

# A Balancing Act

New perspectives on the charity/beneficiary  
relationship

Technical Report

30 January 2009



This technical report contains the detailed survey method and data tables for the three surveys conducted by Ipsos MORI on behalf of the Charity Commission for its research report, *A Balancing Act: New perspectives on the charity/beneficiary relationship*.

## Legal notice

© 2009 Ipsos MORI – all rights reserved.

The contents of this report constitute the sole and exclusive property of Ipsos MORI.

Ipsos MORI retains all right, title and interest, including without limitation copyright, in or to any Ipsos MORI trademarks, technologies, methodologies, products, analyses, software and know-how included or arising out of this report or used in connection with the preparation of this report. No license under any copyright is hereby granted or implied.

The contents of this report are of a commercially sensitive and confidential nature and intended solely for the review and consideration of the person or entity to which it is addressed. No other use is permitted and the addressee undertakes not to disclose all or part of this report to any third party (including but not limited, where applicable, pursuant to the Freedom of Information Act 2000) without the prior written consent of the Company Secretary of Ipsos MORI.

# Contents

<b>Introduction</b>	<b>5</b>
<b>Survey Method</b>	<b>7</b>
<b>Survey data tables</b>	<b>14</b>
Public survey – January 2008	14
Public Survey – April 2008	33
Charity survey	69
<b>Survey questionnaires</b>	<b>344</b>



# Introduction

This technical report contains the detailed survey method and data tables prepared by Ipsos MORI for the three surveys they conducted on behalf of the Charity Commission for its research report, *A Balancing Act: New perspectives on the charity/beneficiary relationship*.

Three interrelated surveys were conducted between November 2007 and April 2008:

- A postal survey of 2,144 charities.
- Two surveys of the general public, each conducted among a representative sample of 1,881 and 1,857 members of the public. Both surveys were conducted with people aged 15 and over, in England and Wales. Some of the questions were included in both surveys, while other questions were unique to each survey.

Full details of the method used in each survey are included in this technical report, while an abbreviated method appears in the main research report.

## Reporting and interpretation of the data

In all tables, the figures quoted are percentages. The size of the sample base from which the percentage is derived is indicated. Note that the base may vary – the percentage is not always based on the total sample. Caution is advised when comparing responses between small sample sizes (typically any with a sample size of fewer than 100 respondents). Small base sizes of less than hundred are flagged with a ‘\*\*’, whilst very small base sizes (of less than 30) are flagged with ‘\*\*\*’.

As a rough guide, please note that the percentage figures for the various sub-samples or groups generally need to differ by a certain number of percentage points for the difference to be statistically significant. This number will depend on the size of the sub-group sample and the percentage finding itself.

Significant results are highlighted in these tables via a letter(s) appearing next to a statistically significant result, these refer to the column(s) in which the corresponding result can be found, to which the initial result is significantly different, at the 95% confidence level.

Where an asterisk (\*) appears, it indicates a percentage of less than 0.5, but greater than zero. Where percentages do not add up to 100% this can be due to a variety of factors, such

as the exclusion of 'don't know' or 'other' responses, multiple responses or computer rounding.

Further information on statistical reliability can be found in this technical report.

### **Publication of Data**

Compliance with the Market Research Society Code of Conduct and our clearing is necessary of any copy or data for publication, web-siting or press releases which contain any data derived from Ipsos MORI research. This is to protect our client's reputation and integrity as much as our own. We recognise that it is in no-one's best interests to have survey findings published which could be misinterpreted or could appear to be inaccurately, or misleadingly, presented.

# Survey Method

## 1. Public Surveys

### Method

Two surveys were conducted using the Ipsos MORI Omnibus – a survey of adults aged 15+ across Great Britain. A nationally representative quota survey was conducted in England and Wales between 4 and 10 January 2008 when a total of 1,881 adults aged 15+ were interviewed. A second survey was conducted between 4 and 10 April 2008, where a total of 1,857 adults aged 15+ were interviewed.

For each of the questions asked, respondents were prompted with showcards, detailing the answer options available to them.

### Fieldwork

Fieldwork was carried out by Ipsos MORI using CAPI (Computer Assisted Personal Interviewing). All interviews were conducted face-to-face, in the home – one interview per household. No incentives were offered to respondents.

### Weighting and data processing

Data entry and analysis were carried out in-house by Ipsos MORI. The data has been weighted for each survey to the known population of England and Wales. This is to adjust for any variance in the quotas or coverage of individual sampling points. The full demographic breakdown of responses is detailed in the relevant sections of this technical report, while the definition of socio-economic groups is included in the *Annex*.

Some questions were included in both surveys. Where indicated in the main research report, the results for those repeated questions have been combined. It is important to note that where this has been conducted, the weighted data for each survey has simply been combined together to give a total figure for the two surveys. This means that the combined results are just a combination of the results of both surveys, which were produced using two separate weighting schemes. The results have not been weighted on the total combined sample.

## Statistical reliability

Since a sample was interviewed for the public surveys, rather than the entire population, the percentage results are subject to sampling tolerances – which vary with the size of the sample and the percentage figure concerned. For example, for a question where 50% of the people in a sample of 1,881 respond with a particular answer, the chances are 95 in 100 that this result would not vary more than +/- 2 percentage points from the result that would have been obtained from a census of the entire population (using the same procedures).

Strictly speaking the tolerances shown here apply only to random samples; in practice good quality quota sampling has been found to be as accurate.

An indication of approximate sampling tolerances is given in the table below.

<b>Approximate sampling tolerances applicable to percentages at or near these levels (at the 95% confidence level)</b>			
	<b>10% or 90% ±</b>	<b>30% or 70% ±</b>	<b>50% ±</b>
<b>Size of sample or sub-group on which survey result is based</b>			
1,881 all adults aged 15+ in England and Wales	1	2	2
<i>Source: Ipsos MORI</i>			



## 2. Charity Survey

A total of 5,690 charities were invited to take part in the charity survey. Of the charities that were invited to take part, 2,144 charities responded, giving an overall response rate of nearly 38%.

### Sampling approach and selection

A total of 5,690 charities were invited to take part in the survey. The sample was selected by the Charity Commission from its database of registered charities using stratified (by income) random sampling.

This number of charities invited to take part was arrived at through the following:

- Setting a target for the ideal number of responses to be achieved within each charity size band (see sample profile below), achieved by calculating the number required to achieve a +/- 4% confidence interval in each size band (for more details confidence intervals / sampling tolerances see statistical reliability below);
- In each size band, the response rate to the survey was estimated to be 40%;

The number of charities required to be sent the questionnaire to achieve the target number of returns with a 40% response rate was then calculated.

In order to reduce the potential research fatigue among charities on the Register, all charities that had been previously contacted to take part in other research within 18 months of this survey were excluded. A random sample of 5,690 was then chosen by the Charity Commission from the remaining charities.

The details of the numbers of charities excluded from the selection from this research are:

- a random selection of 420 charities from London, Birmingham and Bristol;
- a random sample of 265 charities that have adopted regeneration objects;
- a random sample of 200 charities selected for Charity Commission visits;
- a random selection of 3,600 charities for a postal survey; and
- a random sample of 3,600 charities that work overseas for a survey (from a total of 17,995).

As this last exclusion was for charities from a particular sub-section of the Register, it is important to detail the effect this would have on the chances of charities that work overseas being randomly selected for this survey. The details of this are shown in the table below.

Size of charity	Selected for previous survey	Total on Register	Chance of being randomly selected (1 in N)*	Charities left after exclusions	Chance of being randomly selected (1 in N)**
Small	1,800	95,254	10	7,451	13
Medium	1,080	59,900	8	6,094	10
Large	360	8,735	6	1,042	8
Very Large	360	5,408	5	684	7

\* Chance of being randomly selected from total number of charities of that size on the Register (1 in N)

\*\* Chance of being randomly selected for this survey – total number of charities of that size left on the Register (1 in N)

## Fieldwork

Questionnaires, along with a covering letter from the Charity Commission to explain the purpose of the research and a reply paid envelope, were mailed out 23 November 2007 to the charity correspondent at each of the selected charities. The cut-off date for questionnaires to be returned was 14 December 2007 (in fact, to compensate for late returns and the effect of the Christmas post, all questionnaires received up until 4 January 2008 were included).

## Sample profile

As the table below shows, a simple proportionate sample profile would have left large and very large charities with small sample sizes, reducing the ability to compare the data within these two size bands and between all four size bands. It was hypothesised that the way in which different sized charities interact and manage their relationship with beneficiaries may differ according to the size of charity. Therefore, the need to obtain a robust sample size across the four groups was vital. For this reason, large and very large charities were over-sampled in order to ensure that a robust base was collected for these larger income bands.

<b>Sample profile</b>					
<b>Charity size classification by annual income</b>	<b>Actual number of registered charities<sup>1</sup></b>	<b>% Registered charities</b>	<b>Size of sample selected</b>	<b>Final sample size</b>	<b>% Response rate</b>
Small (under £10k)	95,254	56%	1,472	503	34%
Medium (10k-£250k)	59,900	35%	1,482	640	43%
Large (over £250k- £1m)	8,735	5%	1,399	443	32%
Very Large (£1m+)	5,408	3%	1,337	525	39%
<b>Overall</b>	<b>169,297</b>	<b>100%</b>	<b>5,690</b>	<b>2,144*</b>	<b>38%</b>
<i>*A total of 33 respondents included in the overall data did not stipulate their charity's income size</i>					
<i>Source: Ipsos MORI</i>					

### **Weighting and data processing**

Data entry and analysis were carried out in-house by Ipsos MORI. In order for the results to be reported on at an overall level, weighting was applied to the data. The weighting scheme applied was designed to weight the data back to the profile of the Charity Commission Register according to the four main charity income classifications. This was important for the purposes of reporting the results at an overall level, because without any weighting the response from large and very large charities would have been over-represented. However, applying weights to charity size in terms of income does not reduce the ability to compare the results between the four income bands. Details of the weighting scheme applied are detailed in the following table.

<sup>1</sup> Last quarterly facts and figures for 2007 <http://www.charitycommission.gov.uk/registeredcharities/factfigures.asp#intro>

<b>Weighting</b>					
<b>Charity size classification by annual income</b>	<b>Actual Number of Registered Charities<sup>2</sup></b>	<b>% Registered Charities</b>	<b>Unweighted sample size</b>	<b>Weighted sample size</b>	<b>Weighted %</b>
Small (under £10k)	95,254	56%	503	1191	56%
Medium (10k-£250k)	59,900	35%	640	745	35%
Large (over £250k- £1m)	8,735	5%	443	108	5%
Very Large (£1m+)	5,408	3%	525	67	3%
<b>Overall</b>	<b>169,297</b>	<b>100%</b>	<b>2,144*</b>	<b>2,144*</b>	<b>100%</b>
<i>*A total of 33 respondents included in the overall data did not stipulate their income size. These were assigned a weighting value of 1<sup>3</sup>.</i>					
<i>Source: Ipsos MORI</i>					

An important statistical process was conducted on the data to calculate effective base sizes for the overall sample and any sub-samples. The effective sample size is used to safeguard against drawing statistical conclusions from these results which have been substantially weighted to match the population. Due to the over sampling of large and very large charities it was important to weight the data back to the known profile of charity size as published by the Commission.

However, to take into account the weighting when calculating the significance tests conducted on the data it is not appropriate to use the standard formula based on the assumption of simple random sampling (as this was not the case and not possible with a postal survey of this nature). Instead, standard errors should be calculated individually using a method which takes account of the weighting scheme. Ipsos MORI have taken this approach for the research conducted with the charities by calculating the effective base size.

Generally speaking, the effect of weighting for design purposes will reduce our ability to find significant differences if they exist, ie reduce the power of the test. However, it is important to take this into account if we want to be more confident that the significant differences we do find in the data are mirrored in the population. Therefore, all the significance testing

<sup>2</sup> Last quarterly facts and figures for 2007. Available at:

<http://www.charitycommission.gov.uk/registeredcharities/factfigures.asp#intro>

<sup>3</sup> Where charities do not specify their annual income for the register of charities, then the Commission will include these charities in the small (under £10k category). However, as the data was being weighted by charity size according to the details provided on the questionnaire, it was decided that for the purposes of research these 33 charities would not be reclassified in this way. Moreover, as a hypothesis of the research was that the size of charity in terms of income would be a key distinction within the research findings, it would not be appropriate to potentially skew the small size band by adding in data from charities where the size band is unknown.

conducted used to highlight the significant differences for the charity survey was conducted on the effective sample size.

**Statistical reliability**

Since a sample, rather than the entire population, was surveyed, the percentage results 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 has 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 that any rough guide of the sample tolerances is conducted by using the effective base size (as detailed above).

Therefore, with all this in mind, the sample tolerances included in the table below should be used as a guide only.

<b>Indication of approximate sampling tolerances (+/-) applicable to percentages at or near these levels (at the 95% confidence level)</b>			
	<b>10% or 90%</b>	<b>30% or 70%</b>	<b>50%</b>
<b>Size of sample or sub-group on which survey result is based (all based on <u>effective base sizes</u>)</b>	<b>±</b>	<b>±</b>	<b>±</b>
1,224 – all charities in this survey	2	3	3
503 – charities with a small income	3	4	4
640 – charities with a medium income	2	4	4
443 – charities with a large income	3	4	5
525 – charities with a very large income	2	4	4
<i>Source: Ipsos MORI</i>			

# Survey data tables

## Public survey – January 2008

- 1,881 respondents aged 15 and over across England and Wales.
- Interviews carried out face-to-face at home.
- Fieldwork conducted between 4 and 10 January 2008.
- Results based on all (1,881) responses unless otherwise stated.
- Results are weighted to the known England and Wales population profile.
- An asterisk (\*) denotes a finding of less than 0.5%, but greater than zero.
- Where figures do not add up to 100, this is due to multiple coding or computer rounding.

**NOTE:** The cross-breaks shown below do not include all the cross-breaks that were analysed as part of the research. Space considerations mean that the cross-breaks shown in the tables below are restricted to those relevant to the overall observations made about the public surveys in the main research report.

**A BALANCING ACT : PUBLIC SURVEY**  
**FIELDWORK DATES: 04 JAN - 10 JAN 2008**

**Table 1**  
**Q1**  
**LOOKING AT THIS CARD, COULD YOU PLEASE TELL ME WHICH, IF ANY, WAYS YOU ARE OR HAVE BEEN INVOLVED WITH A CHARITY? PLEASE JUST READ OUT ALL THE LETTERS THAT APPLY.**  
**BASE: ALL ADULTS AGED 15+ IN ENGLAND AND WALES**

	INCOME				Q1A DEGREE OF BENEFIT		Q3i EMBARRASSED FREE HELP		Q3ii EMBARRASSED PAID HELP		
	UP TO 9499 (a)	9500 - 17499 (b)	17500 - 24999 (c)	25000 PLUS (d)	GREAT DEAL/ FAIR AMOUNT (e)	NOT VERY MUCH/ NOT AT ALL (f)	DISAGREE (g)	AGREE (h)	DISAGREE (i)	AGREE (j)	
<b>UNWEIGHTED BASE</b>	<b>1881</b>	280	307	124	424	335	1459	922	510	1027	386
<b>WEIGHTED BASE</b>	<b>1849</b>	225	280	136	530	321	1447	909	499	1024	366
	<b>100%</b>	12%	15%	7%	29%	17%	78%	49%	27%	55%	20%
I HAVE GIVEN MONEY TO A CHARITY ON A ONE-OFF BASIS	<b>1046</b>	111	154	85	340	152	876	545	310	623	210
	<b>57%</b>	49%	55%	63%a	64%ab	47%	61%e	60%	62%	61%	57%
I AM / HAVE BEEN A REGULAR FINANCIAL DONOR TO A CHARITY	<b>577</b>	62	91	58	227	126	444	313	185	376	108
	<b>31%</b>	28%	32%	42%a	43%ab	39%f	31%	34%	37%	37%j	29%
I AM / HAVE BEEN A VOLUNTEER WITH A CHARITY	<b>394</b>	64	47	23	148	142	247	238	108	273	76
	<b>21%</b>	28%bc	17%	17%	28%bc	44%f	17%	26%	22%	27%j	21%
I AM / HAVE BEEN A TRUSTEE OF A CHARITY	<b>80</b>	6	10	7	41	29	50	53	20	65	10
	<b>4%</b>	2%	3%	5%	8%ab	9%f	3%	6%	4%	6%j	3%
I AM / HAVE BEEN A PAID EMPLOYEE OF A CHARITY	<b>70</b>	10	5	3	34	31	38	53	10	53	6
	<b>4%</b>	5%	2%	2%	6%b	10%f	3%	6%h	2%	5%j	2%
I AM RECEIVING / HAVE RECEIVED HELP OR ASSISTANCE FROM A CHARITY	<b>56</b>	10	9	5	14	41	15	43	6	46	5
	<b>3%</b>	4%	3%	4%	3%	13%f	1%	5%h	1%	4%j	1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j  
 Overlap formulae used.

**A BALANCING ACT : PUBLIC SURVEY**  
**FIELDWORK DATES: 04 JAN - 10 JAN 2008**

**Table 1**  
**Q1**  
**LOOKING AT THIS CARD, COULD YOU PLEASE TELL ME WHICH, IF ANY, WAYS YOU ARE OR HAVE BEEN INVOLVED WITH A CHARITY? PLEASE JUST READ OUT ALL THE LETTERS THAT APPLY.**  
**BASE: ALL ADULTS AGED 15+ IN ENGLAND AND WALES**

	INCOME				Q1A DEGREE OF BENEFIT		Q3i EMBARRASSED FREE HELP		Q3ii EMBARRASSED PAID HELP		
	UP TO 9499 (a)	9500 - 17499 (b)	17500 - 24999 (c)	25000 PLUS (d)	GREAT DEAL/ FAIR AMOUNT (e)	NOT VERY MUCH/ NOT AT ALL (f)	DISAGREE (g)	AGREE (h)	DISAGREE (i)	AGREE (j)	
<b>TOTAL</b>	225	280	136	530	321	1447	909	499	1024	366	
<b>WEIGHTED BASE</b>	<b>1849</b>	<b>225</b>	<b>280</b>	<b>136</b>	<b>530</b>	<b>321</b>	<b>1447</b>	<b>909</b>	<b>499</b>	<b>1024</b>	<b>366</b>
	<b>100%</b>	12%	15%	7%	29%	17%	78%	49%	27%	55%	20%
NONE OF THESE	<b>362</b>	49	63	26	66	18	305	136	80	147	74
	<b>20%</b>	22% <sup>d</sup>	23% <sup>d</sup>	19%	12%	5%	21% <sup>e</sup>	15%	16%	14%	20% <sup>i</sup>
DON'T KNOW	<b>58</b>	5	11	3	10	9	31	7	11	7	11
	<b>3%</b>	2%	4%	2%	2%	3%	2%	1%	2% <sup>g</sup>	1%	3% <sup>i</sup>

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j  
 Overlap formulae used.



**A BALANCING ACT : PUBLIC SURVEY**  
**FIELDWORK DATES: 04 JAN - 10 JAN 2008**

**Table 2**  
**Q1A**  
**LOOKING AT THIS CARD, TO WHAT EXTENT, IF AT ALL, HAVE YOU BENEFITED FROM**  
**THE WORK OF A CHARITY OR CHARITIES?**  
**BASE: ALL ADULTS AGED 15+ IN ENGLAND AND WALES**

	INCOME				Q1A DEGREE OF BENEFIT		Q3i EMBARRASSED FREE HELP		Q3ii EMBARRASSED PAID HELP		
	UP TO 9499 (a)	9500 - 17499 (b)	17500 - 24999 (c)	25000 PLUS (d)	GREAT DEAL/ FAIR AMOUNT (e)	NOT VERY MUCH/ NOT AT ALL (f)	DISAGREE (g)	AGREE (h)	DISAGREE (i)	AGREE (j)	
<b>UNWEIGHTED BASE</b>	<b>1881</b>	280	307	124	424	335	1459	922	510	1027	386
<b>WEIGHTED BASE</b>	<b>1849</b>	225	280	136	530	321	1447	909	499	1024	366
	<b>100%</b>	12%	15%	7%	29%	17%	78%	49%	27%	55%	20%
A GREAT DEAL	<b>104</b>	22	12	2	25	104	-	78	16	82	10
	<b>6%</b>	10%bcd	4%	1%	5%	32% <sup>f</sup>	-	9% <sup>h</sup>	3%	8% <sup>j</sup>	3%
A FAIR AMOUNT	<b>217</b>	41	38	19	53	217	-	131	36	151	26
	<b>12%</b>	18% <sup>d</sup>	14%	14%	10%	68% <sup>f</sup>	-	14% <sup>h</sup>	7%	15% <sup>j</sup>	7%
NOT VERY MUCH	<b>209</b>	17	28	20	64	-	209	92	56	107	40
	<b>11%</b>	8%	10%	15% <sup>a</sup>	12%	-	14% <sup>e</sup>	10%	11%	10%	11%
NOT AT ALL	<b>1238</b>	139	187	91	371	-	1238	586	380	663	278
	<b>67%</b>	62%	67%	67%	70% <sup>a</sup>	-	86% <sup>e</sup>	64%	76% <sup>g</sup>	65%	76% <sup>i</sup>
DON'T KNOW	<b>81</b>	5	14	4	18	-	-	22	12	20	11
	<b>4%</b>	2%	5%	3%	3%	-	-	2%	2%	2%	3%
A GREAT DEAL/A FAIR AMOUNT	<b>321</b>	64	50	20	78	321	-	210	52	233	36
	<b>17%</b>	28% <sup>bc</sup>	18%	15%	15%	100% <sup>f</sup>	-	23% <sup>h</sup>	10%	23% <sup>j</sup>	10%
NOT VERY MUCH/NOT AT ALL	<b>1447</b>	157	215	112	435	-	1447	677	436	770	318
	<b>78%</b>	70%	77%	82% <sup>a</sup>	82% <sup>a</sup>	-	100% <sup>e</sup>	75%	87% <sup>g</sup>	75%	87% <sup>i</sup>

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j  
 Overlap formulae used.

**A BALANCING ACT : PUBLIC SURVEY**  
**FIELDWORK DATES: 04 JAN - 10 JAN 2008**

**Table 3**  
**Q2**  
**WHICH, IF ANY, OF THE TYPES OF ORGANISATIONS SHOWN ON THIS CARD DO YOU**  
**THINK COULD BE A REGISTERED CHARITY? PLEASE READ OUT ALL THE LETTERS THAT**  
**APPLY**  
**BASE: ALL ADULTS AGED 15+ IN ENGLAND AND WALES**

	INCOME				Q1A DEGREE OF BENEFIT		Q3i EMBARRASSED FREE HELP		Q3ii EMBARRASSED PAID HELP		
	TOTAL	UP TO 9499 (a)	9500 - 17499 (b)	17500 - 24999 (c)	25000 PLUS (d)	GREAT DEAL/ FAIR AMOUNT (e)	NOT VERY MUCH/ NOT AT ALL (f)	DISAGREE (g)	AGREE (h)	DISAGREE (i)	AGREE (j)
<b>UNWEIGHTED BASE</b>	<b>1881</b>	280	307	124	424	335	1459	922	510	1027	386
<b>WEIGHTED BASE</b>	<b>1849</b>	225	280	136	530	321	1447	909	499	1024	366
	<b>100%</b>	12%	15%	7%	29%	17%	78%	49%	27%	55%	20%
A LOCAL HOSPICE	<b>1207</b>	151	188	95	412	215	978	652	355	755	235
	<b>65%</b>	67%	67%	70%	78%ab	67%	68%	72%	71%	74%j	64%
AN ANIMAL SHELTER OR REFUGE	<b>1197</b>	127	181	93	428	202	981	651	331	752	233
	<b>65%</b>	56%	65%	68%a	81%abc	63%	68%	72%	66%	73%j	64%
AN INTERNATIONAL AID ORGANISATION	<b>859</b>	91	141	73	322	150	690	479	248	560	160
	<b>46%</b>	41%	50%a	54%a	61%ab	47%	48%	53%	50%	55%j	44%
A CARE HOME FOR THE ELDERLY	<b>804</b>	106	127	57	271	152	642	436	223	496	156
	<b>43%</b>	47%	46%	42%	51%	47%	44%	48%	45%	48%	43%
AN APPEAL FOR AN INDIVIDUAL SICK CHILD	<b>803</b>	97	117	65	270	147	645	456	199	522	125
	<b>43%</b>	43%	42%	48%	51%b	46%	45%	50%h	40%	51%j	34%
A CHURCH, MOSQUE OR TEMPLE	<b>548</b>	58	76	48	194	123	418	304	142	348	97
	<b>30%</b>	26%	27%	36%	37%ab	38%f	29%	33%	29%	34%j	27%
AN EDUCATIONAL INSTITUTION	<b>489</b>	44	64	41	201	93	388	267	131	305	84
	<b>26%</b>	20%	23%	30%a	38%ab	29%	27%	29%	26%	30%j	23%
A VILLAGE HALL OR COMMUNITY CENTRE	<b>474</b>	39	62	51	180	79	392	259	128	307	77
	<b>26%</b>	17%	22%	37%ab	34%ab	24%	27%	29%	26%	30%j	21%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j  
 Overlap formulae used.

