



# Nottinghamshire Infrastructure Consortium

Better support for the voluntary and community sectors in the county and city



## ***Quantitative Research***

February 2007



## **Methodology**

485 telephone interviews were carried out with contacts drawn from participating Infrastructure organisations' databases. All contacts were sent a letter in advance of the research informing them that they may be contacted, and providing them with the opportunity to 'opt out'.

Quotas were set to broadly reflect the relative proportions of contacts on the databases provided (before any removal of duplicate contacts was carried out), but also attempting to get at least 30 contacts for all Infrastructure organisations.

Fieldwork was conducted between the 9<sup>th</sup> August and 25<sup>th</sup> September 2006. Interviews lasted an average of 20 minutes.

## **Research Objectives**

### **Infrastructure organisations**

- Explore understanding of 'infrastructure organisations' as a term
- Assess awareness, usage and attitudes towards infrastructure organisations
- Determine who volunteer groups / charities approach for support services
- Assess attitudes towards potential changes in the way in which support services are delivered

### **Board of trustees / management committees**

- Determine the make-up of boards and how organisations recruit board members
- Assess the level of training available to trustees / management committee members
- Explore attitudes towards potential new services that could be made available to trustees.



Demographics

In order to ensure at least c30 responses from each organisation some organisations were overrepresented in the sample. As a consequence the data was weighted to reflect the actual proportions of contacts on each infrastructure organisations’ databases. A weighted total of 350 was chosen as requiring the least “weighting up”, ie making small numbers of contacts count for larger numbers of contacts.

Chart 1 below shows the number of the respondents from each infrastructure organisations’ database in the unweighted sample, and the number of groups these have been weighted to in the final data.

**CHART 1:**

Sample Demographics		
	Unweighted Sample	Weighted Sample
<b>ABSOLUTE NUMBERS</b>	<b>485</b>	<b>350</b>
Ashfield links	31	11
Bassetlaw CVS	18	21
Beeston Volunteer Centre	30	17
Southwell Diocese Department of Social Responsibility	10	6
Community Accounting Plus	64	58
Enable	30	21
Gedling CVS	31	18
NAVO	25	33
Newark and Sherwood CVS	16	12
Nottingham CVS	95	71
Nottinghamshire Black Partnership	5	2
Rural Community Council	45	34
Rushcliffe CVS	30	17
Selfhelp Nottingham	30	9
Mansfield CVS	25	19

That charts that follow are based on the *weighted sample*.



Chart 2 below shows the proportions of charity and volunteer groups, groups by income and type of respondent achieved in the final sample (after weighting). A good spread was achieved.

**CHART 2:**

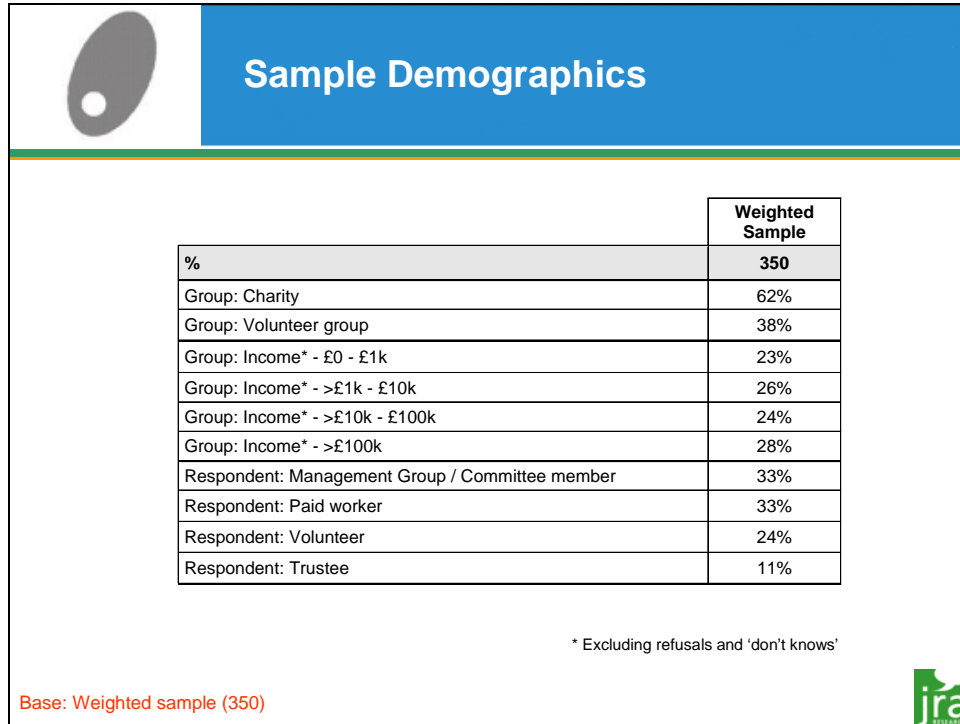
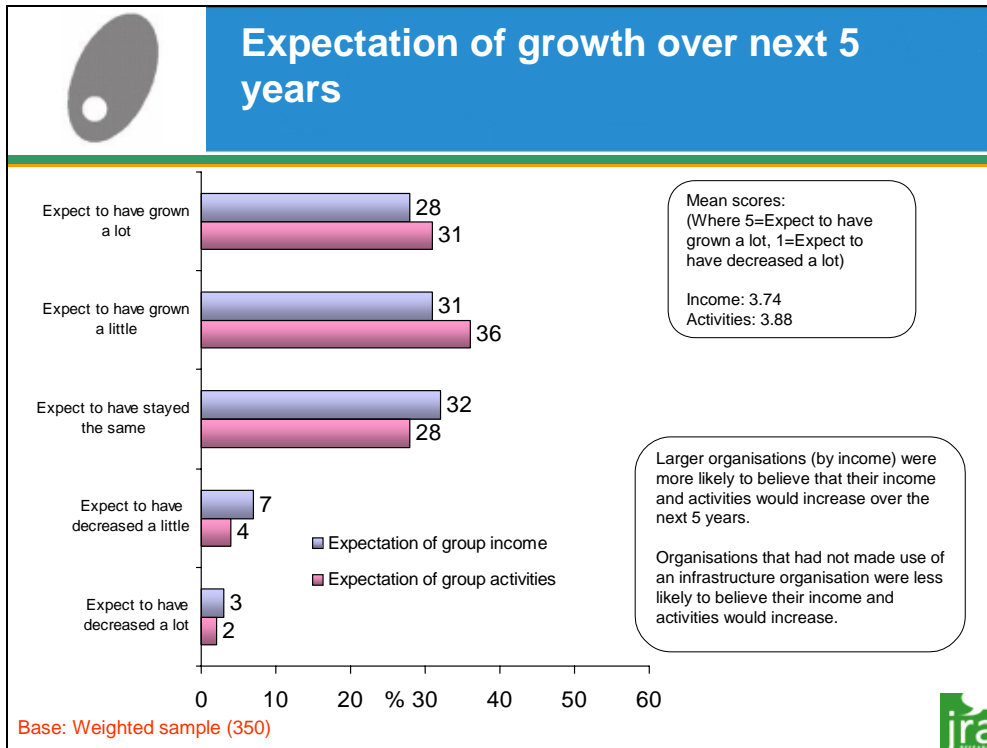




Chart 3 shows respondents' expectations of growth over the next 5 years. The bar in purple represents respondents' expectations of group **income** growth. The bar in pink represents respondents' expectation of growth in-group **activity**.

