Third Sector Impact: Survey of charities and voluntary organisations - Copy

Q16 Third Sector Impact: Survey of charities and voluntary groups  This survey is part of the EU funded research project Third Sector Impact (TSI). TSI aims to measure scope, scale and impact of third sector organisations across Europe. It includes a distinctive stakeholder engagement process to capture the insights of third sector practitioners to work towards a common goal: to create knowledge that will help people working in the sector, policy makers and citizens alike to further advance the sector's contributions to our societies. The project focuses on 9 European countries.   It is generally agreed that the third sector contributes to the development of society and has a positive impact on individual well-being. Many barriers are still hindering its further development. In particular we would like to find out which factors might be increasing or limiting the impact of non-profit organisations.   We invite you to be part of the TSI project by providing us with an assessment of barriers and facilitators to third sector development. We believe that your experience and knowledge of the sector are of fundamental importance. The project's ambitious aim relies heavily on the analysis of the relevant issues for third sector organisations, the changes and challenges they face and their vision for the future.   The questionnaire is divided into 3 parts. In the first part we ask if and to what extent you think your organisation or the sector at large is affected by a broad range of problems. In the second part we ask your opinion on several possible trends in third sector development and about innovative activity. In the third part we ask for some information about your organisation for contextual purposes.   The questionnaire should take about 30 minutes to complete.

PART ONE  This focuses on actual or potential problems that your organisation may currently be experiencing.

Q1 Financing: Please assess your organisation's current financial situation. Please indicate whether you regard the following issues as very serious, somewhat serious, not serious, not a problem at all or not applicable in your case.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Not a problem at all (1) | Not serious (2) | Somewhat serious (3) | Very serious (4) | Not applicable (5) |
| Shortfall in giving by individuals (1) |  |  |  |  |  |
| Shortfall in giving by foundations/trusts (2) |  |  |  |  |  |
| Shortfall in giving or sponsorship from private companies (3) |  |  |  |  |  |
| Shortfall in local government funding (4) |  |  |  |  |  |
| Shortfall in funding from central government departments (5) |  |  |  |  |  |
| Shortfall in funding from other statutory sources (including NHS; EU funds; NDPBs or quangos) (6) |  |  |  |  |  |
| Shortfall in membership fees (7) |  |  |  |  |  |
| Decreasing profit margins from business activity (8) |  |  |  |  |  |
| Inadequate access to capital resources (9) |  |  |  |  |  |

Q2 In your view, are the difficulties you have suggested encountered by significant numbers of other third sector organisations (TSOs) working to meet social welfare needs in England?

* Typically applies equally to all (1)
* Typical situation of other organisations better (2)
* Typical situation of other organisations worse (3)
* Do not know (4)

Q3 Human resources/personnel: Please assess your organisation's situation concerning paid, unpaid (volunteer) and senior management/executive staff. Please indicate whether you regard the following issues as very serious, somewhat serious, not serious, not a problem at all or not applicable in your case.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Not a problem at all (1) | Not serious (2) | Somewhat serious (3) | Very serious (4) | Not applicable (5) |
| Difficulties recruiting paid employees (1) |  |  |  |  |  |
| Difficulties in training paid staff (2) |  |  |  |  |  |
| Difficulties recruiting volunteers (not trustees or board) (3) |  |  |  |  |  |
| Difficulties in training volunteers (not trustees or board) (4) |  |  |  |  |  |
| High paid staff turnover (5) |  |  |  |  |  |
| High volunteer turnover (6) |  |  |  |  |  |
| Competition with for-profit businesses recruiting senior management/executive staff (7) |  |  |  |  |  |
| Difficulties recruiting senior management/executive staff (8) |  |  |  |  |  |
| Difficulties in training senior management/executive staff (9) |  |  |  |  |  |
| Low motivation of paid employees (10) |  |  |  |  |  |
| Low qualifications of paid employees (11) |  |  |  |  |  |
| Low pay of paid employees (12) |  |  |  |  |  |

Q7 In your view, are the difficulties you have suggested encountered by significant numbers of other TSOs working to meet social welfare needs in England?

