



# Beyond the regulated third sector: a survey of organisations in the North East

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[www.nr-foundation.org.uk/thirdsectortrends](http://www.nr-foundation.org.uk/thirdsectortrends)

## **Acknowledgements**

We are very grateful to numerous infrastructure bodies in the region who supplied the listings from which we derived our sampling frame for this project, and to the many respondents to the survey for taking the time to respond to our questions.

## Contents

1. Introduction

2. Methodology

3. Results

3.1 Staffing and volunteers

3.2 Financial resources

3.3 Governance and date of establishment

3.4 Purpose and area of operation

4. Conclusion

Appendix: Survey questionnaire

## Principal findings

This paper reports findings from a small-scale survey of “below-radar” organisations in the North East – that is, organisations which we knew about through listings provided by local infrastructure bodies in the region, but which could not be matched to the listings of regulated third sector organisations on which our study drew.

The study’s findings are broadly similar to those of other work on small community-based organisations but its main conclusion is that the notion of organisations being conclusively “below-radar” – and, by implication, constituting a different stratum of third sector activity – needs to be questioned, because:

- In terms of financial resources (income and sources of income) and in terms of numbers of volunteers and paid staff there is little to differentiate the respondents from small charities and other third sector organisations (as revealed by responses to the National Survey of Third Sector Organisations)
- Organisations are likely to have a similar degree of formality (in terms of governance structures) to regulated third sector organisations, and many have been in existence for many years, suggesting a degree of stability.
- Organisations are likely to have relationships with a range of other third sector and public sector entities – e.g. relying on them for in-kind support – suggesting a degree of blurred boundaries, and indicating that they are by no means immune from the wider public policy environment.

## 1. Introduction

In order to flesh out the picture presented by the work on the local listings, we commissioned BMG Research to undertake a survey of voluntary and community organisations in the region in late 2009. The aim of the survey was to gain an insight into the characteristics of so-called “below-radar” organisations in the region. We defined these simply as organisations that are not registered as charities, Companies Limited By Guarantee (CLGs) or Industrial And Provident Societies (IPs), and which would not be captured by analysis of those registered organisations. The survey concentrated on finding out tangible information on these organisations – information on their resources, staff, volunteers and governing structure – rather than asking perception-based questions about them and their operating environment. The design of the questionnaire was based on the dimensions of under-the-radar activity identified by McCabe and Phillimore (2009, p6)<sup>1</sup>. The questionnaire is included as Appendix 1.

There is relatively little work on such organisations but we have drawn comparisons, where appropriate, with two other sources. Firstly, as part of the 2008 National Survey of Third Sector Organisations (NSTSO), local pilot surveys of “below-radar” organisations were undertaken in three contrasting localities and these provide a reference point. Further comparisons are provided by the NSTSO survey data on regulated third sector organisations; the characteristics of our respondents suggest that there may be little to differentiate these groups from the smaller registered charities. Note that because of the small sample size, it is not possible to provide any sub-regional analysis of the figures from our survey.

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<http://www.tsrc.ac.uk/Research/BelowtheRadarBtR/Exploringbelowtheradarissuesofthemand/tabid/524/Default.aspx>

One of the interesting features of a piece of work of this kind is the extent to which organisations themselves recognise whether or not they would be classed as "below-radar" using this definition. To illustrate this we also present some findings from the testing procedures used before the survey was put into the field. More generally, the survey results suggest that the boundary between the regulated third sector and the organisations considered here is not an especially watertight one.

## 2. Methodology

The main fieldwork for the survey was undertaken by BMG Research<sup>2</sup> in 2009. The complete results of the survey are available as a lengthier report and in this document we summarise the key findings. Prior to the main fieldwork, cognitive testing of the questionnaire was undertaken to ensure that the questions were tailored to the participants in terms of the language used and appropriateness of the questions. This involved 3 face to face depth interviews and 11 telephone depth interviews with a sample from the contact database.

The population frame for the survey was a database of organisations created for the Third Sector Trends study, based on lists of organisations gathered from local infrastructure and statutory bodies. These lists had been cleansed to remove duplicate entries and to exclude organisations which were registered as Charities, CLGs or IPSs. In order to increase the number of organisations with telephone numbers and ensure a more representative sample of organisations in the region, contacts were sent to a supplier to be telematched. This yielded a final contact database of 2,043 organisations with telephone numbers. Once the final questionnaire was agreed, a further 280 telephone interviews were completed.

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<sup>2</sup> <http://www.bmgresearch.co.uk/>

Following further cleansing of the database (taking out organisations that were schools or local councils) 287 interviews were used as the final dataset. All interviews were conducted using CATI (Computer Assisted Telephone Interviewing), and each lasted between 5 – 10 minutes. All fieldwork took place in October and November 2009, with calls made during the day, evening and at weekends. All the organisations were called as many times as possible to obtain an interview. Key statistics in terms of outcome of call included:

- 28% were registered organisations/out of scope of the survey;
- 24% were unobtainable/wrong numbers/organisation no long existing;
- 15% were completed interviews;
- 13% were refusals.

It is interesting that 28% of organisations contacted claimed that they were registered third sector organisations, and therefore out of scope. This represents 572 of the sampling frame of 2043. Further checks of these 572 organisations showed that slightly under one quarter of these (133 organisations) were indeed registered third sector organisations in their own right. They had not been identified as such largely because of differences in the ways in which their names were recorded on local listings compared to the way in which their name appeared on a list of regulated third sector bodies. We believe that the matching processes we have developed more recently have improved on this, but the proportion is of an order of magnitude consistent with the quality checks we carried out on our automated matching, which showed that our processes were recognising around 5/6 of plausible matches. A number of other respondents did have connections with registered third sector organisations. Approximately 44 were branches and a further 23 were charity shops. Some were projects or branches whose names did not match against existing lists of organisations in the region from the Register of Charities or Companies House. A difficulty here is that we matched against organisations registered in the North East, Yorkshire and Humberside, and Cumbria, and in retrospect (not to mention in an ideal world

## **Beyond the regulated third sector:** a survey of organisations in the North East

with substantial computing resources) it might have been desirable to check against a listing of regulated third sector organisations for the entire country. That, of course, would have meant comparing local listings with some 30,000 entries on them with national listings containing a combined total of 400,000 organisations - literally billions of possible combinations. It is a matter of judgement whether that effort would have been worth it. For the remaining 300 or so organisations, the matching processes that we had operating at the time suggested that they were not in fact registered third sector organisations.

