

The Changing Face of Communities in Surrey

Report for Surrey Community Action
April 2013

By RAISE

Acknowledgements

We'd like to thank everyone who took the time to take part in this research. We have valued the insight into the needs of the communities of Surrey and the role of the Voluntary, Community and Faith Sector in supporting those communities. We would also like to thank the speakers, delegates and organisers of "The Changing Face of Communities in Surrey" conference in May 2013.

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Foreword

The purpose of the research reported in this document is to start a process that will enable even better, more efficient and more effective service delivery by Surrey's Voluntary Community and Faith Sector (VCFS) and its public and private sector partners.

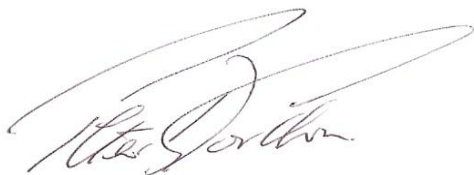
It is the start of a process in which every VCFS organisation, statutory body, company and individual has a role to play. You may not yet know what role you and your organisation will take, but be assured that it will mean looking at things differently. We need to challenge existing assumptions, develop innovative solutions and, above all, keep a real focus on the communities in Surrey that we serve.

The research confirms that service user needs are increasing. At the same time funding sources are under pressure, and commissioners seem to want "more for less". To address these and other challenges successfully, we must look at our activities and the environment in which we operate in a different way. We need to be certain that we are working together on behalf of our stakeholders and we need to be able to prove this to funders and partners, both within and outside the County.

This requires high quality data, but data alone isn't enough. Data must build into information, information into knowledge and knowledge into wisdom that guides our actions to achieve continuing development and delivery of the best possible services.

To begin the journey, Surrey Community Action commissioned RAISE to collect data from a wide range of sources and to help translate it into useable information. This report is the result. It provides an overview of the VCFS landscape today but, at same time, it is just the beginning.

I hope you find the report useful and get involved in some of the discussions and actions that will lead to benefits for the people of Surrey.

A handwritten signature in black ink, appearing to read 'Peter Gordon', written in a cursive style.

Peter Gordon, Chairman, Surrey Community Action

Executive summary

This report is the result of research undertaken to identify needs and trends of Surrey's communities and the voluntary, community and faith sector's (VCFS) role in meeting those needs. The study was commissioned by Surrey Community Action and involved surveys, interviews and gathering statistical and other data from national and local sources.

There are a number of overarching factors that are driving change in communities across Surrey and nationally. These include an ageing population, the economic downturn, the localisation agenda and a reduction in sources of public funding. As a consequence there is an increasing awareness of local need, an increasing number of people in need of support, a changing sense of community inclusion and a more prominent role for volunteers. The resultant impact on communities and on social action is explored in the report.

Surrey and its communities

Surrey is a complex county characterised by contrast. Overall, it is an affluent county whose residents are safe, experience good health and have good prospects. However, this over-arching perception masks distinct pockets of deprivation and disadvantage exacerbated by the relative wealth and success elsewhere in the county. Geographically Surrey is in close proximity to London and a hub for commuters and businesses, but a quarter of Surrey's population live in rural areas.

Key findings from the statistical analysis undertaken to identify Surrey's needs are outlined below:

Demographics

- Surrey's population of just over 1.1 million has grown by 7% since 2001.
- The proportion of people in Surrey identifying with an ethnic group other than of White UK/British origin has increased from 11% in 2001 to 17% in 2011.

Older people

- Surrey's population is ageing – the proportion of those aged over 65 years in Surrey has increased by 13% since 2001. This differs across boroughs/districts; for example, Surrey Heath's population aged over 65 has grown by almost a third.
- Rates of dementia in Surrey are higher than the national average and the rate in Waverley is twice that of Epsom & Ewell. The number of people with dementia is expected to increase by 30% across Surrey by 2020.
- Social isolation is a real issue for older people in Surrey and together with the additional health and social care needs that go with ageing there will be challenges around provision of sufficient and appropriate care and support that the VCFS is well placed to help deliver.

Young people

- The number of children aged 0-4 years has increased by 13.5% since 2001. In Woking there has been a 28% increase in this age group. Looking forward, plans need to be in place to ensure sufficient provision of childcare and school places.
- Approximately 30,000 young people in Surrey (11%) live in child poverty.
- Approximately 20% of people claiming job seekers allowance are under 24 years.
- Teenage pregnancy rates are lower in Surrey than nationally.
- At ward level there are pockets of the county where rates of young people (5 – 15 years) experiencing mental health disorders are higher than the national average.
- There are 3,000 young carers in Surrey and this brings with it social isolation, disadvantage in their education and a propensity to neglect their own health.
- The data indicates symptoms that correlate disadvantage with the capacity and capability of young people to achieve. Support is needed in particular geographical pockets and communities of interest to equip these young people with the tools they need to succeed.

Vulnerable people

- Overall Surrey is better educated than the national average – success at GCSE level is higher and more than a third have a degree or similar qualification. However, 16% have no qualifications at all and disadvantaged young people fare less well at GCSE – in particular those eligible for free school meals, looked after children and those with special educational needs.
- An over-riding perception of affluence in Surrey masks real pockets of deprivation made more extreme by disadvantage sitting next door to affluence. This can mean the more vulnerable find it difficult to access services due to a lack in provision and thus experience increased social isolation. The data provided in the report highlights where need is greatest
- Alcohol is a major concern – it is a contributing factor in a third of both domestic violence incidents and all violent offences. In addition, Surrey has rates of risky drinking (increasing risk and higher risk, i.e. above the recommended allowances) higher than the national average.
- Incidence of depression is above the national average in Surrey, with highest rates in Mole Valley and Waverley. Support for those with mental health issues is a concern with differing levels of service provision across the county.
- The economic downturn has led to newly emerging needs across Surrey. While unemployment is lower in Surrey than the national average the proportion of those experiencing long term unemployment (20%) has increased in the last year (Jan 2012 to Jan 2013). The sector has identified a need for debt counselling, food banks and other similar support for families struggling to make ends meet. This is affecting not just the less skilled who are finding it difficult to find work but also affluent professionals who have been made redundant. The introduction of welfare reform on 1st April 2013 brings with it further risk to vulnerable individuals struggling to cope.
- With a quarter of Surrey's population living in rural areas (primarily across four boroughs), access to transport and services is a key issue. Surrey has the highest car ownership per capita in the country and as such the infrastructure is not geared to those reliant on public transport. Social action is evident in

the proliferation of community transport schemes but it can be a postcode lottery as coverage is not complete across Surrey. The VCFS is well placed to identify and develop social capital to support those at risk of social isolation.

Surrey's Voluntary, Community and Faith Sector

Make up of the sector

- There are more than 5,900 Voluntary, Community and Faith Sector (VCFS) organisations working across Surrey.
- Of those surveyed, 71% are registered charities, 29% classified themselves as local voluntary organisations, 8% are faith based and 5% are social enterprises.
- Almost half of organisations had been in existence for more than 20 years. 10% had been in operation for less than 10 years.
- Over a third of organisations surveyed operated countywide. There is broad consistency between the number of organisations in existence in each borough/district and population density.

Who does the VCFS help?

- Over half of organisations surveyed delivered services directly to client groups. Core services delivered included information, advice and guidance (57%), welfare/social care (44%), emotional or physical support (43%), health (37%), disabilities (34%) and supporting other VCFS organisations (33%).
- Families and older people were the largest groups of beneficiaries with 58% of organisations providing support. Children and young people, people with disabilities and people with mental health issues were other groups that were supported well by the organisations surveyed. Overall, the median number of beneficiaries supported by organisations was 950.

Volunteering

- The economic value of volunteering across Surrey is estimated to be £395 million. This does not account for the social return on investment.
- Overall, more females volunteer than males. However, this trend is reversed for those volunteers aged over 65. It is a challenge for managers to encourage the recruitment of younger male volunteers.

- The reliance on older volunteers will be a challenge going forward with increased pressure for people to work longer removing some people from the 'volunteering bank'.

Organisational development

- Just over a third of organisations surveyed expected their income to increase over the next three years, with additional income coming from diversification, increasing activity and finding funding from non-traditional sources.
- Approximately two thirds expected their expenditure to increase. Over 80% thought that their level of service would remain the same or increase over the next three years.
- With rising costs and a reduction in funding organisations reported a number of approaches to counter this:
 - Three quarters of organisations thought they would need to adapt the way they work;
 - Over half would need to increase their partnership working;
 - There was a drive to find synergies with other similar organisations rather than look to collaborate with more diverse organisations to broaden activities and funding sources;
 - Over 80% saw the need for the same level or greater reliance on external expertise to help realise their goals;
 - Two thirds of organisations reported a slight or significant need to recruit more volunteers; and
 - 37% thought that they would need to pass on some cost to their beneficiaries.
- Training was a key issue for many organisations and opportunities to improve training for the sector were identified. The need for a better understanding of training requirements was suggested and the changing landscape of the sector is leading to new training needs emerging.

- Accessibility to training, financial constraints and relevance of current training have resulted in unmet training needs. Training needs highlighted included traditional areas such as fundraising, health and safety, volunteer recruitment and management and also more strategic needs such as financial planning and management, information and communication systems and staff development.

Relationships and connectivity

- The changing structure and streamlining of many VCFS organisations has led to a reduction in the interactions between organisations due to increasing demands on (fewer) staff.
- 13% of organisations surveyed did not collaborate or partner with any other organisations; and 48% collaborated with between 1 and 5 organisations.
- Three quarters of local authority respondents described their relationship with the VCFS as productive.
- Similarly, infrastructure organisations valued their relationship with local authorities but were concerned that they sometimes lacked understanding of the detail or value of VCFS services; that they did not appreciate the heterogeneous nature of the VCFS; and that they could give greater acknowledgement to the needs of the VCFS in terms of training or services necessary for activity to take place.

Use of data

- The research highlighted the changing nature of funding processes and an increased drive for evidence based service delivery.
- Local authorities felt that the VCFS could improve the way it co-ordinates services to reduce duplication, improve collaboration and joint working in order to support service development and extend services more widely.
- Both the VCFS and local authorities agreed that there was a need for the sector to access and use data more effectively to demonstrate the value and impact of their services.

- The data analysis and interviews evidenced the differing needs across Surrey and the perception of a “postcode lottery” in the provision of services. Indeed, better use of shared evidence could turn the concept of “postcode lottery” on its head, with services designed and delivered (by statutory, private or VCFS providers) to meet the specific needs of communities – geographical or interest groups. This would *still* result in non uniform service provision across Surrey, but in a way that used the resources available most effectively to meet the needs of the diversity of its residents.

Introduction

Surrey Community Action (SCA) commissioned RAISE (formerly Regional Action and Involvement South East) to undertake research into the needs and trends of Surrey's communities and the voluntary, community and faith sector's (VCFS) role in meeting those needs. This involved conducting surveys, interviews and gathering statistical and other data from national and local sources. The objective was to establish a base line to deliver the following outcome as agreed with Surrey County Council:

“improved identification and understanding of evidence led needs and trends, and VCFS organisations enabled and challenged to meet those needs”.

The research will also provide effective evidence for statutory funders and infrastructure organisations to support their resourcing decisions for the sector over the next few years.

Methodology

The primary elements of the methodology were as follows:

- The collection and collation of statistical data highlighting community need across a broad range of indicators.
- A survey of voluntary, community and faith organisations across Surrey. In addition, we reviewed national and local literature to identify comparator data.
- Consultation and engagement with local authorities to identify their perceptions of community need and of the VCFS.
- Face to face and telephone interviews conducted with community groups, VCFS organisations, as well as VCFS partners and stakeholders.

Statistical Data Sources

A systematic review of national, sub national and local websites was conducted between January 2013 and March 2013 to identify and source relevant statistical and other data for collection and collation. These included:

- Office for National Statistics,
- Surrey County Council's Surrey website,
- Joint Strategic Needs Assessment,
- Department for Education,
- Borough and District websites,
- Relevant voluntary sector organisations' websites covering a range of topics including care, age, ethnicity, environment,
- Diocese of Guildford,
- Other specialist organisations.

Questionnaire Design

The questionnaire drew from RAISE's previous Hidden Asset 2009 survey questionnaire to facilitate comparison between the two surveys. Some changes were made to bring questions into line with contemporary language and categorisations and further adjustments made to fully meet the scope of the community needs assessment study. The questionnaire was piloted among five member organisations and feedback used to make minor modifications.

The questionnaire was designed to be self-completed in an on-line format.

Questionnaire Distribution

A combination approach was taken to questionnaire distribution involving:

- emails with a link to the questionnaire sent to all Surrey based RAISE members, Surrey Community Action members with a valid email address, as well as a request for CVS in Surrey and Guildford Diocese to circulate the survey link to their networks;
- an invitation on the RAISE and Surrey Community Action websites to complete a questionnaire.

Data Collection

The process of data collection took place between January 2013 and March 2013.

The following activities were undertaken to boost the response rate:

- where contact details were held a reminder email was sent to organisations;
- follow-up telephone calls were made to facilitate the completion of questionnaires.

A total of 202 valid survey responses were received.

Face to face and Telephone Interviews

A total of 46 face to face and telephone interviews were conducted between January 2013 and March 2013. In many instances, individual respondents held responsibility for, or positions within, more than one related organisation. In these cases, interviews were conducted in relation to these multiple areas of interest/expertise.

Part 1

Surrey and its Communities

Section 1 of this report examines the needs of Surrey’s communities and presents an overview of the relative levels of need between communities and socio-demographic groups (e.g. rural vs urban needs and the specific needs of older people). Evidence for this section was drawn from the datasets outlined in the introduction, broken down to Borough / District level and split by theme.

1.1 Snapshot of Surrey

Surrey, with a population of just over 1.13 million^[1], is, overall, an affluent county whose residents are safe, experience good health and have good prospects. Surrey is complex geographically and socially. It is a mix of urban and rural communities, geographically separated by the A25. To the south of this road rural communities predominate and to the north a more urban landscape exists. The M25 runs through Surrey creating another division to the north and south with areas to the north merging with outer London boroughs and to the south of the M25 a green commuter belt. It is perceived as being a suburban county; however, a quarter of Surrey’s population live in rural areas. Almost three-quarters of Surrey is designated green belt and a quarter is an area of outstanding natural beauty (Surrey Hills). It is the most wooded county in the country with woodland comprising almost a quarter of the area^[2].

Surrey’s proximity to London makes it a hub for commuters and business. Perhaps given its location in the south east of England, unsurprisingly Surrey has a high level of “white collar” industry – information and communications, financial and insurance services and professional, scientific and technology services. Surrey’s Gross Value Added (GVA) was worth **£28.3** billion in 2009 and contributed **£5.76** billion to the Exchequer in income tax in 2009/10^[3]. Surrey had the highest average Gross Disposable Household Income per head in 2010 of all the counties in the South East -

^[1] Office for National Statistics (2012) [Table 3 2011 Census: Usual resident population by five-year age group and sex, local authorities in the United Kingdom](#)

^[2] Surrey County Council Economic Profile of Surrey <http://www.surreycc.gov.uk/environment-housing-and-planning/development-in-surrey/economic-development-in-surrey/economic-profile-of-surrey>

^[3] Surrey County Council Economic Profile of Surrey <http://www.surreycc.gov.uk/environment-housing-and-planning/development-in-surrey/economic-development-in-surrey/economic-profile-of-surrey>

£21,513. Surrey is particularly well educated with over a third of the population having completed further education obtaining a degree or similar. Surrey is well above the national average in attainment at this level of education¹.

However the statistics demonstrating wealth and good prospects mask pockets of deprivation and poor life chances. Whilst below the national average of 22.5%, 15.9% of the Surrey population has no qualifications². At GCSE level, Surrey's young people perform better against the national average overall but those who are eligible for free school meals underperform³. There are 17 wards across Surrey where child poverty is estimated to affect 20% or more of the young people living there⁴. Deprivation is made more extreme in Surrey as it often sits side by side with affluence. For example, using ranks of the Indices of Multiple Deprivation, St Pauls ward in Camberley (Surrey Heath) ranked 37th in the country (i.e. low deprivation) but its neighbour, Old Dean, ranked 4,383rd in the country (very high deprivation). Difficulty accessing services in these deprived areas due to an over-riding perception of affluence exacerbates the social isolation.

