

# Annual VCSE Infrastructure Survey

Hello,

Thank you for participating in the Annual Infrastructure Survey for the Royal Borough of Kingston upon Thames (RBK).

We want to recognise your incredible work on the frontline every day, which strengthens our community. This survey gives you the chance to share your experiences and help us understand how we can better support you and the services you provide.

RBK supports the Voluntary, Community, and Social Enterprise (VCSE) sector through:

- VCSE infrastructure support (delivered by KVA)
- Volunteering support (delivered by Groundwork)
- Information, Advice, and Guidance Network (delivered by Kingston Information Advice Alliance)

These services aim to help organisations like yours grow and better serve the community. We are keen to hear your thoughts on how these services have impacted your work, service delivery, capacity building, and community engagement. Your feedback will inform strategic decisions and improve our support to the sector.

We encourage multiple responses from your organisation as different perspectives are valuable. All responses will be anonymised, and the survey should take around 15 minutes to complete. If you need help completing the survey, call 020 8547 5000.

Thank you for your time and your commitment to strengthening our community!

About you-----	2
Infrastructure Support-----	3
Information and Advice Network-----	5
Volunteer Centre/Service-----	7
Final thoughts-----	9

## About you

Tell us a little about you and your organisation/ group

1.1 What is your name?

1.2 What is your role/job title in the organisation/community group?

1.3 What is the name of your organisation/community group?

1.4 Can you tell us your organisations website addresses/social media accounts or Connected Kingston links, if you have any?

1.5 What is your main organisation phone number?

1.6 What is your email address?

1.7 What is the size of your local organisation?

- ☐ Small (0-10 employees/volunteers)
- ☐ Medium (11-50 employees/volunteers)
- ☐ Large (51-200+ employees/volunteers)

## Infrastructure Support

Kingston Voluntary Action (KVA) is the designated infrastructure support organisation for the Royal Borough of Kingston upon Thames, providing essential services to develop and strengthen local voluntary, community, and social enterprise organisations.

2.1 Have you accessed any support in the past 12 months through Kingston Voluntary Action?

☐ Yes

☐ No

2.2 How would you rate the support and services you receive from KVA in the following areas

	Not accessed this support	Very Good	Good	Fair	Needs Improvement
Setting up/growing/improving your organisation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Working in partnership with other organisations (VCSE sector or statutory)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Amplifying our voice and being represented in the borough and/or wider	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Are there any other types of support you have received not listed above, and how would you rate them? (rating as above, Very Good, Good, Fair, or Needs Improvement)

2.3 We would love to celebrate your successes - please tell us about up to three specific examples of the support you have received and the impact this has had.

Example 1:

Example 2:

Example 3:

2.4 Overall, on a scale of 1 to 5, how would you rate the effectiveness of the support provided by KVA.

	1	2	3	4	5	
Not effective at all	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Extremely effective

2.5 Please provide additional comments to explain your rating

2.6 What new programs or initiatives would you like to see introduced by Kingston Voluntary Action in the future? For example, initiatives or good practice you may have seen or experienced elsewhere that we could bring to this area.

2.7 To what extent do you feel that your perspectives are recognised and strategically represented in decision-making processes at the council?

	1	2	3	4	5	
Low extent	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Great extent

2.8 Share below anything you feel that can be done to enhance and increase diverse perspectives of organisations in Kingston being more strategically represented in decision-making processes?

2.9 Please share below if there any challenges you face in utilising infrastructure support and how we can work together to tackle them

## Information and Advice Network

Citizens Advice Kingston delivers the Kingston Information and Advice Alliance (KIAA), a network of over 70 local partners who provide information and advice to people. It organises monthly online meetings for information sharing, training, relationship building, best practice and innovation, and finding effective ways to help reduce the impact of the Cost of Living crisis.

3.1 Does your service provide any type of information, signposting or advice?

- ☐ Yes
- ☐ No

3.2 Would you like us to share your contact details with the Kingston Information Advice Alliance (KIAA) so that they can provide you with coordinated, high-quality advice and support?

- ☐ Yes
- ☐ No

3.3 Are you a member of the Kingston Information and Advice Network?

- ☐ Currently an active member
- ☐ Have been an active member in the past (more than 12 months ago)
- ☐ Never been a member - not aware of service
- ☐ Never been a member but aware of service

3.4 Have you attended a Kingston Information and Advice Alliance meeting in the past 12 months

- ☐ Yes
- ☐ No

3.5 If you answered no, why not?

3.6 Thinking of the support provided through KIAA, how would you rate improvement the following areas

	Not accessed	Very Good	Good	Fair	Needs Improvement
Improved understanding of the issues facing local people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improved knowledge of how to resolve these	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improved understanding of the help available for people affected by the Cost of Living Crisis	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improved networking opportunities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3.7 We would love to celebrate your successes - please tell us about specific examples of the support you have received and the impact this has had

3.8 What do you feel are the main benefits of KIAA?



3.9 What suggestions do you have for this service in the coming year?

3.10 Are there any organisations you'd like to see join the network?

3.11 What challenges do you face utilising information and advice support and how can we work together to tackle them

## Volunteer Centre/Service

Volunteering Kingston is the designated volunteering service for the Royal Borough of Kingston upon Thames. Volunteering Kingston supports local Volunteering Involving Organisations (VIOs) to find, train, utilise and retain volunteers and is the voice of the volunteering experience in the borough.

### 4.1 Does your organisation use volunteers?

If NO, please continue to Final Thoughts

- ☐ Yes
- ☐ No

### 4.2 How many volunteers work with your organisation per year?

- ☐ 1-5 volunteers
- ☐ 6-10 volunteers
- ☐ 11-20 volunteers
- ☐ 21-50 volunteers
- ☐ 51-100+ volunteers

### 4.3 Do you use Volunteering Kingston to attract and retain volunteers?

- ☐ Have used previously (more than 12 months ago)
- ☐ Currently using
- ☐ Never used

4.4 How would you rate the support and services you receive in the following areas

	Not accessed	Very Good	Good	Fair	Needs Improvement
Matching volunteers with suitable opportunities to ensure organisations find the right people to support their work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Making volunteering opportunities accessible to everyone in the community through targeted outreach and inclusive practices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Providing guidance and resources to help organisations implement best practices in volunteer management and engagement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fostering strong community relationships and partnerships to enhance the impact of volunteering initiatives	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4.5 We would love to celebrate your successes - please tell us about specific examples of the support you have received and the impact this has had

4.6 What suggestions do you have for this service in the coming year which would improve its impact and effectiveness?

4.7 What challenges do you face finding and retaining volunteers for your organisation and how can we work together to tackle them

## Final thoughts

We appreciate the time you have taken to complete this survey. Additionally, we would very much appreciate any information with regards to the below questions in order for us to be able to support the sector as best as possible.

5.1 Considering infrastructure support for the nonprofit sector in Kingston, what else would you like us to focus on in the coming year?

5.2 What 'type' of organisation/ group do you consider to be? (registered Charity, CIO, CIC, Informal Group etc)

5.3 Do you pay rent for any commercial office space?

- ☐ Yes
- ☐ No

5.4 Please tell us how much rent each year you pay

5.5 Do you have an accommodation need?

We are keen to understand the accommodation status of our sector, and explore opportunities to maximise use of community and council assets and resources.

--

5.6 Who is your rent paid to/who is your landlord?

--

Thank you again for your time and commitment to improving the support available to the VCSE sector in our borough.