A further feature emerged in the course of the recorded interviews. Several respondents which had not been matched to the list of registered third sector organisations appear to depend quite closely on statutory authorities in various ways. Of nine groups concerned with conservation activities in one way or another, three clearly had a strong relationship with the public sector. One example was a group formed for the preservation of a cemetery which operated entirely on voluntary labour with resources (equipment, health and safety advice) provided by the local authority. Another organisation, a community centre, was in fact run directly by the local authority according to the interviewee. This again highlights the ambiguity in this area - particularly the difficulty of deciding whether organisations are genuinely independent and "below-radar".

As to the 24% which could not be contacted or which no longer existed, this is likely to be in part a reflection of the source material used. Originally gathered in late 2008 and early 2009, our local listings could well have been compiled several years prior to conduct of the survey, so in that regard we should not be surprised that organisations no longer existed. In addition, we might expect this to be a more transient population. Some evidence in support of this contention is that in parallel work on the Third Sector Trends project, Chapman et al distributed a questionnaire to 6000 regulated third sector organisations in the North East and



Cumbria; of these 611 (or 10.2%) were returned unopened.<sup>3</sup> The equivalent proportion in our survey was more than twice as high as that, which is to be expected: organisations that have gone through the formalities of registration are more likely to have a stable existence and reliable contact details.

#### **A note on larger respondent organisations**

A notable feature of the results of the survey is a small number of large organisations: the survey found 34 organisations with more than two paid staff, and an additional 22 organisations with an income of greater than £20,000. These results do not fit with the expected definition of a below-the-radar organisation. Typically, employment of significant numbers of staff or having an income of that scale would mean that the organisation would be registered. The income threshold for registering as a charity is currently £5,000, and most charities which employ staff would be expected to register as a limited company.

Two mechanisms were designed to prevent registered organisations from taking part in the survey. First, a significant amount of deduplicating took place on the database, matching lists of registered organisations to the lists received from other bodies. Secondly, survey respondents were asked in a pre-qualification question whether they were a registered body, and would only go on to complete the survey if they answered no to this question. However, analysis of the survey results suggests a number of possible reasons why a larger organisation would be among the survey respondents:

1. The respondent organisation was not identified when the deduplication took place (as discussed previously)

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<sup>3</sup> T Chapman et al (2010) *Keeping the show on the road: a survey of dynamics and change among third sector organisations in North East England and Cumbria*, available from [http://www.northernrockfoundation.org.uk/thirdsectortrends/tt\\_reports.html](http://www.northernrockfoundation.org.uk/thirdsectortrends/tt_reports.html)

**Beyond the regulated third sector:** a survey of organisations in the North East

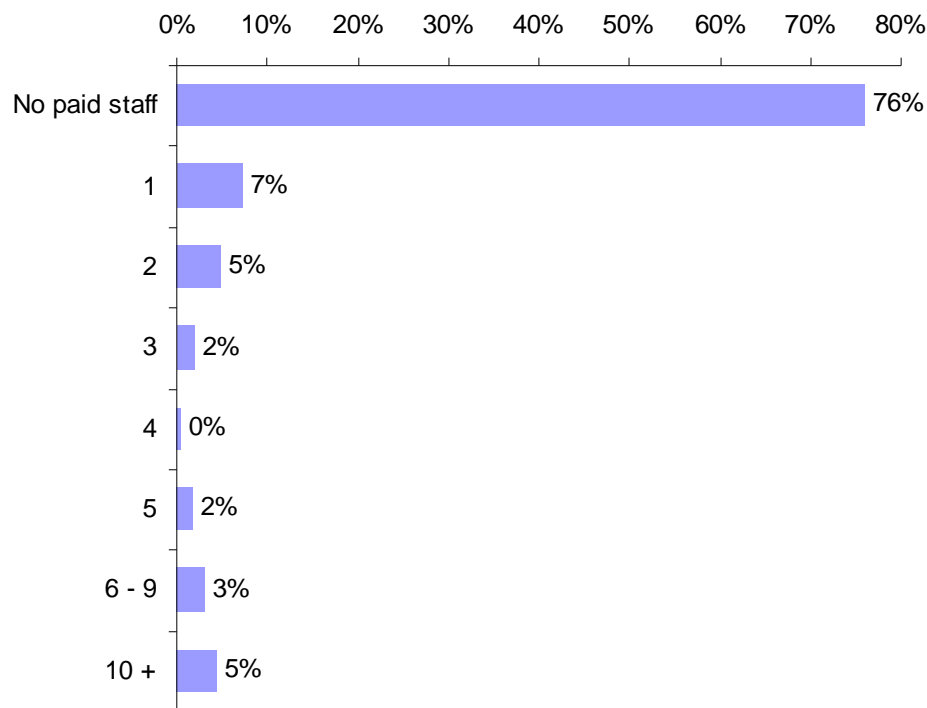
2. The respondent organisation answered “no” when asked in a pre-qualification question whether their organisation matched a listed registration type. This could have been for a number of reasons:
  - a. The respondent was not aware of the legal status of their organisation,
  - b. Their organisation was registered but did not match the listed types (perhaps registered as a Community Amateur Sports Club)
  - c. Their organisation is a project or a branch connected to a larger charity, and their survey answers reflect a mixture of project- and organisation-based responses.
3. The respondent organisation is an excepted charity such as a church or place of worship. It is possible that such organisations could have substantial assets even if their income or expenditure is not large (see section 2.2, below)
4. The respondent is a genuine “below-the-radar” organisation, and operates as an unincorporated organisation despite having paid staff or a large income. This may imply that the organisation is operating outside of the recommended legal practice (it should be emphasised that the survey found no direct evidence of this).

