245	76	64	111	86	24	36	962
<b>Total by District</b>	<b>538</b>	<b>592</b>	<b>834</b>	<b>788</b>	<b>242</b>	<b>517</b>	<b>890</b>	<b>419</b>	<b>323</b>	<b>5,143</b>

Encouragingly from a VCSE workforce development perspective, the training completion figure has seen a 30% increase on the previous year. Young people's achievement of Duke of Edinburgh awards (predominantly via uniformed groups) has also seen a small increase of 17% which is positive. Girlguiding Staffordshire updated they have some active participation in the DofE programme for this forthcoming year and these figures will be recorded as part of next year's Census.

## 7. Future Training & Support needs of SCVYS member groups

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To help inform the development of SCVYS forthcoming support offer to the sector, members were asked if there was any training or specific development support their organisation might need moving forwards. We received 89 responses to this question with the main areas identified as follows:



**22% Emergency First Aid**

**19% Children's Safeguarding & DBS Checks**



**10% Food Hygiene & Safety**

**10% Sourcing Funding & Fundraising**



**8% Young Leader & Youth Work Skills**

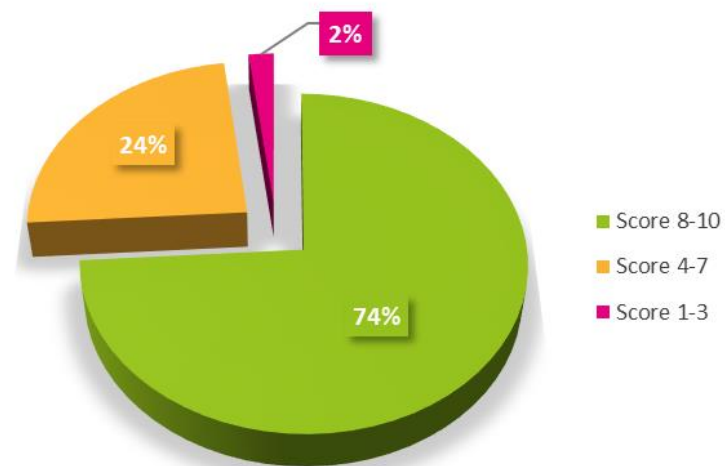
## 8. SCVYS Member Confidence on the future of their organisation

SCVYS members were asked to score the level of confidence they had in the future of their organisation as a whole, on a scale of 1-10.

Representing a slight increase on the previous year, **74%** of those responding scored 8 or above, with 10 being very confident about the future. This is encouraging, despite members acknowledging the cost-of-living crisis is proving to be a very real challenge to this optimism. This is covered in more detail in the subsequent section.

The key reasons cited against scores of lower confidence (2-6) were:

- Difficulties with recruiting new younger volunteer leaders to support delivery of provision and securing willing and skilled committee members. The ageing of existing volunteers was expressed as a concern by some.
- Insecurity around future funding. For example, two members cited they were coming to the end of their 3-year lottery funded projects. A few others perceived funding opportunities to be 'drying up' or grants being 'more difficult to obtain' due to increased competition for resources across the sector.
- Low or reducing CYP attendance numbers and declining interest was stated by some groups. This has led to reduced subs income and helpers being less inclined to attend.
- Venue displacement and struggling to find suitable alternative premises.



At the time of writing, results from the national Charity Landscape survey undertaken annually by the Charities Aid Foundation (CAF) had not been published. It was therefore not possible to provide a comparison to this national indicator as per preceding years.

## 9. Cost-of-Living Crisis: Member Organisation Impact Assessment

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As part of their Census review, SCVYS members were asked **'Is the Cost-of-Living Crisis having an impact on the running of your organisation?'** and to comment on where any pressures were impacting most. **26%** of respondents stated **'No'** to this question, with **2%** choosing not to answer.