* Typically applies equally to all (1)
* Typical situation of other organisations better (2)
* Typical situation of other organisations worse (3)
* Do not know (4)

Q8 Governance: Please assess your organisation's governance arrangements. Please indicate whether you regard the following issues as very serious, somewhat serious, not serious, not a problem at all or not applicable to your situation.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Not a problem at all (1) | Not serious (2) | Somewhat serious (3) | Very serious (4) | Not applicable (5) |
| Difficulties appointing volunteer trustees/committee/board members (1) |  |  |  |  |  |
| Difficulties retaining volunteer trustees/committee/board members (2) |  |  |  |  |  |
| Difficulties in providing appropriate training for volunteer trustees/committee/board members (3) |  |  |  |  |  |
| Challenges in managing volunteer-paid staff relations (4) |  |  |  |  |  |
| Challenges in managing trustee/committee/board member - senior executive/manager relations (5) |  |  |  |  |  |

Q10 In your view, are the difficulties you have suggested encountered by significant numbers of TSOs working to meet social welfare needs in England?

* Typically applies equally to all (1)
* Typical situation of other organisations better (2)
* Typical situation of other organisations worse (3)
* Do not know (4)

Q11 Image: Please assess the image of your organisation. Please indicate whether you regard the following as very serious, somewhat serious, not serious, not a problem at all or not applicable in your case.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Not a problem at all (1) | Not serious (2) | Somewhat serious (3) | Very serious (4) | Not applicable (5) |
| Limited public awareness of your organisation (1) |  |  |  |  |  |
| Lack of trust in your organisation (2) |  |  |  |  |  |
| Lack of confidence in professionalism of your organisation (3) |  |  |  |  |  |

Q12 In your view, are the difficulties you have suggested encountered by a significant number of TSOs working to meet social welfare needs in England?

* Typically applies equally to all (1)
* Typical situation of other organisations is better (2)
* Typical situation of other organisations is worse (3)
* Do not know (4)

Q13 Facilities: Please assess your facilities, that is your amenities, equipment and access to technology. Please indicate whether you regard the following issues as very serious, some what serious, not serious, not a problem at all or not applicable to your situation.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Not a problem at all (1) | Not serious (2) | Somewhat serious (3) | Very serious (4) | Not applicable (5) |
| Inadequate physical infrastructure (incl buildings and facilities) (1) |  |  |  |  |  |
| Inadequate engagement with information technology (2) |  |  |  |  |  |
| Inadequate engagement with social media (3) |  |  |  |  |  |

Q14 In your view, are the difficulties you have suggested encountered by a significant number of TSOs working to meet social welfare needs in England?

* Typically applies equally to all (1)
* Typical situation of other organisations is better (2)
* Typical situation of other organisations is worse (3)
* Do not know (4)

Q17 External relations: Please assess your organisation's external relations or operating context. Please indicate whether you regard the following issues as very serious, somewhat serious, not serious, not a problem at all or not applicable to your situation.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Not a problem at all (1) | Not serious (2) | Somewhat serious (3) | Very serious (4) | Not applicable (5) |
| Excessive control by public sector/statutory bodies (1) |  |  |  |  |  |
| Excessive competition with for-profit business (2) |  |  |  |  |  |
| Excessive competition with other TSOs (3) |  |  |  |  |  |
| Insufficient collaboration with other organisations (4) |  |  |  |  |  |

Q19 In your view, are the difficulties you have suggested encountered by a significant number of TSOs working to meet social welfare needs in England?

