



**The Support Needs of Voluntary and Community Sector
Organisations in Northamptonshire: Survey Findings**

Draft Final Report to Northamptonshire VCS Partnership

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1.0 Methodology

The Northamptonshire Consortium wanted to gather views from the voluntary and community sector in Northamptonshire with regard to their infrastructure support needs in order to inform the development of their Infrastructure Investment Plan. Following discussions with representatives of the Consortium and due to the nature of the organisations to be surveyed it was agreed that a postal survey should be conducted followed by a series of interviews and / or focus groups.

The questionnaire (see Appendix 1) was designed in collaboration with Consortium members and was based on the four main research questions outlined in the Briefing Paper. It included a covering letter from the MOF Project Manager explaining the purpose of the survey and identifying a point of contact within the Consortium for survey verification purposes.

It was agreed that the questionnaire would be distributed by Consortium Members using their own databases to overcome any issues with Data Protection. Final lists of suitable organisations were agreed by Consortium members and we are advised that the questionnaire was distributed to 1,700 organisations.

Due to the need to obtain specific information about types of services and the reach of existing provision the questionnaire included identifying information, however, respondents were clearly advised that responses would be fed back to the Consortium in aggregate form only. This also enabled Matters of Fact to avoid double counting and eliminate organisations outside the scope of the survey.

Respondents were asked at the end of the questionnaire if they were willing to participate in further research, and if they were willing, they were asked to provide contact information.

All responses were returned directly to Matters of Fact using our freepost return address, and 126 completed questionnaires were returned by the deadline. This represents a response rate of 7.4% - a fair response level given the nature of the organisations surveyed.

This report is based on the findings of the postal survey and should be read in conjunction with the associated research being undertaken to support the development of the VCS Infrastructure Investment Plan.

2.0 Survey Findings

Q1 What type of group or organisation are you?

Respondents were asked to tick all definitions that applied. The most popular response was Registered Charity (54%) followed by Neighbourhood/community group/club/society (33%).

Q1 Type of Group or organisation	Total	
	Number	%
Neighbourhood/community group/club/society	41	32.8%
Community scheme or project	7	5.6%
Registered charity	68	54.4%
Branch of national voluntary organisation	16	12.8%
Registered Friendly Society/Industrial/Provident Society	1	0.8%
Company limited by guarantee	9	7.2%
Other	38	30.4%
Total	125	144.0%

Multiple response possible

81 organisations identified themselves by one definition only. However, 43 ticked a range of boxes, defining themselves for example as neighbourhood group, community scheme and registered charity.

Included in the Other category were 13 respondents who identified their organisation as Parish Council, 6 as Village Hall, 4 as Church, and 2 as W.I.

Q2 What does your group or organisation do?

Respondents were asked to say what support or service their group or organisation provided or delivered.

Activity Centre, talking newspaper, residential Home, flats, bungalows.	
Aids and adaptations, advice, transcription, access audits. Training home visiting. Clubs, support groups, branches, hospital information desk	1
Administer parish council precepts, provide allotments, cemetery	1
Arrange monthly meetings. Support the community in various ways i.e. Community Challenge. A sub group of our committee completed a brochure for all residents concerning our village. Support Cransley Hospice	1

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As the Kislingbury Playing fields Association We manage the facilities on behalf of the Kislingbury community	1
Campaigning independent living, advocacy for disabled people	1
Church volunteers at work in the community, playgroups, children work, with Youth in schools	1
Citizens Advice Bureau, provide advice and information in confidence and free at point of delivery	1
Collect members from their homes and transport to Cheney Court. Provide all with coffee and biscuits, lunch at 12. After lunch play cards, bingo etc. Transport home 3 pm	1
Community centre. Hire out centre to user groups, hold and run events, work with user groups to sustain activity by fundraising activities	1
Counselling and information service for 11-25 yr olds, free and confidential, free pregnancy testing and condoms	1
Counselling and life skills work	1
Daventry and district disability access forum was formed to work in partnership with local council and are committed to the welfare of disabled people and their carers by raising the awareness of disability issues for access purposes and offering advice and info	1
Day centre/drop in service for people with mental health problems	1
Day service for adult with learning disability	1
Days outings - transport supplied, pick up at door, for club members for monthly meeting, providing entertainment, bingo, raffle. Holidays - panto, theatres any requested visits	1
Deals with village matters	1
Drop in/Day care centre for Asian Elderly group. Meals on site and on wheels	1
Educational and social activities, advice surgeries and health promotion, credit union, welfare services charitable work	1
Encourage women & enable women to enhance their lives, improve their lives and lead fulfilling lives within a friendly atmosphere	1
Ensure that reliable motorised transport is available for health care delivery in Africa	1
Ensuring the village hall is well-maintained and available for use both by the villagers and the local community. Plan events at the hall for the benefit of the community	1
Football club	1
Full gospel church and community centre - Rushden, full Christian programme of religious based events plus mums and tots, old folks, youth service and community support groups, counselling community groups etc	1
Gives women opportunities to meet together, develop and learn skills and interests. Participation in county and national WI activities and events	1
Gretton Village Hall maintains the Hall for the use of any person or group in Gretton	1
Groups for pre-school and their parents/carers, family lunch club - community snack lunches, elderly persons lunch club and friendship group. Toy library, music and movement under 4s groups, contact centre	1
Handles day to day running of parish	1

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Harpole Association for the elderly, visits to housebound, gifts, Christmas gifts, outings. Day centre, provision of Monday lunch	1
Have lunch, play dominoes/cards	1
Home improvement agency: provide practical support and advice to older/disabled people living in privately owned houses to organise repairs improvements and adaptations plus handyman schemes directly employed	1
House provides a drop-in facility, which offers information and outpost plus variety of activities and education to the residents of Bellinge Estate and surrounding area.	1
Information, advice and support for carers and young carers	1
Infrastructure support in local area, volunteer based service provision	1
Junior school soccer, girls football, ethnic groups	1
Local Government	3
Local organ of government	1
Look after interests, welfare, environment	1
Maintain and administer village hall in Evenley	1
Maintain village hall and playing fields, arranging lettings, this includes children's play area and floodlit hard play area for tennis and basketball	1
Maintains a village hall for the use of the local community without distinction of political, racial or religious opinion	1
Maintains recreation grounds, grass verges, litter picking, street lighting	1
Maintains village hall and makes it available for hire by various organisations and private individuals. Organises fund-raising activities for maintenance	1
Manage and maintain village hall	1
Manage Kislingbury Village Hall	1
Manage the local village hall	1
Manage the village hall and run it for the village	1
Manage, acquire funding, provide equipment, report to Parish Council - our partner	1
Management of the village hall	1
Manages a village hall for use by local groups and societies and individuals	1
Manages village hall	1
Matches volunteers with looked after children in Northants to provide friendship and support	1
Meets monthly for social reasons, visiting speakers on seasonal, topical subjects	1
Middleton Cheney playing fields organisation, upkeep of playground/playing field, social club	1
Monitor government/county council and Borough Council policies and feed back comments and observations from residents	1
Multi cultural community building support local ethnic groups, childcare from 0-9 yrs, groups for the elderly, arts programme, rent rooms for courses, functions etc. Bar, multi faith groups, luncheon clubs	1

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Offer a social life which is within the means of a widow to help to ensure that a widow is allowed to maintain her spirit of pride and independence and to take her rightful place in society	1
Offer support & information to parents/carers and professionals about the autistic spectrum	1
Offers play amenities for babies and toddlers during term time and children of all ages over the holidays	1
Offers training, education and support to people with physical disabilities, sensory impairments or learning difficulties	1
Offers women the opportunity for friendship and of working together to improve the quality of life in the community and to enable development of individual skills and talents	1
Organised social and recreational events or which all community can take part in	1
Our association own and run a purpose built centre for the elderly and disabled	1
Parents in partnership provide advocacy for parents, carers and families of those with a learning disability	1
Peer group of Carers and Past Carers providing a sign posting and information service to informal carers and professionals. Facilitate the counties carers website. Produce newsletter, keeping members updated of our developments	1
Person centered counselling support, sexual health info, free condoms and pregnancy testing, emergency and oral contraception via medical staff, Accommodation info and support, Informal education school based and rural drop-in provision, Free to 13-25 yrs	1
Pre-school, nursery education 2.5 hrs a day, pre-school learning alliance Northampton Early Years Development and Child Care partnership	1
Prevents solvent and volatile substance abuse through education and awareness	1
Provide a location for community meetings/social events	1
Provide a voluntary car scheme service to help people attend health related appointments with the assistance of volunteer drivers using their own cars	1
Provide and manage performance space for use by local community	1
Provide day care facilities for one day per week for elderly and disabled from three villages	1
Provide day opportunities for adults with learning disabilities	1
Provide door to door transport for those who are unable to use conventional public transport	1
Provide local venue for use of local groups and private function	1
Provide our community with a place to worship and explore spiritual matters. We hold clubs for children, pensioners and social activities	1
Provide recreational and leisure facilities for the local community	1
Provide sheltered workshop facilities, experiences, training	1
Provide Transport	1
Providers friendship for its members, within the national organisation brings matters of concern to the governments attention	1

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Provides accommodation for a variety of educational and leisure pursuits for villages of Wellford, Sulby, Elkington and other areas	1
Provides information for all involved in child brain injury area	1
Provides meetings, training (apprenticeship style) involvement in practical projects, community and arts and crafts	1
Provides support and friendship to families with children under the age of 5yrs	1
Provides the venue for community clubs and activities such as WI, play groups, mums and tots, bowls, yoga, archery, dancing etc	1
Represents the community, protects local environment provides play areas	1
Run a community centre in a large village	1
Run support and organise activities at Denton Village Hall. Fund raising, sports facilities available for hiring, provides accommodation for meetings of village groups e.g. WI gardening club	1
Services for autistic children, adults and carers. Includes help & advice line, advocacy, drop-in service, ASSERT, play schemes, training, volunteer & fundraising	1
St John first aid training and care	1
Support community issues, campaign on national and international problems focus government attention on social issues	1
Support group to families with children on the Autistic spectrum. We offer information, help and support	1
Support local community and lobby parliament on issues	1
Support people with medical health problems	1
Support to patients, visitors and staff at Northampton General Hospital	1
Supports 16-25 yr olds in their personal and social development	1
Swimming for the disabled	1
Teach the Christian faith, provide support for families, youth and children groups	1
To give a social life, confidence building, friendship, independence to young people with disabilities, Parent support group raise funds	1
Undertakes all the obligations placed on a rural PC	1
Purposes of a village hall for use meetings, lectures and classes, and for other forms of recreation and leisure time occupation, with the object of improving the conditions of life for the inhabitants	1
Voluntary run org, offer professional arts & leisure projects + ops 4 people of all ages with disabilities. Dance, mime, music all art forms. Support + encourage groups/orgs to promote + develop artistic opportunities four people with disabilities + inclusive support	1
We are a rural based cricket club open to all with a playing continent ranging from 8 years to 65 years old	1
We are the management committee of a village hall which provides accommodation for local groups, organisations and social gatherings	1
We are the trustees of Staverton Village Hall. We work to ensure the availability of the hall as a community building both for events and private hire. We organise events of all kinds.	1

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We have four local meetings weekly in different areas of Wellingborough. We have community coach trips and outings every 3 weeks we have an answer phone service, provide advice and insurance give Christmas parties and concerts	1
We provide support, advice and training to voluntary run youth clubs/projects in Northamptonshire. We also provide assistance in the setting up of new Youth Clubs/projects	1
We represent the interests of the residents of Watford parish. We carry their wishes to the next layer of local government, Daventry District Council and Northamptonshire County Council.	1
We support those in Northamptonshire and Rutland who have a hearing loss, empowering them to become fully integrated member of society	1
Welfare Benefit entitlement advice/advocates, tribunal representation. Case work, home visits, telephone advice, drop in sessions/appointments	1
Weston by Welland Community Group aims to help develop and retain a community spirit, and to organise activities to benefit the community	1
Winwick Parish Meeting	1
Womens institute, monthly meetings with speaker of varying interests/topics	1
Youth activities, a mini youth club once a week, relaunch of older youth club for 13yrs + (twice a week) premises also available for hire by groups offering similar activities	1
Youth group activities - weekly summer sports evenings, monthly discos and programme of events	1
YWCA is a force for change in the lives of young women. Provide a safe environment and programme of service that support them to gain new life skills, continue learning and improve their health and self-esteem. Training provider, opportunities to gain accredited outcomes	1

Q3 Who does your group or organisation support or provide a service for/to?

Nearly two thirds (61%) of organisations support or provide a service that is open to all. Nearly half (48%) of organisations support or provide a service to people in rural areas. 46% support or provide a service to children and families, 45% to young people and 44% to the elderly.

