The Third Sector in Falkirk

Impact Report 2019

CVS Falkirk
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Acknowledgement

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We would also like to thank all the organisations who took the time to respond to the Third Sector Impact Measurement Survey. The information you have shared is invaluable in the preparation of this report.

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Disclaimer: This report is not a scientific study. It is an informed estimate based on limited data available to provide insight into the impact of the third sector operating in the Falkirk area.

Executive Summary

The impact measurement report aims to measure the economic and social impact of the third sector operating in the Falkirk Council area. This report aims to build upon knowledge gained from previous impact reports to represent the value of the third sector to our local communities. This report also aims to conduct a comparative analysis of data gathered across the previous five years to identify any trends in the sector.

Primary quantitative and qualitative data was collected using our annual survey, which was open to all third sector organisations operating in the Falkirk Council area. Secondary quantitative data was collected from the Office of the Scottish Charity Regulator (OSCR) and Falkirk Council. Secondary qualitative data was gathered from a variety of different sources to provide knowledge and understanding into the challenges and issues affecting the third sector and the Falkirk area.

The key findings of this report are:

- About 41.5% of Falkirk's third sector has a collective income of £93.3 million and an estimated total income for the whole sector of about £224.8 million.[1]
- The mean ratio of staff to volunteers for organisations is 7:17.
- Volunteers contribute a total of 4,579 hours a week and the average volunteer commits to 1.6 hours a week.
- The economic value of volunteering is £41,211 a week and £2,142,972 a year, based on the real living wage.
- Volunteer led organisations constitute 67.8% of the sector, have 2.5% of the total income, possess 5.3% of the staff workforce, and have 30.7% of the volunteer workforce who contribute 78.9% of the total volunteer hours.
- 72.5% of volunteer led organisations and 42.1% of employee led organisations experience volunteering challenges.
- Recruiting volunteers is cited as the biggest challenge experienced by organisations.

[1] A revised estimate of 41.5% of the sector reduces its income to £53,349,717.25 and a revised estimate income for the whole sector of £128,553,535 (see Appendix C for details).

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1. Introduction

The diversity of third sector organisations (TSOs) means that it is often challenging to define the third sector as a whole because they serve a range of different functions and services from small local groups with tiny budgets to large multinational charities with multimillion-pound budgets. They work in a range of different fields from social care and housing to humanitarian aid and political activism, and operate at local, national and global levels. Despite these differences, third sector organisations possess key defining elements such as self-governance, working towards achieving social, political and environmental outcomes, and are primarily motivated by their values rather than any profits (Taylor and Roth 2019, p.258).

The aim of this report is to assess the value of third sector organisations operating in the Falkirk Council area by examining the economic and social impact made to our local area. This report will begin by evaluating the research methods adopted for data collection. Discussion of the Falkirk area and the third sector aims to provide context to this report by presenting a demographic profile of the Falkirk Council area and outlining the key challenges facing the third sector. The remainder of this report will present the findings from the survey and other sources of research. These findings will examine a range of issues including the impact of volunteers, sources of funding, stability of funding, and the third sector's achievements in our local communities.

2. Research Methods

Research methods for this report continue to follow the methodology from past reports (Jennifer Kean 2015; James Gigg 2016; Oge Ohaeri and David Gardener 2017; Elizabeth Mackenzie 2018). Primary quantitative and qualitative data has been collected using an online survey, which was open for over five weeks. Secondary quantitative data has been collected from Falkirk Council and the Office of the Scottish Charity Regulator (OSCR) to expand upon data collected from the survey. Secondary qualitative data has been gathered from a range of sources including other research reports, the Scottish Government, Falkirk Council, and the National Records of Scotland.

2.1. Primary Data

The primary method of data collection was an online survey using the platform Survey Monkey. This survey was open for all third sector organisations operating in the Falkirk Council area from Friday 28th of June to Tuesday 6th of August. Initial emails containing a link to the survey were sent to 521 organisations between Monday 8th and Tuesday 9th of July. Email reminders were sent to organisations on Friday 19th and Wednesday 31st of July. The survey was also promoted on CVS Falkirk's weekly e-bulletin and promoted on Twitter.

The survey received 67 responses, the Office of the Scottish Charity Regulator (OSCR) provided data on 330 organisations, and Falkirk Council provided data on 36 organisations. Considering duplications in data, this report holds total data on 413 organisations and income data on 332 organisations (81 organisations have no reported income). There are at least 800 third sector organisations operating in the Falkirk area. This sample represents about 41.5 percent of the third sector operating in Falkirk and the survey data represents about 7.75 percent of the sector.

This survey has been conducted annually since 2015 with 273 organisations responding over the past five years. A total of 97 organisations have been responding across multiple years: 34 organisations have responded for three or more years, 13 organisations have responded for four or more years, and three organisations have responded for all five years. One aim of this report is to continue building upon research conducted from previous years by conducting a comparative analysis where necessary to identify wider trends and developments in the third sector across multiple years as well as examining the impact that the third sector has made to our local communities in the past year.

2.2 Secondary Data

Secondary quantitative data has been collected from Falkirk Council and the Office of the Scottish Charity Regulator (OSCR) to provide additional economic information of third sector organisations operating in the Falkirk Council area. Information gathered from Falkirk Council details their funding to external third sector organisations during the most recent financial year 2018/2019. This data shows how Falkirk Council has broken down their funding for Children's Services, Corporate and Housing Services, and Development Services. Secondary qualitative data has been gathered from a variety of different sources. The purpose of using secondary qualitative data was to provide a context to the third sector to explain wider trends identified within the primary data. For example, secondary research has highlighted the importance of volunteering and the mental health benefits it brings to volunteers.

2.3 Research Limitations

There are a number of limitations to this research namely the limited timeframe of the survey, the platform used to create the survey, and the limited scope of secondary data collected from the Office of the Scottish Charity Regulator (OSCR). The first limitation to address is the limited timeframe available to conduct research. Research data was collected across a ten-week period, which narrows the scope of the research as 62 responses represent about 7.75 percent of the third sector operating in the Falkirk area. The survey itself was only open for five weeks, limiting the duration to allow participants to respond. This follows the trend from previous years as participation in the survey is voluntary and since there are lower levels of staff during the summer months when the survey is conducted, it limits the ability for staff to respond to a survey only open for a short period.

The survey was carried out using the platform Survey Monkey. There are advantages of using Survey Monkey as it is straightforward to set up, low cost, and participants can complete the survey at their own convenience on their own devices. However, there are disadvantages to consider. For example, the platform is restrictive with regard to writing survey questions. Applying skip logic can only work based on the answer from one question rather being applied to a combination of questions. To encourage participants to answer all questions in the survey, questions have been made compulsory, but if a question is not relevant to an organisation then they may abandon the survey altogether as they will not be able to answer the rest of the survey. The survey could be designed to include a not relevant option to all questions, which would allow all questions to be compulsory, but also allow organisations to only answer questions that are relevant to them. Future research could also consider using Google Forms as users are able to create an unlimited number of questions and responses at no extra cost, it is easy to set up, and there is a lot of creative variety allowed when designing the survey that could overcome the problems experienced with Survey Monkey.

The Office of the Scottish Charity Regulator (OSCR) only provides information on registered charities in Scotland. Information is downloaded by filtering to Local Authority areas so there may be charities operating in the Falkirk area, but being based elsewhere, they will not be represented in the data. Registration is only limited to charities so it excludes other third sector organisations. Thus, information collected by the Office of the Scottish Charity Regulator (OSCR) does not represent the impact of the third sector as a whole and is limited in relation to this research, but it does represent the economic impact of charities operating in the Falkirk area.

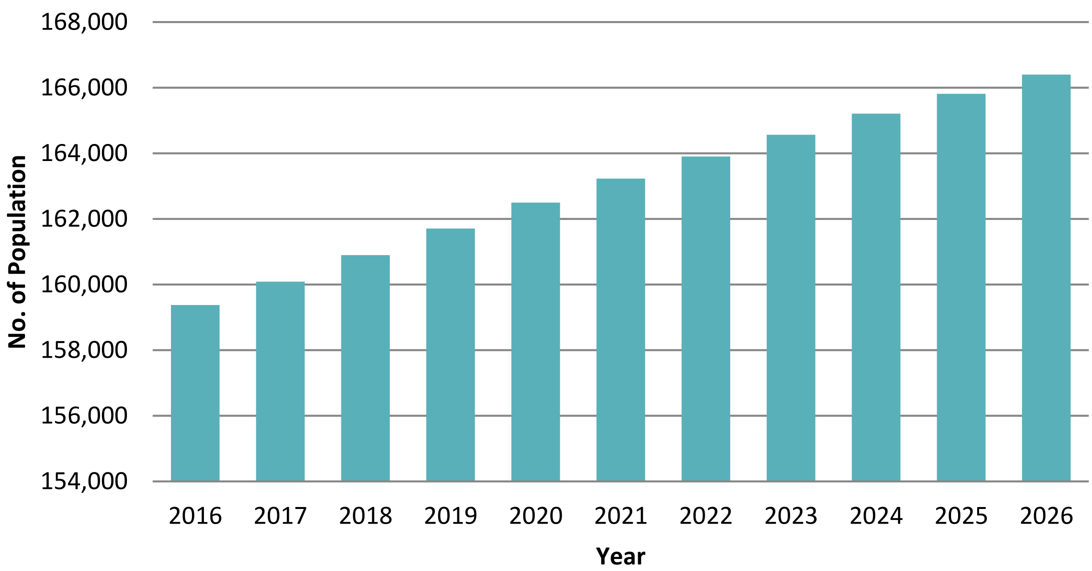
3. Falkirk and the Third Sector

The aim of this section is to provide context to the Falkirk Council area by examining how demographic changes in the population and the economy of Falkirk may affect the third sector and the main challenges experienced across the sector.

3.1. The Falkirk Council Area

In mid-2018, the population of Falkirk was estimated to be around 160,340 (Office for National Statistics 2019). This is an increase of 0.1 percent from a population of 160,130 in 2017. There are 32 council areas in Scotland; Falkirk has the 11th highest population with Glasgow City and Orkney Islands possessing the highest and lowest populations respectively. From 1998, the population of Falkirk has increased by 11.4 percent. The majority of persons are aged between 45 and 64 with a population of 46,351 and the smallest age group are those aged 75 and over with a population of 12,957. Falkirk's population is projected to increase by 4.4 percent between 2016 and 2026 as shown in Figure 1. This is in comparison to 3.2 percent for the whole of Scotland. Furthermore, Falkirk's population is expected to decrease by 0.1 percent due to more deaths than births occurring during this period, but net migration is expected to increase by 4.4 percent demonstrating that Falkirk's projected population increase will be caused by migration into Falkirk rather than natural changes in the rate of population (National Records of Scotland 2019).

Figure 1. Projected Population of Falkirk, 2016 - 2026



It is estimated that by 2041, there will be a national increase of 428,000 people aged 65 and over, but a decrease of 144,000 persons of working age in Scotland (Scottish Government 2019, p.12). These population changes could place pressure on existing services providing for older people as more people will be living longer and less people will be of working age to provide these services. Alternatively, it could cause a rise of more third sector organisations targeting this demographic and addressing their needs. Across the UK, 1 in 10 older people spend over a month without any human contact (Anderson 2019, p.9). Social isolation and loneliness can affect a person's health and well-being, their self-worth, and their ability to connect with others. As older people are one of the most vulnerable groups to experience social isolation, we could see an emergence of organisations needed to combat this issue.