**A BALANCING ACT : PUBLIC SURVEY**  
**FIELDWORK DATES: 04 JAN - 10 JAN 2008**

**Table 3**  
**Q2**  
**WHICH, IF ANY, OF THE TYPES OF ORGANISATIONS SHOWN ON THIS CARD DO YOU**  
**THINK COULD BE A REGISTERED CHARITY? PLEASE READ OUT ALL THE LETTERS THAT**  
**APPLY**  
**BASE: ALL ADULTS AGED 15+ IN ENGLAND AND WALES**

	INCOME				Q1A DEGREE OF BENEFIT		Q3i EMBARRASSED FREE HELP		Q3ii EMBARRASSED PAID HELP		
	TOTAL	UP TO 9499 (a)	9500 - 17499 (b)	17500 - 24999 (c)	25000 PLUS (d)	GREAT DEAL/ FAIR AMOUNT (e)	NOT VERY MUCH/ NOT AT ALL (f)	DISAGREE (g)	AGREE (h)	DISAGREE (i)	AGREE (j)
<b>WEIGHTED BASE</b>	<b>1849</b>	225	280	136	530	321	1447	909	499	1024	366
	<b>100%</b>	12%	15%	7%	29%	17%	78%	49%	27%	55%	20%
A STately HOME OR NATIONAL MONUMENT	460	34	50	46	205	75	377	259	141	312	81
	25%	15%	18%	34%ab	39%ab	23%	26%	28%	28%	30%j	22%
A MUSEUM OR ART GALLERY	437	32	57	38	183	77	355	250	116	289	73
	24%	14%	20%	28%a	35%ab	24%	25%	27%	23%	28%j	20%
A HOUSING ASSOCIATION	431	45	66	37	160	80	343	251	107	287	67
	23%	20%	23%	27%	30%a	25%	24%	28%h	21%	28%j	18%
A DEBT COUNSELLING ORGANISATION	395	36	59	40	157	72	313	231	102	265	57
	21%	16%	21%	29%a	30%ab	22%	22%	25%	20%	26%j	16%
AN AMATEUR SPORTS CLUB	391	24	47	33	162	66	315	226	101	250	75
	21%	11%	17%a	24%a	31%ab	21%	22%	25%	20%	24%	20%
A PARENT/TEACHER ASSOCIATION OR PTA	289	23	36	25	115	53	231	161	77	186	50
	16%	10%	13%	19%a	22%ab	16%	16%	18%	15%	18%	14%
A POLITICAL PARTY	97	6	16	10	33	20	77	50	31	53	25
	5%	3%	6%	7%	6%	6%	5%	5%	6%	5%	7%
NONE OF THESE	90	8	7	2	22	14	57	28	13	26	18
	5%	3%	2%	1%	4%	4%	4%	3%	3%	3%	5%i
DON'T KNOW	120	13	15	6	16	7	85	33	21	35	15
	6%	6%	6%	4%	3%	2%	6%e	4%	4%	3%	4%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j  
 Overlap formulae used.

**A BALANCING ACT : PUBLIC SURVEY**  
**FIELDWORK DATES: 04 JAN - 10 JAN 2008**

Table 4

Q3\_1

**USING THIS CARD, PLEASE TELL ME TO WHAT EXTENT YOU AGREE OR DISAGREE WITH THE TWO STATEMENTS I AM ABOUT TO READ OUT.  
 EVEN THOUGH I NEED IT, I WOULD BE EMBARRASSED TO RECEIVE FREE HELP FROM A CHARITY.**

**BASE: ALL ADULTS AGED 15+ IN ENGLAND AND WALES**

	INCOME				Q1A DEGREE OF BENEFIT		Q3i EMBARRASSED FREE HELP		Q3ii EMBARRASSED PAID HELP		
	UP TO 9499 (a)	9500 - 17499 (b)	17500 - 24999 (c)	25000 PLUS (d)	GREAT DEAL/ FAIR AMOUNT (e)	NOT VERY MUCH/ NOT AT ALL (f)	DISAGREE (g)	AGREE (h)	DISAGREE (i)	AGREE (j)	
<b>TOTAL</b>	<b>1881</b>	<b>280</b>	<b>307</b>	<b>124</b>	<b>424</b>	<b>335</b>	<b>1459</b>	<b>922</b>	<b>510</b>	<b>1027</b>	<b>386</b>
<b>UNWEIGHTED BASE</b>	<b>1849</b>	<b>225</b>	<b>280</b>	<b>136</b>	<b>530</b>	<b>321</b>	<b>1447</b>	<b>909</b>	<b>499</b>	<b>1024</b>	<b>366</b>
<b>WEIGHTED BASE</b>	<b>100%</b>	<b>12%</b>	<b>15%</b>	<b>7%</b>	<b>29%</b>	<b>17%</b>	<b>78%</b>	<b>49%</b>	<b>27%</b>	<b>55%</b>	<b>20%</b>
STRONGLY DISAGREE	<b>418</b>	<b>57</b>	<b>54</b>	<b>34</b>	<b>122</b>	<b>97</b>	<b>308</b>	<b>418</b>	<b>-</b>	<b>393</b>	<b>9</b>
	<b>23%</b>	<b>25%</b>	<b>19%</b>	<b>25%</b>	<b>23%</b>	<b>30%<sup>f</sup></b>	<b>21%</b>	<b>46%<sup>h</sup></b>	<b>-</b>	<b>38%<sup>j</sup></b>	<b>2%</b>
TEND TO DISAGREE	<b>491</b>	<b>68</b>	<b>83</b>	<b>37</b>	<b>141</b>	<b>112</b>	<b>369</b>	<b>491</b>	<b>-</b>	<b>428</b>	<b>26</b>
	<b>27%</b>	<b>30%</b>	<b>30%</b>	<b>27%</b>	<b>27%</b>	<b>35%<sup>f</sup></b>	<b>26%</b>	<b>54%<sup>h</sup></b>	<b>-</b>	<b>42%<sup>j</sup></b>	<b>7%</b>
NEITHER AGREE NOR DISAGREE	<b>365</b>	<b>34</b>	<b>57</b>	<b>23</b>	<b>82</b>	<b>54</b>	<b>284</b>	<b>-</b>	<b>-</b>	<b>69</b>	<b>31</b>
	<b>20%</b>	<b>15%</b>	<b>20%</b>	<b>17%</b>	<b>15%</b>	<b>17%</b>	<b>20%</b>	<b>-</b>	<b>-</b>	<b>7%</b>	<b>8%</b>
TEND TO AGREE	<b>359</b>	<b>35</b>	<b>50</b>	<b>32</b>	<b>132</b>	<b>39</b>	<b>313</b>	<b>-</b>	<b>359</b>	<b>108</b>	<b>186</b>
	<b>19%</b>	<b>16%</b>	<b>18%</b>	<b>24%</b>	<b>25%<sup>ab</sup></b>	<b>12%</b>	<b>22%<sup>e</sup></b>	<b>-</b>	<b>72%<sup>g</sup></b>	<b>11%</b>	<b>51%<sup>i</sup></b>
STRONGLY AGREE	<b>140</b>	<b>23</b>	<b>27</b>	<b>8</b>	<b>38</b>	<b>13</b>	<b>122</b>	<b>-</b>	<b>140</b>	<b>22</b>	<b>108</b>
	<b>8%</b>	<b>10%</b>	<b>10%</b>	<b>6%</b>	<b>7%</b>	<b>4%</b>	<b>8%<sup>e</sup></b>	<b>-</b>	<b>28%<sup>g</sup></b>	<b>2%</b>	<b>30%<sup>i</sup></b>
DON'T KNOW	<b>76</b>	<b>8</b>	<b>9</b>	<b>3</b>	<b>16</b>	<b>6</b>	<b>50</b>	<b>-</b>	<b>-</b>	<b>4</b>	<b>6</b>
	<b>4%</b>	<b>4%</b>	<b>3%</b>	<b>2%</b>	<b>3%</b>	<b>2%</b>	<b>3%</b>	<b>-</b>	<b>-</b>	<b>*</b>	<b>2%<sup>i</sup></b>
DISAGREE	<b>909</b>	<b>125</b>	<b>136</b>	<b>71</b>	<b>262</b>	<b>210</b>	<b>677</b>	<b>909</b>	<b>-</b>	<b>821</b>	<b>35</b>
	<b>49%</b>	<b>56%</b>	<b>49%</b>	<b>52%</b>	<b>49%</b>	<b>65%<sup>f</sup></b>	<b>47%</b>	<b>100%<sup>h</sup></b>	<b>-</b>	<b>80%<sup>j</sup></b>	<b>10%</b>
AGREE	<b>499</b>	<b>58</b>	<b>78</b>	<b>40</b>	<b>170</b>	<b>52</b>	<b>436</b>	<b>-</b>	<b>499</b>	<b>129</b>	<b>294</b>
	<b>27%</b>	<b>26%</b>	<b>28%</b>	<b>29%</b>	<b>32%</b>	<b>16%</b>	<b>30%<sup>e</sup></b>	<b>-</b>	<b>100%<sup>g</sup></b>	<b>13%</b>	<b>80%<sup>i</sup></b>

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j  
 Overlap formulae used.

**A BALANCING ACT : PUBLIC SURVEY**  
**FIELDWORK DATES: 04 JAN - 10 JAN 2008**

**Table 5**  
**Q3\_2**  
**USING THIS CARD, PLEASE TELL ME TO WHAT EXTENT YOU AGREE OR DISAGREE WITH THE TWO STATEMENTS I AM ABOUT TO READ OUT.**  
**EVEN THOUGH I NEED IT, I WOULD BE EMBARRASSED TO RECEIVE HELP THAT I HAD DIRECTLY PAID FOR FROM A CHARITY**  
**BASE: ALL ADULTS AGED 15+ IN ENGLAND AND WALES**

	INCOME				Q1A DEGREE OF BENEFIT		Q3i EMBARRASSED FREE HELP		Q3ii EMBARRASSED PAID HELP		
	UP TO 9499 (a)	9500 - 17499 (b)	17500 - 24999 (c)	25000 PLUS (d)	GREAT DEAL/ FAIR AMOUNT (e)	NOT VERY MUCH/ NOT AT ALL (f)	DISAGREE (g)	AGREE (h)	DISAGREE (i)	AGREE (j)	
<b>TOTAL</b>	<b>1881</b>	<b>280</b>	<b>307</b>	<b>124</b>	<b>424</b>	<b>335</b>	<b>1459</b>	<b>922</b>	<b>510</b>	<b>1027</b>	<b>386</b>
<b>UNWEIGHTED BASE</b>	<b>1849</b>	<b>225</b>	<b>280</b>	<b>136</b>	<b>530</b>	<b>321</b>	<b>1447</b>	<b>909</b>	<b>499</b>	<b>1024</b>	<b>366</b>
<b>WEIGHTED BASE</b>	<b>100%</b>	<b>12%</b>	<b>15%</b>	<b>7%</b>	<b>29%</b>	<b>17%</b>	<b>78%</b>	<b>49%</b>	<b>27%</b>	<b>55%</b>	<b>20%</b>
STRONGLY DISAGREE	<b>495</b>	72	55	38	164	109	375	449	31	495	-
	<b>27%</b>	32% <sup>b</sup>	20%	28%	31% <sup>b</sup>	34% <sup>f</sup>	26%	49% <sup>h</sup>	6%	48% <sup>j</sup>	-
TEND TO DISAGREE	<b>529</b>	61	100	34	166	124	395	373	99	529	-
	<b>29%</b>	27%	36% <sup>a</sup>	25%	31%	39% <sup>f</sup>	27%	41% <sup>h</sup>	20%	52% <sup>j</sup>	-
NEITHER AGREE NOR DISAGREE	<b>369</b>	28	60	25	86	42	304	46	66	-	-
	<b>20%</b>	12%	22% <sup>a</sup>	18%	16%	13%	21% <sup>e</sup>	5%	13% <sup>g</sup>	-	-
TEND TO AGREE	<b>256</b>	33	38	26	79	27	223	30	196	-	256
	<b>14%</b>	15%	13%	19%	15%	8%	15% <sup>e</sup>	3%	39% <sup>g</sup>	-	70% <sup>i</sup>
STRONGLY AGREE	<b>110</b>	21	19	8	19	9	95	5	97	-	110
	<b>6%</b>	9% <sup>d</sup>	7%	6%	4%	3%	7% <sup>e</sup>	1%	20% <sup>g</sup>	-	30% <sup>i</sup>
DON'T KNOW	<b>90</b>	9	8	5	16	10	54	6	10	-	-
	<b>5%</b>	4%	3%	3%	3%	3%	4%	1%	2%	-	-
DISAGREE	<b>1024</b>	134	155	72	330	233	770	821	129	1024	-
	<b>55%</b>	59%	55%	53%	62%	73% <sup>f</sup>	53%	90% <sup>h</sup>	26%	100% <sup>j</sup>	-
AGREE	<b>366</b>	55	56	34	98	36	318	35	294	-	366
	<b>20%</b>	24%	20%	25%	18%	11%	22% <sup>e</sup>	4%	59% <sup>g</sup>	-	100% <sup>i</sup>

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j  
 Overlap formulae used.

**A BALANCING ACT : PUBLIC SURVEY**  
**FIELDWORK DATES: 04 JAN - 10 JAN 2008**

**Table 6**  
**Q4 - TOTAL**  
**LOOKING AT THIS CARD, WHICH TWO OR THREE, IF ANY, DO YOU THINK CHARITIES SHOULD BE ACCOUNTABLE TO (I.E EXPECTED TO JUSTIFY THEIR ACTIONS OR DECISIONS TO)?**  
**JUST READ OUT THE LETTERS THAT APPLY**  
**BASE: ALL ADULTS AGED 15+ IN ENGLAND AND WALES**

TOTAL	INCOME				Q1A DEGREE OF BENEFIT		Q3i EMBARRASSED FREE HELP		Q3ii EMBARRASSED PAID HELP		
	UP TO 9499 (a)	9500 - 17499 (b)	17500 - 24999 (c)	25000 PLUS (d)	GREAT DEAL/ FAIR AMOUNT (e)	NOT VERY MUCH/ NOT AT ALL (f)	DISAGREE (g)	AGREE (h)	DISAGREE (i)	AGREE (j)	
<b>UNWEIGHTED BASE</b>	<b>1881</b>	280	307	124	424	335	1459	922	510	1027	386
<b>WEIGHTED BASE</b>	<b>1849</b>	225	280	136	530	321	1447	909	499	1024	366
	<b>100%</b>	12%	15%	7%	29%	17%	78%	49%	27%	55%	20%
A CHARITY REGULATOR	<b>931</b>	99	138	71	313	163	748	487	261	566	169
	<b>50%</b>	44%	49%	52%	59% <sup>ab</sup>	51%	52%	54%	52%	55% <sup>j</sup>	46%
THE CHARITY'S TRUSTEES	<b>824</b>	96	115	65	295	160	647	439	239	505	166
	<b>45%</b>	43%	41%	48%	56% <sup>ab</sup>	50%	45%	48%	48%	49%	45%
PEOPLE WHO DONATE MONEY TO THE CHARITY	<b>614</b>	67	91	45	195	103	502	332	176	381	118
	<b>33%</b>	30%	33%	33%	37%	32%	35%	37%	35%	37%	32%
THE GENERAL PUBLIC	<b>472</b>	55	74	30	139	77	378	243	121	274	91
	<b>26%</b>	25%	26%	22%	26%	24%	26%	27%	24%	27%	25%
CENTRAL GOVERNMENT	<b>287</b>	44	57	22	71	55	224	157	74	160	63
	<b>16%</b>	19% <sup>d</sup>	20% <sup>d</sup>	16%	13%	17%	15%	17%	15%	16%	17%
PEOPLE WHO DIRECTLY BENEFIT FROM THEIR GOODS/SERVICES/ ACTIVITIES	<b>284</b>	36	28	22	96	51	227	154	72	174	49
	<b>15%</b>	16% <sup>b</sup>	10%	16%	18% <sup>b</sup>	16%	16%	17%	15%	17%	13%
LOCAL GOVERNMENT	<b>280</b>	32	58	19	63	66	202	128	92	141	67
	<b>15%</b>	14%	21% <sup>d</sup>	14%	12%	21% <sup>f</sup>	14%	14%	18%	14%	18%
THE POLICE	<b>120</b>	18	16	5	41	21	98	65	37	73	28
	<b>7%</b>	8%	6%	4%	8%	7%	7%	7%	7%	7%	8%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j  
 Overlap formulae used.

**A BALANCING ACT : PUBLIC SURVEY**  
**FIELDWORK DATES: 04 JAN - 10 JAN 2008**

**Table 6**  
**Q4 - TOTAL**  
**LOOKING AT THIS CARD, WHICH TWO OR THREE, IF ANY, DO YOU THINK CHARITIES SHOULD BE ACCOUNTABLE TO (I.E EXPECTED TO JUSTIFY THEIR ACTIONS OR DECISIONS TO)?**  
**JUST READ OUT THE LETTERS THAT APPLY**  
**BASE: ALL ADULTS AGED 15+ IN ENGLAND AND WALES**

	INCOME				Q1A DEGREE OF BENEFIT		Q3i EMBARRASSED FREE HELP		Q3ii EMBARRASSED PAID HELP	
	UP TO 9499 (a)	9500 - 17499 (b)	17500 - 24999 (c)	25000 PLUS (d)	GREAT DEAL/ FAIR AMOUNT (e)	NOT VERY MUCH/ NOT AT ALL (f)	DISAGREE (g)	AGREE (h)	DISAGREE (i)	AGREE (j)
<b>TOTAL</b>	225	280	136	530	321	1447	909	499	1024	366
<b>WEIGHTED BASE</b>	<b>1849</b>	<b>100%</b>								
	12%	15%	7%	29%	17%	78%	49%	27%	55%	20%
NONE OF THESE	36	8	3	1	12	4	22	7	4	7
	2%	3%	1%	1%	2%	1%	2%	1%	1%	2%
DON'T KNOW	102	13	12	8	15	9	74	30	22	35
	6%	6%	4%	6%	3%	5%	3%	4%	3%	4%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j  
 Overlap formulae used.

**A BALANCING ACT : PUBLIC SURVEY**  
**FIELDWORK DATES: 04 JAN - 10 JAN 2008**

**Table 7**  
**Q4 FIRST MENTION**  
**LOOKING AT THIS CARD, WHICH TWO OR THREE, IF ANY, DO YOU THINK CHARITIES SHOULD BE ACCOUNTABLE TO (I.E EXPECTED TO JUSTIFY THEIR ACTIONS OR DECISIONS TO)?**  
**JUST READ OUT THE LETTERS THAT APPLY**  
**BASE: ALL ADULTS AGED 15+ IN ENGLAND AND WALES**

	TOTAL	INCOME				Q1A DEGREE OF BENEFIT		Q3i EMBARRASSED FREE HELP		Q3ii EMBARRASSED PAID HELP	
		UP TO 9499 (a)	9500 - 17499 (b)	17500 - 24999 (c)	25000 PLUS (d)	GREAT DEAL/ FAIR AMOUNT (e)	NOT VERY MUCH/ NOT AT ALL (f)	DISAGREE (g)	AGREE (h)	DISAGREE (i)	AGREE (j)
<b>UNWEIGHTED BASE</b>	<b>1881</b>	280	307	124	424	335	1459	922	510	1027	386
<b>WEIGHTED BASE</b>	<b>1849</b>	225	280	136	530	321	1447	909	499	1024	366
	<b>100%</b>	12%	15%	7%	29%	17%	78%	49%	27%	55%	20%
THE CHARITY'S TRUSTEES	<b>463</b>	54	66	38	155	88	364	229	137	269	98
	<b>25%</b>	24%	23%	28%	29%	27%	25%	25%	28%	26%	27%
A CHARITY REGULATOR	<b>395</b>	42	64	28	123	73	311	207	99	232	68
	<b>21%</b>	19%	23%	20%	23%	23%	21%	23%	20%	23%	19%
PEOPLE WHO DONATE MONEY TO THE CHARITY	<b>222</b>	22	29	14	70	29	191	126	65	134	46
	<b>12%</b>	10%	10%	10%	13%	9%	13%	14%	13%	13%	13%
THE GENERAL PUBLIC	<b>203</b>	22	31	14	50	37	153	101	43	119	36
	<b>11%</b>	10%	11%	10%	9%	12%	11%	11%	9%	12%	10%
CENTRAL GOVERNMENT	<b>173</b>	28	41	10	38	35	133	95	40	91	36
	<b>9%</b>	13% <sup>d</sup>	15% <sup>cd</sup>	7%	7%	11%	9%	10%	8%	9%	10%
LOCAL GOVERNMENT	<b>98</b>	9	22	11	17	23	71	32	39	37	30
	<b>5%</b>	4%	8% <sup>d</sup>	8% <sup>d</sup>	3%	7%	5%	4%	8% <sup>g</sup>	4%	8% <sup>i</sup>
PEOPLE WHO DIRECTLY BENEFIT FROM THEIR GOODS/SERVICES/ ACTIVITIES	<b>94</b>	16	6	8	28	14	76	48	28	61	18
	<b>5%</b>	7% <sup>b</sup>	2%	6%	5% <sup>b</sup>	4%	5%	5%	6%	6%	5%
THE POLICE	<b>62</b>	12	7	5	20	10	51	35	21	40	13
	<b>3%</b>	5%	2%	4%	4%	3%	4%	4%	4%	4%	4%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j  
 Overlap formulae used.



**A BALANCING ACT : PUBLIC SURVEY**  
**FIELDWORK DATES: 04 JAN - 10 JAN 2008**

**Table 8**  
**Q4 SECOND MENTION**  
**LOOKING AT THIS CARD, WHICH TWO OR THREE, IF ANY, DO YOU THINK CHARITIES SHOULD BE ACCOUNTABLE TO (I.E EXPECTED TO JUSTIFY THEIR ACTIONS OR DECISIONS TO)?**  
**JUST READ OUT THE LETTERS THAT APPLY**  
**BASE: ALL ADULTS AGED 15+ IN ENGLAND AND WALES**

	TOTAL	INCOME				Q1A DEGREE OF BENEFIT		Q3i EMBARRASSED FREE HELP		Q3ii EMBARRASSED PAID HELP	
		UP TO 9499 (a)	9500 - 17499 (b)	17500 - 24999 (c)	25000 PLUS (d)	GREAT DEAL/ FAIR AMOUNT (e)	NOT VERY MUCH/ NOT AT ALL (f)	DISAGREE (g)	AGREE (h)	DISAGREE (i)	AGREE (j)
<b>UNWEIGHTED BASE</b>	<b>1881</b>	280	307	124	424	335	1459	922	510	1027	386
<b>WEIGHTED BASE</b>	<b>1849</b>	225	280	136	530	321	1447	909	499	1024	366
	<b>100%</b>	12%	15%	7%	29%	17%	78%	49%	27%	55%	20%
A CHARITY REGULATOR	<b>421</b>	45	61	31	143	75	342	213	135	263	81
	<b>23%</b>	20%	22%	23%	27%	23%	24%	23%	27%	26%	22%
THE CHARITY'S TRUSTEES	<b>213</b>	23	29	15	89	44	165	127	49	142	37
	<b>12%</b>	10%	10%	11%	17% <sup>ab</sup>	14%	11%	14% <sup>h</sup>	10%	14%	10%
PEOPLE WHO DONATE MONEY TO THE CHARITY	<b>198</b>	32	29	18	59	34	158	101	62	116	43
	<b>11%</b>	14%	10%	14%	11%	11%	11%	11%	12%	11%	12%
THE GENERAL PUBLIC	<b>173</b>	20	31	12	58	22	150	93	50	100	33
	<b>9%</b>	9%	11%	9%	11%	7%	10%	10%	10%	10%	9%
LOCAL GOVERNMENT	<b>111</b>	15	24	5	28	29	75	57	28	60	24
	<b>6%</b>	7%	9%	4%	5%	9% <sup>f</sup>	5%	6%	6%	6%	7%
PEOPLE WHO DIRECTLY BENEFIT FROM THEIR GOODS/SERVICES/ ACTIVITIES	<b>92</b>	12	11	7	30	15	78	49	23	47	20
	<b>5%</b>	5%	4%	5%	6%	5%	5%	5%	5%	5%	5%
CENTRAL GOVERNMENT	<b>52</b>	10	8	4	12	11	38	28	16	32	12
	<b>3%</b>	4%	3%	3%	2%	3%	3%	3%	3%	3%	3%
THE POLICE	<b>23</b>	2	3	-	8	2	21	7	10	9	10
	<b>1%</b>	1%	1%	-	1%	1%	1%	1%	2%	1%	3% <sup>i</sup>

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j  
 Overlap formulae used.

**A BALANCING ACT : PUBLIC SURVEY**  
**FIELDWORK DATES: 04 JAN - 10 JAN 2008**

**Table 9**  
**Q4 THIRD MENTION**  
**LOOKING AT THIS CARD, WHICH TWO OR THREE, IF ANY, DO YOU THINK CHARITIES SHOULD BE ACCOUNTABLE TO (I.E EXPECTED TO JUSTIFY THEIR ACTIONS OR DECISIONS TO)?**  
**JUST READ OUT THE LETTERS THAT APPLY**  
**BASE: ALL ADULTS AGED 15+ IN ENGLAND AND WALES**

	TOTAL	INCOME				Q1A DEGREE OF BENEFIT		Q3i EMBARRASSED FREE HELP		Q3ii EMBARRASSED PAID HELP	
		UP TO 9499 (a)	9500 - 17499 (b)	17500 - 24999 (c)	25000 PLUS (d)	GREAT DEAL/ FAIR AMOUNT (e)	NOT VERY MUCH/ NOT AT ALL (f)	DISAGREE (g)	AGREE (h)	DISAGREE (i)	AGREE (j)
<b>UNWEIGHTED BASE</b>	<b>1881</b>	280	307	124	424	335	1459	922	510	1027	386
<b>WEIGHTED BASE</b>	<b>1849</b>	225	280	136	530	321	1447	909	499	1024	366
	<b>100%</b>	12%	15%	7%	29%	17%	78%	49%	27%	55%	20%
PEOPLE WHO DONATE MONEY TO THE CHARITY	<b>194</b>	14	33	13	66	40	152	105	49	130	28
	<b>10%</b>	6%	12% <sup>a</sup>	10%	13% <sup>a</sup>	13%	11%	12%	10%	13% <sup>j</sup>	8%
THE CHARITY'S TRUSTEES	<b>147</b>	19	21	13	51	28	117	83	53	94	31
	<b>8%</b>	9%	7%	9%	10%	9%	8%	9%	11%	9%	9%
A CHARITY REGULATOR	<b>115</b>	11	14	12	47	16	95	66	27	71	20
	<b>6%</b>	5%	5%	9%	9%	5%	7%	7%	5%	7%	6%
PEOPLE WHO DIRECTLY BENEFIT FROM THEIR GOODS/SERVICES/ ACTIVITIES	<b>97</b>	8	10	7	37	22	73	57	21	67	11
	<b>5%</b>	4%	4%	5%	7%	7%	5%	6%	4%	7% <sup>j</sup>	3%
THE GENERAL PUBLIC	<b>96</b>	13	12	4	31	17	75	50	29	55	22
	<b>5%</b>	6%	4%	3%	6%	5%	5%	5%	6%	5%	6%
LOCAL GOVERNMENT	<b>71</b>	9	12	3	18	14	56	38	25	44	12
	<b>4%</b>	4%	4%	2%	3%	4%	4%	4%	5%	4%	3%
CENTRAL GOVERNMENT	<b>62</b>	6	8	8	20	9	53	34	18	37	15
	<b>3%</b>	3%	3%	6%	4%	3%	4%	4%	4%	4%	4%
THE POLICE	<b>35</b>	4	6	1	13	10	26	23	5	25	5
	<b>2%</b>	2%	2%	*	2%	3%	2%	3%	1%	2%	1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j  
 Overlap formulae used.