Q3 Who support/provide a service for	Total	
	Number	%
General/open to all	76	60.8%
People in rural areas	60	48.0%
People with learning difficulties	32	25.6%
Sports	31	24.8%
People with invisible impairments	33	26.4%
Arts/Culture	28	22.4%
Social enterprises	23	18.4%
Children and families	58	46.4%
Volunteers	33	26.4%
Black and Minority Ethnic communities	25	20.0%
Gay and Lesbian	15	12.0%
People with physical impairments	35	28.0%
Young people	57	45.6%
Elderly	55	44.0%
Faith groups	20	16.0%
Carers	29	23.2%
People who are unemployed	25	20.0%
People with sight impairment or blind	35	28.0%
People with mental health problems	37	29.6%
People with hearing impairment or deaf	31	24.8%
Other	18	14.4%
Total	125	604.8%

Multiple response possible

Other responses

All in parish
All the village can access the field and use it accordingly
All women
All women over 16 years
Any group or organisation who wishes to hire the hall
Autistic spectrum disorder
Children and young people 'looked after' by Northants CC
Everyone within the parish
Is there to help everyone
Refugees, asylum seekers, travellers, prisoners/offenders
The residents of Watford Parish
To women and the community
Unticked boxes only means these groups have not asked for our services
Village hall has an equal opportunities policy
We describe all as disadvantaged even though most are also disabled
Women
Women of all ages
Young women, pregnant teenagers, young mothers

Q4 Where does your group or organisation operate or provide a service?

Respondents were able to choose from a range of 10 options and could tick all boxes that applied to their area of work.

Most respondents (59%) operate in a local community / neighbourhood. 21% operate across Northamptonshire. 32% operate in South Northamptonshire, 15% operate in Northampton and 13% operate in Daventry.

Q4	Total	
Where group/organisation operates	Number	%
Local community/neighbourhood	74	59.2%
Corby	6	4.8%
Daventry	16	12.8%
East Northants	10	8.0%
Kettering	10	8.0%
Northampton	19	15.2%
South Northants	39	31.2%
Wellingborough	11	8.8%
Northamptonshire	26	20.8%
Across East Midlands	5	4.0%
Other	18	14.4%
Total	125	187.2%

Multiple response possible

Other responses

Africa
Brackley and District
Buckinghamshire
Cogenhoe and surrounding area
Enquiries come from further afield via the Carers website
Evenley
Extend services to Kettering and Northampton
Finedon
Great Doddington
Leicestershire and Warwicks
Middleton Cheney
Oundle and district
Parish of Barnwell only
Paulersury Parish
Peterborough
Plus telephone and email service
Rushden
Rushden / Higham Ferrers
Rutland
Winwick

Q5 Where do the people (beneficiaries) come from that you provide a service for?

Q5	Total	
Where beneficiaries come from	Number	%
Local community/neighbourhood	85	68.5%
Corby	7	5.6%
Daventry	13	10.5%
East Northants	13	10.5%
Kettering	11	8.9%
Northampton	24	19.4%
South Northants	36	29.0%
Wellingborough	13	10.5%
Northamptonshire	31	25.0%
Across East Midlands	6	4.8%
Other	21	16.9%
Total	124	209.7%

Multiple response possible

Not surprisingly, most beneficiaries (69%) come from a local community/ neighbourhood area.

This suggests that groups or organisations operate in the location their beneficiaries come from

Q6 Which best describes the area in which your group or organisation operates or provides a service?

Q6 Area group operates or provides a service	Number	%
Only in a town	16	13.4
Mostly in a town but also in a rural area	28	23.5
About the same in a town and rural area	14	11.8
Mostly in a rural areas but also in a town	9	7.6
Only in a rural area	52	43.7
Total	119	100.0
Missing	7	
Total	126	

44% of groups or organisations operate only in a rural area, and 23% operate mostly in a town but also in a rural area.

Q7 How many people work in your group or organisation?

Respondents were asked how many people, paid and volunteers, work in their organisation.

Q7	Total	
Number of paid workers	Number	%
0-5 workers	84	81.6%
6-10 workers	10	9.7%
11-20 workers	6	5.8%
More than 20 workers	3	2.9%
Total	103	100.0%

The majority of organisations (82%) employ fewer than 6 paid workers.

Q7	Total	
Number of volunteer workers	Number	%
0-5 workers	19	16.7%
6-10 workers	41	36.0%
11-20 workers	33	28.9%
More than 20 workers	21	18.4%
Total	114	100.0%

More organisations make use of volunteer workers with 65% having between 6 and 20 volunteers.

Q8 In what year was your group or organisation set up in Northamptonshire?

Q8 Year set up in Northamptonshire	Total	
	Number	%
Pre 1900	8	7.3%
1901-1953	22	20.2%
1954-1978	16	14.7%
1979 -1993	28	25.7%
1994 -1998	18	16.5%
1999-2004	17	15.6%
Total	109	100.0%

Over a quarter of groups / organisations were set up between 11 and 25 years ago (1979-1993).

Q9 Does your group or organisation belong to a support or umbrella organisation?

Respondents were asked to name the organisation and whether it operates at a local, regional or national level. The following were identified.

Ability Northants	1
ACRE - local	1
ACRE - local and national	1
ACRE - Northampton	1
ACRE - regional	1
ACRE	3
ACRE national and regional	1
ACRE Northants	1
ACRE, NALC, SLCC (Society of Local Council Clerks)	1
Advice UK - national, Community Legal Service - regional and national	1
Clubs for young people, Northamptonshire (CYPN) CYPN operates at regional level	1
Age Concern - county level	1
Age Concern	1
Age Concern Federation (national)	1
WI group affiliated to the WI Federation London	1
Assemblies of God in UK, Evangelical Alliance, East Northants Churches Group, Rushden Churches together	1

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Baptist Union	1
CEFET, Engage East Midlands	1
Citizens Advice - regional and national	1
Club for young people Northants National Regional and Local	1
Community Transport Association (National)	1
CTA - national, NCVS - local, Ability Northampton - local	1
Field owned by National Playing Fields Association so contact there for help ad advice	1
Homestart UK	1
Local Authorities	1
Local Government	1
MIND	1
NACYP	1
NALC - at all levels	1
NALC - regional, ACRE - regional	1
NALC locally and nationally	1
NASCH National Association swimming for Handicapped	1
National Association of Hospital & Community Friends (NAHCF)	1
National Association of Clubs for Young People, CVS (locally), National and Northamptonshire Council for Voluntary Youth Services, East Midlands Voluntary Youth (regionally)	1
National Association of Local Councils	1
National Association of Local Societies for visually impaired people (NALSVI)	1
National Co-ordinating body for Home Improvement Agencies is Foundations	1
National Mencap	1
National WI Group	1
NCC, SNC, NALC	1
NCIL, BCOOP	1
NCVA Ability	1
NCVS - locally, 0-14 Early Years liaison group Wellingborough, Pre-school Learning Alliance, Chamber of Trade, NAYC	1
NCVS	1
NCVS and also a local peer support group made up of other young people's counselling based support and info services in Northamptonshire	1
NCVS, NCVYS, network of Northamptonshire Youth Agency, Youth Access, TPSG	1
NFA	1
Associate with Age Concern assisting with an annual grant towards the cost	1

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Northamptonshire ACRE - regional	1
Northamptonshire Association of Local Councils	1
Northamptonshire Cooperative Development Agency (local) The Cooperative Group (regional)	1
Northamptonshire County Council	1
Northamptonshire Federation of Women's Institutes - part of national federation	1
Northamptonshire Toy Library Network Support Group, Early Years Liaison Group, CAF/CASS, NCVS	1
Northants ACRE, NALC	1
Northants County Federation	1
Northampton Council for Voluntary Youth Services - NCVYS - Local, Northampton Vol and Community Sector Forum -Local, Northampton Teenage Pregnancy Reduction strategy Group -local, YWCA -nat, Pre-school Learning Alliance -local	1
NP	1
Originally a village organisation for the well being of the elderly. Later operates under the auspices of Age Concern, Northampton and county	1
Oundle Churches Youth Association (OCYA) for the benefit of youth in Oundle	1
Pre school learning alliance - national	1
Princess Royal Trust for Carers	1
Relate	1
Shaftesbury Society - national	1
Spurgeion's Child Care, which is an international children's charity manages 17 independent visitor schemes, Before and After School Club, Sure Start etc	1
St John Ambulance	1
Volunteer England , NCVO - national. Engage East Midlands - regional, County wide Forum of Volunteer Bureau - Local	1
Affiliated to National Mind	1
WI - local, regional and national	8

Q10 Is there a body or organisation that speaks on behalf of your group or organisation to policy makers, service planners or funders?

Respondents were asked to name the organisation and whether it operates at a local, regional or national level. The following were identified.

ACRE - county and National level	1
ACRE - local	1
ACRE - regional	1
ACRE	6

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ACRE Northants	1
ACRE, National ACRE and National Village Hall Forum	1
Age Concern - Community Police Office	1
Age Concern - county level	1
Age Concern Northampton and county	1
Borough Council	1
Carers Strategy Implementation Group, Local Health groups attached to PCTs, Care Programme approach Monitoring Groups, Carers Reference Group for the NSF, Mental Health, Better Care, Higher Standards meetings, Trained to take part in staff recruit interview	1
Citizens Advice - regional and national	1
Clubs for Young People Northants National Regional and Local	1
Community Transport Association (National), South Northants Volunteer Bureau (local)	1
CRE - national	1
CYPN	1
E Austin, Secretary	1
Early Years Liaison Group feeds back to the partnership in John Dryden House	1
Formally feed our views to County Council	1
Homestart UK national	1
Local Government	1
Locally - CVS/Northamptonshire CVYS. Nationally - NACYP/NCVYS	1
Middleton Cheney playing field Association speaks/liases with M Cheney Parish Council and Northants County Council	1
NAHCF, National Association of Voluntary Service Managers (NAVSM)	1
NALC - at all levels	1
NALC - regional	1
NALC	1
NALC locally and nationally	1
NALC national level	1
National - Child Brain Injury Trust	1
National Association of Local Councils	1
National Co-ordinating body for Home Improvement Agencies is Foundations	1
National Federation of WI	1
National Federation of women's Institute, Northamptonshire Federation of Women's Institute	1
National Playing Field Association - National, Northants ACRE - local,	1
ROSPA - national	1
NCC and KBC	1

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NCDA at local level and regionally through the EMDA Northampton Borough and Northamptonshire County Council The Cooperative Group (national)	1
No, we hold carers weeks and send out info to parents and carers	1
Northamptonshire and National ACRE	1
Northamptonshire Association of Local Councils (NALC), Northamptonshire Action for Communities in Rural England (ACRE)	1
Northamptonshire Association of Local Councils and National Association of Local Councils	1
Northamptonshire County Council Arts Development Team, Foundation for Community Dance, Arts Council of England	1
Northamptonshire Federation of Women's Institutes - part of national federation	1
Northants ACRE, NALC	1
Our district councillors carry our views to the district council. Our County Councillor carries our views to the county council	1
Pre-School Learning Alliance - National	1
Pre-school Learning Alliance - nationally	1
Relate - national	1
Self-funding	1
Shaftesbury Society - national	1
SNDC	1
Spurgeion's Child Care, National Level	1
St John Ambulance	1
The county and national federation of WI's have the interests of all its members at heart	1
The WI - nationally and regionally. AGM open to all WIs, region take turns to send 1 delegate each year, the main topic being the Resolution. our WI comes under the Northants Federation, so we operate at a local level	1
Village Halls Forum - national and regional	1
Volunteer England and NCVO - national	1
WI	1
WI all three levels	1
WI regional and national	1
Northamptonshire ACRE. A national organisation, we pay a subscription to this charity	1
You must be joking - Local Community Strategic Partnership South Northants just don't want to know apparently though I've tried	1
YWCA - national, NCVYS - local	1

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Q11 What help and support does your group or organisation get now and where do you get this support from?

Respondents were able to choose from 26 types of help and support broadly grouped under Organisational development; Partnership building / brokerage; Technical support; Income generation; Personnel; Policy and research; Advocacy / representation; Information and Communication Technology. They were also given the opportunity to identify alternative sources of support.