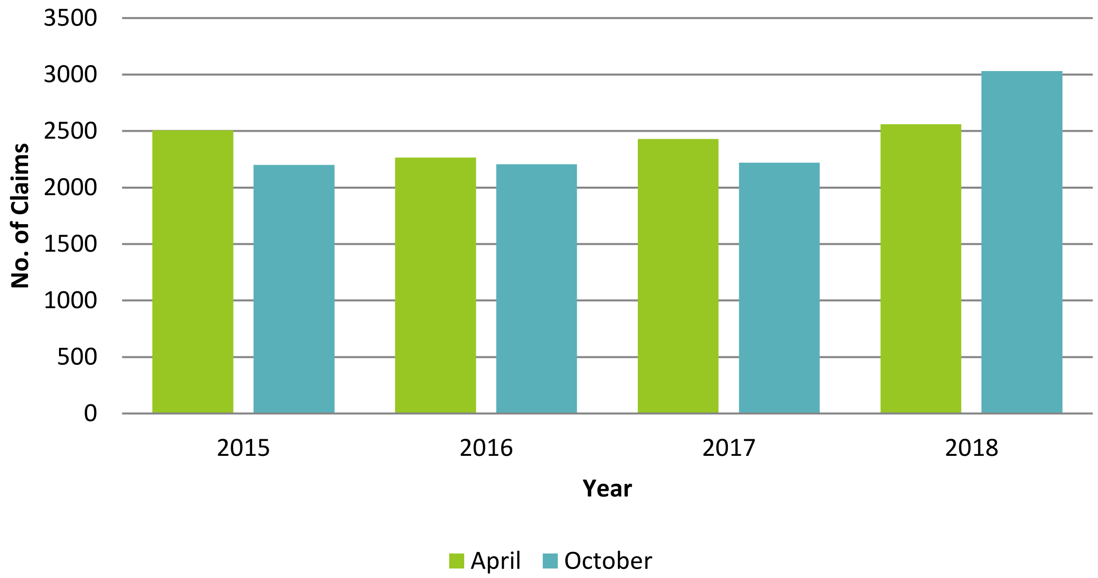
Considering that the significant increases in Falkirk's population is expected to come from movement into the Falkirk area then the future of Falkirk's economy may become reliant upon a migrated workforce into the Falkirk area rather than from the Falkirk-born population. This is reflective of a national trend as population growth is expected to come from migration into Scotland over the next 25 years; an important aspect of developing the economic, demographic, and cultural profile of Scotland (Scottish Government 2018a, p.52).

Falkirk's economy is predicted to grow but at a lower rate than the Scottish average over the next ten years (Skills Development Scotland 2018d, p.7). Falkirk's employment growth is also expected to be weaker than the Scottish average with job creation anticipated to decline at a lower rate than the rest of Scotland over the next ten years. However, Falkirk is also expected to perform in the top ten Scottish local authority areas for employment growth. With an expected loss of 1,200 jobs, Falkirk's manufacturing sector is estimated to experience the biggest reduction of jobs between 2018 and 2028. Falkirk's fastest growing industries are the professional, scientific, and technical industries with an expected average annual growth of 1.4 percent. Construction is expected to grow on average 1.3 percent per year and an estimated 600 new jobs are expected to come from Falkirk's administration and services sector, including its large health and social care industry. Over the next ten years, the third sector will become a significant employer as "the changing profile of jobs in Falkirk is expected to boost service-based occupations, while manufacturing occupations decline." (Skills Development Scotland 2018d, p.15-21)

In October 2018, 3,030 persons claimed unemployment benefits (2,405 people claimed Universal Credit and 625 people claimed Job Seekers Allowance). This is an increase from the previous year as 2,220 persons claimed unemployment benefits by October 2017 (1,042 people claimed Universal Credit and 1,178 claimed Job Seekers Allowance). Figure 2 illustrates the total number of claimants seeking either Universal Credit or Job Seekers Allowance. Between 2015 and 2017, there have been reductions in the number of claimants between April and October. However, October 2018 witnessed a growth in the number of claimants since April 2018 demonstrating that people seeking unemployment benefits is currently at its highest in Falkirk since April 2015. The percentage of unemployment for the working age population has remained steady at around the 2.2 percent to 2.5 percent range between April 2015 and April

2018, but this percentage drastically increased to 3 percent in October 2018. The age group with the highest number of claims are those aged between 18 and 24 (n=630) and those aged between 60 and 64 had the lowest number of claims (n=240) (Falkirk Council 2018c).

Figure 2. Unemployment in Falkirk, 2015 - 2018



Offering volunteering opportunities to youth will help combat youth unemployment. Organisations will benefit from the labour resource that volunteering provides when helping to deliver their services. By volunteers offering their knowledge and skills, organisations can also benefit from innovative solutions that volunteers can provide. Volunteers benefit from gaining skills and experience for their CV, building their confidence and self-worth, and meeting new people and making positive social connections.

The unemployed can reap the mental health benefits of volunteering by reducing their social isolation and loneliness worsened by unemployment and the isolation from society that unemployment can cause. Reaping these benefits can lead a person to employment, bringing economic benefits to Falkirk and reducing the need for persons to claim unemployment benefits.

Lower employment growth and a rise in unemployment rates may pose a risk to the Falkirk area and its population because "unemployment can lead to marginalisation, social isolation, loss of civic identity, and engagement in illegal activity." (Karajkov 2014, p.1) Operating within this environment may place additional pressures on third sector organisations to contend with the demand of services required to combat these issues and to continue promoting the health and well-being of our local communities.

3.2. Challenges Facing the Third Sector

Examining the key challenges experienced by the third sector aims to provide a context to the environment in which the third sector operates. Assessing the challenges experienced by third sector organisations operating in the Falkirk area may indicate whether challenges experienced across the whole sector are also applicable to the Falkirk area.

Funding is the biggest challenge facing the third sector as the inability to generate sufficient funding levels leads to an inability to plan ahead, increased competition as organisations compete for funding, lengthy and complex funding applications, inadequate communication with funders, demanding monitoring and evaluation requirements, and staffing costs involved in recruitment and retention (Scotland Funders Forum and ACOSVO 2018, p.8). Limited staff numbers, a high workload, fears of staff burnout, and being able to attract and retain a talented workforce to deliver outcomes without burning out is a major challenge facing organisations (Stuart 2019).

Challenges also exist for funders who are receiving a high volume of applications, which are placing pressure on their limited resources to keep up with the demand. The applications they receive are often inadequate and funders feel unable to build positive relationships with applicants due to time and resource constraints. There is also the challenge on both ends to deliver and receive quality monitoring and evaluation reports to justify funding in the first place. In addition, the breakdown in communication leads to perceptions of a power imbalance between funder and applicant, leaving third sector organisations feeling like funders are not listening to them or are misunderstanding their needs (Scotland Funders Forum and ACOSVO 2018, p.20).

Other challenges facing the third sector include growing political instability with issues like Brexit. Firstly, changes in future immigration policy may negatively affect the third sector's workforce and volunteers. Secondly, the healthier the Scottish economy is, the healthier the third sector should be so national economic instability could negatively affect the third sector. Since some funding comes from EU organisations then this loss may leave organisations with less money as a follow on effect. This results in less public donations due to a reduction of disposable income and less time available to spend on volunteering. Finally, there are doubts as to whether or not and how partnerships with similar EU organisations will continue after Brexit. On a positive note, the third sector thrives when there is a need to build better communities and resolve social issues that may arise after Brexit within our local communities. Thus, there could be opportunities available to the third sector that would allow organisations to contribute to the rebuilding of the UK after Brexit (Red Brick Research 2018).

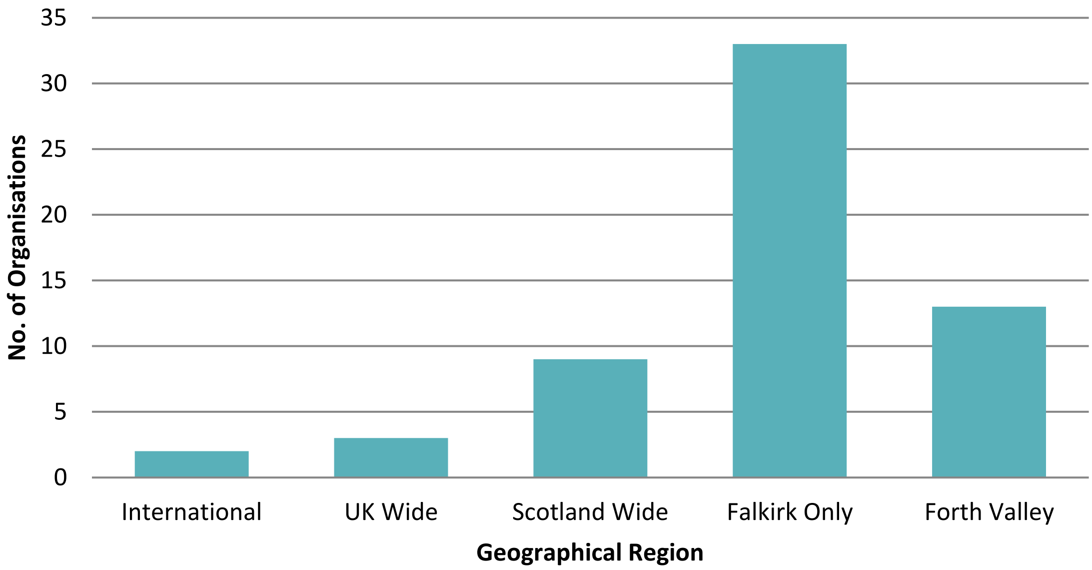
4. Findings

The aim of this section is to present key findings from the survey and other research, conduct a comparative analysis of previous impact reports, and identify any trends and challenges in the sector that have emerged from the research.

4.1. About Third Sector Organisations

This section aims to understand the profile of third sector organisations operating in the Falkirk area. As the survey data only represents 7.75 percent of the third sector, this profile will not be representative of the whole sector. In examining the geographical distribution of survey responses, 53 percent operate in the Falkirk area alone and 21 percent operate across the Forth Valley as demonstrated in Figure 3 below. These results continue to follow similar trends from previous years. In addition, the most popular neighbourhoods for the third sector to operate in continue to be Falkirk and Grangemouth.

Figure 3. Geographical Region



Charities continue to be one of the main organisations operating in the Falkirk area. Figure 4 below outlines the legal status of organisations in the survey. Seven organisations responded as identifying with more than one legal status. The second highest response for this question was other/not known, receiving 27 percent of the responses. Future surveys could consider a comment option for this response to allow organisations to specify their legal status. The highest response from organisations was Scottish Registered Charity, following the trend of previous years. Scottish Registered Charities represent 49.2 percent of survey responses and represent 41.3 percent of the whole sector when considering registered charities listed on the Office of the Scottish Charity Regulator (OSCR).[2]

[2] The Office of the Scottish Charity Regulator (OSCR) has 330 registered charities based in Falkirk.

Registered charities constitute a significant proportion of the third sector, but they are slowly declining in Falkirk since 2017, as outlined in Figure 5. Between 2015 and 2017, Falkirk's registered charities increased by 49.6 percent, but between 2017 and 2019, Falkirk has lost 13 percent of their registered charities.