The results section below presents results for all respondent organisations, including those with large incomes or paid staff. Although we have reservations about whether the larger organisations should be included, there is no basis for removing them from the dataset. Similar challenges were encountered by the NSTSO pilot reports (see [www.nstso.com](http://www.nstso.com)) which also found, in each area they surveyed, a number of organisations with large incomes (in excess of £500,000 in some cases).

### 3. Results

#### 3.1 Paid staff and volunteers

##### Number of staff employed (proportion of respondents, 2009)



Base: 287 respondents

One quarter of respondents (24%) reported that they employed staff. Of these, well over half (58%) reported that they employed between one and three members of staff.

Organisations were more or less likely to employ staff depending on their particular characteristics. Older organisations were more likely to employ staff, with nearly two-fifths (38%) of those formed before 1980 employing staff. Neighbourhood-level organisations were less likely to employ staff.

Unsurprisingly, an organisation's income correlates with the number of staff they employ – 80% of respondents with incomes greater than £20,000 employ staff,

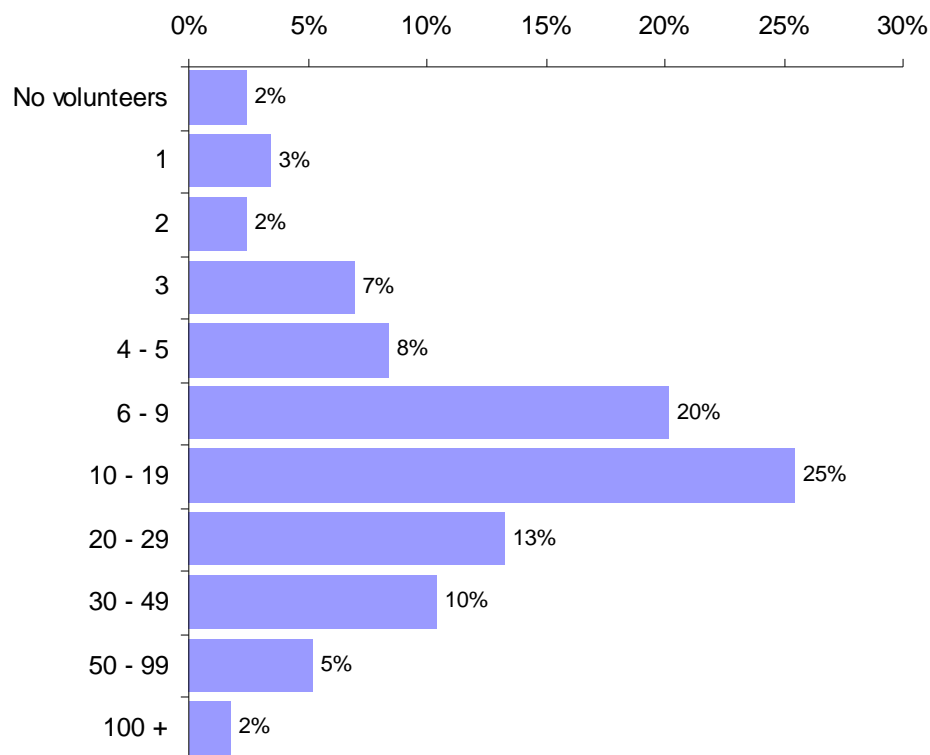
## **Beyond the regulated third sector:** a survey of organisations in the North East

while only 3% of those with incomes smaller than £5,000 do. The mean number of staff employed by the organisations in the survey was 1.5 (using midpoints for banded responses), but this masks a considerable range of responses, with three-quarters of staff employed by 8% of the organisations surveyed.

These organisations rely heavily on volunteers, with 98% recording one or more volunteers. On average the organisations had 24 volunteers, with a median range (the survey data were banded) of between 10 and 14. Just under one-fifth (17%) of the organisations surveyed had more than 30 volunteers working with them. As the average is distorted by large organisations, some of which may well not be true “below radar” organisations, we should take the median class as an estimate. If extrapolated across the study regions this would suggest a possible 220,000 – 312,000 volunteers working in such groups (depending on whether we take 10 or 14 as a more realistic approximation; it would be more appropriate to be cautious and take 10).

On average, older organisations had more volunteers; those organisations formed before 1980 had an average of 31 volunteers. Organisations with paid staff seem to also have more volunteers (an average of 37 volunteers for organisations with staff, compared to 21 for organisations without staff). Apparently paradoxically, a higher proportion of organisations with paid staff have no volunteers; it appears that organisations with staff typically either have many volunteers or none at all. These findings provide more evidence to suggest that the sampling frame inadvertently captured regulated third sector organisations (many of which, according to the NSTSO, have employees but relatively small numbers of volunteers) and possibly even public sector organisations.

## Number of volunteers (proportion of respondents, 2009)



Base: 287 respondents

As with any voluntary organisation, numbers of volunteers may be difficult to interpret - consider the following descriptions of three organisations which all involve volunteers in different ways:

- *Biking Association* : We have a membership of 100, although only 15 turn up on average at meets. We maintain the woods and trails in a particular area and charge an annual membership fee.
- *Indoor Bowls Club* : It depends on what you call a volunteer. We are all members of a Bowling Club who meet once a week in the winter to keep fit.
- *An organisation looking after an open area or dene*: We have 20-29 volunteers but only 2 of us are keen. We have 4 - 5 big pushes a year where we go out and look after the Dene, litter cleaning etc."

These illustrate the episodic nature of voluntary work and also the distinction between the committed and regular volunteers and those who turned up on an occasional basis. And the second organisation seems to be primarily a membership organisation. It is interesting to speculate on how these respondents would have answered questions from national surveys on volunteering. The first and third bullet points above should qualify under the Citizenship Survey definition of unpaid help, but the question would be whether the Biking Association respondent would identify what they do as volunteering – rather than simply participating in their sport – while the Bowling Club seem to identify themselves as participating in an enjoyable group activity, but presumably somebody has to organise it.