In addition an average score has been calculated for these two variables (in the box in the top right) to summarise the expectations of change.

**CHART 3:**



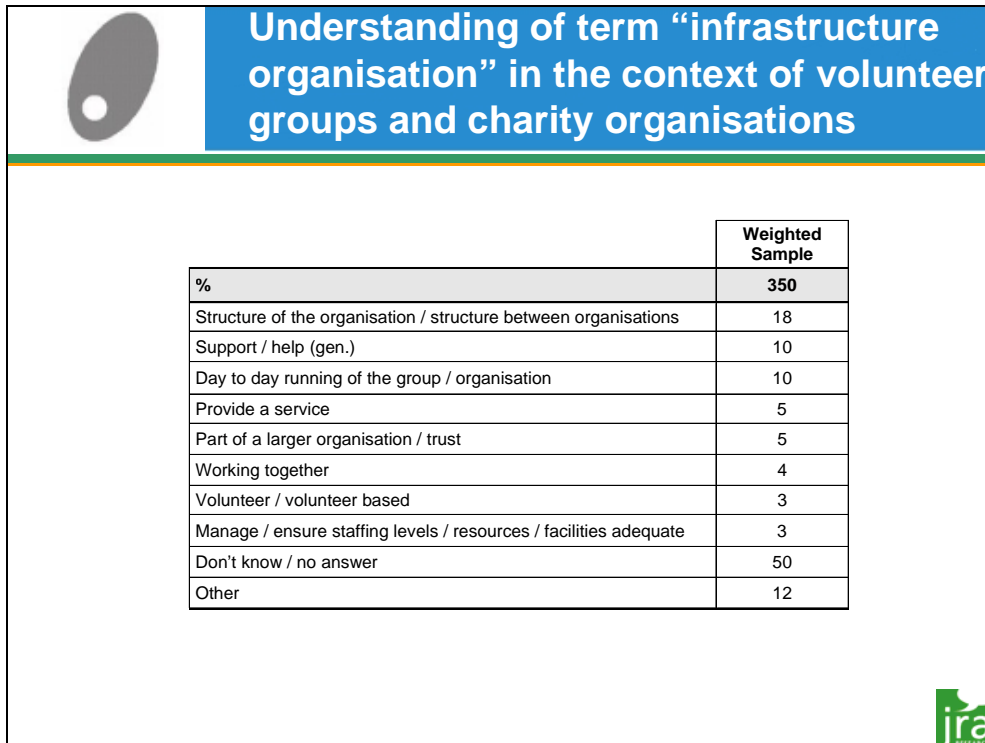
The majority of groups expect to have increased in both size and activities over the next 5 years; with almost a third expecting to 'grow a lot' in terms of income and activities over the next 5 years.



Awareness, usage of, and attitude towards, infrastructure organisations

Respondents were asked the open-ended question “What do you understand by the term “infrastructure organisation” in the context of volunteer groups and charity organisations?” We have grouped together similar responses to this question under the headings below.

CHART 4:



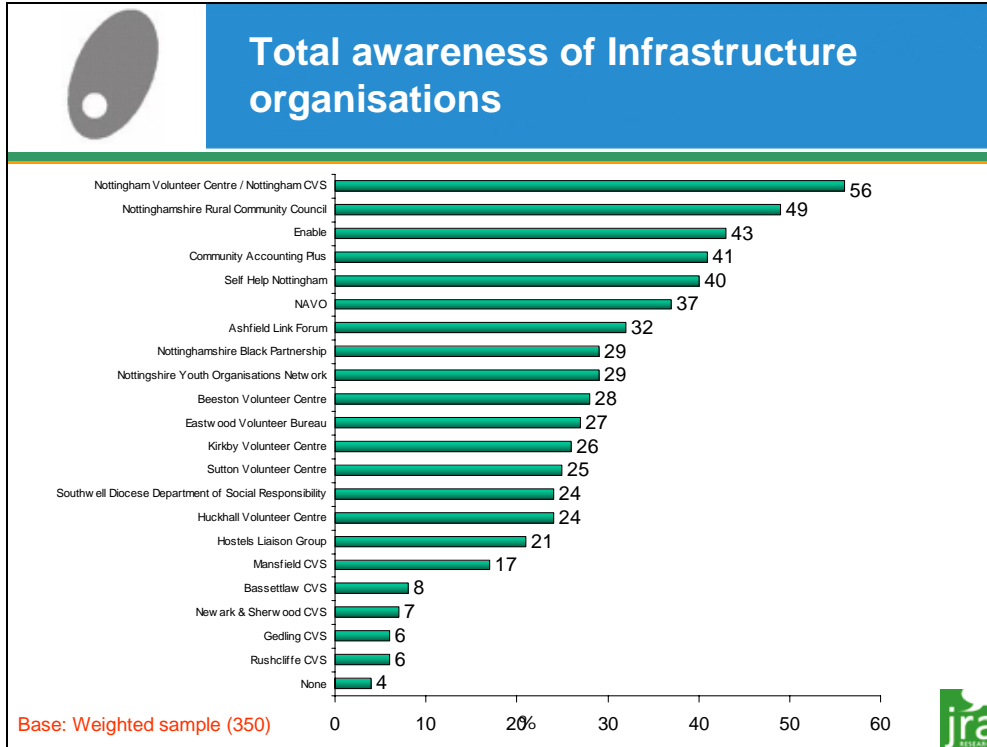
Understanding of term “infrastructure organisation” in the context of volunteer groups and charity organisations	
%	Weighted Sample
	<b>350</b>
Structure of the organisation / structure between organisations	18
Support / help (gen.)	10
Day to day running of the group / organisation	10
Provide a service	5
Part of a larger organisation / trust	5
Working together	4
Volunteer / volunteer based	3
Manage / ensure staffing levels / resources / facilities adequate	3
Don't know / no answer	50
Other	12

It is clear that there is little understanding of the term ‘infrastructure organisations’, with 50% stating that they ‘didn’t know’ or not able to give an answer and no clearly “right answer” in evidence.



Chart 5 shows the % of respondents that had heard of each infrastructure organisation after being prompted with the names of the organisations.

**CHART 5:**



Despite poor understanding of the term ‘infrastructure organisation’ there was high awareness of the groups themselves, with 96% able to name at least once organisation after prompting.

