

Main Findings

Who Delivers Services?

North West Tenants and Residents Assembly event
February 6 2008

About the research

- Responds to the issue of the growing role for Voluntary and Community Sector in the delivery of public services under contract
- Designed to survey what the VCS are doing in the North West
- And what their attitudes to service delivery are:
 - so far,
 - and in the future
- Used a questionnaire, sent out through infrastructure networks
- Report will be produced to feedback findings and recommendations to local government

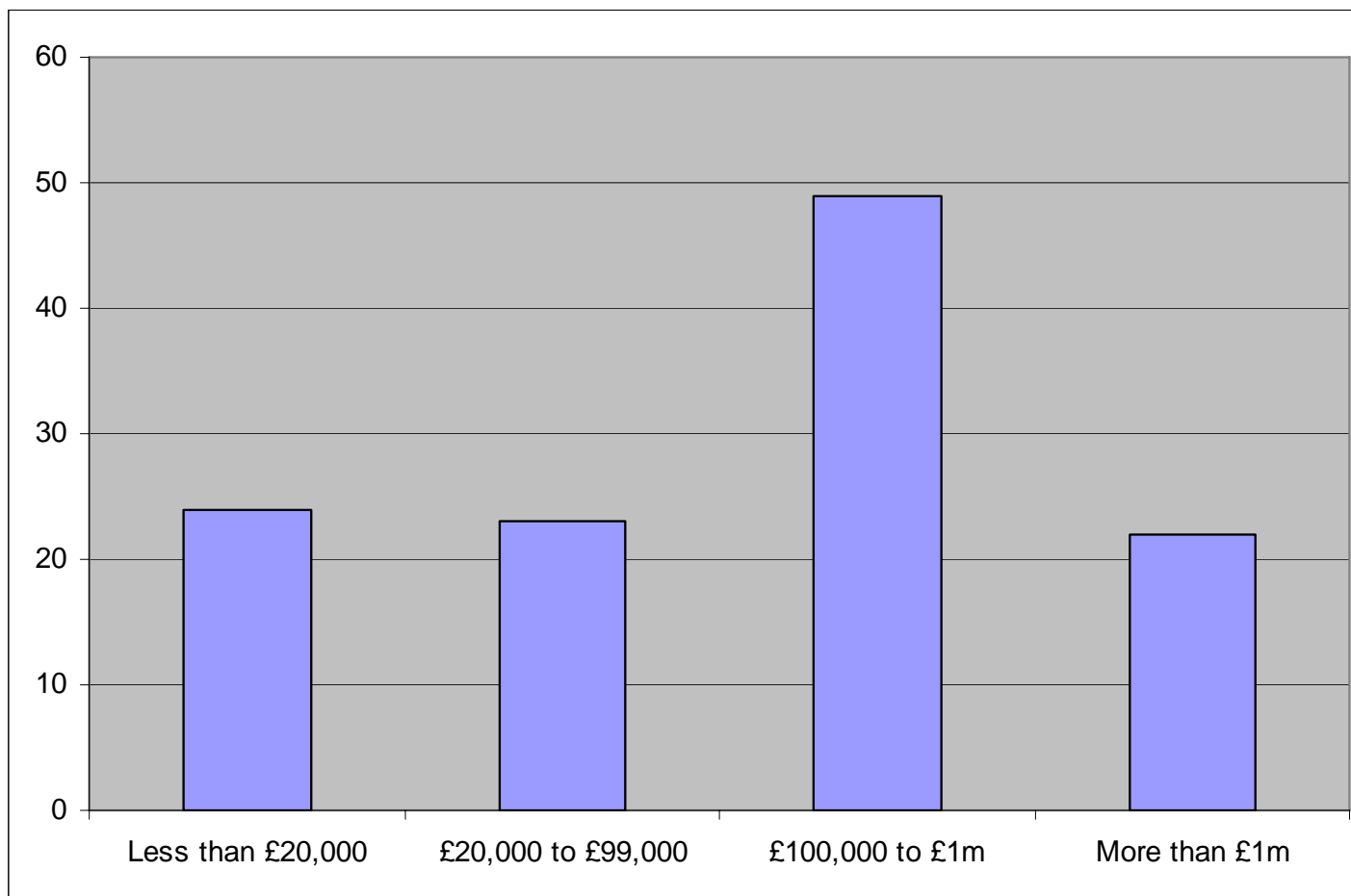
About the questionnaire

- Sent out to VCS orgs across the region
- Including Tenants and Residents Associations
- Asks about basic characteristics of groups
- Their experience of involvement in and attitude to the delivery of public services
- 145 responses