**A BALANCING ACT : PUBLIC SURVEY**  
**FIELDWORK DATES: 04 JAN - 10 JAN 2008**

Table 10

Q5

**IF YOU WERE TO RECEIVE A SERVICE OF SOME KIND, LOOKING AT THIS CARD, WHICH IF ANY, DO YOU THINK SHOULD PROVIDE THE HIGHEST LEVEL OF SERVICE?  
 PLEASE STATE AS MANY AS APPLY.**

BASE: ALL ADULTS AGED 15+ IN ENGLAND AND WALES

	INCOME				Q1A DEGREE OF BENEFIT		Q3i EMBARRASSED FREE HELP		Q3ii EMBARRASSED PAID HELP		
	UP TO 9499 (a)	9500 - 17499 (b)	17500 - 24999 (c)	25000 PLUS (d)	GREAT DEAL/ FAIR AMOUNT (e)	NOT VERY MUCH/ NOT AT ALL (f)	DISAGREE (g)	AGREE (h)	DISAGREE (i)	AGREE (j)	
<b>UNWEIGHTED BASE</b>	<b>1881</b>	280	307	124	424	335	1459	922	510	1027	386
<b>WEIGHTED BASE</b>	<b>1849</b>	225	280	136	530	321	1447	909	499	1024	366
	<b>100%</b>	12%	15%	7%	29%	17%	78%	49%	27%	55%	20%
A PUBLIC SECTOR ORGANISATION EG LOCAL AUTHORITY	<b>731</b>	99	112	56	240	150	557	354	222	415	158
	<b>40%</b>	44%	40%	41%	45%	47% <sup>f</sup>	38%	39%	45%	41%	43%
THE LEVEL OF SERVICE SHOULD BE THE SAME FOR ALL THREE	<b>634</b>	77	99	37	159	95	528	360	149	383	107
	<b>34%</b>	34%	35%	27%	30%	30%	36% <sup>e</sup>	40% <sup>h</sup>	30%	37% <sup>j</sup>	29%
A PRIVATE SECTOR ORGANISATION EG COMMERCIAL BUSINESS	<b>250</b>	19	37	31	101	42	197	127	81	162	53
	<b>14%</b>	8%	13%	23% <sup>ab</sup>	19% <sup>a</sup>	13%	14%	14%	16%	16%	14%
A VOLUNTARY SECTOR ORGANISATION EG CHARITY	<b>166</b>	21	34	11	38	35	127	73	56	77	48
	<b>9%</b>	9%	12% <sup>d</sup>	8%	7%	11%	9%	8%	11%	8%	13% <sup>i</sup>
DON'T KNOW	<b>162</b>	20	15	8	24	17	108	41	25	40	21
	<b>9%</b>	9% <sup>d</sup>	5%	6%	5%	5%	7%	5%	5%	4%	6%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j  
 Overlap formulae used.

**A BALANCING ACT : PUBLIC SURVEY**  
**FIELDWORK DATES: 04 JAN - 10 JAN 2008**

**Table 11**  
**Q6A1**  
**IF YOU WERE TO RECEIVE FREE HELP, GOODS OR SERVICES FROM A CHARITY, TO WHAT**  
**EXTENT, IF AT ALL, WOULD YOU WANT TO HAVE A SAY IN THE WAY THAT THE**  
**HELP/THOSE SERVICES WERE DELIVERED TO YOU?**  
**BASE: ALL ADULTS AGED 15+ IN ENGLAND AND WALES**

	INCOME				Q1A DEGREE OF BENEFIT		Q3i EMBARRASSED FREE HELP		Q3ii EMBARRASSED PAID HELP		
	UP TO 9499 (a)	9500 - 17499 (b)	17500 - 24999 (c)	25000 PLUS (d)	GREAT DEAL/ FAIR AMOUNT (e)	NOT VERY MUCH/ NOT AT ALL (f)	DISAG REE (g)	AGREE (h)	DISAG REE (i)	AGREE (j)	
<b>TOTAL</b>	<b>936</b>	<b>149</b>	<b>154</b>	<b>63</b>	<b>199</b>	<b>178</b>	<b>717</b>	<b>460</b>	<b>244</b>	<b>504</b>	<b>186</b>
<b>UNWEIGHTED BASE</b>	<b>922</b>	<b>120</b>	<b>141</b>	<b>72*</b>	<b>250</b>	<b>172</b>	<b>710</b>	<b>456</b>	<b>234</b>	<b>502</b>	<b>170</b>
<b>WEIGHTED BASE</b>	<b>100%</b>	<b>13%</b>	<b>15%</b>	<b>8%*</b>	<b>27%</b>	<b>19%</b>	<b>77%</b>	<b>49%</b>	<b>25%</b>	<b>54%</b>	<b>18%</b>
A GREAT DEAL	<b>121</b>	<b>26</b>	<b>11</b>	<b>13</b>	<b>45</b>	<b>32</b>	<b>86</b>	<b>65</b>	<b>39</b>	<b>77</b>	<b>24</b>
	<b>13%</b>	<b>22%b</b>	<b>8%</b>	<b>18%</b>	<b>18%b</b>	<b>19%<sup>f</sup></b>	<b>12%</b>	<b>14%</b>	<b>17%</b>	<b>15%</b>	<b>14%</b>
A FAIR AMOUNT	<b>401</b>	<b>51</b>	<b>72</b>	<b>33</b>	<b>113</b>	<b>94</b>	<b>300</b>	<b>206</b>	<b>112</b>	<b>239</b>	<b>71</b>
	<b>44%</b>	<b>43%</b>	<b>51%</b>	<b>46%</b>	<b>45%</b>	<b>55%<sup>f</sup></b>	<b>42%</b>	<b>45%</b>	<b>48%</b>	<b>48%</b>	<b>42%</b>
NOT VERY MUCH	<b>192</b>	<b>21</b>	<b>29</b>	<b>16</b>	<b>50</b>	<b>29</b>	<b>158</b>	<b>96</b>	<b>38</b>	<b>100</b>	<b>37</b>
	<b>21%</b>	<b>18%</b>	<b>20%</b>	<b>22%</b>	<b>20%</b>	<b>17%</b>	<b>22%</b>	<b>21%</b>	<b>16%</b>	<b>20%</b>	<b>22%</b>
NOT AT ALL	<b>132</b>	<b>16</b>	<b>19</b>	<b>6</b>	<b>25</b>	<b>12</b>	<b>116</b>	<b>67</b>	<b>34</b>	<b>67</b>	<b>30</b>
	<b>14%</b>	<b>13%</b>	<b>14%</b>	<b>8%</b>	<b>10%</b>	<b>7%</b>	<b>16%<sup>e</sup></b>	<b>15%</b>	<b>15%</b>	<b>13%</b>	<b>18%</b>
DON'T KNOW	<b>77</b>	<b>6</b>	<b>10</b>	<b>4</b>	<b>18</b>	<b>6</b>	<b>50</b>	<b>22</b>	<b>11</b>	<b>18</b>	<b>8</b>
	<b>8%</b>	<b>5%</b>	<b>7%</b>	<b>6%</b>	<b>7%</b>	<b>3%</b>	<b>7%</b>	<b>5%</b>	<b>5%</b>	<b>4%</b>	<b>5%</b>
A GREAT DEAL/A FAIR AMOUNT	<b>522</b>	<b>77</b>	<b>83</b>	<b>46</b>	<b>158</b>	<b>126</b>	<b>387</b>	<b>271</b>	<b>151</b>	<b>316</b>	<b>95</b>
	<b>57%</b>	<b>64%</b>	<b>59%</b>	<b>64%</b>	<b>63%</b>	<b>73%<sup>f</sup></b>	<b>54%</b>	<b>59%</b>	<b>64%</b>	<b>63%</b>	<b>56%</b>
NOT VERY MUCH/NOT AT ALL	<b>323</b>	<b>37</b>	<b>48</b>	<b>22</b>	<b>74</b>	<b>40</b>	<b>274</b>	<b>163</b>	<b>73</b>	<b>168</b>	<b>67</b>
	<b>35%</b>	<b>31%</b>	<b>34%</b>	<b>30%</b>	<b>30%</b>	<b>24%</b>	<b>39%<sup>e</sup></b>	<b>36%</b>	<b>31%</b>	<b>33%</b>	<b>39%</b>

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j  
 Overlap formulae used. \* small base

**A BALANCING ACT : PUBLIC SURVEY**  
**FIELDWORK DATES: 04 JAN - 10 JAN 2008**

**Table 12**  
**Q6AII**  
**IF YOU WERE TO RECEIVE FREE HELP, GOODS OR SERVICES FROM A CHARITY, TO WHAT**  
**EXTENT, IF AT ALL, WOULD YOU WANT TO HAVE A SAY IN THE WAY THE CHARITY WAS**  
**MANAGED OVERALL?**  
**BASE: ALL ADULTS AGED 15+ IN ENGLAND AND WALES**

	INCOME				Q1A DEGREE OF BENEFIT		Q3i EMBARRASSED FREE HELP		Q3ii EMBARRASSED PAID HELP		
	UP TO 9499 (a)	9500 - 17499 (b)	17500 - 24999 (c)	25000 PLUS (d)	GREAT DEAL/ FAIR AMOUNT (e)	NOT VERY MUCH/ NOT AT ALL (f)	DISAG REE (g)	AGREE (h)	DISAG REE (i)	AGREE (j)	
<b>TOTAL</b>	<b>936</b>	149	154	63	199	178	717	460	244	504	186
<b>UNWEIGHTED BASE</b>	<b>922</b>	120	141	72*	250	172	710	456	234	502	170
<b>WEIGHTED BASE</b>	<b>100%</b>	13%	15%	8%*	27%	19%	77%	49%	25%	54%	18%
A GREAT DEAL	<b>69</b>	19	7	6	18	17	49	35	22	39	16
	<b>7%</b>	16% <sup>bd</sup>	5%	8%	7%	10%	7%	8%	9%	8%	10%
A FAIR AMOUNT	<b>316</b>	45	53	32	86	90	219	165	91	184	61
	<b>34%</b>	37%	38%	45%	34%	52% <sup>f</sup>	31%	36%	39%	37%	36%
NOT VERY MUCH	<b>270</b>	27	42	20	79	44	220	130	63	144	51
	<b>29%</b>	23%	30%	28%	32%	26%	31%	29%	27%	29%	30%
NOT AT ALL	<b>194</b>	25	30	10	47	16	173	109	47	113	39
	<b>21%</b>	21%	21%	14%	19%	9%	24% <sup>e</sup>	24%	20%	23%	23%
DON'T KNOW	<b>73</b>	4	10	4	20	5	49	17	11	22	3
	<b>8%</b>	3%	7%	5%	8%	3%	7%	4%	5%	4%	2%
A GREAT DEAL/A FAIR AMOUNT	<b>385</b>	64	60	38	104	107	268	201	113	223	77
	<b>42%</b>	53% <sup>d</sup>	42%	53%	41%	62% <sup>f</sup>	38%	44%	48%	44%	45%
NOT VERY MUCH/NOT AT ALL	<b>464</b>	52	71	30	126	60	393	239	110	257	91
	<b>50%</b>	43%	50%	42%	50%	35%	55% <sup>e</sup>	52%	47%	51%	53%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j  
 Overlap formulae used. \* small base

**A BALANCING ACT : PUBLIC SURVEY**  
**FIELDWORK DATES: 04 JAN - 10 JAN 2008**

**Table 13**  
**Q6B1**  
**IF YOU WERE TO RECEIVE HELP, GOODS OR SERVICES FROM A CHARITY THAT YOU PAID FOR, TO WHAT EXTENT, IF AT ALL, WOULD YOU WANT TO HAVE A SAY IN THE WAY THAT THE HELP/THOSE SERVICES WERE DELIVERED TO YOU?**  
**BASE: ALL ADULTS AGED 15+ IN ENGLAND AND WALES**

	INCOME				Q1A DEGREE OF BENEFIT		Q3i EMBARRASSED FREE HELP		Q3ii EMBARRASSED PAID HELP		
	UP TO 9499 (a)	9500 - 17499 (b)	17500 - 24999 (c)	25000 PLUS (d)	GREAT DEAL/ FAIR AMOUNT (e)	NOT VERY MUCH/ NOT AT ALL (f)	DISAG REE (g)	AGREE (h)	DISAG REE (i)	AGREE (j)	
<b>UNWEIGHTED BASE</b>	<b>945</b>	131	153	61	225	157	742	462	266	523	200
<b>WEIGHTED BASE</b>	<b>927</b>	105	138	64*	280	149	737	453	265	522	195
	<b>100%</b>	11%	15%	7%*	30%	16%	80%	49%	29%	56%	21%
A GREAT DEAL	<b>108</b>	14	20	8	31	19	85	67	30	75	20
	<b>12%</b>	13%	14%	13%	11%	13%	12%	15%	11%	14%	10%
A FAIR AMOUNT	<b>430</b>	40	73	29	141	91	329	225	123	268	81
	<b>46%</b>	38%	52%a	45%	50%a	61%f	45%	50%	47%	51%j	41%
NOT VERY MUCH	<b>216</b>	22	28	18	78	23	187	98	66	109	58
	<b>23%</b>	21%	20%	28%	28%	16%	25%e	22%	25%	21%	30%i
NOT AT ALL	<b>112</b>	22	15	6	22	10	96	48	36	51	32
	<b>12%</b>	20%d	11%	9%	8%	7%	13%e	11%	14%	10%	16%i
DON'T KNOW	<b>61</b>	7	3	4	8	6	39	15	10	18	6
	<b>7%</b>	7%	2%	6%	3%	4%	5%	3%	4%	3%	3%
A GREAT DEAL/A FAIR AMOUNT	<b>538</b>	54	92	37	172	110	414	292	153	343	100
	<b>58%</b>	52%	67%a	57%	61%	74%f	56%	64%	58%	66%j	51%
NOT VERY MUCH/NOT AT ALL	<b>328</b>	44	44	24	100	33	284	146	102	160	90
	<b>35%</b>	41%	31%	37%	36%	22%	38%e	32%	39%	31%	46%i

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j  
 Overlap formulae used. \* small base

**A BALANCING ACT : PUBLIC SURVEY**  
**FIELDWORK DATES: 04 JAN - 10 JAN 2008**

**Table 14**  
**Q6BII**  
**IF YOU WERE TO RECEIVE HELP, GOODS OR SERVICES FROM A CHARITY THAT YOU PAID FOR, TO WHAT EXTENT, IF AT ALL, WOULD YOU WANT TO HAVE A SAY IN THE WAY THE CHARITY WAS MANAGED OVERALL?**  
**BASE: ALL ADULTS AGED 15+ IN ENGLAND AND WALES**

	INCOME				Q1A DEGREE OF BENEFIT		Q3i EMBARRASSED FREE HELP		Q3ii EMBARRASSED PAID HELP		
	UP TO 9499 (a)	9500 - 17499 (b)	17500 - 24999 (c)	25000 PLUS (d)	GREAT DEAL/ FAIR AMOUNT (e)	NOT VERY MUCH/ NOT AT ALL (f)	DISAG REE (g)	AGREE (h)	DISAG REE (i)	AGREE (j)	
<b>UNWEIGHTED BASE</b>	<b>945</b>	131	153	61	225	157	742	462	266	523	200
<b>WEIGHTED BASE</b>	<b>927</b>	105	138	64*	280	149	737	453	265	522	195
	<b>100%</b>	11%	15%	7%*	30%	16%	80%	49%	29%	56%	21%
A GREAT DEAL	<b>69</b>	11	7	7	11	10	56	39	20	39	17
	<b>7%</b>	11% <sup>d</sup>	5%	12% <sup>d</sup>	4%	7%	8%	9%	8%	7%	9%
A FAIR AMOUNT	<b>334</b>	37	68	17	105	76	250	173	101	205	72
	<b>36%</b>	35%	49% <sup>ac</sup>	26%	38%	51% <sup>f</sup>	34%	38%	38%	39%	37%
NOT VERY MUCH	<b>281</b>	30	36	22	99	44	232	136	84	160	56
	<b>30%</b>	28%	26%	34%	36%	29%	31%	30%	32%	31%	29%
NOT AT ALL	<b>172</b>	19	21	14	52	12	155	86	49	97	42
	<b>19%</b>	18%	15%	22%	18%	8%	21% <sup>e</sup>	19%	19%	19%	21%
DON'T KNOW	<b>71</b>	8	6	4	12	7	44	18	11	21	8
	<b>8%</b>	8%	4%	7%	4%	5%	6%	4%	4%	4%	4%
A GREAT DEAL/A FAIR AMOUNT	<b>403</b>	48	75	24	117	86	305	213	121	244	89
	<b>43%</b>	46%	54% <sup>cd</sup>	38%	42%	57% <sup>f</sup>	41%	47%	46%	47%	46%
NOT VERY MUCH/NOT AT ALL	<b>453</b>	49	58	36	151	56	387	222	133	257	98
	<b>49%</b>	47%	42%	56%	54% <sup>b</sup>	38%	53% <sup>e</sup>	49%	50%	49%	50%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j  
 Overlap formulae used. \* small base

Demographic breakdown		Total %
Gender	Male	49
	Female	51
Age	15 – 24	16
	25 – 34	16
	35 – 44	18
	45 – 54	16
	55 – 64	14
	65+	20
Social Grade	AB	27
	C1	28
	C2	21
	DE	23
Working Status	Full-time	41
	Part-time	10
	Self-employed	3
	Not working – housewife	8
	Still in education	8
	Unemployed	3
	Retired	23
	Other	4
Tenure	Mortgaged / owned	72
	Rented	26
	Other	*
Marital Status	Married / Living as	58
	Single	27
	Widowed / Divorced / Separated	15
Ethnicity	White	90
	BME	10
Region	North	5
	North West	12
	Yorkshire and the Humber	10
	West Midlands	13
	East Midlands	5
	East Anglia	4
	South West	10
	South East	21
	Great London	14
	Wales	6

Source: Ipsos MORI



## Public Survey – April 2008

- 1,857 respondents aged 15 and over across England and Wales.
- Interviews carried out face-to-face at home.
- Fieldwork conducted between 4 and 10 April 2008.
- Results based on all (1,857) responses unless otherwise stated.
- Results are weighted to the known England and Wales population profile.
- An asterisk (\*) denotes a finding of less than 0.5%, but greater than zero.
- Where figures do not add up to 100, this is due to multiple coding or computer rounding.

**NOTE:** The cross-breaks shown below do not include all the cross-breaks that were analysed as part of the research. Space considerations mean that the cross-breaks shown in the tables below are restricted to those relevant to the overall observations made about the public surveys in the main research report.

**A BALANCING ACT : PUBLIC SURVEY**  
**FIELDWORK DATES: 04 APR - 10 APR 2008**

Table 1  
 Q1  
**PLEASE READ THROUGH THE OPTIONS ON THIS CARD AND TELL ME WHICH, IF ANY, YOU HAVE DONE, EITHER FOR YOURSELF OR ON SOMEONE ELSE'S BEHALF? JUST READ OUT THE LETTERS THAT APPLY.**  
 BASE: ALL ADULTS AGED 15+ IN ENGLAND AND WALES

	INCOME				Q1A - DEGREE OF BENEFIT		Q3I - EMBARRASSED FREE HELP		Q3II - EMBARRASSED PAID HELP		SELF IDENTIFIED BENEFICIARY	
	TOTAL	UP TO 9499 (a)	9500 - 17499 (b)	17500 - 24999 (c)	25000 PLUS (d)	A GREAT DEAL / A FAIR AMOUNT (e)	NOT VERY MUCH / NOT AT ALL (f)	AGREE (g)	DISAGREE (h)	AGREE (i)	DISAGREE (j)	
<b>UNWEIGHTED BASE</b>	<b>1857</b>	267	328	100	381	328	1458	561	945	446	1058	308
<b>WEIGHTED BASE</b>	<b>1901</b>	226	318	109*	473	330	1489	547	981	430	1107	303
	<b>100%</b>	12%	17%	6%*	25%	17%	78%	29%	52%	23%	58%	16%
A: RECEIVED ADVICE FROM A CHARITY	<b>199</b>	39	36	10	64	116	83	60	119	45	134	199
	<b>10%</b>	17%	11%	10%	13%	35%	6%	11%	12%	10%	12%	66%
	<b>100%</b>	19%	18%	5%	32%	58% <b>f</b>	42%	30%	60%	23%	68%	100%
B: HAD A CHILD WHO ATTENDED A PRIVATE SCHOOL	<b>110</b>	9	14	4	49	36	72	26	67	11	83	34
	<b>6%</b>	4%	4%	3%	10%	11%	5%	5%	7%	3%	7%	11%
	<b>100%</b>	9%	12%	3%	44% <b>abc</b>	33% <b>f</b>	65%	23%	61%	10%	75% <b>i</b>	31%
C: RECEIVED FINANCIAL HELP FROM A CHARITY	<b>50</b>	7	12	3	15	39	10	12	32	10	34	50
	<b>3%</b>	3%	4%	3%	3%	12%	1%	2%	3%	2%	3%	16%
	<b>100%</b>	14%	23%	6%	29%	80% <b>f</b>	20%	24%	65%	21%	68%	100%
D: VISITED AN ART GALLERY	<b>710</b>	82	107	46	247	169	528	174	435	121	492	156
	<b>37%</b>	36%	34%	42%	52%	51%	35%	32%	44%	28%	44%	51%
	<b>100%</b>	12%	15%	6%	35% <b>ab</b>	24% <b>f</b>	74%	25%	61% <b>g</b>	17%	69% <b>i</b>	22%
E: USED THE SERVICES OF A CHARITY	<b>129</b>	26	30	8	38	88	42	26	89	16	97	129
	<b>7%</b>	11%	9%	8%	8%	27%	3%	5%	9%	4%	9%	43%
	<b>100%</b>	20%	23%	6%	29%	68% <b>f</b>	32%	20%	69% <b>g</b>	12%	75% <b>i</b>	100%
F: BEEN A PATIENT IN A LOCAL HOSPICE	<b>40</b>	5	12	5	7	14	24	14	18	8	21	10
	<b>2%</b>	2%	4%	4%	1%	4%	2%	3%	2%	2%	2%	3%
	<b>100%</b>	12%	31%	11%	17%	35% <b>f</b>	59%	35%	44%	20%	53%	24%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j  
 Overlap formulae used. \* small base



**A BALANCING ACT : PUBLIC SURVEY**  
**FIELDWORK DATES: 04 APR - 10 APR 2008**

Table 1

Q1

**PLEASE READ THROUGH THE OPTIONS ON THIS CARD AND TELL ME WHICH, IF ANY, YOU HAVE DONE, EITHER FOR YOURSELF OR ON SOMEONE ELSE'S BEHALF? JUST READ OUT THE LETTERS THAT APPLY.**

BASE: ALL ADULTS AGED 15+ IN ENGLAND AND WALES

	TOTAL	INCOME				Q1A - DEGREE OF BENEFIT		Q3I - EMBARRASSED FREE HELP		Q3II - EMBARRASSED PAID HELP		SELF IDENTIFIED BENEFICIARY
		UP TO 9499 (a)	9500 - 17499 (b)	17500 - 24999 (c)	25000 PLUS (d)	A GREAT DEAL / A FAIR AMOUNT (e)	NOT VERY MUCH / NOT AT ALL (f)	AGREE (g)	DISAGREE (h)	AGREE (i)	DISAGREE (j)	
<b>WEIGHTED BASE</b>	<b>1901</b>	226	318	109*	473	330	1489	547	981	430	1107	303
	<b>100%</b>	12%	17%	6%*	25%	17%	78%	29%	52%	23%	58%	16%
G: RECEIVED PERSONAL CARE FROM CHARITY WORKERS	<b>34</b>	10	7	1	10	29	5	9	21	4	25	34
	<b>2%</b>	5%	2%	1%	2%	9%	*	2%	2%	1%	2%	11%
	<b>100%</b>	30%	21%	3%	30%	<b>84%<sup>f</sup></b>	16%	27%	61%	12%	72%	100%
H: VISITED A NATIONAL TRUST PROPERTY	<b>824</b>	81	124	54	303	180	631	223	481	139	565	166
	<b>43%</b>	36%	39%	50%	64%	55%	42%	41%	49%	32%	51%	55%
	<b>100%</b>	10%	15%	<b>7%<sup>a</sup></b>	<b>37%<sup>abc</sup></b>	<b>22%<sup>f</sup></b>	77%	27%	<b>58%<sup>g</sup></b>	17%	<b>69%<sup>i</sup></b>	20%
MAIN BENEFICIARY	<b>303</b>	57	64	16	90	180	122	89	177	64	201	303
	<b>16%</b>	25%	20%	15%	19%	55%	8%	16%	18%	15%	18%	100%
	<b>100%</b>	19%	21%	5%	30%	<b>60%<sup>f</sup></b>	40%	29%	59%	21%	66%	100%
POTENTIAL BENEFICIARY	<b>833</b>	78	128	56	280	107	707	231	466	162	538	-
	<b>44%</b>	35%	40%	51%	59%	32%	47%	42%	47%	38%	49%	-
	<b>100%</b>	9%	15%	<b>7%<sup>a</sup></b>	<b>34%<sup>ab</sup></b>	13%	<b>85%<sup>e</sup></b>	28%	56%	19%	<b>65%<sup>i</sup></b>	-
NOT BENEFICIARY	<b>765</b>	91	126	37	103	43	660	227	338	204	368	-
	<b>40%</b>	40%	40%	34%	22%	13%	44%	42%	34%	48%	33%	-
	<b>100%</b>	<b>12%<sup>d</sup></b>	<b>17%<sup>d</sup></b>	<b>5%<sup>d</sup></b>	13%	6%	<b>86%<sup>e</sup></b>	<b>30%<sup>h</sup></b>	44%	<b>27%<sup>j</sup></b>	48%	-
NONE OF THESE	<b>726</b>	85	121	37	101	39	635	218	323	202	351	-
	<b>38%</b>	38%	38%	34%	21%	12%	43%	40%	33%	47%	32%	-
	<b>100%</b>	<b>12%<sup>d</sup></b>	<b>17%<sup>d</sup></b>	<b>5%<sup>d</sup></b>	14%	5%	<b>87%<sup>e</sup></b>	<b>30%<sup>h</sup></b>	44%	<b>28%<sup>j</sup></b>	48%	-
DON'T KNOW	<b>39</b>	6	5	-	2	4	25	9	15	2	17	-
	<b>2%</b>	3%	2%	-	*	1%	2%	2%	2%	1%	2%	-
	<b>100%</b>	<b>16%<sup>d</sup></b>	14%	-	5%	9%	65%	23%	39%	6%	43%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j  
 Overlap formulae used. \* small base



