

Towards A Thriving Local Third Sector in Waltham Forest

1. Introduction

Waltham Forest Council wants to help sustain a thriving local Third Sector in the borough and has appointed Perfect Moment as independent consultants to help with researching and developing this.

The council wants to create an action plan to ensure that the Third Sector flourishes in the area so they are consulting the sector in a variety of ways to establish what the priorities for this plan should be – including what the commissioning priorities should be for the next round of borough funding beginning in April 2011.

This survey is the first part of the consultation. A consultation event is being held on 22nd July 2010.

The information you provide will be treated confidentially, analyzed, and shared in a report and action plan that will be available to all.

If you complete a paper version of this survey please send it to:

Gareth Hart
Perfect Moment
Unit 4
Wesley Place
Newlyn
Cornwall
TR18 2HB

If you have any questions or information about this survey, please email Gareth Hart at Perfect Moment: gareth@perfect-moment.co.uk or call 01736 332094.

If you have any questions about the consultation day on the 22nd July or want to book a place contact Jo Edler, Voluntary Sector Project Support Officer, Waltham Forest Council. Telephone: 020 8496 4168 or email joanna.edler@walthamforest.gov.uk

We suggest this short survey is completed by your Chief Officer or other senior member of the management team and should take around 15-20 minutes depending on how deeply you answer certain questions.

Note that if you answer a question incorrectly (e.g. you put four choices where it says three only) then when you attempt to move to the next section of the survey you will be returned to the incorrect question and there will be red help text telling you what you need to do.

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2. Background information about your organisation

Please provide us with some background information about you and your organisation.

* **1. What is your organisation's name?**

2. Can you please tell us your name (so we can verify later if necessary)?

3. What is your email address?

4. What is your telephone number?

5. Is your organisation:

- An independent organisation
- Part of a national organisation

Other (please specify)

6. What type of organisation are you?

- Registered charity
- Company limited by guarantee
- Industrial and Provident Society
- Co-op
- Other social enterprise

Other (please specify)

3. More about your organisation's work

Please tell us more about what your organisation does.

7. Who are the main clients/users/beneficiaries of your organisation? (Tick no more than three boxes)

- The general public/everyone
- Women
- Men
- Older people (60+)
- Children (aged 15 or under)
- Young people (aged 16 to 24)
- Unemployed people
- Carers
- Physically disabled people
- People with learning disabilities
- People with mental health needs
- People from Black and Minority Ethnic communities
- People with a particular financial need (including poverty)
- Asylum seekers / refugees
- Homeless people
- Lesbian, gay, bisexual or transgender people
- Victims of crime and their families
- Other voluntary/community or third sector organisations
- Animals
- People with addiction problems (e.g. alcohol, drugs)
- Offenders, ex-offenders and their families

Other (please specify)

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8. What are the main areas in which your organisation works? (Tick no more than three boxes)

- Infrastructure/advising or supporting other community groups
- Volunteering
- Youth Work
- Welfare
- Social Care
- Heritage (e.g. history, museums, archaeology, etc)
- Culture/Arts
- Sports
- Health
- Employment/Unemployment
- Education
- Environment
- Housing/Homelessness
- Crime
- Domestic Violence

Other (please specify)

9. What is your organisation's annual income? (Tick one only)

- Under £10K
- £11K to £50K
- £51K to £100K
- £101K to £250K
- £251K to £500K
- £501K to £1m
- £1m+

10. Over the last 12 months has your organisation's income increased, decreased or stayed about the same?

- Increased
- Decreased
- Stayed about the same

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11. Roughly what % has the increase or decrease been?

Increase %

Decrease %

12. Does your organisation receive income from any of the following sources? Which one of these is the most important for your organisation?

	Received (Tick all that apply)	Most important (Tick ONE only)
Local Authority contract/SLA (inc Waltham Forest)	€	€
Local Authority grant funding (including from LAs other than Waltham Forest)	€	€
Lottery Grant (incl. Big Lottery Fund, Awards for All, Heritage, Arts and Sport England etc)	€	€
Health/PCT/Other NHS	€	€
Central Government funding	€	€
London Councils	€	€
Trusts and foundations grants	€	€
Investment or endowment income	€	€
Private sponsorship	€	€
Donations and general fund-raising	€	€
Fees or charges for your services	€	€
Other (please specify)	<input type="text"/>	

13. Approximately how many full time equivalent employees are there in your organisation?

Total

Female

Male

14. Approximately, how many volunteers are there in your organization in the following categories (including management committee members/trustees, etc)?