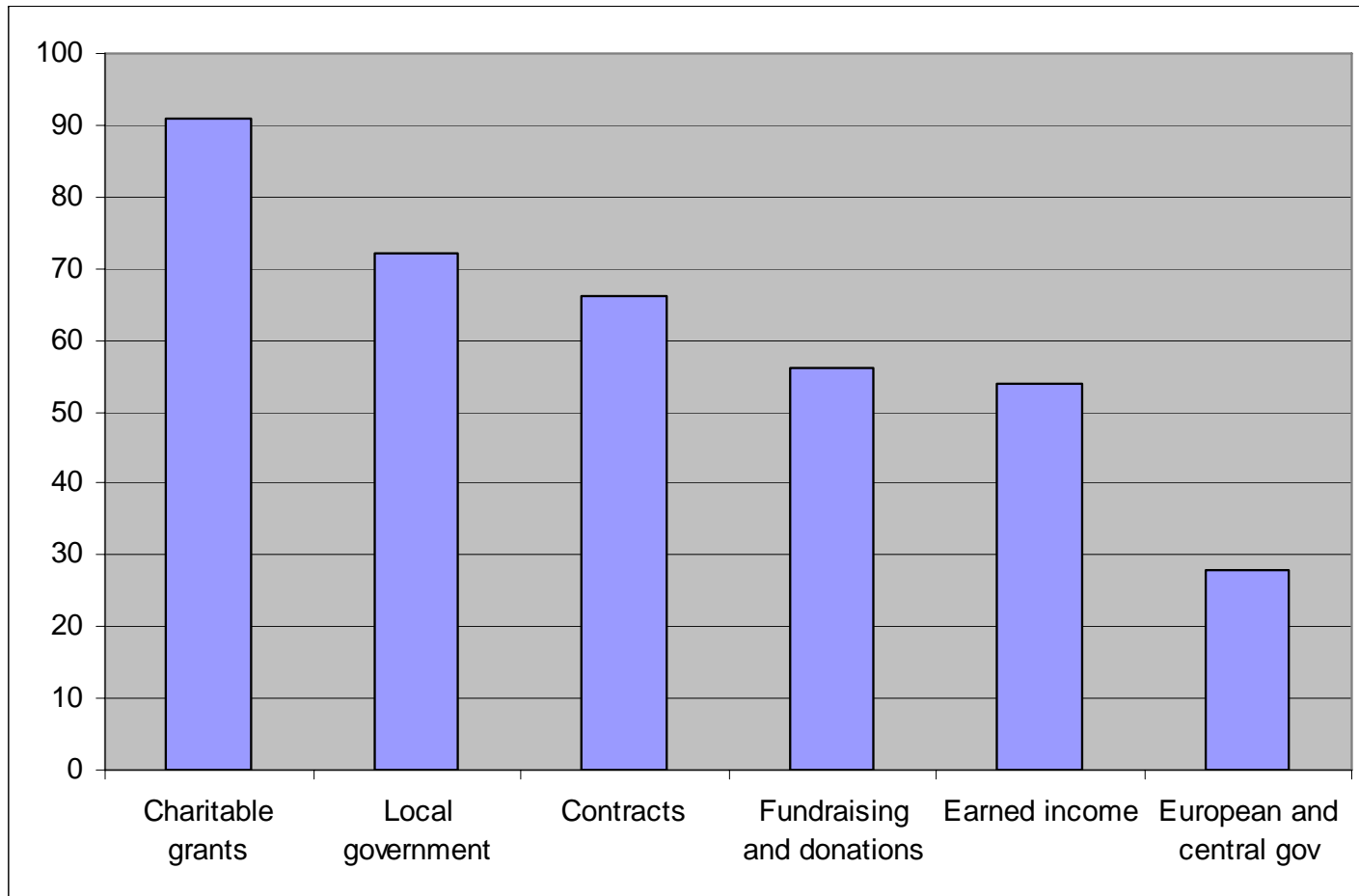
Some facts and figures

- The following slides show basic information about the groups who responded

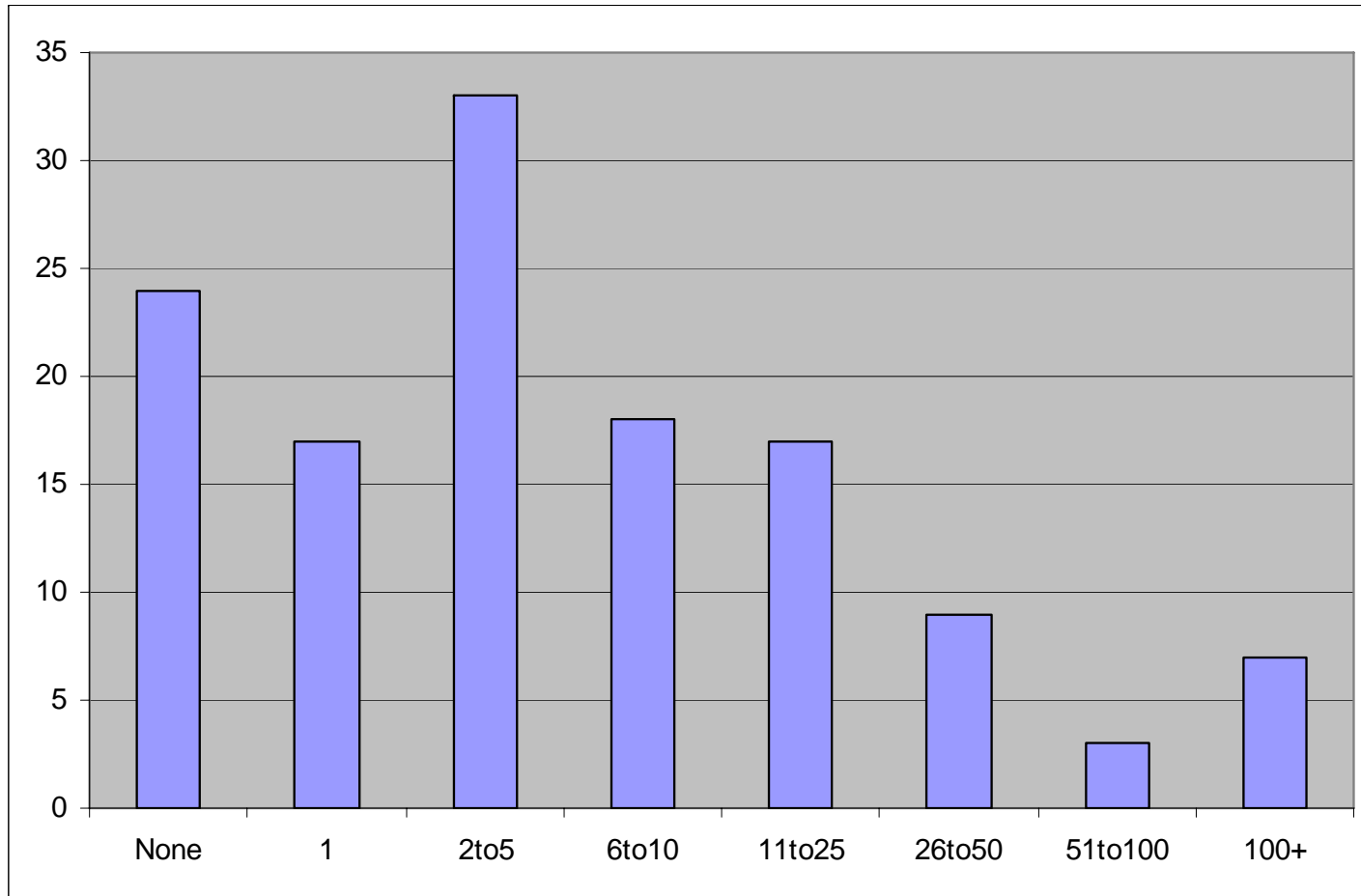
