

# Findings from Wave 7 of the VCSE Barometer

**The presentation will begin at 11:05**

-  Please make sure your microphone is muted
-  If you wish to speak, select the raise your hand icon
-  This presentation will be recorded for others to view





-  Insights for policy makers and practitioners built on real-time data
-  Quarterly 'temperature check'
-  Launched November 2022
-  Partnership with Pro Bono Economics and 14 national organisations
-  Wave 7: 3 July – 31 July 2024
-  593 participants

# Thank you for taking part!

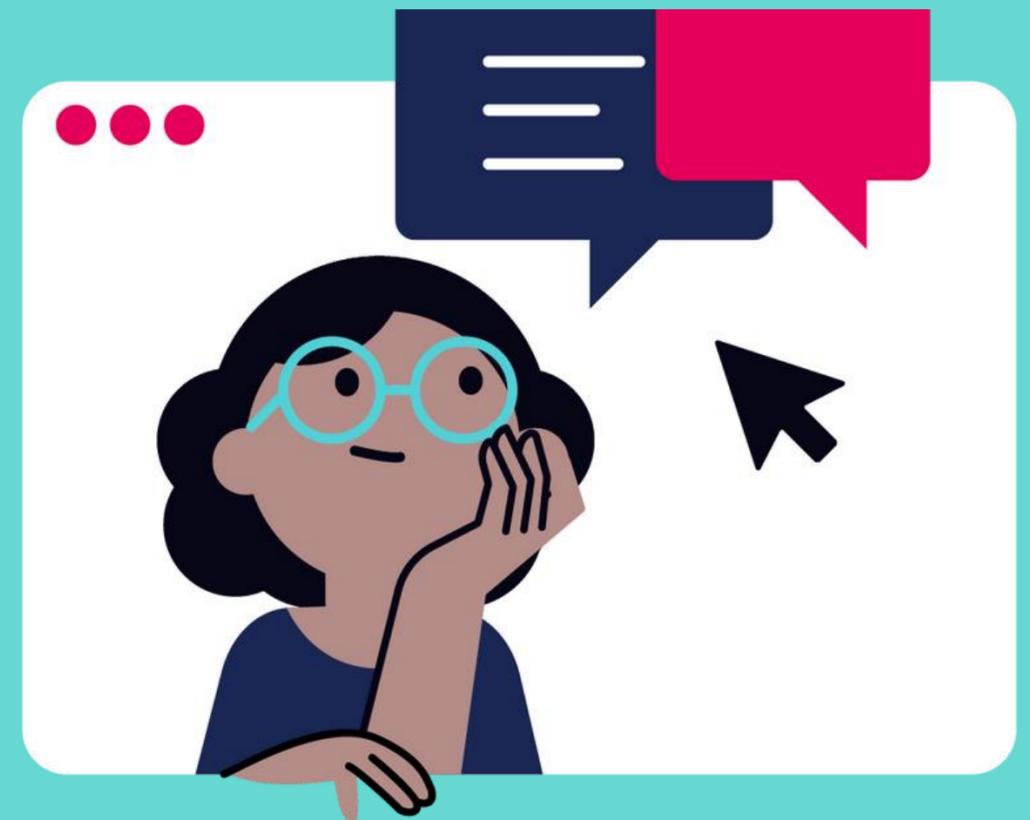


Did you know?



# You can use our insights dashboard to see how your charity compares

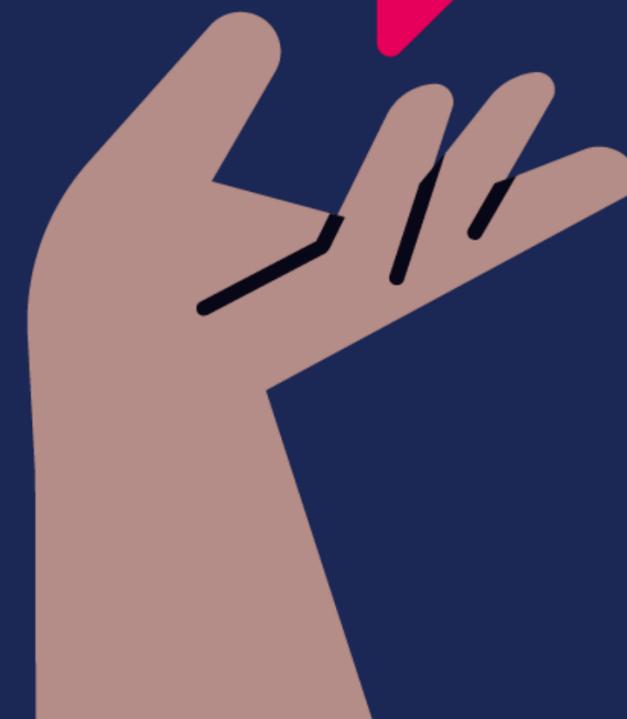
[Click here to try it out!](#)





# Read the latest report

Treatment for the Charity Sector's Unhealthy Status Quo  
[Click here to read the report](#)



# Wave 7 Headlines



## Increasing Demand for Services Persists

- Rising demand continues to be a top three concern for **over half** of organisations
- **2 in 3** saw demand increase over the last three months and this is expected to continue in coming months
- **Over half** expect to meet demand with limited or no capacity, while more than **1 in 3** expect to fall short

## Financial Pressures

- Organisations report mixed picture in their financial position, but over **3 in 4** report income generation as a top concern
- **2 in 3** report a deteriorated financial position due to rising costs
- **Almost half** are using reserves to cover costs