For the remaining **72%** of respondents who stated **'Yes'**, the themes more specifically elaborated upon included:

- ◆ **Utility costs (24%)** - Most referenced electricity/gas costs having doubled or tripled in the last 12 months. Some groups were coming to the end of fixed rate utility contracts and were concerned about how they were going to meet this expense at further increased rates moving forwards. Others cited increases to their insurance premiums.
- ◆ **Consumables (23%)** - The cost of consumables linked to delivery have all increased. This includes food supplies, cooking ingredients, activity resources and fuel costs linked to providing trips out.
- ◆ **Rent & venue hire (12%)** - For groups that hire venues or rent space on a more permanent basis, landlords/schools are passing on their increased overhead costs to tenants. A few groups have moved premises to try and save money.
- ◆ **Participant & family affordability (11%)** - Some parents are struggling to afford the cost of sending their child(ren) to a group in terms of subs, equipment, uniforms, kit, transport fares and trips. Many groups are keeping participation costs to the bare minimum or are removing membership fees/subs all together to ensure struggling families and young people can still attend.
- ◆ **Rising demand (11%)** - Organisations are seeing a rising demand for their support particularly from families utilising food banks and accessing essential items such as bedding, children's clothes etc. A couple of groups also referred to children/young people coming to sessions hungry which could be symptomatic of pressures at home: *"many young people are not having an evening meal at home so are relying on food at the youth cafe."*
- ◆ **Staffing costs (6%)** - Those who employ staff are faced with escalating costs linked to the minimum wage increase – for some these costs weren't budgeted for as part of former funding bids. Some are proactively increasing their staff salaries to help them with any financial pressures.
- ◆ **Donations / fundraising giving (6%)** - Some organisations are seeing a dramatic decrease in donations in terms of food and essential items linked to foodbank and family support initiatives. The faith sector have seen a dip in monetary donations alongside those who proactively fundraise in the community to support their activities.

- ◆ **Volunteer levels (4%)** - Groups are reporting volunteers leaving to find employment or to increase the hours they are currently working. As highlighted earlier, this is likely causing a contraction in the overall volunteer pool from which replacements can be recruited.
- ◆ **Reduced CYP attendance (3%)** - A few groups reported reductions in attendance at sessions including young people leaving to attend cheaper/free school run activities, another group cited “fewer children are attending due to delivering in a low income area.”
- ◆ **Contractual uplifts (1%)** - A couple of larger contracted providers stated that despite their costs having increased, commissioners had not provided any inflationary uplift to their contract value to meet these.

In terms of the funding landscape, there are funders who have set up specific cost of living support funds both for individuals and organisations. Other funders have widened their eligibility criteria to enable core overhead costs to be included in bids. SCVYS include a range of these sources in their funding updates and within specific grantfinder searches undertaken on behalf of groups.

Unfortunately, the somewhat gloomy picture portrayed above is consistent with the experience nationally. In April/May of this year the [Charity Resilience Index survey](#) (CAF, 2023) was undertaken with more than 600 charity leaders from across the UK, and results showed that charities have entered a protracted period of rising demand, increased costs and falling donation income.

Four-fifths (81%) of charities said that demand for their services had increased compared to a year ago, while fewer than two-fifths (38%) of charities have high levels of confidence that they can afford to meet the current demand for their services and only half (55%) of charities are confident they can meet their current overheads, including energy, rent and supplies.

Staffing is emerging as a major issue for many charities with three in five (60%) struggling to recruit or retain suitably qualified candidates or volunteers. Seven in 10 (70%) charities now say that the rising cost of living is affecting workforce morale, compared to 53% at the start of the year.

The high profile closures of national infrastructure organisations such as Children England and the Foundation for Social Improvement (FSI) further evidences the difficult operating environment for voluntary organisations.

## 10. SCVYS Member Rating on the support received from SCVYS

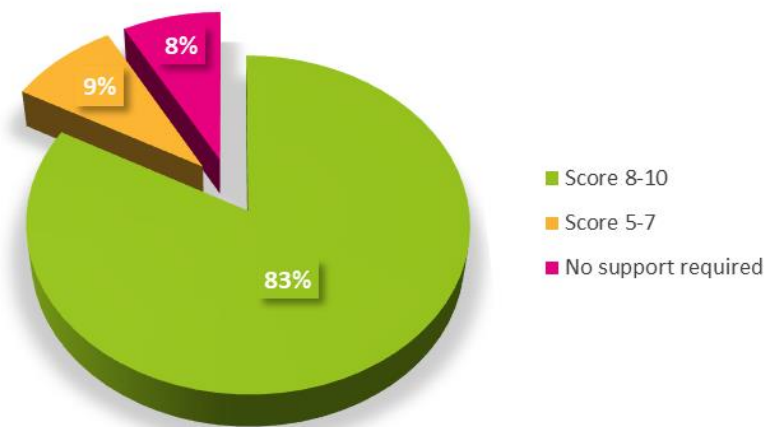
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SCVYS members were asked to rate the support they had received from SCVYS during the 12-month period on a scale of 1-10.