Type of help and support they get now	Where organisations get help and support									
	Local Authority		Volunteer Bureau		CVS		Specialist Agency		No support	
	No.	%	No.	%	No.	%	No.	%	No.	%
Organisational development										
Management committee development	10	11.2%	2	2.2%	9	10.1%	18	20.2%	55	61.8%
Different organisational structures	15	16.5%	7	7.7%	13	14.3%	19	20.9%	46	50.5%
Constitutions and different governing documents	17	18.9%	5	5.6%	12	13.3%	25	27.8%	37	41.1%
Developing an organisation/business plan	8	9.5%	1	1.2%	8	9.5%	19	22.6%	52	61.9%
Partnership building/brokerage										
Opportunities to work in partnership with other Voluntary / Community groups	30	33.7%	11	12.4%	13	14.6%	14	15.7%	41	46.1%
Technical support										
Meeting the requirements of Charity Commission	7	8.9%	1	1.3%	6	7.6%	17	21.5%	51	64.6%
Starting a new project or service	24	27.3%	1	1.1%	3	3.4%	20	22.7%	47	53.4%
Access to accountancy/payroll support	6	6.9%	1	1.1%	11	12.6%	12	13.8%	61	70.1%
Income generation										
Writing funding/financial plan	12	13.3%	1	1.1%	6	6.7%	11	12.2%	66	73.3%
Finding funding opportunities	22	22.2%	5	5.1%	18	18.2%	24	24.2%	44	44.4%
Developing funding bid writing skills	8	9.1%	1	1.1%	7	8.0%	10	11.4%	65	73.9%
Writing budgets (entry level)	7	7.7%	2	2.2%	2	2.2%	10	11.0%	73	80.2%
Monitoring reports for funders	5	5.9%	1	1.2%	1	1.2%	8	9.4%	71	83.5%
Personnel										
Staff recruitment/management issues	9	10.7%	4	4.8%	4	4.8%	12	14.3%	57	67.9%
Employment law	6	7.1%	1	1.2%	12	14.1%	21	24.7%	46	54.1%
Involving, recruiting and managing volunteers	3	3.8%	7	8.9%	2	2.5%	7	8.9%	62	78.5%
Information and advice about relevant legislation/regulation	17	19.5%	4	4.6%	12	13.8%	29	33.3%	36	41.4%
Addressing equal opportunities/diversity issues	14	17.1%	3	3.7%	5	6.1%	22	26.8%	42	51.2%
Policy & research										
Gathering information about the needs of clients to influence policy	8	9.3%	1	1.2%	-	-	8	9.3%	69	80.2%
Getting user feedback to feed into decisions on service delivery/user involvement	3	3.7%	1	1.2%	-	-	8	9.9%	69	85.2%
Advocacy/representation										
Means for group's/organisation's voice to be heard in policy matters by planners and funders	19	20.4%	2	2.2%	4	4.3%	20	21.5%	53	57.0%
Information & communication Technology										
Information on quality standards for group to implement	11	13.8%	2	2.5%	7	8.8%	11	13.8%	51	63.8%
Maintaining IT hardware	4	4.8%	1	1.2%	1	1.2%	5	6.0%	72	86.7%
Maintaining software	3	3.7%	1	1.2%	1	1.2%	5	6.2%	71	87.7%
How to use software	3	3.7%	1	1.2%	7	8.5%	6	7.3%	65	79.3%
Practical resources e.g. loan of computers	4	4.8%	2	2.4%	-	-	5	6.0%	72	86.7%

(Percentages are based on number of respondents that answered that question)

When asked what help and support do you get now and where do you get this support from, the most common response was 'no support'. The percentage of respondents who gave this answer ranged from 41% to 87% depending on the type of help and support referred to.

The types of help and support that organisations are most likely to say they get no support for are:

- Help with writing budgets (entry level) (80%)
- Help with monitoring reports for funders (83%)
- Help gathering information about the needs of clients to influence policy (80%)
- Help getting user feedback to feed into decisions on service delivery/user involvement (85%)
- Help maintaining IT hardware (87%)
- Help maintaining software (88%)
- Practical resources (87%)

Where organisations do get help and support the main types of support are:

- Information and help with constitutions and different governing documents (59%)
- Opportunities to work in partnership with other Voluntary / Community groups (54%)
- Help to find funding opportunities (56%)
- Information and advice about relevant legislation/regulation (59%)

A Specialist Agency was the most likely support organisation for most types of help and support.

A Local Authority was the most likely support organisation to be used for the following types of help and support:

- Opportunities to work in partnership with other voluntary / community organisations (34%)
- Starting a new project or service (27%)
- Help writing a funding/financial plan (13%)

Many other sources of help and support were identified.

Q11.1 management committee development	Number
Citizens Advice	1
County Federation	2
CYPN	2
WI – Local and National	5
Homestart UK	1
MIND	1

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Employer	1
NAHCF	1
NALC	4
NSPORT	1
PPA	1
Shaftesbury	1

Q11.2 organisational structures	Number
Police	1
Age Concern	2
Citizens Advice	1
County Federation	2
CYPN	1
WI – Local and National	4
Foundations	1
MIND	1
Employer	1
NALC	1
NAVSM	1
NSPORT	1
PPA	1
Shaftesbury	1

Q11.3 constitutions and different governing documents	Number
Ability Northants	1
Age Concern	1
Charity - commissioners	1
Citizens Advice	1
County Federation	2
CYPN	1
WI – Local and National	5
Homestart UK	1
MENCAP	1
MV	1
NALC	3
SLCC	1
National Charity	1
National Mind	1
NSPORT	1
Ofsted	1
PPA	1
Shaftesbury	1

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Q11.4 developing an organisation /business plan	Number
Age Concern	1
Chamber of Commerce	1
Citizens Advice	1
County Federation	1
CYPN	1
Homestart UK	1
WI	5
NALC	3
NHS	1
NSPORT	1
One off support	1
PLA Jigsaw	1
PPA	1
Shaftesbury	1
YWCA -national	1

Q11.5 opportunities to work in partnership with other Voluntary / Community groups	Number
CASPAR	1
Citizens Advice	1
CLS	1
Life Long Learning	1
WI – Local and National	6
NCDA	1
Networking	1
NHS	1
NSPORT	1
Other charities	1
Other groups	1
PPA	1
Rural Forum	1
Youth Action	1
MV	1
Connexions	1
Trustees Network	1

Q11.6 meeting the requirements of the Charity Commission	Number
Ability Northants	1
Auditors	1
Baptist Union	1
CC itself	1
Citizens Advice	1
County Federation	1

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CYPN	2
WI – National and Local	5
Homestart UK	1
National Charity	1
NPFA	1
PPA	1
Shaftesbury	1
Trustees network	1
YWCA	1

Q11.7 starting a new project or service	Number
Big Lottery Advisors	1
Citizens Advice	1
CYPN	1
WI – Local and National	6
Local network fund	1
MC	1
Youth Action	1
NAHCF	1
NALC	1
Northants Touring Arts	1
NSPORT	1
Shaftesbury	1
YWCA	1

Q11.8 accessing accountancy / payroll support	Number
Ability Northants	1
Accountants	2
Auditors	1
Baptist Union	1
County Federation	2
WI – Local and National	4
NALC	2
Shaftesbury	1
SLCC	1
Treasurer's accounting contacts	1
YWCA	1

Q11.9 writing a funding / financial plan	Number
Accountant	1
NALC	1
Citizens Advice	1

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County Federation	1
CYPN	1
Find Funder	1
Local network fund	1
NAHCF	1
WI – Local and National	2
NSPORT	1
One off support	1
Shaftesbury	1
SRB Funding Theme Group	1
YWCA	1

Q11.10 finding funding opportunities	Number
NPFA	1
NALC	2
Citizens Advice	1
CYPN	1
Own volunteers connections	1
Foundation Community Dance	1
Find Funder	1
East Midlands ACE	1
WI – Local and National	2
NCC	1
NSPORT	1
One off support	1
Shaftesbury	1

Q11.11 develop funding bid writing skills	Number
NALC	1
Citizens Advice	1
CYPN	1
WI - National	2
One off support	1
Shaftesbury	1
Nsport/Vown	1

Q11.12 writing budgets (entry level)	Number
NALC	1
County Federation	2
In house skills	1
NAVSM	1
NAHCF	1

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WI – Local and National	2
One off support	1
Shaftesbury	1
YWCA	1

Q11. 13 monitoring reports for funders	Number
CYPN	2
NAHCF, NAVSM	1
WI - National	1
One off support	1
Shaftesbury	1
Nsport/Vown	1
YWCA	1

Q11.14 staff recruitment and management issues	Number
Ability Northants	1
Baptist Union	1
Citizens Advice	1
CYPN	1
NALC	3
NAVSM	1
PPA	1
Shaftesbury	1
YWCA	1

Q11.15 employment law	Number
Ability Northants	1
Accountant	1
Age Concern	1
Baptist Union	1
Chamber of Trade	1
Citizens Advice	1
Homestart UK	1
NALC	4
SLCC	1
National Mind	1
ACAS	1
WI – National	1
NCVO	1
PPA	1
Professional help	1
Shaftesbury	1

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YWCA	1
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Q11.16 involving, recruiting and managing volunteers	Number
Ability Northants	1
Age Concern	1
Citizens Advice	1
Countywide	1
CYPN	1
Homestart UK	1
NALC	1
NCVO	1
Nsport	1
PPA	1
Shaftesbury	1
WI	1

Q11.17 information and advice about relevant legislation/regulation	Number
Ability Northants	1
ROSPA	
NPFA	1
Age Concern	1
Baptist Union	1
Citizens Advice	1
Community Transport Association	1
CYPN	1
Foundations	1
Head office	1
Homestart UK	1
NALC	3
SLCC	2
National Mencap	1
National Mind	1
NAVSM	1
NCVO	1
Networking	1
Nsport	1
PPA	1
Shaftesbury	1
VE	
Engage	
VSSU	1
WI	1
YWCA	1

Q11.18 addressing equal opportunities / diversity issues	Number
Age Concern	1
Baptist Union	1
Citizens Advice	1
Foundations	1
Homestart UK	1
NALC	2
National Mind	1
NAVSM	1
NCVO	1
NLGBA	1
Nsport	1
PPA	1
ROSPA	1
Shaftesbury	1
VSSU	1
WI	1
YWCA	1

Q11.19 gathering information about the needs of your clients to influence policy	Number
NALC	1
Do ourselves	1
National and County Federation	1
Carers Forum Specialist	1
Consultation Database	1
National Mind	1
NAVSM,	1
NAHCF	1
Networking with groups	1
Nsport	1
Shaftesbury	1
TPAS	1
ODPM	1
WI – Local and National	2
YWCA	1

Q11.20 getting user feedback to feed into decisions on service delivery/user involvement	Number
NALC	1
Carers Forum Specialist	1
Own Consultation Database	1
Citizens Advice	1

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Do ourselves	1
Foundations	1
Meeting user groups	1
National Mind	1
NGH	1
Nsport	1
Shaftesbury	1
TPAS	1
ODPM	1
Village Appraisal	1
WI – Local and National	2
YWCA	1

Q11.21 means for group's / organisation's voice to be heard	Number
Ability Northants	1
Arts Council	1
Foundation Community Dance	1
NALC	2
Carers Forum	1
CLS	1
CYPN	1
EMDA	1
WI - National	3
National Charity	1
Shaftesbury	1

Q11.22 information and help on quality standards for your group/organisation to implement	Number
Age Concern	1
Carers Forum Specialist	1
Consultation Database	1
Citizens Advice	1
CLS	2
CYPN	2
Foundations	1
Individual members	1
NACYP	1
NALC	3
National Mind	1
Newsletters village hall	1
Nsport	1
ECB	1
PPA	1
PQASSO	1
ROSPA	1

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Self help	1
Shaftesbury	1
YWCA	1

Q11.23 maintaining IT hardware	Number
Age Concern	1
Carers Forum Specialist	1
Own Consultation Database	1
NALC	1
Hospital Trust	1
Individual members	1
Local specialist	1
WI – Northamptonshire Federation	1
Self help	1
Shaftesbury	1
Volunteers	2
YWCA	1

Q11.24 maintaining software	Number
Age Concern	1
Carers Forum Specialist	1
Own Consultation Database	1
Individual members	1
Local specialist	1
Shaftesbury	1
TRAPEZE software	1
volunteers	2
YWCA	1

Q11.25 training on how to use software	Number
Age Concern	1
own Consultation Database	1
Carers Forum Specialist	1
Hospital Trust	1
Individual members	1
Local specialist	1
Northampton College	1
Shaftesbury	1
SLCC	1
TRAPEZE software	1

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Tresham Institute	1
Volunteer	1

Q11.26 practical resources	Number
Age Concern	1
Carers Forum Specialist	1
Own Consultation Database	1
Individual members	1
Shaftesbury	1

Q12 How does your group or organisation usually find out about the help and support that is available?

Q12 Ways find out about help and support available	Total	
	Number	%
Newsletter	82	70.7%
Internet/email	39	33.6%
Library	9	7.8%
Telephone helpline	13	11.2%
Marketing material	49	42.2%
Word of mouth/informal networks	59	50.9%
Formal networks/meetings	51	44.0%
Other	11	9.5%
Total	116	269.8%

Multiple response possible

The main way that groups or organisations find out about what help and support is available is by Newsletter (71%). The next most popular methods are Word of mouth/informal networks (51%), Formal networks/meetings (44%) and Marketing material (42%).

Q12 Other ways find out about what help and support is available	Number
ACRE	1
ACRE / NALC	1
Age Concern / Local Council Daventry	1
All of our management committee have networks with local authorities, local Vol centre and CVS	1
Borough Council and NALC	1
Clubs for Young People	1
Community Fora	1
Local newspapers	1
None usually available for ex-UK	1
Volunteer Bureau	1
We have to ask for it	1
What help down here in the south of County?	1

Q13 How does your group or organisation usually receive this help and support

Q13	Total	
	Number	%
How group or organisation usually receive this help		
Via support/umbrella organisation	61	53.0%
On-line/on a website	32	27.8%
By post	73	63.5%
Face to face at own premises	23	20.0%
Face to face at provider organisations premises	26	22.6%
By telephone	40	34.8%
At a workshop/seminar/training course	50	43.5%
Other	7	6.1%
Total	115	271.3%

Multiple response possible

Groups and organisations are most likely to receive this help and support by post (63%). They also receive help and support via their support/umbrella organisation (53%) and at a workshop/seminar/training course (43%).