For further information contact Capibus on 020 8861 8084 / [www.capibus.co.uk](http://www.capibus.co.uk)

**A BALANCING ACT : PUBLIC SURVEY**  
**FIELDWORK DATES: 04 APR - 10 APR 2008**

Table 2  
 Q1A  
**LOOKING AT THIS CARD, TO WHAT EXTENT, IF AT ALL, HAVE YOU BENEFITED FROM THE WORK OF A CHARITY OR CHARITIES?**  
 BASE: ALL ADULTS AGED 15+ IN ENGLAND AND WALES

	TOTAL	INCOME				Q1A - DEGREE OF BENEFIT		Q3I - EMBARRASSED FREE HELP		Q3II - EMBARRASSED PAID HELP		SELF IDENTIFIED BENEFICIARY
		UP TO 9499 (a)	9500 - 17499 (b)	17500 - 24999 (c)	25000 PLUS (d)	A GREAT DEAL / A FAIR AMOUNT (e)	NOT VERY MUCH / NOT AT ALL (f)	AGREE (g)	DISAGREE (h)	AGREE (i)	DISAGREE (j)	
UNWEIGHTED BASE	1857	267	328	100	381	328	1458	561	945	446	1058	308
WEIGHTED BASE	1901	226	318	109*	473	330	1489	547	981	430	1107	303
	100%	12%	17%	6%*	25%	17%	78%	29%	52%	23%	58%	16%
A GREAT DEAL	112	12	19	7	37	112	-	33	71	26	76	62
	6%	6%	6%	6%	8%	34%	-	6%	7%	6%	7%	21%
	100%	11%	17%	6%	33%	100% <sup>f</sup>	-	29%	63%	23%	68%	56%
A FAIR AMOUNT	218	46	51	16	49	218	-	50	133	43	140	118
	11%	20%	16%	15%	10%	66%	-	9%	14%	10%	13%	39%
	100%	21% <sup>d</sup>	23% <sup>d</sup>	7%	22%	100% <sup>f</sup>	-	23%	61% <sup>g</sup>	20%	64%	54%
NOT VERY MUCH	265	26	42	20	68	-	265	73	124	61	137	64
	14%	12%	13%	19%	14%	-	18%	13%	13%	14%	12%	21%
	100%	10%	16%	8%	26%	-	100% <sup>e</sup>	28%	47%	23%	52%	24%
NOT AT ALL	1224	136	193	63	311	-	1224	380	625	287	720	58
	64%	60%	61%	58%	66%	-	82%	69%	64%	67%	65%	19%
	100%	11%	16%	5%	25%	-	100% <sup>e</sup>	31% <sup>h</sup>	51%	23%	59%	5%
DON'T KNOW	82	6	14	3	8	-	-	11	29	12	35	-
	4%	2%	4%	3%	2%	-	-	2%	3%	3%	3%	-
	100%	7%	17%	4%	10%	-	-	13%	35%	15%	42%	-
A GREAT DEAL / A FAIR AMOUNT	330	58	70	23	86	330	-	83	204	69	216	180
	17%	26%	22%	21%	18%	100%	-	15%	21%	16%	19%	60%
	100%	18% <sup>d</sup>	21%	7%	26%	100% <sup>f</sup>	-	25%	62% <sup>g</sup>	21%	65%	55%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j  
 Overlap formulae used. \* small base



**A BALANCING ACT : PUBLIC SURVEY**  
**FIELDWORK DATES: 04 APR - 10 APR 2008**

Table 2  
 Q1A  
**LOOKING AT THIS CARD, TO WHAT EXTENT, IF AT ALL, HAVE YOU BENEFITED FROM THE WORK OF A CHARITY OR CHARITIES?**  
 BASE: ALL ADULTS AGED 15+ IN ENGLAND AND WALES

	INCOME				Q1A - DEGREE OF BENEFIT		Q3I - EMBARRASSED FREE HELP		Q3II - EMBARRASSED PAID HELP		SELF IDENTIFIED BENEFICIARY	
	UP TO 9499 (a)	9500 - 17499 (b)	17500 - 24999 (c)	25000 PLUS (d)	A GREAT DEAL / A FAIR AMOUNT (e)	NOT VERY MUCH / NOT AT ALL (f)	AGREE (g)	DISAGREE (h)	AGREE (i)	DISAGREE (j)		
<b>WEIGHTED BASE</b>	<b>1901</b> <b>100%</b>	226 12%	318 17%	109* 6%*	473 25%	330 17%	1489 78%	547 29%	981 52%	430 23%	1107 58%	303 16%
NOT VERY MUCH / NOT AT ALL	<b>1489</b> <b>78%</b> <b>100%</b>	162 72% 11%	235 74% 16%	83 76% 6%	379 80% <b>25%a</b>	- - -	1489 100% <b>100%e</b>	453 83% <b>30%h</b>	749 76% 50%	349 81% 23%	857 77% 58%	122 40% 8%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j  
 Overlap formulae used. \* small base



For further information contact Capibus on 020 8861 8084 / www.capibus.co.uk

**A BALANCING ACT : PUBLIC SURVEY**  
**FIELDWORK DATES: 04 APR - 10 APR 2008**

Table 3  
 Q2\_1

**INTERVIEWER NOTE: IF REQUIRED, STATE THAT WE ARE ASKING THE RESPONDENT TO IMAGINE IF THEY WERE TO RECEIVE A SERVICE FROM A CHARITY IN ANSWERING THIS QUESTION.**

**I WOULD BE CONFIDENT THAT THE SERVICE PROVIDED WOULD MEET MY NEEDS**

BASE: ALL ADULTS AGED 15+ IN ENGLAND AND WALES

	TOTAL	INCOME				Q1A - DEGREE OF BENEFIT		Q3I - EMBARRASSED FREE HELP		Q3II - EMBARRASSED PAID HELP		SELF IDENTIFIED BENEFICIARY
		UP TO 9499 (a)	9500 - 17499 (b)	17500 - 24999 (c)	25000 PLUS (d)	A GREAT DEAL / A FAIR AMOUNT (e)	NOT VERY MUCH / NOT AT ALL (f)	AGREE (g)	DISAGREE (h)	AGREE (i)	DISAGREE (j)	
UNWEIGHTED BASE	1857	267	328	100	381	328	1458	561	945	446	1058	308
WEIGHTED BASE	1901	226	318	109*	473	330	1489	547	981	430	1107	303
	100%	12%	17%	6%*	25%	17%	78%	29%	52%	23%	58%	16%
STRONGLY AGREE	251	30	49	16	50	89	158	77	146	67	161	68
	13%	13%	15%	14%	11%	27%	11%	14%	15%	16%	15%	22%
	100%	12%	20%	6%	20%	35%f	63%	31%	58%	27%	64%	27%
TEND TO AGREE	815	110	142	52	229	178	622	244	454	189	516	139
	43%	49%	45%	48%	48%	54%	42%	45%	46%	44%	47%	46%
	100%	13%	17%	6%	28%	22%f	76%	30%	56%	23%	63%	17%
NEITHER AGREE NOR DISAGREE	490	47	85	27	128	47	416	129	225	106	248	68
	26%	21%	27%	25%	27%	14%	28%	24%	23%	25%	22%	22%
	100%	10%	17%	6%	26%	10%	85%e	26%	46%	22%	51%	14%
TEND TO DISAGREE	90	9	16	5	21	10	79	32	47	22	52	18
	5%	4%	5%	5%	4%	3%	5%	6%	5%	5%	5%	6%
	100%	10%	18%	6%	23%	11%	88%	36%	52%	25%	58%	20%
STRONGLY DISAGREE	19	2	4	-	3	*	18	2	13	2	12	2
	1%	1%	1%	-	1%	*	1%	*	1%	1%	1%	1%
	100%	12%	20%	-	15%	2%	98%	10%	71%	12%	66%	11%
AGREE	1066	139	191	68	279	267	780	321	600	256	677	207
	56%	62%	60%	62%	59%	81%	52%	59%	61%	60%	61%	68%
	100%	13%	18%	6%	26%	25%f	73%	30%	56%	24%	64%	19%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j  
 Overlap formulae used. \* small base



**A BALANCING ACT : PUBLIC SURVEY**  
**FIELDWORK DATES: 04 APR - 10 APR 2008**

Table 3

Q2\_1

**INTERVIEWER NOTE: IF REQUIRED, STATE THAT WE ARE ASKING THE RESPONDENT TO IMAGINE IF THEY WERE TO RECEIVE A SERVICE FROM A CHARITY IN ANSWERING THIS QUESTION.**

**I WOULD BE CONFIDENT THAT THE SERVICE PROVIDED WOULD MEET MY NEEDS**

BASE: ALL ADULTS AGED 15+ IN ENGLAND AND WALES

	INCOME				Q1A - DEGREE OF BENEFIT		Q3I - EMBARRASSED FREE HELP		Q3II - EMBARRASSED PAID HELP		SELF IDENTIFIED BENEFICIARY	
	UP TO 9499 (a)	9500 - 17499 (b)	17500 - 24999 (c)	25000 PLUS (d)	A GREAT DEAL / A FAIR AMOUNT (e)	NOT VERY MUCH / NOT AT ALL (f)	AGREE (g)	DISAGREE (h)	AGREE (i)	DISAGREE (j)		
<b>WEIGHTED BASE</b>	<b>1901</b>	226	318	109*	473	330	1489	547	981	430	1107	303
	<b>100%</b>	12%	17%	6%*	25%	17%	78%	29%	52%	23%	58%	16%
DISAGREE	<b>109</b>	11	20	5	24	10	98	34	60	25	65	20
	<b>6%</b>	5%	6%	5%	5%	3%	7%	6%	6%	6%	6%	7%
	<b>100%</b>	10%	19%	5%	22%	9%	<b>90%e</b>	31%	55%	23%	59%	18%
DON'T KNOW	<b>236</b>	28	21	9	42	5	195	62	96	43	118	7
	<b>12%</b>	12%	7%	8%	9%	2%	13%	11%	10%	10%	11%	2%
	<b>100%</b>	<b>12%b</b>	9%	4%	18%	2%	<b>83%e</b>	26%	41%	18%	50%	3%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j  
 Overlap formulae used. \* small base



For further information contact Capibus on 020 8861 8084 / www.capibus.co.uk

**A BALANCING ACT : PUBLIC SURVEY**  
**FIELDWORK DATES: 04 APR - 10 APR 2008**

Table 4  
 Q2\_2

**INTERVIEWER NOTE: IF REQUIRED, STATE THAT WE ARE ASKING THE RESPONDENT TO IMAGINE IF THEY WERE TO RECEIVE A SERVICE FROM A CHARITY IN ANSWERING THIS QUESTION.**

**I WOULD BE CONFIDENT THAT I WOULD BE TREATED WITH DIGNITY AND RESPECT**

BASE: ALL ADULTS AGED 15+ IN ENGLAND AND WALES

	INCOME				Q1A - DEGREE OF BENEFIT		Q3I - EMBARRASSED FREE HELP		Q3II - EMBARRASSED PAID HELP		SELF IDENTIFIED BENEFICIARY	
	TOTAL	UP TO 9499 (a)	9500 - 17499 (b)	17500 - 24999 (c)	25000 PLUS (d)	A GREAT DEAL / A FAIR AMOUNT (e)	NOT VERY MUCH / NOT AT ALL (f)	AGREE (g)	DISAGREE (h)	AGREE (i)	DISAGREE (j)	
UNWEIGHTED BASE	1857	267	328	100	381	328	1458	561	945	446	1058	308
WEIGHTED BASE	1901	226	318	109*	473	330	1489	547	981	430	1107	303
	100%	12%	17%	6%*	25%	17%	78%	29%	52%	23%	58%	16%
STRONGLY AGREE	429	58	69	22	103	129	291	130	245	102	279	103
	23%	26%	22%	20%	22%	39%	20%	24%	25%	24%	25%	34%
	100%	14%	16%	5%	24%	30%f	68%	30%	57%	24%	65%	24%
TEND TO AGREE	899	109	172	64	264	163	721	279	490	220	558	149
	47%	48%	54%	58%	56%	49%	48%	51%	50%	51%	50%	49%
	100%	12%	19%	7%	29%	18%	80%	31%	55%	24%	62%	17%
NEITHER AGREE NOR DISAGREE	324	29	48	12	65	27	275	79	131	66	142	35
	17%	13%	15%	11%	14%	8%	18%	14%	13%	15%	13%	12%
	100%	9%	15%	4%	20%	8%	85%e	24%	41%	20%	44%	11%
TEND TO DISAGREE	59	8	13	3	15	7	51	16	35	12	39	12
	3%	3%	4%	3%	3%	2%	3%	3%	4%	3%	4%	4%
	100%	13%	23%	5%	25%	12%	86%	28%	59%	21%	66%	20%
STRONGLY DISAGREE	18	2	4	1	2	-	16	3	11	2	11	-
	1%	1%	1%	1%	*	-	1%	1%	1%	*	1%	-
	100%	13%	20%	6%	10%	-	93%	16%	63%	11%	64%	-
AGREE	1328	168	241	86	366	292	1012	409	735	322	837	252
	70%	74%	76%	79%	77%	89%	68%	75%	75%	75%	76%	83%
	100%	13%	18%	6%	28%	22%f	76%	31%	55%	24%	63%	19%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j  
 Overlap formulae used. \* small base



For further information contact Capibus on 020 8861 8084 / www.capibus.co.uk



**A BALANCING ACT : PUBLIC SURVEY**  
**FIELDWORK DATES: 04 APR - 10 APR 2008**

Table 4  
 Q2.2

**INTERVIEWER NOTE: IF REQUIRED, STATE THAT WE ARE ASKING THE RESPONDENT TO IMAGINE IF THEY WERE TO RECEIVE A SERVICE FROM A CHARITY IN ANSWERING THIS QUESTION.**

**I WOULD BE CONFIDENT THAT I WOULD BE TREATED WITH DIGNITY AND RESPECT**

BASE: ALL ADULTS AGED 15+ IN ENGLAND AND WALES

	INCOME				Q1A - DEGREE OF BENEFIT		Q3I - EMBARRASSED FREE HELP		Q3II - EMBARRASSED PAID HELP		SELF IDENTIFIED BENEFICIARY	
	UP TO 9499 (a)	9500 - 17499 (b)	17500 - 24999 (c)	25000 PLUS (d)	A GREAT DEAL / A FAIR AMOUNT (e)	NOT VERY MUCH / NOT AT ALL (f)	AGREE (g)	DISAGREE (h)	AGREE (i)	DISAGREE (j)		
<b>WEIGHTED BASE</b>	<b>1901</b>	226	318	109*	473	330	1489	547	981	430	1107	303
	<b>100%</b>	12%	17%	6%*	25%	17%	78%	29%	52%	23%	58%	16%
DISAGREE	<b>77</b>	10	17	4	17	7	67	19	46	14	50	12
	<b>4%</b>	4%	5%	4%	4%	2%	4%	4%	5%	3%	5%	4%
	<b>100%</b>	13%	22%	6%	22%	10%	87%	25%	60%	19%	66%	16%
DON'T KNOW	<b>173</b>	19	12	7	25	3	136	40	68	27	77	4
	<b>9%</b>	9%	4%	6%	5%	1%	9%	7%	7%	6%	7%	1%
	<b>100%</b>	<b>11%b</b>	7%	4%	14%	2%	<b>78%e</b>	23%	40%	16%	45%	2%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j  
 Overlap formulae used. \* small base



For further information contact Capibus on 020 8861 8084 / www.capibus.co.uk

**A BALANCING ACT : PUBLIC SURVEY**  
**FIELDWORK DATES: 04 APR - 10 APR 2008**

Table 5  
 Q2\_3

**INTERVIEWER NOTE: IF REQUIRED, STATE THAT WE ARE ASKING THE RESPONDENT TO IMAGINE IF THEY WERE TO RECEIVE A SERVICE FROM A CHARITY IN ANSWERING THIS QUESTION.**

**IT IS IMPORTANT FOR ME TO RECEIVE COMMUNICATION FROM THE CHARITY ABOUT THE CHARITY AND ITS SERVICES.**

BASE: ALL ADULTS AGED 15+ IN ENGLAND AND WALES

	INCOME				Q1A - DEGREE OF BENEFIT		Q3I - EMBARRASSED FREE HELP		Q3II - EMBARRASSED PAID HELP		SELF IDENTIFIED BENEFICIARY	
	TOTAL	UP TO 9499 (a)	9500 - 17499 (b)	17500 - 24999 (c)	25000 PLUS (d)	A GREAT DEAL / A FAIR AMOUNT (e)	NOT VERY MUCH / NOT AT ALL (f)	AGREE (g)	DISAGREE (h)	AGREE (i)		DISAGREE (j)
UNWEIGHTED BASE	1857	267	328	100	381	328	1458	561	945	446	1058	308
WEIGHTED BASE	1901	226	318	109*	473	330	1489	547	981	430	1107	303
	100%	12%	17%	6%*	25%	17%	78%	29%	52%	23%	58%	16%
STRONGLY AGREE	448	51	75	25	138	119	325	148	248	99	298	95
	24%	23%	24%	23%	29%	36%	22%	27%	25%	23%	27%	31%
	100%	11%	17%	5%	31%	27% <sup>f</sup>	73%	33%	55%	22%	67%	21%
TEND TO AGREE	717	102	124	44	194	129	572	204	416	170	459	116
	38%	45%	39%	40%	41%	39%	38%	37%	42%	40%	41%	38%
	100%	14%	17%	6%	27%	18%	80%	28%	58%	24%	64%	16%
NEITHER AGREE NOR DISAGREE	409	33	72	25	86	43	345	114	166	95	177	48
	21%	15%	23%	23%	18%	13%	23%	21%	17%	22%	16%	16%
	100%	8%	18% <sup>a</sup>	6%	21%	11%	84% <sup>e</sup>	28%	41%	23% <sup>j</sup>	43%	12%
TEND TO DISAGREE	145	19	32	10	28	31	112	39	78	33	92	34
	8%	8%	10%	9%	6%	9%	7%	7%	8%	8%	8%	11%
	100%	13%	22%	7%	19%	21%	77%	27%	53%	23%	64%	24%
STRONGLY DISAGREE	25	2	4	2	6	4	21	5	16	3	19	4
	1%	1%	1%	2%	1%	1%	1%	1%	2%	1%	2%	1%
	100%	9%	16%	10%	24%	16%	84%	21%	66%	14%	76%	18%
AGREE	1165	153	199	68	332	248	897	352	664	269	757	211
	61%	68%	62%	63%	70%	75%	60%	64%	68%	63%	68%	70%
	100%	13%	17%	6%	29% <sup>b</sup>	21% <sup>f</sup>	77%	30%	57%	23%	65% <sup>i</sup>	18%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j  
 Overlap formulae used. \* small base



**A BALANCING ACT : PUBLIC SURVEY**  
**FIELDWORK DATES: 04 APR - 10 APR 2008**

Table 5  
 Q2\_3

**INTERVIEWER NOTE: IF REQUIRED, STATE THAT WE ARE ASKING THE RESPONDENT TO IMAGINE IF THEY WERE TO RECEIVE A SERVICE FROM A CHARITY IN ANSWERING THIS QUESTION.**

**IT IS IMPORTANT FOR ME TO RECEIVE COMMUNICATION FROM THE CHARITY ABOUT THE CHARITY AND ITS SERVICES.**

BASE: ALL ADULTS AGED 15+ IN ENGLAND AND WALES

	INCOME				Q1A - DEGREE OF BENEFIT		Q3I - EMBARRASSED FREE HELP		Q3II - EMBARRASSED PAID HELP		SELF IDENTIFIED BENEFICIARY	
	UP TO 9499 (a)	9500 - 17499 (b)	17500 - 24999 (c)	25000 PLUS (d)	A GREAT DEAL / A FAIR AMOUNT (e)	NOT VERY MUCH / NOT AT ALL (f)	AGREE (g)	DISAGREE (h)	AGREE (i)	DISAGREE (j)		
<b>WEIGHTED BASE</b>	<b>1901</b>	226	318	109*	473	330	1489	547	981	430	1107	303
	<b>100%</b>	12%	17%	6%*	25%	17%	78%	29%	52%	23%	58%	16%
DISAGREE	<b>170</b>	21	36	13	34	34	132	44	94	37	111	39
	<b>9%</b>	9%	11%	11%	7%	10%	9%	8%	10%	9%	10%	13%
	<b>100%</b>	12%	21%	7%	20%	20%	78%	26%	55%	22%	65%	23%
DON'T KNOW	<b>158</b>	18	11	4	21	4	116	37	57	29	63	5
	<b>8%</b>	8%	4%	3%	4%	1%	8%	7%	6%	7%	6%	2%
	<b>100%</b>	<b>12%b</b>	7%	2%	13%	2%	<b>73%e</b>	23%	36%	19%	40%	3%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j  
 Overlap formulae used. \* small base



For further information contact Capibus on 020 8861 8084 / [www.capibus.co.uk](http://www.capibus.co.uk)

**A BALANCING ACT : PUBLIC SURVEY**  
**FIELDWORK DATES: 04 APR - 10 APR 2008**

Table 6  
 Q2\_4

**INTERVIEWER NOTE: IF REQUIRED, STATE THAT WE ARE ASKING THE RESPONDENT TO IMAGINE IF THEY WERE TO RECEIVE A SERVICE FROM A CHARITY IN ANSWERING THIS QUESTION.**

**IT IS IMPORTANT FOR ME THAT THE CHARITY CONSULTS ME ON HOW IT OPERATES**

BASE: ALL ADULTS AGED 15+ IN ENGLAND AND WALES

	INCOME				Q1A - DEGREE OF BENEFIT		Q3I - EMBARRASSED FREE HELP		Q3II - EMBARRASSED PAID HELP		SELF IDENTIFIED BENEFICIARY	
	TOTAL	UP TO 9499 (a)	9500 - 17499 (b)	17500 - 24999 (c)	25000 PLUS (d)	A GREAT DEAL / A FAIR AMOUNT (e)	NOT VERY MUCH / NOT AT ALL (f)	AGREE (g)	DISAGREE (h)	AGREE (i)		DISAGREE (j)
UNWEIGHTED BASE	1857	267	328	100	381	328	1458	561	945	446	1058	308
WEIGHTED BASE	1901	226	318	109*	473	330	1489	547	981	430	1107	303
	100%	12%	17%	6%*	25%	17%	78%	29%	52%	23%	58%	16%
STRONGLY AGREE	373	52	56	21	110	87	283	129	197	93	232	76
	20%	23%	18%	19%	23%	26%	19%	24%	20%	22%	21%	25%
	100%	14%	15%	6%	30%	23% <sup>f</sup>	76%	35%	53%	25%	62%	20%
TEND TO AGREE	656	92	105	47	170	122	524	209	362	175	400	101
	35%	41%	33%	43%	36%	37%	35%	38%	37%	41%	36%	34%
	100%	14%	16%	7%	26%	19%	80%	32%	55%	27%	61%	15%
NEITHER AGREE NOR DISAGREE	468	42	83	25	107	74	374	115	220	94	238	68
	25%	19%	26%	23%	23%	22%	25%	21%	22%	22%	21%	22%
	100%	9%	18% <sup>a</sup>	5%	23%	16%	80%	25%	47%	20%	51%	15%
TEND TO DISAGREE	181	17	45	12	53	33	144	45	110	33	130	36
	10%	7%	14%	11%	11%	10%	10%	8%	11%	8%	12%	12%
	100%	9%	25% <sup>a</sup>	6%	29%	18%	80%	25%	61%	18%	72% <sup>i</sup>	20%
STRONGLY DISAGREE	61	4	16	-	16	12	47	16	34	8	43	19
	3%	2%	5%	-	3%	4%	3%	3%	3%	2%	4%	6%
	100%	6%	27% <sup>a,c</sup>	-	26%	19%	78%	26%	56%	13%	70%	30%
AGREE	1029	145	161	68	280	208	807	337	559	268	633	177
	54%	64%	50%	62%	59%	63%	54%	62%	57%	62%	57%	58%
	100%	14% <sup>b</sup>	16%	7%	27% <sup>b</sup>	20% <sup>f</sup>	78%	33%	54%	26%	61%	17%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j  
 Overlap formulae used. \* small base