* Typically applies equally to all (1)
* Typical situation of other organisations is better (2)
* Typical situation of other organisations is worse (3)
* Do not know (4)

Q18 Legal and institutional environment: Please assess the legal and institutional environment your organisation operates within. Please indicate whether you regard the following issues as very serious, somewhat serious, not serious, not a problem at all or not applicable to your situation.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Not a problem at all (1) | Not serious (2) | Somewhat serious (3) | Very serious (4) | Not applicable (5) |
| Constraints and obligations required by the Charity Commission (1) |  |  |  |  |  |
| Constraints and obligations required by other regulatory bodies (2) |  |  |  |  |  |
| Increasing bureaucracy due to UK Government/statutory requirements (3) |  |  |  |  |  |
| Increasing bureaucracy from other sources (eg. EU regulations, trade/professional body standards) (4) |  |  |  |  |  |
| Lack of favourable tax treatment (5) |  |  |  |  |  |
| Lack of clear legal status (6) |  |  |  |  |  |

Q20 In your view, are the difficulties you have suggested encountered by a significant number of TSOs working to meet social welfare needs in England?

* Typically applies equally to all (1)
* Typical situation of other organisations is better (2)
* Typical situation of other organisations is worse (3)
* Do not know (4)

Q21 Sub sector infrastructure: This focuses on whether your organisation can rely on this infrastructure for access to expertise, consulting or other organisational support. Please indicate whether you regard the following issues as very serious, somewhat serious, not serious, not a problem at all or not applicable to your situation.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Not a problem at all (1) | Not serious (2) | Somewhat serious (3) | Very serious (4) | Not applicable (5) |
| Lack of access to general third sector infrastructure/intermediary and support bodies (eg, CVS, rural community councils, volunteer bureaux) (1) |  |  |  |  |  |
| Lack of access to infrastructure/intermediary and support bodies specific to your fields of activity/client group (2) |  |  |  |  |  |

Q22 In your view, are the difficulties you have suggested encountered by a significant number of TSOs working to meet social welfare needs in England?

* Typically applies equally to all (1)
* Typical situation of other organisations is better (2)
* Typical situation of other organisations is worse (3)
* Do not know (4)

Q23 PART TWO  Part two  of the questionnaire asks you to consider several possible trends in third sector development and provide information about innovative activity.

Q24 For each statement please indicate which response most closely reflects your view.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Strongly disagree (1) | Mildly disagree (2) | Neither Agree nor Disagree (3) | Mildly agree (4) | Strongly Agree (5) | Not applicable (6) |
| My organisation devotes more resources to fundraising now than it did 5 years ago. (1) |  |  |  |  |  |  |
| Social investment is more important to my organisation than it was 5 years ago. (2) |  |  |  |  |  |  |
| Commercial relationships are more important to my organisation than they were 5 years ago. (3) |  |  |  |  |  |  |
| Market income is more important to my organisation than it was 5 years ago. (4) |  |  |  |  |  |  |
| EU financing is a more important financial resource for my organisation than 5 years ago. (5) |  |  |  |  |  |  |
| The need to raise revenues from business activities puts our mission under more strain than 5 years ago. (6) |  |  |  |  |  |  |

Q34 For each statement please indicate which response most closely reflects your view.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Strongly disagree (1) | Mildly disagree (2) | Neither Agree nor Disagree (3) | Mildly agree (4) | Strongly Agree (5) | Not applicable (6) |
| Organisations like mine are more attractive employers than they were 5 years ago. (1) |  |  |  |  |  |  |
| The needs and interests of volunteers have changed in the last 5 years in favour of flexible short-term engagements. (2) |  |  |  |  |  |  |
| In my organisation volunteers are less present within board level structures than they were 5 years ago. (3) |  |  |  |  |  |  |
| In my organisation volunteers are less present in front-line services than they were 5 years ago. (4) |  |  |  |  |  |  |
| We are implementing more measures to improve the participation of stakeholders than we were 5 years ago. (5) |  |  |  |  |  |  |
| It is more important for senior management/executive staff to have a business background in my organisation than it was 5 years ago. (6) |  |  |  |  |  |  |