Q13 Other ways groups or organisations usually receive help and support	Number
Do not receive any help	1
Group meetings	1
Networking/meeting people	1
Northants Heartlands PCT Communications Day	1
Review and other meetings	1
Self supporting	1
Via email	1

Q14 Where do you usually receive this help and support?

Q14	Total	
Where usually receive help and support	Number	%
Locally where group based	55	49.5%
In Northamptonshire	78	70.3%
Somewhere else in the East Midlands	8	7.2%
Somewhere else in the UK	13	11.7%
Total	111	138.7%

Multiple response possible

Most groups or organisations usually receive help and support in Northamptonshire (70%) and nearly half receive it locally where the group is based (49%).

Q15 What barriers (if any) prevent your group or organisation from using the help and support available?

Q15	Total	
Barriers preventing group or organisation from using help and support available	Number	%
Do not have the funding to pay for the support	50	56.2%
Do not know who to contact	22	24.7%
Do not have the time	37	41.6%
Do not know what is available	25	28.1%
Do not have staff/experience required to access support	23	25.8%
Have other priorities	27	30.3%
Other	16	18.0%
Total	89	224.7%

Multiple response possible

Over half of respondents state that they do not have the funding to pay for the support (56%). 42% do not have the time. Almost a third (30%) have other priorities, and a quarter do not know what is available, do not have the staff/experience required to access support or do not know who to contact.

Q16 How do you think these barriers could be overcome?

The following responses were offered.

A dedicated one stop centre to provide support or sign post on	1
A named contact in the County and District Council	1
Ability to spend more time dealing with contracts as currently only able to allocate hours outside office hours/spare time	1
Additional funding for training	1
Any funding or donations would be gratefully received	1
Apart from grants form Deanshanger, Old Stratford and Wicken Parish Councils assistance is not forthcoming from either NCC or SN District Council in spite of numerous requests	1
Being a small organisation the barriers would be hard to overcome, as money and time are the main issues. Local training events would help.	1
Better circulation of information available. More information circulated more widely	1
Better communication with the relevant authorities	1
By providing information to help with funding to free up volunteers to spend more time with families	1
By providing sufficient financial and staffing resources so that development can occur	1
By raising secure funding that is also adequate to our needs	1
By some means of encouraging the local community to become involved	1
Committee members - all volunteers do not always have the time they would like to go on courses etc.	1
County funding for specialist support e.g. IT support	1
Dedicated worker (we lost funding so the post was made redundant)	1
Funders to provide a ring-fenced budget to give IT support to home working volunteers for Community Groups. To be taken seriously	1
Funding is preventing to recruit suitably qualified staff	1
Funding opportunities do not cover continuous improvement or personnel issues. Funding apps need to include these issues, or have room to include these. Local networks need to treat us with respect and professionalism we are treated like children	1
Have a proper CVS which focuses on needs of communities NOT their individual status and political arguments. This is negative and does not help the sector at all	1
Having less financial outlay e.g. Room hire for meetings especially as we are a small institute therefore do not have spare financial capital - Fundraising has to be high on list of priorities. Younger members work/have young families. Older prefer social side	1
Having more committee members, but none interested	1
Having the group own premises where people can meet with members of the group/club	1

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Help with fund raising at a level sufficient to raise enough to benefit from grants/match funding. A small village does not have the resource, either financial or manpower, to raise large sums.	1
If up to date information was mailed to all youth groups and support groups for young people. Register for support	1
Information database freely accessible might alleviate some time constraints - allowing initial advice/direction	1
It would be a help if we received more information and support from the County Cricket Authority (NCC)	1
Like every other organisation more volunteers are needed. The government think there is a bottomless pit of volunteers. There is not Money, better information	1
More communication regarding help available	1
More funding	2
More info on what help is available	1
More information given out	1
More staff	1
More staff, funding etc, have a co-ordinator to cover dual tasks i.e. Fundraising takes up most time and if independent fundraiser employed this would release us to do the work we are trained for	1
Most small organisations do not have the capacity to attend endless meetings/seminars. Promote a central organisation, well marketed that groups can contact whenever they need help and support	1
Multiplicity of infrastructure is counter productive. Many agencies exist but their activity (use of public money?) Isn't frequently carried down to hands-on + funding needs that we have to fulfil. Cease multiplying middle layers. Make £ that is available	1
Need to be more involved, participate, learn more network, network!	1
No idea except to always ensure courses are run in the evening and at local centres not the other end of the county	1
Paid workers with specific responsibilities for networking or other responsibilities that would release management members to be able to undertake these tasks	1
Pay for volunteer time if they attend training courses as this would encourage and show them that they have a 'worth'	1
People in paid authority/voluntary orgs realising local voluntary groups, volunteers have little spare time to do other than direct work for/with their members/users. Central government putting funds available directly and stop coming up with non-productive ideas	1
Real cost analysis	1
Recognise where organisations/groups are at in terms of their development and provide almost unique support tailored to their needs but perhaps based on experience of others. Respond to NEED.	1
SNC should work in partnership more with Parish Council and supply IT equipment/training/support.	1
Sufficient funding, more information locally.	1
The number of bodies interested in helping village halls is quite large but it is necessary to deal with so many to get any help.	1

There are no barriers as such. On an annual basis our WI holds fund raising activities and if we feel members need support in a treasurers role or secretarial this would be put to the main meeting and funding agreed for such training.	1
We are fortunate to be able to access much of what we need when we need it but sometimes as in any statutory or voluntary sector group other priorities present themselves.	1
We are happy as we are at the moment.	1
We get good support from the community Services at Kettering Borough Council. However, simple, concise help could/should be possibly made available via a specific website for Community Groups.	1
We have no funding - therefore we cannot send our committee members on valuable courses	1
We need to recruit more able bodied volunteers, we need to delegate responsibility to the committee, trustees need to be more proactive, we need a full time manager fully funded	1
With limited staff hours, work takes priority over attendance at meetings and seminars etc	1
With some support	1

Q17 How would your group or organisation prefer to receive help and support

Q17	Total	
How group or organisation would prefer to receive help and support	Number	%
Via support/umbrella organisation	51	45.9%
On-line/on a website	34	30.6%
By post	56	50.5%
Face to face at own premises	39	35.1%
Face to face at provider organisations premises	22	19.8%
By telephone	33	29.7%
At a workshop/seminar/training course	47	42.3%
Other	8	7.2%
Total	111	261.3%

Multiple response possible

Half of respondents would prefer to receive help and support by post (50%), 46% via their support/umbrella organisation and 42% at a workshop/seminar/training course.

Q17 Other ways would prefer to receive help and support	Number
Also via meetings/support networks	1
Anything	1
CVS is sufficient	1
Don't mind as long as it is quality support and help	1
Funds in lieu of the training, development, networking etc which we don't have time to pursue	1
Informal and formal	1
Telephone to person - not email! ACRE Course	1
Variable - depending on issue	1

Q18 What help and support would your group or organisation like to get that you don't get now?

Q18 Help and support would like to get that don't get now	Total	
	Number	%
1 Management committee development	21	24.7%
2 Different organisational structures	12	14.1%
3 Constitutions and different governing documents	13	15.3%
4 Developing an organisation/business plan	24	28.2%
5 Opportunities to work in partnership with other Voluntary / Community groups	33	38.8%
6 Meeting the requirements of Charity Commission	17	20.0%
7 Starting a new project or service	30	35.3%
8 Access to accountancy/payroll support	15	17.6%
9 Writing funding/financial plan	26	30.6%
10 Finding funding opportunities	53	62.4%
11 Developing funding bid writing skills	35	41.2%
12 Writing budgets (entry level)	16	18.8%
13 Monitoring reports for funders	21	24.7%
14 Staff recruitment/management issues	12	14.1%
15 Employment law	16	18.8%
16 Involving, recruiting and managing volunteers	28	32.9%
17 Information and advice about relevant legislation/regulation	25	29.4%
18 Addressing equal opportunities/diversity issues	13	15.3%
19 Gathering information about the needs of clients to influence policy	24	28.2%
20 Getting user feedback to feed into decisions on service delivery/user involvement	17	20.0%
21 Means for group's/organisation's voice to be heard in policy matters by planners and funders	38	44.7%
22 Information on quality standards for group to implement	15	17.6%
23 Maintaining IT hardware	22	25.9%
24 Maintaining software	19	22.4%
25 How to use software	18	21.2%
26 Practical resources e.g. loan of computers	12	14.1%
Total	85	676.5%

Multiple response possible

The most common type of help and support that organisations would like to receive that they don't get now is help to find funding opportunities (62%). 45% would like help to make their organisation's voice heard in policy matters by planners and funders. 41% would like help to develop writing skills for funding bids.

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Help to develop opportunities to work in partnership with other voluntary/community groups (39%) and help with involving/recruiting and managing volunteers (33%) were popular choices.

Respondents were also given the opportunity to suggest other types of help and support that they would like to receive that they don't get now.

Q18 Other types of help and support that groups/organisations would like to get that they don't get now	Number
Advertising/publicity	1
Courses to go on, to enable us to empower out parents with vital information	1
Ensure that counsellors at the grassroots get a fair hearing	1
Finding funding to sustain service already provided	1
Help with recruiting new committee members	1
Help writing the funding bids - time consuming	1
Mentoring	1
Organisational development/change management	1
Whilst we receive help/training on this, there are still funding opportunities that we discover after the event	1
General ICT support/information (virus/backup etc)	1
Help on finding/sponsoring modern apprenticeship posts	1
Informal networking and focus groups	1
Proper feedback from unsuccessful funding applications	1
Recognition of the value of the work we do	1

Q19 What 5 priority areas of help and support would your group or organisation like to access?

Respondents were asked to choose 5 priority areas using the numbers from the list in question 18.

Priorities	Total	
	Number	%
Management committee development	6	10.0%
Different organisational structures	2	3.3%
Constitutions and different governing documents	3	5.0%
Developing an organisation/business plan	10	16.7%
Opportunities to work in partnership with other Voluntary / Community groups	14	23.3%
Meeting the requirements of Charity Commission	4	6.7%
Starting a new project or service	16	26.7%
Access to accountancy/payroll support	2	3.3%
Writing funding/financial plan	11	18.3%
Finding funding opportunities	31	51.7%
Developing funding bid writing skills	19	31.7%
Writing budgets (entry level)	2	3.3%
Monitoring reports for funders	3	5.0%
Staff recruitment/management issues	2	3.3%
Employment law	7	11.7%
Involving, recruiting and managing volunteers	14	23.3%
Information and advice about relevant legislation/regulation	9	15.0%
Addressing equal opportunities/diversity issues	3	5.0%
Gathering information about the needs of clients to influence policy	8	13.3%
Getting user feedback to feed into decisions on service delivery/user involvement	4	6.7%
Means for group's/organisation's voice to be heard in policy matters by planners and funders	16	26.7%
Information on quality standards for group to implement	8	13.3%
Maintaining IT hardware	11	18.3%
Maintaining software	9	15.0%
How to use software	6	10.0%
Practical resources e.g. loan of computers	6	10.0%
Other	3	5.1%
Total	60	381.7%

Multiple response possible

More than half of organisations (51.7%) stated that help finding funding opportunities was one of their five priority areas. Nearly a third (31.7%) identified help developing funding bid writing skills as a priority. Just over a quarter identified a means for group's/organisation's voice to be heard in policy matters by planners and funders and a further quarter identified help starting a new project or service.

Q20 Please provide any additional comments you wish to make

37 respondents provided the following additional comments.

Age Concern are able to provide the information and support needed to run our organisation

As a group for women we would like to increase our membership and provide access to our meetings to a wide variety of women in our community. Attracting new members is always on our agenda

As an independent organisation for over 20 years we have to rely on our own resources. We depend on the council for voluntary service for advice on funding, legislation, policies etc

As previously mentioned, where all the volunteers the government seem to think are just waiting to help

Core funding is our main problem - funding can be available for new projects but core staff costs are not covered

For us the big issue is the same probably as the one faced by many groups finding core funding. We are a robust organisation that knows where to access most of the support we may need when the situation arises

I feel that all the service and help we require for our project is available. So far our bids for funding have been successful. Time is the element that many people need most. My latest application took over 200 hrs. Know your community - it could save £s

I feel that through my support network, that I can access sufficient help and support. I would not be able to access this solely through my umbrella organisations and depend on local CVS and Volunteer Centre for local information and general support

If needed any of Q18 we'd use National Mencap. I think you may get the gist. All these initiatives past, present and future use up huge amounts of funds that could be better used directly helping people who need assistance - instead are totally wasted

Information of the structure of the NHS within Northamptonshire including Primary and Secondary Care. Information about community services and their linkage with the NHS in Northamptonshire

It would be useful if this research pinpointed the social problems in Thorplands wards and set those apart from other areas in order to build a proper case for voluntary sector infrastructure support for Thorplands ward, more discrete research required

Kislingbury Village Hall Management Committee was set up to provide facilities for education and recreation

Middleton Cheney Tuesday Lunch Club is staffed entirely by volunteers. Info regarding transport for outings would be welcome. Specialist buses i.e. ramps and storage for wheelchairs as several are unable to walk more than a few steps without aid

Most of our groups are well established and working well. The biggest problem I face is getting grants to cover the cost of transport to our Elderly Persons Lunch Club - most grants are for new projects not interested in those up and running

Most support is out there if look hard enough but sometimes it needs to be made accessible in terms of not having to spend hours searching - support needs to vary in levels depending whether dealing with a small group or growing org. 1 size doesn't fit al

Much of this is not applicable to our WI group

New minister at RFCCE - want to know/find out more as I settle into the new role

One of the support needs of staff is this project, possibly others, is managing stress levels! The complexity of knowledge and range of abilities now required when developing and managing youth provision is vast. This can cause stress and overload.