For further information contact Capibus on 020 8861 8084 / www.capibus.co.uk

**A BALANCING ACT : PUBLIC SURVEY**  
**FIELDWORK DATES: 04 APR - 10 APR 2008**

Table 6  
 Q2\_4

**INTERVIEWER NOTE: IF REQUIRED, STATE THAT WE ARE ASKING THE RESPONDENT TO IMAGINE IF THEY WERE TO RECEIVE A SERVICE FROM A CHARITY IN ANSWERING THIS QUESTION.**

**IT IS IMPORTANT FOR ME THAT THE CHARITY CONSULTS ME ON HOW IT OPERATES**

BASE: ALL ADULTS AGED 15+ IN ENGLAND AND WALES

	INCOME				Q1A - DEGREE OF BENEFIT		Q3I - EMBARRASSED FREE HELP		Q3II - EMBARRASSED PAID HELP		SELF IDENTIFIED BENEFICIARY	
	UP TO 9499 (a)	9500 - 17499 (b)	17500 - 24999 (c)	25000 PLUS (d)	A GREAT DEAL / A FAIR AMOUNT (e)	NOT VERY MUCH / NOT AT ALL (f)	AGREE (g)	DISAGREE (h)	AGREE (i)	DISAGREE (j)		
<b>WEIGHTED BASE</b>	<b>1901</b> <b>100%</b>	226 12%	318 17%	109* 6%*	473 25%	330 17%	1489 78%	547 29%	981 52%	430 23%	1107 58%	303 16%
DISAGREE	<b>242</b> <b>13%</b> <b>100%</b>	20 9%	61 19%	12 11%	69 15%	44 13%	192 13%	61 11%	144 15%	41 10%	173 16%	54 18%
DON'T KNOW	<b>163</b> <b>9%</b> <b>100%</b>	18 8%	13 4%	5 5%	18 4%	3 1%	117 8%	33 6%	57 6%	26 6%	64 6%	4 1%
		<b>11%<sup>d</sup></b>	8%	3%	11%	2%	<b>72%<sup>e</sup></b>	20%	35%	16%	39%	2%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j  
 Overlap formulae used. \* small base



For further information contact Capibus on 020 8861 8084 / www.capibus.co.uk

**A BALANCING ACT : PUBLIC SURVEY**  
**FIELDWORK DATES: 04 APR - 10 APR 2008**

Table 7  
 Q2\_5

**INTERVIEWER NOTE: IF REQUIRED, STATE THAT WE ARE ASKING THE RESPONDENT TO IMAGINE IF THEY WERE TO RECEIVE A SERVICE FROM A CHARITY IN ANSWERING THIS QUESTION.**

**IT IS IMPORTANT TO ME THAT THE CHARITY FINDS OUT WHETHER I AM SATISFIED OR NOT WITH THE WAY THE SERVICES ARE PROVIDED TO ME**

BASE: ALL ADULTS AGED 15+ IN ENGLAND AND WALES

	INCOME				Q1A - DEGREE OF BENEFIT		Q3I - EMBARRASSED FREE HELP		Q3II - EMBARRASSED PAID HELP		SELF IDENTIFIED BENEFICIARY	
	TOTAL	UP TO 9499 (a)	9500 - 17499 (b)	17500 - 24999 (c)	25000 PLUS (d)	A GREAT DEAL / A FAIR AMOUNT (e)	NOT VERY MUCH / NOT AT ALL (f)	AGREE (g)	DISAGREE (h)	AGREE (i)		DISAGREE (j)
UNWEIGHTED BASE	1857	267	328	100	381	328	1458	561	945	446	1058	308
WEIGHTED BASE	1901	226	318	109*	473	330	1489	547	981	430	1107	303
	100%	12%	17%	6%*	25%	17%	78%	29%	52%	23%	58%	16%
STRONGLY AGREE	531	58	78	30	175	117	409	181	299	127	353	111
	28%	26%	25%	28%	37%	35%	27%	33%	30%	29%	32%	37%
	100%	11%	15%	6%	33% <sup>ab</sup>	22% <sup>f</sup>	77%	34%	56%	24%	66%	21%
TEND TO AGREE	756	106	132	52	200	146	597	215	430	167	477	117
	40%	47%	41%	48%	42%	44%	40%	39%	44%	39%	43%	39%
	100%	14%	17%	7%	26%	19%	79%	28%	57%	22%	63%	15%
NEITHER AGREE NOR DISAGREE	346	30	70	16	53	39	281	84	132	84	141	43
	18%	13%	22%	14%	11%	12%	19%	15%	13%	20%	13%	14%
	100%	9%	20% <sup>ad</sup>	5%	15%	11%	81% <sup>e</sup>	24%	38%	24% <sup>j</sup>	41%	12%
TEND TO DISAGREE	92	10	23	5	22	20	68	26	52	19	62	23
	5%	5%	7%	5%	5%	6%	5%	5%	5%	4%	6%	7%
	100%	11%	25%	6%	24%	22%	74%	28%	57%	20%	68%	25%
STRONGLY DISAGREE	20	2	2	2	3	5	14	4	12	4	14	5
	1%	1%	1%	2%	1%	2%	1%	1%	1%	1%	1%	2%
	100%	12%	12%	11%	14%	25%	71%	22%	59%	21%	72%	23%
AGREE	1288	164	210	82	375	263	1006	396	729	294	830	228
	68%	73%	66%	75%	79%	80%	68%	72%	74%	68%	75%	75%
	100%	13%	16%	6%	29% <sup>b</sup>	20% <sup>f</sup>	78%	31%	57%	23%	64% <sup>i</sup>	18%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j  
 Overlap formulae used. \* small base



**A BALANCING ACT : PUBLIC SURVEY**  
**FIELDWORK DATES: 04 APR - 10 APR 2008**

Table 7

Q2\_5

**INTERVIEWER NOTE: IF REQUIRED, STATE THAT WE ARE ASKING THE RESPONDENT TO IMAGINE IF THEY WERE TO RECEIVE A SERVICE FROM A CHARITY IN ANSWERING THIS QUESTION.**

**IT IS IMPORTANT TO ME THAT THE CHARITY FINDS OUT WHETHER I AM SATISFIED OR NOT WITH THE WAY THE SERVICES ARE PROVIDED TO ME**

BASE: ALL ADULTS AGED 15+ IN ENGLAND AND WALES

	INCOME				Q1A - DEGREE OF BENEFIT		Q3I - EMBARRASSED FREE HELP		Q3II - EMBARRASSED PAID HELP		SELF IDENTIFIED BENEFICIARY	
	UP TO 9499 (a)	9500 - 17499 (b)	17500 - 24999 (c)	25000 PLUS (d)	A GREAT DEAL / A FAIR AMOUNT (e)	NOT VERY MUCH / NOT AT ALL (f)	AGREE (g)	DISAGREE (h)	AGREE (i)	DISAGREE (j)		
<b>WEIGHTED BASE</b>	<b>1901</b>	226	318	109*	473	330	1489	547	981	430	1107	303
	<b>100%</b>	12%	17%	6%*	25%	17%	78%	29%	52%	23%	58%	16%
DISAGREE	<b>112</b>	13	25	8	24	25	82	30	64	23	77	27
	<b>6%</b>	6%	8%	7%	5%	8%	5%	6%	6%	5%	7%	9%
	<b>100%</b>	11%	23%	7%	22%	23%	73%	27%	57%	20%	68%	24%
DON'T KNOW	<b>156</b>	18	12	4	21	3	121	36	56	29	60	5
	<b>8%</b>	8%	4%	3%	4%	1%	8%	7%	6%	7%	5%	2%
	<b>100%</b>	<b>12%b</b>	8%	2%	14%	2%	<b>78%e</b>	23%	36%	19%	38%	3%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j  
 Overlap formulae used. \* small base



For further information contact Capibus on 020 8861 8084 / [www.capibus.co.uk](http://www.capibus.co.uk)

**A BALANCING ACT : PUBLIC SURVEY**  
**FIELDWORK DATES: 04 APR - 10 APR 2008**

Table 8  
 Q3.1  
**"EVEN THOUGH I NEED IT, I WOULD BE EMBARRASSED TO RECEIVE FREE HELP FROM A CHARITY?"**  
 BASE: ALL ADULTS AGED 15+ IN ENGLAND AND WALES

	INCOME				Q1A - DEGREE OF BENEFIT		Q3I - EMBARRASSED FREE HELP		Q3II - EMBARRASSED PAID HELP		SELF IDENTIFIED BENEFICIARY	
	TOTAL	UP TO 9499 (a)	9500 - 17499 (b)	17500 - 24999 (c)	25000 PLUS (d)	A GREAT DEAL / A FAIR AMOUNT (e)	NOT VERY MUCH / NOT AT ALL (f)	AGREE (g)	DISAGREE (h)	AGREE (i)		DISAGREE (j)
<b>UNWEIGHTED BASE</b>	<b>1857</b>	267	328	100	381	328	1458	561	945	446	1058	308
<b>WEIGHTED BASE</b>	<b>1901</b>	226	318	109*	473	330	1489	547	981	430	1107	303
	<b>100%</b>	12%	17%	6%*	25%	17%	78%	29%	52%	23%	58%	16%
STRONGLY AGREE	<b>152</b>	19	31	11	35	25	123	152	-	106	31	29
	<b>8%</b>	9%	10%	10%	7%	7%	8%	28%	-	25%	3%	10%
	<b>100%</b>	13%	21%	7%	23%	16%	81%	<b>100%h</b>	-	<b>70%j</b>	20%	19%
TEND TO AGREE	<b>395</b>	51	68	20	98	59	330	395	-	240	98	59
	<b>21%</b>	23%	21%	18%	21%	18%	22%	72%	-	56%	9%	20%
	<b>100%</b>	13%	17%	5%	25%	15%	84%	<b>100%h</b>	-	<b>61%j</b>	25%	15%
NEITHER AGREE NOR DISAGREE	<b>294</b>	26	49	14	54	41	231	-	-	41	66	37
	<b>15%</b>	12%	15%	13%	11%	13%	16%	-	-	9%	6%	12%
	<b>100%</b>	9%	17%	5%	18%	14%	79%	-	-	<b>14%j</b>	23%	13%
TEND TO DISAGREE	<b>570</b>	76	105	45	138	109	449	-	570	25	520	85
	<b>30%</b>	34%	33%	41%	29%	33%	30%	-	58%	6%	47%	28%
	<b>100%</b>	13%	18%	8% <b>d</b>	24%	19%	79%	-	<b>100%g</b>	4%	<b>91%i</b>	15%
STRONGLY DISAGREE	<b>411</b>	45	54	19	137	95	299	-	411	15	383	92
	<b>22%</b>	20%	17%	17%	29%	29%	20%	-	42%	3%	35%	31%
	<b>100%</b>	11%	13%	5%	<b>33%abc</b>	<b>23%f</b>	73%	-	<b>100%g</b>	4%	<b>93%i</b>	22%
AGREE	<b>547</b>	71	99	30	133	83	453	547	-	346	130	89
	<b>29%</b>	31%	31%	28%	28%	25%	30%	100%	-	80%	12%	29%
	<b>100%</b>	13%	18%	6%	24%	15%	83%	<b>100%h</b>	-	<b>63%j</b>	24%	16%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j  
 Overlap formulae used. \* small base



For further information contact Capibus on 020 8861 8084 / www.capibus.co.uk



**A BALANCING ACT : PUBLIC SURVEY**  
**FIELDWORK DATES: 04 APR - 10 APR 2008**

Table 8  
 Q3\_1  
**"EVEN THOUGH I NEED IT, I WOULD BE EMBARRASSED TO RECEIVE FREE HELP FROM A CHARITY?"**  
 BASE: ALL ADULTS AGED 15+ IN ENGLAND AND WALES

	INCOME				Q1A - DEGREE OF BENEFIT		Q3I - EMBARRASSED FREE HELP		Q3II - EMBARRASSED PAID HELP		SELF IDENTIFIED BENEFICIARY	
	UP TO 9499 (a)	9500 - 17499 (b)	17500 - 24999 (c)	25000 PLUS (d)	A GREAT DEAL / A FAIR AMOUNT (e)	NOT VERY MUCH / NOT AT ALL (f)	AGREE (g)	DISAGREE (h)	AGREE (i)	DISAGREE (j)		
<b>WEIGHTED BASE</b>	<b>1901</b> <b>100%</b>	226 12%	318 17%	109* 6%*	473 25%	330 17%	1489 78%	547 29%	981 52%	430 23%	1107 58%	303 16%
DISAGREE	<b>981</b> <b>52%</b> <b>100%</b>	121 54% 12%	160 50% 16%	64 59% 7%	276 58% <b>28%b</b>	204 62% <b>21%f</b>	749 50% 76%	- - -	981 100% <b>100%g</b>	40 9% 4%	903 82% <b>92%i</b>	177 59% 18%
DON'T KNOW	<b>79</b> <b>4%</b> <b>100%</b>	8 3% 10%	10 3% 13%	1 1% 2%	10 2% 13%	1 * 2%	57 4% <b>72%e</b>	- - -	- - -	4 1% 5%	8 1% 10%	- - -

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j  
 Overlap formulae used. \* small base



For further information contact Capibus on 020 8861 8084 / www.capibus.co.uk

**A BALANCING ACT : PUBLIC SURVEY**  
**FIELDWORK DATES: 04 APR - 10 APR 2008**

Table 9  
 Q3.2  
**"EVEN THOUGH I NEED IT, I WOULD BE EMBARRASSED TO RECEIVE HELP THAT I HAD DIRECTLY PAID FOR FROM A CHARITY?"**  
 BASE: ALL ADULTS AGED 15+ IN ENGLAND AND WALES

	INCOME				Q1A - DEGREE OF BENEFIT		Q3I - EMBARRASSED FREE HELP		Q3II - EMBARRASSED PAID HELP		SELF IDENTIFIED BENEFICIARY	
	TOTAL	UP TO 9499 (a)	9500 - 17499 (b)	17500 - 24999 (c)	25000 PLUS (d)	A GREAT DEAL / A FAIR AMOUNT (e)	NOT VERY MUCH / NOT AT ALL (f)	AGREE (g)	DISAGREE (h)	AGREE (i)		DISAGREE (j)
<b>UNWEIGHTED BASE</b>	<b>1857</b>	267	328	100	381	328	1458	561	945	446	1058	308
<b>WEIGHTED BASE</b>	<b>1901</b>	226	318	109*	473	330	1489	547	981	430	1107	303
	<b>100%</b>	12%	17%	6%*	25%	17%	78%	29%	52%	23%	58%	16%
STRONGLY AGREE	<b>109</b>	12	20	10	18	23	81	96	10	109	-	20
	<b>6%</b>	5%	6%	9%	4%	7%	5%	18%	1%	25%	-	7%
	<b>100%</b>	11%	18%	9% <b>d</b>	17%	21%	75%	88% <b>h</b>	9%	100% <b>j</b>	-	18%
TEND TO AGREE	<b>321</b>	41	59	15	68	47	267	250	30	321	-	44
	<b>17%</b>	18%	18%	14%	14%	14%	18%	46%	3%	75%	-	14%
	<b>100%</b>	13%	18%	5%	21%	14%	83%	78% <b>h</b>	9%	100% <b>j</b>	-	14%
NEITHER AGREE NOR DISAGREE	<b>275</b>	28	49	14	42	44	214	61	31	-	-	37
	<b>14%</b>	12%	15%	13%	9%	13%	14%	11%	3%	-	-	12%
	<b>100%</b>	10%	18% <b>d</b>	5%	15%	16%	78%	22% <b>h</b>	11%	-	-	13%
TEND TO DISAGREE	<b>587</b>	72	114	41	155	106	465	94	436	-	587	81
	<b>31%</b>	32%	36%	38%	33%	32%	31%	17%	44%	-	53%	27%
	<b>100%</b>	12%	19%	7%	26%	18%	79%	16%	74% <b>g</b>	-	100% <b>i</b>	14%
STRONGLY DISAGREE	<b>520</b>	67	69	24	172	109	391	35	467	-	520	120
	<b>27%</b>	30%	22%	22%	36%	33%	26%	6%	48%	-	47%	40%
	<b>100%</b>	13% <b>b</b>	13%	5%	33% <b>bc</b>	21% <b>f</b>	75%	7%	90% <b>g</b>	-	100% <b>i</b>	23%
AGREE	<b>430</b>	53	79	25	87	69	349	346	40	430	-	64
	<b>23%</b>	23%	25%	23%	18%	21%	23%	63%	4%	100%	-	21%
	<b>100%</b>	12%	18%	6%	20%	16%	81%	80% <b>h</b>	9%	100% <b>j</b>	-	15%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j  
 Overlap formulae used. \* small base



For further information contact Capibus on 020 8861 8084 / www.capibus.co.uk

**A BALANCING ACT : PUBLIC SURVEY**  
**FIELDWORK DATES: 04 APR - 10 APR 2008**

Table 9  
 Q3 2  
**"EVEN THOUGH I NEED IT, I WOULD BE EMBARRASSED TO RECEIVE HELP THAT I HAD DIRECTLY PAID FOR FROM A CHARITY?"**  
 BASE: ALL ADULTS AGED 15+ IN ENGLAND AND WALES

	INCOME				Q1A - DEGREE OF BENEFIT		Q3I - EMBARRASSED FREE HELP		Q3II - EMBARRASSED PAID HELP		SELF IDENTIFIED BENEFICIARY	
	UP TO 9499 (a)	9500 - 17499 (b)	17500 - 24999 (c)	25000 PLUS (d)	A GREAT DEAL / A FAIR AMOUNT (e)	NOT VERY MUCH / NOT AT ALL (f)	AGREE (g)	DISAGREE (h)	AGREE (i)	DISAGREE (j)		
<b>TOTAL</b>	<b>1901</b>	226	318	109*	473	330	1489	547	981	430	1107	303
	<b>100%</b>	12%	17%	6%*	25%	17%	78%	29%	52%	23%	58%	16%
DISAGREE	<b>1107</b>	140	182	66	327	216	857	130	903	-	1107	201
	<b>58%</b>	62%	57%	60%	69%	65%	58%	24%	92%	-	100%	66%
	<b>100%</b>	13%	16%	6%	30% <b>b</b>	19% <b>f</b>	77%	12%	82% <b>g</b>	-	100% <b>i</b>	18%
DON'T KNOW	<b>89</b>	6	8	4	17	1	70	11	7	-	-	2
	<b>5%</b>	2%	3%	3%	4%	*	5%	2%	1%	-	-	1%
	<b>100%</b>	6%	9%	4%	19%	1%	79% <b>e</b>	12% <b>h</b>	8%	-	-	2%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j  
 Overlap formulae used. \* small base



For further information contact Capibus on 020 8861 8084 / www.capibus.co.uk

**A BALANCING ACT : PUBLIC SURVEY**  
**FIELDWORK DATES: 04 APR - 10 APR 2008**

Table 10  
 Q4  
**LOOKING AT THIS CARD, WHICH TWO OR THREE, IF ANY, DO YOU THINK CHARITIES SHOULD BE ACCOUNTABLE TO (I.E EXPECTED TO JUSTIFY THEIR ACTIONS OR DECISIONS TO)?**  
 BASE: ALL ADULTS AGED 15+ IN ENGLAND AND WALES

	TOTAL	INCOME				Q1A - DEGREE OF BENEFIT		Q3I - EMBARRASSED FREE HELP		Q3II - EMBARRASSED PAID HELP		SELF IDENTIFIED BENEFICIARY
		UP TO 9499 (a)	9500 - 17499 (b)	17500 - 24999 (c)	25000 PLUS (d)	A GREAT DEAL / A FAIR AMOUNT (e)	NOT VERY MUCH / NOT AT ALL (f)	AGREE (g)	DISAGREE (h)	AGREE (i)	DISAGREE (j)	
UNWEIGHTED BASE	1857	267	328	100	381	328	1458	561	945	446	1058	308
WEIGHTED BASE	1901	226	318	109*	473	330	1489	547	981	430	1107	303
	100%	12%	17%	6%*	25%	17%	78%	29%	52%	23%	58%	16%
CENTRAL GOVERNMENT	293	49	55	11	68	49	230	91	153	71	167	47
	15%	22%	17%	10%	14%	15%	15%	17%	16%	17%	15%	16%
	100%	17%cd	19%	4%	23%	17%	79%	31%	52%	24%	57%	16%
THE CHARITY'S TRUSTEES	794	92	125	42	246	165	609	214	439	170	503	146
	42%	41%	39%	38%	52%	50%	41%	39%	45%	40%	45%	48%
	100%	12%	16%	5%	31%abc	21%f	77%	27%	55%g	21%	63%	18%
A CHARITY REGULATOR	886	92	149	61	279	170	691	235	514	173	579	153
	47%	41%	47%	56%	59%	52%	46%	43%	52%	40%	52%	51%
	100%	10%	17%	7%a	31%ab	19%	78%	27%	58%g	20%	65%i	17%
THE GENERAL PUBLIC	470	60	85	35	127	98	359	145	248	107	295	83
	25%	26%	27%	32%	27%	30%	24%	26%	25%	25%	27%	28%
	100%	13%	18%	7%	27%	21%f	76%	31%	53%	23%	63%	18%
LOCAL GOVERNMENT	256	26	51	16	39	36	208	83	130	65	144	32
	13%	12%	16%	15%	8%	11%	14%	15%	13%	15%	13%	11%
	100%	10%	20%d	6%	15%	14%	81%	32%	51%	25%	56%	13%
PEOPLE WHO DONATE MONEY TO THE CHARITY	697	90	123	39	201	135	547	201	392	136	457	127
	37%	40%	39%	36%	43%	41%	37%	37%	40%	32%	41%	42%
	100%	13%	18%	6%	29%	19%	78%	29%	56%	19%	66%i	18%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j  
 Overlap formulae used. \* small base



**A BALANCING ACT : PUBLIC SURVEY**  
**FIELDWORK DATES: 04 APR - 10 APR 2008**

Table 10  
 Q4  
**LOOKING AT THIS CARD, WHICH TWO OR THREE, IF ANY, DO YOU THINK CHARITIES SHOULD BE ACCOUNTABLE TO (I.E EXPECTED TO JUSTIFY THEIR ACTIONS OR DECISIONS TO)?**  
 BASE: ALL ADULTS AGED 15+ IN ENGLAND AND WALES

	INCOME				Q1A - DEGREE OF BENEFIT		Q3I - EMBARRASSED FREE HELP		Q3II - EMBARRASSED PAID HELP		SELF IDENTIFIED BENEFICIARY	
	TOTAL	UP TO 9499 (a)	9500 - 17499 (b)	17500 - 24999 (c)	25000 PLUS (d)	A GREAT DEAL / A FAIR AMOUNT (e)	NOT VERY MUCH / NOT AT ALL (f)	AGREE (g)	DISAGREE (h)	AGREE (i)	DISAGREE (j)	
<b>WEIGHTED BASE</b>	<b>1901</b> <b>100%</b>	226 12%	318 17%	109* 6%*	473 25%	330 17%	1489 78%	547 29%	981 52%	430 23%	1107 58%	303 16%
PEOPLE WHO DIRECTLY BENEFIT FROM THEIR GOODS/ SERVICES/ ACTIVITIES	<b>374</b> <b>20%</b> <b>100%</b>	57 25% <b>15%b</b>	55 17% 15%	24 22% 6%	126 27% <b>34%b</b>	89 27% <b>24%f</b>	280 19% 75%	97 18% 26%	212 22% 57%	65 15% 17%	254 23% <b>68%i</b>	81 27% 22%
THE POLICE	<b>108</b> <b>6%</b> <b>100%</b>	13 6% 12%	19 6% 18%	7 6% 6%	25 5% 24%	17 5% 15%	90 6% 83%	35 6% 33%	60 6% 56%	18 4% 17%	73 7% 68%	24 8% 22%
NONE OF THESE	<b>26</b> <b>1%</b> <b>100%</b>	3 1% 13%	2 1% 9%	4 4% <b>16%bd</b>	4 1% 17%	* * 2%	18 1% 69%	7 1% 26%	4 * 17%	6 1% <b>23%j</b>	4 * 17%	1 * 3%
DON'T KNOW	<b>79</b> <b>4%</b> <b>100%</b>	6 3% 8%	5 1% 6%	1 1% 1%	7 1% 8%	3 1% 4%	60 4% <b>76%e</b>	15 3% 19%	29 3% 37%	13 3% 16%	32 3% 40%	1 * 1%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j  
 Overlap formulae used. \* small base



**A BALANCING ACT : PUBLIC SURVEY**  
**FIELDWORK DATES: 04 APR - 10 APR 2008**

Table 11  
 Q4ME\_1  
**1ST MENTION AT CY04**  
 BASE: ALL ADULTS AGED 15+ IN ENGLAND AND WALES

	TOTAL	INCOME				Q1A - DEGREE OF BENEFIT		Q3I - EMBARRASSED FREE HELP		Q3II - EMBARRASSED PAID HELP		SELF IDENTIFIED BENEFICIARY
		UP TO 9499 (a)	9500 - 17499 (b)	17500 - 24999 (c)	25000 PLUS (d)	A GREAT DEAL / A FAIR AMOUNT (e)	NOT VERY MUCH / NOT AT ALL (f)	AGREE (g)	DISAGREE (h)	AGREE (i)	DISAGREE (j)	
UNWEIGHTED BASE	1857	267	328	100	381	328	1458	561	945	446	1058	308
WEIGHTED BASE	1901	226	318	109*	473	330	1489	547	981	430	1107	303
	100%	12%	17%	6%*	25%	17%	78%	29%	52%	23%	58%	16%
CENTRAL GOVERNMENT	192	24	42	6	41	38	146	63	96	50	101	35
	10%	11%	13%	6%	9%	12%	10%	11%	10%	12%	9%	12%
	100%	13%	22%	3%	21%	20%	76%	33%	50%	26%	52%	18%
THE CHARITY'S TRUSTEES	450	58	65	17	117	88	352	123	231	101	265	82
	24%	26%	20%	16%	25%	27%	24%	23%	24%	23%	24%	27%
	100%	13%	14%	4%	26%	20%	78%	27%	51%	22%	59%	18%
A CHARITY REGULATOR	394	46	71	34	116	65	316	106	212	97	225	62
	21%	20%	22%	31%	24%	20%	21%	19%	22%	22%	20%	21%
	100%	12%	18%	9%a	29%	16%	80%	27%	54%	25%	57%	16%
THE GENERAL PUBLIC	212	28	39	20	40	43	159	71	104	55	124	32
	11%	12%	12%	19%	8%	13%	11%	13%	11%	13%	11%	11%
	100%	13%	19%	10%d	19%	20%	75%	33%	49%	26%	59%	15%
LOCAL GOVERNMENT	108	9	19	4	14	12	88	35	48	29	55	11
	6%	4%	6%	3%	3%	4%	6%	6%	5%	7%	5%	4%
	100%	8%	18%	3%	13%	11%	82%	33%	45%	26%	51%	10%
PEOPLE WHO DONATE MONEY TO THE CHARITY	251	35	50	12	67	40	206	78	145	50	172	42
	13%	16%	16%	11%	14%	12%	14%	14%	15%	12%	16%	14%
	100%	14%	20%	5%	27%	16%	82%	31%	58%	20%	68%	17%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j  
 Overlap formulae used. \* small base