Size of groups – annual income



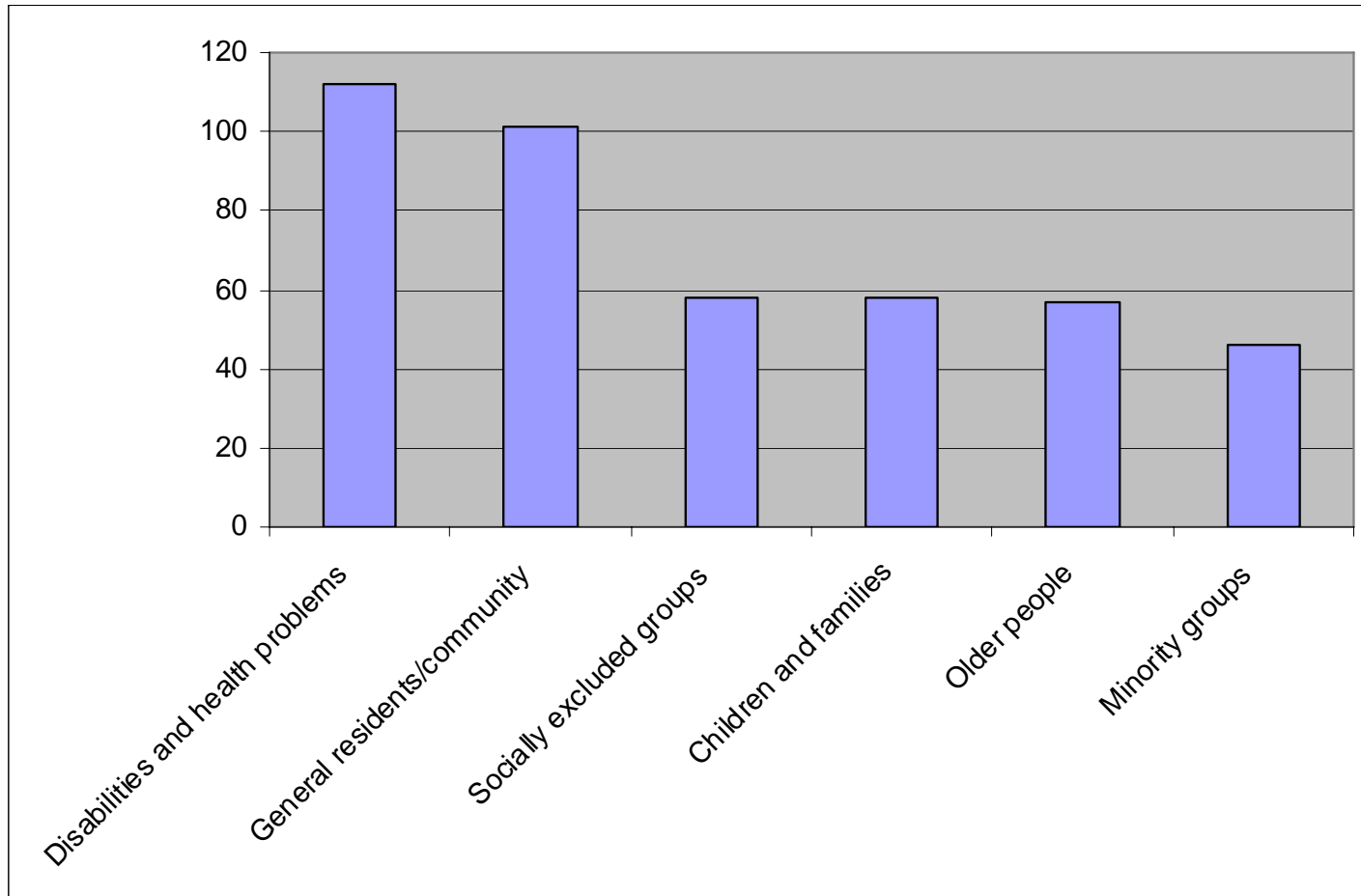
How groups get their income



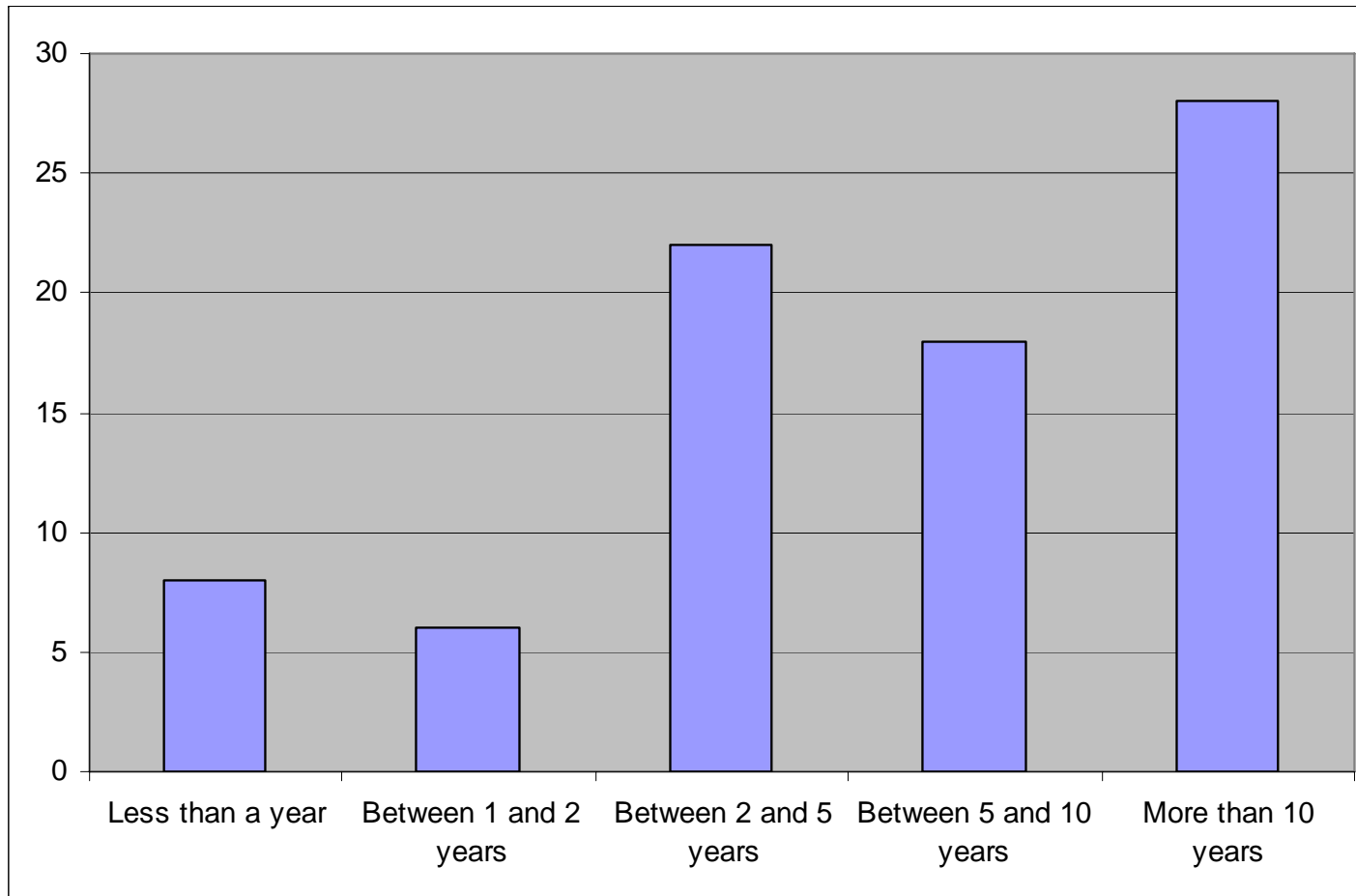
Number of paid staff



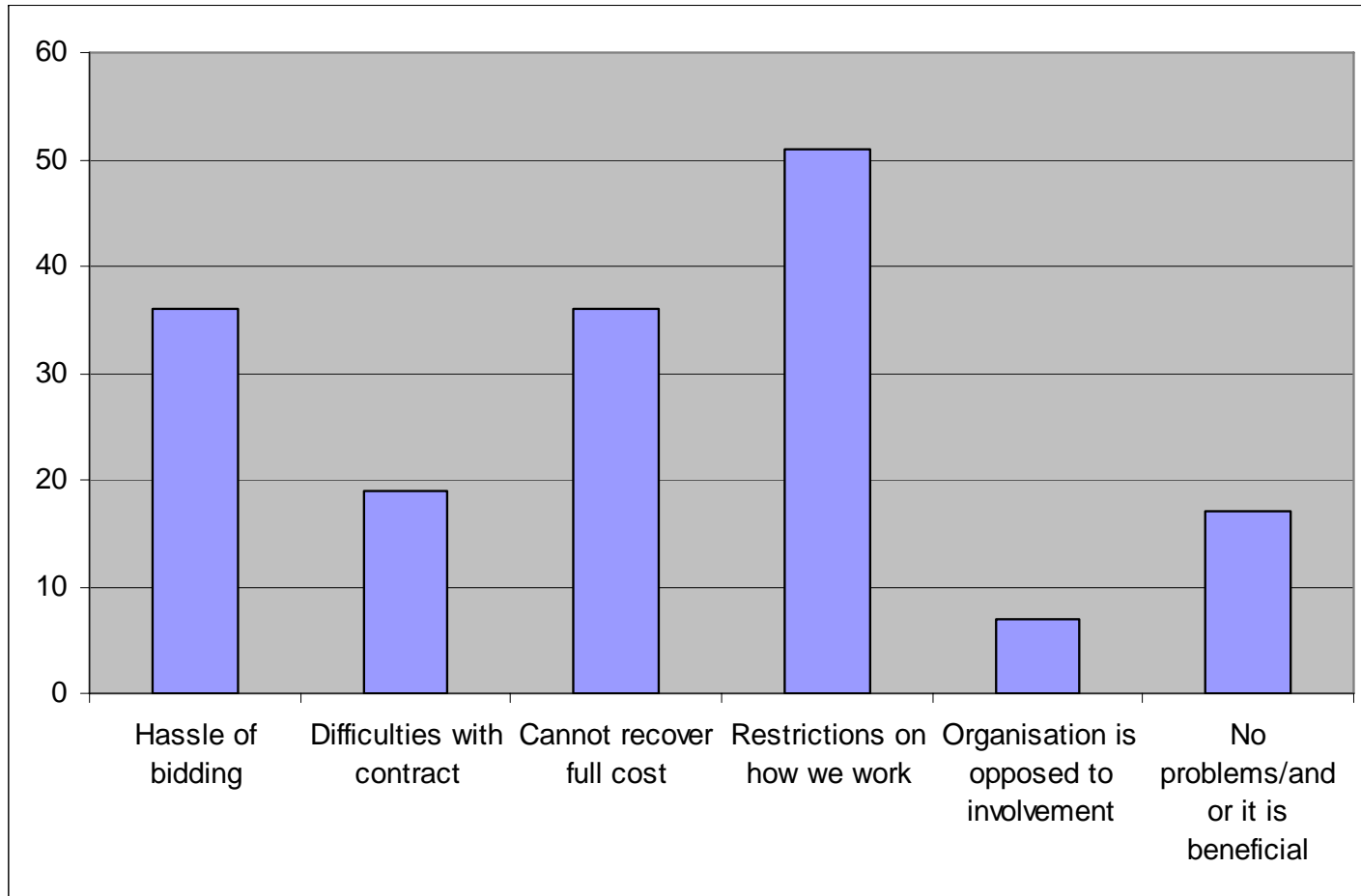