Figure 4. Legal Status

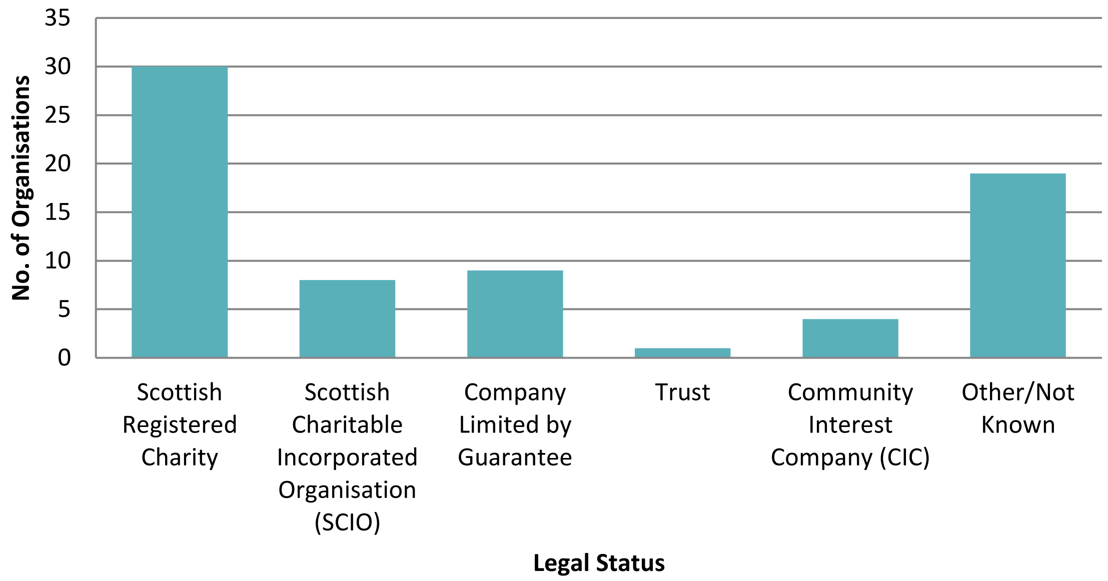
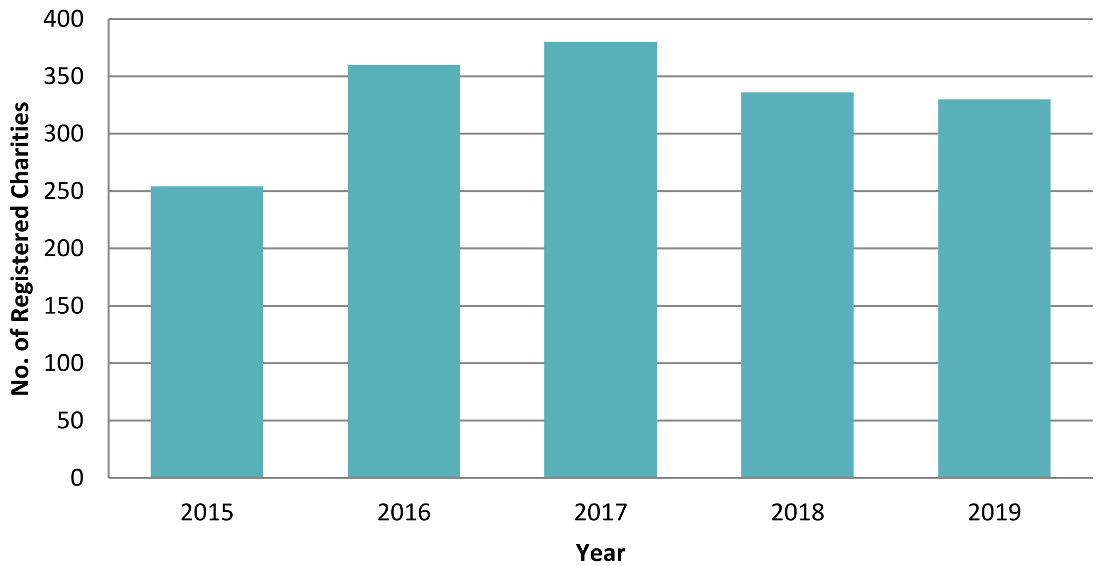
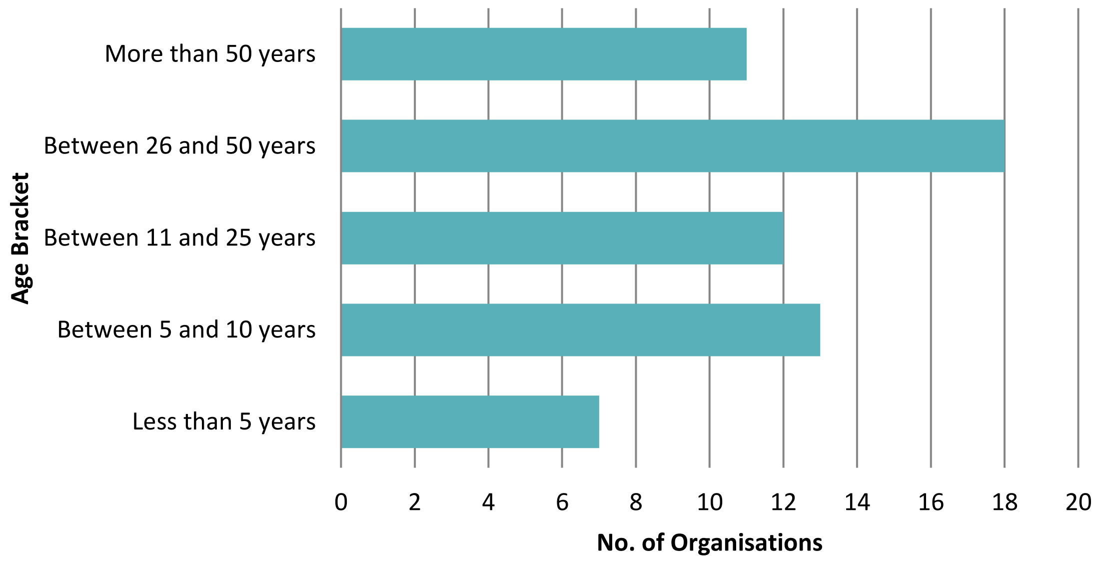


Figure 5. Registered Charities (OSCR), 2015 - 2019



This year's survey asked organisations about the age of their organisation as outlined in Figure 6. The majority of organisations have been operating between 26 and 50 years with the average organisation being open for 29 years.

Figure 6. Age of Organisation



4.2. Volunteers

Volunteering "is a choice undertaken of one's own free will, and is not motivated primarily for financial gain or for a wage of salary." Volunteering is valued because it "can bring measurable benefits to the volunteer… and society at large." (Scottish Government 2019b) Volunteering brings massive benefits to improving the health and well-being of volunteers and to the people they are supporting (Anderson 2019, p.5). This section will examine the demographic of volunteers, the benefits of volunteering for the volunteer, the third sector and the community, and finally, an examination of volunteering challenges experienced by the sector in the Falkirk area.

Volunteers experience a range of mental and physical health benefits by volunteering. It positively affects a person's general well-being and their ability to connect to others. Volunteers are able to gain "a greater sense of purpose and fulfilment" because they are feeling valued and recognised (Anderson 2019, p.16). Other mental health benefits include an enhanced skillset and personal resources, an increased self-worth, and higher levels of enjoyment from participating in fun activities while volunteering. Concerning their physical health, volunteers are able to adopt healthy behaviours, improve their daily living, and are able to cope with their own illnesses (Scottish Government 2019b, p.4).[3]

Third sector organisations benefit from the work of their volunteers as an important source of labour, which also enables their organisation to "become more innovative and effective" by recognising and using their volunteers' ideas and social networks as a valuable resource (European

[3] For more detailed reading see Anderson (2019), Karajkov (2014), Linning and Jackson (2018), and McGinty (2019). Full details included in References.

Policy Brief 2015, p.1). Third sector organisations will continue to benefit from an increase of volunteers to promote effective change "towards our individual, community and national economic and social well-being" in response to challenges facing future demographic and societal developments (Scottish Government 2019b, p.11).

Communities also benefit from volunteering as it improves social integration by building resilience and capacity to "work together, help each other and draw from resources within the community." Volunteering has the capacity to improve the overall health and well-being of the community. It improves community cohesion as volunteering allows people to connect with others and become more actively involved in their community. Community engagement from young people has the potential to "act as a catalyst for wider community engagement." (Scottish Government 2019b, p.62)

Based on the survey data, there are 2,800 volunteers contributing on average 4,579 hours, which amounts to £41,211 per week and £2,142,972 per year based on the real living wage of £9 per hour. Based on a 35-hour week, average weekly volunteer hours represent 131 full-time employees with yearly salaries of £16,380 (based on the real living wage). Since these results represent 7.75 percent of the whole sector, an estimated 36,129 people are volunteering and volunteering on average 59,084 hours a week, with a weekly value of £531,752.13. This represents the work of 1,689 full-time employees (based on a 35-hour week).

The average number of volunteer hours contributed per volunteer is 1.64 hours a week and 85.04 hours a year. This amounts to a value of £14.76 a week and £765.36 a year per volunteer. Based on previous impact reports, average volunteer numbers for this year have decreased from last year when the average volunteer was contributing 2.96 hours a week and 153.92 hours a year, but this year reports higher figures than 2017 when the average volunteer was contributing less than one hour to volunteering each week and 37.48 hours a year.[4]

Considering the population of Falkirk is 160,340 and an estimated 36,129 people are volunteering in Falkirk, an estimated 22.5 percent of Falkirk's population are participating in volunteering. This estimate is confirmed by another report where 15 and 20 percent of Falkirk's population are reported to be volunteering. These figures are below the national estimates as 28 percent of Scotland's population are reported to be participating in volunteering (Kerr 2019, p.3).

Figure 7 below shows the distribution of employees and volunteers for both volunteer led and employee led organisations. Despite being volunteer led,

[4] 2017: 2,921 volunteers and 2,105.5 average weekly volunteer hours; 2018: 1,701 volunteers and 5,042 average weekly volunteer hours

these organisations have significantly lower volunteer and employee numbers than employee led organisations. Volunteer led organisations have less volunteer numbers, but they contribute more volunteer hours than employee led organisations. For volunteer led organisations, 860 volunteers are contributing a total of 3,612 hours a week with the average volunteer contributing 4.2 hours a week. For employee led organisations, 1,940 volunteers are contributing a total of 967 hours a week with the average volunteer contributing 30 minutes a week.

Figure 7. Employees and Volunteers

Volunteer led organisations make up more than half of the third sector (67.8 percent) but have less income (2.5 percent). They have a smaller workforce (5.3 percent) and have fewer volunteers (30.7 percent) than employee led organisations, but their volunteers are contributing more hours (78.9 percent). They are also more likely to experience challenges with volunteering (72.5 percent) than employee led organisations.

As described below in Table 1, recruiting volunteers is the biggest challenge for volunteer led organisations. Eleven volunteer led organisations experience challenges with recruiting volunteers whereas only one employee led organisation experiences this challenge. Six volunteer led organisations find it challenging to recruit a diverse volunteer workforce, especially trying to recruit younger and male volunteers. Five organisations find it difficult to recruit volunteers to take up committee positions. Two organisations struggle with retaining volunteers, seven organisations struggle with providing training and support, and nine volunteer led and two employee led organisations find it challenging to find volunteers who can make the time commitments and be available when needed.

Table 1. Volunteering Challenges

Challenge	Volunteer Led	Employee Led
Workload	4	1
Recruitment	11	1
Diversity Recruitment	6	0
Committee Recruitment	2	3
Retaining Volunteers	1	1
Training and Support	4	3
Time and Availability	9	2
Identifying Suitable Roles	1	2
Lack of Interest/Awareness	5	2
Relevant Skills	2	0
Lack of Space	1	0

At a national level, volunteers tend to be aged 65 and over, female, from a higher socio-economic background, educated to a higher level, retired or working part-time, and living in town or rural areas. Volunteers are less likely to be aged between 25 and 54, male, from a lower socio-economic background, educated to a lower level, unemployed or not working, and living in urban areas (Time Well Spent 2019, p.23). The most common motivation for people to volunteer is being able to help others and give back to the community. Other motivations include expressing personal values and identity, social connection and being part of a group, and developing skills and experience (Scottish Government 2019b, p.27)

Based on the survey, recruitment is cited as the biggest challenge to volunteering, but less than a quarter of Falkirk's population is volunteering. There is an untapped potential for people in Falkirk to volunteer and make a positive impact to their local communities. Those that could benefit the most from volunteering are individuals "suffering from various forms of disadvantage or exclusion which, in turn, are the contributors to social isolation and loneliness." (Scottish Government 2019b, p.38) This includes persons with mental and physical health conditions, the socially isolated and lonely, the unemployed, asylum seekers and refugees, and armed forces veterans (Scottish Government 2019b, p.64). Yet, these groups tend to not participate in volunteering.

Table 2. Actions Taken to Overcome Volunteering Challenges

Action	No. of Organisation
New Recruitment Approach	6
Clearly Defined Roles	3
Word of Mouth	2
Support to Committees	1
Social Media Advertising	4
Various Times Offered	2
Recruitment Drive	2
Additional Training and Support Provided	6
Appointed Volunteer Coordinator	2
Other Advertising	3
Adapted Services to Attract New Volunteers	1
Varied Work	1
Positive Attitude	1
More Communication with Current Volunteers	2
More Community Visibility	3
Wider Discussion with Partners and Other Organisations	4

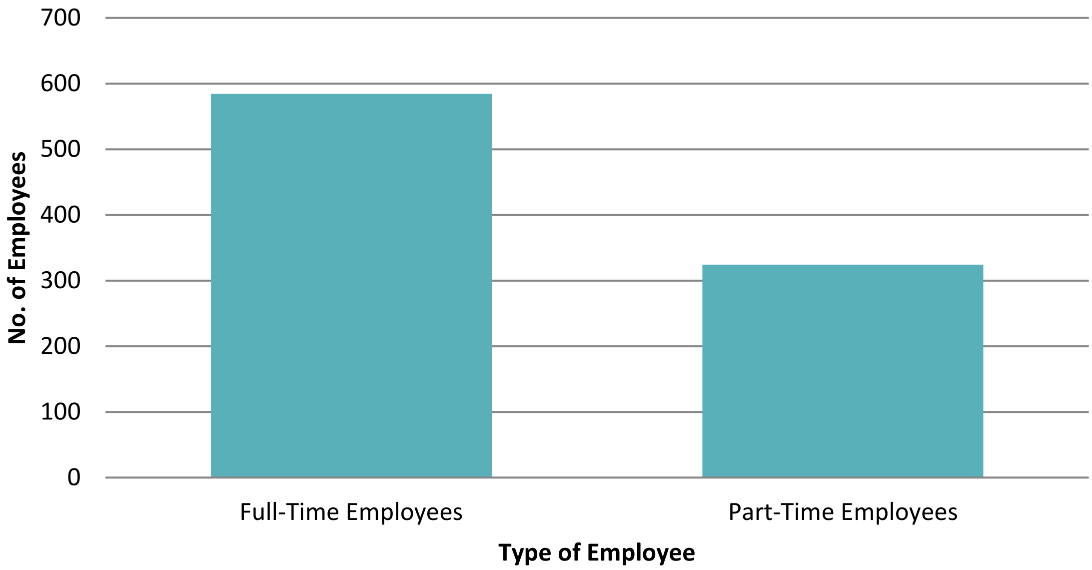
As demonstrated by Table 2 above, actions taken by organisations to overcome recruitment challenges include taking on a new recruitment approach, advertising (four organisations use social media), appointing coordinators to help recruit and support new volunteers, adapting services, offering variety in time commitments, having clearly defined roles, increasing community visibility, and undertaking recruitment drives. One organisation explained that they are working with local businesses for financial support and recruitment, but "we have not overcome these challenges, we advertise in local shops and word of mouth but no one wants to volunteer anymore."