For further information contact Capibus on 020 8861 8084 / www.capibus.co.uk

**A BALANCING ACT : PUBLIC SURVEY**  
**FIELDWORK DATES: 04 APR - 10 APR 2008**

Table 11  
 Q4ME\_1  
**1ST MENTION AT CY04**  
 BASE: ALL ADULTS AGED 15+ IN ENGLAND AND WALES

	TOTAL	INCOME				Q1A - DEGREE OF BENEFIT		Q3I - EMBARRASSED FREE HELP		Q3II - EMBARRASSED PAID HELP		SELF IDENTIFIED BENEFICIARY
		UP TO 9499 (a)	9500 - 17499 (b)	17500 - 24999 (c)	25000 PLUS (d)	A GREAT DEAL / A FAIR AMOUNT (e)	NOT VERY MUCH / NOT AT ALL (f)	AGREE (g)	DISAGREE (h)	AGREE (i)	DISAGREE (j)	
<b>WEIGHTED BASE</b>	<b>1901</b> <b>100%</b>	226 12%	318 17%	109* 6%*	473 25%	330 17%	1489 78%	547 29%	981 52%	430 23%	1107 58%	303 16%
PEOPLE WHO DIRECTLY BENEFIT FROM THEIR GOODS/ SERVICES/ ACTIVITIES	<b>135</b> <b>7%</b> <b>100%</b>	14 6% 10%	19 6% 14%	9 8% 7%	49 10% 36%	30 9% 22%	102 7% 76%	33 6% 24%	80 8% 59%	23 5% 17%	92 8% 69%	26 9% 20%
THE POLICE	<b>54</b> <b>3%</b> <b>100%</b>	3 1% 5%	6 2% 11%	2 2% 3%	19 4% 36% <b>a</b>	11 3% 20%	43 3% 79%	16 3% 31%	30 3% 56%	7 2% 14%	35 3% 66%	10 3% 18%
NO ANSWER	<b>26</b> <b>1%</b> <b>100%</b>	3 1% 13%	2 1% 9%	4 4% 16% <b>bd</b>	4 1% 17%	* * 2%	18 1% 69%	7 1% 26%	4 * 17%	6 1% 23% <b>j</b>	4 * 17%	1 * 3%
DON'T KNOW	<b>79</b> <b>4%</b> <b>100%</b>	6 3% 8%	5 1% 6%	1 1% 1%	7 1% 8%	3 1% 4%	60 4% 76% <b>e</b>	15 3% 19%	29 3% 37%	13 3% 16%	32 3% 40%	1 * 1%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j  
 Overlap formulae used. \* small base



For further information contact Capibus on 020 8861 8084 / www.capibus.co.uk

**A BALANCING ACT : PUBLIC SURVEY**  
**FIELDWORK DATES: 04 APR - 10 APR 2008**

Table 12  
 Q4ME\_2  
**2ND MENTION AT CY04**  
 BASE: ALL ADULTS AGED 15+ IN ENGLAND AND WALES

	TOTAL	INCOME				Q1A - DEGREE OF BENEFIT		Q3I - EMBARRASSED FREE HELP		Q3II - EMBARRASSED PAID HELP		SELF IDENTIFIED BENEFICIARY
		UP TO 9499 (a)	9500 - 17499 (b)	17500 - 24999 (c)	25000 PLUS (d)	A GREAT DEAL / A FAIR AMOUNT (e)	NOT VERY MUCH / NOT AT ALL (f)	AGREE (g)	DISAGREE (h)	AGREE (i)	DISAGREE (j)	
<b>UNWEIGHTED BASE</b>	<b>1857</b>	267	328	100	381	328	1458	561	945	446	1058	308
<b>WEIGHTED BASE</b>	<b>1901</b>	226	318	109*	473	330	1489	547	981	430	1107	303
	<b>100%</b>	12%	17%	6%*	25%	17%	78%	29%	52%	23%	58%	16%
CENTRAL GOVERNMENT	<b>57</b>	11	9	3	13	7	46	13	34	13	35	6
	<b>3%</b>	5%	3%	3%	3%	2%	3%	2%	3%	3%	3%	2%
	<b>100%</b>	20%	16%	5%	23%	12%	81%	23%	59%	23%	60%	11%
THE CHARITY'S TRUSTEES	<b>223</b>	21	38	12	89	55	161	64	125	55	142	46
	<b>12%</b>	9%	12%	11%	19%	17%	11%	12%	13%	13%	13%	15%
	<b>100%</b>	9%	17%	5%	<b>40%ab</b>	<b>25%f</b>	72%	29%	56%	25%	64%	21%
A CHARITY REGULATOR	<b>362</b>	34	54	20	118	68	287	92	228	49	266	63
	<b>19%</b>	15%	17%	19%	25%	21%	19%	17%	23%	11%	24%	21%
	<b>100%</b>	9%	15%	6%	<b>33%ab</b>	19%	79%	25%	<b>63%g</b>	14%	<b>74%i</b>	17%
THE GENERAL PUBLIC	<b>172</b>	20	33	12	47	32	137	50	91	40	108	37
	<b>9%</b>	9%	10%	11%	10%	10%	9%	9%	9%	9%	10%	12%
	<b>100%</b>	12%	19%	7%	27%	18%	80%	29%	53%	23%	63%	22%
LOCAL GOVERNMENT	<b>108</b>	12	25	9	17	19	86	37	54	30	57	15
	<b>6%</b>	5%	8%	8%	4%	6%	6%	7%	6%	7%	5%	5%
	<b>100%</b>	11%	<b>23%d</b>	8%	16%	17%	80%	34%	50%	28%	53%	14%
PEOPLE WHO DONATE MONEY TO THE CHARITY	<b>258</b>	39	41	15	75	58	192	74	148	52	173	46
	<b>14%</b>	17%	13%	14%	16%	18%	13%	13%	15%	12%	16%	15%
	<b>100%</b>	15%	16%	6%	29%	<b>23%f</b>	74%	29%	57%	20%	67%	18%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j  
 Overlap formulae used. \* small base





**A BALANCING ACT : PUBLIC SURVEY**  
**FIELDWORK DATES: 04 APR - 10 APR 2008**

Table 12  
 Q4ME\_2  
**2ND MENTION AT CY04**  
 BASE: ALL ADULTS AGED 15+ IN ENGLAND AND WALES

	TOTAL	INCOME				Q1A - DEGREE OF BENEFIT		Q3I - EMBARRASSED FREE HELP		Q3II - EMBARRASSED PAID HELP		SELF IDENTIFIED BENEFICIARY
		UP TO 9499 (a)	9500 - 17499 (b)	17500 - 24999 (c)	25000 PLUS (d)	A GREAT DEAL / A FAIR AMOUNT (e)	NOT VERY MUCH / NOT AT ALL (f)	AGREE (g)	DISAGREE (h)	AGREE (i)	DISAGREE (j)	
<b>WEIGHTED BASE</b>	<b>1901</b> <b>100%</b>	226 12%	318 17%	109* 6%*	473 25%	330 17%	1489 78%	547 29%	981 52%	430 23%	1107 58%	303 16%
PEOPLE WHO DIRECTLY BENEFIT FROM THEIR GOODS/ SERVICES/ ACTIVITIES	<b>120</b> <b>6%</b> <b>100%</b>	21 9% 17%	17 5% 14%	9 8% 8%	33 7% 28%	27 8% 23%	92 6% 77%	31 6% 26%	67 7% 56%	23 5% 19%	78 7% 65%	28 9% 23%
THE POLICE	<b>22</b> <b>1%</b> <b>100%</b>	3 1% 13%	8 3% <b>37%<sup>d</sup></b>	2 2% 10%	3 1% 12%	1 * 6%	21 1% 94%	8 1% 36%	11 1% 48%	5 1% 22%	14 1% 62%	5 2% 22%
NO ANSWER	-	-	-	-	-	-	-	-	-	-	-	-
DON'T KNOW	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j  
 Overlap formulae used. \* small base



For further information contact Capibus on 020 8861 8084 / www.capibus.co.uk

**A BALANCING ACT : PUBLIC SURVEY**  
**FIELDWORK DATES: 04 APR - 10 APR 2008**

Table 13  
 Q4ME\_3  
**3RD MENTION AT CY04**  
 BASE: ALL ADULTS AGED 15+ IN ENGLAND AND WALES

	TOTAL	INCOME				Q1A - DEGREE OF BENEFIT		Q3I - EMBARRASSED FREE HELP		Q3II - EMBARRASSED PAID HELP		SELF IDENTIFIED BENEFICIARY
		UP TO 9499 (a)	9500 - 17499 (b)	17500 - 24999 (c)	25000 PLUS (d)	A GREAT DEAL / A FAIR AMOUNT (e)	NOT VERY MUCH / NOT AT ALL (f)	AGREE (g)	DISAGREE (h)	AGREE (i)	DISAGREE (j)	
<b>UNWEIGHTED BASE</b>	<b>1857</b>	267	328	100	381	328	1458	561	945	446	1058	308
<b>WEIGHTED BASE</b>	<b>1901</b>	226	318	109*	473	330	1489	547	981	430	1107	303
	<b>100%</b>	12%	17%	6%*	25%	17%	78%	29%	52%	23%	58%	16%
CENTRAL GOVERNMENT	<b>43</b>	14	4	2	14	5	38	15	24	8	31	6
	<b>2%</b>	6%	1%	2%	3%	1%	3%	3%	2%	2%	3%	2%
	<b>100%</b>	<b>32%b</b>	9%	4%	33%	11%	88%	35%	55%	19%	73%	13%
THE CHARITY'S TRUSTEES	<b>121</b>	13	22	13	40	22	96	27	82	15	95	18
	<b>6%</b>	6%	7%	12%	8%	7%	6%	5%	8%	3%	9%	6%
	<b>100%</b>	11%	18%	11%	33%	18%	80%	22%	<b>68%g</b>	12%	<b>79%i</b>	15%
A CHARITY REGULATOR	<b>130</b>	13	24	7	45	37	88	37	74	27	87	28
	<b>7%</b>	6%	8%	7%	10%	11%	6%	7%	8%	6%	8%	9%
	<b>100%</b>	10%	18%	6%	35%	<b>29%f</b>	68%	28%	57%	21%	67%	21%
THE GENERAL PUBLIC	<b>87</b>	11	12	2	40	24	63	24	52	13	63	14
	<b>5%</b>	5%	4%	2%	9%	7%	4%	4%	5%	3%	6%	5%
	<b>100%</b>	13%	14%	3%	<b>47%bc</b>	<b>27%f</b>	73%	28%	60%	15%	<b>72%i</b>	17%
LOCAL GOVERNMENT	<b>40</b>	5	7	4	8	6	34	11	27	6	32	7
	<b>2%</b>	2%	2%	3%	2%	2%	2%	2%	3%	1%	3%	2%
	<b>100%</b>	12%	18%	9%	21%	14%	84%	26%	68%	15%	78%	17%
PEOPLE WHO DONATE MONEY TO THE CHARITY	<b>188</b>	16	33	12	59	36	149	50	99	34	112	39
	<b>10%</b>	7%	10%	11%	12%	11%	10%	9%	10%	8%	10%	13%
	<b>100%</b>	8%	17%	6%	<b>31%a</b>	19%	79%	27%	53%	18%	60%	21%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j  
 Overlap formulae used. \* small base



For further information contact Capibus on 020 8861 8084 / www.capibus.co.uk

**A BALANCING ACT : PUBLIC SURVEY**  
**FIELDWORK DATES: 04 APR - 10 APR 2008**

Table 13  
 Q4ME\_3  
**3RD MENTION AT CY04**  
 BASE: ALL ADULTS AGED 15+ IN ENGLAND AND WALES

	TOTAL	INCOME				Q1A - DEGREE OF BENEFIT		Q3I - EMBARRASSED FREE HELP		Q3II - EMBARRASSED PAID HELP		SELF IDENTIFIED BENEFICIARY
		UP TO 9499 (a)	9500 - 17499 (b)	17500 - 24999 (c)	25000 PLUS (d)	A GREAT DEAL / A FAIR AMOUNT (e)	NOT VERY MUCH / NOT AT ALL (f)	AGREE (g)	DISAGREE (h)	AGREE (i)	DISAGREE (j)	
<b>WEIGHTED BASE</b>	<b>1901</b> <b>100%</b>	226 12%	318 17%	109* 6%*	473 25%	330 17%	1489 78%	547 29%	981 52%	430 23%	1107 58%	303 16%
PEOPLE WHO DIRECTLY BENEFIT FROM THEIR GOODS/ SERVICES/ ACTIVITIES	<b>119</b> <b>6%</b> <b>100%</b>	23 10% 20%	19 6% 16%	5 5% 4%	43 9% 36%	32 10% <b>27%<sup>f</sup></b>	86 6% 72%	33 6% 28%	65 7% 55%	20 5% 17%	83 8% 70%	27 9% 23%
THE POLICE	<b>32</b> <b>2%</b> <b>100%</b>	8 3% <b>24%<sup>d</sup></b>	5 2% 17%	3 3% 9%	4 1% 12%	5 1% 15%	26 2% 83%	11 2% 34%	19 2% 61%	6 1% 18%	24 2% 76%	9 3% 29%
NO ANSWER	-	-	-	-	-	-	-	-	-	-	-	-
DON'T KNOW	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j  
 Overlap formulae used. \* small base



For further information contact Capibus on 020 8861 8084 / [www.capibus.co.uk](http://www.capibus.co.uk)

**A BALANCING ACT : PUBLIC SURVEY**  
**FIELDWORK DATES: 04 APR - 10 APR 2008**

Table 14  
 Q5  
**IF YOU WERE TO RECEIVE A SERVICE OF SOME KIND, LOOKING AT THIS CARD, WHICH IF ANY, DO YOU THINK WOULD PROVIDE THE HIGHEST LEVEL OF SERVICE. PLEASE STATE AS MANY AS APPLY?**  
 BASE: ALL ADULTS AGED 15+ IN ENGLAND AND WALES

	TOTAL	INCOME				Q1A - DEGREE OF BENEFIT		Q3I - EMBARRASSED FREE HELP		Q3II - EMBARRASSED PAID HELP		SELF IDENTIFIED BENEFICIARY
		UP TO 9499 (a)	9500 - 17499 (b)	17500 - 24999 (c)	25000 PLUS (d)	A GREAT DEAL / A FAIR AMOUNT (e)	NOT VERY MUCH / NOT AT ALL (f)	AGREE (g)	DISAGREE (h)	AGREE (i)	DISAGREE (j)	
UNWEIGHTED BASE	1857	267	328	100	381	328	1458	561	945	446	1058	308
WEIGHTED BASE	1901	226	318	109*	473	330	1489	547	981	430	1107	303
	100%	12%	17%	6%*	25%	17%	78%	29%	52%	23%	58%	16%
A: A PRIVATE SECTOR ORGANISATION EG COMMERCIAL BUSINESS	463	45	66	26	165	66	383	134	253	102	284	69
	24%	20%	21%	24%	35%	20%	26%	25%	26%	24%	26%	23%
	100%	10%	14%	6%	36%ab	14%	83%	29%	55%	22%	61%	15%
B: A PUBLIC SECTOR ORGANISATION EG LOCAL AUTHORITY	368	53	82	27	83	85	276	115	192	109	206	67
	19%	23%	26%	24%	17%	26%	18%	21%	20%	25%	19%	22%
	100%	14%	22% <b>d</b>	7%	23%	23% <b>f</b>	75%	31%	52%	30% <b>j</b>	56%	18%
C: A VOLUNTARY SECTOR ORGANISATION EG CHARITY	455	53	97	30	122	102	344	133	240	110	281	90
	24%	23%	31%	28%	26%	31%	23%	24%	24%	25%	25%	30%
	100%	12%	21%	7%	27%	22% <b>f</b>	76%	29%	53%	24%	62%	20%
D: ALL THREE WOULD BE THE SAME	461	61	71	30	105	77	370	125	257	86	296	78
	24%	27%	22%	27%	22%	23%	25%	23%	26%	20%	27%	26%
	100%	13%	15%	6%	23%	17%	80%	27%	56%	19%	64% <b>i</b>	17%
DON'T KNOW	261	23	36	5	29	18	200	64	96	47	107	16
	14%	10%	11%	5%	6%	6%	13%	12%	10%	11%	10%	5%
	100%	9%	14% <b>d</b>	2%	11%	7%	77% <b>e</b>	24%	37%	18%	41%	6%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j  
 Overlap formulae used. \* small base



**A BALANCING ACT : PUBLIC SURVEY**  
**FIELDWORK DATES: 04 APR - 10 APR 2008**

Table 15  
 Q6\_1  
**IF YOU WERE TO RECEIVE HELP, GOODS OR SERVICES FROM A CHARITY, TO WHAT EXTENT, IF AT ALL, WOULD YOU WANT TO HAVE A SAY IN THE WAY THAT THE HELP/THOSE SERVICES WERE DELIVERED TO YOU??**  
 BASE: ALL ADULTS AGED 15+ IN ENGLAND AND WALES

	INCOME				Q1A - DEGREE OF BENEFIT		Q3I - EMBARRASSED FREE HELP		Q3II - EMBARRASSED PAID HELP		SELF IDENTIFIED BENEFICIARY	
	TOTAL	UP TO 9499 (a)	9500 - 17499 (b)	17500 - 24999 (c)	25000 PLUS (d)	A GREAT DEAL / A FAIR AMOUNT (e)	NOT VERY MUCH / NOT AT ALL (f)	AGREE (g)	DISAGREE (h)	AGREE (i)	DISAGREE (j)	
UNWEIGHTED BASE	1857	267	328	100	381	328	1458	561	945	446	1058	308
WEIGHTED BASE	1901	226	318	109*	473	330	1489	547	981	430	1107	303
	100%	12%	17%	6%*	25%	17%	78%	29%	52%	23%	58%	16%
A GREAT DEAL	289	37	48	18	98	64	221	92	166	63	197	65
	15%	16%	15%	16%	21%	19%	15%	17%	17%	15%	18%	22%
	100%	13%	17%	6%	34%	22%	76%	32%	57%	22%	68%	23%
A FAIR AMOUNT	893	103	164	51	258	177	701	263	504	205	571	154
	47%	46%	52%	47%	54%	54%	47%	48%	51%	48%	52%	51%
	100%	12%	18%	6%	29% <b>a</b>	20% <b>f</b>	78%	29%	56%	23%	64%	17%
NOT VERY MUCH	355	51	56	23	80	57	287	103	155	88	178	58
	19%	23%	18%	21%	17%	17%	19%	19%	16%	21%	16%	19%
	100%	14%	16%	6%	23%	16%	81%	29%	44%	25%	50%	16%
NOT AT ALL	155	17	32	10	13	17	134	42	82	35	85	16
	8%	7%	10%	9%	3%	5%	9%	8%	8%	8%	8%	5%
	100%	11% <b>d</b>	20% <b>d</b>	6% <b>d</b>	8%	11%	86% <b>e</b>	27%	53%	23%	55%	10%
A GREAT DEAL / A FAIR AMOUNT	1182	139	213	69	356	241	922	355	670	268	767	219
	62%	62%	67%	63%	75%	73%	62%	65%	68%	62%	69%	72%
	100%	12%	18%	6%	30% <b>abc</b>	20% <b>f</b>	78%	30%	57%	23%	65% <b>i</b>	19%
NOT VERY MUCH / NOT AT ALL	510	68	88	32	93	74	421	145	236	123	264	73
	27%	30%	28%	30%	20%	22%	28%	26%	24%	29%	24%	24%
	100%	13% <b>d</b>	17% <b>d</b>	6% <b>d</b>	18%	14%	82% <b>e</b>	28%	46%	24%	52%	14%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j  
 Overlap formulae used. \* small base



For further information contact Capibus on 020 8861 8084 / www.capibus.co.uk

**A BALANCING ACT : PUBLIC SURVEY**  
**FIELDWORK DATES: 04 APR - 10 APR 2008**

Table 15  
 Q6\_1  
**IF YOU WERE TO RECEIVE HELP, GOODS OR SERVICES FROM A CHARITY, TO WHAT EXTENT, IF AT ALL, WOULD YOU WANT TO HAVE A SAY IN THE WAY THAT THE HELP/THOSE SERVICES WERE DELIVERED TO YOU??**  
 BASE: ALL ADULTS AGED 15+ IN ENGLAND AND WALES

	INCOME				Q1A - DEGREE OF BENEFIT		Q3I - EMBARRASSED FREE HELP		Q3II - EMBARRASSED PAID HELP		SELF IDENTIFIED BENEFICIARY	
	UP TO 9499 (a)	9500 - 17499 (b)	17500 - 24999 (c)	25000 PLUS (d)	A GREAT DEAL / A FAIR AMOUNT (e)	NOT VERY MUCH / NOT AT ALL (f)	AGREE (g)	DISAGREE (h)	AGREE (i)	DISAGREE (j)		
<b>WEIGHTED BASE</b>	<b>1901</b>	226	318	109*	473	330	1489	547	981	430	1107	303
	<b>100%</b>	12%	17%	6%*	25%	17%	78%	29%	52%	23%	58%	16%
<b>DON'T KNOW</b>	<b>209</b>	19	17	8	24	15	147	47	75	39	76	10
	<b>11%</b>	8%	5%	7%	5%	5%	10%	9%	8%	9%	7%	3%
	<b>100%</b>	9%	8%	4%	12%	7%	70% <b>e</b>	23%	36%	19%	36%	5%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j  
 Overlap formulae used. \* small base



For further information contact Capibus on 020 8861 8084 / [www.capibus.co.uk](http://www.capibus.co.uk)

**A BALANCING ACT : PUBLIC SURVEY**  
**FIELDWORK DATES: 04 APR - 10 APR 2008**

Table 16  
 Q6.2  
**IF YOU WERE TO RECEIVE HELP, GOODS OR SERVICES FROM A CHARITY, TO WHAT EXTENT, IF AT ALL, WOULD YOU WANT TO HAVE A SAY IN THE WAY THE CHARITY WAS MANAGED OVERALL??**  
 BASE: ALL ADULTS AGED 15+ IN ENGLAND AND WALES

	INCOME				Q1A - DEGREE OF BENEFIT		Q3I - EMBARRASSED FREE HELP		Q3II - EMBARRASSED PAID HELP		SELF IDENTIFIED BENEFICIARY	
	TOTAL	UP TO 9499 (a)	9500 - 17499 (b)	17500 - 24999 (c)	25000 PLUS (d)	A GREAT DEAL / A FAIR AMOUNT (e)	NOT VERY MUCH / NOT AT ALL (f)	AGREE (g)	DISAGREE (h)	AGREE (i)	DISAGREE (j)	
UNWEIGHTED BASE	1857	267	328	100	381	328	1458	561	945	446	1058	308
WEIGHTED BASE	1901	226	318	109*	473	330	1489	547	981	430	1107	303
	100%	12%	17%	6%*	25%	17%	78%	29%	52%	23%	58%	16%
A GREAT DEAL	147	21	32	6	27	43	102	50	87	38	93	36
	8%	10%	10%	5%	6%	13%	7%	9%	9%	9%	8%	12%
	100%	15%	22% <b>d</b>	4%	18%	29% <b>f</b>	69%	34%	59%	26%	63%	24%
A FAIR AMOUNT	627	87	109	45	148	132	475	188	317	166	353	109
	33%	39%	34%	41%	31%	40%	32%	34%	32%	39%	32%	36%
	100%	14%	17%	7%	24%	21% <b>f</b>	76%	30%	51%	26% <b>j</b>	56%	17%
NOT VERY MUCH	585	66	98	31	194	96	482	165	308	125	360	107
	31%	29%	31%	29%	41%	29%	32%	30%	31%	29%	33%	35%
	100%	11%	17%	5%	33% <b>abc</b>	16%	82%	28%	53%	21%	62%	18%
NOT AT ALL	341	33	56	22	82	48	288	92	200	59	230	45
	18%	15%	18%	20%	17%	14%	19%	17%	20%	14%	21%	15%
	100%	10%	16%	6%	24%	14%	84%	27%	59%	17%	67% <b>i</b>	13%
A GREAT DEAL / A FAIR AMOUNT	774	108	141	50	175	174	576	239	404	204	446	144
	41%	48%	44%	46%	37%	53%	39%	44%	41%	48%	40%	48%
	100%	14% <b>d</b>	18%	7%	23%	23% <b>f</b>	74%	31%	52%	26% <b>j</b>	58%	19%
NOT VERY MUCH / NOT AT ALL	926	99	153	53	276	143	770	257	509	184	590	152
	49%	44%	48%	48%	58%	43%	52%	47%	52%	43%	53%	50%
	100%	11%	17%	6%	30% <b>ab</b>	15%	83% <b>e</b>	28%	55%	20%	64% <b>i</b>	16%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j  
 Overlap formulae used. \* small base