The total number of VCFS organisations in Surrey is now estimated to be **5,900**. In 2009, the total number of VCFS organisations in Surrey was estimated to be 5,796⁵. Whilst anecdotal evidence does suggest that some organisations have ceased to operate either through closure or merger, the total number of organisations in existence has been estimated to increase slightly. This is primarily attributed to an increase in the number of smaller organisations (often not formally constituted) having come into existence to meet local identified need. It is difficult to quantify the value of the VCFS in Surrey, however it is estimated the economic value of

¹ Office for National Statistics (2013) [2011 Census: QS501EW Highest level of qualification, local authorities in England and Wales \(Excel sheet 264Kb\)](#)

² Office for National Statistics (2013) [2011 Census: QS501EW Highest level of qualification, local authorities in England and Wales \(Excel sheet 264Kb\)](#)

³ Department for Education (2013) GCSE and Equivalent Attainment by Pupil Characteristics in England, 2011/12 <http://www.education.gov.uk/rsgateway/DB/SFR/s001111/index.shtml>

⁴ End Child Poverty (Feb 2013)

⁵ RAISE Hidden Asset 2009. These figures are based on the figures from Hidden Asset 2009 and adjusted based on the survey responses received in 2013. However it doesn't include a significantly large number of very small, local, and/or informal time limited groups (e.g. set up for specific campaigns).

volunteering is **£395 million**. This has grown from approximately £320 million in 2009⁶.

Defining Surrey's Communities

1.2 Community vs. Communities of Interest

'Community' conveys different meanings to different audiences. Although a community suggests a group of individuals linked by geographical proximity to each other, for many organisations working within the VCFS, a 'community of interest' is a term which more sensibly describes groupings of people. This term is often used to identify shared socio-demographic characteristics. At the most basic level, such groupings can be regarded in the examples of young people, specific ethnic communities, older people, vulnerable adults, or job seekers.

This report seeks to explore both types of community across Surrey but especially seeks to explore the relationships which link the two. For many reasons, a community of interest can coincide with a geographical community and, where this happens, the specific needs of those affected can be greatly exacerbated. This in turn further exposes those in need to the likelihood of experiencing additional isolation or inequality to a disproportionate level. For example, a high prevalence of older people living in a relatively isolated rural location with poor ICT infrastructure are more likely to experience a feeling of isolation. This can increase the prevalence of mental health issues within this community of interest/geographical location.

1.3 The Changing Face of Communities in Surrey

Surrey is a county of contrast. There are many factors to consider when analysing social, economic, health and wellbeing trends across the county.

⁶ Again, these 2 figures are based on an extrapolation of the figures collated in Hidden Asset 2009.

At the macro level, the following are driving changes within communities:

- The ageing population
- The economic downturn (household income, opportunity for employment and reduced levels of public spending)
- Inward and outward migration patterns (especially across specific minority groups).

At a more local level, a redefined role for the citizen and communities is being driven by:

- The localisation agenda
 - devolved decision making
 - planning system changes (National Planning Policy Framework)
 - introduction of community rights under the Localism Act 2011 (Buy, Build, Bid, Challenge, as well as neighbourhood planning changes)
- The Big Society concept and empowerment of the individual
- A marked reduction in sources of public funding to support traditional VCFS activities
- The increased role for the volunteer.

At the community level, the following are among factors bringing about change within communities:

- An increased awareness of local need (e.g. inequality, availability of access to services by individuals)
- A changing sense of 'community belonging' with the above factors increasing individuals' desire to 'care and share', 'look out for the vulnerable' and 'do my bit to help'
- An increasing number of people finding themselves in need of some form of support from others (often initiated by economic hardship), or by a desire to participate in some form of group activity to offset feelings of isolation or stress.

The study identified a notable distinction within organisations and activities comprising the VCFS. Primarily, this distinction can be drawn between charities or other formally constituted organisations and activities undertaken by individuals participating in community or social action within an unconstituted organisation (otherwise known as 'below the radar' groups). This study captured data from both sub sets of the VCFS; however, the majority of participant organisations were constituted. This presents an opportunity for further mapping to be considered in order to better understand this 'informal' activity and its outcomes.

No significant statistical data could be identified in this study to link specifically the above drivers to reported changes in community dynamics. However, there was strong anecdotal evidence gathered to support a hypothesis that an increasing number of people are being involved in an increasing number of activities with the broad ambition of improving the quality of lives of their neighbours and peers. When questioned, respondents identified the key driver for this increase in local social action as being an increase in need experienced by individuals for such support. It is important to distinguish this from increased social action being triggered by the availability of volunteers who in turn channel their efforts to a positive effect. The former being specific, proactive action generated to meet an identified need, for example, the development of food banks, and the latter being demand for services forcing the development of services. A further stimulus for increased social action was reported as being more sophisticated local social capital, better able to create and channel local action (e.g. people feeling more empowered to volunteer their time and form local voluntary groups).

Respondents' views differed on the subject of whether a reduced level of public funding of the sector had led to an increase in community/voluntary action.

1.4 A changing role for communities in Surrey

Since the last General Election the advent of prolonged, reduced public spending combined with an increased emphasis on localism, and the promotion of social action and empowerment of communities, has certainly created a greater opportunity to meet local problems with local solutions. Respondents provided anecdotal evidence of such action having a very real and positive impact on the lives of individuals. What was less clear, however, is exactly how much of this type of activity has been initiated by the rolling out of the Big Society concept, or pre-existed and has simply become better acknowledged. Other factors could be at play; for example, higher unemployment among both young and old which has led to more available volunteer hours. There was a perception by respondents that more local activity was happening, with much of this activity existing to meet increasing demand.

There are many examples of traditionally public funded services, such as library services, not only being saved, or reinforced by an increase in volunteer activity, but being further strengthened. This strengthening has been manifested in the form of the introduction of 'community hub' type principles; introducing additional satellite services such as support for youth groups and young mothers. Another example is the community coming together in Hambledon to buy the village shop which is run completely by volunteers. Some valuable benefits have manifested themselves through this form of innovation. In one reported example, an external, potential child safeguarding flag was identified and relevant intervention was actioned. In the absence of this local community-led provision, it is unknown whether such a positive outcome might have been reached at such an early stage. This linked, hub type approach provides broader benefits to communities and provides greater opportunity for a more diverse range of individuals to engage in social action.

Respondents identified an increased burden for individuals who participate in social action. There was a feeling that a sense of isolation can exist, with pressure being felt by people who are motivated to volunteer their time for the benefit of others yet not being adequately supported by other stakeholders or organisations. One

respondent, when talking about how a multitude of local support services had been introduced to a rural area over a number of years, stated that they had become necessary in his view, as a result of reduced equality of access to services by rural communities. Specifically he highlighted the compounded effect on groups including older people and disabled people. He stated *“the volunteers should be the cherry on the cake, not the people who have to go out and source the ingredients, then have to bake the cake”*.

1.5 Mixed Social Capital

Social capital defined as the pattern and intensity of networks among people and the shared values which arise from those networks.

As identified later in this report, local hotspots of high relative need within Surrey, often bordered by areas of very low need, present different challenges to VCFS and community action. The pre-existence of local charitable and community based support within an area is acknowledged to impact upon relative levels of need. Clearly, where an area experiences a high need and lacks strong social capital, the opportunity for positive change will be reduced.

The reduction in funding for organisations involved in providing infrastructure/support services to the VCFS has led to less of this support and evidence gathering activity being undertaken. Fewer ‘community workers’ engaged across Surrey has in part been linked to a perceived imbalance in social capital levels, especially within areas of greater need. Anecdotal evidence gathered by this study raises concern around weakened support for local groups:

- the reduced ability to gather and share best practice,
- the increase of groups operating ‘under the radar’,
- the reduced potential for new interventions to be introduced (and spread) through lack of expertise and support.

1.6 Surveying Communities and their needs

Surrey offers the majority of its residents and communities a good quality of life. However, there are some stark dichotomies across the county that identify some key geographical and social needs.

The VCFS is acknowledged to form a key and vital part of the fabric of communities across Surrey. As such, the sector is well placed to be a barometer of community need. It forms part of the delivery of services to communities but also has a role to play in capturing levels of need and communicating those findings to relevant parties.

The study identified that infrastructure/support organisations were not always able to demonstrate an evidence based understanding of community need within the geographical area they served. Whilst there was in most cases an anecdotal understanding of need, quantifiable evidence of need was lacking. There is a potential risk associated with this lack of evidence as potentially preventable barriers to identifying local solutions could be introduced or solutions may be introduced that do not fully address those needs.

This section of the report will highlight key needs of different communities across Surrey. It uses publicly available data to analyse needs, supplemented by findings from surveys and interviews undertaken as part of this project.

1.7 Demographic make-up of Surrey

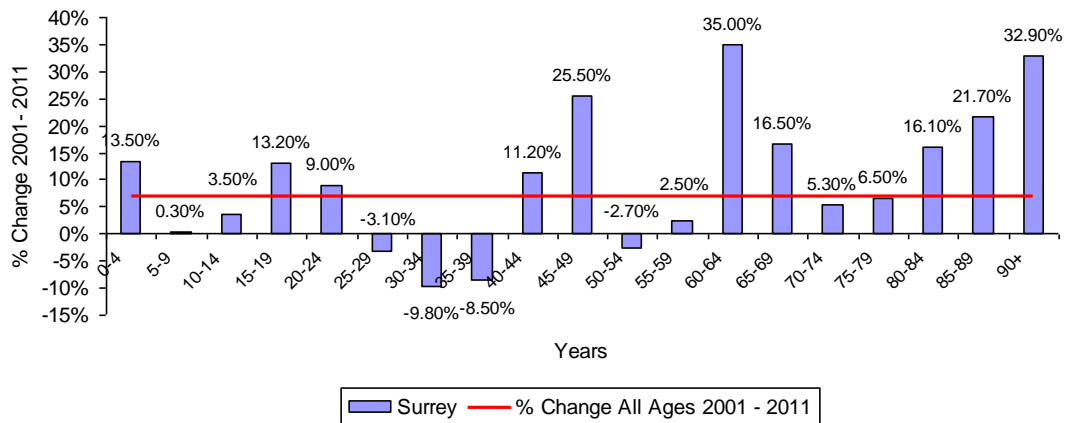
Surrey's population increased by 7% between 2001 and 2011⁷; however, as would be expected the population did not consistently increase across all ages. The chart below shows the percentage increase in population broken down by five-year age cohorts which demonstrates some potential challenges for Surrey. There has been growth in population at either end of the spectrum with an increase in young people under the age of 24 and in older people over the age of 55 years. The population of those of working age between the ages of 25 and 39 has decreased. It is unclear as

⁷ 2011 Census in Surrey - First results

<http://www.surreyi.gov.uk/ViewPage1.aspx?C=Resource&ResourceID=928>

to why this is but as explained later in this report it may be for economic reasons with those of younger working age starting their careers elsewhere - for example, in London - or people of this age moving away from Surrey due to high house prices.

Figure 1: Percentage increase in Surrey’s population between 2001 and 2011 census broken down by five-year age groups



Source: Surrey County Council (2013) 2011 Census in Surrey - First results

The majority of Surrey’s population identifies themselves as White of UK/British origin (83.6%). The remainder of the population is ethnically diverse with the largest populations identifying themselves as Indian (1.8%), other Western European (1.6%), African (1.2%) and Pakistani (1%). However, this hides the diversity of some communities within Surrey. For example, a quarter of Woking’s population is from a Black or Minority Ethnic (BME) community – the largest being Pakistani and British Pakistani background (5.7%). Other ethnicities form very small pockets of Surrey’s population which can increase their sense of isolation. While these communities are very small some boroughs/districts have BME communities that are larger than national and Surrey averages. For example, the Nepalese community in Woking is four times the national average (0.5% compared to 0.1% in England). The Gypsy and Traveller community in Guildford is three times the size and the Filipino communities

in Runnymede, Epsom & Ewell and Surrey Heath account for a proportion twice the size of the national average⁸.

1.8 Older People

As with the national trend, Surrey's population is one that is ageing. Just under 200,000 of Surrey's population are over 65 years old. This is a 13% increase on the population measured in the 2001 Census and accounts for 17% of Surrey's population (slightly above national average). This compares to a 7% overall population growth. Mole Valley has the largest proportion of older people (20.7%) and Woking the smallest (14.9%). However, perhaps more interesting is how the increase in this population over the last ten years differs across the county. The graph below shows that the population of people over the age of 65 years in Surrey Heath has increased by almost a third in the previous ten years, fivefold the increase of Runnymede (6.3%). Six other boroughs and districts have seen an increase above the national average. This has implications for the provision of care and support for older people in particular pockets of Surrey⁹.

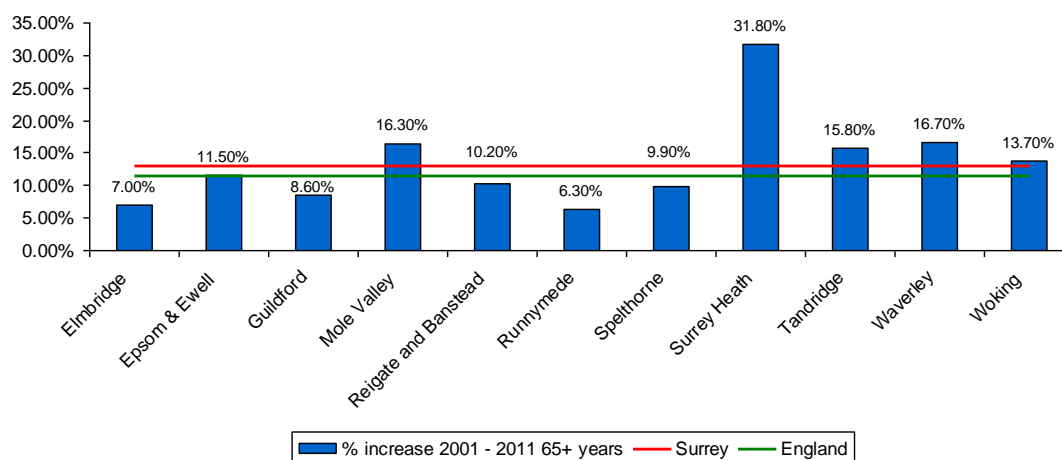
Added to this is the change in the profile of the over 85 year olds. There has been an increase of 25% across Surrey for this age range, most starkly seen again in Surrey Heath (38.5%) and Spelthorne (35.3%)¹⁰.

⁸ Office for National Statistics (2013) [2011 Census: KS201EW Ethnic group, local authorities in England and Wales \(Excel sheet 335Kb\)](#)

⁹ 2011 Census in Surrey - First results
<http://www.surreyi.gov.uk/ViewPage1.aspx?C=Resource&ResourceID=928>

¹⁰ 2011 Census in Surrey - First results
<http://www.surreyi.gov.uk/ViewPage1.aspx?C=Resource&ResourceID=928>;

Figure 2: Percentage increase in population over 65 years between 2001 and 2011 Census.



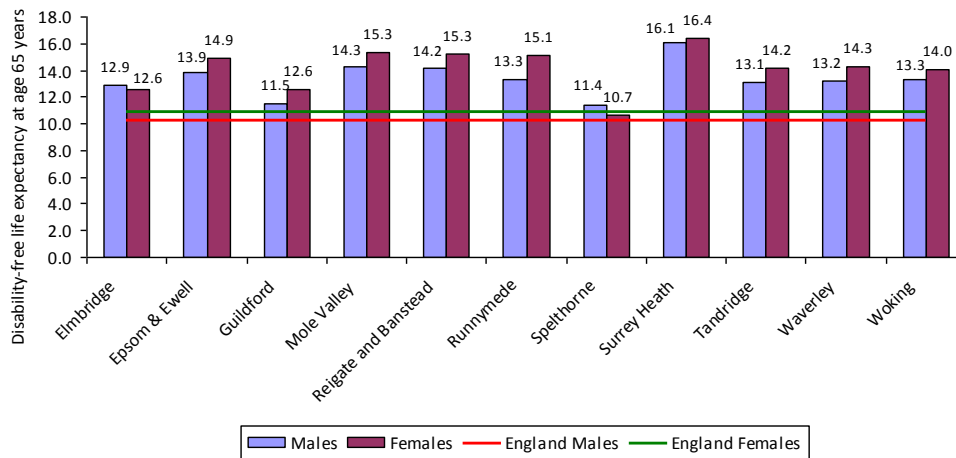
Source: 2011 Census in Surrey - First results
<http://www.surreyi.gov.uk/ViewPage1.aspx?C=Resource&ResourceID=928>¹¹;

As people are living longer it is important to consider disability-free life expectancy. Life expectancy in Surrey at age 65 years is approximately 20 years (19 for men and 22 for women) and there is a difference of two to three years across the districts and boroughs¹². However, there is approximately a five year difference in disability-free life expectancy for both men and women across the county as the graph below shows. The disability-free life expectancy in Spelthorne is considerably lower than that of the rest of Surrey, bringing with it additional needs.

