

Introduction

This report gives headline findings from the National Survey of Third Sector Organisations (NSTSO), conducted by Ipsos MORI on behalf of the Office of the Third Sector. It provides you with the overall results for each question in the survey for Kingston upon Thames.

The National Survey of Third Sector Organisations was conducted amongst third sector organisations (TSOs) across 149 upper tier local authorities in England from September to December 2008.

Full detail of the methodology and other technical details for the research are included at the end of this report.

How to use this report

What these data represent

This report gives you the headline findings from each question of the NSTSO in your area – that is, how TSOs in your area responded to the survey. Answers are provided at aggregate level up so that it isn't possible to identify particular organisations.

Gaining insight from the data

These data should give you a good picture of what TSOs in your area think. Some answers maybe more revealing than others. Be mindful of the difference between figures which may be striking in themselves (perhaps higher or lower than you expected) and those which – in the view of the respondents themselves – are most important in shaping whether it is a good area to work in. The analytical report, which is published alongside this, is designed to help you here; by scanning the data at a national level to look for patterns we have identifies responses might be key drivers of respondents' overall views on the area. For instance, an area might have a low result on one question, but in fact that doesn't impact heavily on respondents overall view of how supporting local partners are. By contract, small fluctuations in answers to a different question might be much more important in showing what lies behind respondents' overall views.

Delving further into the data

Having seen what the headline answers are in your area, you may want to explore specific issues in greater detail. For this you should return to the main site. There are three parts to exploring the data:

- 1) Pick the questions and answers you most want to explore. We strongly recommend that you start with the issues we have highlighted as being most influential in determining TSOs' overall answers, as described above; these should be some of the most illuminating figures to explore. You may also identify other questions of your choosing to consider.
- 2) Compare local and national scores. Having considered the questions you want to explore, you should compare your local scores with the national scores for the same question. You can do this in the "Local Authority / National Comparison" tool. This should help you put your scores into a wider perspective, and help see how they are affecting overall views in the area.
- 3) Compare one answer with another. In many cases, we can gain an insight into what underlies the results of one question by cross-referring to the answers to other questions. So we might want to know whether TSOs who were satisfied they had enough staff expressed higher levels of satisfaction with particular aspects of their local area – with local support, or with local guidance, or funding and access to finance. You can see these relationship by using the 'cross-analysis' tool.



About the data

Unless otherwise stated, the number of respondents answering each question is: 203

Data from the survey have been weighted within each local authority to ensure results are representative of the make up of TSOs in that authority (according to organisational type).

Where percentages do not add up to 100% this can be due to a variety of factors – such as multiple responses or computer rounding the decimal points up or down.

Sampling tolerances

For this research a sample, rather than the entire population, was surveyed and therefore the percentages in this survey are subject to sampling tolerances – which vary with the size of the population, the size of the sample and the percentage figure concerned. For important information on the indicative sampling tolerances for this research please see the detail at the end of this report.

ABOUT YOUR ORGANISATION

In this section we are interested in finding out who your organisation serves, what it does and how you fulfil your purpose. Firstly, please tell us who your organisation benefits or provides services to.

Q1

Which of the groups listed below are clients / users / beneficiaries of your organisation? By clients / users / beneficiaries we mean the individuals, users or organisations who your organisation benefits or provides services to.

Please put a cross in all boxes that apply in the first column (Q1)

Q2

Which are the main clients / users / beneficiaries of your organisation?