For further information contact Capibus on 020 8861 8084 / www.capibus.co.uk

**A BALANCING ACT : PUBLIC SURVEY**  
**FIELDWORK DATES: 04 APR - 10 APR 2008**

Table 16  
 Q6.2  
**IF YOU WERE TO RECEIVE HELP, GOODS OR SERVICES FROM A CHARITY, TO WHAT EXTENT, IF AT ALL, WOULD YOU WANT TO HAVE A SAY IN THE WAY THE CHARITY WAS MANAGED OVERALL??**  
 BASE: ALL ADULTS AGED 15+ IN ENGLAND AND WALES

	INCOME				Q1A - DEGREE OF BENEFIT		Q3I - EMBARRASSED FREE HELP		Q3II - EMBARRASSED PAID HELP		SELF IDENTIFIED BENEFICIARY	
	UP TO 9499 (a)	9500 - 17499 (b)	17500 - 24999 (c)	25000 PLUS (d)	A GREAT DEAL / A FAIR AMOUNT (e)	NOT VERY MUCH / NOT AT ALL (f)	AGREE (g)	DISAGREE (h)	AGREE (i)	DISAGREE (j)		
<b>WEIGHTED BASE</b>	<b>1901</b>	226	318	109*	473	330	1489	547	981	430	1107	303
	<b>100%</b>	12%	17%	6%*	25%	17%	78%	29%	52%	23%	58%	16%
<b>DON'T KNOW</b>	<b>201</b>	18	23	6	23	12	143	51	69	42	71	7
	<b>11%</b>	8%	7%	5%	5%	4%	10%	9%	7%	10%	6%	2%
	<b>100%</b>	9%	12%	3%	11%	6%	71% <b>e</b>	25%	34%	21% <b>j</b>	35%	3%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j  
 Overlap formulae used. \* small base



For further information contact Capibus on 020 8861 8084 / [www.capibus.co.uk](http://www.capibus.co.uk)



**A BALANCING ACT : PUBLIC SURVEY**  
**FIELDWORK DATES: 04 APR - 10 APR 2008**

Table 17  
 Q7A  
**IF YOU HAD A NEED FOR A SERVICE THAT A CHARITY IS SET UP TO PROVIDE, USING THE SCALE ON THIS CARD, HOW COMFORTABLE WOULD YOU BE IN CONTACTING THE CHARITY FOR HELP?**  
 BASE: ALL ADULTS AGED 15+ IN ENGLAND AND WALES

	TOTAL	INCOME				Q1A - DEGREE OF BENEFIT		Q3I - EMBARRASSED FREE HELP		Q3II - EMBARRASSED PAID HELP		SELF IDENTIFIED BENEFICIARY
		UP TO 9499 (a)	9500 - 17499 (b)	17500 - 24999 (c)	25000 PLUS (d)	A GREAT DEAL / A FAIR AMOUNT (e)	NOT VERY MUCH / NOT AT ALL (f)	AGREE (g)	DISAGREE (h)	AGREE (i)	DISAGREE (j)	
UNWEIGHTED BASE	1857	267	328	100	381	328	1458	561	945	446	1058	308
WEIGHTED BASE	1901	226	318	109*	473	330	1489	547	981	430	1107	303
	100%	12%	17%	6%*	25%	17%	78%	29%	52%	23%	58%	16%
VERY COMFORTABLE	326	46	45	15	118	95	225	45	263	41	268	91
	17%	20%	14%	14%	25%	29%	15%	8%	27%	10%	24%	30%
	100%	14%	14%	5%	36%bc	29%f	69%	14%	81%g	13%	82%i	28%
FAIRLY COMFORTABLE	755	98	143	61	191	157	586	186	474	132	525	116
	40%	44%	45%	56%	40%	48%	39%	34%	48%	31%	47%	38%
	100%	13%	19%	8%d	25%	21%f	78%	25%	63%g	17%	70%i	15%
NEITHER COMFORTABLE NOR UNCOMFORTABLE	372	37	69	10	60	36	314	99	132	91	148	40
	20%	16%	22%	9%	13%	11%	21%	18%	13%	21%	13%	13%
	100%	10%	19%cd	3%	16%	10%	85%e	27%h	35%	25%j	40%	11%
FAIRLY UNCOMFORTABLE	210	24	32	11	66	23	185	137	41	107	76	40
	11%	11%	10%	10%	14%	7%	12%	25%	4%	25%	7%	13%
	100%	11%	15%	5%	32%	11%	88%e	65%h	19%	51%j	36%	19%
VERY UNCOMFORTABLE	86	12	16	6	18	7	78	57	14	38	32	9
	5%	5%	5%	5%	4%	2%	5%	10%	1%	9%	3%	3%
	100%	13%	18%	6%	21%	8%	90%e	66%h	16%	44%j	37%	11%
COMFORTABLE	1081	144	188	76	310	252	811	231	736	173	792	206
	57%	64%	59%	70%	65%	76%	54%	42%	75%	40%	72%	68%
	100%	13%	17%	7%	29%	23%f	75%	21%	68%g	16%	73%i	19%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j  
 Overlap formulae used. \* small base



For further information contact Capibus on 020 8861 8084 / www.capibus.co.uk

**A BALANCING ACT : PUBLIC SURVEY**  
**FIELDWORK DATES: 04 APR - 10 APR 2008**

Table 17  
 Q7A  
**IF YOU HAD A NEED FOR A SERVICE THAT A CHARITY IS SET UP TO PROVIDE, USING THE SCALE ON THIS CARD, HOW COMFORTABLE WOULD YOU BE IN CONTACTING THE CHARITY FOR HELP?**  
 BASE: ALL ADULTS AGED 15+ IN ENGLAND AND WALES

	INCOME				Q1A - DEGREE OF BENEFIT		Q3I - EMBARRASSED FREE HELP		Q3II - EMBARRASSED PAID HELP		SELF IDENTIFIED BENEFICIARY	
	TOTAL	UP TO 9499 (a)	9500 - 17499 (b)	17500 - 24999 (c)	25000 PLUS (d)	A GREAT DEAL / A FAIR AMOUNT (e)	NOT VERY MUCH / NOT AT ALL (f)	AGREE (g)	DISAGREE (h)	AGREE (i)	DISAGREE (j)	
<b>WEIGHTED BASE</b>	<b>1901</b>	226	318	109*	473	330	1489	547	981	430	1107	303
	<b>100%</b>	12%	17%	6%*	25%	17%	78%	29%	52%	23%	58%	16%
<b>UNCOMFORTABLE</b>	<b>297</b>	36	48	17	84	30	263	194	55	145	108	49
	<b>16%</b>	16%	15%	15%	18%	9%	18%	36%	6%	34%	10%	16%
	<b>100%</b>	12%	16%	6%	28%	10%	89% <b>e</b>	65% <b>h</b>	19%	49% <b>j</b>	36%	17%
<b>DON'T KNOW</b>	<b>152</b>	9	13	6	19	12	102	23	58	21	59	7
	<b>8%</b>	4%	4%	6%	4%	4%	7%	4%	6%	5%	5%	2%
	<b>100%</b>	6%	8%	4%	13%	8%	67% <b>e</b>	15%	38%	14%	39%	5%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j  
 Overlap formulae used. \* small base



For further information contact Capibus on 020 8861 8084 / www.capibus.co.uk

**A BALANCING ACT : PUBLIC SURVEY**  
**FIELDWORK DATES: 04 APR - 10 APR 2008**

Table 18  
 Q7B  
**AGAIN ASSUMING YOU HAD A NEED FOR A SERVICE THAT A CHARITY IS SET UP TO PROVIDE, WHICH OF THE STATEMENTS ON THIS CARD BEST DESCRIBES HOW YOU WOULD PREFER TO MAKE THE INITIAL CONTACT WITH THAT CHARITY.**  
 BASE: ALL ADULTS AGED 15+ IN ENGLAND AND WALES

	INCOME				Q1A - DEGREE OF BENEFIT		Q3I - EMBARRASSED FREE HELP		Q3II - EMBARRASSED PAID HELP		SELF IDENTIFIED BENEFICIARY	
	TOTAL	UP TO 9499 (a)	9500 - 17499 (b)	17500 - 24999 (c)	25000 PLUS (d)	A GREAT DEAL / A FAIR AMOUNT (e)	NOT VERY MUCH / NOT AT ALL (f)	AGREE (g)	DISAGREE (h)	AGREE (i)	DISAGREE (j)	
UNWEIGHTED BASE	1857	267	328	100	381	328	1458	561	945	446	1058	308
WEIGHTED BASE	1901	226	318	109*	473	330	1489	547	981	430	1107	303
	100%	12%	17%	6%*	25%	17%	78%	29%	52%	23%	58%	16%
A: I WOULD PREFER TO APPROACH THE CHARITY MYSELF	1096	125	167	62	354	220	859	277	675	210	744	189
	58%	55%	52%	57%	75%	67%	58%	51%	69%	49%	67%	62%
	100%	11%	15%	6%	32% <b>abc</b>	20% <b>f</b>	78%	25%	62% <b>g</b>	19%	68% <b>i</b>	17%
B: I WOULD PREFER THE CHARITY TO CONTACT ME	282	46	66	18	44	54	222	102	120	83	130	41
	15%	20%	21%	16%	9%	16%	15%	19%	12%	19%	12%	14%
	100%	16% <b>d</b>	24% <b>d</b>	6%	15%	19%	79%	36% <b>h</b>	43%	29% <b>j</b>	46%	15%
C: I WOULD PREFER A THIRD PARTY TO REFER ME TO THE CHARITY	272	34	54	21	49	48	217	108	110	88	141	56
	14%	15%	17%	19%	10%	14%	15%	20%	11%	20%	13%	18%
	100%	13%	20% <b>d</b>	8% <b>d</b>	18%	18%	80%	40% <b>h</b>	41%	32% <b>j</b>	52%	20%
DON'T KNOW	251	20	31	8	26	8	191	61	76	49	92	17
	13%	9%	10%	8%	5%	2%	13%	11%	8%	11%	8%	5%
	100%	8%	12% <b>d</b>	3%	10%	3%	76% <b>e</b>	24% <b>h</b>	30%	20%	36%	7%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j  
 Overlap formulae used. \* small base



For further information contact Capibus on 020 8861 8084 / www.capibus.co.uk

Demographic breakdown		Total %
Gender	Male	49
	Female	51
Age	15 – 24	16
	25 – 34	16
	35 – 44	19
	45 – 54	16
	55 – 64	14
	65+	19
Social Grade	AB	26
	C1	29
	C2	21
	DE	24
Working Status	Full-time	42
	Part-time	10
	Self-employed	3
	Not working – housewife	7
	Still in education	8
	Unemployed	3
	Retired	23
	Other	5
Tenure	Mortgaged / owned	72
	Rented	26
	Other	1
Marital Status	Married / Living as	59
	Single	25
	Widowed / Divorced / Separated	15
Ethnicity	White	90
	BME	10
Region	North	5
	North West	12
	Yorkshire and the Humber	9
	West Midlands	11
	East Midlands	7
	East Anglia	4
	South West	10
	South East	21
	Great London	14
	Wales	6

Source: Ipsos MORI

## Charity survey

- 2,144 charity respondents to a self-completion postal questionnaire.
- Fieldwork conducted between 23 November 2007 and 4 January 2008.
- Results based on all (2,144) responses unless otherwise stated.
- Results are weighted to the profile of the Charity Commission register according to the four main charity income classifications.
- An asterisk (\*) denotes a finding of less than 0.5%, but greater than zero.
- Where figures do not add up to 100, this is due to multiple coding or computer rounding.

**NOTE:** The cross-breaks shown below do not include all the cross-breaks that were analysed as part of the research. Space considerations mean that the cross-breaks shown in the tables below are restricted to those relevant to the overall observations made about the charity survey in the main research report.

**A Balancing Act: Charity Survey**  
Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

**Table 1**  
**Q1 Which income band does your charity fall within? Is it...?**  
Base: All

	TOTAL	Charity Size (by Income)				Charitable Purpose												
		Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)
Unweighted Base	2144	503	640	443	525	479	1151	521	482	434	132	268	282	362	392	70	290	386
Weighted Base	2144	1191	745	108	67	466	1053	374	393	409	130*	156	288	388	455	57*	253	325
	100%	56%	35%	5%	3%	22%	49%	17%	18%	19%	6%*	7%	13%	18%	21%	3%*	12%	15%
Effective base	1224	503	640	443	525	272	627	249	248	240	82	115	168	223	252	37	156	211
£10,000 or less	1191	1191	-	-	-	246	533	152	178	215	54	52	149	208	263	24	118	133
	56%	100%	-	-	-	53%	51%	41%	45%	53%	42%	33%	52%	54%	58%	41%	47%	41%
	100%	100%bcd	-	-	-	21%gkq	45%gkq	13%	15%k	18%gkq	5%	4%	13%gkq	17%gkq	22%ghjkp	2%	10%k	11%
£10,001 - £100,000	549	-	549	-	-	127	306	102	105	97	49	44	88	104	127	16	72	97
	26%	-	74%	-	-	27%	29%	27%	27%	24%	38%	28%	31%	27%	28%	28%	29%	30%
	100%	-	100%acd	-	-	23%	56%	19%	19%	18%	9%i	8%	16%	19%	23%	3%	13%	18%
£100,001 - £250,000	196	-	196	-	-	45	107	56	56	54	15	22	27	45	35	8	33	54
	9%	-	26%	-	-	10%	10%	15%	14%	13%	12%	14%	9%	12%	8%	14%	13%	16%
	100%	-	100%acd	-	-	23%	55%	29%fn	29%n	27%n	8%	11%n	14%	23%	18%	4%	17%	27%efln
£250,001 - £1 million	108	-	-	108	-	29	57	35	33	27	6	21	11	17	16	5	18	25
	5%	-	-	100%	-	6%	5%	9%	9%	6%	5%	13%	4%	4%	3%	9%	7%	8%
	100%	-	-	100%abd	-	27%	53%	33%flmn	31%n	25%	6%	19%efijlmn	11%	16%	14%	5%	17%	23%n
£1million + to £5 million	51	-	-	-	51	10	30	18	13	10	2	10	7	6	7	1	7	8
	2%	-	-	-	76%	2%	3%	5%	3%	2%	2%	6%	2%	2%	1%	2%	3%	3%
	100%	-	-	-	100%abc	20%	59%	35%n	25%	19%	5%	19%emn	13%	12%	13%	3%	13%	16%
Over £5 million	16	-	-	-	16	3	12	4	3	3	1	3	2	3	3	1	3	4
	1%	-	-	-	24%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%
	100%	-	-	-	100%abc	19%	74%	25%	21%	20%	6%	17%	15%	18%	17%	4%	17%	22%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
\* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

**Table 1**  
**Q1 Which income band does your charity fall within? Is it...?**  
 Base: All

	Charity Size (by Income)				Charitable Purpose													
	Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)	
<b>TOTAL</b>																		
Don't know	4	-	-	-	1	2	2	-	-	-	1	1	2	1	1	1	1	
	*	-	-	-	*	*	1%	-	-	-	1%	*	1%	*	2%	*	*	
	100%	-	-	-	25%	50%	50%	-	-	-	25%	25%	50%	25%	25%	25%	25%	
Did not answer	29	-	-	-	4	6	5	5	4	2	3	2	3	4	1	1	5	
	1%	-	-	-	1%	1%	1%	1%	1%	2%	2%	1%	1%	1%	2%	*	2%	
	100%	-	-	-	14%	21%	17%	17%	14%	7%	10%	7%	10%	14%	3%	3%	17%	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
 \* small base

**A Balancing Act: Charity Survey**  
Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

**Table 2**  
**Q1 Which income band does your charity fall within? Is it...?**  
Base: All

	TOTAL	Number of direct beneficiaries					Payment for goods and services?			Frequency of contact							We only have a one-off relationship with DIRECT beneficiaries (q)	
		1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)		At least once a year (p)
<b>Unweighted Base</b>	<b>2144</b>	457	186	457	220	289	357	1250	818	488	572	526	699	651	491	403	600	114
<b>Weighted Base</b>	<b>2144</b>	756	226	432	186	181	149	1147	672	386	313	372	588	557	358	290	575	197*
	<b>100%</b>	35%	11%	20%	9%	8%	7%	53%	31%	18%	15%	17%	27%	26%	17%	14%	27%	9%*
Effective base	<b>1224</b>	371	125	253	121	140	155	679	430	237	242	274	378	345	247	198	332	94
£10,000 or less	<b>1191</b>	559	128	225	73	47	14	592	284	189	90	104	246	260	128	107	315	156
	<b>56%</b>	74%	57%	52%	40%	26%	10%	52%	42%	49%	29%	28%	42%	47%	36%	37%	55%	79%
	<b>100%</b>	47%bcde	11%def	19%def	6%ef	4%f	1%	50%h	24%	16%	8%	9%	21%jk	22%jkn	11%	9%k	26%jklm	13%jklmnop
£10,001 - £100,000	<b>549</b>	158	73	128	64	50	45	297	226	106	90	144	179	157	106	78	137	29
	<b>26%</b>	21%	32%	30%	35%	28%	31%	26%	34%	27%	29%	39%	30%	28%	30%	27%	24%	15%
	<b>100%</b>	29%	13%a	23%a	12%a	9%	8%a	54%	41%g	19%	16%q	26%jlmnopq	33%ppq	29%q	19%q	14%q	25%	5%
£100,001 - £250,000	<b>196</b>	23	13	36	26	49	36	132	77	36	61	65	87	69	65	56	62	6
	<b>9%</b>	3%	6%	8%	14%	27%	24%	11%	11%	9%	19%	18%	15%	12%	18%	19%	11%	3%
	<b>100%</b>	12%	7%	18%a	13%ab	25%abcd	18%abcd	67%	39%	18%	31%mpq	33%ppq	45%q	35%q	33%mpq	29%mpq	32%q	3%
£250,001 - £1 million	<b>108</b>	12	7	20	12	22	27	73	46	28	34	33	46	41	32	27	32	2
	<b>5%</b>	2%	3%	5%	6%	12%	18%	6%	7%	7%	11%	9%	8%	7%	9%	9%	6%	1%
	<b>100%</b>	11%	7%	19%a	11%a	21%abc	25%abcd	67%	42%	26%	32%ppq	30%q	42%q	38%q	30%q	25%q	30%	2%
£1million + to £5 million	<b>51</b>	2	3	14	5	8	16	31	23	15	25	16	18	17	15	12	15	1
	<b>2%</b>	*	1%	3%	3%	4%	11%	3%	3%	4%	8%	4%	3%	3%	4%	4%	3%	*
	<b>100%</b>	3%	7%	28%a	9%a	16%a	31%abcd	61%	44%	30%	50%lmpq	32%q	35%	33%	30%	24%	30%	1%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
\* small base



**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

**Table 2**  
**Q1 Which income band does your charity fall within? Is it...?**  
 Base: All

	Number of direct beneficiaries						Payment for goods and services?			Frequency of contact							
	1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)	At least once a year (p)	We only have a one-off relationship with DIRECT beneficiaries (q)
<b>TOTAL</b>																	
Over £5 million	16 1%	* *	3 1%	3 2%	4 2%	5 4%	10 1%	8 1%	6 2%	8 2%	4 1%	4 1%	5 1%	4 1%	4 1%	5 1%	-
	100%	2%	17%	19%a	23%a	34%abc	62%	51%	36%	46%	26%	24%	30%	26%	24%	28%	-
Don't know	4 *	- -	1 *	2 1%	- -	- -	1 *	1 *	2 1%	2 1%	1 *	2 *	1 *	1 *	1 *	1 *	-
	100%	-	25%	50%a	-	-	25%	25%	50%	50%	25%	50%	25%	25%	25%	25%	-
Did not answer	29 1%	2 *	1 *	5 1%	1 1%	5 3%	12 1%	7 1%	3 1%	4 1%	4 1%	6 1%	7 1%	7 2%	5 2%	8 1%	3 2%
	100%	7%	3%	17%	3%	17%a	41%	24%	10%	14%	14%	21%	24%	24%	17%	28%	10%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
 \* small base

**A Balancing Act: Charity Survey**  
**Fieldwork Dates 23 Nov 2007 - 04 Jan 2008**

**Table 3**  
**Q1 Which income band does your charity fall within? Is it...?**  
**Base: All**

	TOTAL	Beneficiary Type												
		The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)
<b>Unweighted Base</b>	<b>2144</b>	781	450	355	1015	1227	858	835	273	952	525	446	293	461
<b>Weighted Base</b>	<b>2144</b>	718	403	270	734	1160	820	714	200	1032	366	406	188	372
	<b>100%</b>	33%	19%	13%	34%	54%	38%	33%	9%	48%	17%	19%	9%	17%
Effective base	<b>1224</b>	436	245	183	500	688	487	447	135	575	244	241	135	237
£10,000 or less	<b>1191</b>	343	192	99	275	587	414	322	76	599	149	208	64	163
	<b>56%</b>	48%	48%	37%	51%	51%	45%	38%	6%	58%	41%	51%	34%	44%
	<b>100%</b>	29%cdhl	16%cdl	8%	23%	49%cdhjl	35%cdhjl	27%cdl		50%abcdefghjlm	13%	17%cdhjl	5%	14%
£10,001 - £100,000	<b>549</b>	200	134	91	228	348	229	204	56	258	99	106	48	109
	<b>26%</b>	28%	33%	34%	31%	30%	28%	29%	28%	25%	27%	26%	25%	29%
	<b>100%</b>	36%	24%i	17%i	42%i	63%i	42%	37%	10%	47%	18%	19%	9%	20%
£100,001 - £250,000	<b>196</b>	93	35	43	109	109	91	95	35	93	51	45	34	50
	<b>9%</b>	13%	9%	16%	15%	9%	11%	13%	17%	9%	14%	11%	18%	13%
	<b>100%</b>	48%i	18%	22%bei	56%bei	56%	46%	49%ei	18%befi	48%	26%ei	23%	17%befi	26%
£250,001 - £1 million	<b>108</b>	43	20	23	67	62	49	52	17	44	37	23	23	27
	<b>5%</b>	6%	5%	8%	9%	5%	6%	7%	9%	4%	10%	6%	12%	7%
	<b>100%</b>	40%	19%	21%i	62%bei	58%	45%	49%i	16%i	41%	34%abefi	22%	22%abefik	25%
£1million + to £5 million	<b>51</b>	18	12	9	31	30	20	21	9	21	17	11	9	13
	<b>2%</b>	2%	3%	3%	4%	3%	2%	3%	4%	2%	5%	3%	5%	4%
	<b>100%</b>	35%	23%	18%	61%i	59%	40%	41%	17%	41%	34%i	22%	17%	26%
Over £5 million	<b>16</b>	7	6	4	10	11	5	6	2	5	5	5	3	5
	<b>1%</b>	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%
	<b>100%</b>	44%	35%	24%	60%	66%	30%	39%	14%	32%	30%	28%	20%	28%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

**Table 3**  
**Q1 Which income band does your charity fall within? Is it...?**  
Base: All

	Beneficiary Type													
	The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)	
<b>TOTAL</b>														
Don't know	4 *	2 *	1 *	3 *	3 *	2 *	1 *	2 1%	2 *	1 *	2 *	- -	2 1%	
	100%	50%	25%	75%	75%	50%	25%	50%	50%	25%	50%	-	50%	
Did not answer	29 1%	9 1%	3 1%	- -	11 1%	9 1%	10 1%	12 2%	3 2%	9 1%	6 2%	5 1%	7 4%	3 1%
	100%	31%	10%	-	38%	31%	34%	41%	10%	31%	21%	17%	24% bcefim	10%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

**A Balancing Act: Charity Survey**  
**Fieldwork Dates 23 Nov 2007 - 04 Jan 2008**

**Table 4**  
**Q2 How does your charity operate?**  
**Base: All**

	TOTAL	Charity Size (by Income)				Charitable Purpose												
		Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)
<b>Unweighted Base</b>	<b>2144</b>	503	640	443	525	479	1151	521	482	434	132	268	282	362	392	70	290	386
<b>Weighted Base</b>	<b>2144</b>	1191	745	108	67	466	1053	374	393	409	130*	156	288	388	455	57*	253	325
	<b>100%</b>	56%	35%	5%	3%	22%	49%	17%	18%	19%	6%*	7%	13%	18%	21%	3%*	12%	15%
Effective base	1224	503	640	443	525	272	627	249	248	240	82	115	168	223	252	37	156	211
Provides services	805	279	392	74	49	148	457	139	190	115	41	69	105	187	196	23	106	162
	<b>38%</b>	23%	53%	69%	73%	32%	43%	37%	48%	28%	31%	44%	37%	48%	43%	40%	42%	50%
	<b>100%</b>	35%	49%a	9%ab	6%ab	18%	57%eij	17%i	24%egij	14%	5%	9%ei	13%	23%egij	24%ei	3%	13%ei	20%egij
Provides buildings / facilities / open space	577	263	249	31	28	118	277	61	72	78	19	89	82	148	245	21	88	143
	<b>27%</b>	22%	33%	29%	42%	25%	26%	16%	18%	19%	15%	57%	28%	38%	54%	36%	35%	44%
	<b>100%</b>	46%	43%a	5%a	5%abc	21%gj	48%ghij	11%	13%	13%	3%	16%efghijklmnopq	14%ghij	26%efghijl	42%efghijlmopq	4%ghij	15%efghij	25%efghijkl
Makes grants to organisations	517	296	178	26	13	201	281	171	134	179	93	40	117	88	60	21	96	76
	<b>24%</b>	25%	24%	24%	19%	43%	27%	46%	34%	44%	71%	26%	40%	23%	13%	37%	38%	23%
	<b>100%</b>	57%d	34%d	5%d	2%	39%fghkmnq	54%n	33%fghkmnq	26%fmnq	35%fhkmnq	18%efghijklmnopq	8%n	23%fkmnq	17%n	12%	4%n	18%fkmnq	15%n
Makes grants to individuals	508	329	141	17	15	176	258	133	112	235	55	42	70	57	46	6	56	42
	<b>24%</b>	28%	19%	16%	23%	38%	24%	36%	28%	58%	42%	27%	24%	15%	10%	11%	22%	13%
	<b>100%</b>	65%bc	28%	3%	3%c	35%fghklmnopq	51%mnq	26%flmnopq	22%mnopq	46%efghijklmnopq	11%fhklmnopq	8%mnopq	14%mnq	11%	9%	1%	11%nq	8%
Provides advocacy / advice / information	429	137	210	51	25	114	247	101	110	93	31	46	63	98	94	14	71	111
	<b>20%</b>	12%	28%	47%	38%	24%	23%	27%	28%	23%	24%	29%	22%	25%	21%	24%	28%	34%
	<b>100%</b>	32%	49%a	12%abd	6%ab	27%	58%	24%	26%	22%	7%	11%	15%	23%	22%	3%	17%	26%efilmn