Our community group has successfully grown over last 12 months. We are a victim of our own success. We do not have enough money to pay an additional worker but we open 7 days wk, 12 hrs day, we require compassionate support for over worked staff + volunteers

Our main difficulty is in persuading local people to get involved in the management of our hall. We also probably miss out on external grants etc to supplement our letting income

Our needs may change but we have only just started a planning process and this is a new idea to older committee members

Our WI covers many villages over a wide area - 90% are retired, any younger women in the villages are involved wit families and have no time to join. It is true to say that our members meet socially more than for any other reason

Questionnaire not applicable to parish councils

The lack of resources here means it is difficult to access the support that might be available e.g. local funding opportunities, unless you are a large organisation you don't find out, can't research/understand jargon, can't constantly fund - raise/apply

The questionnaire does not seem relevant to our small WI. We can ask for help at regional (county) level if we need it

This form does not really apply to our group. We meet once a month and generally have a speaker of interest

This form is not really applicable to our very small organisation

This is a very small organisation which operates in an informal way to help any elderly person in need in the village. We meet at a centre with bungalows and warden provided by S Nothants and we receive a grant from Age Concern in respect of rent

Time pressures prevents full provision of service due to parishioners

We are on the threshold of building a new village hall. It is difficult at present to know what our priorities will be once we are operational

We are relatively self supporting apart from finances

We are supported by Clubs for Young People Northampton but we find it very difficult to attract volunteers of any sort to assist in the running of the club.

We do feel as a rural group that we do have to fend for ourselves whereas it would appear that a great deal of financial focus is targeted at town projects

We often got the impression, particularly on planning matters, that our comments are over-ruled by DDC and NCC, who respond to National pressures rather than the views of those living on the spot!

We seem to manage fairly well. The councillors complain about the vast amount of paperwork they are now expected to read, most of it quite irrelevant to a small rural PC

Well-targeted, suitably brief, information + direct assistance of local CVS is a model most middle level orgs miss my miles. PUG they've lost funding recently + wooliness is closing in! Nottingham is too remote from Northampton Vol Sector financially or much oth

Would be interested in obtaining a Quality Standard which isn't too time consuming

Q21 Would you be willing to take part in further research about the help and support your group needs?

42 respondents expressed an interest in taking part in further research and provided contact details.

3.0 Urban/Rural Analysis

3.1 Introduction

The survey findings have been analysed to show differences between urban and rural locations of organisations. This information was based on responses provided at Q6 *Which best describes the area in which your group or organisation operates or provides a service?*

Q6 Area in which group operates or provides a service	Number	%
Only in a town	16	13.4
Mostly in a town but also in a rural area	28	23.5
About the same in a town and rural area	14	11.8
Mostly in a rural areas but also in a town	9	7.6
Only in a rural area	52	43.7
Total	119	100.0
Missing	7	
Total	126	

For the purposes of this analysis, those defining themselves as Wholly or Mostly Urban are classified as 'Urban', and those defining themselves as Wholly or Mostly Rural are classified as 'Rural'. This 'self-definition' was agreed as the most suitable and was favoured over standard population/postcode based classifications.

	Number	%
Wholly/Mostly Urban	44	34.9
Equally Urban/Rural	21	16.7
Wholly/Mostly Rural	61	48.4
Total	126	100.0

The full data analysis showing analysis by urban/rural location is included in Appendix 2. The following section highlights the differences between these groups, though findings should be treated as indicative given the relatively small sub sector samples. Generally, differences of more than 10 percentage points are highlighted.

3.2 Urban / Rural Differences

Groups operating in urban areas are more likely to describe their group or organisation as a Registered Charity compared with groups in rural areas (Urban 57%, Rural 49%). Groups operating in rural areas are more likely to describe their group as Neighbourhood/community group/club/society (43% Rural, 25% Urban).

Groups operating in rural areas are more likely to provide support/service that is open to all (Rural 70%, Urban 57%). Whilst it is not surprising that groups operating in rural areas provide services to people in rural areas (62%), 27% of groups operating in urban areas also provide a service to people in rural areas.

Groups operating in urban areas are more likely to provide support/services to specific groups of people e.g. Black and Minority Ethnic communities (Urban 34%, Rural 11%), and people with specific disabilities such as:

- Learning difficulties (Urban 36%, 13% Rural)
- Visible impairments (Urban 41%, Rural 13%)
- Physical impairments (Urban 48%, Rural 13%)
- Sight impairment or blind (Urban 43%, Rural 16%)
- Mental health problems (Urban 52%, Rural 13%)

Groups operating in rural areas are more likely to provide support/service related to Sports (Rural 29%, Urban 14%) and Arts/culture (Rural 25%, Urban 18%).

Groups operating in rural are more likely to provide a service to a local community/neighbourhood (Rural 75%, Urban 41%).

As is to be expected, groups operating in urban areas are more likely to provide service/ support in urban areas such as Corby, Northampton and Wellingborough while groups operating in rural are more likely to provide service/support in rural areas such as South Northamptonshire.

Again, the location of beneficiaries is related to where support groups/organisations operate. 85% of beneficiaries of groups operating in rural areas come from the local community/neighbourhood.

Groups operating in rural areas are more likely to have been established for over 25 years (prior to 1979).

The majority of groups operating in both rural (98%) and urban (60%) areas have up to 5 paid workers.

Groups operating in rural areas appear to be smaller organisations with 98% having up to 5 paid workers and 63% having up to 10 volunteer workers,

compared groups operating in urban areas where 34% have between 6 and 20 paid workers and 63% have 11 or more volunteer workers.

Voluntary and Community Sector organisations operating in rural areas are more likely to select Specialist Agency as the organisation they get their support from for most types of help and support.

VCS organisations operating in urban areas are more likely to select CVS and Local Authority as the organisations they get their support from for most types of help and support.

VCS groups operating in rural areas are more likely than those operating in urban areas to find out about help and support available from a newsletter (Rural 79%, Urban 66%).

VCS groups operating in rural areas are more likely than those operating in urban areas to receive help and support via a support/umbrella organisation (Rural 57%, 46% Urban), by telephone (Rural 36%, Urban 24%).

Compared with groups operating in urban areas, groups operating in rural areas are less likely to receive help and support by the following methods:

- On-line/via a website (Rural 16%, Urban 36%)
- Face-to-face at provider organisation's premises (Rural 9%, Urban 33%)
- At a workshop/seminar/training course (Rural 36%, Urban 50%).

Groups operating in rural areas are less likely to receive help and support locally where the group is based compared with those operating in urban areas (Rural 42%, Urban 59%).

The main barrier to using help and support for groups operating in rural areas is no funding to pay for support (50%), don't have the time (39%), and have other priorities (31%). However, higher percentages of groups operating in urban areas list all options as barriers suggesting that barriers are more of a problem for urban-based providers than rural ones.

Compared with groups operating in urban areas a higher proportion of groups operating in rural areas would prefer to receive help and support via support/umbrella organisations (Rural 53%, Urban 37%).

The most common help and support that groups operating in rural areas would like to get that they don't get now is help with finding funding opportunities (62%). Compared with groups operating in urban areas groups operating in rural areas would like to get help with:

- Writing budgets (Rural 21%, Urban 16%),
- Staff recruitment/management issues (Rural 15%, Urban 11%)

- Involving, recruiting, managing volunteers (Rural 38%, Urban 27%)

The main priority areas of help and support that groups operating in rural areas would like to access are:

- Finding funding opportunities (50%)
- Help involving, recruiting and managing volunteers (42%)

Help with involving, recruiting and managing volunteers appears to be more of a problem for groups operating in rural areas with 42% of such groups choosing this as a priority area compared with groups operating in urban areas (10%).

Appendix 1
Questionnaire



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August 2004

Dear Voluntary and Community Sector Group/Organisation

The Northamptonshire Consortium is developing a VCS Infrastructure Investment Plan for Northamptonshire and is taking into account the views of the Voluntary and Community Sector in the county.

For the purposes of this research project, VCS Infrastructure is defined as: "Voluntary and Community organisations and networks that play a supporting, co-ordinating, representation, policy-making and development role for other voluntary and community organisations, including social enterprises." – GOEM, February 2004.

**This is your opportunity to voice your views on your
current and future support needs.**

Matters of Fact, an independent research company has been appointed by the Consortium to assist with this process. Please take some time to complete the following questionnaire. Your views are important and will directly influence future investment in help and support for Voluntary and Community Sector groups and organisations in Northamptonshire.

In order to ensure full representation of VCS groups and organisations whilst avoiding duplication, we ask for details of you and your organisation. This information is for administrative purposes only and will **not be provided to the Consortium**. Your responses should be returned directly to Matters of Fact and will remain confidential. Findings will be reported in aggregate form only. You will only be contacted if you agree to participate in further research at Question 21.

If you have any queries about this questionnaire please contact Jan Jones at Matters of Fact on 01604 460492 or by email to jan.jones@mattersoffact.co.uk. If you have any queries about the project please contact David Quayle, Chief Executive, Northamptonshire ACRE on 01604 765888.

Please return the completed questionnaire to Matters of Fact at the **FREEPOST** address at the end of the questionnaire by Monday 30th August. Thank you very much in advance for your participation in this research.

Yours sincerely

A handwritten signature in cursive script that reads 'Jan Jones'.

Jan Jones
Project Manager

A Group or Organisation Profile

1. What type of group or organisation are you? *(Please tick all that apply)*

Neighbourhood or community group, club or society

Registered Friendly Society or Industrial and Provident Society

Community scheme or project

Company limited by guarantee

Registered charity

Other

Branch of national voluntary organisation

(Please specify)

2. What does your group or organisation do? *(Please say what support/service is provided/delivered)*

3. Who does your group or organisation support or provide a service for/to? *(Please tick all that apply)*

General / open to all

Children and families

Faith groups

People in rural areas

Volunteers

Carers

People with learning difficulties

Black and Minority Ethnic communities

People who are unemployed

Sports

Gay and Lesbian

People with sight impairment or blind

People with invisible impairments e.g. diabetes, epilepsy, etc

People with physical impairments e.g. arthritis, stroke, MS etc

People with mental health problems

Arts / Culture

Young people

People with hearing impairment or deaf

Social enterprises

Elderly

Other

(Please specify)

4. Where does your group or organisation operate or provide a service? *(Please tick all that apply. For example, if you provide a service to an estate in Corby tick local community and Corby.)*

Local community/ neighbourhood

South Northants

Corby

Wellingborough

Daventry

Northamptonshire

East Northants

Across the East Midlands

Kettering

Other

Northampton

(Please specify)

5. Where do the people come from that you provide a service for (beneficiaries)? (Please tick all that apply)

Local community/ neighbourhood

South Northants

Corby

Wellingborough

Daventry

Northamptonshire

East Northants

Across the East Midlands

Kettering

Other

Northampton

(Please specify)

6. Which one of the following best describes the area in which your group or organisation operates or provides a service?