Full Time (30 hours or more a week)

Part Time (10-29 hours a week)

Part Time (3-9 hours a week)

Part Time (2 or less hours a week)

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15. How many of these volunteers are from the following categories:

Female	<input type="text"/>
Male	<input type="text"/>
Disabled people	<input type="text"/>
Under 25	<input type="text"/>
Over 60	<input type="text"/>
From a Black or Minority Ethnic community	<input type="text"/>
Lesbian, Gay, Bisexual or Transgender	<input type="text"/>

4. Towards a thriving third sector

Tell us about what a thriving third sector would look like in Waltham Forest.

16. Over the last 12 months, to what extent has your organisation been successful or not in meeting its main objectives? (Tick one only)

Very successful

Fairly successful

Not very successful

Not at all successful

Don't know

17. Looking forward over the next year, how confident are you that your organisation will meet its main objectives? (Tick one only)

Very confident

Fairly confident

Not very confident

Not at all confident

Don't know

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18. On the subject of local (i.e. Waltham Forest) funding and income, how satisfied are you with the following:

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
The range of grants available	jn	jn	jn	jn	jn	jn
The level of grants available	jn	jn	jn	jn	jn	jn
The range of contracts available	jn	jn	jn	jn	jn	jn
The level of contracts available	jn	jn	jn	jn	jn	jn
The process involved in applying for funding / bidding for contracts	jn	jn	jn	jn	jn	jn
The help, advice and support provided by local statutory or voluntary bodies when applying for grants / bidding for contracts	jn	jn	jn	jn	jn	jn
The opportunity for 3 year or longer funding / contracts for your organisation	jn	jn	jn	jn	jn	jn
Timely payment by statutory bodies	jn	jn	jn	jn	jn	jn
The administration involved in receiving funding / maintaining contracts	jn	jn	jn	jn	jn	jn
The ability to recover overheads as well as direct costs through statutory funding / contracts (full cost recovery)	jn	jn	jn	jn	jn	jn
Access to loan finance for your organisation	jn	jn	jn	jn	jn	jn
Business rate relief and other concessions and reliefs	jn	jn	jn	jn	jn	jn

Please add any other comments about funding

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19. Across the UK, research projects have highlighted various activities that can support the third sector. How strongly do you agree that these ideas should be implemented in Waltham Forest?

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
The Council should create a comprehensive strategy covering all aspects of Third sector development	jn	jn	jn	jn	jn	jn
The Council should improve Third sector representation on appropriate committees, panels and partnerships	jn	jn	jn	jn	jn	jn
The local Compact should be refreshed and re-launched and should include mechanisms for monitoring	jn	jn	jn	jn	jn	jn
Schemes to promote volunteering should be expanded or developed	jn	jn	jn	jn	jn	jn
There should be more investment in third sector support agencies to provide practical help for other organisations	jn	jn	jn	jn	jn	jn
There should be an initiative to attract more investment from external sources	jn	jn	jn	jn	jn	jn
There should be more opportunities for networking, collaboration and partnership working	jn	jn	jn	jn	jn	jn
Small community grants schemes should be extended or expanded	jn	jn	jn	jn	jn	jn
More should be done to promote asset transfer and the development of community premises	jn	jn	jn	jn	jn	jn
Commissioning and procurement processes should be simplified	jn	jn	jn	jn	jn	jn
More time should be given for consultation for important changes	jn	jn	jn	jn	jn	jn

What other activities do you think are important in creating a thriving third sector in the borough?

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20. How important are the following to the survival, success or development of your organisation?

	Very important	Quite important	Not that important
Funding/fund-raising	jn	jn	jn
Availability of trained staff	jn	jn	jn
Developing IT skills	jn	jn	jn
Developing staff management skills	jn	jn	jn
Developing trustee management skills	jn	jn	jn
Appropriate office or workspace	jn	jn	jn
Affordable offices or workspaces	jn	jn	jn
Appropriate venues to carry out activities	jn	jn	jn
Affordable hire rates for community venues	jn	jn	jn
Availability of suitable volunteers	jn	jn	jn

21. What other issues are important to the survival, success or development of your organisation?

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22. How important are the following support services for the survival, success or development of your organisation?