Please put a cross in no more than 2 or 3 boxes in the second column (Q2)

	Q1	Q2
	(Cross all boxes that apply)	(Cross no more than 2 or 3 boxes)
The general public / everyone	47%	28%
Women	54%	24%
Men	50%	16%
Older people	40%	13%
Children (aged 15 or under)	51%	26%
Young people (aged 16 to 24)	49%	20%
People with physical disabilities and / or special needs	38%	9%
People with particular physical health needs	23%	6%
People with learning difficulties	27%	6%
People with mental health needs	22%	6%
People from Black and Minority Ethnic communities	39%	8%
People with a particular financial need (including poverty)	28%	5%
Asylum seekers / refugees	14%	3%
Homeless people	10%	1%
People with addiction problems (e.g. alcohol, drugs)	10%	1%
Faith communities	21%	12%
Lesbian, gay, bisexual or transgender people	10%	0%
Socially excluded / vulnerable people	22%	5%
Victims of crime and their families	9%	0%
Offenders, ex-offenders and their families	9%	1%
Other third sector organisations	16%	5%
Animals	3%	0%
Other	11%	10%
Cannot say	0%	0%
No answer provided	3%	4%

We are also interested in finding out what your organisation's purpose or mission is.

Q3 In which of the areas listed below does your organisation work?

Please put a cross in all boxes that apply in the first column (Q3)

Q4 Which are the main areas in which your organisation works?

Please put a cross in no more than 2 or 3 boxes in the second column (Q4)

	Q3	Q4
	(Cross all boxes that apply)	(Cross no more than 2 or 3 boxes)
Community development and mutual aid	29%	9%
Cohesion / civic participation	11%	2%
Culture and leisure (including arts, music, sport and recreation)	42%	32%
Economic well-being (including economic development, employment and relief of poverty)	25%	11%
Accommodation/housing	8%	4%
Education and lifelong learning	44%	34%
Training	24%	9%
Environment / sustainability	12%	4%
Equalities / civil rights (e.g. gender, race, disabilities)	10%	4%
Heritage	8%	3%
Health and well-being (e.g. medical, health, sickness, disability, mental health)	30%	20%
International development (e.g. overseas aid, famine relief)	11%	6%
Religious / faith-based activity	23%	18%
Criminal justice	2%	0%
Animal welfare	1%	1%
Capacity-building and other support for third sector organisations	10%	3%
Other charitable, social or community purposes	21%	10%
Cannot say	2%	1%
No answer provided	2%	5%

Please now indicate what your organisation promotes or provides.

Q5 Which of the roles listed below does your organisation undertake?

Please put a cross in all boxes that apply in the first column (Q5)

Q6 What are the main roles your organisation undertakes?

Please put a cross in no more than 2 or 3 boxes in the second column (Q6)

	Q5	Q6
	(Cross all boxes that apply)	(Cross no more than 2 or 3 boxes)
Community development and mutual aid	32%	15%
Delivery of public services (e.g. social housing, health care, day centre, counselling, community safety)	16%	9%
Delivery of other services (e.g. business services, financial services, leisure, retail, manufacturing, community support)	26%	18%
Buildings and/or facilities (e.g. community centres, village halls, religious buildings but NOT social housing)	18%	9%
Advocacy, campaigning, representation, information or research	20%	12%
Capacity building and other support to third sector organisations (e.g. acts as a coordinating or resource body)	11%	4%
Grant makers (e.g. make grants to individuals or organisations)	17%	10%
Provides other finance	11%	6%
Provides advice to individuals	28%	13%
Helps people to access services or benefits	17%	6%
Provides staff and/or volunteers	25%	13%
Advancing religion and / or spiritual welfare by supporting religious or spiritual practice	19%	17%
Advancing cultural awareness	17%	10%
Other	15%	13%
Cannot say	1%	0%
No answer provided	3%	8%



Q7 In which of the geographic areas listed below does your organisation carry out its activities?

Please put a cross in all boxes that apply in the first column (Q7)

Q8 Which one is the main geographic area in which your organisation carries out its activities?

Please put a cross in one box only in the second column (Q8)

	Q7 (Cross all boxes that apply)	Q8 (Cross one box only)
Internationally	27%	11%
Nationally	34%	19%
Regionally	30%	10%
Your county council area*	0%	0%
Your borough or district council area*	0%	0%
Your local authority area**	50%	30%
Your neighbourhood	46%	28%
Cannot say	1%	1%
No answer provided	1%	3%

*Two Tier Authorities only

** Single Tier Authorities only

Q9 Is the office you are based in a head office for an organisation with regional or local branches, or not?