Who groups work with



How long have they delivered a public service?



What problems have been encountered?

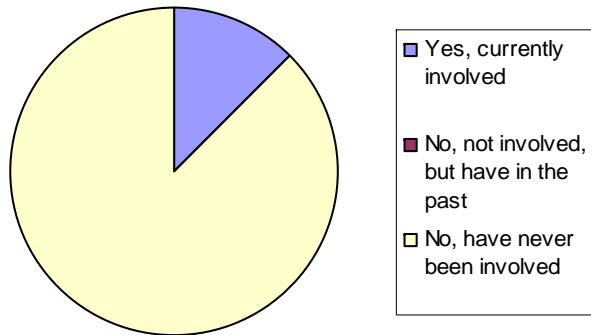


Who is involved?

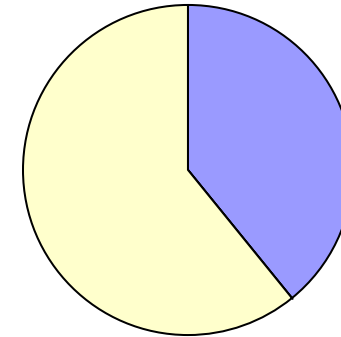
- Overall, 56% were involved in service delivery, 42% have never been involved, 2% had in the past
- The following slide shows that broken down by size of group

How likely are they to be involved?

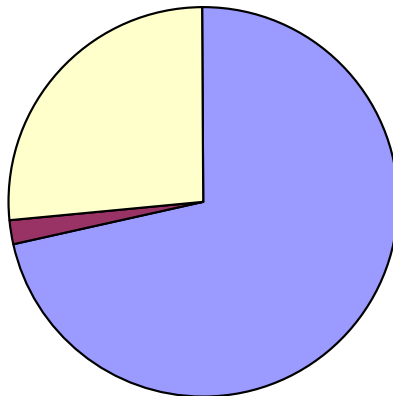
0-19,999 (small)



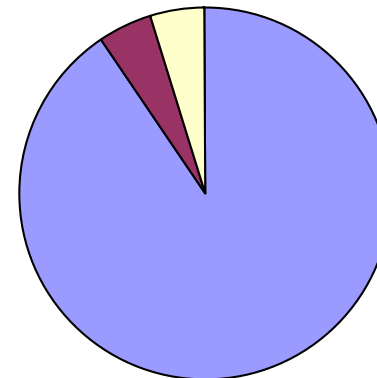
20,000-99,999 (med)



100,000-999,999 (large)