	Very important	Quite important	Not that important
Business planning advice	jn	jn	jn
Financial management advice	jn	jn	jn
Advice on tendering and commissioning	jn	jn	jn
Fundraising advice	jn	jn	jn
Access to information and updates on relevant legislation and policies affecting the Voluntary and Community sector	jn	jn	jn
Support for collaborative working/partnership development	jn	jn	jn
Facilitating good practice	jn	jn	jn
Accommodation and premises services	jn	jn	jn
Help to improve quality assurance	jn	jn	jn
Help to improve governance	jn	jn	jn
Better networking opportunities	jn	jn	jn
Volunteer brokerage	jn	jn	jn
Representation to key decision-making bodies	jn	jn	jn

23. What other services are important to the survival, success or development of your organisation?

24. How would you like to receive this support? Please tick your top 2 choices.

- Information & guidance leaflets
- Toolkits
- Workshops and seminars with other local organisations
- One-to-one support
- Peer support or buddying with another local organisation

Other (please specify)

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25. How would you characterise your organisation's current working relationship with the local authority? (Tick one only)

Good

Neither good nor poor

Poor

Not applicable/no or little contact with local authority

26. Do you have any further comments you would like to add on your working relationship with the local authority?

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27. With regard to improving your working relationship with the local authority how important are the following?

	Very important	Quite important	Not that important
Jargon free and/or plain English communications	jn	jn	jn
Consistency of approach across different officers and departments of the council	jn	jn	jn
Meaningful and appropriate consultation periods and processes	jn	jn	jn
Payments are made on time	jn	jn	jn
Services adequately costed for, allowing for full cost recovery within grants and contracts	jn	jn	jn
Contract and grant monitoring systems to be appropriate to scale of funding	jn	jn	jn
Local Compact refreshed, re-launched, and maintained as a vital document	jn	jn	jn
More representation on relevant panels and committees	jn	jn	jn
Meetings should start on time	jn	jn	jn
Papers sent ahead of meetings in time	jn	jn	jn
Ability to log one set of qualifying or compliance documents for multiple applications/tenders	jn	jn	jn

What other ways could improve your working relationship with the local authority?

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28. What are the main barriers to volunteering for your organisation? (tick all that apply)

- General lack of suitable volunteers
- Cost of travel
- Cost or lack of childcare
- Distance to travel
- Placements do not match volunteers interests or skills
- No placements at appropriate times
- Loss of benefits
- Motivation

Other (please specify)

29. How strongly do you agree that the following key principles should underpin the Commissioning process from 2011 (Tick once in each row)

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
There should be three-year funding agreements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Council should only use commissioned contracts to deliver services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Council should use a mixture of grants and contracts to commission services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Council should issue fewer, larger contracts to encourage joint working and economies of scale	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There should be tapered funding arrangements where appropriate to encourage services to become sustainable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Are there any other principles you would add?

30. Please use this space to add any further comments you have about how to help create a thriving third sector in Waltham Forest

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5. Finally

This survey will run from Thursday 8th July to Monday 9th August. Other written and email comments can also be sent up to 20th August 2010. This is not the only opportunity you will have to give us your views. There will be a consultation day, presentations and workshops on the 22nd July 2010. This will make sure that the third sector has many opportunities to participate in the consultation and a variety of ways to share their views.

Waltham Forest Council will also be consulting on its Voluntary and Community Sector Commissioning Programme for 2011-2014. We want to build on the successes of the previous round but also learn the lessons of what worked and what didn't. It is very important that we understand your views on the proposals. The commissioning priorities will be discussed in more detail at the consultation day on 22nd July.

If you have completed a paper version of this survey please send it to:

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Data Protection: Your details will be used for administration purposes only and will be held by Perfect Moment only for the purposes of this survey work. If you DO NOT wish us to retain your details please contact Gareth Hart at Perfect Moment. Telephone 01736 332094, email: gareth@perfect-moment.co.uk

THANK YOU FOR YOUR TIME