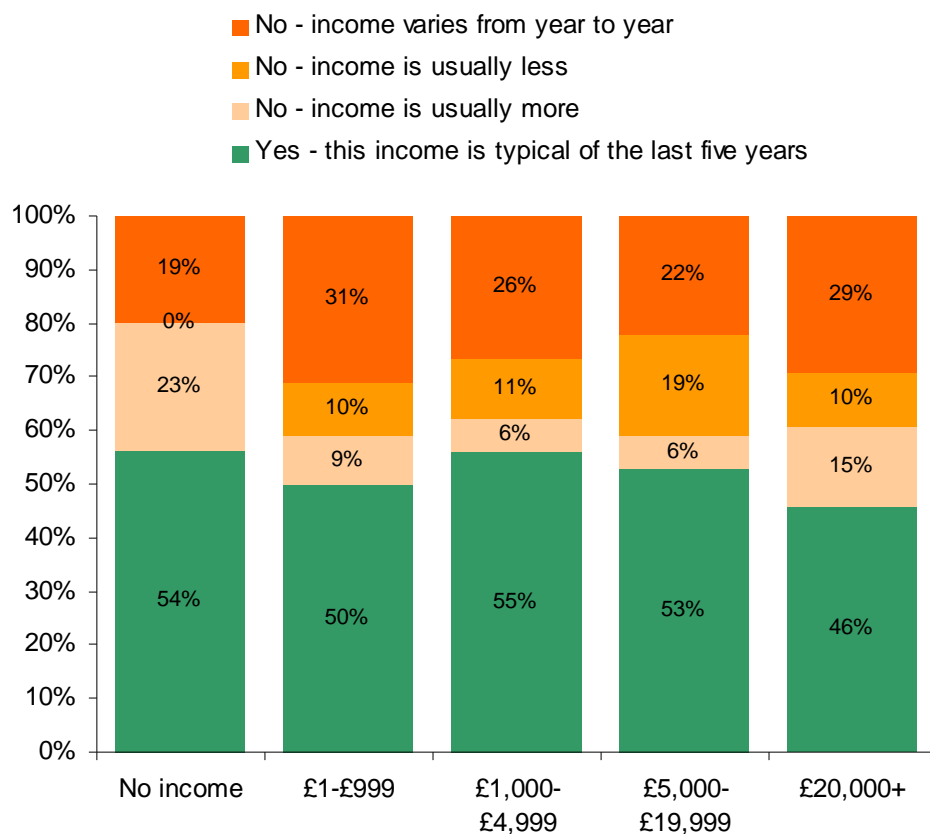
### **3.2 Financial resources**

In terms of *total income*, the mean for organisations that responded to the survey was £16,376. However, over half of all organisations that responded to this question had incomes smaller than £2,500; 66% had incomes below £5000, and 76% had incomes of less than £10K. As with assets, there was a large number of non-responses to this question: 16% of respondents did not know their organisation's income while 5% refused to answer the question. Certain characteristics of organisations are associated with their income: organisations with larger incomes are more likely to be older, to have more paid and voluntary staff and to also have large assets.

Exploring whether or not this income was typical of their income over the last five years, just under half (45%) of organisations reported that this income was typical, while 9% reported that their income was usually more than this and 9% reported that it was usually less. Over a quarter of respondents (26%) reported that their income varied from year to year – demonstrating that for a significant minority of organisations funding is not consistent over time, and may not provide

security for the organisation whilst making it very difficult for those organisations to plan for the future.

### Income variation for respondent organisations, by income band



Base: 226 respondents

Looking at *sources of income*, a number of important areas stand out. The first is that over one-third of organisations (38%) reported only one source of income, with 30% reporting two and 28% reporting three or more income sources. As might be expected for smaller organisations such as these, a significant minority rely on only one source of income. If we compare NSTSO data for these regions and concentrate only on registered charities with an income of £5000 or less, we find that the proportion reporting one source of income is slightly lower at 32%, with 38% reporting two income sources and 22% reporting three or more.

## **Beyond the regulated third sector:** a survey of organisations in the North East

Turning to the sources themselves, three areas stand out: membership fees (mentioned by 35% of respondents), grants (mentioned by 34%) and fundraising (mentioned by 33%). For sports organisations in particular, membership fees are an important source of income; two-thirds of sports organisations have income from this source. While we can assume that the majority of fundraising income is found from individuals, the survey does not show whether the source of grants is other voluntary sector organisations, the private sector or the public sector. Government clearly has an important role to play, as 12% of organisations reported some sort of government funding. For small organisations in the NSTSO, 46% of organisations reported that their sole income sources were either donations or membership fees, or a combination of the two. Commercial activities, such as sales of products, sponsorship, rent or charging for events are not important for most organisations, each of these sources is important to less than 5% of organisations surveyed. Similarly, funding from the National Lottery was cited by just 2% of organisations.

An insight into the nature of funding comes from the following record of an interview with a respondent who:

*“works for a PCT, but also runs a Carers Group. She said, normally funding comes from raffles and bingo - about £60 per year. But this year she managed to get £2000 from Grass Roots funding. The carers meet up in a Carer Centre which is paid for by the PCT, LA and other local charities. They don't pay for the venue, just £1 for every person who turns up, to cover coffee and tea. They are well organised with a secretary, treasurer and chair, and hold an Annual Conference too, but don't have any paid staff, nor any assets. She also said they had no income in the interview.”*

This shows a mix of cash and in-kind support from a range of sources -- and also demonstrates the elasticity of statistics on income: clearly if this group's members



are paying £1 for every person who turns up, then in a strict sense the group's income will be well over the figure of £60 quoted in the interview. But the £2000 from the Grassroots Grants programme represents over 30 times the quoted figure for annual income. The quote also illustrates creativity and also reliance on the public sector to cover the costs of the premises. The latter may become more of an issue as expenditure cuts are implemented.