¹¹ Additional amalgamated data sources from Office for National Statistics Census 2001 and 2011.

¹² Office for National Statistics (2012) Life expectancy (LE) and Disability-free life expectancy (DFLE) for men and women at age 65 by local authority district in England, 2007–2009 (experimental statistics)

Figure 3: Disability-Free Life Expectancy for the population over the age of 65 years.



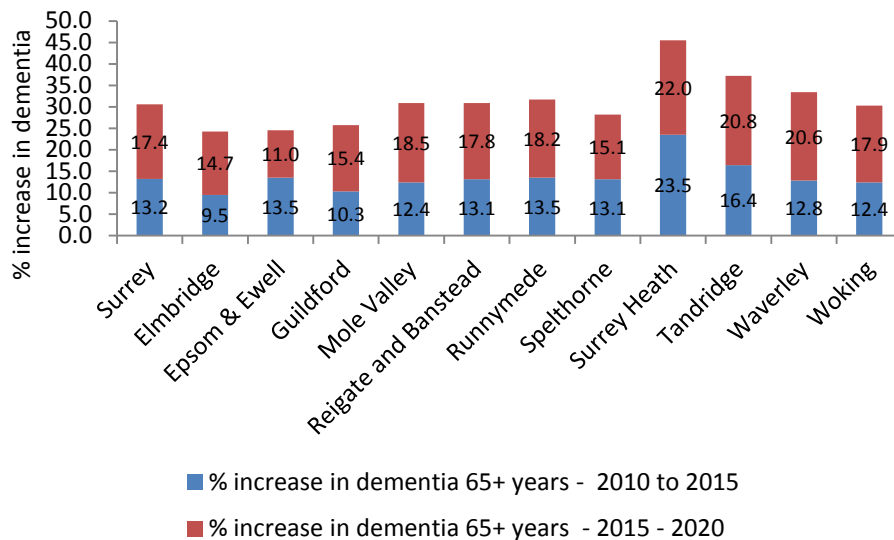
Source: Office for National Statistics (2012) Life expectancy (LE) and Disability-free life expectancy (DFLE) for men and women at age 65 by local authority district in England, 2007–2009 (experimental statistics)

Interviews and surveys undertaken as part of this study have identified mental health and dementia as a growing concern amongst the voluntary sector and that there is a need to ensure provision is adequate for the increasing size of this cohort. It is estimated that more than 15,500 people have dementia in Surrey, of which 6,600 cases have been diagnosed and the remainder is an estimation, according to the Alzheimers Society¹³. Rates of dementia across Surrey are high with nine of the eleven boroughs/districts having rates higher than the national average. This may be linked to the ageing population and the slightly larger proportion of older people in Surrey. Prevalence is highest in Waverley at 6.74 per 1,000 GP registered population, compared to 4.83 nationally. Waverley has a higher proportion of people over the age of 65 years compared to the rest of Surrey and nationally. Epsom & Ewell has the lowest rate of 3.78 per 1,000 GP registered population. Looking forward, it is expected that the number of dementia sufferers in Surrey will increase by approximately 30% between 2010 and 2020. Surrey Heath is expected to see the largest increase of 45%, with Tandridge having the next largest increase of 37%. This

¹³ Mapping the Dementia Gap 2012 Progress on improving diagnosis of dementia 2011-2012 (January 2013) – Study produced by Tesco, Alzheimer's Society and Alzheimer Scotland.

may be linked to the increase in the population over the age of 65 in Surrey Heath. Elmbridge is predicted to have the smallest increase of 24%. This equates to an increase of approximately 4,400 sufferers across Surrey¹⁴.

Figure 4: Percentage increase in dementia sufferers aged 65+ years between 2010 and 2015 and 2020



Source: Source: www.poppi.org.uk v7.0 June 2012, Institute of Public Care (<http://www.surreyi.gov.uk/Viewdata.aspx?P=Meta&referer=%2fViewpage.aspx%3fC%3dbasket%26BasketID%3d116>)

Currently and looking forward, there are major implications for the health and social care needs of older people. There is also a very real risk of further social isolation as Government policy moves towards maintaining independence of older people and providing support for them to remain in their own homes. This is an issue across the whole of Surrey. Social isolation does not just occur in the rural parts of Surrey but is as prevalent in urban areas too. One interviewee described older people having a “poverty of friendship” and the importance of maintaining social contact. As mobility becomes more difficult accessing services can also be problematic.

¹⁴ Quality Management and Analysis System (QMAS) 2010/11 Quality and Outcomes Framework (QOF) data
<http://www.surreyi.gov.uk/Viewdata.aspx?P=Data&referer=%2fViewpage.aspx%3fC%3dbasket%26BasketID%3d116>

The Voluntary, Community and Faith Sector is very active across Surrey in providing support to vulnerable older people; however, as one interviewee asked, *“how do you find these vulnerable people?”* The demographic make-up of Surrey can hide social isolation. There is an indication that there are many apparently affluent older people living in homes that they can ill-afford to heat or maintain or are not mobile enough to maintain due to the economic downturn. One interviewee stated that there are *“many older people trapped in their own house that can’t afford to live on a daily basis and their only asset is their house”*. These individuals do not necessarily appear through the usual channels of social services or the more obvious routes into the VCFS. Anecdotally, support for older people remaining independent can be *“a bit like a postcode lottery”* in relation to community transport schemes, meals on wheels and good neighbour schemes. However, this research has identified the excellent work that these schemes deliver and there is a need to spread the services to cover all of Surrey.

Community transport schemes provide a life line for many older people who are isolated due to geography or mobility issues. There are approximately 100 good neighbour and voluntary car schemes operating across Surrey. Runnymede, Surrey Heath, Spelthorne & Woking are completely covered by these schemes but elsewhere in the county coverage is less complete. In 2012, over 82,000 passenger journeys were completed across the county taking people to medical appointments, shopping, collecting prescriptions, etc¹⁵. The wider good neighbour schemes support vulnerable people and help them with shopping, filling in forms, etc.

There is a need to develop an approach that will help identify these older, more vulnerable, parts of the population. One interviewee stated that it was apparent that one size did not fit all and it was important to determine individual needs and provide services that meet those needs. As the population ages needs will no doubt increase – it is predicted that there are 7,770 carers over the age of 65 across Surrey

¹⁵ Surrey Community Action Voluntary Car Scheme Initial Survey Findings 2012 Survey

providing more than 20 hours a week unpaid care. This accounts for approximately 7% of the carer population¹⁶.

Currently Surrey has a lower than national average proportion of people who are retired and a higher proportion of people working. Given the ageing population this will no doubt shift. This does have implications for the VCFS where traditionally a large number of volunteers are retired. Given the changing nature of retirement age, if people begin to work past 65 years there is a risk to the size of the pool of potential volunteers. For example, the average age of community transport scheme volunteers (supported by Surrey Community Action) is 66 years and getting older. This places increasing responsibilities on an ageing group of volunteers. For more detail please see the section on volunteering infrastructure.

1.9 Young People

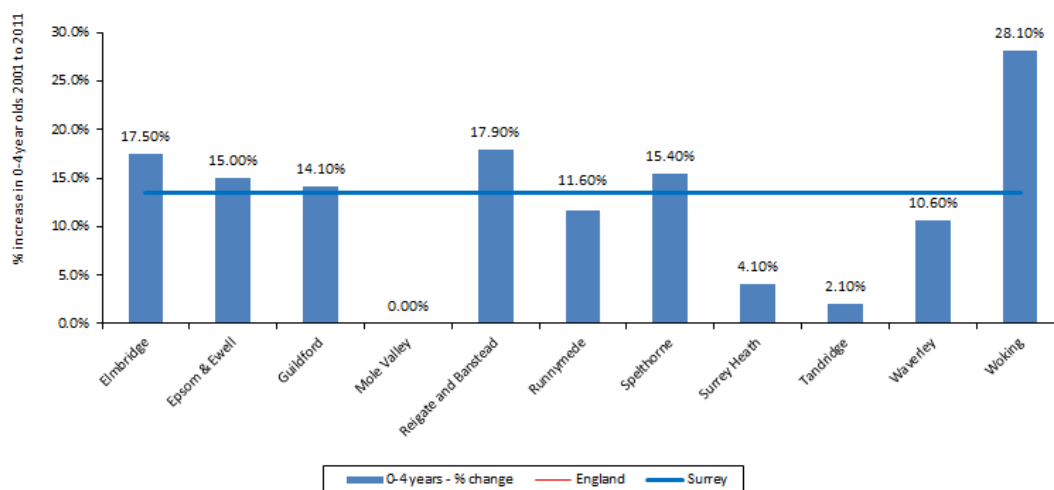
Nearly a quarter of the population of Surrey is aged 19 years or under (272,389). This is a 7% increase since 2001 in line with the overall population increase across Surrey. However, two cohorts have grown significantly compared to others – those aged 0-4 years (13.5% increase) and those aged 15 – 19 years (13.2% increase)¹⁷. As described previously it is unclear as to why this is; perhaps it is due to internal migration of families into Surrey.

The following graph shows the change in population of 0-4 year olds across boroughs between 2001 and 2011. The growth in 0-4 year olds in Woking is more than twice that of Surrey (28.1% compared to 13.5%). In comparison Mole Valley has seen no percentage increase in the resident population of 0-4 year olds (4,580 to 4,604). There is therefore a need to consider future planning against these figures in relation to the provision of support for families, toddler groups, childcare places and schools, for example, and this will differ across the boroughs/districts.

¹⁶ POPPI - Predicted number of unpaid carers, Estimated population for 2010
(<http://www.surreyi.gov.uk/Viewdata.aspx?P=Meta&referer=%2fViewpage.aspx%3fc%3dbasket%26BasketID%3d114>)

¹⁷ Office for National Statistics (2012) [Table 3 2011 Census: Usual resident population by five-year age group and sex, local authorities in the United Kingdom](#) and 2011 Census in Surrey - First results
<http://www.surreyi.gov.uk/ViewPage1.aspx?C=Resource&ResourceID=928>

Figure 5: Percentage increase of 0-4 year olds between 2001 and 2011.



Source: 2011 Census in Surrey - First results

<http://www.surreyi.gov.uk/ViewPage1.aspx?C=Resource&ResourceID=928>

Child poverty

For the vast majority of Surrey, young people have very good opportunities and life chances. However, a number of respondents highlighted the lack of hope and disillusionment facing some young people in Surrey today. It is estimated that 11% (approximately 30,000) of Surrey’s young people (aged under 19 years) lives in child poverty¹⁸. This is exacerbated by the relative affluence of the rest of Surrey. Surrey Youth Focus’s “Young Surrey Strategic Review 2012-13” estimates that 23,000 young people live in low income families (this indicates multiple needs) and that there are 1,000 looked after children¹⁹. There are many indicators for child poverty which together can build a comprehensive picture of circumstances and need of those individuals and their families. The table below shows the wards across Surrey where child poverty is estimated to be above 20%:

¹⁸ The child poverty map of the UK 2013, End Child Poverty (Feb 2013)

¹⁹ Young Surrey Strategic Review 2012-2013

Table 1: Wards across Surrey where child poverty is estimated to be more than 20%²⁰

Local Authority	Ward	Estimated number of children in poverty 2012	Estimated percentage of children in poverty 2012
Guildford	Stoke	404	30%
Reigate and Banstead	Preston	254	28%
Surrey Heath	Old Dean	373	28%
Woking	Maybury and Sheerwater	758	27%
Guildford	Westborough	478	27%
Spelthorne	Stanwell North	414	25%
Elmbridge	Walton North	393	25%
Spelthorne	Sunbury Common	445	23%
Epsom and Ewell	Court	380	23%
Woking	Kingfield and Westfield	297	23%
Spelthorne	Ashford North and Stanwell South	468	23%
Guildford	Ash Wharf	287	23%
Woking	Old Woking	177	21%
Runnymede	Englefield Green West	178	21%
Runnymede	Egham Hythe	305	21%
Reigate and Banstead	Redhill West	378	21%
Epsom and Ewell	Ruxley	312	21%

Source: The child poverty map of the UK 2013, End Child Poverty (Feb 2013)

Educational attainment

A higher proportion of young people across Surrey succeed at GCSE level (63.4% achieved 5 GCSEs at A* - C including English & Maths) compared to the national average (58.2%), with the exception of Spelthorne. Attainment however is lower for some BME groups, for example 58.4% of black young people achieved 5 GCSEs at A*-

²⁰ 20% used as cut-off point to demonstrate a high level of need

C including English and Maths compared to 64% of white young people²¹. In comparison 94.1% of Chinese young people achieved the same level.

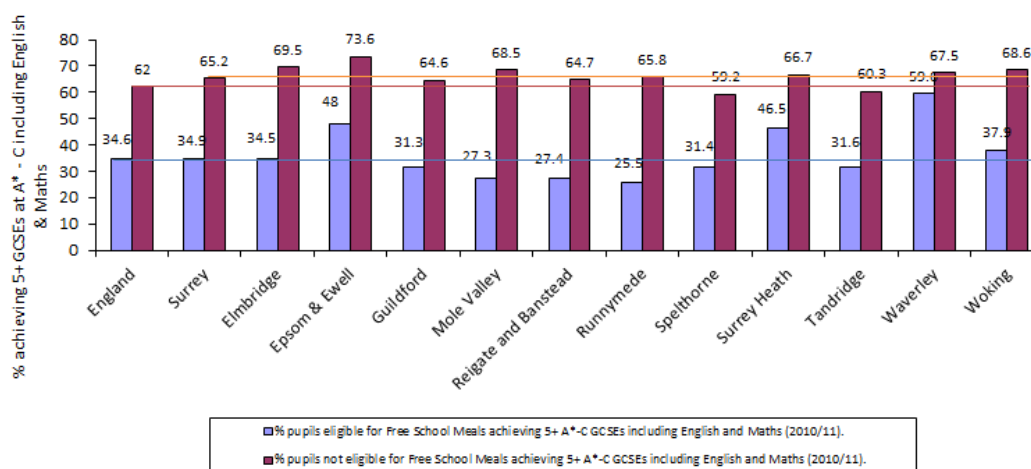
Evidence gathered from interviews undertaken as part of this study suggested there are some groups of young people who are more disadvantaged with regard to education and schooling. For example, where English is a second language for families and young people educational attainment is lower. Young people from Gypsy and Traveller communities can sometimes have difficulty accessing education and underperform compared to all other ethnic groups at GCSE level (national statistics)²². Currently, Traveller children (particularly children of show people) do not attend school full-time during the year but can have a place held for them for when they are able to attend. There are potential changes to legislation that will affect the provision of these places and will therefore be detrimental to the education of these children.

There is disparity between the attainments of those eligible for free school meals (an indicator of child poverty) and those who are not. The following graph indicates the differences across the county in GCSE attainment:

²¹ DfE: GCSE and Equivalent Attainment by Pupil Characteristics in England, 2011/12
<http://www.education.gov.uk/rsgateway/DB/SFR/s001111/index.shtml>

²² Foster, B. & Norton, P. (2012) *Educational Equality for Gypsy, Roma and Traveller Children and Young People in the UK* The Equality Rights Review, Volume 8
http://www.equalrightstrust.org/ertdocumentbank/ERR8_Brian_Foster_and_Peter_Norton.pdf

Figure 6: Attainment of pupils at GCSE comparing those eligible for Free School Meals and those who are not eligible.



Source: DfE: GCSE and Equivalent Attainment by Pupil Characteristics in England, 2011/12

More stark are the GCSE results for looked after children and those with special educational needs (SEN). Only 21% of looked after children achieved 5+ GCSEs at grades A*-C compared to 36.8% nationally²³. Only 10% of statemented children with SEN achieved 5+ GCSEs at grades A*-C including English and Maths in 2011/12 compared to 75.7% of children without SEN²⁴.