Only in a town

Mostly in a town but also in a rural area

About the same in a town and rural area

Mostly in a rural area but also in a town

Only in a rural area

7. How many people work in your group / organisation?

Number of paid workers

Number of volunteer workers

8. In what year was your group or organisation set up in Northamptonshire?

9. Does your group or organisation belong to a support or umbrella organisation such as MIND, WI, NCVS, Community Matters, BASSAC etc? (Please say which one and whether it operates at a local, regional or national level)

10. Is there a body or organisation that speaks on behalf of your group or organisation to policy makers, service planners or funders? (Please say which one and whether it operates at a local, regional or national level)

11. What help and support does your group or organisation get now and where do you get this support from? (Please tick all that apply. Identify any organisations not listed in the final column, and any support not listed in the final rows)

Organisational development	No Support	Local Authority	Volunteer Bureau *	CVS	Specialist Agency +	Other Please specify
1. Help with management committee development						
2. Information and help on different organisational structures						
3. Information and help with constitutions and different governing documents						
4. Help with developing an organisation / business plan						
Partnership building / brokerage						
5. Opportunities to work in partnership with other Voluntary / Community groups						
Technical support						
6. Help meeting the requirements of the Charity Commission						
7. Help starting a new project or service						
8. Access to accountancy/payroll support						
Income generation						
9. Help writing a funding/financial plan						
10. Help to find funding opportunities						
11. Help to develop funding bid writing skills						
12. Help with writing budgets (entry level)						
13. Help with monitoring reports for funders						
Personnel						
14. Help with staff recruitment and management issues						
15. Help with employment law						
16. Help with involving, recruiting and managing volunteers						
17. Information and advice about relevant legislation/regulation						
18. Help addressing equal opportunities / diversity issues						
Policy & research						
19. Help gathering information about the needs of your clients to influence policy						
20. Help getting user feedback to feed into decisions on service delivery/user involvement						
Advocacy/representation						
21. A means for your groups/organisations voice to be heard in policy matters by planners and funders						
Information & Communication Technology						
22. Information and help on quality standards for your group/organisation to implement						
23. Help maintaining IT hardware						
24. Help maintaining software						
25. Training on how to use software						
26. Practical resources e.g. loan of computers						
Other						
27. (Please specify)						
28. (Please specify)						
29. (Please specify)						

* Corby, Daventry, Kettering, Northampton, Oundle, South Northants, Thrapston, Wellingborough Volunteer Bureau/Centre

+ Council for Ethnic Minority Communities (CEMC), Wellingborough Black Consortium (WBC), Action with Communities in Rural England (ACRE), Northamptonshire Co-operative Development Agency (NCDA), Northamptonshire Association of Youth Clubs (NAYC), East Midlands Voluntary Youth (EMVY), Northamptonshire Council for Voluntary Youth Services (NCVYS)

12. How does your group or organisation usually find out about the help and support that is available? *(Please tick all that apply)*

Newsletter

Marketing material – leaflets, mail shots

Internet/email

Word of mouth/through informal networks

Library

Through formal networks/meetings

Telephone helpline

Other

(Please specify)

13. How does your group or organisation usually receive this help and support? *(Please tick all that apply)*

Via your support/umbrella organisation

Face to face at the premises of the organisation providing the help and support

On-line/on a website

By telephone

By post

At a workshop/seminar/training course

Face to face at own premises

Other

(Please specify)

14. Where do you usually receive this help and support?

Locally where your group is based

Somewhere else in the East Midlands

In Northamptonshire

Somewhere else in the UK

15. What barriers (if any) prevent your group or organisation from using the help and support available? *(Please tick all that apply)*

Do not have the funding to pay for the support

Do not have the staff/ experience required to access support

Do not know who to contact

Have other priorities

Do not have the time

Other

Do not know what is available

(Please specify)

16. How do you think these barriers could be overcome?

17. How would your group or organisation prefer to receive help and support? *(Please tick all that apply)*

Via your support/umbrella organisation

Face to face at the premises of the organisation providing the help and support

On-line/on a website

By telephone

By post

Workshop/seminar/training course

Face to face at own premises

Other

(Please specify)

18. What help and support would your group or organisation like to get that that you don't get now?
(Please tick all that apply)

Organisational development	
1. Help with management committee development	
2. Information and help on different organisational structures	
3. Information and help with constitutions and different governing documents	
4. Help with developing an organisation / business plan	
Partnership building / brokerage	
5. Opportunities to work in partnership with other Voluntary / Community groups	
Technical support	
6. Help meeting the requirements of the Charity Commission	
7. Help starting a new project or service	
8. Access to accountancy/payroll support	
Income generation	
9. Help writing a funding/financial plan	
10. Help to find funding opportunities	
11. Help to develop funding bid writing skills	
12. Help with writing budgets (entry level)	
13. Help with monitoring reports for funders	
Personnel	
14. Help with staff recruitment and management issues	
15. Help with employment law	
16. Help with involving, recruiting and managing volunteers	
17. Information and advice about relevant legislation/regulation	
18. Help addressing equal opportunities / diversity issues	
Policy & research	
19. Help gathering information about the needs of your clients to influence policy	
20. Help getting user feedback to feed into decisions on service delivery/user involvement	
Advocacy/representation	
21. A means for your groups/organisations voice to be heard in policy matters by planners and funders	
Information & Communication Technology	
22. Information and help on quality standards for your group/organisation to implement	
23. Help maintaining IT hardware	
24. Help maintaining software	
25. Training on how to use software	
26. Practical resources e.g. loan of computers	
Other	
27. <i>(Please specify)</i>	
28. <i>(Please specify)</i>	
29. <i>(Please specify)</i>	

19. What 5 priority areas of help and support would your group or organisation like to access. (Please use the numbers from the list in Question 18 and choose up to 5)

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20. Please provide any additional comments you wish to make in the space below or continue on a separate sheet.

21. The Consortium would like to explore issues relating to help and support needs for VCS organisations in more detail. If you would you be willing to take part in further research about the help and support your group or organisation needs then please tick this box and give your details below.

B Group / Organisation Details

Name of group / organisation

Address of group / organisation

Contact name

Telephone number

Email address

Thank you for taking the time to complete this questionnaire.
Please return it by 30th August 2004 using the FREEPOST address below.

**Matters of Fact Ltd
FREEPOST NH4884
Opus House
Anglia Way
Moulton Park
Northampton
NN3 6JA**

Appendix 2
Urban / Rural Tables

*The Support Needs of Voluntary and Community Sector Organisations
Draft Report of Survey Findings*

Q1 What type of group or organisation are you?

Type of group	Urban Rural						Total	
	Wholly/Mostly Urban		Equally urban/rural		Wholly/Mostly Rural			
	No	%	No	%	No	%	No	%
Neighbourhood/ community group/club/society	11	25.0%	4	20.0%	26	42.6%	41	32.8%
Community scheme or project	3	6.8%	2	10.0%	2	3.3%	7	5.6%
Registered charity	25	56.8%	13	65.0%	30	49.2%	68	54.4%
Branch of national voluntary organisation	4	9.1%	4	20.0%	8	13.1%	16	12.8%
Registered Friendly Society/Industrial/Provident Society	1	2.3%					1	.8%
Company limited by guarantee	6	13.6%	2	10.0%	1	1.6%	9	7.2%
Other	8	18.2%	4	20.0%	26	42.6%	38	30.4%
Total	44	131.8%	20	145.0%	61	152.5%	125	144.0%

Q3 Who does your group or organisation support or provide a service for/to?

Who group supports	Urban Rural						Total	
	Wholly/Mostly Urban		Equally urban/rural		Wholly/Mostly Rural			
	No	%	No	%	No	%	No	%
General/open to all	25	56.8%	8	40.0%	43	70.5%	76	60.8%
People in rural areas	12	27.3%	10	50.0%	38	62.3%	60	48.0%
People with learning difficulties	16	36.4%	8	40.0%	8	13.1%	32	25.6%
Sports	6	13.6%	7	35.0%	18	29.5%	31	24.8%
People with invisible impairments	18	40.9%	7	35.0%	8	13.1%	33	26.4%
Arts/Culture	8	18.2%	5	25.0%	15	24.6%	28	22.4%
Social enterprises	9	20.5%	4	20.0%	10	16.4%	23	18.4%
Children and families	20	45.5%	11	55.0%	27	44.3%	58	46.4%
Volunteers	17	38.6%	5	25.0%	11	18.0%	33	26.4%
Black and Minority Ethnic communities	15	34.1%	3	15.0%	7	11.5%	25	20.0%
Gay and Lesbian	7	15.9%	2	10.0%	6	9.8%	15	12.0%

*The Support Needs of Voluntary and Community Sector Organisations
Draft Report of Survey Findings*

People with physical impairments	21	47.7%	6	30.0%	8	13.1%	35	28.0%
Young people	25	56.8%	11	55.0%	21	34.4%	57	45.6%
Elderly	23	52.3%	5	25.0%	27	44.3%	55	44.0%
Faith groups	10	22.7%	4	20.0%	6	9.8%	20	16.0%
Carers	17	38.6%	7	35.0%	5	8.2%	29	23.2%
People who are unemployed	13	29.5%	5	25.0%	7	11.5%	25	20.0%
People with sight impairment or blind	19	43.2%	6	30.0%	10	16.4%	35	28.0%
People with mental health problems	23	52.3%	6	30.0%	8	13.1%	37	29.6%
People with hearing impairment or deaf	18	40.9%	5	25.0%	8	13.1%	31	24.8%
Other	4	9.1%	3	15.0%	11	18.0%	18	14.4%
Total	44	740.9%	20	640.0%	61	495.1%	125	604.8%

Q4 Where does your group or organisation operate or provide a service

Where group operates	Urban Rural						Total	
	Wholly/Mostly Urban		Equally urban/rural		Wholly/Mostly Rural		No	%
	No	%	No	%	No	%		
Local community/neighbourhood	18	40.9%	10	50.0%	46	75.4%	74	59.2%
Corby	3	6.8%	3	15.0%			6	4.8%
Daventry	9	20.5%	2	10.0%	5	8.2%	16	12.8%
East Northants	4	9.1%	3	15.0%	3	4.9%	10	8.0%
Kettering	5	11.4%	2	10.0%	3	4.9%	10	8.0%
Northampton	16	36.4%	1	5.0%	2	3.3%	19	15.2%
South Northants	9	20.5%	5	25.0%	25	41.0%	39	31.2%
Wellingborough	8	18.2%	2	10.0%	1	1.6%	11	8.8%
Northamptonshire	14	31.8%	10	50.0%	2	3.3%	26	20.8%
Across East Midlands	3	6.8%	2	10.0%			5	4.0%
Other	4	9.1%	5	25.0%	9	14.8%	18	14.4%
Total	44	211.4%	20	225.0%	61	157.4%	125	187.2%

*The Support Needs of Voluntary and Community Sector Organisations
Draft Report of Survey Findings*

Q5 Where do the people (beneficiaries) come from that you provide a service for?

Where beneficiaries located	Urban Rural						Total	
	Wholly/Mostly Urban		Equally urban/rural		Wholly/Mostly Rural			
	No	%	No	%	No	%	No	%
Local community/neighbourhood	23	52.3%	10	52.6%	52	85.2%	85	68.5%
Corby	3	6.8%	3	15.8%	1	1.6%	7	5.6%
Daventry	9	20.5%	2	10.5%	2	3.3%	13	10.5%
East Northants	6	13.6%	3	15.8%	4	6.6%	13	10.5%
Kettering	6	13.6%	2	10.5%	3	4.9%	11	8.9%
Northampton	17	38.6%	2	10.5%	5	8.2%	24	19.4%
South Northants	8	18.2%	4	21.1%	24	39.3%	36	29.0%
Wellingborough	9	20.5%	3	15.8%	1	1.6%	13	10.5%
Northamptonshire	15	34.1%	9	47.4%	7	11.5%	31	25.0%
Across East Midlands	2	4.5%	2	10.5%	2	3.3%	6	4.8%
Other	6	13.6%	5	26.3%	10	16.4%	21	16.9%
Total	44	236.4%	19	236.8%	61	182.0%	124	209.7%

Q7 How many people work in your group or organisation?

Paid workers	Urban Rural						Total	
	Wholly/Mostly Urban		Equally urban/rural		Wholly/Mostly Rural			
	No	%	No	%	No	%	No	%
0-5 workers	23	60.5%	12	80.0%	49	98.0%	84	81.6%
6-10 workers	9	23.7%	1	6.7%			10	9.7%
11-20 workers	4	10.5%	1	6.7%	1	2.0%	6	5.8%
More than 20 workers	2	5.3%	1	6.7%			3	2.9%
Total	38	100.0%	15	100.0%	50	100.0%	103	100.0%

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Volunteer workers	Urban Rural						Total	
	Wholly/Mostly Urban		Equally urban/rural		Wholly/Mostly Rural			
	No	%	No	%	No	%	No	%
0-5 workers	5	12.2%	6	37.5%	8	14.0%	19	16.7%
6-10 workers	10	24.4%	3	18.8%	28	49.1%	41	36.0%
11-20 workers	16	39.0%	4	25.0%	13	22.8%	33	28.9%
More than 20 workers	10	24.4%	3	18.8%	8	14.0%	21	18.4%
Total	41	100.0%	16	100.0%	57	100.0%	114	100.0%

Q8 In what year was your group or organisation set up in Northamptonshire

Year band	Urban Rural						Total	
	Wholly/Mostly Urban		Equally urban/rural		Wholly/Mostly Rural			
	No	%	No	%	No	%	No	%
Pre 1900	9	20.9%	2	15.4%	6	11.3%	17	15.6%
1901-1953	6	14.0%	2	15.4%	14	26.4%	22	20.2%
1954-1978	3	7.0%	2	15.4%	11	20.8%	16	14.7%
1979-1993	15	34.9%	3	23.1%	10	18.9%	28	25.7%
1994-1998	10	23.3%	3	23.1%	5	9.4%	18	16.5%
1999-2004								
Total	43	100.0%	13	100.0%	53	100.0%	109	100.0%

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Q11 What help and support does your group or organisation get now and where do you get this support from?