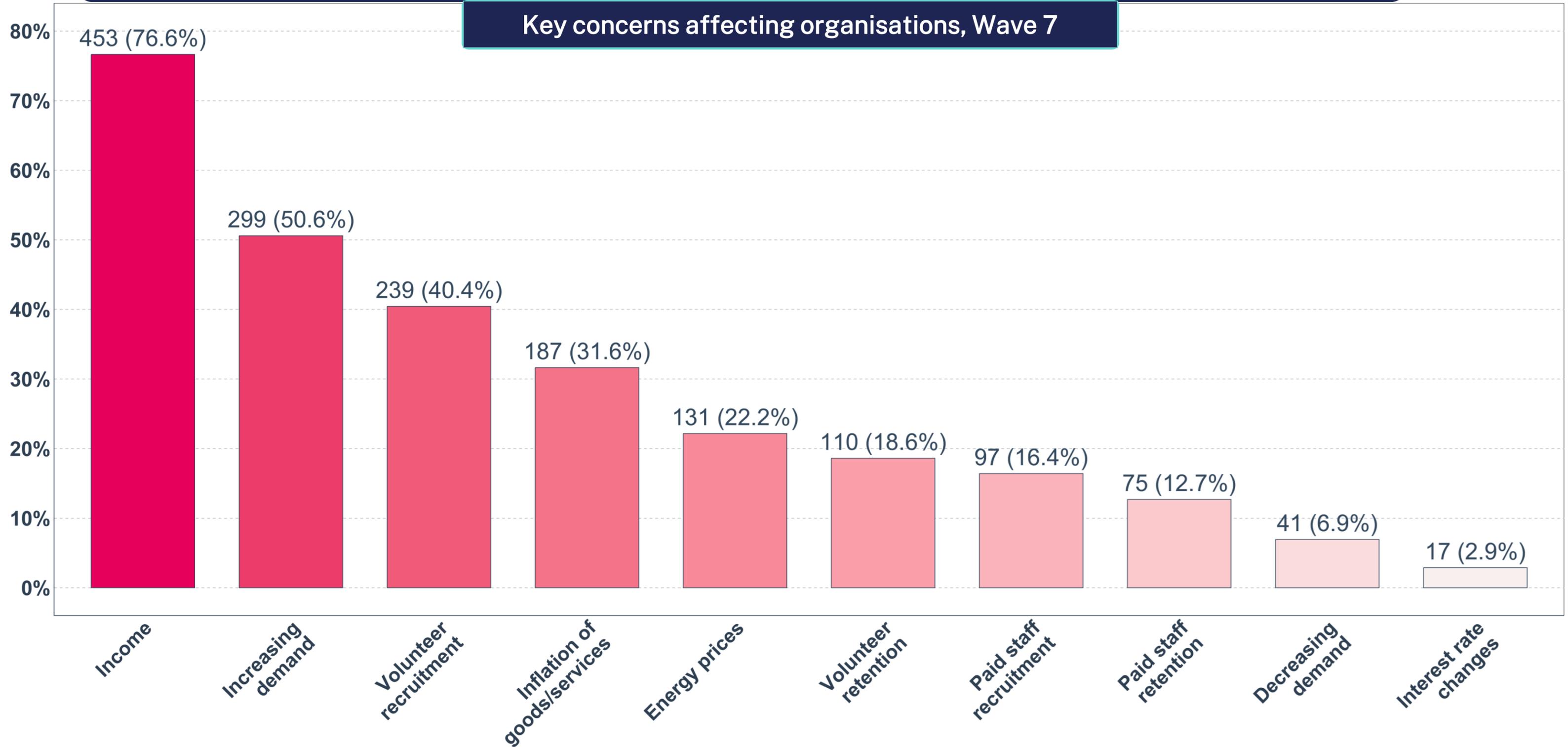
## Personnel Challenges

- While organisations report minimal change in personnel numbers over the past 3 months, **4 in 10** say they are experiencing recruitment difficulties
- Volunteer recruitment is a top 3 concern for more than **1 in 3** organisations

# Income, increasing demand, and volunteer recruitment remain the top 3 concerns for organisations



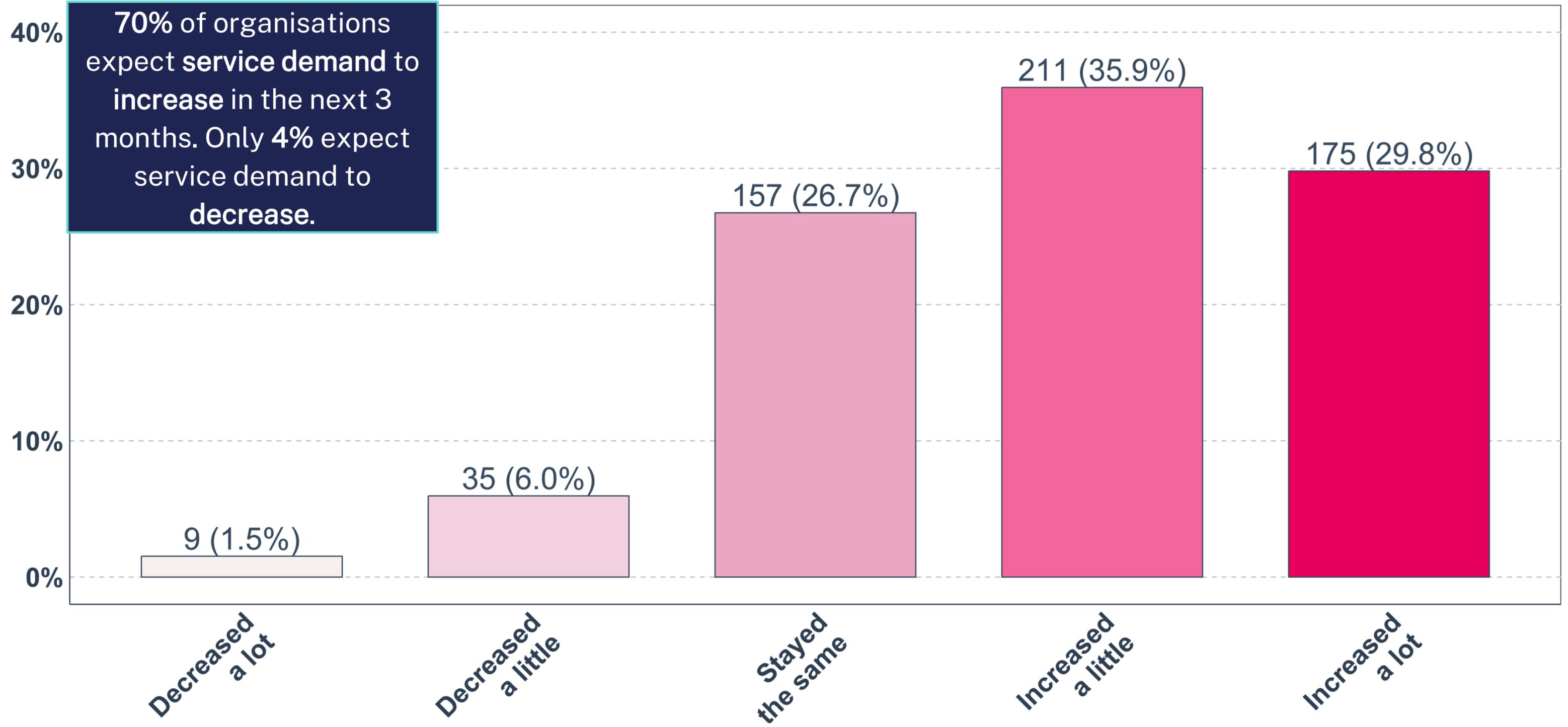
Key concerns affecting organisations, Wave 7