Young people not in employment, education or training (NEET) account for 4.1% (980) of young people in Surrey. This varies across the county with higher proportions in Woking, Spelthorne and Reigate & Banstead (over 2%). Fewer than 1% of young people are considered NEET in Mole Valley and Waverley²⁵. Youth unemployment (16 – 24 years) is less than the national average (2.4%) standing at 1.4% in Surrey (based on the 2011 Census). Across the county the proportion varies

²³ DfE: Outcomes for Children Looked After by Local Authorities in England, as at 31 March 2012
<http://www.education.gov.uk/rsgateway/DB/SFR/s001103/index.shtml>

²⁴ DfE: GCSE and Equivalent Attainment by Pupil Characteristics in England, 2011/12
<http://www.education.gov.uk/rsgateway/DB/SFR/s001111/index.shtml>

²⁵ Surrey County Council (2011) Families in Poverty Needs Assessment
<http://www.surreycc.gov.uk/your-council/organisations-we-work-with/partnership-services-for-families/the-surrey-alliance-for-children-young-people-and-families/surreys-families-in-poverty-needs-assessment>

from 1.8% in Woking with slightly lower proportions in Spelthorne and Surrey Heath to 1.2% in Waverley and Elmbridge. Young men experience higher unemployment (0.9%) than young women (0.5%)²⁶.

The latest data based on Job Seeker Allowance (JSA) claimants shows that in January 2013 the number of young people under the age of 24 claiming JSA in Surrey currently stands at 2,445, accounting for 21% of all JSA claimants. The short term trend shows that the number of young people claiming for six months or more has fallen compared to January 2012 but has risen over the last quarter of 2012 to 22.4% of claimants aged 24 or under²⁷.

The sector is responding to the difficulties young people are facing around employment. Surrey Youth Focus has developed and run workshops for 16-24 year olds looking to set up their own business²⁸. They are also looking at ways of working with businesses and education to provide employment and training opportunities for young people. The Diocese is also looking at how to support young people into employment, particularly those with learning disabilities, and sees speaking with businesses about philanthropic work as key. One interviewee commented on the introduction of compulsory continued education for 16 – 18 year olds and voiced concerns as to whether schools are really geared up for this, especially for those not academically minded in need of more vocational courses.

Health

Young people are less likely to be obese (13.8% of 10 – 11 year olds Surrey wide) compared to elsewhere in the country (19% of 10 – 11 year olds in England and Wales). Proportions range for those suffering from obesity from 18.3% of 10-11 year olds in Spelthorne and 9.4% of 4-5 year olds to 14.6% and 5.3% respectively in

²⁶ Office for National Statistics (2013) [2011 Census: QS601EW Economic activity, local authorities in England and Wales \(Excel sheet 339Kb\)](#)

²⁷ Surrey Connects (2013) [Surrey Connects Economic Prospects Report - February 2013](#)

²⁸ Surrey Youth Focus <http://www.surreyyouthfocus.org.uk/events/e134>

Waverley²⁹. Again, obesity is an indicator that can be used to measure child poverty and social disadvantage.

There are links between teenage pregnancy and higher levels of deprivation and poverty. Teenage mothers are more likely not to be in education, work or training (NEET), to live in poverty, and to have worse health outcomes. Surrey has a low teenage (under 18 years) pregnancy rate of 21.4 per 1000 population. Spelthorne has a particularly high rate of 34.6 per 1000 compared to the rest of Surrey, and Runnymede has the next highest rate of 30.3 per 1000. All of these are, however, below the national average of 38.1 per 1000. Spelthorne has a higher rate of pregnancy amongst under 16 year olds (13 – 15 years) than the national average (8.2 per 1,000 compared to 7.4 per 1,000 nationally)³⁰. The rate of teenage pregnancy in Runnymede has reduced over the last ten years; however, in Reigate and Banstead teenage pregnancy has risen between 1998 and 2007-9 (using aggregated data). Research has shown that teenage pregnancy may occur for a number of reasons: it may be a cultural norm – their parents were teenagers when they had children; they have low self-esteem; a lack of knowledge; they are embarrassed asking for contraception or are unable to afford condoms; or pregnancy may fulfil emotional needs not met by their own families and be a way of avoiding social isolation. Young people in Surrey who are pregnant are more likely to opt for an abortion than elsewhere in the country (61% in 2009 compared to 49% in England). It is unclear as to why this may be the case but possible reasons include young people not wanting to be a teenage parent and having aspirations beyond dependency on benefits. In addition there may be greater opportunities for young people to undertake education and training in Surrey³¹.

²⁹ National Child Measurement Programme - England, 2011-2012 school year

<http://www.ic.nhs.uk/searchcatalogue?productid=10135&topics=1%2fPublic+health%2fLifestyle&sort=Relevance&size=10&page=1#top>

³⁰ NHS Surrey Teenage Pregnancy Unit (2012) Under 18 and under 16 conceptions: 3 year pooled local authority rates

<http://www.surreyi.gov.uk/Viewdata.aspx?P=Meta&referer=%2fBuildDataView.aspx%3fDataSetID%3d1064%26VariableID%3d3602>

³¹ Surrey County Council (2011) Joint Strategic Needs Assessment: Teenage Pregnancy

<http://www.surreyi.gov.uk/ViewPage1.aspx?C=resource&ResourceID=673&cookieCheck=true>

Approximately 0.94% (2,000) of children and young people in Surrey are registered disabled³². However, there are estimated to be 8,000 children in Surrey with a long-term illness, disability or medical condition that affects their daily activities³³. Whilst numbers may be small, the life chances for young disabled people are poorer than for non-disabled. National research has shown that disabled people are twice as likely to have no qualifications or be NEET at age 16³⁴. It has also shown that 53% of disabled children under the age of 15 live in unsuitable accommodation. This data is not available at a county or district level but it indicates some of the issues facing young disabled people.

Mental health

In Surrey there is a large proportion of high achieving young people but there are a significant number of needy young people – one interviewee commented that they are under lots of pressure to succeed and due to affluence elsewhere in the county there are lower levels of service provision. 7.1% of young people aged 5 – 15 years suffer from a mental health disorder, which is less than the national average of 9.5%. Whilst all boroughs and districts have a smaller proportion than the national average, Spelthorne (8.6%) stands out across Surrey. At ward level pockets of concern are identified across the whole of Surrey. Despite having the highest proportion of young people with mental health disorders across Surrey, Spelthorne only has one ward that features in the top ten compared to Reigate & Banstead and Guildford that have two wards each³⁵.

³² Surrey County Council (2011) Families in Poverty Needs Assessment
<http://www.surreycc.gov.uk/your-council/organisations-we-work-with/partnership-services-for-families/the-surrey-alliance-for-children-young-people-and-families/surreys-families-in-poverty-needs-assessment>

³³ Department of Work and Pensions. Family Resources Survey. 2005-06 quoted in Joint Strategic Needs Assessment Children with Disabilities (2011)
<http://www.surreyi.gov.uk/GroupPage.aspx?GroupID=36>

³⁴ www.papworth.org.uk Disability in the United Kingdom: Facts and Figures, July 2011

³⁵ CAHMS Healthcare Needs Assessment, Aug 2009 quoted in Surrey Youth Focus (2013) Young Surrey Strategic Review 2012-13

Table 2: Percentage of children aged 5 to 15 years with mental health disorder - Top Ten Surrey Wards

Borough / District	Ward	Proportion with mental health disorder
National average		9.50%
Reigate and Banstead	Preston	11.50%
Surrey Heath	Old Dean	11.40%
Woking	Sheerwater	11.00%
Guildford	Stoke	10.60%
Spelthorne	Stanwell North	10.30%
Reigate and Banstead	Horley West	10.20%
Elmbridge	Walton North	10.10%
Epsom and Ewell	Ruxley	10.00%
Guildford	Westborough	10.00%
Mole Valley	Holmwood and Beare Green	9.90%

From: CAHMS Healthcare Needs Assessment, Aug 2009, p.56

In Surrey 3,000 young people are estimated to be carers of a sibling or parent. Research by Surrey Young Carers (2012) showed that two-thirds of these young people felt abandoned and 'did not matter anymore'. Many were also taking on pseudo-parental roles to care for younger siblings so that they could avoid difficulties that they themselves had faced. These young carers were also found to neglect their own health. Young carers (16-17 year olds) felt that teachers and schools did not understand or know about their circumstances and that they were not being supported. For those carers aged 18-24, nearly 50% felt isolated and lonely

and were limited in their ability to socialise. They were also limited and disadvantaged regarding their education³⁶.

1.10 Vulnerable People

In general Surrey is in good health with 86% of the population assessing themselves as being in very good or good health in the 2011 Census. Only 3.5% categorised themselves as being in bad or very bad health. This compares to 81% and 5.4% respectively in England³⁷. Looking at some of the major health issues affecting the population some interesting dichotomies arise.

Alcohol

Alcohol is a major concern across the county – not because of binge drinking, although approximately 30% of violent offences across Surrey are thought to be alcohol related. Alcohol related domestic abuse incidents across Surrey account for a similar proportion of all domestic abuse incidents³⁸. However, the rate of binge drinking across Surrey is below the national average, except in Spelthorne³⁹. Anecdotally, evidence from interviews highlighted the need to raise awareness amongst BME communities and particularly those communities where drinking isn't the norm, about the risks of binge drinking. The VCFS has responded to this type of activity through the successful Street Angels scheme supporting vulnerable people on a Friday and Saturday night in Guildford and Woking.

Of greater concern in Surrey are the rates of increasing risk and higher risk drinking⁴⁰ that occur. Anecdotally, this is mainly hidden, through drinking at home. The rates

³⁶ Research into Young Adult Carers Aged 16-24 in Surrey, Surrey Young Carers, January 2012

³⁷ Office for National Statistics (2013) [2011 Census: QS302EW General health, local authorities in England and Wales \(Excel sheet 319Kb\)](#)

³⁸ Surrey Community Safety Unit (2012) Surrey Single Strategic Assessment: Priorities for 2012-13 http://www.surreycc.gov.uk/data/assets/pdf_file/0008/318383/Surrey-Single-Strategic-Assessment-FINAL.pdf

³⁹ Association of Public Health Observatories 2008 based <http://www.surreyi.gov.uk/Viewdata.aspx?P=Meta&referer=%2fViewpage.aspx%3fc%3dbasket%26BasketID%3d56>

⁴⁰ Increasing risk drinkers (who are at an increasing risk of alcohol-related illness) are defined as: Men who regularly drink more than 3 to 4 units a day but less than the higher risk levels; Women who regularly drink more than 2 to 3 units a day but less than the higher risk levels. Higher risk drinkers (who have a high risk of alcohol-related illness) are defined as: Men who regularly drink more than 8

for both increasing and higher risk drinking across all districts/boroughs in Surrey are higher than the national average, with six of the eleven boroughs being in the top 30 local authorities in the country with the highest rates of increasing risk. The potential long term impact on the health of the population is unclear. Currently the rate of hospital admissions for alcohol related conditions in Surrey is lower than the national average, but over the last three years, in line with the nation, admission rates have been increasing. There is a need to raise awareness and educate those at risk of the long term effects of alcohol; however, this is difficult as middle aged, middle income or affluent people do not come into contact with services designed to “educate” on health issues. A different approach needs to be taken, perhaps through schools.

Smoking

Nationally approximately one in five people over the age of 18 years smokes. Across the boroughs/districts in Surrey the proportion is much lower, with the exception of Spelthorne where almost one in four people over the age of 18 years smokes. Prevalence of smoking in Tandridge is three times lower than in Spelthorne. Looking at a proportion of the population described as the “routine and manual group” four boroughs/districts are above the national average of 30%. These are Spelthorne, Woking, Reigate and Banstead and Surrey Heath. The rate of smoking attributable deaths per 100,000 population (159.5) is significantly lower than the national rate (216.0)⁴¹.

Long term conditions

Alcohol and smoking can be contributing factors to longer term health conditions. In general the prevalence of long term health conditions such as diabetes, coronary heart disease, cancer and stroke is lower in Surrey than the national average. 5.4% of the population feel that their daily activities are limited a lot due to long term health

units a day or more than 50 units of alcohol per week; Women who regularly drink more than 6 units a day or more than 35 units of alcohol per week. Association of Public Health Observatories 2008 based

<http://www.surreyi.gov.uk/Viewdata.aspx?P=Meta&referer=%2fViewpage.aspx%3fC%3dbasket%26BasketID%3d56>

⁴¹ <http://www.tobaccoprofiles.info/tobacco-control>

conditions or disability. This is less than the national average of 8.4%. Despite this there are again boroughs/districts that have a larger proportion suffering from these conditions than in other parts of the county. The table below highlights the range of prevalence rates for key long term conditions.

Table 3: Prevalence of long term conditions across Surrey compared to the national prevalence

Long term condition	District/borough with lowest rate		District/borough with highest rate		National rate
	Area	Rate	Area	Rate	
Prevalence of stroke (per 1,000 GP Registered population)	Guildford	12.8	Mole Valley	18.85	17.11
Prevalence of obesity (per 1,000 GP registered population)	Elmbridge	49.55	Spelthorne	86.49	105.11
Prevalence of all cancer – male	Tandridge	327.51	Reigate & Banstead	399.47	410.63
Prevalence of all cancer – female	Mole Valley	251.85	Elmbridge	384.54	360.53
Prevalence of all cancer – total	Tandridge	293.66	Elmbridge	375.68	379.92
Prevalence of Heart Failure (per 1,000 GP registered population)	Elmbridge	4.49	Mole Valley	6	7.12
Prevalence of Hypertension (per 1,000 GP registered population)	Guildford	113.18	Mole Valley	145.14	135.23
Prevalence of Atrial Fibrillation (per 1,000 GP registered population)	Guildford	13.35	Mole Valley	18.12	14.34
Prevalence of Coronary Heart Disease (per 1,000 GP registered population)	Guildford	24.3	Mole Valley	32.58	34.03
Prevalence of Diabetes (per 1,000 GP registered population)	Elmbridge	39.04	Spelthorne	59.21	55.45

Source: Amalgamated from <http://www.surreyi.gov.uk/RealmDataBrowser.aspx>

Mole Valley has the highest rates of stroke and coronary heart disease across the county and of particular concern are those higher than the national average (for stroke, hypertension and atrial fibrillation – irregular heart beat). Elmbridge has the

highest prevalence of cancer, particularly for females which again is above the national average. Spelthorne has higher rates of obesity and diabetes which are linked, and the rate of diabetes is above the national average⁴².

People with mental health issues

Mental health issues affect many people at some point in their lives, either personally or through caring for someone suffering⁴³. There is still a stigma attached to mental health disorders which adds to the needs of individuals. Incidence of depression in 2010/11 in those over 18 years was higher than the national average (112 per 1,000 GP registered population) in five boroughs/districts with prevalence being highest in Waverley (130 per 1,000 GP registered population). Mole Valley had a similarly high rate of 128 per 1,000 GP registered population. Epsom & Ewell and Runnymede had rates much lower than the national average of 77 and 85 respectively. Caution may need to be taken with these figures as they are those diagnosed/identified by GPs⁴⁴. The figures may therefore be greater as it does not account for those mental health issues that have not been brought to the attention of health services. The proportion of the population with other mental health disorders is very small and the range across the county does not differ significantly.

Mental health is listed as a priority in the Surrey community safety Strategic Assessment 2013/4. This identifies a need to gain greater understanding about points at which mental health issues are identified, the range of service provision available, and how these link up with other services.

Anecdotally it has been identified through interviews and survey responses that there are countywide differences in service provision, specifically between east and west Surrey. It has been suggested through this study that there is more provision in

⁴² Amalgamated from <http://www.surreyi.gov.uk/RealmDataBrowser.aspx>

⁴³ "1 in 4 British adults experience at least one diagnosable mental health problem in any one year" (The Office for National Statistics Psychiatric Morbidity report, 2001) quoted on The Mental Health Foundation website <http://www.mentalhealth.org.uk/help-information/mental-health-statistics/UK-worldwide/>

⁴⁴ Quality Management and Analysis System (QMAS) Quality and Outcomes Framework (QOF) data <http://www.surreyi.gov.uk/Viewpage.aspx?C=basket&BasketID=61>

the east of the county due to history and funding/health boundaries rather than greater need.

People with Disabilities

It is estimated that in 2010 there were approximately 28,500 people in Surrey with a learning disability, ranging from severe learning disabilities to challenging behaviour and autism. The largest proportion (c. 16,700) has been diagnosed as having a baseline learning disability⁴⁵. It is predicted that Runnymede has the highest proportion of individuals with a baseline learning disability (1.7%) and Waverley the lowest at 1.36% but the proportions are very low across the county.