Please put a cross in one box only

Yes, it is a head office	33%	Please answer the remainder of this survey on the basis of the area your head office is located in. Now go to Q10.
No, it is not a head office	62%	Please go to Q10.
No answer provided	5%	



MEETING YOUR OBJECTIVES

Q10 Thinking back over the last 12 months, to what extent do you think your organisation has been successful, or not, in meeting its main objectives?

Please put a cross in one box only

Very successful	Fairly successful	Not very successful	Not at all successful	Don't know	Not applicable	No answer provided
37%	53%	5%	0%	0%	5%	1%

Q11 Thinking back over the last 12 months, has your organisation had sufficient or insufficient of the following resources to meet its main objectives?

Please put a cross in one box per row

	Sufficient	Insufficient	Don't know	Not applicable	No answer provided
Overall level of income from all sources (including grants, lottery, earned income and fundraising etc.)	50%	37%	1%	8%	4%
Management and leadership staff	53%	20%	1%	18%	8%
Paid staff	28%	17%	0%	43%	12%
Volunteers	43%	30%	0%	19%	8%
Trustees / management committee members	67%	17%	1%	7%	8%
Financial reserves	52%	30%	2%	8%	8%
Space to operate (e.g. office space)	50%	20%	0%	22%	7%
Information and communication technology	54%	17%	1%	19%	9%
Advice and support	55%	13%	4%	19%	9%
Networking opportunities	49%	12%	4%	24%	11%

Q12 Looking forward over the next 12 months, how confident, or not, are you that your organisation will be successful in meeting its main objectives?

Please put a cross in one box only

Very confident	Fairly confident	Not very confident	Not at all confident	Don't know	Not applicable	No answer provided
27%	62%	6%	1%	0%	2%	1%

LOCAL FUNDING / INCOME

IMPORTANT DEFINITION:

Local statutory bodies are local public sector organisations set up by the government to meet specific objectives and undertake agreed activities, e.g. local councils, Primary Care Trusts (PCTs) and local police authorities. (Note: lottery funding is covered in a later section.)

Q13 From which, if any, of these local statutory bodies does your organisation currently receive funding or income? By currently we mean received wholly or partly – or due – in this financial year.

Please put a cross in all boxes that apply

	Funding in the form of a grant	Income in the form of a contract
Local borough or district council*	0%	0%
Local county council*	0%	0%
Local council**	19%	7%
Local NHS body e.g. PCT / Strategic Health Authority (SHA)	6%	4%
Local Police / Fire Authority	2%	1%
Regional Development Agency	2%	1%
Other local partnership involving local statutory bodies	6%	1%
Other local statutory funding	4%	2%
None of these	74%	66%
Don't know	0%	0%
No answer provided	5%	24%

*Two Tier Authorities only

**Single Tier Authorities only

Please answer Q14 regardless of whether or not you receive funding or income from any statutory bodies mentioned at Q13 – we are interested in your opinions.

Q14 Still on the subject of local funding / income, how satisfied or dissatisfied are you with the following...?

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know	Not applicable	No answer provided
The range of grants available	0%	6%	14%	15%	9%	14%	38%	5%
The range of contracts available (contracts that generate income)	0%	4%	8%	9%	7%	12%	52%	8%
Access to loan finance for your organisation	1%	5%	5%	5%	3%	12%	61%	8%
Business rate relief and other concessions and reliefs	6%	9%	6%	9%	5%	9%	48%	8%
The process involved in applying for funding / bidding for contracts	1%	6%	9%	12%	9%	7%	48%	8%
The help, advice and support provided by local statutory bodies when applying for grants / bidding for contracts	2%	9%	7%	11%	8%	7%	48%	7%
The opportunity for 3 year or longer funding / contracts for your organisation	0%	7%	5%	9%	9%	6%	55%	9%
The ability to recover overheads as well as direct costs through statutory funding / contracts (full cost recovery)	0%	4%	4%	7%	11%	8%	56%	9%
Timely payment by statutory bodies	5%	10%	6%	3%	5%	6%	57%	8%
The administration involved in receiving funding / maintaining contracts	2%	7%	6%	6%	9%	7%	54%	10%