Q35 For each statement please indicate which response most closely reflects your view.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Strongly disagree (1) | Mildly disagree (2) | Neither Agree nor Disagree (3) | Mildly agree (4) | Strongly Agree (5) | Not applicable (6) |
| My organisation is included more in political and policy decision making processes than 5 years ago. (1) |  |  |  |  |  |  |
| My organisation has devoted more resources to dealing with regulatory issues than 5 years ago. (2) |  |  |  |  |  |  |
| My organisation has more legal constraints and obligations than 5 years ago. (3) |  |  |  |  |  |  |
| My organisation has acquired more up-to-date facilities and equipment than 5 years ago. (4) |  |  |  |  |  |  |
| General infrastructure organisations (CVS, RCCs etc) are more helpful in providing services for my organisation than 5 years ago. (5) |  |  |  |  |  |  |
| My organisation relies more on services provided by consultancies or commercial agencies than it did 5 years ago. (6) |  |  |  |  |  |  |
| The general public tends to view my organisation with a greater lack of trust than 5 years ago. (7) |  |  |  |  |  |  |

Q36 For each statement please indicate which response most closely reflects your view.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Strongly disagree (1) | Mildly disagree (2) | Neither Agree nor Disagree (3) | Mildly agree (4) | Strongly Agree (5) | Not applicable (6) |
| My organisation finds it more difficult to balance service delivery, campaigning and community development roles than 5 years ago. (1) |  |  |  |  |  |  |
| My organisation experiences the climate of policy and politics as less conducive to needs-based service planning than was the case 5 years ago. (2) |  |  |  |  |  |  |
| The 'Big Society' approach of the government has helped us develop in the last 5years. (3) |  |  |  |  |  |  |
| The next 5 years should be much easier for our organisation than the previous 5 years. (4) |  |  |  |  |  |  |

Q25 Has your organisation developed an innovation in the last 3 years (between 2012-2015)?

* Yes (1)
* No (2)

If No Is Selected, Then Skip To Click to write the question text

Q26 Please could you briefly describe it/them (up to 3)?

Q27 PART THREE Part three asks for some information about your organisation.

Q28 Who are the main clients/users/beneficiaries of your organisation? Please rank no more than 3 groups, with 1 being the primary group.

\_\_\_\_\_\_ general public/everyone (1)

\_\_\_\_\_\_ women (2)

\_\_\_\_\_\_ men (3)

\_\_\_\_\_\_ older people (4)

\_\_\_\_\_\_ children (15 or under) (5)

\_\_\_\_\_\_ young people(16 to 24) (6)

\_\_\_\_\_\_ people with physical disabilities and/or special needs (7)

\_\_\_\_\_\_ people with particular physical health needs (8)

\_\_\_\_\_\_ people with learning difficulties (9)

\_\_\_\_\_\_ people with mental health needs (10)

\_\_\_\_\_\_ people from black and minority ethnic communities (11)

\_\_\_\_\_\_ people with a particular financial need (including poverty) (12)

\_\_\_\_\_\_ asylum seekers/refugees (13)

\_\_\_\_\_\_ homeless people (14)

\_\_\_\_\_\_ people with addiction problems (eg. alcohol, drugs) (15)

\_\_\_\_\_\_ faith communities (16)

\_\_\_\_\_\_ lesbian, gay, bisexual or transgender people (17)

\_\_\_\_\_\_ socially excluded/vulnerable people (18)

\_\_\_\_\_\_ victims of crime and their families (19)

\_\_\_\_\_\_ offenders, ex-offenders and their families (20)

\_\_\_\_\_\_ other charities and voluntary organisations (21)

\_\_\_\_\_\_ carers/parents (22)

\_\_\_\_\_\_ other (23)

\_\_\_\_\_\_ do not know (24)

Q29 Which are the main areas in which your organisation works? Please rank no more than 3 areas, with 1 best describing the core focus and primary area of work.