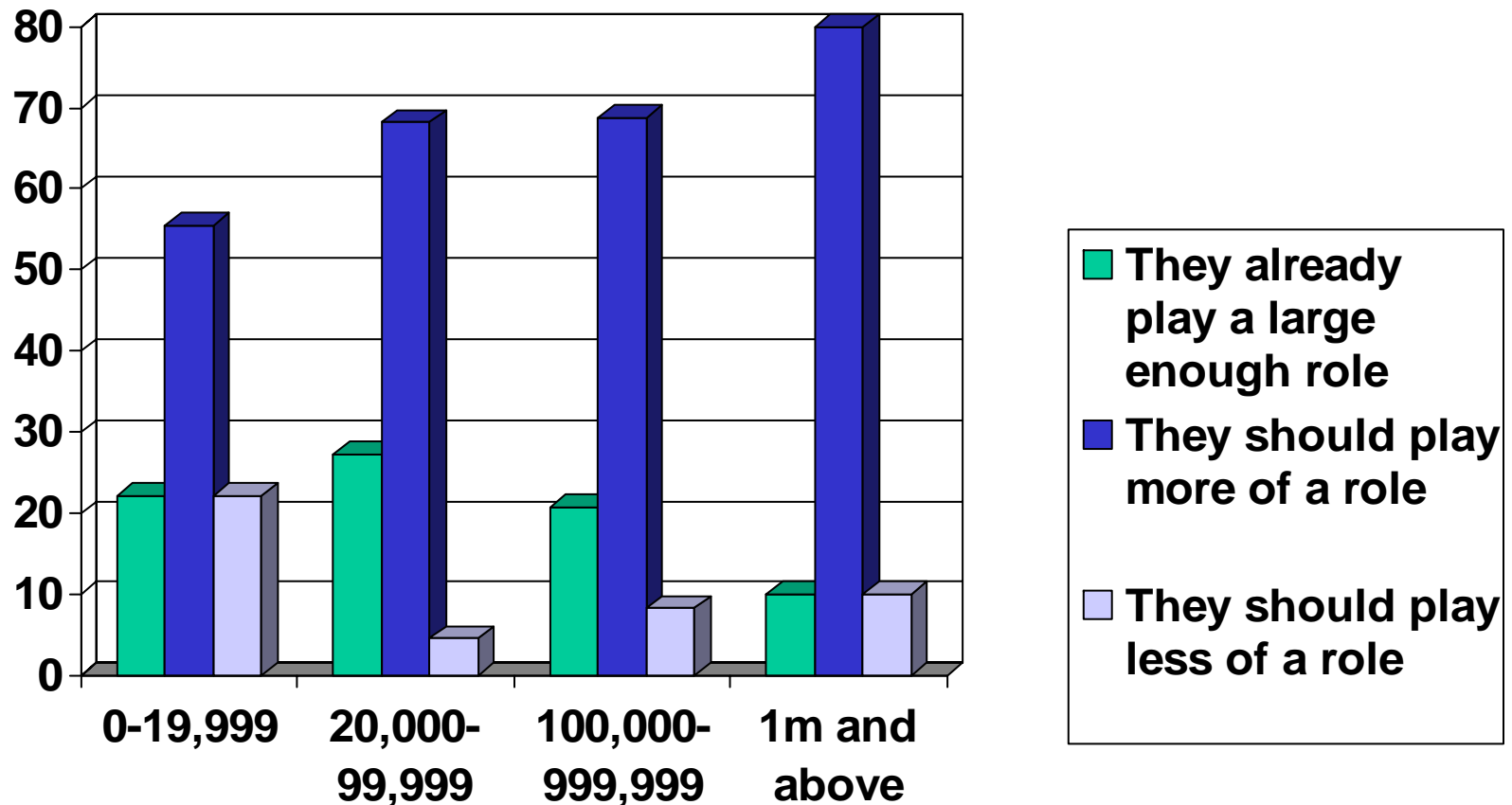
1m and above (XL)



What is the attitude to the role of the sector in service delivery?

- They already play a large enough role: 21%
- They should play more of a role: 69%
- They should play less of a role: 9%
- Larger groups more likely than average to be positive....see next slide