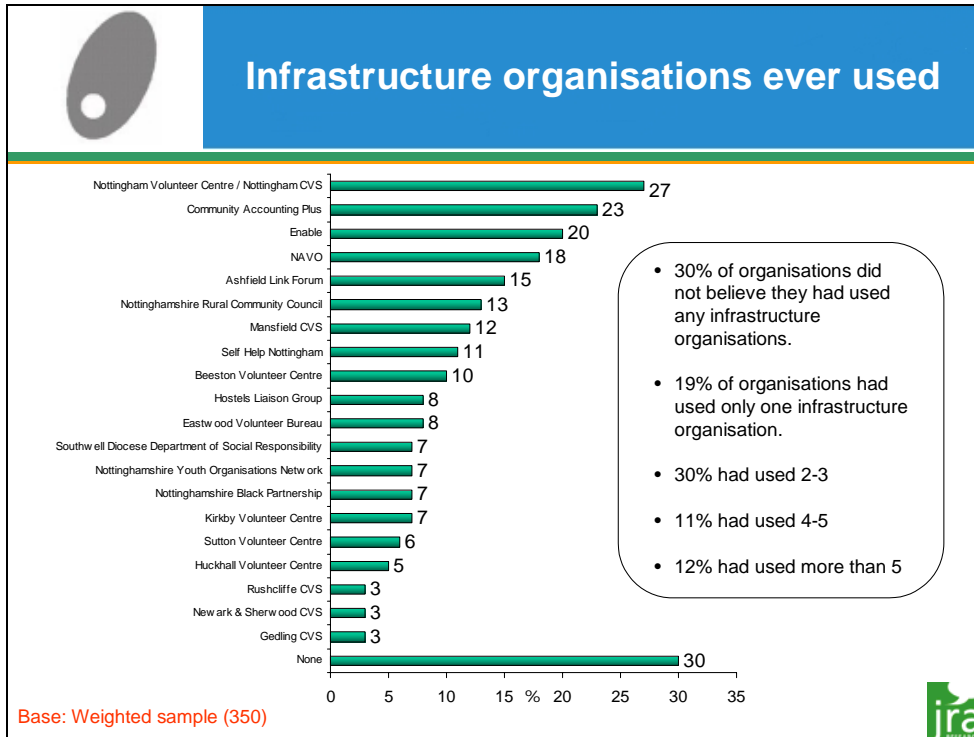
Although Nottingham CVS had the highest awareness, the Hucknall, Sutton and Kirkby Volunteer Centres had particularly high awareness relative to the % of groups that used them - suggesting they are running effective marketing campaigns.

Other groups with high awareness relative to their size included Nottinghamshire Rural Community Council, Nottinghamshire Black Partnership, Nottinghamshire Youth Organisations Network and Self Help Nottingham.



Chart 6 shows the % of all respondents who believed that their charity/group had ever used each infrastructure organisation.

**Chart 6:**



Since 30% of contacts believed that they had never made use of an infrastructure organisation there is clearly a need to evaluate infrastructure organisations' databases.

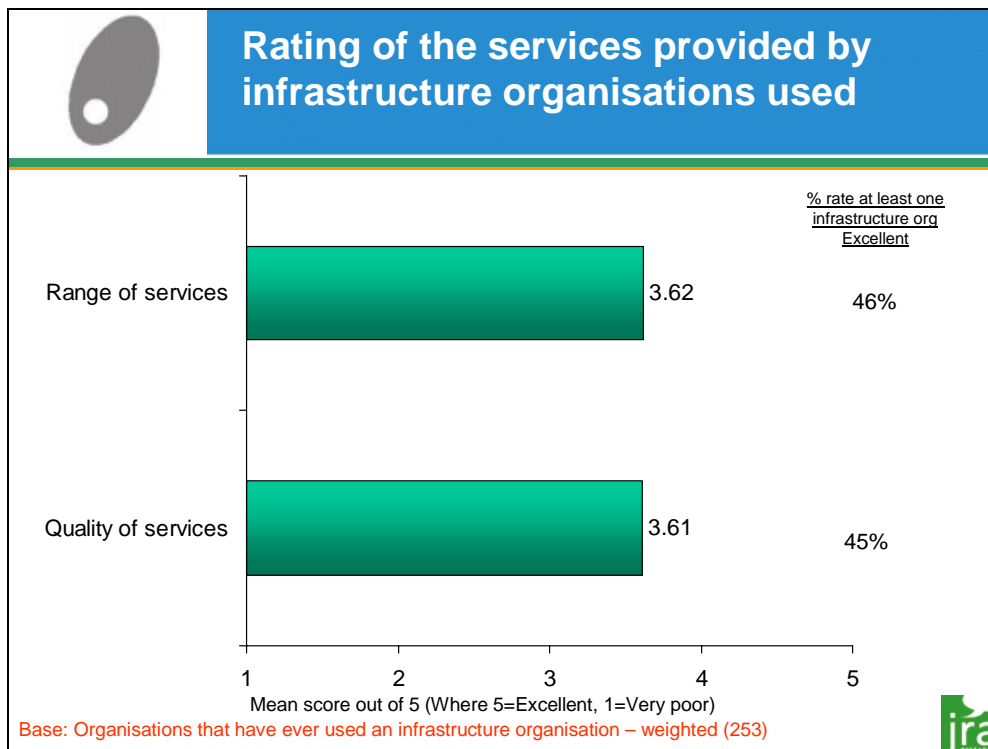




Respondents who believed their charity / group had ever made use of an infrastructure organisation were asked to give ratings on five point scales (where 5=Excellent, and 1=Very poor) for the 'Range' and 'Quality' of services these infrastructure organisations provided.

Chart 7 shows the respondents' average rating across all infrastructure organisations used.