There is a lack of data regarding physical disability in Surrey both at county level and at district/borough level. The Joint Strategic Needs Assessment estimates that there are 33,000 people in Surrey with a physical disability and that 4.8% of the population have moderate or severe personal care disabilities (compared to 4.6% nationally). However, the proportion of 18-64 year olds in Surrey claiming disability living allowance in 2010 was low – 2.3% compared to 4.3% nationally⁴⁶. It is unclear why there is a discrepancy, but reflects a generally lower level of people claiming benefit in Surrey. Adult social care records (manual and electronic) in Surrey indicated that there were approximately 2,900 people aged 18-64 being provided with social care services as of March 2009.

National research shows that people with disabilities have greater needs, and are disadvantaged compared to those who are not disabled. Those with a disability are less likely to be employed than non-disabled people – the employment rate for disabled people is 47.8% compared to 75.9% for non-disabled. In addition the poverty rate for disabled adults is 30%, twice that of non-disabled adults⁴⁷. Further work is needed to understand more about the needs of this population in Surrey as little evidence is currently available.

⁴⁵ Source: PANSI 2009

⁴⁶ Joint Strategic Needs Assessment, updated 2011

⁴⁷ www.papworth.org.uk Disability in the United Kingdom: Facts and Figures, July 2011

1.11 Communities

Interviews throughout this study identified community inclusion as key to success for identifying and meeting community needs and for the success of the VCFS. Community inclusion was described as “flourishing people with good relationships” by one interviewee. However a number of interviewees identified that there was a lack of community spirit in parts of Surrey. One interviewee suggested that this was due to demographics – Surrey has an older population but younger families that have different perspectives are moving into Surrey, often coming from London where populations are more transient. In comparison Surrey towns are often described as dormitory and it takes time for new arrivals to become established and active in these communities. It was also suggested by interviewees that while it is generally perceived that BME groups “look after their own” family members and provide care and support, there is sometimes little support available within the wider BME communities due to privacy and cultural issues. Research has shown that there are barriers to accessing services for these communities over and above those for other communities⁴⁸. The need to nurture, care and respect was identified as a way of improving communities.

Social disadvantage

The table below shows some examples of where deprived wards are neighbours to wards with high levels of affluence (a low number indicates low levels of deprivation and a high number indicates high levels of deprivation). This exacerbates the perception of need of that community. The relative deprivation is potentially greater as those on lower incomes are faced with obvious signs of wealth. The level of service provision may be less than required; when looked at across a larger geographical area need is diluted as the more deprived and affluent areas are looked at as a whole.

⁴⁸ IRISS Improving support for black and minority ethnic (BME) carers IRISS Insights, no.7
<http://www.iriss.org.uk/resources/improving-support-black-and-minority-ethnic-bme-carers>

Table 4: Relative deprivation in Surrey wards based on the rank of average indicator value of Indices of Multiple Deprivation

Borough/ District	Ward	IMD Rank based on average indicator value	Ward	IMD Rank based on average indicator value
Runnymede	Englefield Green East	43	Englefield Green West	2529
Surrey Heath	St Pauls	37	Old Dean	4383
Tandridge	Warlingham West	222	Warlingham East and Chelsham and Farleigh	2145
Waverley	Godalming Holloway	27	Godalming Central and Ockford	2593
Woking	Goldworth West	831	Goldsworth East	2005

Source: Office for National Statistics, 2012

Community Safety

Surrey is, on the whole, a safe place to live and public confidence is high. Crime continues to fall, and in the year 2010/11 to 2011/12 it fell by 7%, compared to 6% nationally. Across the districts/boroughs the greatest reduction in crime was in Waverley, where it fell by 19%. Epsom & Ewell saw no change in reported crime. The rate of crime per 1,000 population for 2011/12 was 29 compared to 38 nationally. The range across Surrey was from 18 per 1,000 in Waverley to 36 per 1,000 in Spelthorne⁴⁹.

With regard to perceptions of anti-social behaviour and crime, of greatest concern to residents in Surrey, apart from speeding and traffic congestion which the VCFS can have little impact on, were teenagers hanging about on the streets. This was

⁴⁹ Home Office Statistical bulletin: Crime in England and Wales, year ending September 2012
<http://www.ons.gov.uk/ons/rel/crime-stats/crime-statistics/period-ending-sept-2012/stb-crime-in-england-and-wales--year-ending-sept-2012.html>

considered to be a big or fairly big problem for a quarter of residents. Graffiti and litter lying around was a concern for one in five residents⁵⁰. The table below highlights the greatest concerns of Surrey residents and shows the trend over time:

Table 5: Perceptions of anti-social behaviour being a big or fairly big problem in Surrey

Issue	Percentage residents finding issue a big or fairly big problem		
	2009/10	2010/11	2011/12
Speeding motorists and anti-social driving	42.1	42.9	40.7
Traffic congestion	43.5	43.2	41.4
Teenagers hanging around on the streets	30.2	28.3	25.7
Graffiti and litter lying around	23.7	22.8	21.5
Drunk or rowdy behaviour in public places	17.6	17.9	16.3
Vandalism / damage	18.3	16.4	15
Problem or noisy neighbours	7.8	8.6	9

Source: Draft Surrey Single Strategic Assessment: Priorities for 2013-14

Over time, concern for key community safety issues has been falling. Across the boroughs and districts, concern about teenagers hanging about on the streets is highest in Spelthorne (25%) and lowest in Mole Valley (9%). Graffiti and litter was considered to be a very or fairly big problem most strongly in Runnymede (28%) and again least in Mole Valley (13.5%). Drunk and rowdy behaviour whilst not considered to be a big problem across Surrey compared to other issues (16.3%) was perceived to be a much bigger problem in Woking (23.6% of residents thought it was a very big or fairly big problem)⁵¹.

⁵⁰ Taken from Surrey Community Safety Unit (2013) Draft Surrey Single Strategic Assessment: Priorities for 2013-14

⁵¹ Surrey County Council (2013) Surrey Residents' Survey (Annual data) 2011/12
<http://www.surreyi.gov.uk/RealmDataBrowser.aspx?filterDatasetID=1156>

Substance misuse

Drug dealing or drug use was considered to be a very big or fairly big problem by 11% of residents across Surrey, but by 16% in Woking and Spelthorne⁵². It was estimated that there were 3192 problem drug users across Surrey in 2008⁵³. There does not appear to be any more up to date information available; however, the JSNA does state that the number of crack and heroin users accessing treatment increased by 9% between 2008/9 and 2009/10 from 963 to 1046. The Drug & Alcohol Action Team (DAAT) has identified that there are geographical issues in accessing services across Surrey, primarily due to transport issues and the associated costs. In addition the process for offering appointments also differs across the county leading to inconsistency and inequity for people depending on where they reside. Provision of services, however, is considered to be good. The VCFS plays a key role across Surrey in offering treatment and support to substance misusers. For example, SAdAS, a registered charity, provides outreach work, drug treatment and post recovery support for substance misusers in Surrey. Surrey Drug and Alcohol Care provides a telephone helpline and outreach work in schools and colleges to raise awareness of the risks of substance misuse.

Domestic abuse

Alcohol misuse and domestic abuse are correlated but it is less clear to what extent alcohol misuse is a causal factor in these types of incidents⁵⁴. In Surrey approximately a third of domestic abuse incidents involved alcohol in 2011/12. It is estimated that domestic abuse affects 1 in 4 women at some point in their life⁵⁵ and in Surrey in 2011/12 nearly 12,000 incidents of domestic abuse were recorded by the police, a reduction of 7.7% on the previous year. Across Surrey, 3,500 new referrals were made to domestic abuse outreach services. Repeat victimisation across Surrey

⁵² Surrey County Council (2013) Surrey Residents' Survey (Annual data) 2011/12

<http://www.surreyi.gov.uk/RealmDataBrowser.aspx?filterDatasetID=1156>

⁵³ Joint Strategic Needs Assessment: Substance Misuse (2011)

<http://www.surreyi.gov.uk/ViewPage1.aspx?C=Resource&ResourceID=657>

⁵⁴ World Health Organisation (2006) Intimate partner violence and alcohol

http://www.who.int/violence_injury_prevention/violence/world_report/factsheets/fs_intimate.pdf

⁵⁵ Council of Europe (2002) quoted on

http://www.womensaid.org.uk/domestic_violence_topic.asp?section=0001000100220036

stands at 28.5% which is increasing⁵⁶. The repeat victimisation rate across Surrey ranges across the boroughs/districts with a number estimating their rate to be approximately a third. It is estimated that a victim of domestic abuse experiences approximately 35 incidents of domestic abuse before they contact any support services⁵⁷. Reducing repeat victimisation is therefore key and an increasing rate is a concern. The Surrey Strategic Assessment identifies some geographical areas by wards across Surrey that are of concern in relation to domestic abuse (volume of incidents rather than rate). These include Old Dean, Knaphill, Goldsworth Park, Park Barn & Westborough, Walton, Merstham, Preston, Dorking and Leatherhead. The highest volume of offences in the last year was in Reigate and Banstead but its rate was 11.8 per 1,000 population. This compares to Spelthorne, where the rate was 14.7 per 1,000 population. There are some communities that are also more 'at risk' of domestic abuse than others, and these include the Asian communities and Gypsy and Traveller communities⁵⁸. Gypsies and Travellers experiencing domestic abuse are often referred on to One Voice 4 Travellers, a specialist advocacy organisation based in East Anglia. There is possibly a need for more work with high risk, hard to reach communities within Surrey.

Economic factors

In the current economic climate, Surrey appears to be faring better than the national average. Unemployment is low relative to the rest of the country – the 2011 Census shows that unemployment for Surrey stood at 2.8% of the economically active population compared to 4.4% in England⁵⁹. Using the number of Job Seekers Allowance claimants the proportions are lower. Latest unemployment figures indicate that Surrey has much lower rates: below 2% compared to 7.7% in England. In January 2013, Surrey claimants accounted for 1.6% of the working age population

⁵⁶ Taken from Surrey Community Safety Unit (2013) Draft Surrey Single Strategic Assessment: Priorities for 2013-14

⁵⁷ Jaffe 1982 quoted on

http://www.womensaid.org.uk/domestic_violence_topic.asp?section=0001000100220036

⁵⁸ Taken from Surrey Community Safety Unit (2013) Draft Surrey Single Strategic Assessment: Priorities for 2013-14

⁵⁹ Office for National Statistics (2013) [2011 Census: QS601EW Economic activity, local authorities in England and Wales \(Excel sheet 339Kb\)](#)

compared to 2.5% in the South East and 3.8% in England. Long term unemployment appears to be on the increase – 20.3% of JSA claimants in January 2013 had been claiming for more than 12 months compared to 16% in January 2012. The highest proportion of JSA claimants is in Spelthorne (2%) with the remainder of the county ranging from 1.4% to 1.8%⁶⁰. This pattern is replicated in the 2011 Census albeit at a slightly higher level. As indicated earlier, anecdotally there is evidence to suggest that fewer people in Surrey claim benefit than are eligible. This may be due to affluence, support from family, or a lack of awareness of eligibility of benefits. Some communities are disadvantaged more than others; for example, Gypsies and Travellers, some BME and young people as discussed earlier. Evidence from interviews suggests that these groups make up a significant proportion of the low paid work force and Surrey Minority Ethnic Forum (SMEF) has previously advocated on behalf of these communities to ensure their rights are protected. Introduction of 'No Cold Calling' zones has limited a traditional employment route for some Gypsy and Traveller communities.

Through interviews undertaken as part of this study it has been suggested that there is a trend appearing, that not only is it the less skilled who are struggling to find work but also the more affluent, professional, individuals being made redundant. It is proving difficult to find new employment at income levels they had become used to previously. One interviewee commented on the need for a different type of job club for these individuals and that services must be better tailored to need. The impact of unemployment across the board anecdotally is an increase in the need for debt counselling, food banks and other similar support for families and individuals struggling to make ends meet. For example, in one local authority area perceived to be affluent, 97 food parcels were distributed on the Friday before Christmas 2012. The Faith sector and churches are also seeing a growth in economic need. One interviewee commented that often it is not the usual suspects needing food banks, it is those who are over-mortgaged and have lost jobs that are in hardship. This is a growing need across the county with Councils for Voluntary Services working with and supporting other organisations and the local authorities to introduce, develop

⁶⁰ Surrey Connects (2013) [Surrey Connects Economic Prospects Report - February 2013](#)

and expand these services. For example, in Woking the refurbishment of a building is taking place near the station to provide support through the provision of showers, washing machines and other services. They are also working with the Salvation Army that runs a food bank to expand the service, find a warehouse for storage and explore methods of distribution. It is expected that this need will grow given the changes to the Welfare system from 1st April 2013. This concern has been raised by many of the respondents and interviewees throughout this project.

A by-product of unemployment is an increase in the pool of volunteers available. However, there is a need to educate and manage expectations of the potential volunteers regarding training and to ensure they understand that there is now competition for some volunteer posts. For further information please see the volunteer infrastructure section.

Fuel poverty

A household is currently said to be in fuel poverty if it needs to spend more than 10% of its income on fuel to maintain a satisfactory heating regime (usually 21 degrees for the main living area, and 18 degrees for other occupied rooms). Being in fuel poverty is the result of the interaction of a number of factors including household income, the energy efficiency of the house and the cost of fuel. Figures for 2010 show that 11.5% of households in the South East are in fuel poverty, compared to 16.4% in England⁶¹. Data was not accessible at a county level to determine how Surrey compared to the national average.

Housing

Due to its proximity to London, location in the South East and relative affluence, there is a lack of affordable and appropriate housing in Surrey. The average house price in Surrey is £403,412 compared to just £162,080 across England and Wales⁶².

⁶¹Department for Energy and Climate Change (2013) Fuel Poverty 2010: detailed tables
<https://www.gov.uk/government/statistical-data-sets/fuel-poverty-2010-detailed-tables>

⁶²Derived from Land Registry of England and Wales, Figures for England and Wales are for the period October to December 2012.
http://news.bbc.co.uk/1/shared/spl/hi/in_depth/uk_house_prices/counties/html/county91.stm#table

This impacts considerably on those in Surrey who are less affluent and exacerbates the relative deprivation. Housing is a key need for Gypsy and Traveller communities as it is recognised that there is a shortage of accommodation. There are 19 public authorised sites in Surrey. There are issues regarding appropriate sites that allow easy access to services such as public transport, GP surgeries and schools. Authorised sites are often overcrowded and the conditions on sites can affect the physical and mental wellbeing of residents. In addition, some Gypsy and Travellers are housed away from designated sites in 'settled housing' and this brings additional needs – it can create social isolation as families are living away from the rest of their community and due to disadvantage and discrimination they can find it difficult to integrate into their new community. Support is often required for settled Gypsy and Travellers to adapt to living in housing.

Both young people and businesses are impacted negatively by house prices in Surrey. Young people residing in Surrey are more often than not unable to afford to buy in their local area and 'new recruits' also struggle to afford to move to the area.

Services to support rural, affordable housing are available. However, this is not consistent across the county. Proactive support is provided from a central location at Astolat in Guildford for only some boroughs/districts, whilst other areas receive only a reactive level of support. This imbalance is a result of funding practices not being even across the county. There exists the potential to even this disparity by adopting closer and consistent practices across boroughs/districts.

Table 6: Average property prices in Surrey, October – December 2012

Area	Average Property Price	Annual % Change
England & Wales	£162,080	1.7%
Surrey	£403,412	5.0%
Elmbridge	£623,576	13.7%
Mole Valley	£428,570	6.2%
Waverley	£422,155	-0.5%
Guildford	£394,874	0.8%
Epsom and Ewell	£372,567	7.9%
Reigate and Banstead	£360,019	7.9%
Runnymede	£356,320	-1.5%
Surrey Heath	£354,324	10.6%
Woking	£321,833	-9.5%
Spelthorne	£281,509	-2.1%

Source: Land Registry of England and Wales, Crown copyright for the period October to December 2012

Homelessness is a hidden issue in Surrey. People picture rough sleepers when talking about this issue; however, while this may be a very small problem in Surrey the issue of “sofa surfing” is much greater. One interviewee stated that it may not be considered a problem but support is needed for organisations to “unpack the issues” and understand this “hidden” homelessness. There is very little data on this issue and further exploration is needed. With regards to young people, anecdotally the problem is increasing with housing providers suggesting that demand is growing⁶³. Data on homelessness from the Department of Communities and Local Government (DCLG) shows rates are much lower in Surrey than nationally (0.14 per 1,000

⁶³ Young Surrey Strategic Review 2012-13 Surrey Youth Focus

households compared to 0.60 nationally)⁶⁴. At this time, Surrey Heath had the highest proportion of homeless (0.64 per 1,000 households) in Surrey compared to none in Waverley.