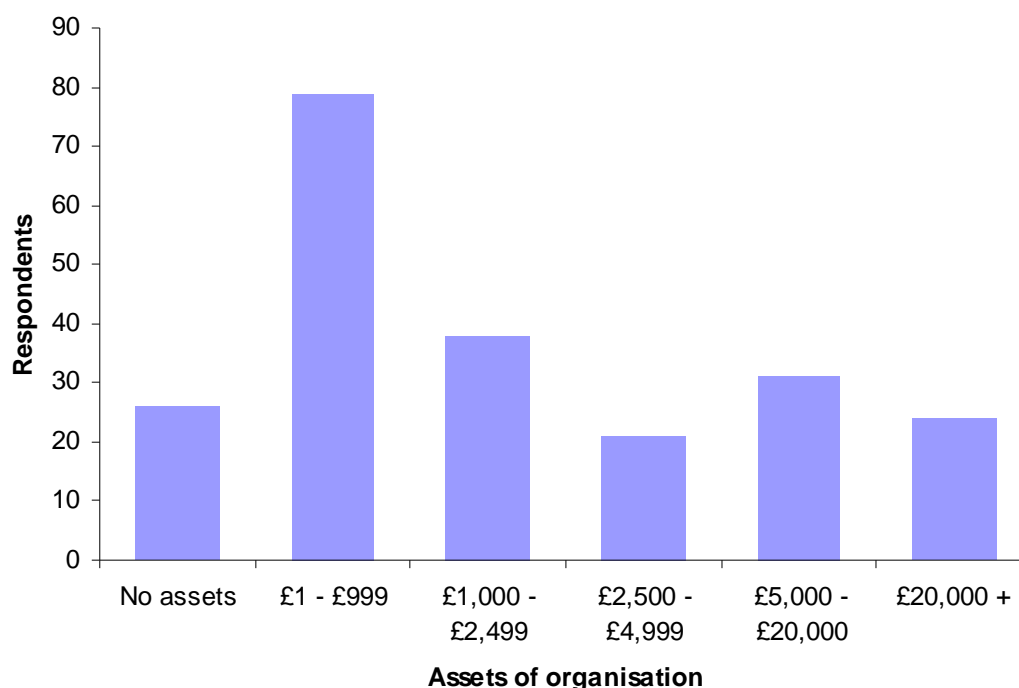
What about the *assets held by of our respondents*? Nearly one-quarter of respondents either did not know their organisation's assets (16%) or refused to answer the question (8%). Of those that did answer, the mean assets held was £12,675 (using band midpoints) with a median of between £1,000-£2,499. As with staffing, a small number of organisations held the majority of assets, with 5% of respondents having more than £100,000 assets (excluding non-respondents). Assets are also correlated with income – those organisations with large assets are likely to be the largest in terms of income. We suspect, but cannot prove, one of two possibilities. Firstly, these could be excepted charities – churches and other places of worship, for example. The Charity Commission's criteria were amended in 2009 such that excepted charities with incomes over £100 000 were required to register, but only a small number of organisations of this kind have an income of that size.<sup>4</sup> However, it is not inconceivable that churches or places of worship would hold substantial assets. Some 5% of the "below-radar" organisations in the North East were churches or places of worship, and as our survey was based on a simple random sample, it is likely that at least some of them were contacted in the course of the survey. On the basis of information supplied in their description of their activities, 4% of respondents were classed as "religious" organisations. Of the small number (7) of religious organisations that reported a figure for their assets, 3 indicated that they had assets of over £30 000, which is indicative but obviously is not a figure from

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<sup>4</sup> G. Morgan (2009) 'Churches and charity regulation 1993 – 2009', *Public Money and Management*, 29(6), 355-61.

which inferences can be drawn. A second possibility is simply that with assets of this scale, these are organisations which have slipped through our net – that is, they are in fact regulated third sector organisations, which we have not been able to match to the lists from regulatory bodies.

### Mean assets of respondent organisations, by income (2009)



Base: 219 respondents

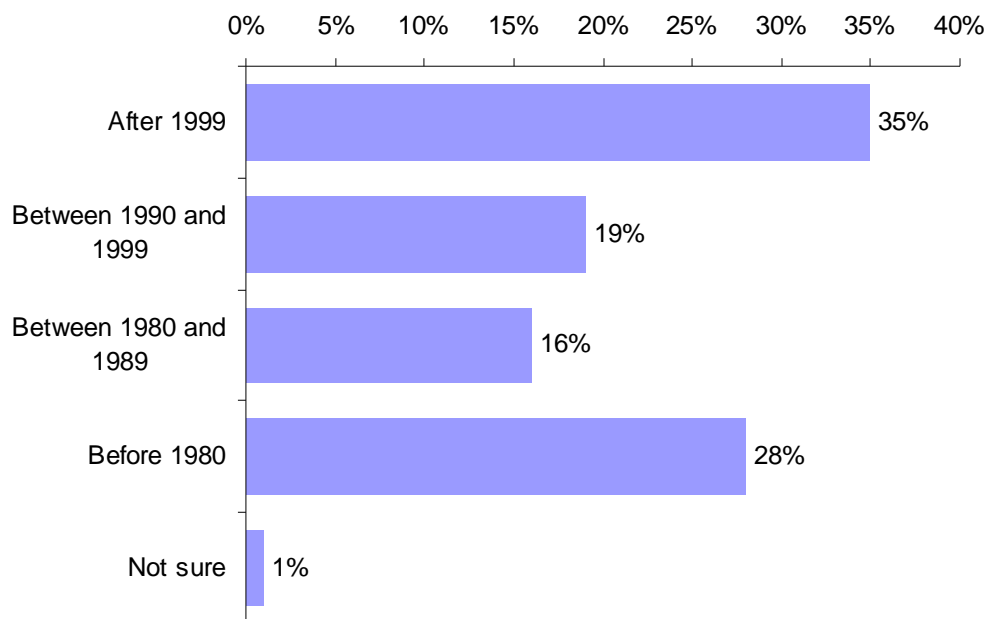
### 3.3 Governance and date of establishment

Despite the small size and informal nature of many of these organisations, a large majority of them have formally documented their activities, either through a written constitution or governing document (84% of respondents have this), through annual accounts or a statement of income (87%) or through an annual report (71%). Only 6% of organisations have none of these three.

The presence of these documents is correlated with the number of volunteers which the respondent has, so those organisations with more volunteers are more likely to have these documents. This may be related to organisations wanting to demonstrate to their volunteers that they are well-governed and are achieving results.

The majority of respondents (70%) represented organisations that were started in the last thirty years, with over a third (35%) formed in the last decade. On average the older organisations (more than 30 years old) have more volunteers, a higher income and larger assets than younger organisations.