# 2 in 3 organisations report an increase in service demand in the past 3 months



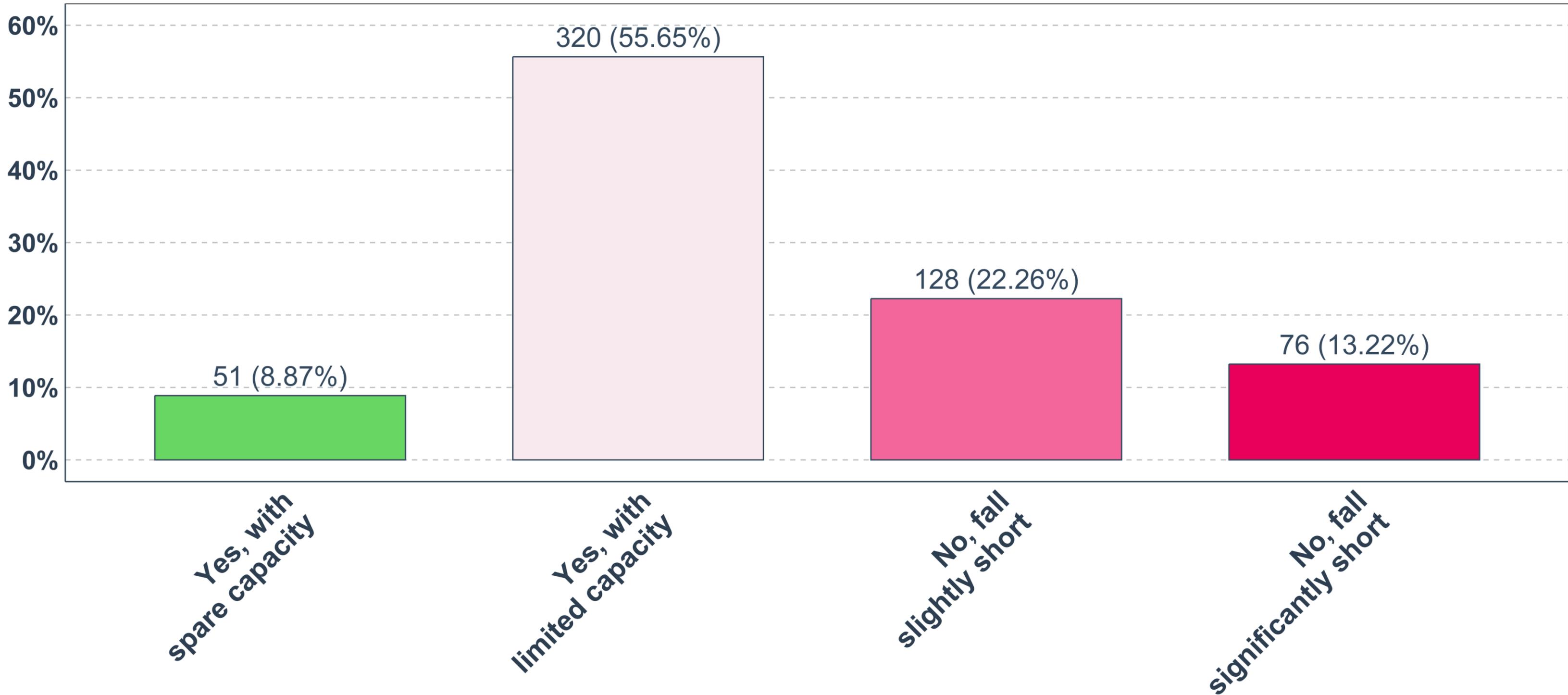
Service Demand Past 3 Months, Wave 7



# 1 in 3 expect to fall short in meeting demand, while over half expect to do so with limited or no spare capacity



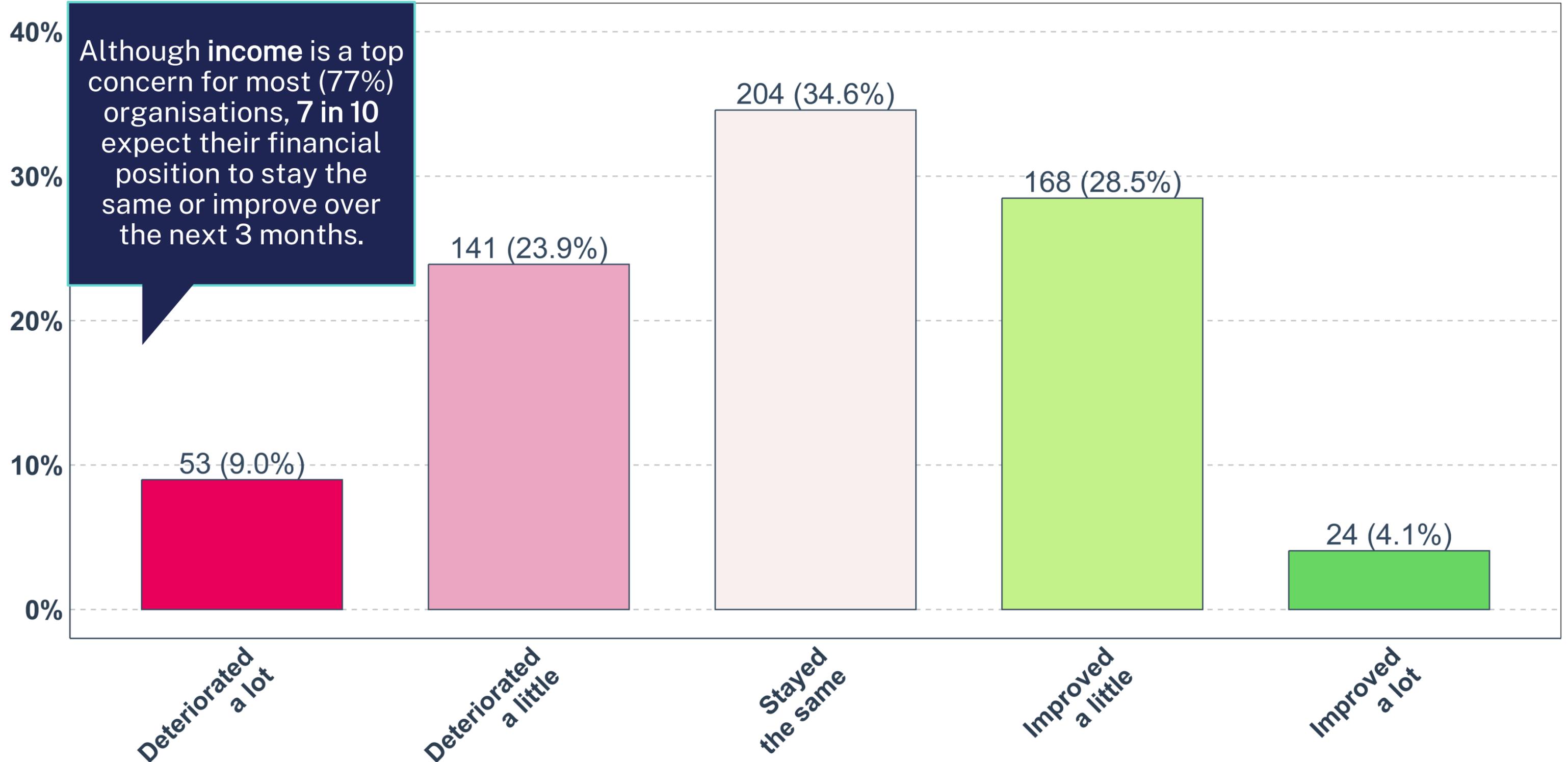
Expectations about Meeting Demand in the Next 3 Months, Wave 7