There are barriers to volunteering for disadvantaged groups in Scotland, but these groups are the ones to benefit the most from volunteering. Local and national policies influence the structural barriers that exist for disadvantaged groups to participate in volunteering. As a tool, volunteering is critical and can "play an effective role in decreasing social inequality." When recruiting volunteers, organisations should be mindful to be accessible to everyone rather than "only being accessible to those with existing privilege." (Scottish Government 2019b, p.8-9)

4.3. Employees

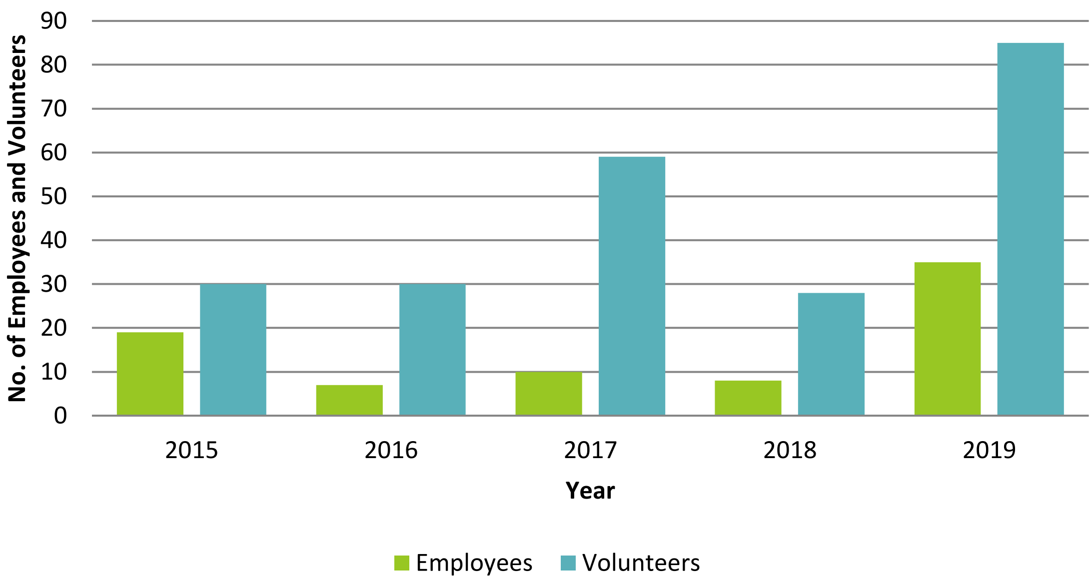
Staffing costs, recruitment and retention has been identified as key challenges facing the third sector (Scotland Funders Forum and ACOSVO 2018, p.8). As the cost of living increases and subsequently the national living wage increases, third sector organisations are unable to cope with increasing staff costs. In addition, the growing uncertainty surrounding funding also has implications over staff recruitment and retention (Scotland Funders Forum and ACOSVO 2018, p.15). As a result, the instability of long-term funding to third sector organisations causes these organisations to lose a talented workforce as new employees desire secure, permanent work contracts and will seek those opportunities outside the third sector (Fingland 2019).

Figure 8. Total Employees



Based on past surveys, Figure 9 shows the mean number of staff and volunteers working in the third sector since 2015. Between 2015 and 2019, at least 3,531 persons have been employed and 12,378 persons have volunteered in the third sector. For 2019, the mean ratio of staff to volunteers is 7:17.

Figure 9. Employees and Volunteers, 2015 - 2019



4.4. Real Living Wage

The real living wage is an hourly wage rate of £9 per hour and this is calculated by considering the cost of living based on a basket of household goods and services. The real living wage applies to anyone over the age of 18, is paid voluntarily by employers, and is significantly more than the minimum wage (£7.70 for under 25's) and the national living wage (£8.21 for over 25's). The goal of the real living wage is to allow employers "to alleviate in-work poverty". Since 2011, 5,000 employers have become accredited living wage employers. Nearly 200,000 workers have received an annual pay rise and an estimated £800 million has been put back into the pockets of low paid workers since 2001. There are 481 accredited living wage employers in Scotland operating in the third sector. Charities (n=306) and social enterprises (n=47) comprise the majority of third sector accredited employers in Scotland (Living Wage Foundation).

Figure 10. Accredited Living Wage Employers

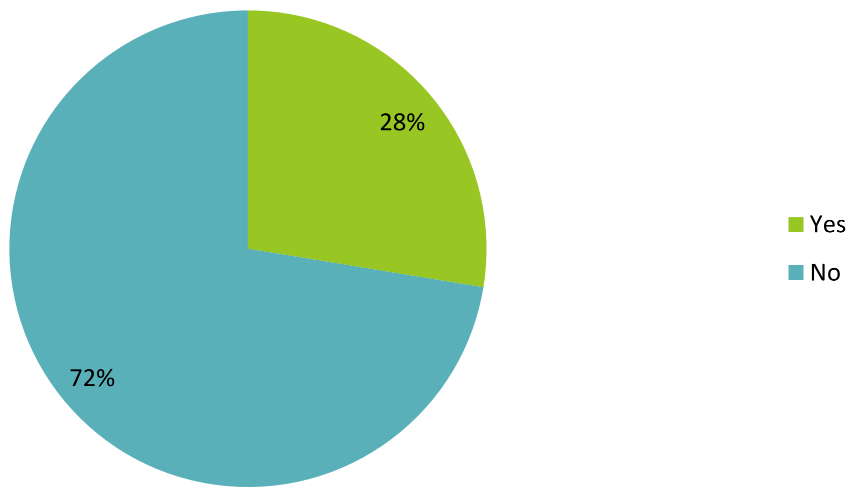


Figure 11. Accredited Living Wage Employees and Volunteers

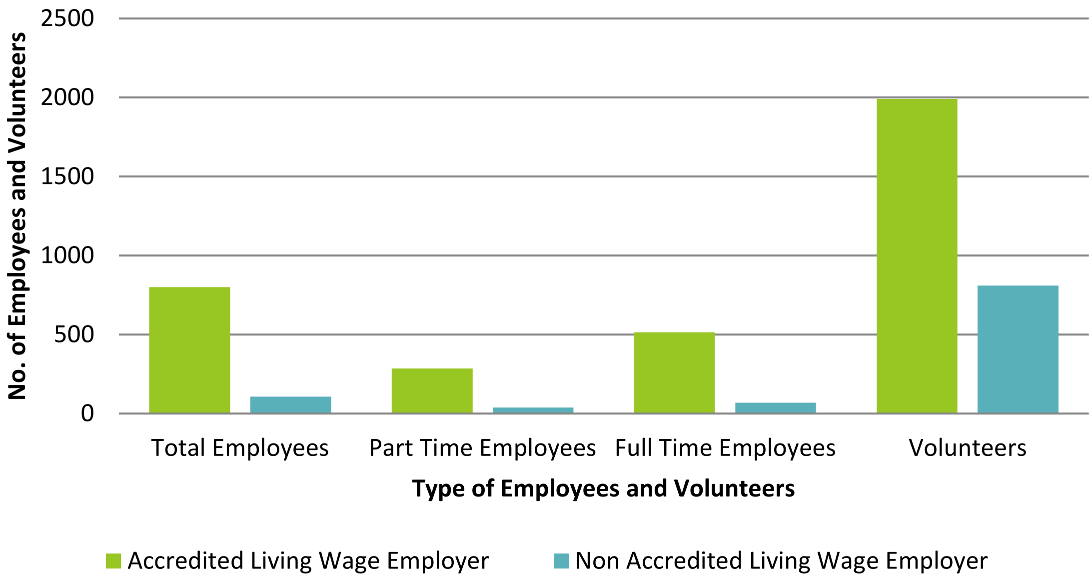


Figure 10 and Figure 11 highlight the population of accredited living wage employers and non-accredited living wage employers by the proportion of their employees and volunteers. Accredited living wage employers make up 28 percent of organisations and constitute 88 percent of the total paid workforce and 71 percent of the volunteer workforce. The number of accredited employers has risen by one percent since 2018. In addition, accredited living wage employers hold 91.5 percent of the total income. There are benefits for an organisation to become accredited, as they are able to retain higher staff levels, which will help to alleviate in-work poverty. Non-accredited living wage employers constitute 72 percent of organisations and earn 9.5 percent of the total income indicating that organisations are not earning enough money and/or are reliant on volunteers so are unable to afford to pay their employees the real living wage. If employees at these organisations are experiencing in-work poverty then they may seek work elsewhere, which will increase the workload pressure on organisations to deliver their services.

4.5. Economic Impact

The survey received 62 unique responses and the Office of the Scottish Charity Regulator (OSCR) provided data on 330 organisations. The income data used in this report is taken from three sources: the Third Sector Impact Measurement Survey, Falkirk Council, and the Office of the Scottish Charity Regulator (OSCR). Taking into consideration duplications in data, research uncovered data on 413 organisations, but only 332 organisations provide detailed income data, representing about 41.5 percent of the sector. If 41.5 percent of the sector has a collective income of £93.3 million then the whole sector is estimated to have a collective income of £224.8 million.[5]