Attitude to role varies by size



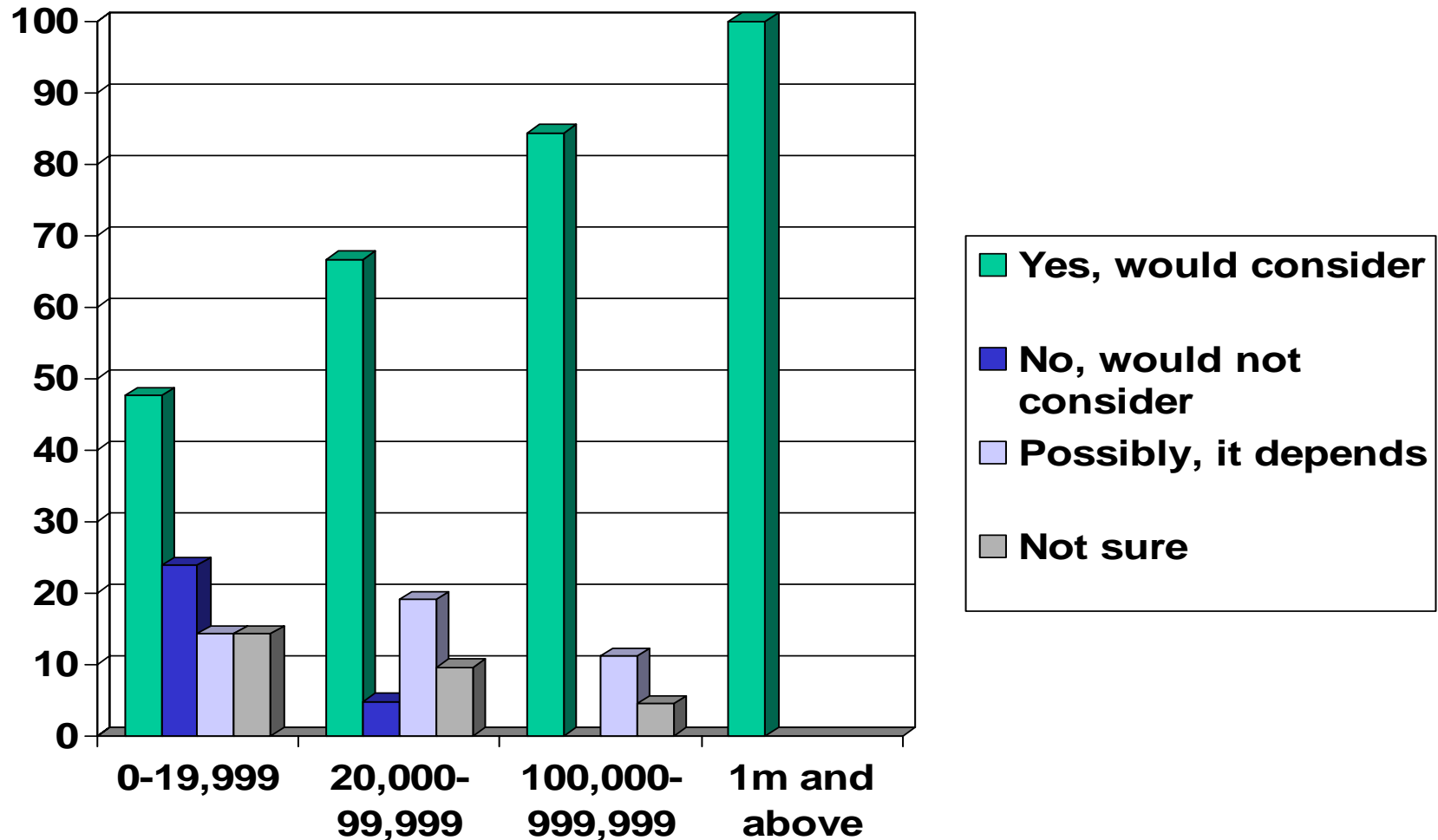
Will involvement grow?

- Those who think Yes: 62%
- Stay the same: 17%
- No: 4%
- Not sure: 16%
- Again, larger groups more likely to think there will be a growing role for the sector

Would your group consider being involved?

- Yes: 77%
- No: 5%
- Possibly: 10%
- Not sure: 8%
- Views vary by size of group
- Lots of interesting views.....

Would you consider involvement?



Attitudes to future delivery role

- Mostly very positive about the VCS role, an “untapped resource”
- Advantages of the VCS:
 - More flexible
 - Closer to clients or the community – the “grassroots”
 - Less bureaucratic than traditional public service
 - More efficient
 - Independent
 - Committed and ethical
- Advantages to the VCS of public service delivery:
 - Funding!!
 - Sustainability/security of services
 - Expand services and role
 - Better services – more tailored to needs of client or community

Problems and Pitfalls!

- May lose independence
- May become more bureaucratic
- Need to be involved in planning services
- Need to be understood – VCS still considered the “poor relation”

What is needed to expand?

- Training, Support and Funding to have capacity to bid for contracts
- More consultation on planning and delivery of services
- Simplify funding and contracts: need clarity and certainty
- Continued investment in infrastructure
- The public sector needs to understand what the VCS can contribute, and how it works
- The public sector must **Acknowledge the Expertise of the VCS!!**

Summary

- There is already a lot of experience in the sector
- Most groups expect involvement will grow, and most think it is a positive development
- Not surprisingly, larger groups are more likely to be geared up for delivery
- There is still a lot to be done to improve the interface between public sector commissioners and the VCS