Rural-urban

The Department for Environment, Farming and Rural Affairs (DEFRA) indicates that four of the boroughs/districts in Surrey are primarily rural areas – namely Guildford, Mole Valley, Waverley and Tandridge. The latter two are the most rural in Surrey with a higher proportion of their populations live in rural areas – 40% in Waverley and 32% in Tandridge. Just over a quarter of Mole Valley and Guildford’s populations are in rural areas⁶⁵. The survey and interviews undertaken as part of this research have identified access to transport and services as a key issue for some parts of Surrey, especially the rural areas. This is despite Surrey having the highest car ownership per capita in the country⁶⁶. In Surrey 87% of the population owns one or more cars compared to 74% nationally. Nearly half of Surrey’s population owns two or more cars compared to a third nationally⁶⁷. The infrastructure in Surrey is therefore geared towards those with their own transport and who are less reliant on public transport. This makes more deprived and rural areas even more isolated. The cost of public transport is also prohibitive to those on low incomes. For example, one interviewee from a rural part of Surrey stated that using public transport to get his disabled wife to a hospital appointment would take him four hours each way. Another example was given of an organisation that provided weekend activities for fathers in single parent households and their children. Due to a lack of public transport many struggled to attend. Some more isolated rural areas do not have shops, pubs or other services and so accessing a doctor’s surgery, for example, can be problematic. Community transport schemes have been set up in many parts of

⁶⁴ DCLG (2012) TABLE 784a - Local authorities' action under the homelessness provisions of the 1985 and 1996 Housing Acts, by local authority (quarterly) based on January – March 2012

⁶⁵ <http://www.defra.gov.uk/statistics/rural/local-areas/focus-reports/>

⁶⁶ Hidden Surrey Why local giving is needed to strengthen our communities Surrey Community Foundation, 2009

⁶⁷ Office for National Statistics (2012) [2011 Census: KS404EW Car or van availability, local authorities in England and Wales \(Excel sheet 250Kb\)](#)

Surrey to take those without transport to medical appointments and shopping. The main recipients of this support are older people but they are available for all residents within the area that they serve. However, they need to be expanded to cover the whole of Surrey.

1.12 VCFS perceptions of community need

As part of this study the VCFS was surveyed to identify community need. The most commonly identified community needs were stated as being:

- The specific needs of older people in the community
- A spectrum of needs relating to poverty (employment, housing, welfare, etc.)
- A range of specific health needs such as obesity, alcohol and substance misuse
- Youth related services (employment, diversion, emotional support)
- Transport

When asked to identify the needs of beneficiaries and clients of VCFS organisation services, respondents demonstrated their intricate understanding of those individuals' needs. This understanding appeared to be intuitive rather than an assessment based on 'hard' data. The range of responses given was extremely diverse, representing the wide variety of activities undertaken by the VCFS.

Many respondents, however, were not as easily able to set individuals' specific needs within the broader context of the more general community needs to which the individual identifies. The ability to demonstrate organisational intervention against these broader needs was sometimes lacking. An issue raised that does not directly relate to need but could lead to inequality across the county was the differentiation between funding for specific activities between borough/district areas.

As part of this study, a survey of VCFS organisations was conducted to which 202 responses were received. There was an opportunity identified by respondents for the greater use of local data and interaction between VCFS organisations in order

more holistically to identify and tackle community need. Whilst it is suggested that all organisations could make more use of a broader set of comprehensive data in planning and delivering services, there is a role for additional data collation and sharing between frontline organisations by infrastructure bodies.

1.13 Local authorities' perception of community need

Local authorities identified the following as priorities for community need:

- Minimising any negative impact of the recent welfare reform changes on communities and increasing individuals' access to entitled benefits
- Combating negative effects of an ageing population
- Increasing economic resilience
- Better support for young people
- Creation and accessibility of affordable housing
- Protecting Green Belt and maintaining natural areas
- Managing multiple and complex needs of families
- Improving and providing better access to transport
- Accessing services
- Better understanding and supporting mental health needs

The most frequently cited need was the impact of welfare reform. This was also identified by a significant minority of VCFS respondents.

In summary, there were key similarities between the needs identified by the VCFS and local authorities. Both parties agreed on the core themes of poverty, health and social care factors, youth and family support (especially troubled families), and welfare reform impacts.

Where there was difference, this was most noticeably demonstrated in different methods of delivery and support. On the whole, the VCFS identified its role as supporting people and advocating on their behalf. This contrasted with local authorities' views which suggested a slightly more interventionist method of service delivery in the form of a 'provider' (e.g. doing things for people rather than with

them). There is certainly future scope for exploring how these slightly differing views might be consolidated.

This concludes section 1, exploring the needs of Surrey's communities. It is clear that Surrey is a county of extreme contrasts. Whilst a glance at the county suggests an affluent population, closer examination highlights disparity in wealth distribution and need associated with this. The challenge for the VCFS lies within exploring this patchwork and meeting identified need in an appropriate manner, relevant to the communities affected.

Part 2

Surrey's Voluntary, Community and Faith Sector

2.0 Surrey's Voluntary, Community and Faith Sector

Section 2 of this report examines the needs and experience of Surrey's VCFS, specifically with regards to how well they are enabled to support the needs of Surrey's communities (as identified in section 1). Evidence for this section was drawn from an electronic survey and a series of face to face and telephone interviews.

2.1 Surrey's Voluntary, Community and Faith Sector

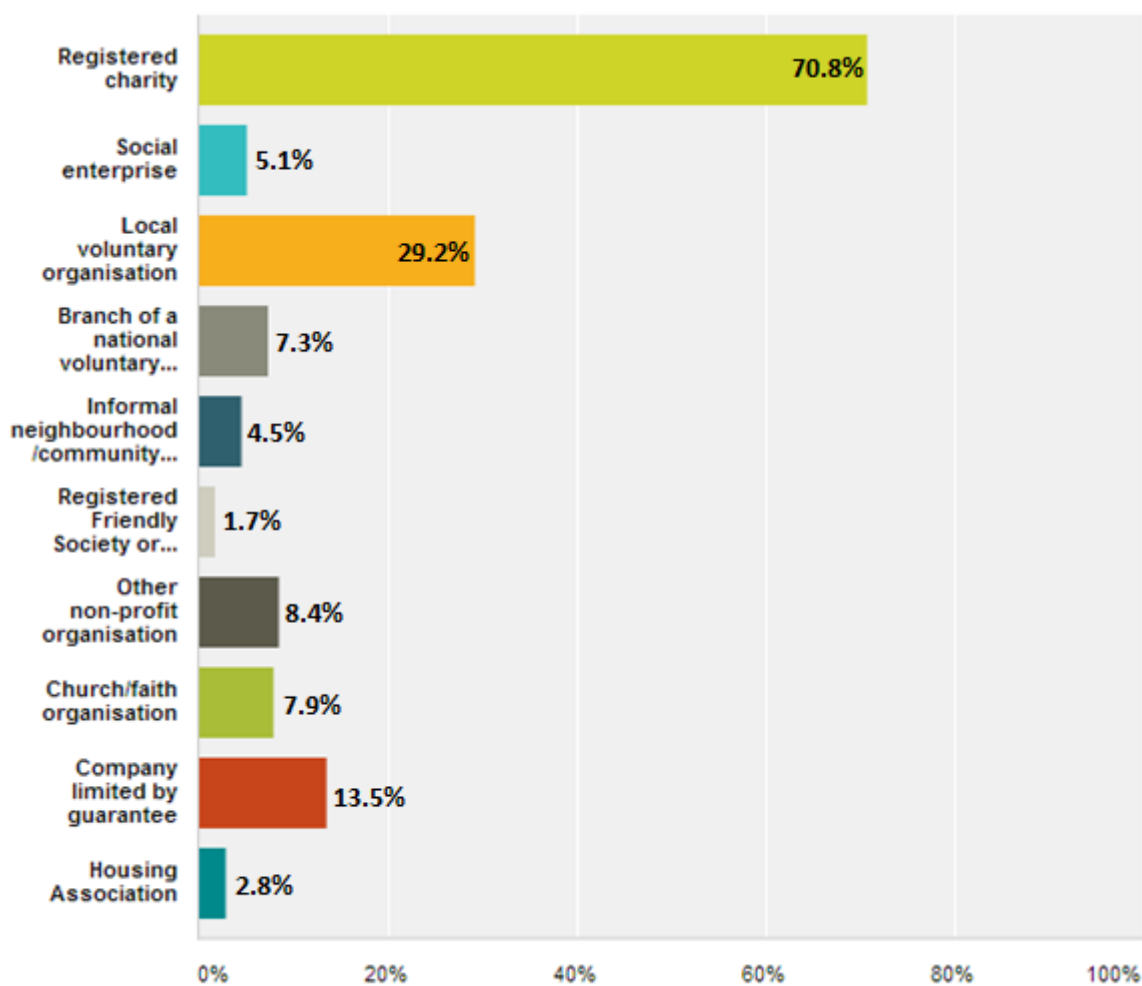
This section explores the VCFS in Surrey with respect to its ability to meet the identified need of communities. In addition to face to face and telephone interviews conducted with respondents, a survey⁶⁸ was undertaken, drawing on the responses from 202 organisations. All tables below are sourced from the results of the survey.

2.2 Types of organisation

The make-up of the VCFS in Surrey can be identified in the chart below. Respondents were able to select each category that applies (for example a Church/faith organisation registered as a charity).

⁶⁸ SurveyMonkey survey distributed through CVS and community networks

Figure 7: Chart showing type of organisation



2.3 Main services provided

The breakdown of key services provided by the VCFS has remained broadly unchanged from 2009. Over half (56.5%) of organisations are involved in delivery of services directly to client groups.

The primary forms of service undertaken by respondents are shown in the table below:

Table 7: The primary forms of service provided by organisations surveyed

Service provided	Percentage
Information, advice and guidance	57.2%
Welfare/social care	44.0%
Emotional/physical support	42.5%
Health	36.9%
People with disabilities	34.2%
Supporting/working with other VCFS groups	33.3%

Table 8: Services provided by the VCFS

	Heavily involved	Lightly involved	Occasionally involved	Not involved
Information, advice and guidance	57.24%	22.37%	11.84%	8.55%
Advocacy	23.13%	21.64%	20.90%	34.33%
Providing/managing living accommodation	11.63%	3.88%	4.65%	79.84%
Campaigning	10.45%	19.40%	21.64%	48.51%
Providing/running multi-purpose space (E.g. shared office space)	8.59%	5.47%	9.38%	76.56%
Representation	25.76%	11.36%	19.70%	43.18%
Emotional/physical support	42.47%	18.49%	19.18%	19.86%
Fund raising for other organisations	4.69%	10.16%	16.41%	68.75%
Education/research/training/learning opportunities	31.43%	20%	22.14%	26.43%
Grant making	8.59%	7.03%	12.50%	71.88%
Direct delivery to client service groups	56.52%	8.70%	5.80%	28.99%
Leisure, recreation and arts	29.20%	17.52%	15.33%	37.96%

2.4 Beneficiary/client groups

There has been a marked change since 2009 in the client groups supported, as reported by the VCFS. Groups are now identifying their target beneficiaries as coming from a much broader range of the community. There are a number of factors which can potentially explain this:

- Groups adopting a more holistic (less specifically targeted) service portfolio to meet a broader range of community need
- Groups becoming more responsive to perceived levels of need experienced by members of the community (and therefore meeting a broader range of those needs)

- Groups becoming more reactive to Surrey’s changing demographic makeup
- Group chasing reducing funding, increasing the risk of diluting the organisation’s mission, delivering services to attract funding, or becoming territorial rather than collaborative
- A significantly increased sample size from the research conducted in 2009 (a broader range of organisations contributing to the study)

Table 9: Beneficiaries of services provided by VCFS organisations surveyed

Answer Choices	Responses
Children under 5 years	32.50%
Children aged 6 – 12 years	42.50%
Young People aged 13-19 years	47.50%
Young People aged 20-24 years	47.50%
Families	57.50%
Black, Asian, Minority Ethnic (BAME)	35%
Refugees and Asylum Seekers	19.38%
People with disabilities	55.63%
People with mental health issues	46.88%
Lesbian, Gay, Bisexual and Transgender	22.50%
Gypsies and Travellers	24.38%
Older people	57.50%
Environmental activity/conservation/heritage groups	14.38%
Economic and community development/regeneration groups	15.63%
Community safety/criminal justice groups (including (ex)offenders)	13.75%
Accommodation/housing/homelessness individuals or groups	14.38%
Unemployed people	35%
Animal welfare groups	2.50%
No specific target group	16.88%
** Other organisations	8.13%

2.5 Length of Operation

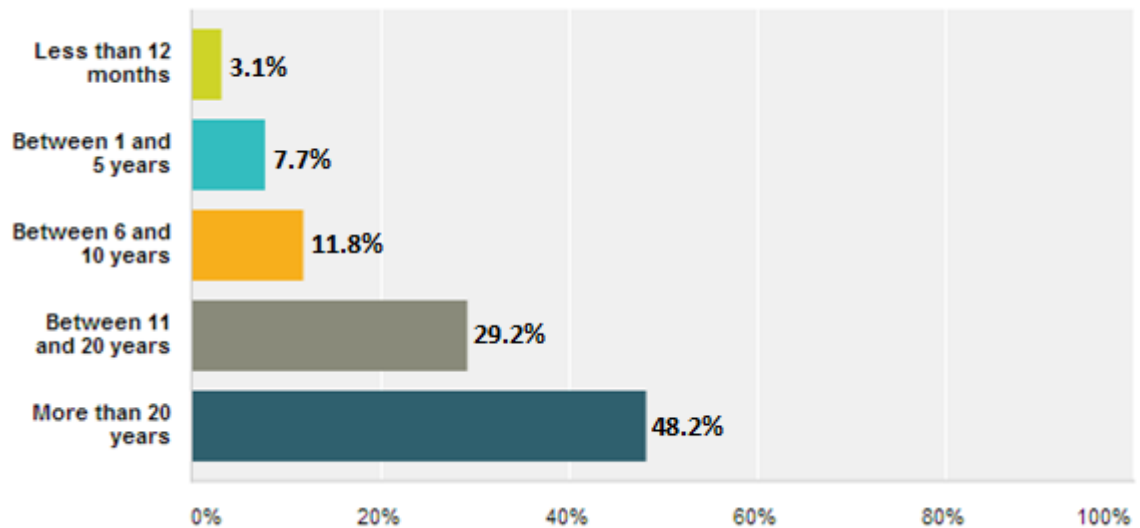
In relative terms, there has been a marked polarisation within Surrey's communities brought about by increasingly challenging economic circumstances. Where poverty exists in Surrey, its effects are arguably felt more strongly now than prior to 2007 and the start of the economic downturn. Combined with an overall reduction in the level of funding to the VCFS, a significantly greater demand is now being placed on VCFS organisations to support people in need.

An indicator for this increased need can be seen in the number of new organisations having been established within the previous 12 months. This has increased threefold with 3.1% of respondents reporting that their organisation was within its first year of operation. This compares to just 1% in 2009. Contributory factors for this increase in new organisations might include an increase in the need identified by people willing to come together and meet such need, or an increase in the number of people wishing to perform a social or voluntary action in the face of increasing need.

By comparison, the number of organisations having operated for between 1 and 5 years had dropped slightly from 8% to 7.7%. The majority of organisations are mature organisations with 77.4% of organisations having existed for more than 11 years and 48.2% for more than 20 years.

2.6 Length of operation by organisation

Figure 8: Length of time VCFS organisations surveyed have been in operation



2.7 Number of beneficiaries

There has been a slight upward shift in the number of beneficiaries supported by organisations. This is largely attributed to an increase in the need of some communities. 22.6% of organisations support between 1001-5000 beneficiaries annually (equating to 1,333 organisations across Surrey). This compares to 22% in 2009 (1,298 organisations).

In 2009, 1,681 organisations (29%) supported 101-500 beneficiaries, rising slightly to 1,746 (29.6%) in 2013.

Overall, the median number of beneficiaries supported by organisations has increased slightly to 950. The shape of distribution has remained similar to 2009, albeit with an upward shift.