[5] 41.5% of 224,887,925 = 93,328,489.50

Figure 12. Income Brackets, 2018/2019

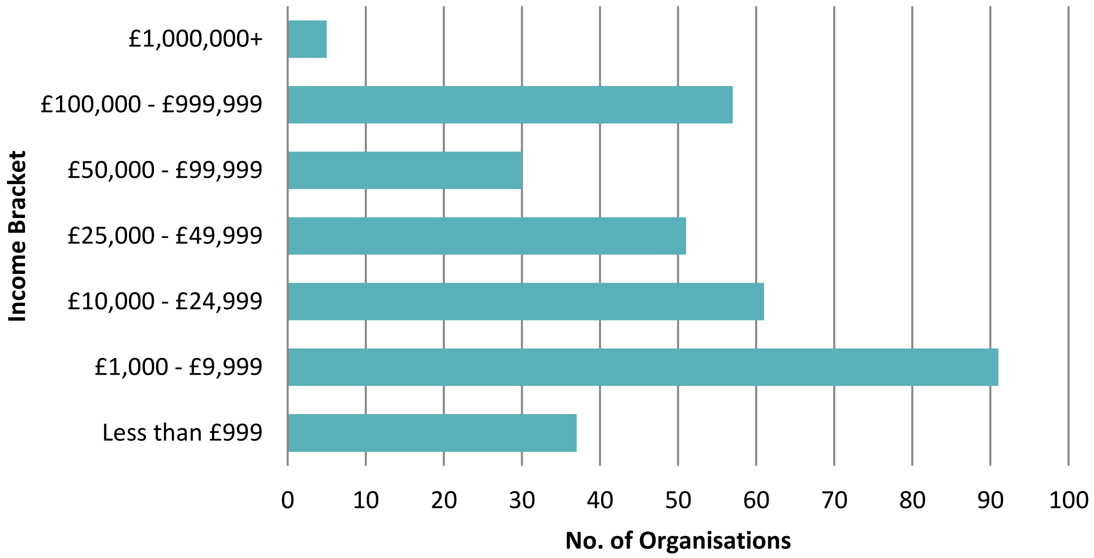
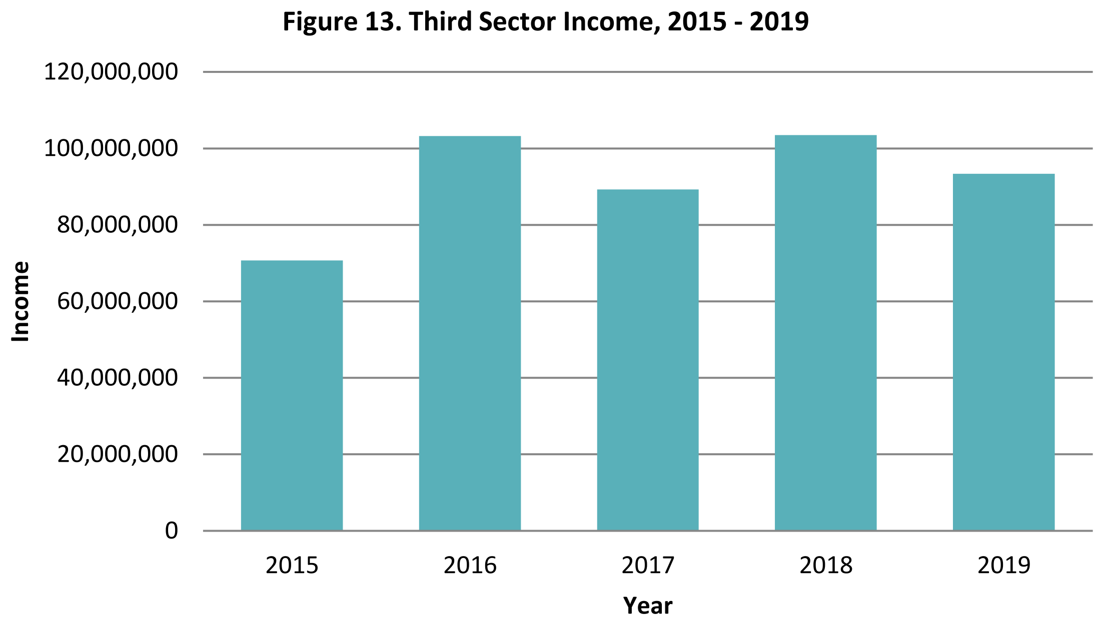


Figure 12 shows the income brackets of 413 organisations. The majority of organisations (n=91) have an income of between £1,000 and £9,999. Within this group, they have a collective income of £423,960.98 and an average income of £4,658.91. Five organisations have an income of over £1 million. These organisations have a collective income of £69,183,342 and an average income of £13,836,668.40. From this data, 27.4 percent of the sector are earning 0.45 percent of the income and 1.5 percent of the sector are earning 74.1 percent of the income.

The top ten organisations have a collective income of £73.5 million (£73,513,847) and only two of these organisations are operating mainly in the Falkirk area. The remainder are based in Falkirk, but a significant proportion of their income may come from outside the local area. Calculating 25 percent of their income, a revised estimate for the top ten organisations is £33.5 million (£33,531,074.75). Using these estimates, 41.5 percent of the sector has a revised income of £53.3 million (£53,345,717.25) and the whole sector has a revised estimated income of £128.5 million (£128,543,896). Using the revised data, 1.2 percent of the sector is earning 58.9 percent of the total income (see Appendix C for calculations).



Based on survey data, the total income of the third sector since 2015 is £459.9 million (£459,999,197) with an average income of £91.9 million (£91,999,839.40) each year. Income levels are stable by remaining above the £80 million threshold and not returning to low 2015 levels of £70.7 million. As illustrated in Figure 13, third sector income has experienced fluctuations in its income. Most likely due to disparities in data gathered from the survey so accurate results will differ.

4.5.1. Falkirk Council Funding

Falkirk Council provides important funding to the sector, but organisations face reductions in Falkirk Council contributions due to continuous budget cuts. The budget for the most recent financial year (2018/2019) is £2.6 million (£2,602,640). Figure 14 shows that Children's Services receives the largest percentage of the budget at 61 percent (£1,598,730) which is in proportion to Children's Services being the largest service that Falkirk Council provides. This is in comparison to Corporate and Housing Services and Development Services receiving 35 percent (£902,010) and 4 percent (£101,900) of the budget respectively.

Figure 14. Falkirk Council Budget, 2018/2019

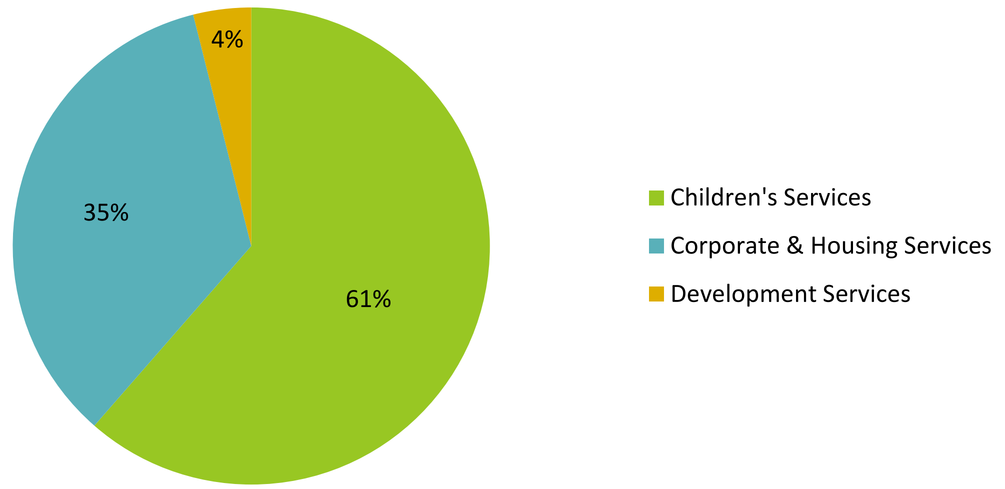
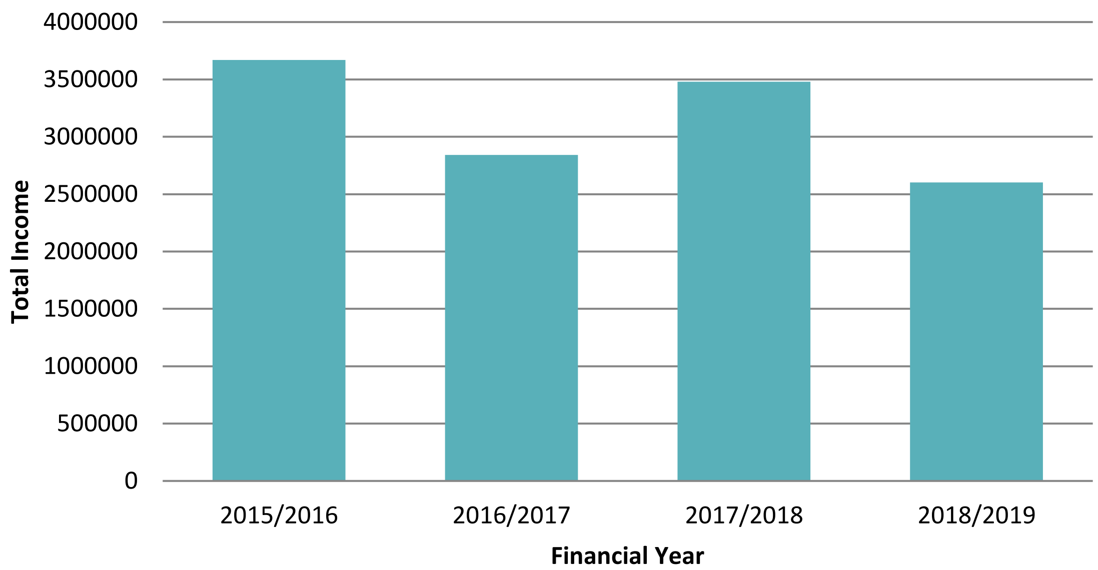


Figure 15. Falkirk Council Budget, 2015/2016 - 2018/2019



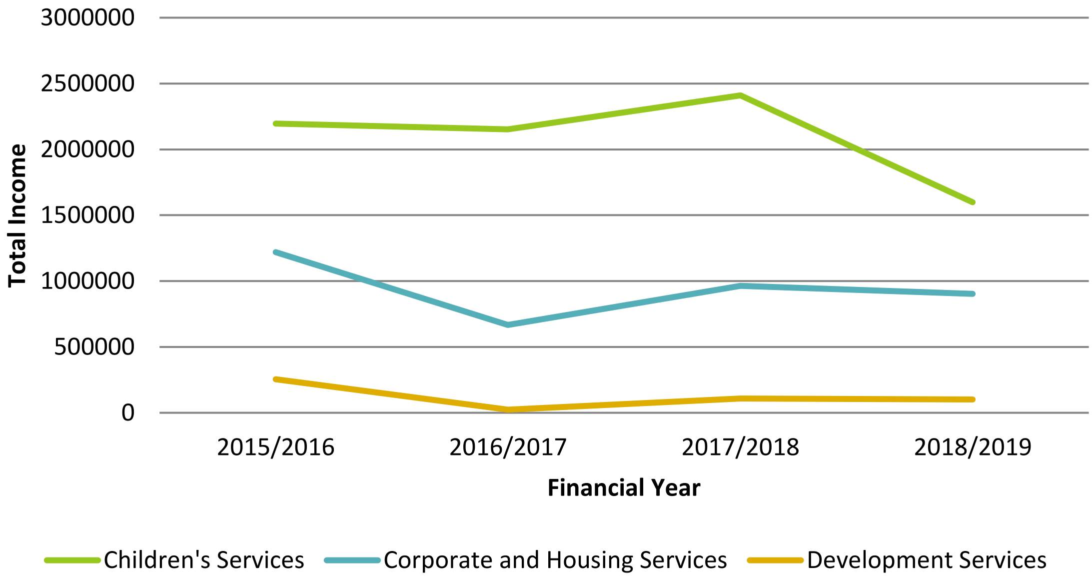
Falkirk Council has contributed almost £12.6 million (£12,595,464) to the third sector with an average contribution of £3.1 million each year since 2015/2016.[6] The most recent financial year 2018/2019 income for external funding sits below this average as Falkirk Council has been undertaking a period of systematic review of its funding to external organisation over the previous two years to identify savings. To identify these savings, Falkirk Council uses a priority system to allocate appropriate funding to organisations. The four priorities are as follows: "critical and essential services"; "critical services that if withdrawn would cost the Council more to provide the equivalent"; "essential services that contribute to early intervention and prevention"; and "valued service but not essential". Falkirk

[6] Mean: 3,148,866; Median: 3,161,973

Council provides external funding to 48 organisations, priority one funding is given exclusively to Children's Services (Falkirk Council 2018a, p.26).

Figure 16 shows the fluctuations in Falkirk Council's budget for each service from the financial year 2015/2016 to the most recent financial year 2018/2019. In examining Figure 17, the financial year 2016/2017 saw a dramatic reduction in Falkirk Council's budget with a total reduction of £825,842. Development Services experienced the largest budget cut with a loss of £230,923. Both Corporate and Housing Services and Development Services saw a drastic drop in their budget for 2016/2017, whereas Children's Services remained steady. This is in comparison to the most recent financial year 2018/2019 as Children's Services experienced a drastic cut in their budget while Corporate and Housing Services and Development Services budgets remained steady. Falkirk Council's budget increased for the financial year 2017/2018 with an increase of £637,874 from the previous financial year. This led to Development Services experiencing an increase in its budget with an additional sum of £83,543. The most recent financial year has led to additional budget cuts with a reduction of £878,270 from the previous financial year and a total budget cut of £1,066,238 from the financial year 2015/2016. These budget changes are a reflection of Falkirk Councils' continued efforts to identify savings.

Figure 16. Falkirk Council Budget By Service, 2015/2017 - 2018/2019



4.5.2. Sources of Funding

An objective of conducting this survey was to examine the sources of income for third sector organisations operating in the Falkirk area (see Figure 17, Figure 18, and Appendix C for a breakdown of this data).