Help with management committee development	Urban Rural						Total	
	Wholly/Mostly Urban		Equally urban/rural		Wholly/Mostly Rural		No	%
	No	%	No	%	No	%		
No support	21	61.8%	11	73.3%	23	57.5%	55	61.8%
Local Authority	4	11.8%	1	6.7%	5	12.5%	10	11.2%
Volunteer Bureau	2	5.9%					2	2.2%
CVS	7	20.6%	1	6.7%	1	2.5%	9	10.1%
Specialist Agency	3	8.8%	3	20.0%	12	30.0%	18	20.2%
Total	34	108.8%	15	106.7%	40	102.5%	89	105.6%

Information and help on different organisational structures	Urban Rural						Total	
	Wholly/Mostly Urban		Equally urban/rural		Wholly/Mostly Rural		No	%
	No	%	No	%	No	%		
No support	20	55.6%	8	57.1%	18	43.9%	46	50.5%
Local Authority	6	16.7%	2	14.3%	7	17.1%	15	16.5%
Volunteer Bureau	6	16.7%			1	2.4%	7	7.7%
CVS	9	25.0%	2	14.3%	2	4.9%	13	14.3%
Specialist Agency	1	2.8%	3	21.4%	15	36.6%	19	20.9%
Total	36	116.7%	14	107.1%	41	104.9%	91	109.9%

Information and help with constitutions and different governing documents	Urban Rural						Total	
	Wholly/Mostly Urban		Equally urban/rural		Wholly/Mostly Rural		No	%
	No	%	No	%	No	%		
No support	17	50.0%	7	53.8%	13	30.2%	37	41.1%
Local Authority	3	8.8%	2	15.4%	12	27.9%	17	18.9%
Volunteer Bureau	5	14.7%					5	5.6%
CVS	9	26.5%	1	7.7%	2	4.7%	12	13.3%
Specialist Agency	3	8.8%	4	30.8%	18	41.9%	25	27.8%
Total	34	108.8%	13	107.7%	43	104.7%	90	106.7%

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Help with developing an organisation/business plan	Urban Rural						Total	
	Wholly/Mostly Urban		Equally urban/rural		Wholly/Mostly Rural			
	No	%	No	%	No	%	No	%
No support	19	63.3%	10	58.8%	23	62.2%	52	61.9%
Local Authority	2	6.7%	2	11.8%	4	10.8%	8	9.5%
Volunteer Bureau	1	3.3%					1	1.2%
CVS	6	20.0%	1	5.9%	1	2.7%	8	9.5%
Specialist Agency	4	13.3%	5	29.4%	10	27.0%	19	22.6%
Total	30	106.7%	17	105.9%	37	102.7%	84	104.8%

Opportunities to work in partnership with other Voluntary/Community groups	Urban Rural						Total	
	Wholly/Mostly Urban		Equally urban/rural		Wholly/Mostly Rural			
	No	%	No	%	No	%	No	%
No support	13	35.1%	4	30.8%	24	61.5%	41	46.1%
Local Authority	16	43.2%	5	38.5%	9	23.1%	30	33.7%
Volunteer Bureau	7	18.9%	3	23.1%	1	2.6%	11	12.4%
CVS	8	21.6%	4	30.8%	1	2.6%	13	14.6%
Specialist Agency	5	13.5%	1	7.7%	8	20.5%	14	15.7%
Total	37	132.4%	13	130.8%	39	110.3%	89	122.5%

Help meeting the requirements of the Charity Commission	Urban Rural						Total	
	Wholly/Mostly Urban		Equally urban/rural		Wholly/Mostly Rural			
	No	%	No	%	No	%	No	%
No support	18	62.1%	10	76.9%	23	62.2%	51	64.6%
Local Authority	3	10.3%	1	7.7%	3	8.1%	7	8.9%
Volunteer Bureau	1	3.4%					1	1.3%
CVS	5	17.2%			1	2.7%	6	7.6%
Specialist Agency	4	13.8%	3	23.1%	10	27.0%	17	21.5%
Total	29	106.9%	13	107.7%	37	100.0%	79	103.8%

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Help starting a new project or service	Urban Rural						Total	
	Wholly/Mostly Urban		Equally urban/rural		Wholly/Mostly Rural			
	No	%	No	%	No	%	No	%
No support	20	64.5%	8	53.3%	19	45.2%	47	53.4%
Local Authority	7	22.6%	5	33.3%	12	28.6%	24	27.3%
Volunteer Bureau	1	3.2%					1	1.1%
CVS	2	6.5%			1	2.4%	3	3.4%
Specialist Agency	2	6.5%	3	20.0%	15	35.7%	20	22.7%
Total	31	103.2%	15	106.7%	42	111.9%	88	108.0%

Access to accountancy/payroll support	Urban Rural						Total	
	Wholly/Mostly Urban		Equally urban/rural		Wholly/Mostly Rural			
	No	%	No	%	No	%	No	%
No support	23	69.7%	7	53.8%	31	75.6%	61	70.1%
Local Authority	3	9.1%	1	7.7%	2	4.9%	6	6.9%
Volunteer Bureau	1	3.0%					1	1.1%
CVS	5	15.2%	4	30.8%	2	4.9%	11	12.6%
Specialist Agency	3	9.1%	2	15.4%	7	17.1%	12	13.8%
Total	33	106.1%	13	107.7%	41	102.4%	87	104.6%

Help writing a funding/financial plan	Urban Rural						Total	
	Wholly/Mostly Urban		Equally urban/rural		Wholly/Mostly Rural			
	No	%	No	%	No	%	No	%
No support	22	64.7%	10	66.7%	34	82.9%	66	73.3%
Local Authority	6	17.6%	2	13.3%	4	9.8%	12	13.3%
Volunteer Bureau	1	2.9%					1	1.1%
CVS	5	14.7%	1	6.7%			6	6.7%
Specialist Agency	3	8.8%	2	13.3%	6	14.6%	11	12.2%
Total	34	108.8%	15	100.0%	41	107.3%	90	106.7%

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Help to find funding opportunities	Urban Rural						Total	
	Wholly/Mostly Urban		Equally urban/rural		Wholly/Mostly Rural		No	%
	No	%	No	%	No	%		
No support	18	46.2%	7	46.7%	19	42.2%	44	44.4%
Local Authority	6	15.4%	5	33.3%	11	24.4%	22	22.2%
Volunteer Bureau	4	10.3%	1	6.7%			5	5.1%
CVS	12	30.8%	3	20.0%	3	6.7%	18	18.2%
Specialist Agency	3	7.7%	1	6.7%	20	44.4%	24	24.2%
Total	39	110.3%	15	113.3%	45	117.8%	99	114.1%

Help to develop funding bid writing skills	Urban Rural						Total	
	Wholly/Mostly Urban		Equally urban/rural		Wholly/Mostly Rural		No	%
	No	%	No	%	No	%		
No support	23	67.6%	11	91.7%	31	73.8%	65	73.9%
Local Authority	2	5.9%	1	8.3%	5	11.9%	8	9.1%
Volunteer Bureau	1	2.9%					1	1.1%
CVS	7	20.6%					7	8.0%
Specialist Agency	3	8.8%			7	16.7%	10	11.4%
Total	34	105.9%	12	100.0%	42	102.4%	88	103.4%

Help with writing budgets (entry level)	Urban Rural						Total	
	Wholly/Mostly Urban		Equally urban/rural		Wholly/Mostly Rural		No	%
	No	%	No	%	No	%		
No support	28	75.7%	11	91.7%	34	81.0%	73	80.2%
Local Authority	5	13.5%			2	4.8%	7	7.7%
Volunteer Bureau	2	5.4%					2	2.2%
CVS	2	5.4%					2	2.2%
Specialist Agency	2	5.4%	1	8.3%	7	16.7%	10	11.0%
Total	37	105.4%	12	100.0%	42	102.4%	91	103.3%

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Help with monitoring reports for funders	Urban Rural						Total	
	Wholly/Mostly Urban		Equally urban/rural		Wholly/Mostly Rural			
	No	%	No	%	No	%	No	%
No support	27	81.8%	11	91.7%	33	82.5%	71	83.5%
Local Authority	2	6.1%	1	8.3%	2	5.0%	5	5.9%
Volunteer Bureau	1	3.0%					1	1.2%
CVS	1	3.0%					1	1.2%
Specialist Agency	2	6.1%	1	8.3%	5	12.5%	8	9.4%
Total	33	100.0%	12	108.3%	40	100.0%	85	101.2%

Help with staff recruitment and management issues	Urban Rural						Total	
	Wholly/Mostly Urban		Equally urban/rural		Wholly/Mostly Rural			
	No	%	No	%	No	%	No	%
No support	20	62.5%	11	78.6%	26	68.4%	57	67.9%
Local Authority	5	15.6%	1	7.1%	3	7.9%	9	10.7%
Volunteer Bureau	3	9.4%			1	2.6%	4	4.8%
CVS	3	9.4%	1	7.1%			4	4.8%
Specialist Agency	3	9.4%	1	7.1%	8	21.1%	12	14.3%
Total	32	106.3%	14	100.0%	38	100.0%	84	102.4%

Help with employment law	Urban Rural						Total	
	Wholly/Mostly Urban		Equally urban/rural		Wholly/Mostly Rural			
	No	%	No	%	No	%	No	%
No support	18	56.3%	10	66.7%	18	47.4%	46	54.1%
Local Authority	3	9.4%			3	7.9%	6	7.1%
Volunteer Bureau	1	3.1%					1	1.2%
CVS	6	18.8%	2	13.3%	4	10.5%	12	14.1%
Specialist Agency	4	12.5%	3	20.0%	14	36.8%	21	24.7%
Total	32	100.0%	15	100.0%	38	102.6%	85	101.2%

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Help with involving, recruiting and managing volunteers	Urban Rural						Total	
	Wholly/Mostly Urban		Equally urban/rural		Wholly/Mostly Rural			
	No	%	No	%	No	%	No	%
No support	22	66.7%	10	83.3%	30	88.2%	62	78.5%
Local Authority	3	9.1%					3	3.8%
Volunteer Bureau	6	18.2%	1	8.3%			7	8.9%
CVS			2	16.7%			2	2.5%
Specialist Agency	2	6.1%	1	8.3%	4	11.8%	7	8.9%
Total	33	100.0%	12	116.7%	34	100.0%	79	102.5%

Information and advice about relevant legislation/regulation	Urban Rural						Total	
	Wholly/Mostly Urban		Equally urban/rural		Wholly/Mostly Rural			
	No	%	No	%	No	%	No	%
No support	18	58.1%	7	50.0%	11	26.2%	36	41.4%
Local Authority	4	12.9%	1	7.1%	12	28.6%	17	19.5%
Volunteer Bureau	2	6.5%	2	14.3%			4	4.6%
CVS	5	16.1%	4	28.6%	3	7.1%	12	13.8%
Specialist Agency	5	16.1%	4	28.6%	20	47.6%	29	33.3%
Total	31	109.7%	14	128.6%	42	109.5%	87	112.6%

Help addressing equal opportunities/diversity issues	Urban Rural						Total	
	Wholly/Mostly Urban		Equally urban/rural		Wholly/Mostly Rural			
	No	%	No	%	No	%	No	%
No support	16	50.0%	8	66.7%	18	47.4%	42	51.2%
Local Authority	7	21.9%			7	18.4%	14	17.1%
Volunteer Bureau	2	6.3%	1	8.3%			3	3.7%
CVS	3	9.4%	1	8.3%	1	2.6%	5	6.1%
Specialist Agency	5	15.6%	4	33.3%	13	34.2%	22	26.8%
Total	32	103.1%	12	116.7%	38	102.6%	82	104.9%

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Help gathering information about the needs of your clients to influence policy	Urban Rural						Total	
	Wholly/Mostly Urban		Equally urban/rural		Wholly/Mostly Rural			
	No	%	No	%	No	%	No	%
No support	27	79.4%	9	75.0%	33	82.5%	69	80.2%
Local Authority	5	14.7%	2	16.7%	1	2.5%	8	9.3%
Volunteer Bureau	1	2.9%					1	1.2%
CVS								
Specialist Agency	1	2.9%	1	8.3%	6	15.0%	8	9.3%
Total	34	100.0%	12	100.0%	40	100.0%	86	100.0%

Help getting user feedback to feed into decisions on service delivery/user involvement	Urban Rural						Total	
	Wholly/Mostly Urban		Equally urban/rural		Wholly/Mostly Rural			
	No	%	No	%	No	%	No	%
No support	27	87.1%	10	83.3%	32	84.2%	69	85.2%
Local Authority	1	3.2%	1	8.3%	1	2.6%	3	3.7%
Volunteer Bureau	1	3.2%					1	1.2%
CVS								
Specialist Agency	2	6.5%	1	8.3%	5	13.2%	8	9.9%
Total	31	100.0%	12	100.0%	38	100.0%	81	100.0%

A means for your group's/organisation's voice to be heard in policy matters by planners and funders	Urban Rural						Total	
	Wholly/Mostly Urban		Equally urban/rural		Wholly/Mostly Rural			
	No	%	No	%	No	%	No	%
No support	25	69.4%	6	50.0%	22	48.9%	53	57.0%
Local Authority	6	16.7%	3	25.0%	10	22.2%	19	20.4%
Volunteer Bureau	1	2.8%	1	8.3%			2	2.2%
CVS	3	8.3%	1	8.3%			4	4.3%
Specialist Agency	2	5.6%	3	25.0%	15	33.3%	20	21.5%
Total	36	102.8%	12	116.7%	45	104.4%	93	105.4%