**CHART 7:**



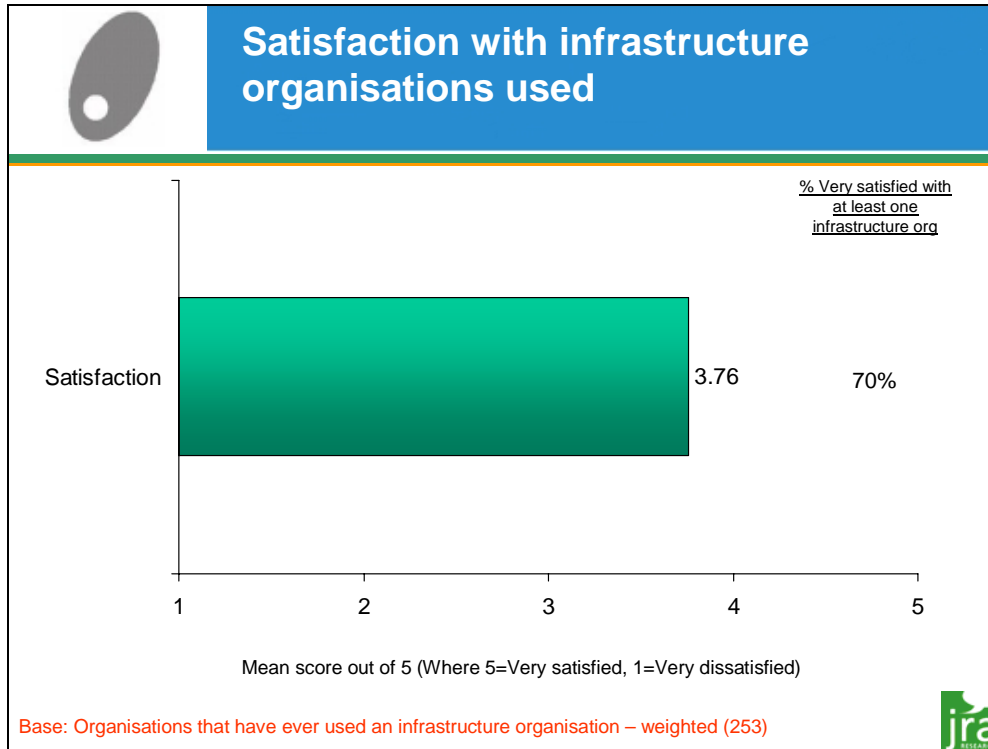
The range and quality of services are rated quite highly overall, with just under half in both cases rating at least one infrastructure organisation used as “Excellent”.



Respondents who believed their charity / group had ever made use of an infrastructure organisation were asked to rate their overall satisfaction with these organisations on a five point scale (where 5=Very satisfied, and 1=Very dissatisfied).

Chart 8 shows the respondents' average rating across all infrastructure organisations used.

**CHART 8:**



Overall, respondents were satisfied with the infrastructure organisations they made use of, with 70% able to give at least one infrastructure organisation that they were “Very satisfied” with.

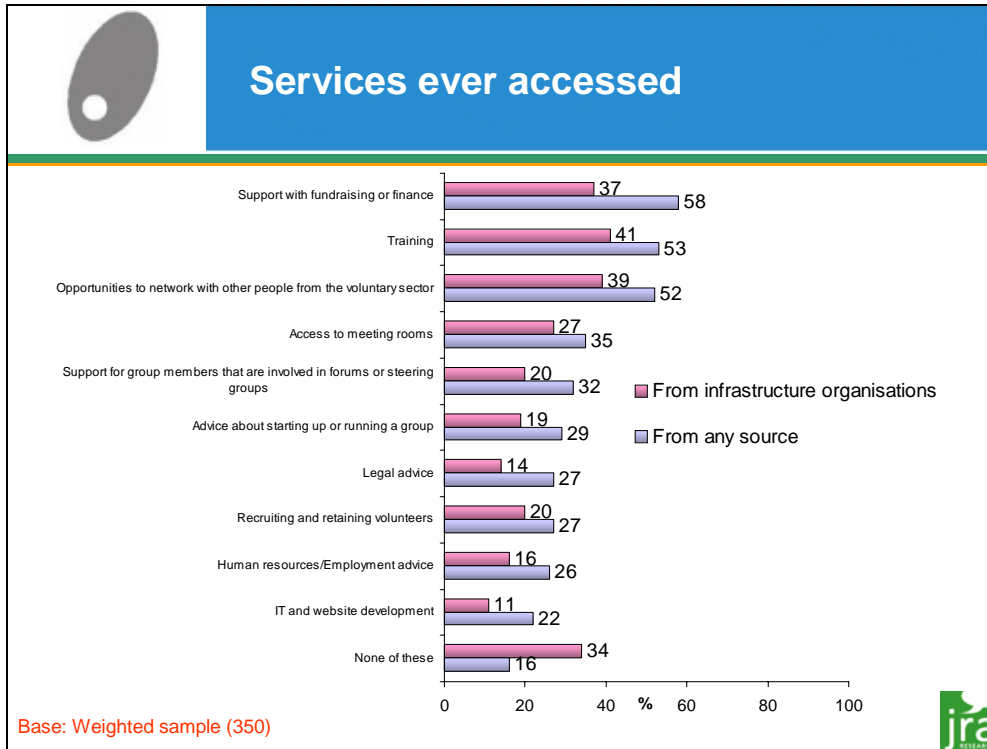


Services used and expectations for the future

Chart 9 below shows the % of respondents that believed their organisation had ever accessed specified services from:

- a) infrastructure organisations specifically (shown in pink)
- b) any source (shown in purple)

**CHART 9:**



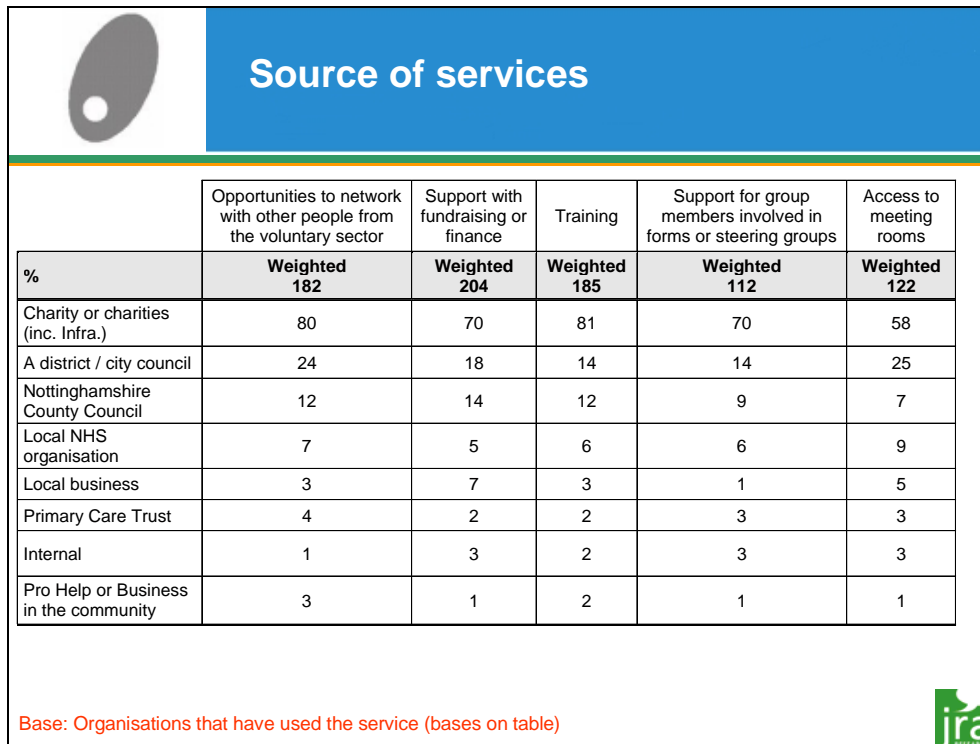
Support with fundraising was the most common service used by groups / charities, although training was the most common use of infrastructure organisations specifically.