Figure 17. Source of Funding

Figure 18. Source of Income

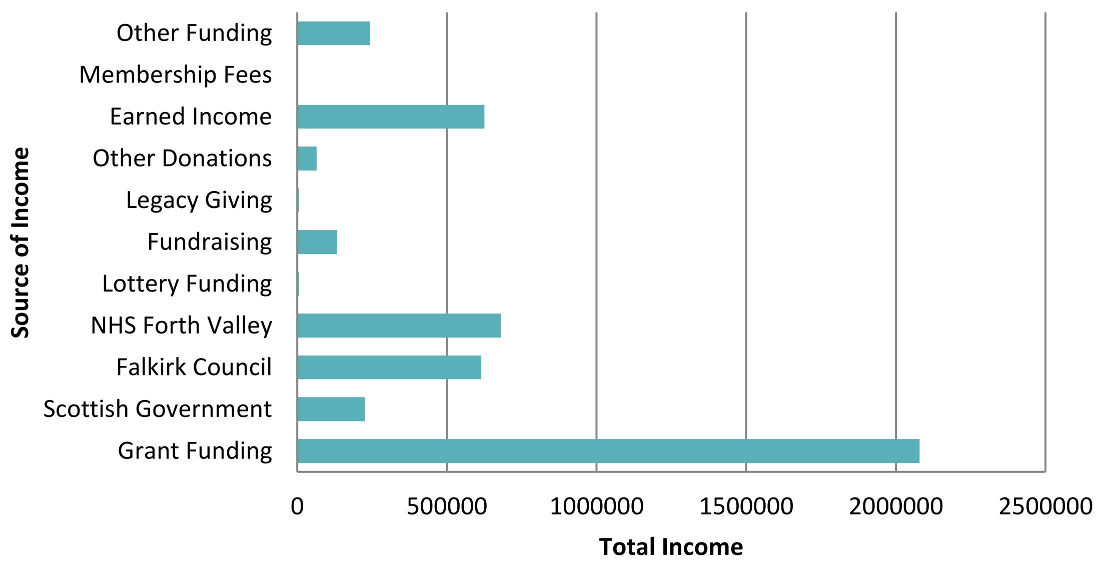


Figure 18 has excluded one organisation that makes a significant contribution to the third sector in Falkirk. If we included its income then it would dramatically skew Figure 19 and would be an unfair representation to the income for the rest of Falkirk's third sector.

The total income of 332 organisations that data is available on is £93.3 million (£93,328,489.50). Falkirk Council has contributed £13.6 million (£13,688,640) to the third sector.[7] Based on this data, Falkirk Council has contributed 14.67 percent of funding for 13.5 percent of these

[7] One organisation receives over £11 million. This data has not been included in Figure 19

organisations.[8] Considering the whole sector, Falkirk Council funds approximately 5.6 percent of the sector. Based exclusively on the above data contained in Figure 19, Falkirk Council funds 14.9 percent of surveyed organisations total income.[9]

Public sector funding is a major source of income for the third sector, but with increasing budget cuts, third sector organisations are diversifying their funding sources to reduce their over-reliance on public sector funding. Most notably, 50.5 percent of surveyed organisations receive their funding from grants (the top source of income), 16.1 percent of organisations have gained funding from NHS Forth Valley and the Health and Social Care Partnership (16.5 percent of total income), and 17.7 percent of organisations earn their own income (15.2 percent of total income).

The Scottish Government is committed to supporting third sector organisations by providing £24.5 million in core funding to third sector organisations and third sector interfaces which support collaboration between TSO's and local authorities. The Scottish Government provides support and regulation to charities and supports the growth of social enterprises by investing £8 million into a £17 million Scottish Social Growth Fund to "enable social enterprises, charities and voluntary groups to deliver community projects while contributing to the wider economy." The Scottish Government has invested more than £3.5 million into Public Social Partnerships. They actively encourage volunteering by providing funding for awards and voluntary organisations, including investing £3.8 million into the Volunteering Support Fund. Another £16 million a year funds the Family and Communities Third Sector Fund, which aims "to reduce inequalities and provide the best outcomes for children and families." By funding the Community Capacity and Resilience Fund, the Scottish Government provides £1.9 million to a three-year fund which enables "community-based organisations the opportunity to test out new approaches, develop their workforce and add capacity, so that they can better combat social inequalities, promote social inclusion and support partnership working." (Scottish Government, 2019a) For surveyed organisations, the Scottish Government funds 5.5 percent of the total income.

Nationally, charities in Scotland are gaining almost £72 million annually through legacy donations. The top 78 legacy-earning charities in Scotland are earning 24% of their income from legacy donations, earning an average of £918,000 annually (Jones 2019). Based on survey data, 6.5 percent of organisations used legacy earning as a source of income, which makes up 0.1 percent of income. Furthermore, 35.5 percent of organisations use

[8] Income data available on 45 organisations funded by Falkirk Council (13.5% of 332 organisations)
[9] Total surveyed income based on Figure 19 is £4,119,986.67. See Appendix C for a breakdown of this data.

fundraising as a source of income, but it only contributes 3.2 percent of their income.

The Big Lottery Fund is the largest funder for community activity to support people and allow communities to thrive. The Big Lottery Fund funds the Young Start programme, the Scottish Land Fund, and provides funding to coastal communities. They have contributed £10 million to the Strategic Intervention of the European Social Fund (ESF) to tackle social poverty and inequality in Scotland (Scottish Government 2019a). For the financial year 2017/2018, they awarded £59 million in Scotland with more than 93% of funding being awarded to Scotland's third sector. This included over £7 million awarded to 891 community groups through National Lottery Awards for All (Big Lottery Fund 2018, p.28-29). Of the surveyed organisations, 9.7 percent receive funding from Lottery Funding (0.1 percent of the income).

4.5.3. Stability of Funding

Maintaining core funding is essential for organisations to keep the lights on and continue "delivering better outcomes for the people and communities we work with and support." (Downie 2019a) By remaining committed to their values rather than being profit-driven, organisations may allocate core funding "towards the delivery of their missions, even when this comes at the expense of the long-term benefits of the organisation." (Delargy and Saunders, p.8) Receiving three-year funding to organisations would increase stability income levels and reduce uncertainty surrounding their long-term sustainability (Downie 2019b).

Table 3. Stability of Funding

Stability of Funding	Number of Organisations
Relies on Memberships (Self-Funded)	6
Stable	13
Unstable	9
Short Term	8
Public Sector Cuts	2
Competitive Tendering Loss	1
Focus on Diversifying Funding Sources	6
In Reserve	1

Thirteen organisations describe their funding as stable, nine organisations describe their funding as unstable, and eight organisations review their funding on an annual basis due to short term funding. Six organisations are reliant on membership and are self-funded. However, one of these organisations explains that their membership rates are falling due to an ageing membership base. Another six organisations are focusing on diversifying their funding sources and completing funding applications.

One factor causing instability in funding is the increasing competition for diminishing resources. Increased competition for grant funding due to budget cuts places larger organisations possessing higher staff levels and superior resources at an advantage over small and medium sized organisations with limited staff and resources (Scotland Funders Forum and ACOSVO 2018, p.15). Consequently, small and medium sized organisations are at risk of losing income stability to organisations with better resources at their disposal. This is especially true of one surveyed organisation that has lost funding due to competitive tendering, causing their funding to radically alter.

4.6. Community Impact

4.6.1. Service Users

Surveyed organisations are delivering their services to over four million service users (4,037,035). Organisations are engaging with the public to deliver services, organise activities, provide opportunities for socialisation, provide access to information, provide training and skills development services, resolve problems and tackle local issues, and offer support and advice. One organisation brings in 3.7 million people, including tourists, which positively affects the Falkirk area and promotes our profile as a tourist destination. In 2018, tourism to the Falkirk area generated £110 million (Falkirk Council 2018d). Excluding this organisation, 306,035 people are engaging in 61 surveyed organisations. This is almost twice the size of the Falkirk area, indicating that people from outside the Falkirk area are actively engaging in Falkirk's third sector and/or the same people are engaging with the sector on multiple occasions. This figure is only representative of 7.6 percent of the sector so the actual figure could be considerably higher.

4.6.2. Strategic Outcomes and Local Delivery (SOLD) Plan

The Falkirk Community Planning Partnership (CPP) brings organisations together to decide the best methods to deliver public services in Falkirk. The Community Planning Partnership created the Strategic Outcomes and Local Delivery (SOLD) plan which consist of four key priorities and six outcomes that the Community Planning Partnership (CPP) and their partners are focusing their efforts on to improve the Falkirk area, as outlined in Figure 19 and Figure 20.

Figure 19. SOLD Priorities

Figure 20. SOLD Outcomes

Figure 21. SOLD Priorities

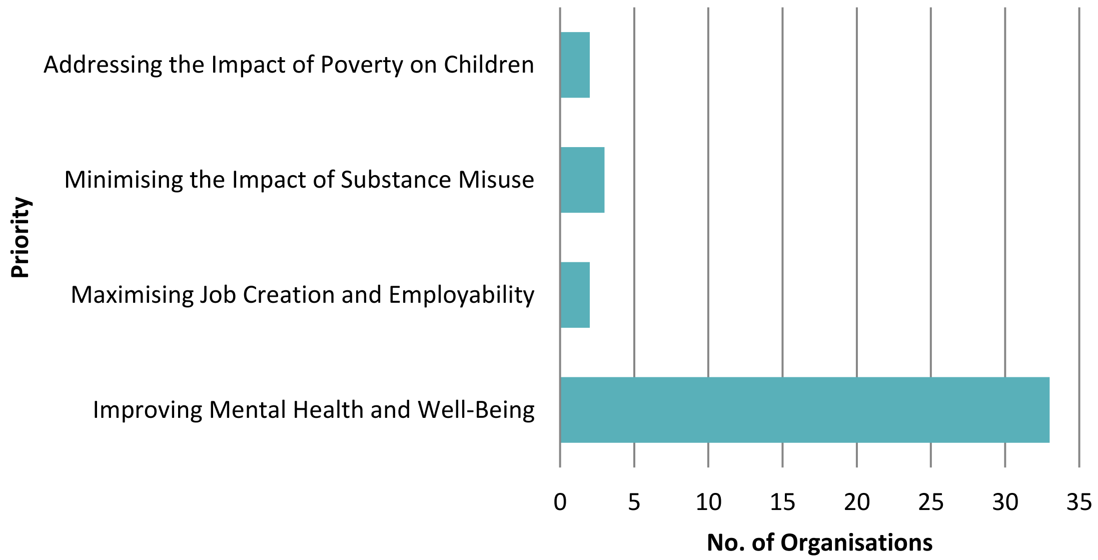
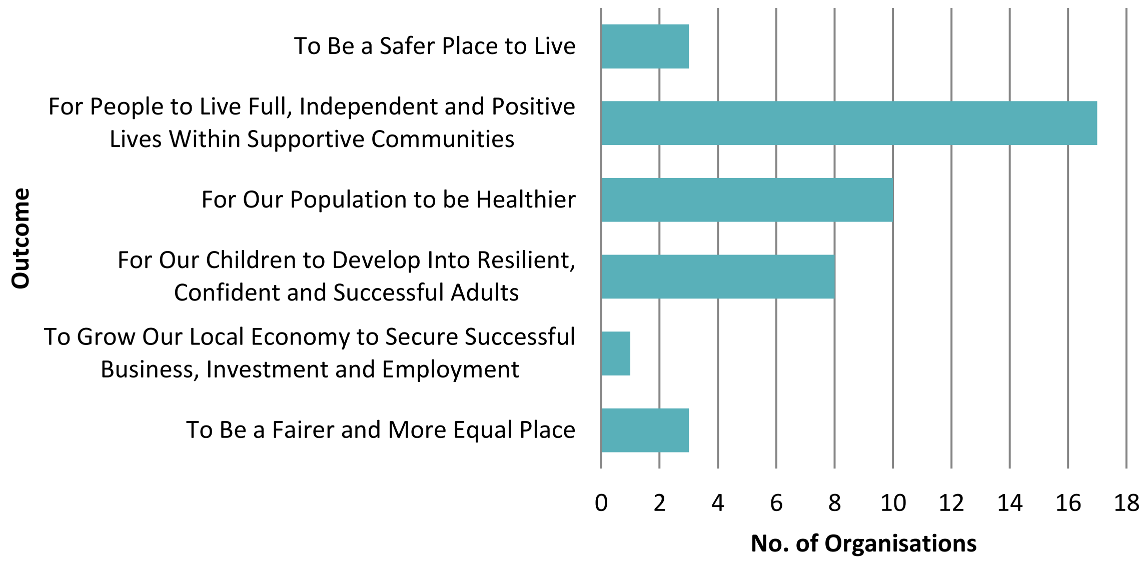


Figure 22. SOLD Outcomes



Of the 40 organisations who responded to questions regarding the SOLD priorities, 82.5 percent are committed to improving mental health and well-being. This is an increase from last year where 75.8 percent of organisations were committed to this priority. Of the 42 organisations who responded to questions regarding the SOLD outcomes, 23.8 percent are committed to making our population healthier and 40.5 percent are committed to helping people live full, independent and positive lives within supportive communities.