Table 10: Number of beneficiaries served by VCFS organisations surveyed

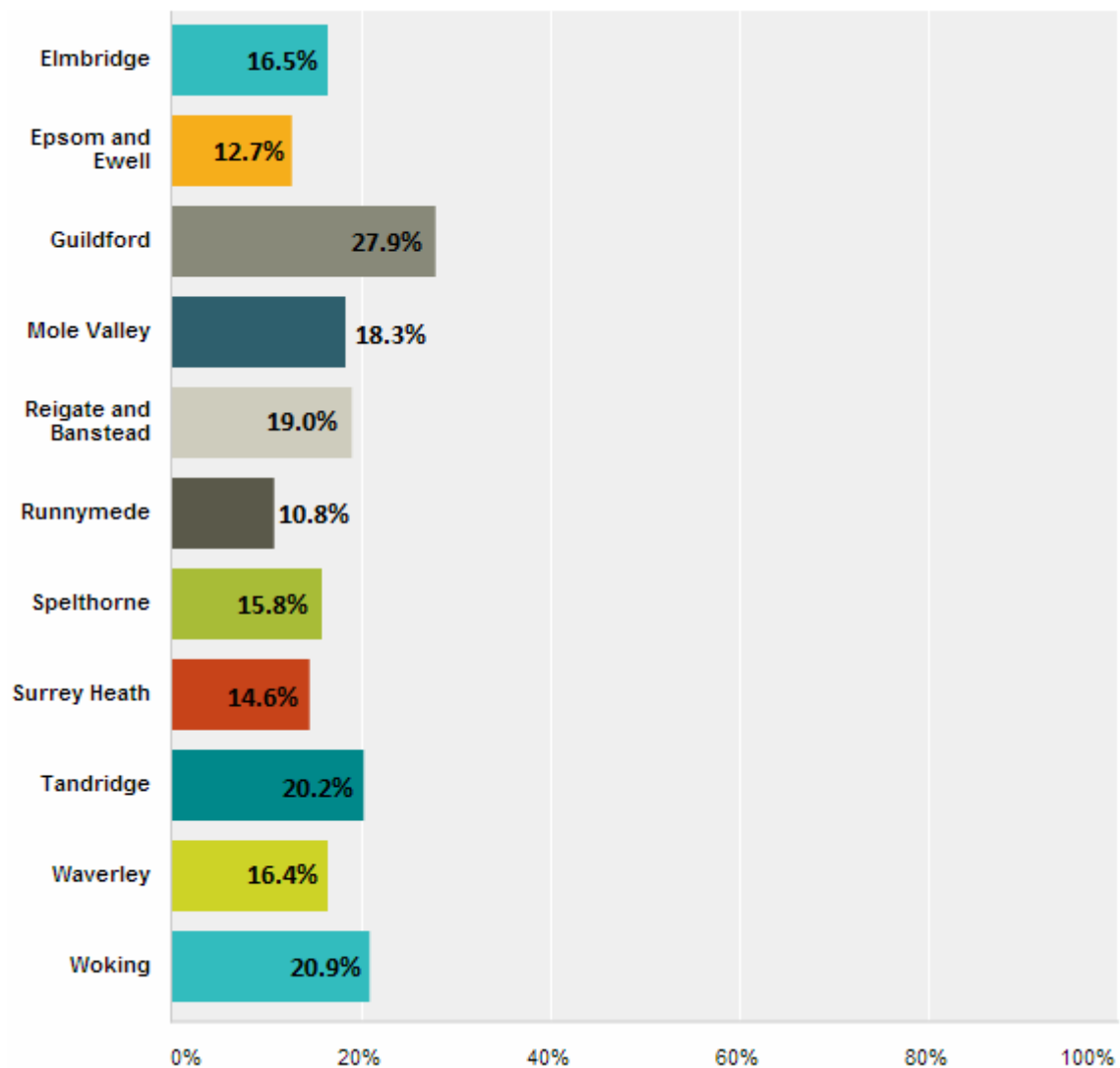
Number per year									
	1-10	11-50	51-100	101-250	251-500	501-1000	1001-5000	5001-10000	10001+
Organisations	50%	29.41%	5.88%	4.90%	4.90%	0.98%	2.94%	0%	0.98%
People	1.26%	13.21%	7.55%	15.72%	13.84%	11.95%	22.64%	6.92%	6.92%

2.8 Area of Activity

Respondents were asked to identify the areas of their activity across Surrey. 36.7% of respondents operated across Surrey as a whole. In addition to this, the table below identifies organisations operating in one or more of the boroughs/districts (but not across the entire county). There is some disparity in the numbers of organisations operating in each part of the county but when population density is taken into account, there is broad parity.

The percentages shown below suggest boundary limits for many organisations, possibly created in part by funding practices. Some respondents have identified this as being partly a cause of a 'postcode lottery' system.

Figure 9: Geographical coverage of VCFS organisations surveyed



2.9 Staffing and Volunteer Numbers

Anecdotal evidence gathered suggests that Surrey's VCFS now employs fewer than the 42,400 people employed in 2009. This includes a decrease in the number of full time employees but an increase in the number of part time and occasional staff. Anecdotally, the primary driver is reduced income. This broad trend is mirrored by other research (e.g. ACRE and NVCO). Anecdotally there has also been a need for organisations to review their current structures in the light of changes to funding and policy, resulting in more streamlined organisations. Organisations have also considered or have actually merged, or at least now share back office functions to be

more cost effective. In some cases, organisations are taking on volunteers to ensure continuous service, following the streamlining of paid roles.

A significant majority of organisations surveyed employing staff employ fewer than 10 in total (approximately 65%). More females are employed than males by a ratio of 2:1.

70% of volunteers aged below 24 are female, falling to 60% aged between the ages of 41-65. Volunteers aged over 65 are more likely to be male (56%).

As has been identified by other studies, the number of young males volunteering lags significantly behind young female volunteers by a ratio of 2.5:1. This presents a challenge for volunteer managers who still need to find appropriate methods of engaging younger males.

The VCFS's reliance on older volunteers may come under increased pressure in the future as the trend towards people having to work for longer may remove some people from the 'volunteering bank'.

Future expectations

2.10 Sources of income

Income and expenditure expectations

Table 11: Income and expenditure expectations of VCFS organisations surveyed

	Decrease	Stay the same	Increase	Don't know	Not applicable
Our income overall will	22.46%	30.43%	36.96%	9.42%	0.72%
Our expenditure overall will	7.35%	21.32%	65.44%	4.41%	1.47%
The total value of grant funding will	25.37%	20.15%	15.67%	18.66%	20.15%
Funding from statutory bodies will	30.37%	13.33%	8.89%	18.52%	28.89%
Funding from charitable trusts will	14.50%	19.08%	13.74%	19.85%	32.82%
The number of contracts we hold will	6.72%	17.16%	15.67%	12.69%	47.76%
The value of our contracts will	12.03%	11.28%	18.80%	8.27%	49.62%

Respondents presented a mixed view of future income and expenditure expectations over the next 3 years:

- Almost 37% expected their organisation's income to increase (reasons given for this increase were an intention to diversify, an intention to increase the volume of activity and an intention to secure funding from non-traditional sources),
- 65.4% of organisations expected their expenditure to increase,
- 25.4% expected the total value of grant funding to decrease,

- 30.4% of organisations expected a decrease in funding from statutory bodies,
- There was an expectation of net stasis in terms of charitable trust funding,
- The number of contracts secured along with the value of contract was expected to increase slightly overall.

Notable responses

- Almost half (48%) of organisations do not see contracts as being potential vehicles for funding – instead being funded through different forms,
- 33% of VCFS organisations reported not undertaking an activity which could be funded by charitable trust grants.

In light of expectations of the availability of funding, 44.2% of organisations anticipate delivering the same level of services to members/clients. 16.4% of organisations predicted reducing the delivery of services and 38.8% anticipated increasing their level of service.

The number of beneficiaries supported was broadly expected to increase by a total of 41.9% organisations. 36.8% of organisations expected the number of beneficiaries they are able to support remaining the same and only 12% of organisations anticipated being able to support fewer beneficiaries. Whilst in some cases this net increase in service provision is to be funded through increased efficiencies, many organisations reported that they intended to make greater use of volunteers to help meet increased demand. 67% of organisations reported a slight or significant need to recruit more volunteers. In a number of cases, when asked how an increasing demand for services would be met, respondents could not identify a tangible means of achieving greater output, instead responding to the effect of “I don’t know but we will find a way”.

There was an increase in organisations’ belief that they would have to pass on at least some of the cost of service delivery to members/clients with 36.6% reporting a slight or significant likelihood of passing on costs. This was widely regarded as being a choice of last resort as many identified a charge as representing a barrier between

the beneficiary and the service that they value. This was reported anecdotally as being considered mostly by organisations with funding of less than £30,000.

The above statistics are slightly contradictory at first analysis. Whilst many organisations anticipate an increase in future demand and expenditure, this is not in most cases balanced by a realistic expectation of an increase in revenue to fund greater activity. Unless a sustainable diversity of funding can be accessed by a significant swathe of the sector, rationalisation or a freezing of service provision will have to be considered by some organisations to compensate for restricted funding.

Within the inherent spirit of the VCFS however is a desire to find ways of satisfying emerging need. Respondents are suggesting that they believe that funding will be made available to achieve this. With little evidence of increased future funding availability, however, a more realistic analysis of future growth potential is warranted and certainly greater consideration must be given to increasing collaboration between organisations to mitigate against otherwise inevitably increasing competition.

Future needs anticipated

Table 12: Anticipated future needs by VCFS organisations surveyed

	Decrease significantly	Decrease slightly	Stay the same	Increase slightly	Increase significantly	Don't know
The delivery of services to members/clients will	2.99%	13.43%	41.79%	28.36%	10.45%	2.99%
The number of clients/members that we can support will	3.76%	8.27%	36.84%	31.58%	12.78%	6.77%
The need to partner/work with other organisations to deliver our services will	0%	0.75%	28.57%	33.08%	18.80%	18.80%
The need to merge with other organisations to continue our services will	0.78%	0%	37.21%	18.60%	4.65%	38.76%
The need to recruit more volunteers to support our work will	0%	1.53%	25.95%	48.09%	19.08%	5.34%
The need to charge our members/clients (more) for our services will	0.81%	0%	41.46%	30.08%	6.50%	21.14%
The likelihood of our organisation closing will	8.46%	6.15%	48.46%	13.08%	2.31%	21.54%

2.11 Closer working within the sector

Almost without exception, organisations reported an increased need for them to develop closer working relationships with partners or to merge. 52.6% of organisations identified with the view that they would need to increase partnership work and 23.2% of organisations predicted a need to merge. The total increase in these figures represents an increase of approximately 20% from 2009.

The primary driver for considering closer working was the fear of reducing funding. Anecdotally, organisations in the main were considering closer working relationships

with similar types of organisation (providing similar services), with few organisations seeking collaboration to diversify activity. However, this form of collaboration does little to address the impacts of restricted funding, as a similar activity is delivered by broadly similar entities, with only marginal cost savings introduced through small changes to staffing levels. Only a few organisations were considering collaboration or merger with a view to diversifying activity and funding sources.

2.12 Changing organisational need over the next three years

A very clear picture emerged when organisations consider future challenges and changing organisational need:

- 63.3% anticipate an increase in the needs of members and beneficiaries,
- 75.2% anticipate having to adapt the way they work,
- 36% expect to use external expertise to the same level and 46.2% expect to rely on external support more heavily,
- 61.4% expect to have to promote their organisations more comprehensively to commissioners,
- 47.15% anticipate having to diversify into new activities in order to supplement the organisation's income,
- 34.4% expect having to begin tendering for contracted work from service commissioners (whereas previously they had not undertaken contracted work).

In summary, the above presents some challenges for the VCFS:

- Harder times ahead with tough choices to make – prioritising budgets and resources for competing beneficiary need,
- Avoid any negative risk associated with 'mission drift',
- The pressing need to improve marketing and communications (especially of impact),
- Get better at securing funding (hit first time and not rely on a scatter-gun approach),

- Differentiate services from the competition whilst partnering with other organisations to add value at the lowest possible cost,
- Constantly embrace a 'business like' approach whilst protecting the core values of the VCFS.

Table 13: Changing organisational need of organisations surveyed

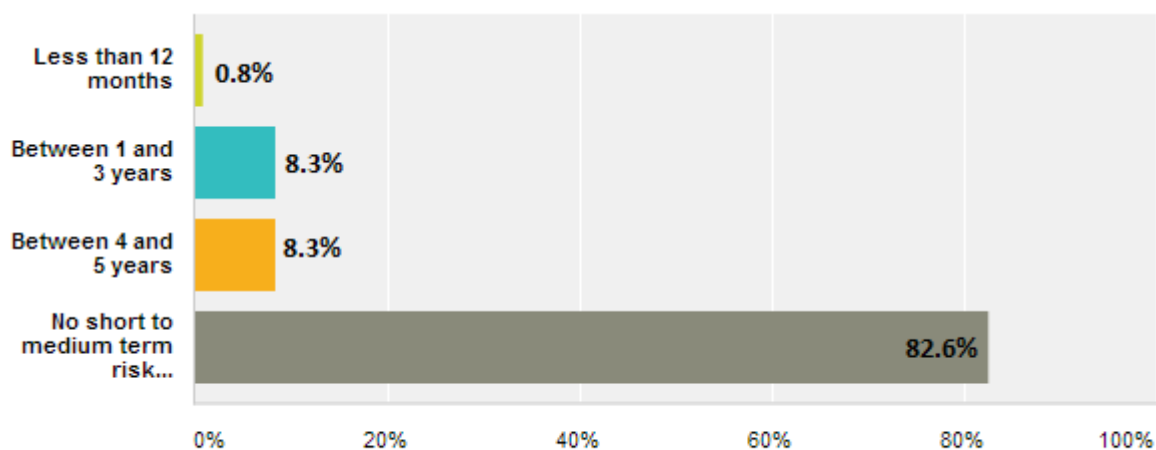
	Decrease significantly	Decrease slightly	Stay the same	Increase slightly	Increase significantly	Don't know
The needs of our members and beneficiaries will	0.76%	0%	32.82%	34.35%	29.01%	3.05%
The need to adapt the way we work	0%	0%	19.38%	48.06%	27.13%	5.43%
The ease of recruiting volunteers will	5.26%	20.30%	42.11%	12.78%	7.52%	12.03%
The retention of volunteers will	3.03%	13.64%	53.79%	12.12%	6.82%	10.61%
The need to be involved in networks/fora will	0.78%	0%	31.01%	34.11%	17.05%	17.05%
The need to work in active partnerships/ collaborations will	0.76%	0%	25%	40.91%	21.97%	11.36%
The need to use external expertise will	0.76%	1.52%	40.15%	36.36%	9.85%	11.36%
The need to raise the awareness of our organisation's activities to service users will	0%	0%	27.27%	38.64%	31.82%	2.27%
The need to promote our organisation to commissioners will	0%	0%	20.47%	23.62%	37.80%	18.11%
The need to undertake new and different paid activities to supplement our income will	0%	0%	30.89%	27.64%	19.51%	21.95%
The need to start tendering for contracted work from service commissioners will	0.82%	0%	26.23%	14.75%	19.67%	38.52%

2.13 Confidence and security

In spite of some of the fairly dramatic changes being considered by an increasingly large proportion of the sector in order to continue their work, there remains an overall level of confidence in organisational security. 82.5% of organisations identify no short to medium term risk to their continuation. However, 17.4% of organisations expect a lifespan of under 5 years. This represents an increase from 15% in 2009. In real terms, the difference (2.4%), equates to approximately 142 organisations. This slight increase probably reflects the realisation that funding is now less freely available. Due to the often short term funding cycles for organisations/projects, the VCFS has largely become accustomed to living with a degree of uncertainty. Such uncertainty is cited frequently, however, as detracting from the VCFS's ability to plan for the medium/long term and is often viewed as restricting innovation.

It should be remembered, however, that some organisations are established with a fixed lifecycle in mind and therefore closure does not always represent a negative outcome.

Figure 10: Confidence and security – expected life of VCFS organisations surveyed



2.14 Sources of Funding

An increasingly broad range of funding sources is contributing to the financial viability of the VCFS in Surrey. In general terms:

- There has been a slight increase in the number of organisations deriving part of their income from contracts and service level agreements from public bodies (from 30% in 2009 to 35% in 2013),
- Organisations reported that public bodies' grant funding has reduced over the last 3 years, with approximately 30% of organisations reporting this type of funding as being received currently,
- Public funding is contributing a smaller proportion of overall funding (a higher number of smaller amounts being accessed),
- A higher proportion of revenue generated from services/membership fees is being reported than in 2009 (up from 30% to approximately 35%)
 - One conclusion of this is that patterns of funding have not changed much in the last 4 years but will need to change more quickly in the future unless levels of unmet need are to accelerate,
- The overall reliance by the VCFS on fundraising activities is broadly similar to previous years.