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Information and help on quality standards for your group/organisation to implement	Urban Rural						Total	
	Wholly/Mostly Urban		Equally urban/rural		Wholly/Mostly Rural			
	No	%	No	%	No	%	No	%
No support	22	66.7%	8	72.7%	21	58.3%	51	63.8%
Local Authority	5	15.2%			6	16.7%	11	13.8%
Volunteer Bureau	1	3.0%	1	9.1%			2	2.5%
CVS	4	12.1%	2	18.2%	1	2.8%	7	8.8%
Specialist Agency	1	3.0%	1	9.1%	9	25.0%	11	13.8%
Total	33	100.0%	11	109.1%	36	102.8%	80	102.5%

Help maintaining IT hardware	Urban Rural						Total	
	Wholly/Mostly Urban		Equally urban/rural		Wholly/Mostly Rural			
	No	%	No	%	No	%	No	%
No support	28	87.5%	10	71.4%	34	91.9%	72	86.7%
Local Authority	2	6.3%			2	5.4%	4	4.8%
Volunteer Bureau	1	3.1%					1	1.2%
CVS			1	7.1%			1	1.2%
Specialist Agency	1	3.1%	3	21.4%	1	2.7%	5	6.0%
Total	32	100.0%	14	100.0%	37	100.0%	83	100.0%

Help maintaining software	Urban Rural						Total	
	Wholly/Mostly Urban		Equally urban/rural		Wholly/Mostly Rural			
	No	%	No	%	No	%	No	%
No support	28	87.5%	10	71.4%	33	94.3%	71	87.7%
Local Authority	2	6.3%			1	2.9%	3	3.7%
Volunteer Bureau	1	3.1%					1	1.2%
CVS			1	7.1%			1	1.2%
Specialist Agency	1	3.1%	3	21.4%	1	2.9%	5	6.2%
Total	32	100.0%	14	100.0%	35	100.0%	81	100.0%

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Training on how to use software	Urban Rural						Total	
	Wholly/Mostly Urban		Equally urban/rural		Wholly/Mostly Rural			
	No	%	No	%	No	%	No	%
No support	24	75.0%	9	64.3%	32	88.9%	65	79.3%
Local Authority	2	6.3%			1	2.8%	3	3.7%
Volunteer Bureau	1	3.1%					1	1.2%
CVS	4	12.5%	3	21.4%			7	8.5%
Specialist Agency	1	3.1%	2	14.3%	3	8.3%	6	7.3%
Total	32	100.0%	14	100.0%	36	100.0%	82	100.0%

Practical resources e.g. loan of computers	Urban Rural						Total	
	Wholly/Mostly Urban		Equally urban/rural		Wholly/Mostly Rural			
	No	%	No	%	No	%	No	%
No support	28	84.8%	10	76.9%	34	91.9%	72	86.7%
Local Authority	3	9.1%			1	2.7%	4	4.8%
Volunteer Bureau	1	3.0%			1	2.7%	2	2.4%
CVS								
Specialist Agency	1	3.0%	3	23.1%	1	2.7%	5	6.0%
Total	33	100.0%	13	100.0%	37	100.0%	83	100.0%

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Q12 How does your group or organisation usually find out about the help and support that is available?

How group usually finds out about help and support	Urban Rural						Total	
	Wholly/Mostly Urban		Equally urban/rural		Wholly/Mostly Rural		No	%
	No	%	No	%	No	%		
Newsletter	27	65.9%	11	57.9%	44	78.6%	82	70.7%
Internet/email	19	46.3%	9	47.4%	11	19.6%	39	33.6%
Library	6	14.6%	2	10.5%	1	1.8%	9	7.8%
Telephone helpline	2	4.9%	5	26.3%	6	10.7%	13	11.2%
Marketing material	23	56.1%	9	47.4%	17	30.4%	49	42.2%
Word of mouth/informal networks	29	70.7%	11	57.9%	19	33.9%	59	50.9%
Formal networks/meetings	23	56.1%	11	57.9%	17	30.4%	51	44.0%
Other	4	9.8%	3	15.8%	4	7.1%	11	9.5%
Total	41	324.4%	19	321.1%	56	212.5%	116	269.8%

Q13 How does your group or organisation usually receive this help and support?

How group usually receives help and support	Urban Rural						Total	
	Wholly/Mostly Urban		Equally urban/rural		Wholly/Mostly Rural		No	%
	No	%	No	%	No	%		
Via support/umbrella organisation	20	47.6%	9	52.9%	32	57.1%	61	53.0%
On-line/on a website	15	35.7%	8	47.1%	9	16.1%	32	27.8%
By post	25	59.5%	12	70.6%	36	64.3%	73	63.5%
Face to face at own premises	9	21.4%	6	35.3%	8	14.3%	23	20.0%
Face to face at provider organisations premises	14	33.3%	7	41.2%	5	8.9%	26	22.6%
By telephone	10	23.8%	10	58.8%	20	35.7%	40	34.8%
At a workshop/seminar/training course	21	50.0%	9	52.9%	20	35.7%	50	43.5%
Other	5	11.9%			2	3.6%	7	6.1%
Total	42	283.3%	17	358.8%	56	235.7%	115	271.3%

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Q14 Where do you usually receive this help and support?

Where group usually receives support	Urban Rural						Total	
	Wholly/Mostly Urban		Equally urban/rural		Wholly/Mostly Rural		No	%
	No	%	No	%	No	%		
Locally where group based	25	59.5%	8	47.1%	22	42.3%	55	49.5%
In Northamptonshire	29	69.0%	11	64.7%	38	73.1%	78	70.3%
Somewhere else in the East Midlands	6	14.3%	2	11.8%			8	7.2%
Somewhere else in the UK	8	19.0%	3	17.6%	2	3.8%	13	11.7%
Total	42	161.9%	17	141.2%	52	119.2%	111	138.7%

Q15 What barriers (if any) prevent your group or organisation from using the help and support available?

Barriers to using help and support	Urban Rural						Total	
	Wholly/Mostly Urban		Equally urban/rural		Wholly/Mostly Rural		No	%
	No	%	No	%	No	%		
No funding to pay for support	24	61.5%	8	57.1%	18	50.0%	50	56.2%
Don't know who to contact	11	28.2%	5	35.7%	6	16.7%	22	24.7%
Don't have the time	17	43.6%	6	42.9%	14	38.9%	37	41.6%
Don't know what is available	13	33.3%	4	28.6%	8	22.2%	25	28.1%
Don't have staff/experience to access support	11	28.2%	2	14.3%	10	27.8%	23	25.8%
Have other priorities	11	28.2%	5	35.7%	11	30.6%	27	30.3%
Other	9	23.1%	1	7.1%	6	16.7%	16	18.0%
Total	39	246.2%	14	221.4%	36	202.8%	89	224.7%

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Q17 How would your group or organisation prefer to receive help and support?

How group would prefer to receive help and support	Urban Rural						Total	
	Wholly/Mostly Urban		Equally urban/rural		Wholly/Mostly Rural		No	%
	No	%	No	%	No	%		
Via support/umbrella organisation	16	37.2%	7	46.7%	28	52.8%	51	45.9%
On-line/on a website	14	32.6%	8	53.3%	12	22.6%	34	30.6%
By post	20	46.5%	8	53.3%	28	52.8%	56	50.5%
Face to face at own premises	20	46.5%	5	33.3%	14	26.4%	39	35.1%
Face to face at provider organisations premises	8	18.6%	6	40.0%	8	15.1%	22	19.8%
By telephone	13	30.2%	7	46.7%	13	24.5%	33	29.7%
At a workshop/seminar/training course	21	48.8%	8	53.3%	18	34.0%	47	42.3%
Other	4	9.3%	3	20.0%	1	1.9%	8	7.2%
Total	43	269.8%	15	346.7%	53	230.2%	111	261.3%

Q18 What help and support would your group or organisation like to get that you don't get now?

Help and support group would like to get	Urban Rural						Total	
	Wholly/Mostly Urban		Equally urban/rural		Wholly/Mostly Rural		No	%
	No	%	No	%	No	%		
Management committee development	11	29.7%	3	21.4%	7	20.6%	21	24.7%
Different organisational structures	5	13.5%	3	21.4%	4	11.8%	12	14.1%
Constitutions and different governing documents	7	18.9%	3	21.4%	3	8.8%	13	15.3%
Developing an organisation/business plan	10	27.0%	5	35.7%	9	26.5%	24	28.2%
Partnerships with other Voluntary/Community groups	15	40.5%	7	50.0%	11	32.4%	33	38.8%
Requirements of Charity Commission	8	21.6%	4	28.6%	5	14.7%	17	20.0%

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Starting new project or service	12	32.4%	8	57.1%	10	29.4%	30	35.3%
Accountancy/payroll support	7	18.9%	3	21.4%	5	14.7%	15	17.6%
Writing funding/financial plan	11	29.7%	5	35.7%	10	29.4%	26	30.6%
Find funding opportunities	24	64.9%	8	57.1%	21	61.8%	53	62.4%
Develop funding bid writing skills	18	48.6%	4	28.6%	13	38.2%	35	41.2%
Writing budgets	6	16.2%	3	21.4%	7	20.6%	16	18.8%
Monitoring reports for funders	10	27.0%	5	35.7%	6	17.6%	21	24.7%
Staff recruitment/management issues	4	10.8%	3	21.4%	5	14.7%	12	14.1%
Employment law	7	18.9%	3	21.4%	6	17.6%	16	18.8%
Involving/recruiting/managing volunteers	10	27.0%	5	35.7%	13	38.2%	28	32.9%
Relevant legislation/regulation	11	29.7%	3	21.4%	11	32.4%	25	29.4%
Equal opportunities/diversity issues	4	10.8%	2	14.3%	7	20.6%	13	15.3%
Needs of clients to influence policy	13	35.1%	3	21.4%	8	23.5%	24	28.2%
User feedback to help decision making	8	21.6%	4	28.6%	5	14.7%	17	20.0%
Voice to be heard in policy matters	20	54.1%	4	28.6%	14	41.2%	38	44.7%
Quality standards to implement	9	24.3%	2	14.3%	4	11.8%	15	17.6%
Maintaining IT hardware	15	40.5%	3	21.4%	4	11.8%	22	25.9%
Maintaining software	13	35.1%	2	14.3%	4	11.8%	19	22.4%
How to use software	11	29.7%	1	7.1%	6	17.6%	18	21.2%
Practical resources	6	16.2%	2	14.3%	4	11.8%	12	14.1%
Total	37	743.2%	14	700.0%	34	594.1%	85	676.5%

Q19 What 5 priority areas of help and support would your group or organisation like to access?

	Urban Rural						Total	
	Wholly/Mostly Urban		Equally urban/rural		Wholly/Mostly Rural		No	%
	No	%	No	%	No	%		
Management committee development	3	10.3%	1	14.3%	2	8.3%	6	10.0%
Different organisational structures	1	3.4%			1	4.2%	2	3.3%
Constitutions and different governing documents	3	10.3%					3	5.0%

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Developing an organisation/business plan	4	13.8%	3	42.9%	3	12.5%	10	16.7%
Partnerships with other Voluntary/Community groups	6	20.7%	3	42.9%	5	20.8%	14	23.3%
Requirements of Charity Commission	2	6.9%			2	8.3%	4	6.7%
Starting new project or service	7	24.1%	3	42.9%	6	25.0%	16	26.7%
Accountancy/payroll support	2	6.9%					2	3.3%
Writing funding/financial plan	4	13.8%	4	57.1%	3	12.5%	11	18.3%
Find funding opportunities	15	51.7%	4	57.1%	12	50.0%	31	51.7%
Develop funding bid writing skills	13	44.8%	2	28.6%	4	16.7%	19	31.7%
Writing budgets					2	8.3%	2	3.3%
Monitoring reports for funders	1	3.4%	1	14.3%	1	4.2%	3	5.0%
Staff recruitment/management issues	2	6.9%					2	3.3%
Employment law	4	13.8%	1	14.3%	2	8.3%	7	11.7%
Involving/recruiting/managing volunteers	3	10.3%	1	14.3%	10	41.7%	14	23.3%
Relevant legislation/regulation	5	17.2%			4	16.7%	9	15.0%
Equal opportunities/diversity issues	1	3.4%			2	8.3%	3	5.0%
Needs of clients to influence policy	5	17.2%			3	12.5%	8	13.3%
User feedback to help decision making			2	28.6%	2	8.3%	4	6.7%
Voice to be heard in policy matters	11	37.9%			5	20.8%	16	26.7%
Quality standards to implement	5	17.2%	1	14.3%	2	8.3%	8	13.3%
Maintaining IT hardware	9	31.0%	1	14.3%	1	4.2%	11	18.3%
Maintaining software	7	24.1%			2	8.3%	9	15.0%
How to use software	5	17.2%			1	4.2%	6	10.0%
Practical resources	3	10.3%			3	12.5%	6	10.0%
Total	29	424.1%	7	400.0%	24	325.0%	60	381.7%