**83%** of those responding scored 8 or above, with 10 being excellent. The accompanying feedback received alongside the score ratings can be seen in **Appendix 1** below.

The reasons provided for scores at the lower end of the scale (5-7) included:

- Members not having cause to access SCVYS Development Worker support directly. They did welcome the information they received via email such as the funding and policy updates.
- Some groups had people who were new into their role, and they hadn't been made aware of the support they were able to access from SCVYS by their committee.
- A few groups stated they wish they had more capacity/time to access the full range of support on offer, however, working demands during the day coupled with group commitments during evenings hadn't made this possible.



## 11. Conclusion

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Despite the well reported challenges of the cost-of-living crisis resulting in increased demand for support and spiralling running costs, as well as difficulties in recruiting the right staff and volunteers, the resilience of the local voluntary sector to support children and young people continues to shine brightly.

Increases in reported participation are encouraging as this ensures many children and young people have somewhere enjoyable to go, something positive to do and someone trustworthy to talk to if needed. The workforce has expanded slightly, however post-pandemic the needs of those participating has also increased in complexity, giving additional challenges to those providing support.

It is important to acknowledge some of the early warning signs in this report that indicate that the youth sector is stretched and under significant pressure from higher running costs, increased demand and complexity, and tougher recruitment conditions, as well as being able to access funding. SCVYS continues to lobby for reinvestment in support for children and young people, across all positive activities, especially those that are open to all and provide early intervention and support to those who need it across the full range of presenting issues from participants.

# Appendix 1: Member Relationship & Feedback

Always there for us and the young people of the County. We are always met with a happy, friendly face whoever we speak to. We feel that SCVYS look out for us and genuinely want to help and assist as much as they can and when we need it.	SCVYS role is vital for the continuation of voluntary youth provision. As individual charities and organisations we rarely have a voice, and our collective impact is rarely understood. Through SCVYS we are supported, encouraged, resourced but also our voice is heard, and our impact seen and understood. SCVYS really understand the challenges we face and as a result are able to support us well and advocate for us intentionally and we really appreciate it.	SCVYS are always there if we have a query and their newsletter and regular emails are informative and provides information for us to access funding, training etc. We are currently using the WHAM training with our youth forum, and this has been great for their personal development.
We know SCVYS are there if we need them and they keep in touch.	Information is welcomed, very good at sending funding opportunities etc.	Our development worker is always available and passes on a lot of information.
Particular shout out to our development worker who is always on the other end of the phone when need help, advice and training. Fantastic communication and responded well and answered all my questions.	We would like to work closer as a team and get more out of SCVYS support, but we find this hard being a voluntary group with full time jobs and finding time out of hours to discuss. We are having issues getting volunteers to help with things to move forward.	Every time I ask for support or have a question the support is there, and the response is quick.
The support from our development worker has been outstanding, especially when helping with completing fund applications.	Always there for when we need advice and guidance.	10* Excellent
I know SCVYS are there to support.	Useful information in regard to funding searches etc.	Support has been fine, but we have not needed very much as the group is small.
SCVYS are always very helpful when we need support.	When we do ask, we receive the support requested.	I have been given advice and support about anything that I have asked my development worker about.
Very supportive and offers lots of opportunities.	Always keep in touch.	Little direct support accessed but useful advice available.
SCVYS keeps us updated on various things.	Good communication and training opportunities.	Always offer support quickly.