### Date of establishment of respondent organisations



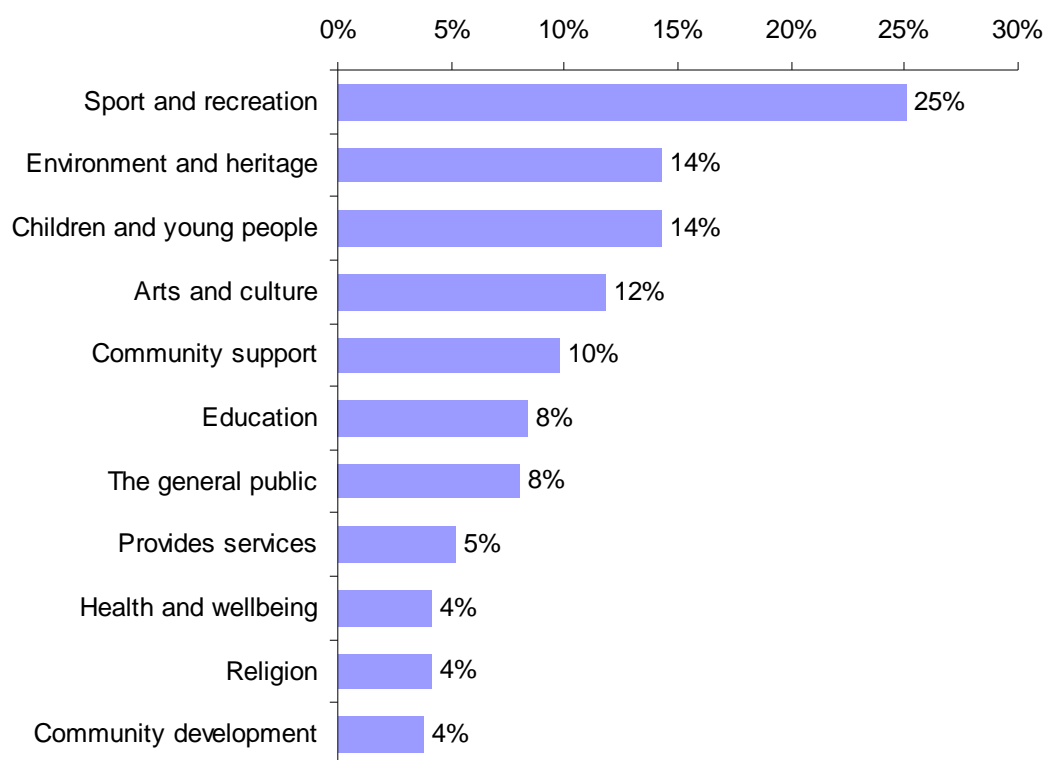
Base: 287 respondents

### 3.4 Purpose and area of operation

When compared to the general charities, the under the radar organisations surveyed are found in a number of different categories. The largest group of organisations operate in sport and recreation (20%), with another 9% operating

## Beyond the regulated third sector: a survey of organisations in the North East

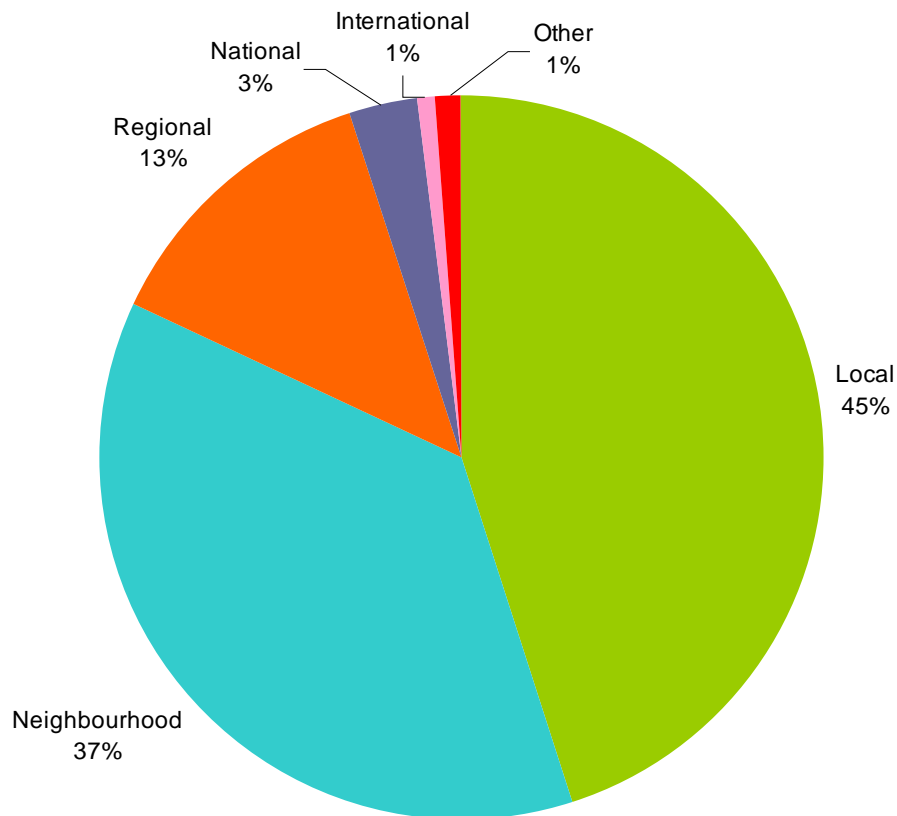
in arts and culture. These two groups together make up 29% of surveyed organisations, compared to 14% for equivalent organisations in general charities. Other important groups of organisations include those that deal with children and young people (14% of organisations), and organisations concerned with the environment and heritage (14% of organisations).



Base: 287 respondents

As might be expected when looking at below-the-radar organisations, the majority of respondents operate at either the neighbourhood (one or two locations within a city or county – 37%) or local (one city or county area – 45%) level. However, it is important to remember that the relationship between size and area of operation is not automatic – 3% of respondents said they operate at a national scale and 1% operate internationally. These operations are not necessarily about large-scale service provision; they could involve campaigning at a national level or working with a particular community in a foreign country.

There is a general trend for neighbourhood organisations to be smaller, both in terms of income and paid staff.