Additional sources of levering support into the VCFS are also being delivered across Surrey. A county-wide project enabling local businesses to better support their communities has been initiated by the Transforming Local Infrastructure Programme⁶⁹ in Surrey. The project is managed by Runnymede Association of Voluntary Services (now part of the merged Voluntary Support North Surrey). The aim is to encourage local businesses and community groups to work together by sharing resources and time to address the needs of the local community. Among the reported benefits of such an initiative are:

⁶⁹ Transforming Local Infrastructure Programme - <http://bit.ly/XpDCC0>

- external and specialist support can be accessed at no cost, which might otherwise be inaccessible,
- a greater sense of community is fostered,
- two-way skills transfer between organisations and sectors is fostered.

2.15 Training Needs

The common training needs of VCFS organisations were captured in the survey.

Many organisations reported training needs around traditional areas such as:

- Fundraising
- Health and safety
- Volunteer recruitment and management
- First aid
- Impacts of Welfare Reform
- Understanding of 'full cost recovery'.

There was, however, a significant number of organisations identifying more strategic needs as being increasingly important to their future operation. Common requests within this type included:

- Financial planning and management
- Senior staff development (including more advanced governance related training)
- Information and communication systems (specifically around subjects such as cloud computing, data analysis systems, more sophisticated use of web technologies to demonstrate and communicate impact, and 'general business acumen')
- Consortium building

Interestingly, there was very little self-identified training need around traditional training subjects including:

- PC office applications

- Personal development (such as assertiveness)
- Time keeping.

A range of specialist 'soft' skills were listed, often based around gathering a better understanding of specific client groups. These were evenly split between training provided to those working with individuals (service providers) and organisations commissioning services (e.g. local authorities and Clinical Commissioning Groups) such as:

- Understanding the needs of older people (physical and emotional)
- Understanding complex medical needs of 'patients' in the home.

2.16 Accessibility of training

A concern was expressed by some respondents that training was not always accessible to them. There were a number of reasons for this given:

- Training is not available in my area
- Training is too expensive
- The times that training is offered are not convenient
- Training offered is in some instances too generic and doesn't cater to the more specific needs of the organisation in question.

A central training facility for Surrey's VCFS was provided by Surrey Community Action until the model became economically unviable and was closed. For the last 12 months, targeted VCFS training has been delivered by the Training & Development Partnership. In addition to this, individual Councils for Voluntary Service deliver limited training to their local members; there are also a number of private training providers from both within and outside Surrey. Accredited community training is made available by Surrey County Council, free of charge to claimants of eligible benefits. In addition, the Surrey Health and Social Care Joint Training Partnership delivers and evaluates joint training and development activities, designed to underpin and promote joint working between Surrey Community Health and Surrey

County Council (SCC). Joint priorities and service objectives are developed through joint planning and reflect both national and local needs.

There is no apparent coordinated (formal or informal) training plan or strategy for Surrey's VCFS as a whole and consequently there is a degree of hit and miss as to whether an organisation is able to fulfil its training needs. This should be addressed with a degree of urgency given that the range of comments regarding training from all sectors shared similar sentiments for improvement.

In 2009 the average training budget for each VCFS organisation in Surrey was £500 (organisational budget, not per head). Although corresponding data was not gathered for this study, given the financial constraints that many organisations face, it is unlikely that this figure has risen. Furthermore, many community and voluntary groups operate as volunteer led organisations without a budget. Such organisations reported that typical training costs ranging from £35-75 for a half day course and £65-125 for a full day course were unaffordable to them. It was acknowledged that these costs were often discounted for VCFS organisations but still remained too expensive for many would-be delegates.

2.17 Other forms of skills development

A common theme reported by respondents was a different approach to developing organisational competence. Coaching and mentoring as an alternative to traditional training is increasingly being regarded as the preferred means of developing skills. The key advantages to this form of development were most often cited as:

- The ability to access exactly what the recipient needs (more efficient)
- Greater flexibility around how development is supported
- A less intensive means of delivery (more content can be retained by the recipient)
- The ability to refresh learning and set SMART targets
- The direct linking of learning to the work/activity of the recipient
- An increased sense of accomplishment and confidence in the recipient.

Some barriers to this form of development were also identified:

- It can be a more costly exercise (especially where coaching is used)
- The reported reduction in the connectivity between organisations⁷⁰ (fewer links between groups) restricts the ability for as many coaching/mentoring opportunities
- In some instances it is a more time consuming exercise.

2.18 Surrey's volunteering infrastructure

Volunteering makes a significant contribution to the overall activity of the VCFS and social action across Surrey. The overall number of volunteers as reported by organisations and voluntary groups has risen since estimated as being 91,990 in 2009. The increasing number of 'informal' volunteers (those engaging increasingly in local community action) is hard to measure and may form part of a future study. The average increase in the number of those volunteering, as reported by organisations however, is approximately 10%, suggesting an estimated volunteering contingent for Surrey of 101,200.

Table 14: Breakdown of volunteers by gender and age

Female Volunteers (all)				Male Volunteers (all)			
70%				30%			
Age	Age	Age	Age	Age	Age	Age	Age
16-24	25-40	41-65	65+	16-24	25-40	41-65	65+
13%	24%	36%	27%	10%	29%	69%	31%

Many volunteer recruiting and managing bodies identified a potential future risk to volunteering across Surrey. Cuts to the funding of Volunteer Centres are reducing the ability of aspirant volunteers to access volunteering opportunities. This effect is

⁷⁰ See 'Relationships and connectivity' section

particularly apparent in rural areas where there is often only a peripatetic service. Some Volunteer Centres are now only open for a few hours per week and therefore not always available to many people who might otherwise want to give their time. Also reported to the study were examples of Volunteer Centres being run by volunteers, who when they move on, or are otherwise no longer able to volunteer and leave, impact on the ability of the Volunteer Centre to provide continuity of service. Whilst it was made clear by respondents that this system exists partly due to funding criteria, there is opportunity to explore with funders new methods of promoting volunteering to as wide a range of people as possible in a cost effective manner.

A key factor identified by the study was a change in the way that people choose to volunteer. Increasingly, a huge number of people are volunteering in an informal manner, giving their time and expertise to local activities in a direct manner. This form of volunteering does not always access the services provided by Volunteer Centres and is hard to measure. There is therefore a future opportunity to better understand and identify what additional support can be provided to strengthen this form of volunteering. Examples at a national level include:

- Time Bank
- Virtual volunteering
- Micro volunteering
- Do-it.org.uk.

Some volunteering opportunities seem to attract older people - for example, car transport and good neighbour schemes. These groups have identified that people retiring later is a real risk to their sustainability, and that there is a need to attract younger volunteers to this work. The pool of potential volunteers is at risk of getting smaller and the current volunteers are getting older themselves and will not be able to continue their roles indefinitely.

The interviews undertaken in this study indicated a need to manage the expectations of both potential volunteers and organisations seeking volunteers. Finding volunteer opportunities has almost become a job market and it is not necessarily possible to 'walk into' a volunteering post – there is often an interview process to ensure the organisation, quite rightly, gets the best candidate. Potential volunteers do not always understand the need for training (especially if they already have a professional skill that they are offering) in order to be a volunteer; for example, it takes up to a year to become a CAB advisor. Feedback from the interviews also indicated that organisations themselves need to manage the process well and be more professional. They need to get in touch with prospective volunteers to communicate with them and be clear about the process, etc.

The faith sector in Surrey is viewed as part of the VCS, hence the VCFS. A factor that potentially differentiates it from the remainder of the sector is its strength in being able to call to action a large pool of willing volunteers when it identifies a need to be addressed. The faith sector is aware that it can be met with scepticism as to its purpose. However, despite the sector being included in name there appears to be a lack of connectivity between the faith sector and the rest of the voluntary and community sector. It seems that there is a need to raise awareness on both sides of what activity is taking place within the faith sector and the rest of the voluntary sector in order that service provision is efficient and effective and reduces duplication.

2.19 Relationships and Connectivity

One side effect of the general reduction in the size of VCFS organisations reported by respondents⁷¹ has been a reduction in the interaction between organisations and the resultant benefits:

- Ability to gather and share data and evidence⁷²
- The sharing of good practice

⁷¹ Anecdotal reporting and assessing the number of staff employed by the VCFS.

⁷² This is discussed in more detail in the conclusions and recommendations compiled by the authors (RAISE) at the end of the document.

- Communication with potential partner organisations to allow better collaboration.

Fewer staff and a higher ratio of part time staff, combined with lower budgets to attend events (networking and training courses), along with a need to ‘keep your head down’ has, in some reported instances, led to a greater attention on the direct services for beneficiaries, at the expense of some horizon scanning.

Of organisations surveyed, respondents reported:

- 12.8% of organisations reported not being linked to any other group
- 48% of organisations reported being linked to between 1-5 groups.

Table 15: Extent of collaboration and membership of organisations

Number of organisations respondents collaborate with (partner organisations)							
	0	1-5	6-10	11-20	21-30	31-50	50+
Number of organisations	12.84%	47.97%	10.14%	12.16%	7.43%	4.73%	4.73%
Number of organisations respondents are members of (e.g. member of a CVS support organisation)							
	0	1-5	6-10	11-20	21-30	31-50	50+
Number of organisations	9.49%	64.96%	13.14%	6.57%	3.65%	1.46%	0.73%

There has also been a reported change in the manner that infrastructure/support organisations interact with local groups. Some CVS type organisations have redefined the nature of their relationship with groups to whom they provide services. Some have moved away from the use of the word ‘member’, instead moving towards a ‘network’ concept. In these instances, a greater role is afforded to network members, with an enhanced opportunity for sharing and collaboration.

In some instances, infrastructure bodies have reported a reduction in the size of their membership over the last 24 months. Reasons for this reduction, besides the redefinition of ‘members’ by some organisations mentioned above, are given as:

- A focus on delivering more targeted services to specific groups, yielding greater impact
- A reduction in the ability to fund resources previously offered to a larger cohort of organisations
- A change in the way that groups want to interact with infrastructure bodies; the greater use of reactive support services as opposed to prescriptive delivery of larger scale activities.

When asked how many organisations they were members of, respondents stated:

- 9.5% were members of no other organisation
- 65% were a member of between 1-5 bodies
- 13.1% were a member of between 6-10 bodies
- The remaining 12.4% reported that they were a member of more than 11 other organisations.

A potential need identified is ensuring that as many groups as possible have access to relevant networks and sources of support, especially where such groups operate in areas of relatively weaker social capital.

2.20 Relationships between the VCFS and local authorities

The relationship which exists between the VCFS and local authorities takes many forms and is complex in nature. The relationship between an organisation providing a specific, contracted public service with a contracting local authority, will clearly differ from an organisation providing a less measurable range of 'softer' (and possibly harder to measure) services against an ongoing grant. It is also not helpful when considering the relationship between the VCFS and local authorities to attempt to liken all VCFS organisations by referring to them as 'the sector'. Finally, individual comments and views expressed by either party can only be reasonably assessed in the context of that relationship and activity.

Over 75% of local authority respondents described their relationship with the VCFS as productive; a further 12.5% identified the relationship as being very productive.

There was also recognition of the important role played by the VCFS in the delivery of key community services.

When asked to identify how the activities of VCFS organisations might be further improved, the following comments were put forward by local authority respondents:

- There could be better co-ordination between organisations to assist development and reduce duplication of services
- More could happen at the local level to increase the number of beneficiaries of services provided by the VCFS
- In some areas, providers could be more willing to work together, especially across district and borough boundaries
- More could be done to encourage new people to engage with services – instead of the ‘same people over and over again’
- More proactivity is needed when developing and delivering services to communities
- Much provision is very localised and could be shared across a wider section of the community
- Need to better demonstrate impact
 - The Transforming Local Infrastructure Programme in Surrey includes a pilot impact measurement mechanism which is intended to be rolled out to frontline organisations in the future
- More can be done to improve the training and capacity building support delivered to frontline providers
- Capacity building is key to the development of longer term benefits for the VCFS – it is acknowledged that this carries a cost but it is regarded as being a sustainable form of development for organisations over time.

One view expressed by a local authority respondent raised an interesting question and is worthy of further exploration by both sectors. The comment centred on a greater role for the VCFS in relation to increasing access to public services (services not delivered by the VCFS). This activity was not identified by the VCFS as being part of its implicit or implied remit. It might be mutually beneficial to both parties and

serve to reduce some of the differences of opinion and expectation expressed by each sector to explore how this added value might be introduced by VCFS organisations. An example is the joining of services delivered to multiple communities in order to provide access to a wider range of services, removing inequality and strengthening the ties between organisations. In such an example, the range of services accessed might include VCFS and other public services, brought together to form a comprehensive package.

VCFS organisations equally expressed a range of opinions about their relationship with local authorities. As above, there is an overall positive feeling regarding the relationships between sectors. There was a difference between the views of infrastructure bodies⁷³, frontline providers⁷⁴ and community/voluntary groups⁷⁵. These views have therefore been listed separately.

Infrastructure/support organisations expressed the following views in relation to their relationship with local authority partners:

- All reported a good working relationship
- All identified a common set of values and mutual trust
- Value was identified on a number of levels (not just funding), such as governance support, the exchange of ideas, useful source of information
- (In some instances) A belief that local authorities did not always understand the detail of the services they provide
- A lack of understanding of much of the value of the services provided to beneficiary organisations
- A feeling that more should be achieved with small amounts of funding (unrealistic expectations)
- A general misunderstanding of what the VCFS actually is (a heterogeneous and not homogenous entity with differing attributes and strengths)

⁷³ Infrastructure bodies – an organisation providing support and services to other organisations or groups

⁷⁴ Frontline provider – an organisation usually providing services to individuals or groups

⁷⁵ Community/voluntary group – usually an informal, local group of people working towards a common goal

- A greater commitment to acknowledge the need for and support the cost of services which are necessary for frontline and commissioned activities to happen (e.g. training)
- The belief that funding is likely to continue to reduce (along with the effect of reduced funding on activity)
- The lack of ability for medium to long term planning as a result of annualised contracts (and resultant short term approach which can stifle innovation and impact).

2.21 Frontline organisations and service provider relationships with local authorities and other bodies

Frontline organisations and service providers tended to have a narrower point of contact with local authorities, often dealing with fewer departments than infrastructure/support providers. Their observations were primarily centred on identifying more opportunity and impact across services in which they are engaged. They observed:

- A self-identified need to develop new ways of demonstrating to funders and interested parties the value they deliver to beneficiaries
- A desire to communicate indirect benefits of their activities (added value)
- In some instances, frustration at relatively short term funding cycles, preventing added value from being fully achieved, especially in the case of hard to reach groups or when working with individuals with complex/multiple needs
- A greater desire to engage with service commissioners/designers at an earlier stage to play a bigger part in the commissioning process.

Community/social action groups in the main did not identify any meaningful links to local authorities. In a number of cases, however, links were identified with the local parish council. There were also more tangible relationships identified with other local voluntary groups, although these were often symbolic, or communication links as opposed to working relationships. It is also the case that key individuals at the

local level were involved in multiple activities, strengthening networks. Comments gathered from community/social action groups included:

- “We do what we can to help local people that need it, we don’t really have ties with the local authority”
- “We are aware of (name of local CVS) and have spoken with them before and received help; they are a very small organisation though and are very busy”
- “We want access to the same services as central and southern Surrey. We are a very rural community and it isn’t fair that we pay the same taxes but don’t get the same services”.

This concludes Section 2, examining the needs of the VCFS in Surrey and the challenges it faces in meeting the needs of Surrey’s communities. The current environment presents unprecedented challenges for the sector, both in terms of internal resources and meeting increasing levels of demand from beneficiaries. The future presents exciting opportunities along with some tough challenges.

Part 3

Use of Research Data and Findings

3.1 Use of Research Data and Findings

Surrey Community Action has published this report without the conclusions and recommendations made by the authors. RAISE's conclusions and recommendations are published on Surrey Community Action's website www.surreyca.org.uk along with the results of discussions that took place at Surrey Community Action's "Changing Face of Communities in Surrey" conference in May 2013. The conference brought together representatives from throughout the VCFS to hear and discuss the research and agree actions to use the information to best effect.

The combined wisdom of the VCFS and its partners and stakeholders will allow us to collaboratively develop actions that will guide the sector into the future.

A handwritten signature in black ink, appearing to read 'J Gaskell', is positioned above the name of the signatory.

Jason Gaskell, Chief Executive, Surrey Community Action