# Organisations report a mixed picture in their financial positions over the last 3 months



Financial Position Past 3 Months, Wave 7

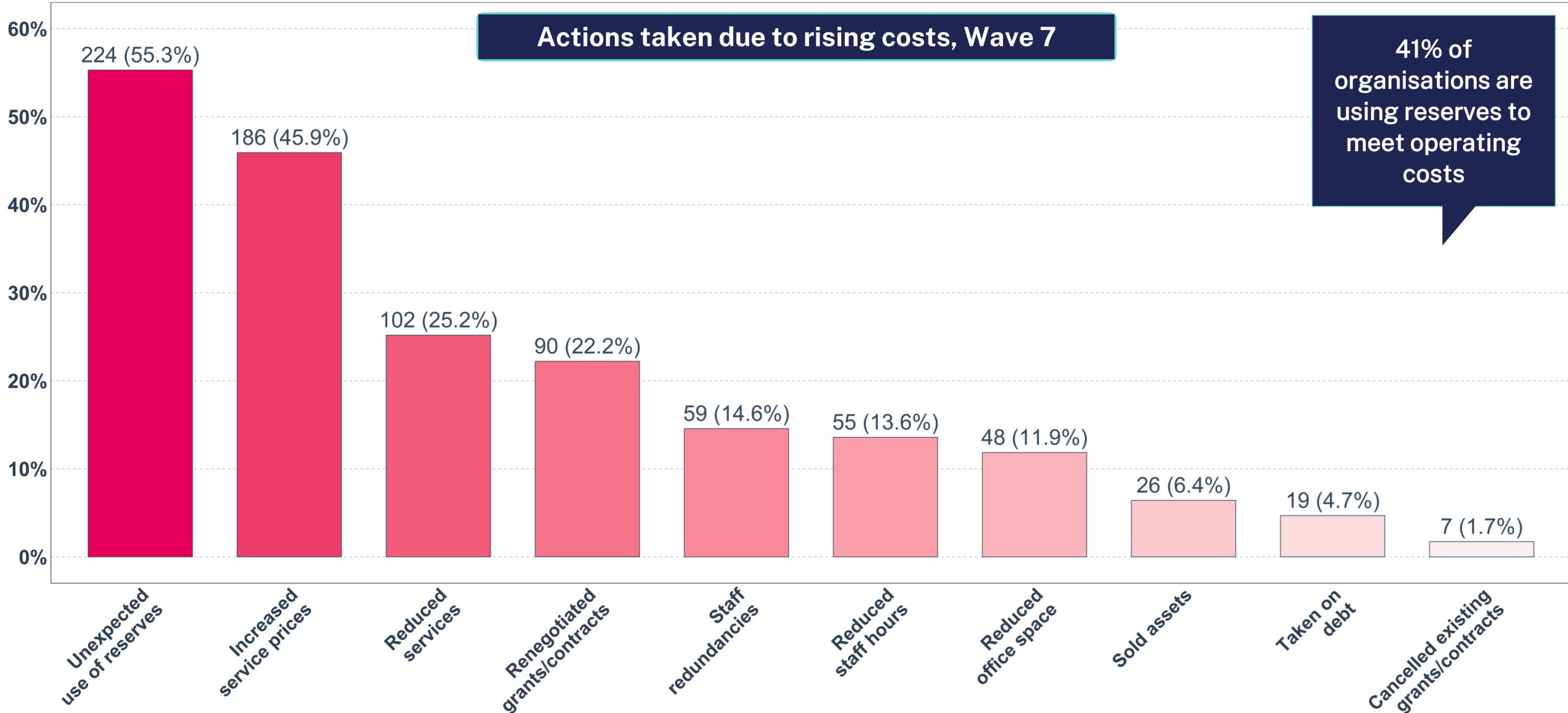


# Around half of organisations have unexpectedly used reserves and increased service prices due to rising costs



## Actions taken due to rising costs, Wave 7

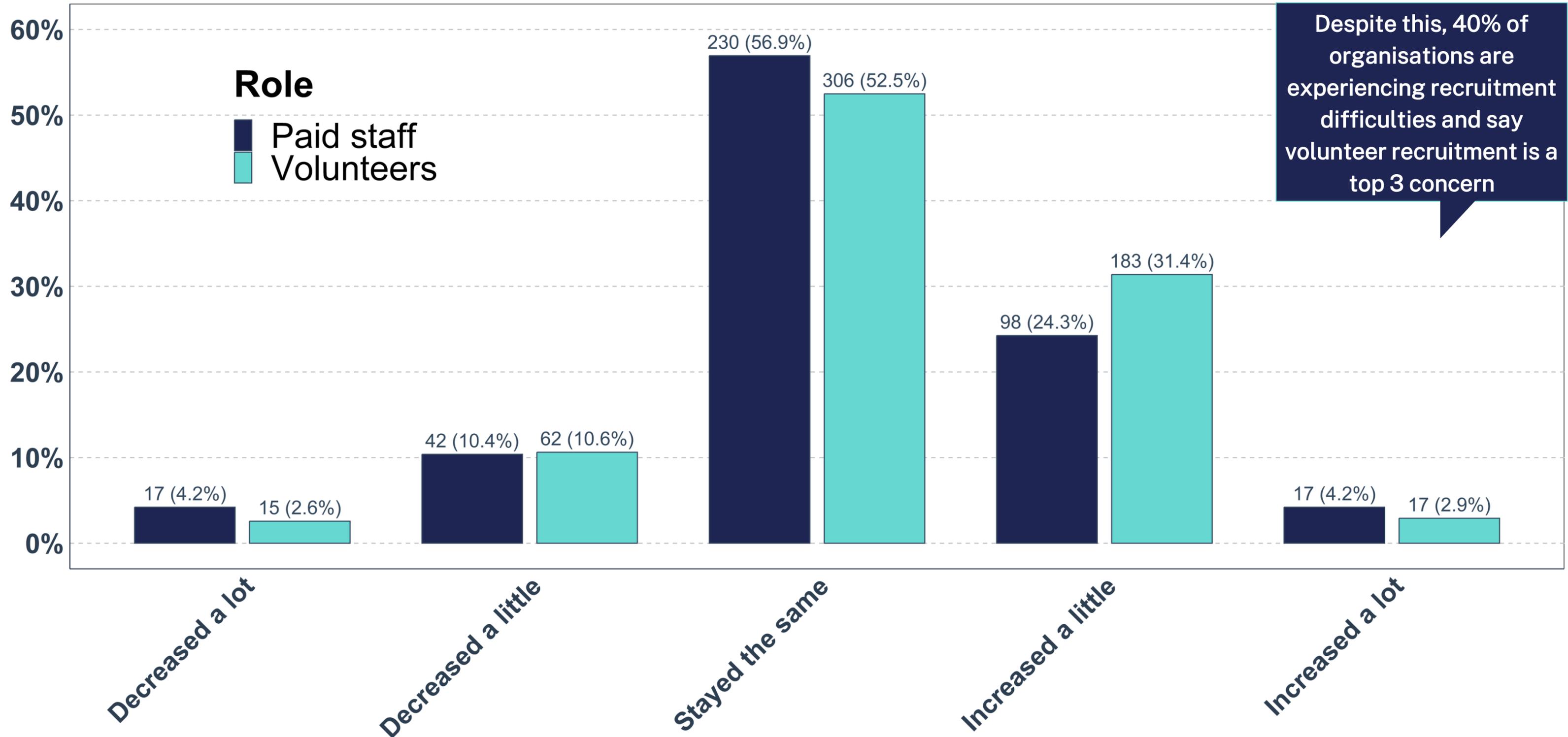
41% of organisations are using reserves to meet operating costs