Base: 287 respondents

#### 4. Conclusion

Inevitably there are limits as to what can be said from a survey of under 300 respondents particularly when relatively little is known about the underlying characteristics of the population from which the sample was drawn other than some basic classification information and the location of organisations. However the following points might be made.

Firstly, do these community organisations recognise the terminology implied in this work? As noted, many of them perceive themselves as regulated third sector

organisations; this might have something to do with operating out of charity premises or it might be associated with the fact that many are branches of larger organisations. But the degree of formality and organisation in these organisations is clear from the proportion reporting that they have governing documents, constitutions and financial reporting structures.

Secondly, when we focus our attention on the smaller community organisations we might question the extent to which we can reliably differentiate them from small-scale registered charities. There are some differences in the field of activity in which organisations work, with a higher proportion of organisations from the sport and recreation and arts and culture fields than is the case for the registered charity population as a whole, but sources of income seem broadly similar and as is the case with small registered charities much of the labour input is from unpaid volunteers. An interesting question which can't be explored given this data is whether there are variations between communities in the likelihood that organisations adopt the formalities associated with charity registration.

Thirdly, it is clear that a number of organisations are part of or have links with larger national organisations and/or the public sector and it would be interesting to know more about this. It is likely that creative partnership working will be more of an imperative for organisations, given likely resource constraints in the foreseeable future, and it is also clear that at least some of our organisations were partly reliant on other support (e.g. premises) for their work. However, unambiguously differentiating stand-alone organisations from those which are part of a larger entity is not straightforward. This may be relevant to the future of these organisations if the larger entities are exposed to funding reductions. And organisations which obtain support, in various guises, from the public sector may also not be immune. So while we have suggested that these groups are part of a large sector which is not subject to direct regulation, they are by no means entirely independent of the wider public policy environment.

## Appendix 1

### VOLUNTARY AND COMMUNITY ORGANISATIONS IN THE NORTH OF ENGLAND

#### FINAL QUESTIONNAIRE

#### ASK TO SPEAK TO THE HEAD OF ORGANISATION

#### INTRODUCTION

Good morning/afternoon/evening, my name is ..... from BMG Research. We are undertaking a survey on behalf of Southampton University, investigating the nature and activities of voluntary and community organisations based in the North of England.

The interview will take about 10 minutes. Everything you say will be treated in confidence and the answers you provide will be reported anonymously.

In order to help us with your answers, you may need to refer to the latest accounts for your organisation or another record of its finances. If this is the case, we would be happy to call you back later today at a convenient time.

#### **Q1** Is your organisation registered as any of the following? **READ OUT AND CODE ONE ONLY**

	YES	NO	
Registered charity (ie an organisation which is registered with the Charity Commission for England and Wales, or the Office of the Scottish Charity Regulator)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<b>CLOSE IF YES</b>
Company Limited by Guarantee (ie an organisation which is registered with Companies House and has limited liability for any directors or trustees)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<b>CLOSE IF YES</b>
Industrial and Provident Society (ie a mutual organisation registered with the Financial Services Authority)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<b>CLOSE IF YES</b>
<b>CONTINUE IF NO TO EACH PART</b>			

**IF CLOSE, IF NECESSARY ADD :** Currently we are interested in organisations that are not registered with any organisation because NCVO picks up information on these from other sources such as official registers and company accounts. The purpose of this survey is to pick up those organisations that do not appear in these records.

**Beyond the regulated third sector:** a survey of organisations in the North East

Is now a good time to talk to you or would you prefer I call back at some other time?

Yes <b>Continue</b>	<input type="checkbox"/> 1
No <b>Make appointment</b>	<input type="checkbox"/> 2
Refused <b>Close</b>	<input type="checkbox"/> 3

**A. Name**

**Q2** What is the current working name of your organisation? **RECORD VERBATIM, CHECKING SPELLINGS CAREFULLY**

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**B. Length of establishment**

**Q3** When was your organisation established? **READ OUT AND CODE ONE ONLY**

After 1999	<input type="checkbox"/> 1
Between 1990 and 1999	<input type="checkbox"/> 2
Between 1980 and 1989	<input type="checkbox"/> 3
Before 1980	<input type="checkbox"/> 4
Not sure	<input type="checkbox"/> 5

**C. Purpose**

**Q4** Please describe the purpose of your organisation in one sentence. **RECORD VERBATIM**

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#### D. Governance

**Q5** Does your organisation have any of the following? **READ OUT AND CODE ALL THAT APPLY**

A written constitution, governing document or set of rules	<input type="checkbox"/> 1
An annual report	<input type="checkbox"/> 2
Annual accounts or statement of income and expenditure	<input type="checkbox"/> 3
None of these	<input type="checkbox"/> 4
Not sure	<input type="checkbox"/> 5

#### E. Area of operation

**Q6** Over what area does your organisation operate? **READ OUT AND CODE ONE ONLY**

Neighbourhood (1-2 locations within a city or county)	<input type="checkbox"/> 1
Local (one city or county area)	<input type="checkbox"/> 2
Regionally (up to five city or county areas)	<input type="checkbox"/> 3
Nationally (locations throughout the UK)	<input type="checkbox"/> 4
Other <b>SPECIFY BELOW</b>	<input type="checkbox"/> 95
Not sure	<input type="checkbox"/> 97

F. Staff and volunteers

**Q7** How many *paid staff* does your organisation currently have? Please **include** those on fixed term and temporary contracts, full time and part time, and yourself if you are paid. Please answer in terms of your organisation's current position, ie how many paid staff do you have today. **CODE ONE ONLY.**

No paid staff	<input type="checkbox"/> 1
1	<input type="checkbox"/> 2
2	<input type="checkbox"/> 3
3	<input type="checkbox"/> 4
4	<input type="checkbox"/> 5
5	<input type="checkbox"/> 6
6-9	<input type="checkbox"/> 7
10+	<input type="checkbox"/> 8

**IF ANY PAID STAFF, ASK :  
OTHERS GO TO Q9**

**Q8** How many hours in total do these paid staff work in an average week? Please include only *paid staff*. **CODE ONE ONLY**