Both myself and the other leader have received updates from our SCVYS development worker.	Always there and letting us know what we need to do and when. Funding emails are very useful	Our Development Worker is incredibly supportive and gives us relevant and up to date information, always helping BBAF to become a better charity!
Probably not using you as much as we could, funding fair was useful, do listen to funding emails.	Send information through, always there.	Done what has been asked, provide all the support we need.
If I ask for anything you'll always help.	Contact with other organisations.	Always answer and listen to my little rants.
SCVYS sent us a link for funding (Masonic grant) which was relevant for us.	Always there when we need it, nice to have a backup.	Not had too much contact this past 12 months, appreciate the funding opportunity emails and getting the DBS through, although it took a little longer than any of us expected.
Always there if I need you. Provide a fantastic service.	The services that SCVYS offer us is amazing and they open our eyes to training and extra funding that we can tap into.	We haven't approached you for help in the past 12 months.
Brilliant organisation	We have only required support with DBS.	Amazing, just to have a conversation is so helpful.
Team have been very supportive setting up the charity and advising us how to run.	Always on hand. We pick the CEO's brain and always receive useful IAG.	Pro-active and give good advice and always available.
We have a paid Children's, Youth and Families Facilitator so haven't felt the need for much support from our development worker.	Always keep us informed on what they can offer and always know that they are there to support if and when we ever need them.	Get all this support for free, made use of training and supported us to identify routes to training and job adverts.
Always at the end of a phone when we need you.	Regular contact through email.	When needed you've been there.
Scores would have been higher if our activity was more advanced. SCVYS have always been supportive.	Our DW always responds to emails and phone calls and regularly sends through funding and information relevant to us.	Our development worker is always there for support, encouragement, guidance, and helpful advice.
Consistent, always there for support	Excellent, feedback from the annual review was appropriate, useful and helpful.	If I ask for anything you'll always help
Good, you don't ever push stuff and are there when we need you.	Always very supportive and replies very quickly with answers to questions.	For what we need SCVYS always support us. The PSHE digest is exceptional, and we use resources with groups and schools.
Happy with everything!	Everything I have asked SCVYS to do they have done.	Kept informed of funding opportunities and training.



Useful information in regard to funding searches and volunteering. DIAL meeting very useful to identify solutions.	The support has been really helpful. The communication, support via email and face to face has been amazing. And you have helped to provide training for us.	Keep us very informed, unfortunately we don't work with many people from Staffordshire, but we have plans to expand in the future.
Always at the end of the phone and helpful with the information given.	Staff always remember who you are and what your latest project is and introduce new groups/staff to us.	If I need anything my DW is available to give IAG and a speedy response.
She has provided us with a lot of information regards to grants, courses information for the council and notified us about any job opportunities available.	Excellent. Our development worker is prompt at passing on funding and other relevant information and is a ready source of advice and support if needed, particularly following the end of the LA contract. Thank you!	Whilst we don't need the support for the business side, its handy for someone in the background supporting with courses etc. Have had new volunteers, who have been on courses and found them useful.
Found everything sent really relevant, although haven't utilised membership to its full.	Don't need support from SCVYS often but when in need of something support is good.	Find it valuable being a member.
Support is there when they need it and think SCVYS is brilliant.	Our development worker is always available to chat with and the newsletters provide very useful information.	We have been given such tremendous support and SCVYS are always quick to respond with advice guidance and solutions.
Having the support line is very good for mental health.	There if we need anything, funding information and policy update information is very useful.	Our group is not able to take advantage with most of the supporting activities.
SCVYS always keep North Staffs Carers up to date with regular emails with regards to funding opportunities, training etc	I haven't had to ask for support from SCVYS much over the last 12 months, but when I have, they have been helpful.	Although we don't have reason to contact SCVYS much, it's reassuring to know they are there to offer support.
We also receive other emails for some relevant on-line courses but some of which are now done via the KUGB organisation.	We know that you are there, you are always responsive and helpful. The advice we get from you is sound. It is really comforting to know that you are there.	The support we receive meets our current requirements for the DBS and First Aid course updates
Regular emails with guidance and support.	Good level of support	Always a quick response to any queries we have.
Great level of support in the last 12 months – thank you.	Receive regular emails. Have not requested specific support.	Lots of information comes through to us and accessed courses through SCVYS.
Keeping us on track to have correct paperwork and providing example policies.	Staff are always helpful. The emails our DW sends are very helpful.	SCVYS are always available and happy to help.