Q15 How successful, or not, have you been in applying for funding or bidding for contracts from local statutory bodies over the last five years?

Please put a cross in one box only

Very successful	Fairly successful	Not very successful	Not at all successful	Have never applied / bid	Don't know	No answer provided
2%	15%	12%	4%	63%	2%	3%



Q16

Overall, how satisfied or dissatisfied are you with local statutory grant funding / contract bidding arrangements?

Please put a cross in one box only

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable	Don't know	No answer provided
1%	10%	5%	10%	7%	54%	11%	3%

LOCAL HELP, SUPPORT AND ADVICE

IMPORTANT DEFINITION:

Your local area. This is the area covered by the county council in which your organisation is based.

Q17

How would you rate the support available in your local area from all bodies to help your organisation to do the following . . . ?

By support we mean advice, guidance, signposting, training etc. but excluding funding which we covered earlier in this questionnaire.

Please put a cross in one box per row

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know	Not applicable	No answer provided
Recruit and retain management and leadership staff for your organisation	3%	8%	9%	5%	2%	7%	61%	5%
Recruit and retain paid staff for your organisation	2%	5%	8%	6%	1%	4%	69%	6%
Find volunteers for your organisation	0%	10%	12%	10%	4%	5%	52%	6%
Find trustees / management committee members for your organisation	3%	9%	13%	12%	2%	5%	51%	5%
Access advice and support for your organisation	5%	15%	15%	8%	4%	6%	43%	4%
Ensure you have enough space to operate (e.g. office space)	2%	7%	10%	7%	5%	4%	58%	7%
Maintain sufficient financial reserves	3%	8%	9%	9%	5%	6%	53%	7%
Apply for funding or bid for contracts	1%	7%	8%	10%	4%	6%	57%	6%
Access training	5%	12%	6%	4%	2%	7%	56%	6%
Work together with other third sector organisations to influence local decisions	2%	9%	10%	10%	2%	7%	53%	7%
Work together with other third sector organisations to deliver local services	1%	9%	10%	7%	2%	7%	54%	9%



Q18 Overall, how satisfied or dissatisfied are you with the support available to your organisation in your local area? **Please put a cross in one box**

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable	Don't know	No answer provided
2%	16%	14%	16%	4%	39%	9%	1%

Q19 Do you currently get any support from other third sector organisations in your local area (e.g. Council for Voluntary Service, Local Social Enterprise Network, Co-operative Development Agency, or other capacity-building bodies) or not?

Please put a cross in one box only

Yes	18%
No	52%
Don't know	1%
Not applicable	29%
No answer provided	1%

Q20 Overall, how satisfied or dissatisfied are you with the support available from these other third sector organisations? **Please put a cross in one box**

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know	Not applicable	No answer provided
5%	10%	8%	6%	3%	5%	60%	2%

RELATIONSHIPS AND PARTNERSHIPS

IMPORTANT DEFINITION:

Local statutory bodies are local public sector organisations set up by government to meet specific objectives and undertake agreed activities, e.g. local councils, Primary Care Trusts (PCTs) and local police authorities.

Please answer the following questions about local statutory bodies **regardless of whether or not you currently have direct dealings with them or are receiving funding or other forms of support from them** – we want your opinions.