The difference between the proportion accessing services from infrastructure organisations, and the proportion accessing these same services from any source suggests that there is significant 'leakage'; with groups / charities seeking support from sources other than infrastructure organisations.

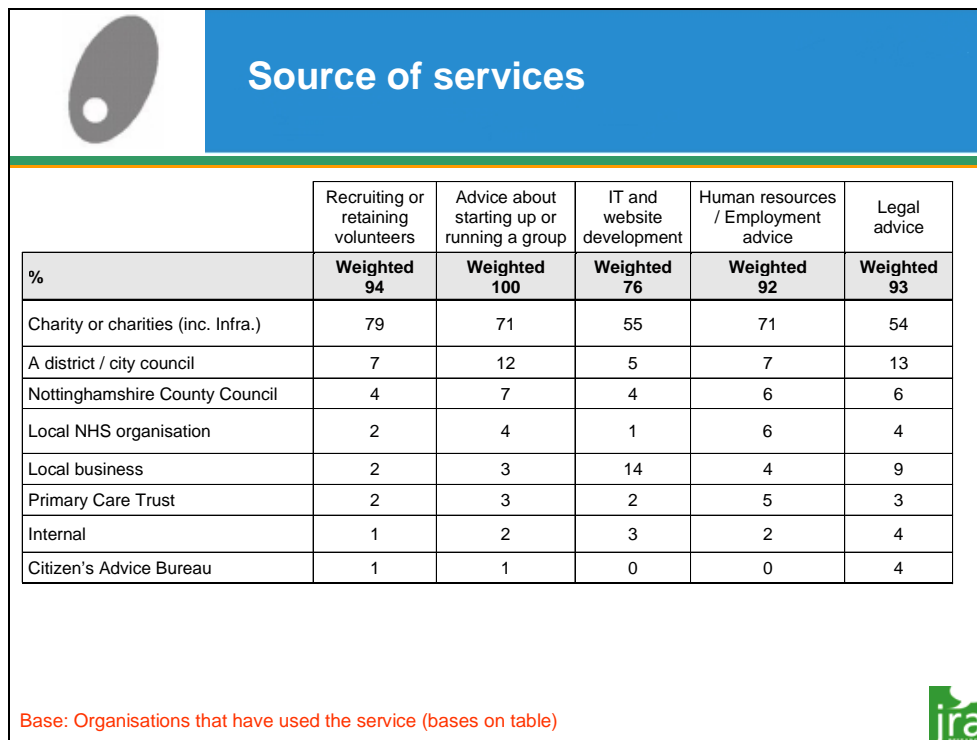
Charts 10 and 11 on the following pages show the breakdown of sources for these services, suggesting that local authorities (at city, district and county levels) play a significant role in the provision of services to these groups / charities.



**CHART 10:**



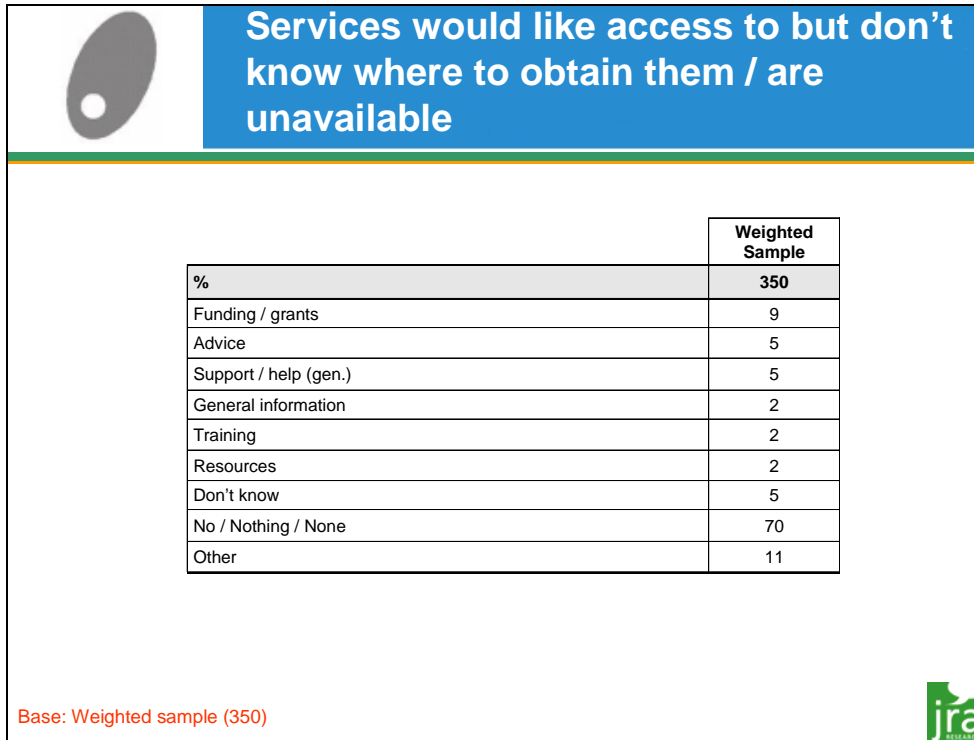
**CHART 11:**





Respondents were asked the open-ended question “Are there any other services that your organisation / group would like access to, but are either unavailable to you or you wouldn’t be sure where to go for them?” We have grouped together similar responses to this question under the headings below.