\_\_\_\_\_\_ community development and mutual aid (1)

\_\_\_\_\_\_ cohesion/civic participation (2)

\_\_\_\_\_\_ economic well-being (including economic development, employment and relief of poverty) (3)

\_\_\_\_\_\_ accommodation/housing (4)

\_\_\_\_\_\_ training (5)

\_\_\_\_\_\_ health (e.g. medical, health, sickness, disability, mental health, counselling) (6)

\_\_\_\_\_\_ social care/personal social services (7)

\_\_\_\_\_\_ criminal justice (8)

\_\_\_\_\_\_ capacity-building and other support for other charities and voluntary organisations (9)

\_\_\_\_\_\_ environment/sustainability (10)

\_\_\_\_\_\_ equalities/civil rights (e.g. gender, race, disabilities) (11)

\_\_\_\_\_\_ heritage (12)

\_\_\_\_\_\_ culture (including arts and music) (13)

\_\_\_\_\_\_ leisure including sport and recreation) (14)

\_\_\_\_\_\_ international development (e.g. overseas aid, famine relief) (15)

\_\_\_\_\_\_ education and lifelong learning (16)

\_\_\_\_\_\_ religious/faith-based activity (17)

\_\_\_\_\_\_ animal welfare (18)

\_\_\_\_\_\_ other charitable, social or community purposes (19)

\_\_\_\_\_\_ do not know (20)

Q30 What are the main roles your organisation undertakes? Please rank no more than 3 roles, with 1 best describing the core focus and primary role.

\_\_\_\_\_\_ community development and mutual aid (1)

\_\_\_\_\_\_ delivery of public services (e.g. social care and allied services, social housing, health care, day centre, counselling, community safety, education, childcare) (2)

\_\_\_\_\_\_ delivery of other services (e.g. business services, financial services, leisure, retail, manufacturing, community support, sports/coaching club, recreation) (3)

\_\_\_\_\_\_ advocacy, campaigning, representation, information or research (4)

\_\_\_\_\_\_ capacity building and other support to charities and voluntary organisations (e.g. acts as a coordinating or resource body) (5)

\_\_\_\_\_\_ grant makers (e.g. make grants to individuals or organisations) (6)

\_\_\_\_\_\_ provides advice to individuals (7)

\_\_\_\_\_\_ helps people access services or benefits (8)

\_\_\_\_\_\_ emotional support/befriending (9)

\_\_\_\_\_\_ provides staff and/or volunteers (10)

\_\_\_\_\_\_ buildings and/or facilities (e.g. community centres, village halls, religious buildings but NOT social housing) (11)

\_\_\_\_\_\_ provides other finance (12)

\_\_\_\_\_\_ advancing religion and/or spiritual welfare by supporting religious or spiritual practice (13)

\_\_\_\_\_\_ advancing cultural awareness (14)

\_\_\_\_\_\_ other (15)

\_\_\_\_\_\_ do not know (16)

Q37 Which of the following legal structures has your organisation adopted?

* unincorporated association (1)
* charitable company (limited by guarantee) (2)
* trust (3)
* charitable incorporated organisation (CIO) (4)
* other (5)

Q31 What is the main geographic area in which your organisation carries out its activities?

* internationally (1)
* nationally (2)
* regionally (3)
* locally (4)

Q32 Please tell us the approximate number of full-time equivalent employees currently in your organisation?

Q33 Please tell us the approximate number of volunteers that your organisation currently has?

Q34 How long has your organisation existed (in years)?

Q35 Please indicate below your organisation's approximate annual total turnover or income from all sources.

* No income (1)
* £1 - £2,000 (2)
* £2001 - £5,000 (3)
* £5,001 - £10,000 (4)
* £10,001 - £30,000 (5)
* £30,001 - £60,000 (6)
* £60,001 - £100,000 (7)
* £101,000 - £500,000 (8)
* More than £500,000 (9)
* Do not know (10)

Q36 Thank you very much for taking part in the survey. If you have anything else you would like to add not already covered please do so here.