Q21 To what extent do you agree or disagree with each of the following statements? **Please put a cross in one box per row**

Local statutory bodies in your local area . . .	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know	Not applicable	No answer provided
. . . value the work of your organisation	5%	25%	13%	8%	1%	20%	25%	2%
. . . understand the nature and role of your organisation	3%	26%	15%	8%	5%	18%	22%	3%
. . . respect your organisation's independence	6%	25%	12%	6%	1%	24%	24%	3%
. . . inform your organisation on issues which affect you or are of interest to you	5%	13%	17%	15%	9%	13%	24%	3%
. . . consult your organisation on issues which affect you or are of interest to you	4%	15%	14%	17%	11%	12%	24%	3%
. . . involve your organisation appropriately in developing and carrying out policy on issues which affect you	1%	16%	12%	17%	10%	11%	29%	4%
. . . act upon your organisation's opinions and/or responses to consultation	1%	11%	17%	13%	11%	13%	29%	4%

Q22 Overall, how satisfied or dissatisfied are you with your ability to influence local decisions that are relevant to your organisation?

Please put a cross in one box only

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know	Not applicable	No answer provided
0%	12%	21%	11%	12%	11%	32%	1%



OVERALL VIEW

Please answer the following questions about local statutory bodies **regardless of whether or not you currently have direct dealings with them or are receiving funding or other forms of support from them** – we want your opinions.

Q23

Taking everything into account, overall, how do the statutory bodies in your local area influence your organisation's success?

Please put a cross in one box only

NI7	Very positive influence	Positive influence	Neither positive nor negative influence	Negative influence	Very negative influence	Don't know	No answer provided
13%	0%	13%	49%	10%	3%	21%	3%

Q24 was an open ended verbatim question

Q25

To what extent, if at all, does your organisation currently have any direct dealings with local statutory bodies in your local area?

Please put a cross in one box only

A great amount	A fair amount	Not very much	None at all	Don't know	No answer provided
5%	19%	29%	44%	2%	1%

Q25a

Which of the following, if either, is more important to your organisation? (Two-tier authorities only)

Please put a cross in one box only

Borough or district council	0%	Don't know	0%
County council	0%	Not applicable	0%
Both equally important	0%	No answer provided	0%
Neither	0%		

NATIONAL FUNDING / INCOME

Important definition:

National statutory bodies are public sector organisations set up by the government to meet specific objectives and undertake agreed activities, e.g. Central Government departments and non-departmental public bodies like the Arts Council or the Housing Corporation.

Q26 From which, if any, of these national statutory bodies does your organisation currently receive funding or income? By currently we mean received wholly or partly - or due - in this financial year.

Please put a cross in all the boxes that apply

	Funding in the form of a grant	Income in the form of a contract
Central government department (e.g. Department of Health, DCSF, Home Office)	6%	2%
Non-departmental public body (e.g. Arts Council, Sport England, Capacitybuilders, Housing Corporation, Big Lottery Fund)	8%	0%
Other national statutory funding	4%	2%
None of these	84%	76%
Don't know	0%	0%
No answer provided	3%	22%

Please answer Q27 regardless of whether or not you receive funding or income from any statutory bodies mentioned at Q26 – we are interested in your opinions.

Q27 Still on the subject of national funding / income, are you satisfied or dissatisfied with the following...?

Please cross one box per row

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know	Not applicable	No answer provided
The range of grants available	0%	5%	9%	16%	9%	17%	39%	5%
The range of contracts available (contracts that generate income)	0%	1%	8%	10%	6%	16%	53%	6%
Access to loan finance for your organisation	0%	1%	10%	7%	3%	16%	58%	5%
VAT exemptions and other concessions and reliefs	2%	8%	9%	10%	11%	12%	44%	5%
The process involved in applying for funding / bidding for contracts	0%	5%	5%	12%	9%	15%	49%	6%
The help, advice and support provided by local statutory bodies when applying for grants / bidding for contracts	0%	6%	4%	12%	8%	18%	48%	5%
The opportunity for 3 year or longer funding / contracts for your organisation	0%	2%	6%	9%	8%	16%	53%	6%
The ability to recover overheads as well as direct costs through statutory funding / contracts (full cost recovery)	0%	2%	5%	12%	8%	17%	50%	6%
Timely payment by statutory bodies	2%	10%	5%	4%	4%	17%	51%	7%
The administration involved in receiving funding / maintaining contracts	2%	5%	5%	7%	11%	16%	48%	6%

Q28 How successful, or not, has your organisation been in applying for funding / bidding for contracts from national statutory bodies over the last five years?