**CHART 13:**

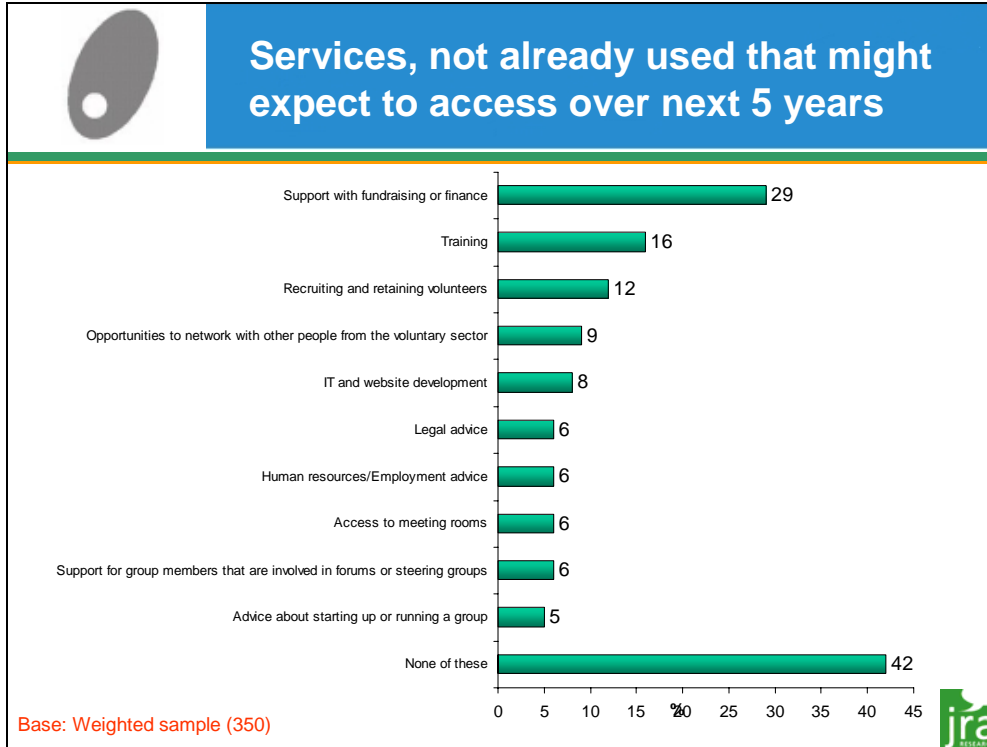


75% of respondents could not think of any services that they would like access to but were unavailable.



Respondents were asked to name (from a list) services that they *were not already using* that they might expect to access over the next 5 years.

**CHART 14:**



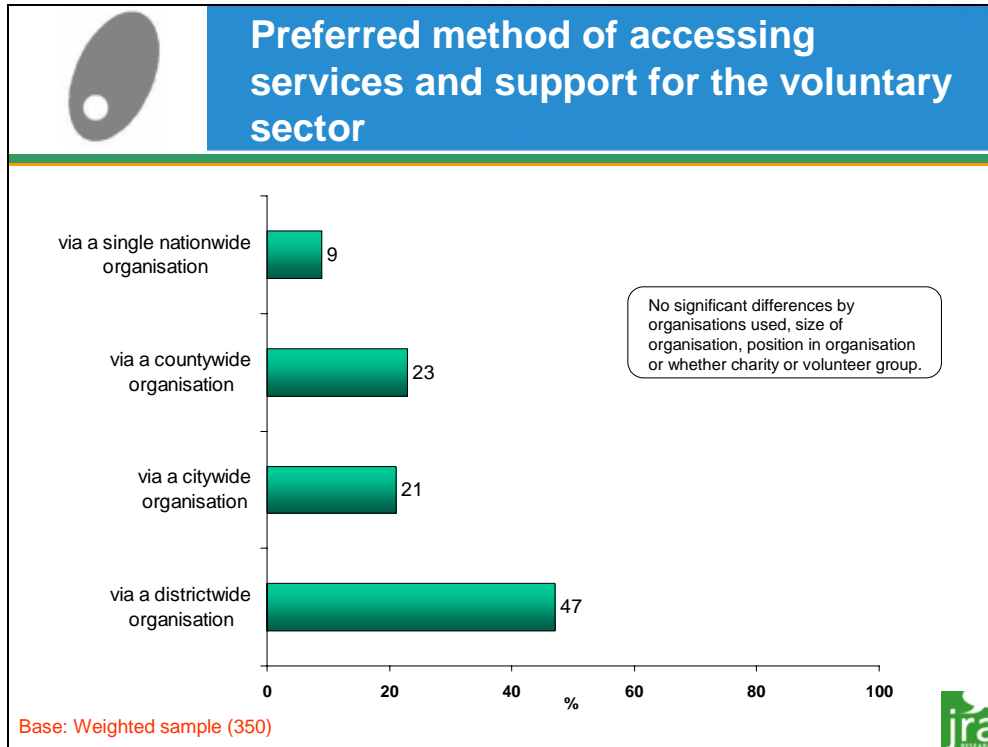
The most common service groups / charities expected to access over the next 5 years was support with fundraising or finance.

Since 58% of respondents were able to name at least one service that they had not used but would expect to use over the next 5 years infrastructure organisations should expect significant increases in take-up of services over the next 5 years (even factoring in for “leakage” into other sectors). This is supported by respondents’ belief that the groups and charities should be expected to increase in both income and activities over this same time period (see Chart 3).



Respondents were asked to choose their preferred method of accessing services and support for the voluntary sector from the 4 options below.

**CHART 15:**



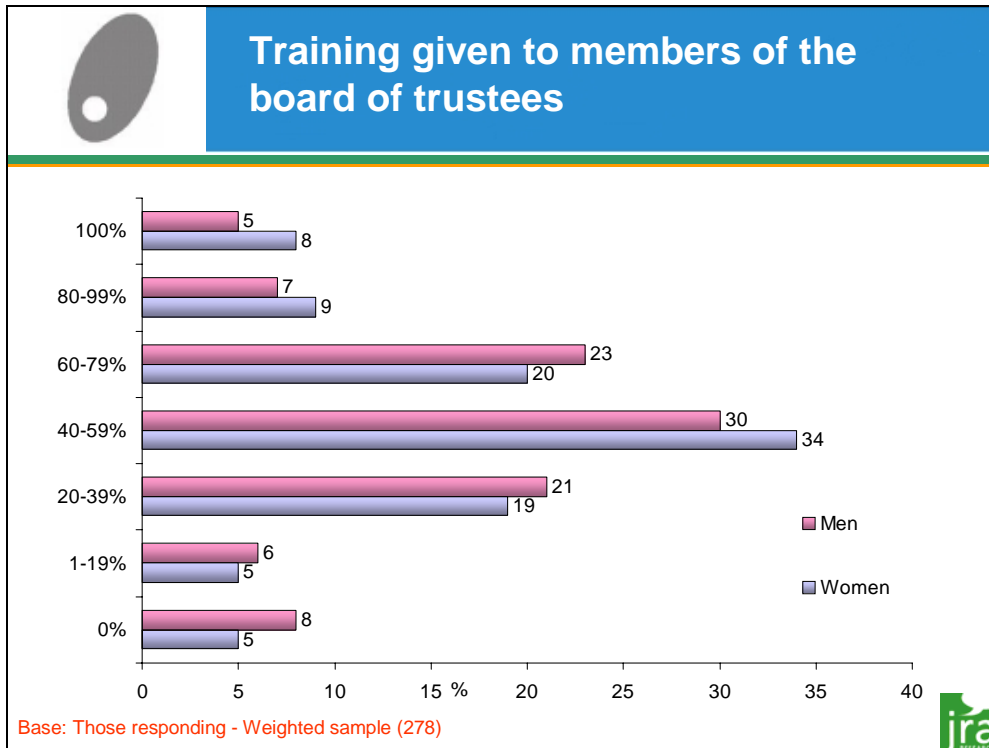
There was a clear preference for district wide organisations. However, almost a third preferred nationwide or countywide organisations.