# Most organisations report no change or a slight increase in personnel numbers in the last 3 months



## Change in Personnel Numbers Last 3 Months, Wave 7

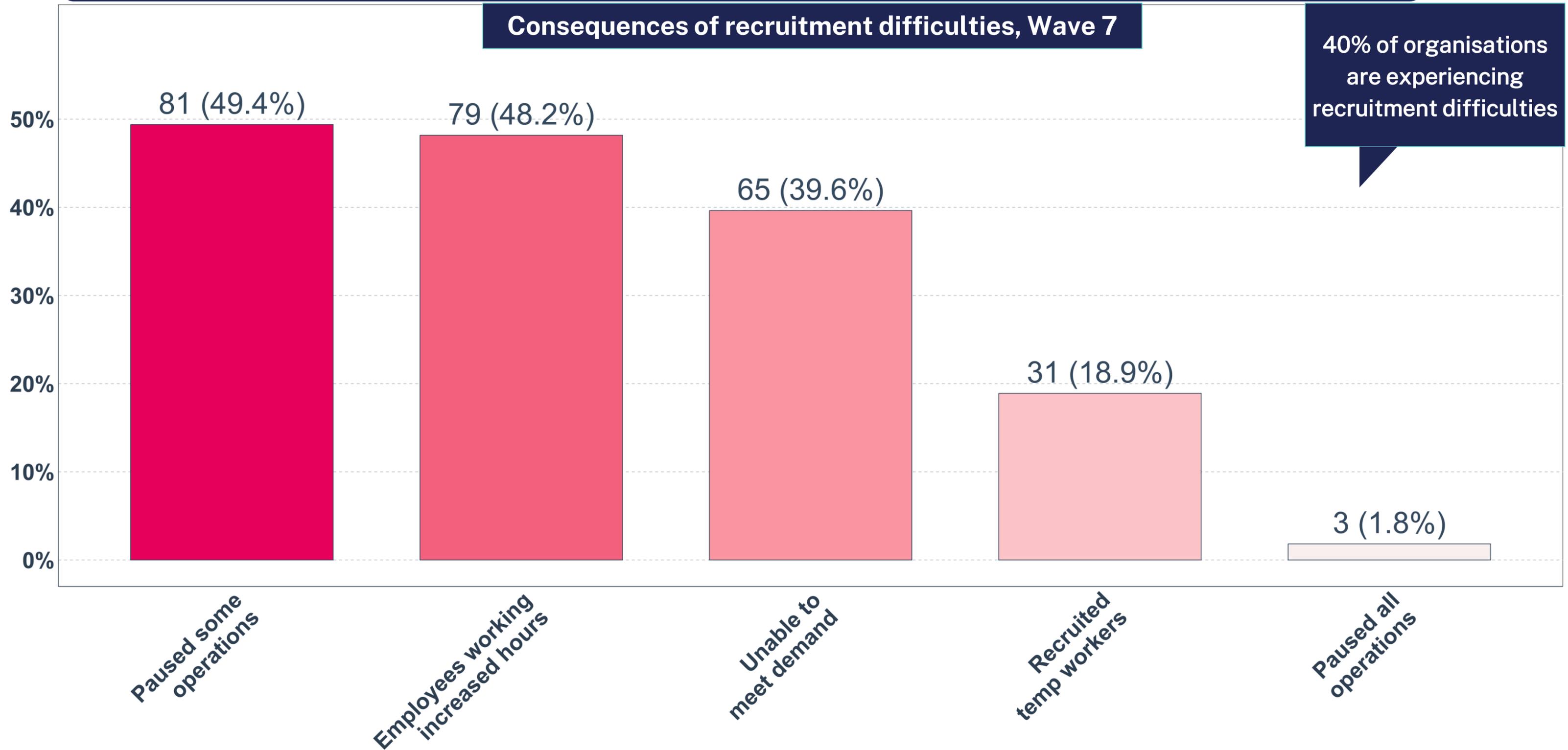


# Due to recruitment difficulties, organisations report pausing some operations and staff working increased hours



Consequences of recruitment difficulties, Wave 7

40% of organisations are experiencing recruitment difficulties



# Service Delivery Headlines



## Notable impact of external factors

- At least 2 in 3 organisations say that service delivery has been negatively impacted by the cost of living crisis, rising inflation, funding availability, and income generation
  - Over 1 in 3 organisations have increased the price of their services to offset the impact, while 1 in 4 say that service availability has worsened