Appreciate being sent information about funding opportunities and about training events in the area.	Not had a lot to do but has always been fast, responsive and approachable. Good funding fair.	Good email communication and mailouts, not had any reason to call.
Our support has been excellent however, we rarely need to ask for support.	Supportive with Courses required for volunteer leaders, DBS applications. Plenty of communication such as the PHSE newsletter, funding applications.	Jane is always very helpful, easy to chat to. Regular news and funding emails have been invaluable.
Always there if we need anything.	If I have a query, you get back to me within minutes.	Always respond promptly and helpful.
Always available for support as and when needed.	Completely happy, know where we are if we need you.	Always there for us and know where to come.
Can't answer this as a county we have not accessed any support and are not aware if any units have accessed any.	Our development worker has been responsive, informative and keeps us regularly updated with specific grants that may be available for our group to apply for. She was also successful in helping us with an application for your start up fund, enabling us to purchase our first 12 months insurance.	Whenever I have needed support I have been able to email and receive a reply straight away. SCVYS are very reliable.
Although we haven't required any support as much of our training etc is in house through the church, our DW regularly keeps us up to date and sends through funding.	Excellent - Always responds to my requests.	There is no need that we haven't had met. Regular information that is always relevant. Do not bombard with emails.
SCVYS has supported us throughout our membership with various challenges, the most recent one being DBS training and ensuring that we are doing it correctly and when needed. We are also on the newsletter and funding mailing list which is extremely helpful and makes the grant finding process as lot easier. When we come to SCVYS with a question, it is always answered or we have been signposted to someone that can support us or help us with the issue we have raised.	We have not needed much support over the year as our focus has shifted from regular activities for the Syrian families to only occasional visits by befrienders and the monthly coffee mornings for parents. Our time has been focused on supporting Ukrainian adults to learn English. When setting up support for the Ukrainians SCVYS was very helpful in advising around DBS. If I have needed information I can email my development worker and get a helpful response back very quickly.	Our development worker is always at the end of the phone for information and guidance and more. We really appreciate her quick and informative communication. She knows our group well and sees opportunities for us to grow and develop. She also links us up with opportunities and supports the work Spark's volunteers do with children and families at every opportunity. We've also had support from the funding fairs and networking opportunities as well as organisational development to strengthen the charity.
Quick responses and ability to answer anything we ask.	Very helpful and prompt at processing DBS applications for new volunteers.	Overall helpful and provides good opportunities to the volunteers.
Assisted with trying to find a new venue and with grants to help with the cost of a new venue	SCVYS are always prepared to help when needed.	SCVYS always supplies good information about funding, training and other opportunities.

Support and advice have only been required on one occasion over the past year, via 2 telephone calls. The advice given was very useful. We have also had a yearly meeting with our SCVYS support worker.	I receive lots of information and advice. If there is any questions or concerns I know I can get the relevant information from SCVYS. And also help with funding.	Very good contact. SCVYS has been very helpful in providing information of what grants the church can apply for to help support its church run Pre-school.
I know that I can contact my DW and know that she can signpost me. Knowing someone is there and the funding information is very useful.	Great support always keeping me updated and the training for our volunteers is a great reward for all their time and effort, we could not run without them.	Have had grants through signposting and lots of useful information sent through. SCVYS helped us secure an SCF digital grant of £3,285 to purchase 13 tablets.
No support required other than DBS processing	Like the grant info and links to Staffordshire strategies.	Always look for training and funding emails, know you're there and you cover everything.
SCVYS are always available for any support via phone/email regarding courses or funding.	Get everything we need from SCVYS	Great support!
Working with you on the climate education project.	Felt really useful. Been great and useful information	Always around when you need them. Helpful emails.
Couldn't do it without you, support when required, useful contacts and funding!	Our DW is always there for support when we need her.	Can't fault the service, information and communication sent is very high level.
Access to ensure our offer as a youth organisation keeps children safe and offers good practice.	Get a lot of emails from SCVYS but haven't used any of the information as I don't look at emails often.	Always available and very supportive when setting up the new charity.
Support has been good.	Whenever contacted you always respond and we know you're there.	Still unsure of support available due to only taking over last year.
We pass round everything you send, nice to know someone there.	Comforting to know you're there if we need you.	Whenever we have had an issue SCVYS are always there to support when needed.
Our DW is often in touch with us. She sends lots of funding opportunities and training information. She offers individual help when needed and necessary. She is always available if you need any support.	I took over the role of Youth and Children's Leader in July 2022. Sadly no one has told me about SCVYS and what they do. Even filling in this form I haven't really been told how to. Some more background information about SCVYS would be great.	We haven't accessed support from SCVYS over the last 12 months, but I will share whenever we have needed them during our whole period of being attached to them, they have been great.
Always there for support when we need her.	Because we know where you are and what services you offer and there's always someone to talk to.	There has always been so much information which is always relevant.

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