The Board of Trustees / Management Committee

Chart 16 below shows the respondents' estimates of the proportion of men and women on their group or charity's board of trustees / management committee. The proportion of men is shown in pink, and the proportion of women is shown in purple. Those that were not able (or not willing) to make an estimate have been excluded from the base of this question.

**CHART 16:**



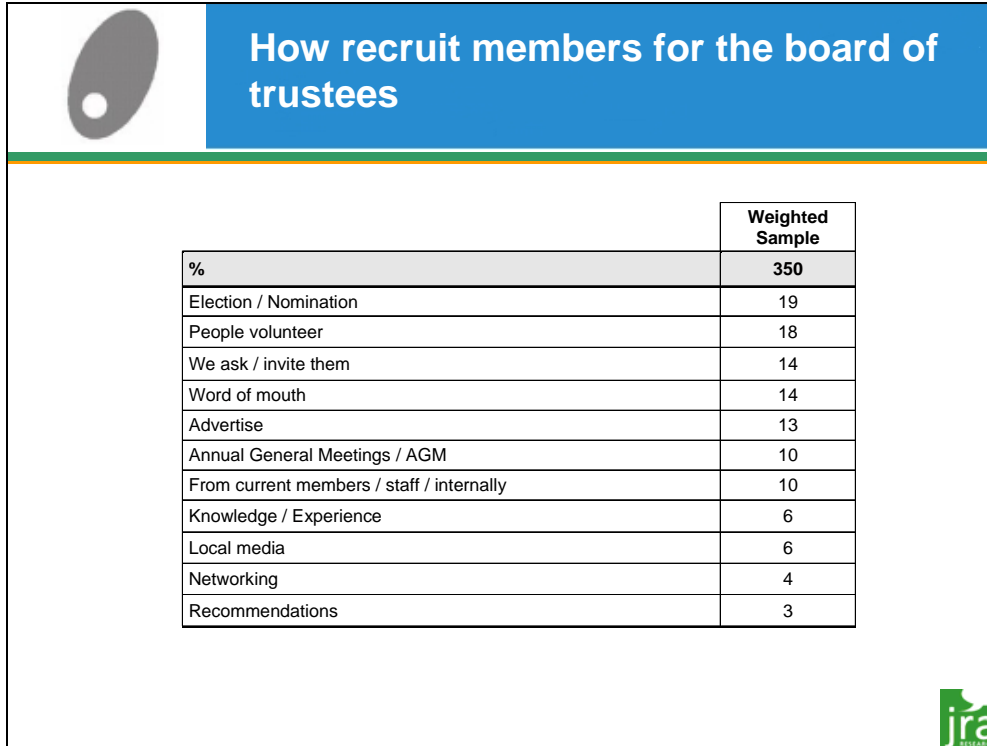
On balance, groups / charities tend to have broadly equal proportions of men and women on their board of trustees / management committees although there are indications of a very slight female bias.





Respondents were asked the open-ended question “How does your organisation / group recruit people to sit on its board of trustees / management group?” We have grouped together similar responses to this question under the headings below.

**CHART 17:**

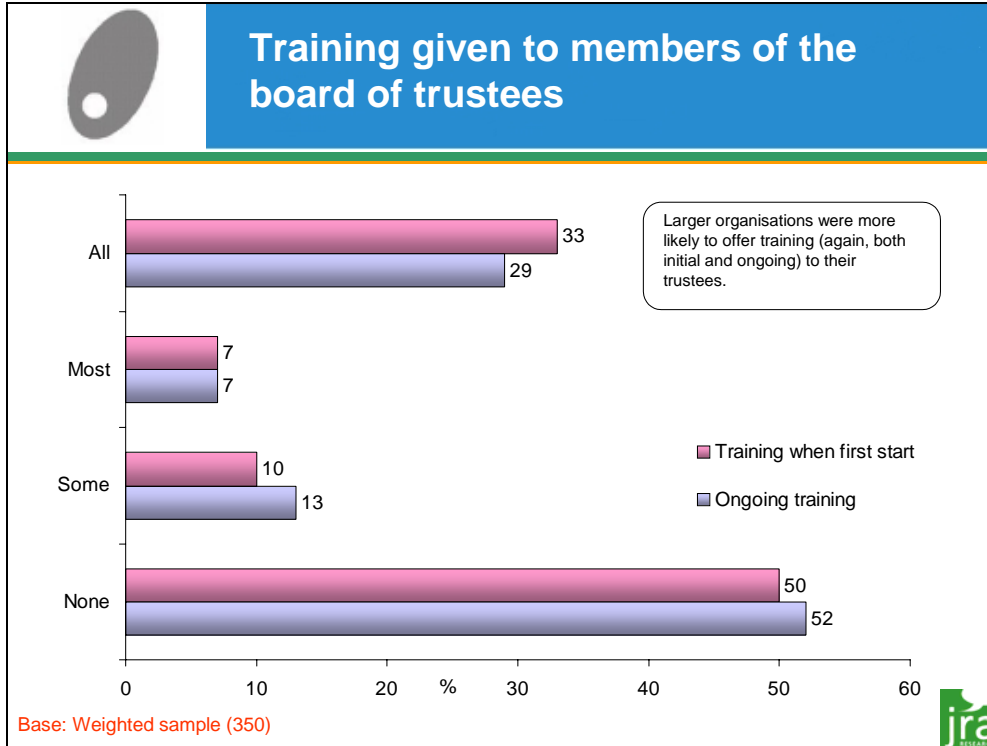


Organisations tended to recruit trustees and management committee members from within their own ranks: through elections/nominations, invitations or volunteers.



Respondents were asked whether trustees for their group / charity tended to be given training when they first started as members of the board of trustees / management committee (shown in pink), and whether they receive ongoing training (shown in purple).