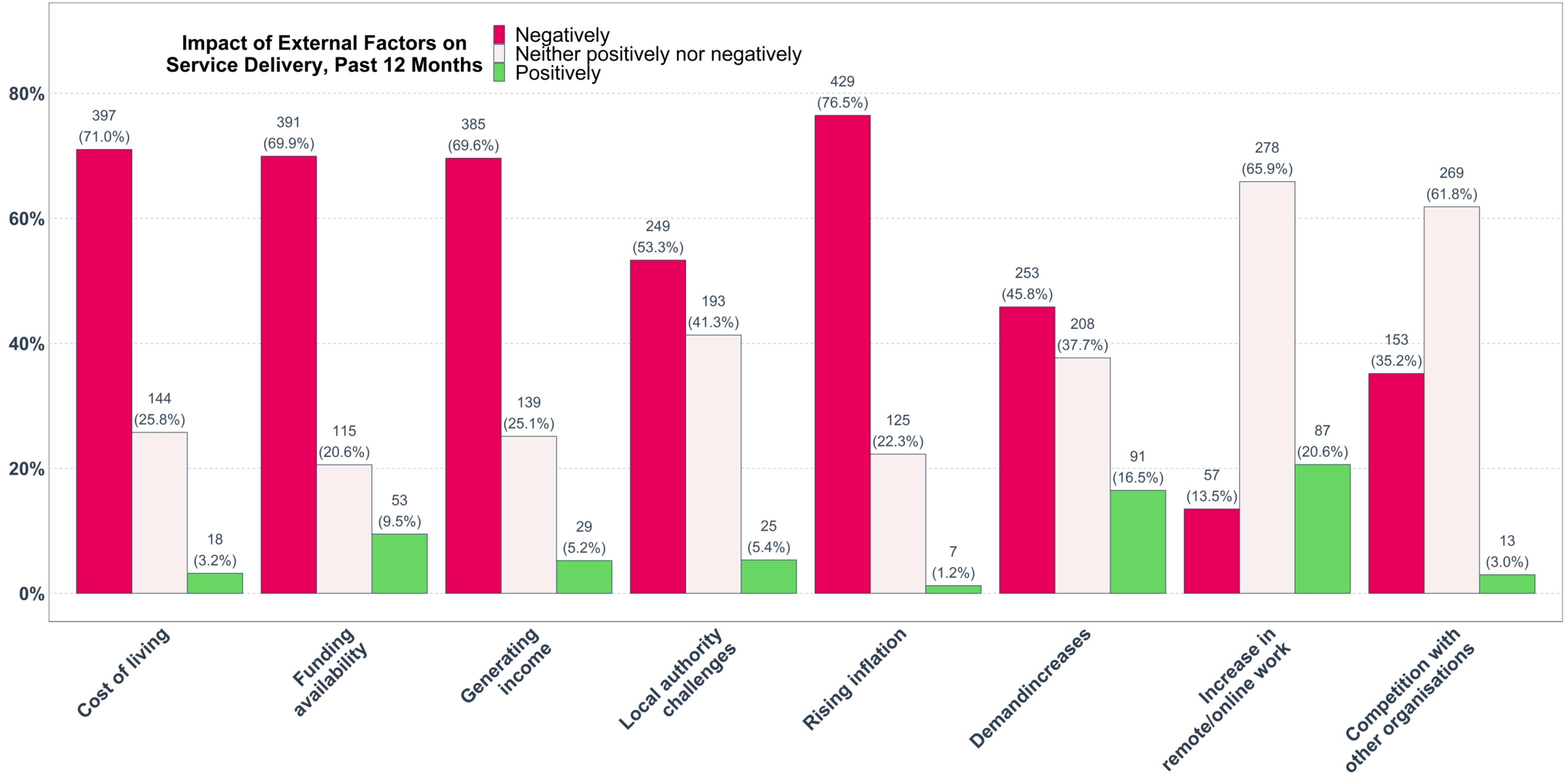
## Challenges in funding availability and income generation

- Almost all respondents (90%) said income and funding had been negatively affected by external factors
- 3 in 4 say that these difficulties has negatively impacted their ability to deliver services in the past year, with a similar number having to make changes to internal operations as a result

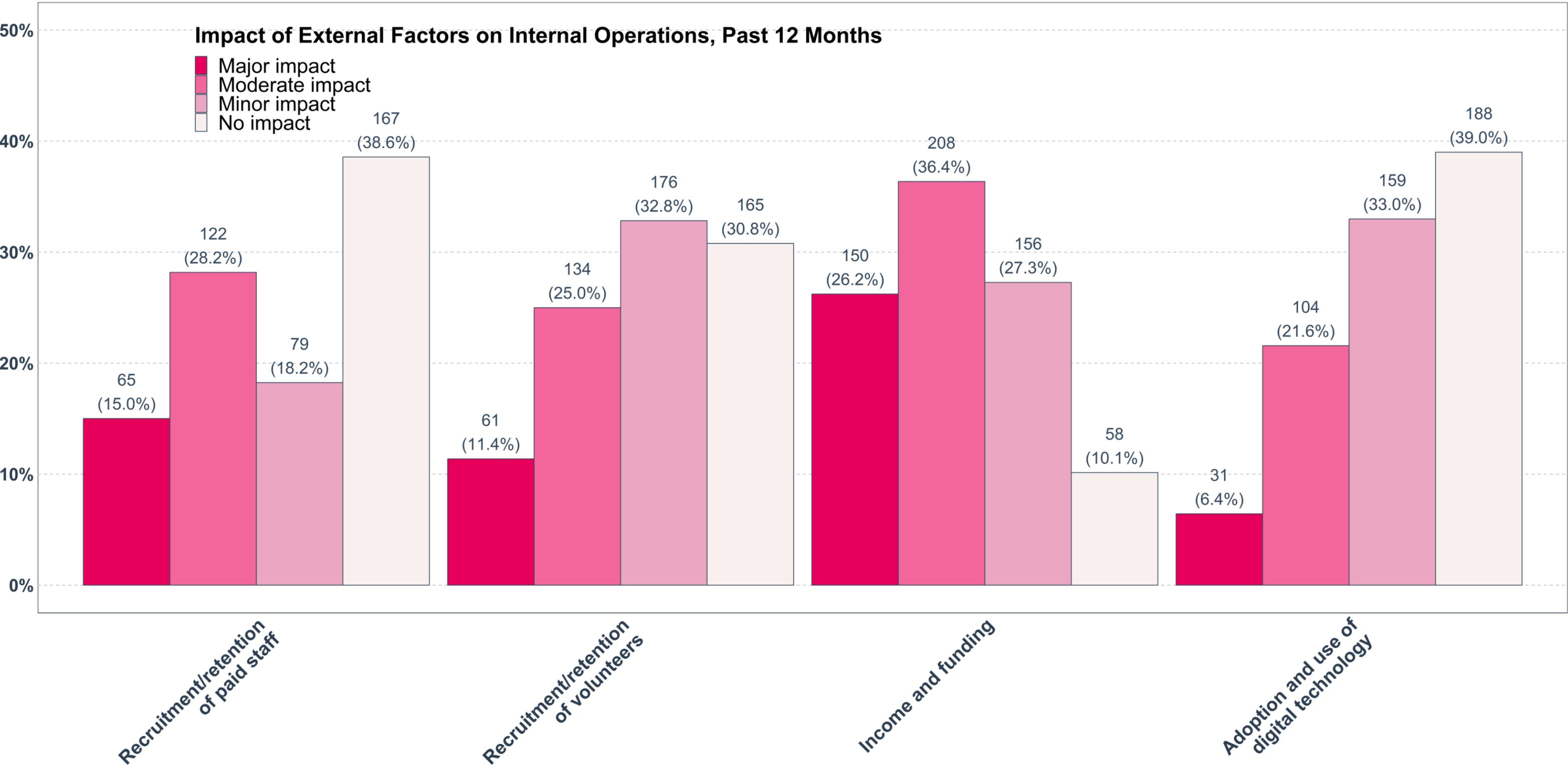
## Positive signs for adapting to digital

- Organisations reported a lesser impact of external factors on the adoption and use of digital technologies.
- A slightly larger proportion of organisations also said that the increase in remote and online work had a positively impact on service delivery in the last 12 months.