Please put a cross in one box only

Very successful	Fairly successful	Not very successful	Not at all successful	Have never applied / bid	Don't know	No answer provided
2%	9%	9%	9%	64%	5%	2%



Q29 Overall, how satisfied or dissatisfied are you with national statutory funding and/or bidding arrangements?

Please put a cross in one box only

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable	Don't know	No answer provided
0%	4%	10%	11%	6%	46%	16%	5%

FINAL QUESTIONS ABOUT YOUR ORGANISATION

Everyone should answer the remaining questions to the best of their knowledge.

Please note: If your organisation is a headquarters with regional or local branches, please answer these questions while thinking about your whole organisation – branches included (unless they file separate accounts).

Q30 Please tell us the approximate number of full-time equivalent employees currently in your organisation.

Q31 Please tell us the approximate total number of volunteers, including committee / board members, that your organisation currently has.

	Q30		Q31
None	57%	None	10%
One	8%	1 to 10	35%
Two	8%	11 to 20	23%
3 to 5	10%	21 to 30	8%
6 to 10	5%	31 to 50	8%
11 to 30	5%	51 to 100	6%
31plus	5%	101 plus	9%
No answer provided	2%	No answer provided	2%

Q32 Some organisations monitor the diversity of their management, staff and volunteers, while others do not. Please indicate which, if any, of these your organisation monitors.

Please put a cross in all the boxes that apply

Reminder: the information you give in this questionnaire will not be disclosed to anyone in a form that might identify you

Management	Staff	Volunteers	None of these	No answer provided
16%	18%	18%	69%	4%



Please answer the following question for the most recent year for which accounts are available.

Q33 Please indicate below your organisation's approximate annual total turnover or income from all sources.

No income (0)	7%
£1 - £2,000	7%
£2,001 - £5,000	10%
£5,001 - £10,000	12%
£10,001 - £25,000	13%
£25,001 - £50,000	11%
£50,001 - £100,000	10%
£100,001 - £500,000	10%
More than £500,000	7%
No financial information provided	12%



Q34 Does your organisation receive income from any of the sources listed below?

Please put a cross in all the boxes that apply in the first column (Q34)

Q35 Which one of these is the most important for your organisation's success?

Please put a cross in one box only in the second column (Q35)

	Q34 (Cross all boxes that apply)	Q35 (Cross one box only)
Donations and fundraising activities	72%	39%
Membership fees / subscriptions	48%	25%
Grants from non-statutory bodies	20%	5%
National Lottery (e.g. Big Lottery)	6%	2%
Grants or core funding (including Service Level Agreements)	14%	9%
Earned income from contracts	12%	7%
Earned income from trading including retail	16%	7%
Income from investments	30%	8%
Other	12%	3%
None of these	4%	3%
Don't know	0%	0%
No answer provided	2%	7%

Q36 If your organisation earns income from contracts or from trading (above at question 34), do these sources account for 50% or more of your total income when combined? Please answer for the most recent year for which accounts are available.

Please put a cross in one box only

Yes	40%
No	48%
Don't know	0%
Not applicable	10%
No answer provided	2%

Base: All who earn income from contracts and / or trading 45



Q37

If your organisation does generate a surplus or profit from its contracts or trading, do you use it to further your social or environmental goal? This could include reinvesting it in your or another third sector organisation or in the community. Please answer for the most recent year for which accounts are available.