**CHART 18:**



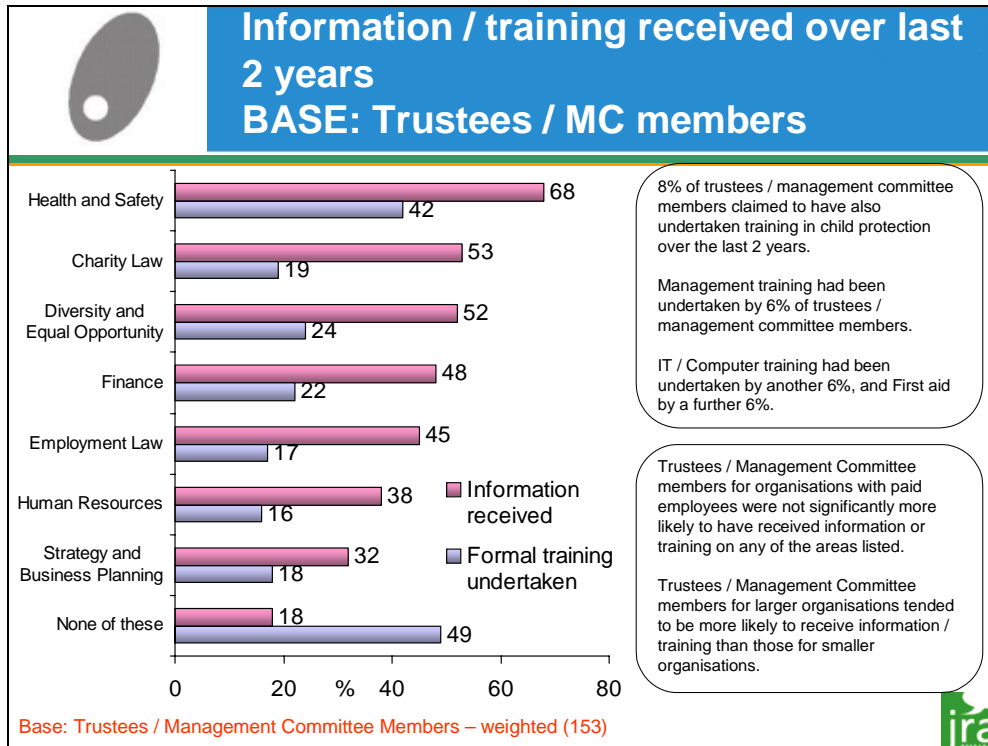
Half of respondents claimed that their trustees / committee members received no training when they first started in their role, and half claimed their trustees / committee members received no ongoing training. These figures indicate a worrying lack of awareness of the responsibilities and liabilities of the trustee / committee member (particularly for smaller groups).



Respondents that claimed to be trustees / committee members for their group / charity were given a list of topics and asked to state whether, over the last 2 years, they had received information (shown in pink), and formal training (shown in purple) in these topics.

They were also if there were any other topics that they had received training on over the last 2 years (shown in the side box).

**CHART 19:**



Half of all the trustees / management committee members interviewed claimed to have received no formal training on any of the topics mentioned.

Health and Safety was the most common area to have received information and training, whilst Employment Law, Human Resources and Planning were the least likely areas to have received information or training.

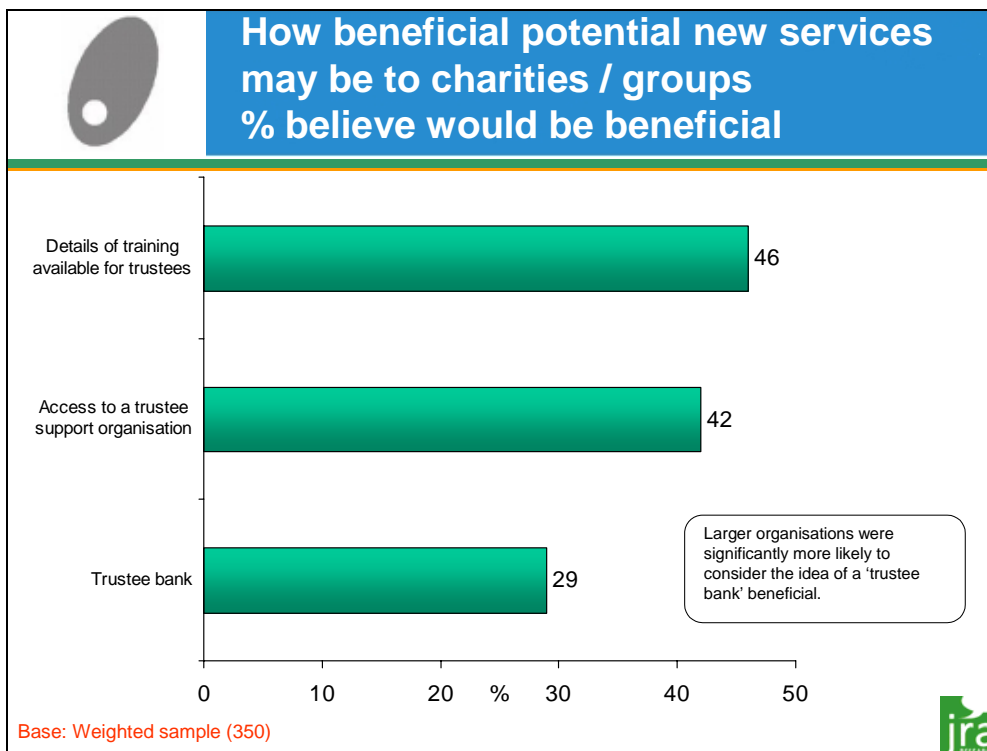


All respondents were asked to state whether they believed three potential services might be of benefit to their organisation:

- 1) Details of training available to trustees / management committee members
- 2) Access to a trustee support organisation
- 3) A 'trustee bank'; i.e. a list of potential trustees / members of management groups / committees in Nottingham and Nottinghamshire area

The % of respondents that believed these services would be useful is indicated in Chart 20 below.

**CHART 20:**



Training and support for trustees was seen as beneficial by roughly 2 in 5 respondents. The 'Trustee bank' was less popular, but still seen as beneficial by 3 in 10 (with larger organisations significantly more likely to see the benefit).



## Summary

### Infrastructure organisations and support services

- There was evidence of a general lack of understanding of the term ‘infrastructure organisations’ in the context of charity or voluntary groups (50% of respondents either didn’t know the term or were not able to answer). However, there was high awareness of the organisations themselves (with 96% aware of at least one infrastructure organisation after prompting).
- 30% of organisations (drawn from infrastructure organisations’ own databases) did not believe they had ever used an infrastructure organisation; perhaps indicating a need for more up-to-date databases of contacts.
- On balance, respondents were satisfied with the service they received from infrastructure organisations; with 70% of those that had used one able to name at least one infrastructure organisation that they were very satisfied with.
- Whilst infrastructure organisations were the main source of support services to the voluntary sector, local authorities (at county, city and district levels) also play a significant role.
- Support with fundraising and finance was the most common use of infrastructure organisations with 37% of organisations having already made use of this service, and a further 29% of organisations believed they would have a need for this service in the next 5 years. This is likely to be related to the increases in turnover (59% of organisations) and activities (67%) anticipated; increases that tended to be driven by the larger organisations.
- There was a clear preference for locally accessed support services, with 2 thirds of respondents preferring to access support services at a district or citywide level. 23% stated they would prefer countywide access to support services.



## Summary

### Board of Trustees / Management Committee

- Fairly even gender split on board of trustees / management committees.
- Organisations tended to recruit trustees and management committee members from within their own ranks: through elections/nominations, invitations or volunteers.
- Half of trustees / management committee members received no formal training, either starting or ongoing, and trustees / management committee members in organisations with paid employees were not significantly more likely to have received training in any of the areas identified in the questionnaire.
- Details of training and support available to trustees / management committee members was seen as beneficial by roughly 2 in 5 respondents. A trustee bank was seen as having less benefit; but larger organisations (and accordingly paid workers) showed indications of greater interest.

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