Table 4. Challenges to Achieving SOLD Outcomes

Challenges Experienced	Number of Organisations
Finding Suitable Location	1
Availability of Volunteers	2
Recruitment	6
Funding	11
Declining/Ageing Membership	2
Service User Attendance	1
Lack of Advice	1
Reaching a Wider Audience	2
Loss of Service	1
Time Constraints	3
Advertising Costs	1
Lack of Awareness	3
Changing Public Attitudes	2
Maintaining Sufficient Staff Numbers	1
Monitoring/Reviewing Services	1
At Full Capacity	1

Table 4 outlines challenges experienced by organisations in achieving the SOLD outcomes. The biggest challenges are funding and recruitment of volunteers and committee members. Concerning funding, one organisation requires steady income "to continue to be dynamic in achieving our goals and young people's dreams." Another organisation explains that "priorities [are] driven by what is funded not what is needed." Organisations are also aware of the personal income of their service users as one organisation explains that "restricted income of our customers who are unable to go about former activities due to shrinking disposable income and withdrawn services." Another organisation highlights the "lack of personal income" of their members because of health issues and disabilities. Other challenges include changing public attitudes, raising awareness to encourage wider participation, and "overcoming apathy". Another challenge of the sector is that the needs of the community contrast with other agendas as one organisation notes that "wider political and economic objectives sometimes work against the communities' own interests."

There are common themes in the actions taken by organisations to achieve SOLD outcomes. The third sector are actively promoting healthy choices and providing opportunities for people to improve their mental and physical health by engaging in activities. They tackle social isolation and loneliness by being a source of positive support and providing opportunities for human connection, which is very much needed in today's social climate. They also encourage people's independence and help develop people's confidence and skills.

4.6.3. Networking in the Third Sector

Figure 23. Organisations Engaged in Networking

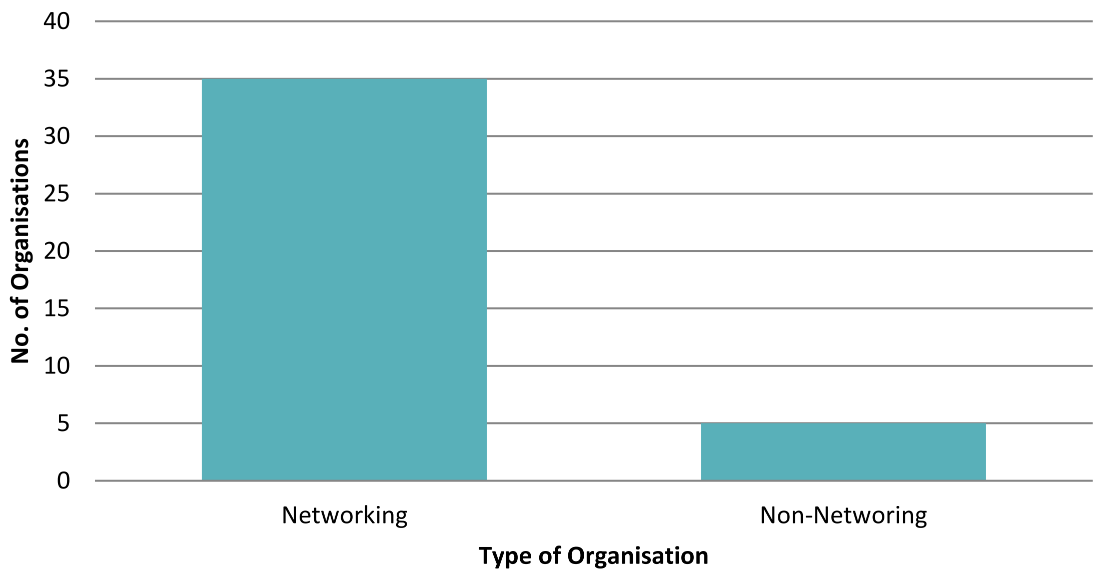
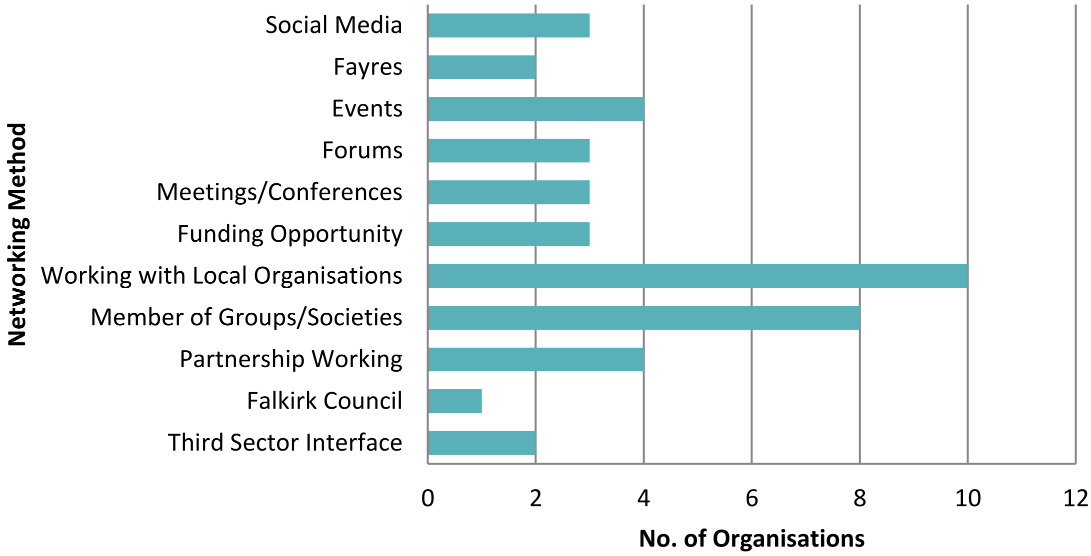


Figure 24. Networking Methods



Thirty-five organisations participate in a range of networking opportunities. The most popular methods of networking include working with local organisations, being members of a group or society, partnership working, and attending events. Networking is also used as an opportunity to gain funding or to share funding knowledge. One organisation uses networking to "try and secure donations either in cash or equipment" and another uses networking to engage in "shared learning in fundraising initiatives."

4.6.4. Voice and Awareness of the Third Sector

This year's survey asked organisations their opinions on the voice their organisation has in the sector and on public awareness of the third sector. Only one organisation believes that they have a strong voice in the sector and there is strong public awareness, 30 percent of organisations believe they have little voice in the sector, and 37.5 percent of organisations believe that the public have little awareness of the sector. 36.7 percent of organisations believe that they have a moderate amount of voice in the sector and 45 percent of organisations believe the public have a moderate amount of awareness of the sector.

Five organisations commented that they were unsure or did not know how much voice the third sector has. Four organisations commented that they were unsure of how much awareness the public have of the sector. One organisation commented that the fact they did not know how to answer indicates that "more awareness is required." One organisation believes that the public may not understand the term 'Third Sector' and two organisations explained that the public are only "aware of the third sector when their circumstances put them in direct contact with the work that they do." Another organisation explained that more work could be done to educate the public and spread awareness of the sector by "targeting educational establishments, stronger information in libraries and more presentations to 'influential' groups."

Figure 25. Voice and Awareness of the Third Sector

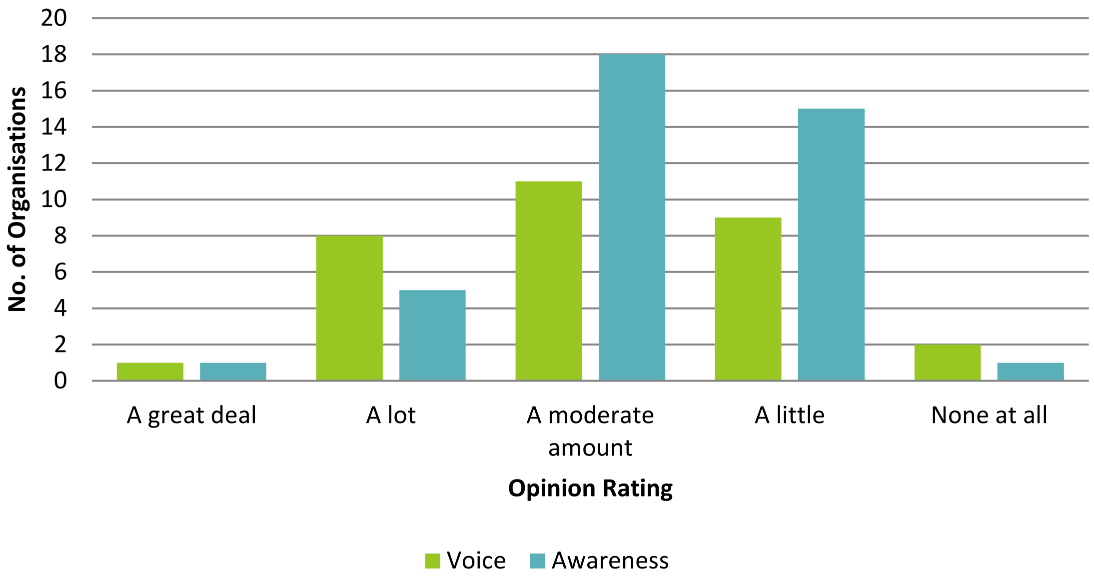


Table 5 outlines the challenges experienced by organisations in promoting the activities of their organisation. The biggest challenge is when organisations try to promote awareness that they exist and the work that they do, especially when their aims are complex. Other challenges include limited promotion opportunities, limited time available for promotion, cost of advertising, recruiting diverse committee members, reaching a wider audience, and overcoming the public perception of their work, especially when there is a stigma attached.

Table 5. Challenges to Promoting Organisation

Challenge	Number of Organisations
Lack of Public Interest	2
Community Poverty	1
Diversity of Committee Members	3
Keeping Members Updated	2
Limited Promotion Opportunities	4
Promoting Awareness of Organisation and Its Services	8
Time Availability	4
Cost of Advertising	3
Reaching a Wider Audience	3
Networking with Other Organisations	2
Staying Positive	1
Public Perception (Stigma)	3
Lack of Volunteers	2
Insufficient Resources	1
Overcoming Barriers	1

5. Conclusion

The Third Sector Impact Measurement Report aimed to measure the economic and social impact of third sector organisations operating in the Falkirk Council area. Based on the limited results from the survey data it can be concluded that with limited funding and resources, Falkirk's third sector remains a positive force of good that actively promotes the health and well-being of our local communities and the people living in them. The sector is all-inclusive and actively encourages equality and diversity, bringing people from various backgrounds together to connect, support one another, and tackle social issues facing our local communities.

After conducting this survey on an annual basis since 2015, this year's report also aimed to conduct a comparative analysis to identify trends across years. As a result, Falkirk's third sector continues to remain stable in the face of continued public sector cuts and loss of income from large competitive tendering processes.

The survey did not return an accurate representation of the third sector operating in the Falkirk area. The survey results only represent 7.75 percent of the sector and collective income data gathered from the survey, the Office of the Scottish Charity Regulator (OSCR), and Falkirk Council represents 41.5 percent of the sector. This an ongoing trend experienced by all annual impact measurement reports.

This year's survey has identified the range of income sources, considered the challenges experienced with volunteering, and learned how organisations perceive the impact of their voice in the sector and the public's awareness of the sector. Future surveys could ask similar questions to expand upon these answers and continue identifying challenges experienced by the sector. The next steps should consider the findings in this report and actively work towards overcoming challenges experienced when recruiting volunteers and improving the public's perception of the third sector.

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Appendix A – Third Sector Impact Measurement Survey 2019

CVS Falkirk

Impact Measurement Report 2019

Want to help celebrate the success of the Third Sector in Falkirk?

We at CVS Falkirk are building evidence for our **2019 Impact Measurement Report** to illustrate the economic value of the Third Sector in Falkirk. In an increasingly competitive environment with pressures on funding, it is important that we in the third sector can clearly articulate the social and economic impact that organisations make in our local communities for the financial year (2018/2019).