Less than 3 hours	<input type="checkbox"/> 1
3-4 hours	<input type="checkbox"/> 2
5-6 hours	<input type="checkbox"/> 3
7-9 hours	<input type="checkbox"/> 4
10-14 hours	<input type="checkbox"/> 5
15-19 hours	<input type="checkbox"/> 6
20-29 hours	<input type="checkbox"/> 7
30-49 hours	<input type="checkbox"/> 8
50-99 hours	<input type="checkbox"/> 9
100-150 hours	<input type="checkbox"/> 10
150-199 hours	<input type="checkbox"/> 11
200+ hours	<input type="checkbox"/> 12
Varies/no average week	<input type="checkbox"/> 13

ALL RESPONDENTS

**Q9** How many *volunteers* does your organisation currently have? Please include managers who volunteer and all those that work at least one hour a month, and yourself if you are not paid and any voluntary committee members. Please answer in terms of your organisation's current position, ie how many volunteers do you have today. **CODE ONE ONLY**

No volunteers	<input type="checkbox"/> 1
1	<input type="checkbox"/> 2
2	<input type="checkbox"/> 3
3	<input type="checkbox"/> 4
4-5	<input type="checkbox"/> 5
6-7	<input type="checkbox"/> 6
8-9	<input type="checkbox"/> 7
10-14	<input type="checkbox"/> 8
15-19	<input type="checkbox"/> 9
20-29	<input type="checkbox"/> 10
30-49	<input type="checkbox"/> 11
50-99	<input type="checkbox"/> 12
100-199	<input type="checkbox"/> 13
200-299	<input type="checkbox"/> 14
300-399	<input type="checkbox"/> 15
400-499	<input type="checkbox"/> 16
500+	<input type="checkbox"/> 17

**IF ANY VOLUNTEERS, ASK :  
OTHERS GO TO Q11**

**Q10** How many hours in total do these volunteers work in an average week? Please include only *volunteers*. **CODE ONE ONLY**

Less than 3 hours	<input type="checkbox"/> 1
3-4 hours	<input type="checkbox"/> 2
5-6 hours	<input type="checkbox"/> 3
7-9 hours	<input type="checkbox"/> 4
10-14 hours	<input type="checkbox"/> 5
15-19 hours	<input type="checkbox"/> 6
20-29 hours	<input type="checkbox"/> 7
30-49 hours	<input type="checkbox"/> 8
50-99 hours	<input type="checkbox"/> 9
100-150 hours	<input type="checkbox"/> 10
150-199 hours	<input type="checkbox"/> 11
200+ hours	<input type="checkbox"/> 12
Varies/no average week	<input type="checkbox"/> 13

**G. Financial resources**

**ALL RESPONDENTS**

I'd now like to ask a couple of questions about your organizations finances. Please remember that any financial information you provide, along with all other details, will be reported anonymously.

**Q11** In the last full financial year, what was your organisation's total income from all sources (to the nearest pound sterling)? **CODE ONE ONLY**

No income	<input type="checkbox"/> 1
£1-£999	<input type="checkbox"/> 2
£1,000-£2,499	<input type="checkbox"/> 3
£2,500-£4,999	<input type="checkbox"/> 4
£5,000-£7,499	<input type="checkbox"/> 5
£7,500-£9,999	<input type="checkbox"/> 6
£10,000-£14,999	<input type="checkbox"/> 7
£15,000-£19,999	<input type="checkbox"/> 8
£20,000-£29,999	<input type="checkbox"/> 9
£30,000-£39,999	<input type="checkbox"/> 10
£40,000-£49,999	<input type="checkbox"/> 11
£50,000-£99,999	<input type="checkbox"/> 12
£100,000+	<input type="checkbox"/> 13
Don't know	<input type="checkbox"/> 14
Refused	<input type="checkbox"/> 15

**Q12** Was this income typical of your organisation's income over the last five years (or since your organisation was founded if younger than 5 years)? **READ OUT AND CODE ONE ONLY**

Yes - this income is typical of the last five years	<input type="checkbox"/> 1
No - income is usually more	<input type="checkbox"/> 2
No - income is usually less	<input type="checkbox"/> 3
No - income varies from year to year	<input type="checkbox"/> 4
Refused	<input type="checkbox"/> 5

**Q13** Please tell us your organisation's three biggest sources of funding, ie those that account for the majority of income. If you only have one or two sources, only include them. **RECORD VERBATIM, PROBING FULLY FOR EACH**

1.
2.
3.

**Q14** At the end of the last full financial year, what was the value of your assets? By assets we mean the total amount at the end of the year of money in the bank, cash held in hand, reserves, investments and any property or vehicles owned by the organisation.  
**CODE ONE ONLY**

No assets	<input type="checkbox"/> 1
£1-£999	<input type="checkbox"/> 2
£1,000-£2,499	<input type="checkbox"/> 3
£2,500-£4,999	<input type="checkbox"/> 4
£5,000-£7,499	<input type="checkbox"/> 5
£7,500-£9,999	<input type="checkbox"/> 6
£10,000-£14,999	<input type="checkbox"/> 7
£15,000-£19,999	<input type="checkbox"/> 8
£20,000-£29,999	<input type="checkbox"/> 9
£30,000-£39,999	<input type="checkbox"/> 10
£40,000-£49,999	<input type="checkbox"/> 11
£50,000-£99,999	<input type="checkbox"/> 12
£100,000+	<input type="checkbox"/> 13
Don't know	<input type="checkbox"/> 14
Refused	<input type="checkbox"/> 15



**RECORD FROM CONTACTS & CHECK SPELLINGS AFTER INTERVIEW:**

<b>PERSONAL DETAILS:</b>												
CUSTOMER REFERENCE NUMBER (FROM DATABASE) :												
TITLE:	1 MR	2 MRS	3 MISS	4 MS	5 DR							
	95 OTHER PLEASE SPECIFY:											
SURNAME:												
FORENAME / INITIALS:												
JOB TITLE:												
ORGANISATION NAME:												
ADDRESS 1:												
ADDRESS 2:												
POSTAL TOWN:												
COUNTY:												
POST CODE:												
TELEPHONE (INC STD):												

**THANK AND CLOSE**