# Most organisations report a negative impact of external factors on service delivery in the past year



# Income and funding are most impacted by external



## Paid staff recruitment and retention

Increased:

1. Salaries (57%)
2. Role responsibilities or hours (41%)
3. Flexible work options (39%)

## Volunteer recruitment and retention

1. Improved volunteer recognition (45%)
2. Targeted recruitment (44%)
3. Improved volunteer support and training (42%)



**How are organisations responding to challenges in...**

## Funding and income generation

1. Increased grant applications (61%)
2. Diversified income streams (51%)
3. Targeted fundraising (49%)

## Digital technologies

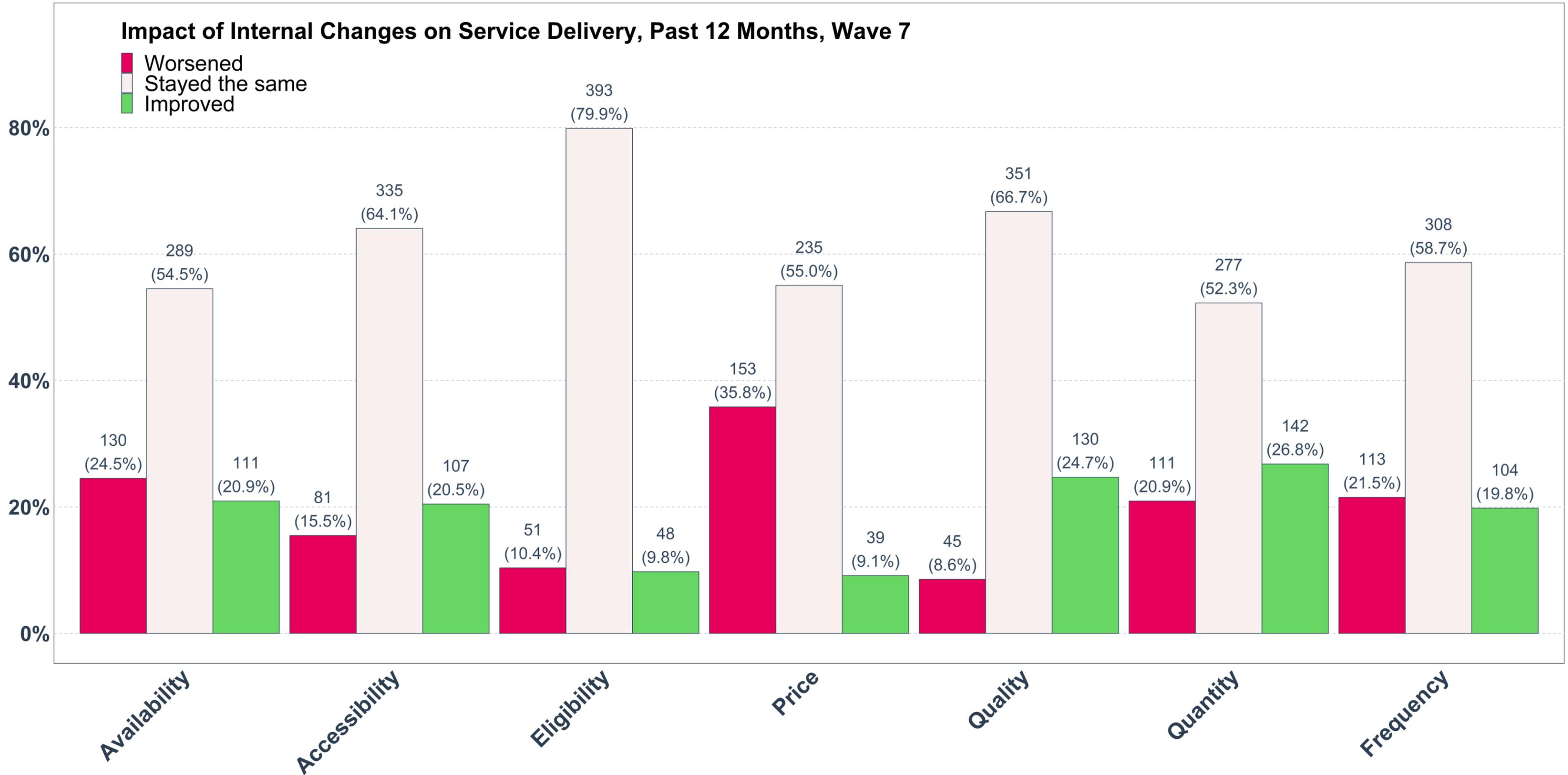
1. Created or improved website (61%)
2. Increased virtual meetings (60%)
3. Increased social media advertising (60%)