The information you provide will be used by CVS Falkirk to publish the Third Sector Impact Measurement Report. Due to the assistance of organisations like yours, we have been able to publish these reports since 2015. Along with being published on the CVS website, the report will be presented to key strategic partners in Falkirk.

The report will address the delivery of key priorities and outcomes in the Strategic Outcomes and Local Delivery (SOLD) Plan from the Falkirk Community Planning Partnership (2016-2020):

Priorities:

1. Improving mental health and well-being
2. Maximizing job creation and employability
3. Minimizing the impact of substance misuse
4. Addressing the impact of poverty on children

Outcomes:

1. Our area will be a fairer and more equal place to live
2. We will grow our local economy to secure successful business, investment and employment
3. Our children will develop into resilient, confident and successful adults
4. Our population will be healthier
5. People live full, independent and positive lives within supportive communities
6. Our area will be a safer place to live

As a thank you for taking the time to complete this survey, we will personally send you a copy of the report once it has been published.

If you have any queries regarding this survey, please contact Jennifer Faichney by email: Jennifer.Faichney@cvsfalkirk.org.uk

The deadline for completion is **9am Tuesday 6th August.**

CVS Falkirk

Impact Measurement Report 2019

About Your Organisation

* 1. What is the name of your organisation?

* 2. Correspondence Address/Head Office

Address Line 1

Address Line 2

Address Line 3 (Local neighbourhood)

Town

Postcode

Telephone number

Email

Is this a home address and telephone number? (Y/N)

* 3. What is the legal status of your organisation? Please tick all that apply.

- [ ] Scottish Registered Charity
- [ ] Company Limited by Guarantee
- [ ] Scottish Charitable Incorporated Organisation (SCIO)
- [ ] Trust
- [ ] Industrial Provident Society
- [ ] Community Interest Company (CIC)
- [ ] Co-operative
- [ ] Other/Not Known

* 4. In what geographical region does your organisation operate in? Please tick all that apply.

- [ ] International
- [ ] UK Wide
- [ ] Scotland Wide
- [ ] Falkirk Only
- [ ] Forth Valley (Falkirk, Stirling, Clackmannanshire)

Please specify local authority areas

* 5. Which local neighbourhoods do you serve? Please tick all that apply.

- [ ] Airth
- [ ] Allandale
- [ ] Avonbridge
- [ ] Bainsford
- [ ] Banknock
- [ ] Blackness
- [ ] Bo'ness
- [ ] Bonnybridge
- [ ] Bothkennar
- [ ] Bowhouse
- [ ] Brightons
- [ ] Brockville
- [ ] California
- [ ] Camelon
- [ ] Carron
- [ ] Carronshore
- [ ] Castlecary
- [ ] Denny
- [ ] Dennyloanhead
- [ ] Dunipace
- [ ] Dunmore
- [ ] Falkirk
- [ ] Fankerton
- [ ] Glen Village
- [ ] Grahamston
- [ ] Grangemouth
- [ ] Greenhill
- [ ] Haggs
- [ ] Hallglen
- [ ] Kersiebank
- [ ] Langlees
- [ ] Larbert
- [ ] Laurieston
- [ ] Letham
- [ ] Limerigg
- [ ] Longcroft
- [ ] Maddiston
- [ ] Middlefield
- [ ] New Carron
- [ ] Polmont
- [ ] Redding
- [ ] Reddingmuirhead
- [ ] Rumford
- [ ] Shieldhill
- [ ] Skinflats
- [ ] Slammannan
- [ ] Standburn
- [ ] Stenhousemuir
- [ ] Stoneywood
- [ ] Tamfourhill
- [ ] Torwood
- [ ] Wallacestone
- [ ] Westfield
- [ ] Westquarter
- [ ] Whitecross
- [ ] None - don't operate in Falkirk Council area
- [ ] Other (please specify)

* 6. Please provide details of your organisations primary purpose (e.g. mission statement).

* 7. How many years has your organisation been in operation?

Employees, Volunteers and Service Users

* 8. How many paid employees does your organisation have in the Falkirk area?

How many paid full-time employees?

How many paid part-time employees?

* 9. Are you an accredited living wage employer?

- Yes
- No

* 10. Are you a volunteer-led organisation?

- Yes
- No

* 11. How many people currently volunteer with your organisation in the Falkirk Council area?

* 12. What is the average number of volunteer hours donated to your organisation per week?

* 13. Does your organisation experience any challenges to the recruitment of volunteers?

- Yes
- No

14. What are the biggest challenges to the recruitment of volunteers?

15. What actions have been taken to overcome those challenges?

* 16. How many people have used your organisation's services over the past year?

* 17. What is the main purpose for your service users to engage with your organisation?

Economic Impact

* 18. Please provide us with a breakdown of your funding sources for services delivered in the Falkirk Council area. Please tick all that apply.

- [ ] Scottish Government
- [ ] Falkirk Council
- [ ] NHS Forth Valley
- [ ] Lottery Funding
- [ ] Fundraising
- [ ] Legacy Giving
- [ ] Other Donations
- [ ] Earned Income
- [ ] Other Funding (please specify)

* 19. Please provide us details of your organisation's income for services delivered in the Falkirk Council area from the most recent financial year (2018/2019).

Total Income	
Total Grant Funding	
Scottish Government	
Falkirk Council	
NHS Forth Valley	
Lottery Funding	
Fundraising	
Legacy Giving	
Other Donations	
Earned Income	
Other Funding (please specify)	

* 20. How would you describe the stability of funding for your organisation (e.g. duration of funding)?

SOLD Plan and Community Impact

* 21. Which of the following key priorities from Falkirk's Strategic Outcomes and Local Delivery Plan does your organisation prioritise? Please tick all that apply.

- [ ] Improving mental health and well-being
- [ ] Minimising the impact of substance misuse
- [ ] Maximising job creation and employability
- [ ] Addressing the impact of poverty on children

* 22. Which of the following outcomes from Falkirk's Strategic Outcomes and Local Delivery plan does your organisation contribute towards the most in the Falkirk community? Please tick all that apply.

- [ ] To be a fairer and more equal place
- [ ] For our population to be healthier
- [ ] To grow our local economy to secure successful business, investment and employment
- [ ] For people to live full, independent and positive lives within supportive communities
- [ ] For our children to develop into resilient, confident and successful adults
- [ ] To be a safer place to live

* 23. Can you give an example of the actions your organisation takes to achieve these outcomes?

* 24. What do you think is the greatest challenge to achieving these outcomes?

* 25. Do you network with other organisations?

- ( ) Yes
- ( ) No

26. If yes, what networking opportunities does your organisation engage in?

* 27. How much of a voice do you think the Third Sector has in the Falkirk area?

- A great deal
- A lot
- A moderate amount
- A little
- None at all
- Please comment

* 28. How much awareness do you think the local community has of the Third Sector in the Falkirk area?

- A great deal
- A lot
- A moderate amount
- A little
- None at all

Please comment

* 29. What do you think is the greatest challenge in promoting the activities of your organisation to the local community?

30. What has been the greatest success of your organisation to the local community over the past year? (This can be in the form of case studies, news articles, statistics about the use of services.)
You can only upload one file, so please collate information into one file or provide us with the best example of your work.

Choose File No file chosen

31. Please provide details of any other relevant information that you think would help evidence the impact of your organisation in the local community. (This can be in the form of case studies, news articles, statistics about the use of services.)

You can only upload one file, so please collate information into one file or provide us with the best example of your work.

Choose File   No file chosen

* 32. Would you like to be contacted at a future date to provide additional case studies for research purposes?

- ◯ Yes
- ◯ No

33. If yes, please provide your name and contact email

Name

Email

CVS Falkirk

Impact Measurement Report 2019

Conclusion

* 34. Do we have your permission to contact you about any Impact Measurement Surveys in the future?

- ( ) Yes
- ( ) No

35. If yes, please provide your name and contact email

Name	
Email Address	

* 36. Thank you for taking the time to complete this survey. To show you our appreciation we would like to personally send you a copy of the 2019 Impact Measurement Report once it has been published. Do we have your permission to do so?

- ( ) Yes
- ( ) No

37. If yes, please provide your name and contact email

Name	
Email Address	

Thank you for completing this year's Third Sector Impact Survey and sharing your information. It helps to raise the profile and understanding of the third sector in Falkirk.

If you have any questions or queries regarding the survey, please get in touch at: Jennifer.Faichney@cvsfalkirk.org.uk

CVS Falkirk will treat your answers with the strictest of confidence. We retain survey data for 5 years in the event that further comparative or accuracy checking analysis is required. However, once the current year report is produced, any organisational or individual contact information will be removed from the data to ensure that it remains anonymous. If you have any queries in relation to how we will use your data, please contact: jen.kerr@cvsfalkirk.org.uk

Appendix B – List of Survey Participants

Many thanks to the following organisations who participated in our Third Sector Impact Measurement survey:

1st Falkirk Scout Group
6th Denny Brownies
Addictions Support & Counselling (ASC) - Forth Valley
Age Concern Falkirk
Age Scotland
Avonbridge and Standburn Community Council
Baby steps @ Watch Us Grow
Bo’ness Community Bus
Bo'ness Networking Group (Bo'net)
Boys Brigade
Cats Protection
Central Scotland Family History Society
Coffee Club
COSS - Community Ownership Support Service
Denny Wider Access to School Project
Equine Outreach
Falkirk Caledonia Choir
Falkirk Community Trust
Falkirk Company of Archers
Falkirk Foodbank
Falkirk Fury Basketball Club
Falkirk Indoor Bowling Club
Falkirk Piping and Glenbervie Folk Duo
FJK Karate, Denny
Forestry and Land Scotland
Forth Valley Sensory Centre
Friends of Zetland Park
Gill Park Residents And Tenants Association
Go! Youth Trust
Grangemouth Children's Day
Grangemouth Old Peoples Welfare Committee
Grangemouth Triathlon Club
Independent Living Association Forth Valley
Kinneil Band
Kiran's Trust
Let’s Get Grangemouth Clean
Loretto Care

Maddiston Community Council
Meadowbank Car 4U
MRTSD Taekwondo and Self Defence
NHS Retirement Fellowship
Order of Malta Dial-a-Journey Trust
Penumbra
Polmont Community Council
Project Theatre
Quiet Waters
Rainbow House Spiritual and Holistic Centre
Rainbow Muslim Women's Group
Retired and Senior Volunteer Programme (RSVP) in NHS Forth Valley
RSCDS Falkirk
Seagull Trust Cruises - Falkirk
SHOSHIN KARATE CENTRES
Silver Sunday
Strathcarron Hospice
Tamfourhill Community hall
The Friends of Kinneil
The Hepatitis C Trust
The Richmond Fellowship Scotland
The Salvation Army Falkirk
Tryst Gymnastics Club
Wellbeing Scotland
Westquarter & Redding Cricket Club C.I.C.

Appendix C – Income Calculations

Calculations used to estimate the total income of the sector:

- 332 organisations provided data on their income, 81 organisations remained blank
- Estimating that 800 organisations are operating in the Falkirk area, then 332 is 41.5% of 800
- The total income of 41.5% of the sector is £93,328,489.50
- An estimated income for the whole sector is £224,887,925
    - (41.5% of £224,887,925 = £93,328,488.88)
- The total income of the top ten organisations is £73,513,847
- Two of the top ten organisations operate mainly in the Falkirk area.
- 25% of the income of these remaining eight organisations is £13,327,590.75
- The revised total income of the top ten organisations is £33,531,074.75
- The revised income for 41.5% of the sector is £53,345,717.25
    - £93,328,489.50 - £73,513,847 = £19,814,642.50
    - £19,814,642.50 + £33,531,074.75 = £53,345,717.25
- The revised estimated income for the whole sector is £128,543,896
    - (41.5% of £128,543,896 = £53,345,716.84)

Conclusions:

- 41.5% of the sector has a calculated income of £93,328,489.50
- The whole sector has an estimated income of £224,887,925
- 41.5% of the sector has a revised income of £53,349,717.25
- The whole sector has a revised estimated income of £128,553,535

Table 6. Sources of Funding Breakdown

Source of Funding	Number of Organisations	Total Income
Earned Income	11	£625,217.03
Membership Fees	8	£1,624
Grant Funding	26	£2,079,258
Other Donations	18	£64,662.69
Legacy Giving	4	£6,000
Fundraising	22	£133,221.98
Lottery Funding	6	£5,600
NHS Forth Valley/Health and Social Care Partnership	10	£680,213
Falkirk Council	17	£614,595
Scottish Government	6	£225,956