Please put a cross in one box only

Yes - we use up to 50% of the surplus/profit	18%
Yes - we use 50% or more of the surplus/profit	38%
Not applicable - we do not make a surplus/profit	41%
No	3%
Don't know	0%
No answer provided	0%

Base: All who earn income from contracts and / or trading 45

Q38

Social enterprises are businesses with primarily social objectives whose surpluses are principally reinvested for that purpose in the business or community, rather than being driven by the need to maximise profit for shareholders and owners. Does this describe your organisation or not?

Please put a cross in one box only

Yes	50%
No	39%
Don't know	10%
No answer provided	2%



Please note: This figure indicates the percentage of respondents who identify with social enterprise and its values. For analysing and reporting the views of social enterprises we apply additional criteria to ensure consistency with other surveys – see the section on the website (www.nstso.com)

Introduction

This report gives headline findings from the National Survey of Third Sector Organisations, conducted by Ipsos MORI on behalf of the Office of the Third Sector. It provides you with the overall results for each question in the survey for "Local Authority Name".

Unless otherwise stated, the number of respondents answering each question is: 203

Methodology

The National Survey of Third Sector Organisations was conducted amongst third sector organisations (TSOs) across 149 upper tier local authorities in England from September to December 2008.

In total 104,391 TSOs across all 149 single and two-tier authorities in England were invited to participate in the survey. Initially pre-notice letters were mailed to all selected organisations (along with a link enabling them to access the survey online). Paper questionnaires were then mailed to all selected organisations shortly afterwards. Thank you/reminder postcards and reminder questionnaires were also sent out to organisations, with telephone reminders conducted with a sample of non-responding organisations. TSOs were able to complete the survey either online or on paper throughout the fieldwork period.

Sampling

A database of TSOs drawing on the list of registered charities and registers of Community Interest Companies, Companies Limited by Guarantee and Industrial and Provident Societies in England, was supplied by Guidestar UK.

Calculations were conducted to obtain the ideal number of TSOs required to be asked to complete the survey to achieve robustness. In some areas a census survey was conducted (i.e. all TSOs were asked to take part), and in others a sample of TSOs were selected from within specific stratifiers. Organisation type (registered charity, CIC, CLG or IPS) was the main stratifier. Registered charities were further stratified according to income.

Fieldwork Dates

Pre-notice letters mailed to all selected organisations	15th September 2008
First full mailout of questionnaires	22nd September 2008
Thank you/reminder postcard sent to all organisations	6th October 2008
First reminder mailout of questionnaires	27th October 2008
Second reminder mailout of questionnaires	3rd December
Telephone reminders (conducted with small proportion of selected organisations)	12th November - 25th November

Technical Details

The total number of respondents in your area for this survey was: **203**

The response rate for your area was: **43%**

This is the proportion of TSOs who responded to the survey, out of the total number invited to take part - shown as a %.

The total population of third sector organisations for your area was: **476**

Sampling tolerances

For this research a sample, rather than the entire population, was surveyed and therefore the percentages in this survey are subject to sampling tolerances – which vary with the size of the sample and the percentage figure concerned.

A common way to express statistical reliability is to express sample tolerance in terms of confidence intervals. However, it is important to note that in principle, sample tolerances can only be calculated when data have been collected through a pure random probability sample. For this research it was necessary to use a self-selecting postal survey and therefore it is not possible to be definitive about any sample tolerances, and any quoted in this report may well be larger and must only be treated as broadly indicative. Moreover, it is also important to note that sampling tolerances are affected by weighting. The effect of the weighting has been taken into account in the indicative calculations detailed below.

Indication of *approximate* sampling tolerance (+/-) applicable to percentages at or near 50% (at the 95% confidence level) **5.2**

Indication of *approximate* sampling tolerance (+/-) applicable to percentages at or near 25%/75% (at the 95% confidence level) **4.5**

Contacts for further information

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