# The price of services has been most negatively impacted by internal changes in service delivery



Impact of Internal Changes on Service Delivery, Past 12 Months, Wave 7

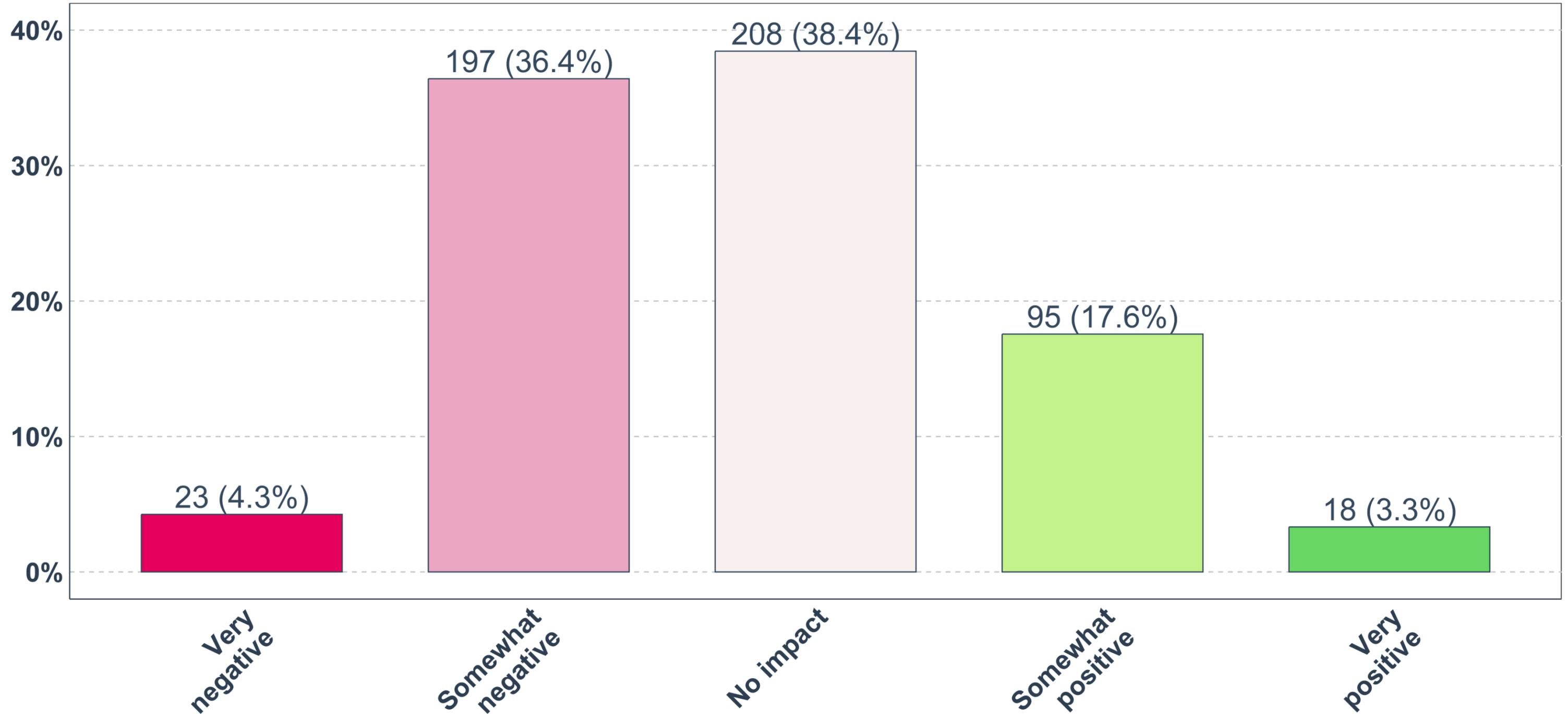
- Worsened
- Stayed the same
- Improved



# Most organisations report a neutral or slightly negative impact of service delivery changes on service users



Impact of Changes in Service Delivery on Service Users, Wave 7





# Permanent or temporary? Future planning for service delivery

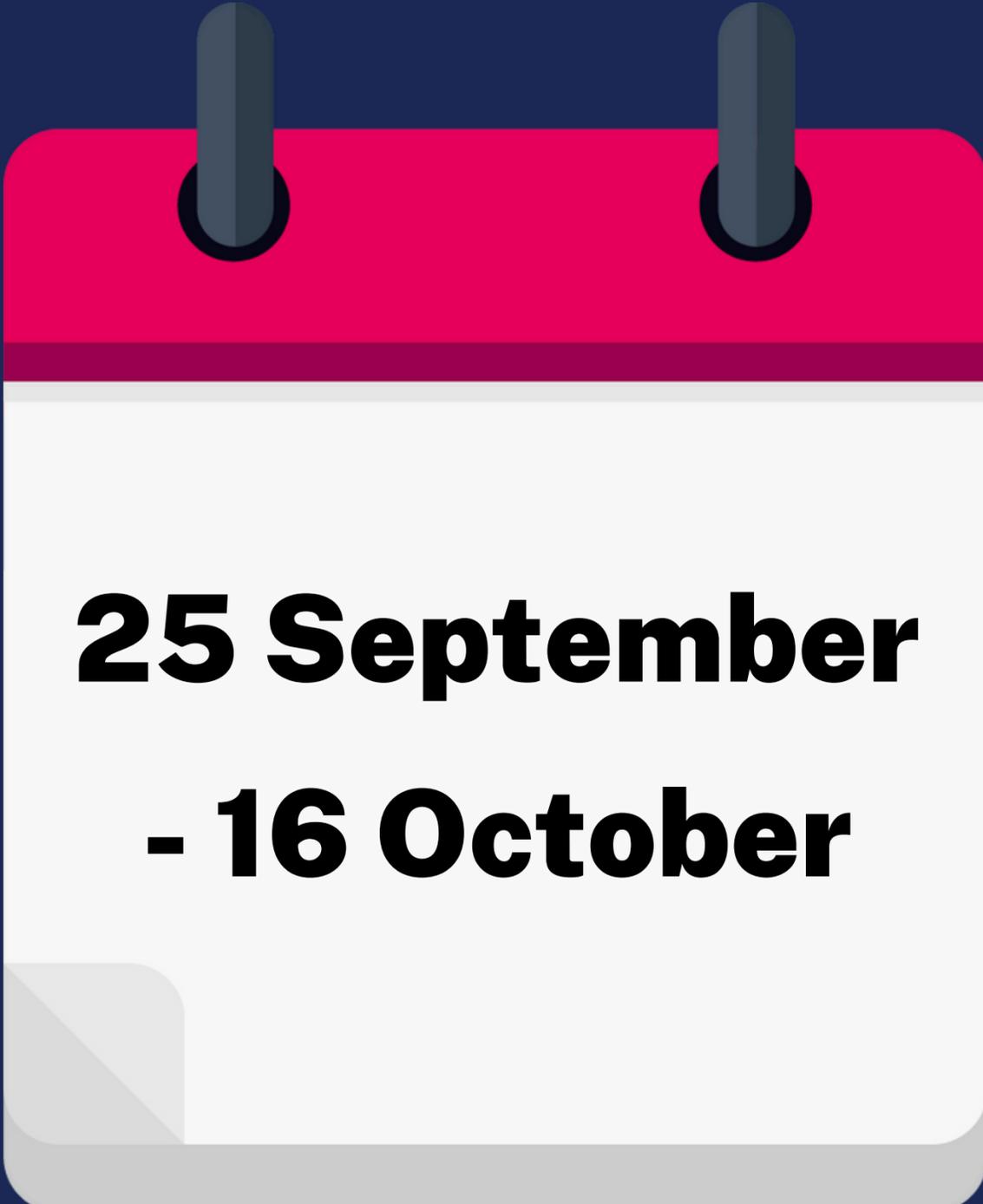
[Click here to access the jamboard!](#)



# Wave 8



-  **Topical questions: Governance**
-  **How your Board is doing in the current climate**
-  **Board skills, knowledge and expertise**



**25 September**  
**- 16 October**

# Thank you!



## Stay in touch

 [Email: VCSEObservatory@ntu.ac.uk](mailto:VCSEObservatory@ntu.ac.uk)

 [X \(formerly Twitter\): @VCSEObservatory](https://twitter.com/VCSEObservatory)

 [Website](#)

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