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
 \* small base

**A Balancing Act: Charity Survey**  
**Fieldwork Dates 23 Nov 2007 - 04 Jan 2008**

**Table 4**  
**Q2 How does your charity operate?**  
**Base: All**

	Charity Size (by Income)				Charitable Purpose													
	Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)	
<b>TOTAL</b>																		
Provides human resources	298 14% 100%	125 11% 42%	142 19% 48%a	16 15% 5%a	14 20% 5%ac	74 16% 25%	198 19% 66%	59 16% 20%	63 16% 21%	72 18% 24%	40 31% 13%efghi klmn	21 14% 7%	54 19% 18%	72 19% 24%	91 20% 30%	13 22% 4%	59 23% 20%k	68 21% 23%
Acts as an umbrella or resource body	166 8% 100%	50 4% 30%	90 12% 54%a	15 14% 9%a	9 14% 6%a	45 10% 27%	115 11% 69%	28 7% 17%	27 7% 16%	34 8% 21%	13 10% 8%	8 8% 14%	23 8% 14%	66 17% 40%efgh ikl	54 12% 32%	5 9% 3%	47 19% 28%efgh ikl	55 17% 33%efghikl
Sponsors or undertakes research	115 5% 100%	40 3% 35%	50 7% 43%a	13 12% 11%ab	11 17% 10%abc	26 5% 22%	71 7% 62%	38 10% 33%ekln	24 6% 21%	22 5% 19%	10 8% 9%	6 4% 5%	11 4% 10%	35 9% 30%n	18 4% 16%	3 5% 3%	40 16% 34%efhi klmnq	23 7% 20%
Provides other finance	101 5% 100%	52 4% 52%	40 5% 39%	6 5% 6%	3 4% 3%	23 5% 23%	64 6% 64%	19 5% 18%	23 6% 22%	22 5% 22%	7 5% 7%	3 2% 3%	15 5% 15%	13 3% 13%	15 3% 15%	3 5% 3%	6 2% 5%	9 3% 9%
Education/ school/ playgroup/ childcare/pre-school	88 4% 100%	57 5% 64%c	24 3% 28%	2 2% 2%	5 8% 6%abc	6 1% 7%	85 8% 96%eghij klng	6 2% 7%	5 1% 5%	13 3% 15%	1 1% 1%	* * *	3 1% 3%	21 5% 23%eghk l	19 4% 22%hk	- - -	15 6% 17%eghkl	7 2% 8%
Religion/ spiritual/ religious activities/ church/ parishioners	34 2% 100%	24 2% 69%	8 1% 24%	2 2% 5%	1 1% 2%	3 1% 9%	3 * 9%	* * *	- - -	6 1% 16%	7 5% 20%efghi mnq	1 1% 4%	29 10% 85%efghi kmnopq	- - -	* * *	- - -	4 1% 11%	2 1% 7%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
 \* small base

**A Balancing Act: Charity Survey**  
Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

**Table 4**  
**Q2 How does your charity operate?**  
Base: All

	Charity Size (by Income)				Charitable Purpose													
	Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)	
Care/support/ day care/ residential care/housing/ sheltered housing/ accommodation/ community centre/ community services	<b>33</b> <b>2%</b> <b>100%</b>	17 1% 50%	14 2% 42%	2 2% 6%	1 1% 3%	3 1% 8%	11 1% 34%	7 2% 21%	12 3% 35%efil	2 * 6%	* * 1%	8 5%efijl	* * 1%	7 2% 22%	17 4% 52%efil	- - -	10 4% 29%efil	6 2% 17%
Training/ personal development	<b>23</b> <b>1%</b> <b>100%</b>	9 1% 42%	10 1% 46%	2 2% 9%	1 1% 4%	2 * 9%	21 2% 94%	2 1% 9%	4 1% 20%	3 1% 12%	- - -	1 1% 6%	* * 1%	11 3% 49%el	12 3% 53%el	- - -	11 4% 48%eghijl	5 2% 23%
Activities for young people	<b>21</b> <b>1%</b> <b>100%</b>	14 1% 67%	7 1% 33%	- - -	- - -	2 * 11%	13 1% 61%	- - -	- - -	4 1% 17%	1 1% 5%	- - -	- - -	5 1% 22%	7 2% 34%	- - -	4 1% 17%	1 * 5%
Provides equipment/ resources	<b>21</b> <b>1%</b> <b>100%</b>	12 1% 57%	8 1% 39%	1 1% 4%	- - -	- - -	9 1% 45%	11 3% 55%efmnpq	7 2% 35%em	4 1% 17%	4 3% 17%emp	- - -	1 * 6%	- - -	2 1% 11%	- - -	- - -	1 * 6%
Hosts events/ social/cultural events/ activities	<b>18</b> <b>1%</b> <b>100%</b>	12 1% 65%	6 1% 32%	* * 1%	* 1% 2%	2 * 8%	11 1% 59%	* * 2%	3 1% 14%	2 * 8%	* * 1%	- - -	- - -	6 2% 33%	13 3% 71%egilq	- - -	4 1% 20%	1 * 6%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
\* small base

**A Balancing Act: Charity Survey**  
**Fieldwork Dates 23 Nov 2007 - 04 Jan 2008**

**Table 4**  
**Q2 How does your charity operate?**  
**Base: All**

	Charity Size (by Income)				Charitable Purpose													
	Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)	
<b>TOTAL</b>																		
Performing Arts/theatre work/concerts/musical performances	15 1% 100%	5 * 31%	9 1% 61%	1 1% 5%	* 1% 3%	1 * 8%	8 1% 50%	- - -	- - -	- - -	- - -	- - -	12 3% 77%efghi lnp	- - -	- - -	* * 1%	2 1% 15%	
Museum/heritage centre/tourism	13 1% 100%	5 * 36%	7 1% 53%	1 1% 6%	1 1% 6%	* * 2%	10 1% 78%	* * 1%	- - -	* * 1%	- - -	2 1% 18%	8 2% 58%efghi	4 1% 30%	- - -	11 4% 80%efghi klnq	* * 2%	
Animal rescue/shelter/welfare/vet services/re-home animals/wildlife conservation/city farm	11 * 100%	7 1% 67%	2 * 22%	1 1% 9%	* * 1%	* * 2%	3 * 28%	- - -	- - -	- - -	- - -	- - -	- - -	- - -	9 16% 88%efgh ijklmnp q	3 1% 26%	* * 2%	
Other	83 4% 100%	52 4% 63%	24 3% 29%	3 3% 4%	2 4% 3%	21 4% 25%	35 3% 42%	15 4% 18%	9 2% 11%	9 2% 11%	4 3% 5%	3 2% 4%	6 2% 8%	16 4% 20%	21 5% 25%	5 8% 5%	12 5% 14%	12 4% 14%
None of these	41 2% 100%	36 3% 86%bcd	6 1% 14%	- - -	- - -	5 1% 11%	24 2% 57%	2 1% 6%	4 1% 9%	2 1% 6%	- - -	2 2% 6%	5 2% 11%	9 2% 23%	17 4% 40%efghi	- - -	5 2% 11%	5 1% 11%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
 \* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

**Table 4**  
**Q2 How does your charity operate?**  
**Base: All**

	Charity Size (by Income)				Charitable Purpose													
	Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)	
Did not answer	<b>67</b>	45	7	*	*	18	22	11	7	2	2	1	2	8	9	-	1	14
	<b>3%</b>	4%	1%	*	1%	4%	2%	3%	2%	1%	2%	1%	1%	2%	2%	-	1%	4%
	<b>100%</b>	67%bcd	10%	1%	1%	27%ip	32%	16%i	10%	3%	4%	1%	3%	12%	14%	-	2%	21%ilp

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
 \* small base



**A Balancing Act: Charity Survey**  
Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

**Table 5**  
**Q2 How does your charity operate?**  
Base: All

	Number of direct beneficiaries						Payment for goods and services?			Frequency of contact							We only have a one-off relationship with DIRECT beneficiaries (q)	
	TOTAL	1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)		At least once a year (p)
<b>Unweighted Base</b>	<b>2144</b>	457	186	457	220	289	357	1250	818	488	572	526	699	651	491	403	600	114
<b>Weighted Base</b>	<b>2144</b>	756	226	432	186	181	149	1147	672	386	313	372	588	557	358	290	575	197*
	<b>100%</b>	35%	11%	20%	9%	8%	7%	53%	31%	18%	15%	17%	27%	26%	17%	14%	27%	9%*
Effective base	<b>1224</b>	371	125	253	121	140	155	679	430	237	242	274	378	345	247	198	332	94
Provides services	<b>805</b>	172	99	187	96	110	93	431	385	203	194	237	353	267	170	129	177	11
	<b>38%</b>	23%	44%	43%	52%	61%	63%	38%	57%	53%	62%	64%	60%	48%	47%	44%	31%	5%
	<b>100%</b>	21%	12%a	23%a	12%a	14%abc	12%abc	54%	48%g	25%g	24%mnopq	29%mnopq	44%mnopq	33%pq	21%pq	16%pq	22%q	1%
Provides buildings / facilities / open space	<b>577</b>	136	55	167	72	65	42	241	248	176	117	144	234	192	123	75	117	18
	<b>27%</b>	18%	24%	39%	39%	36%	28%	21%	37%	46%	37%	39%	40%	34%	34%	26%	20%	9%
	<b>100%</b>	24%	10%	29%abf	13%ab	11%ab	7%a	42%	43%g	31%gh	20%opq	25%opq	41%opq	33%opq	21%pq	13%q	20%q	3%
Makes grants to organisations	<b>517</b>	249	46	70	34	35	21	345	86	19	33	35	52	95	94	79	250	64
	<b>24%</b>	33%	20%	16%	19%	19%	14%	30%	13%	5%	10%	9%	9%	17%	26%	27%	43%	32%
	<b>100%</b>	48%bcdef	9%	14%	7%	7%	4%	67%hi	17%i	4%	6%	7%	10%	18%ijkl	18%ijklm	15%ijklm	48%ijklmno	12%ijklmno
Makes grants to individuals	<b>508</b>	277	33	59	32	22	23	360	93	26	25	33	53	79	72	83	227	114
	<b>24%</b>	37%	15%	14%	17%	12%	15%	31%	14%	7%	8%	9%	9%	14%	20%	29%	40%	58%
	<b>100%</b>	55%bcdef	7%	12%	6%	4%	4%	71%hi	18%i	5%	5%	6%	10%	16%ijkl	14%ijkl	16%ijklm	45%ijklmno	22%ijklmno
Provides advocacy / advice / information	<b>429</b>	56	28	98	62	77	57	290	166	73	105	129	173	171	120	105	132	15
	<b>20%</b>	7%	13%	23%	34%	42%	39%	25%	25%	19%	33%	35%	29%	31%	34%	36%	23%	7%
	<b>100%</b>	13%	7%	23%ab	15%abc	18%abc	13%abc	68%	39%	17%	24%pq	30%pq	40%q	40%pq	28%pq	25%pq	31%q	3%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
\* small base

**A Balancing Act: Charity Survey**  
**Fieldwork Dates 23 Nov 2007 - 04 Jan 2008**

**Table 5**  
**Q2 How does your charity operate?**  
**Base: All**

	Number of direct beneficiaries						Payment for goods and services?			Frequency of contact							We only have a one-off relationship with DIRECT beneficiaries (q)	
	TOTAL	1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)		At least once a year (p)
Provides human resources	<b>298</b> 14% 100%	67 9% 23%	41 18% 14%a	72 17% 24%a	26 14% 9%	31 17% 10%a	40 27% 14%acde	156 14% 52%	143 21% 48%g	58 15% 20%	47 15% 16%q	68 18% 23%pq	131 22% 44%ijnop q	96 17% 32%pq	56 16% 19%q	40 14% 14%q	68 12% 23%q	7 4% 2%
Acts as an umbrella or resource body	<b>166</b> 8% 100%	21 3% 12%	8 3% 5%	33 8% 20%a	31 17% 19%abc	37 21% 22%abc	25 17% 15%abc	112 10% 67%	63 9% 38%	35 9% 21%	37 12% 22%q	50 13% 30%lq	46 8% 28%q	66 12% 40%q	47 13% 28%lq	38 13% 23%lq	54 9% 33%q	* * *
Sponsors or undertakes research	<b>115</b> 5% 100%	14 2% 12%	9 4% 8%	11 2% 9%	14 8% 12%ac	25 14% 22%abc	25 17% 21%abcd	81 7% 70%	52 8% 45%	22 6% 19%	16 5% 14%	25 7% 22%	32 5% 27%	34 6% 29%	43 12% 37%ijklm pq	29 10% 25%lq	36 6% 32%	6 3% 5%
Provides other finance	<b>101</b> 5% 100%	26 3% 26%	15 6% 14%	30 7% 30%a	7 4% 6%	8 4% 7%	7 5% 7%	79 7% 79%i	32 5% 32%	8 2% 8%	14 4% 14%	10 3% 10%	22 4% 22%	30 5% 30%	22 6% 21%	22 7% 21%kq	32 6% 32%	4 2% 3%
Education/ school/ playgroup/ childcare/pre-school	<b>88</b> 4% 100%	37 5% 41%	12 5% 13%	20 5% 22%	9 5% 10%	6 3% 7%	5 3% 5%	47 4% 53%	34 5% 39%	17 4% 20%	28 9% 32%lmno pq	33 9% 38%lmno pq	16 3% 18%	19 3% 21%	8 2% 9%	5 2% 5%	8 1% 9%	2 1% 3%
Religion/ spiritual/ religious activities/ church/ parishioners	<b>34</b> 2% 100%	9 1% 27%	5 2% 14%	9 2% 27%	* * 1%	1 * 2%	* * *	13 1% 39%	3 * 9%	6 1% 16%	2 1% 5%	1 * 3%	7 1% 21%	7 1% 20%	2 1% 6%	3 1% 9%	11 2% 33%	6 3% 17%k

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
 \* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

**Table 5**  
**Q2 How does your charity operate?**  
Base: All

	Number of direct beneficiaries						Payment for goods and services?			Frequency of contact								
	1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)	At least once a year (p)	We only have a one-off relationship with DIRECT beneficiaries (q)	
<b>TOTAL</b>	<b>33</b>	<b>16</b>	<b>4</b>	<b>4</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>15</b>	<b>15</b>	<b>4</b>	<b>8</b>	<b>8</b>	<b>16</b>	<b>10</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>-</b>
	<b>2%</b>	<b>2%</b>	<b>2%</b>	<b>1%</b>	<b>1%</b>	<b>2%</b>	<b>1%</b>	<b>1%</b>	<b>2%</b>	<b>1%</b>	<b>3%</b>	<b>2%</b>	<b>3%</b>	<b>2%</b>	<b>1%</b>	<b>1%</b>	<b>1%</b>	<b>-</b>
	<b>100%</b>	<b>47%</b>	<b>13%</b>	<b>11%</b>	<b>4%</b>	<b>8%</b>	<b>5%</b>	<b>44%</b>	<b>46%</b>	<b>13%</b>	<b>25%</b>	<b>25%</b>	<b>48%</b>	<b>29%</b>	<b>8%</b>	<b>12%</b>	<b>16%</b>	<b>-</b>
Care/support/ day care/ residential care/housing/ sheltered housing/ accommodation/ community centre/ community services																		
Training/ personal development	<b>23</b>	<b>5</b>	<b>7</b>	<b>2</b>	<b>6</b>	<b>2</b>	<b>1</b>	<b>11</b>	<b>14</b>	<b>7</b>	<b>8</b>	<b>8</b>	<b>14</b>	<b>12</b>	<b>6</b>	<b>3</b>	<b>2</b>	<b>-</b>
	<b>1%</b>	<b>1%</b>	<b>3%</b>	<b>*</b>	<b>3%</b>	<b>1%</b>	<b>1%</b>	<b>1%</b>	<b>2%</b>	<b>2%</b>	<b>3%</b>	<b>2%</b>	<b>2%</b>	<b>2%</b>	<b>2%</b>	<b>1%</b>	<b>*</b>	<b>-</b>
	<b>100%</b>	<b>22%</b>	<b>33%ac</b>	<b>8%</b>	<b>27%ac</b>	<b>7%</b>	<b>4%</b>	<b>48%</b>	<b>62%</b>	<b>32%</b>	<b>36%p</b>	<b>35%p</b>	<b>62%p</b>	<b>52%p</b>	<b>26%</b>	<b>15%</b>	<b>8%</b>	<b>-</b>
Activities for young people	<b>21</b>	<b>8</b>	<b>7</b>	<b>5</b>	<b>1</b>	<b>-</b>	<b>-</b>	<b>5</b>	<b>13</b>	<b>7</b>	<b>1</b>	<b>4</b>	<b>14</b>	<b>5</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
	<b>1%</b>	<b>1%</b>	<b>3%</b>	<b>1%</b>	<b>1%</b>	<b>-</b>	<b>-</b>	<b>*</b>	<b>2%</b>	<b>2%</b>	<b>*</b>	<b>1%</b>	<b>2%</b>	<b>1%</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
	<b>100%</b>	<b>39%</b>	<b>33%</b>	<b>22%</b>	<b>5%</b>	<b>-</b>	<b>-</b>	<b>22%</b>	<b>61%g</b>	<b>33%g</b>	<b>5%</b>	<b>17%</b>	<b>67%nop</b>	<b>22%</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
Provides equipment/ resources	<b>21</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>5</b>	<b>1</b>	<b>5</b>	<b>15</b>	<b>5</b>	<b>2</b>	<b>6</b>	<b>5</b>	<b>5</b>	<b>13</b>	<b>6</b>	<b>5</b>	<b>2</b>	<b>1</b>
	<b>1%</b>	<b>*</b>	<b>1%</b>	<b>1%</b>	<b>3%</b>	<b>1%</b>	<b>3%</b>	<b>1%</b>	<b>1%</b>	<b>1%</b>	<b>2%</b>	<b>1%</b>	<b>1%</b>	<b>2%</b>	<b>2%</b>	<b>2%</b>	<b>*</b>	<b>1%</b>
	<b>100%</b>	<b>13%</b>	<b>11%</b>	<b>17%</b>	<b>23%a</b>	<b>7%</b>	<b>24%ac</b>	<b>72%</b>	<b>24%</b>	<b>11%</b>	<b>28%</b>	<b>24%</b>	<b>22%</b>	<b>65%p</b>	<b>31%</b>	<b>24%</b>	<b>11%</b>	<b>6%</b>
Hosts events/ social/cultural events/ activities	<b>18</b>	<b>5</b>	<b>7</b>	<b>-</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>6</b>	<b>5</b>	<b>7</b>	<b>-</b>	<b>-</b>	<b>2</b>	<b>11</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>1</b>
	<b>1%</b>	<b>1%</b>	<b>3%</b>	<b>-</b>	<b>1%</b>	<b>1%</b>	<b>3%</b>	<b>1%</b>	<b>1%</b>	<b>2%</b>	<b>-</b>	<b>-</b>	<b>*</b>	<b>2%</b>	<b>1%</b>	<b>*</b>	<b>*</b>	<b>1%</b>
	<b>100%</b>	<b>26%</b>	<b>39%ac</b>	<b>-</b>	<b>6%</b>	<b>8%</b>	<b>21%ac</b>	<b>34%</b>	<b>26%</b>	<b>38%</b>	<b>-</b>	<b>-</b>	<b>13%</b>	<b>58%jk</b>	<b>13%</b>	<b>6%</b>	<b>15%</b>	<b>6%</b>

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
\* small base

**A Balancing Act: Charity Survey**  
**Fieldwork Dates 23 Nov 2007 - 04 Jan 2008**

**Table 5**  
**Q2 How does your charity operate?**  
**Base: All**

	Number of direct beneficiaries						Payment for goods and services?			Frequency of contact								
	1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)	At least once a year (p)	We only have a one-off relationship with DIRECT beneficiaries (q)	
<b>TOTAL</b>																		
Performing Arts/theatre work/concerts/musical performances	15 1% 100%	2 * 15%	2 1% 16%	4 1% 23%	3 2% 23%	- - -	3 2% 22%a	* * 3%	4 1% 27%	10 3% 64%gh	- - -	* * 2%	5 1% 31%	- - -	4 1% 25%lm	2 1% 16%	3 * 18%	- - -
Museum/heritage centre/tourism	13 1% 100%	* * 1%	2 1% 18%a	1 * 9%	- - -	1 1% 9%	4 3% 34%acd	3 * 22%	4 1% 33%	3 1% 26%	* * 2%	1 * 9%	2 * 19%	2 * 19%	* * 2%	2 1% 13%	2 * 12%	2 1% 19%
Animal rescue/shelter/welfare/vet services/re-home animals/wildlife conservation/city farm	11 * 100%	- * -	2 1% 22%a	2 1% 22%	* * 2%	1 1% 13%a	* * 5%	4 * 39%	6 1% 53%	2 * 16%	1 * 11%	4 1% 38%	1 * 11%	1 * 13%	1 * 12%	6 2% 58%lmp	1 * 13%	* * 2%
Other	83 4% 100%	24 3% 29%	8 3% 9%	14 3% 16%	15 8% 19%acf	7 4% 8%	3 2% 3%	46 4% 55%	26 4% 31%	19 5% 23%	8 2% 9%	18 5% 22%	17 3% 20%	20 4% 25%	13 4% 16%	7 2% 8%	27 5% 33%	7 4% 9%
None of these	41 2% 100%	24 3% 57%ef	4 2% 9%	8 2% 20%	1 1% 3%	- - -	- - -	12 1% 28%	11 2% 26%	11 3% 26%	7 2% 17%op	2 1% 6%	5 1% 11%	18 3% 43%klnop	1 * 3%	- - -	- - -	2 1% 6%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
 \* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

**Table 5**  
**Q2 How does your charity operate?**  
Base: All

	Number of direct beneficiaries						Payment for goods and services?			Frequency of contact								
	1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)	At least once a year (p)	We only have a one-off relationship with DIRECT beneficiaries (q)	
Did not answer	67	19	9	13	1	2	4	22	21	6	5	8	13	7	9	9	7	12
	3%	3%	4%	3%	1%	1%	3%	2%	3%	1%	1%	2%	2%	1%	2%	3%	1%	6%
	100%	28%	14%	19%	2%	4%	6%	33%	32%	9%	7%	12%	19%	10%	13%	14%	10%	18% <sup>jmp</sup>

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
\* small base

**A Balancing Act: Charity Survey**  
**Fieldwork Dates 23 Nov 2007 - 04 Jan 2008**

**Table 6**  
**Q2 How does your charity operate?**  
**Base: All**

	TOTAL	Beneficiary Type												
		The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)
<b>Unweighted Base</b>	<b>2144</b>	781	450	355	1015	1227	858	835	273	952	525	446	293	461
<b>Weighted Base</b>	<b>2144</b>	718	403	270	734	1160	820	714	200	1032	366	406	188	372
	<b>100%</b>	33%	19%	13%	34%	54%	38%	33%	9%	48%	17%	19%	9%	17%
Effective base	<b>1224</b>	436	245	183	500	688	487	447	135	575	244	241	135	237
Provides services	<b>805</b>	310	227	148	421	464	324	344	106	412	186	119	114	120
	<b>38%</b>	43%	56%	55%	57%	40%	40%	48%	53%	40%	51%	29%	61%	32%
	<b>100%</b>	38%km	28%aefgikm	18%aefikm	52%aefgikm	58%km	40%k	43%efikm	13%aefikm	51%km	23%efikm	15%	14%aefgikm	15%
Provides buildings / facilities / open space	<b>577</b>	259	143	107	217	388	285	221	63	350	68	99	56	114
	<b>27%</b>	36%	35%	40%	30%	33%	35%	31%	31%	34%	19%	24%	30%	31%
	<b>100%</b>	45%djk	25%jk	19%dgjk	38%j	67%jk	49%jk	38%j	11%j	61%jk	12%	17%	10%j	20%j
Makes grants to organisations	<b>517</b>	151	45	44	168	286	196	180	48	227	119	147	43	204
	<b>24%</b>	21%	11%	16%	23%	25%	24%	25%	24%	22%	33%	36%	23%	55%
	<b>100%</b>	29%b	9%	8%	33%b	55%bc	38%bc	35%bc	9%b	44%b	23%abcdeghil	28%abcdeghil	8%b	39%abcdeghijkl
Makes grants to individuals	<b>508</b>	156	59	42	148	273	220	184	30	250	107	238	40	107
	<b>24%</b>	22%	15%	15%	20%	24%	27%	26%	15%	24%	29%	59%	21%	29%
	<b>100%</b>	31%b	12%	8%	29%	54%bch	43%bcdh	36%bcdh	6%	49%bch	21%abcdh	47%abcdeghijlm	8%	21%abcdh
Provides advocacy / advice / information	<b>429</b>	179	112	114	232	222	159	179	72	191	111	93	70	95
	<b>20%</b>	25%	28%	42%	32%	19%	19%	25%	36%	19%	30%	23%	37%	25%
	<b>100%</b>	42%efi	26%efi	27%abdefgijk	54%aefgik	52%	37%	42%efi	17%aefgikm	45%	26%efi	22%	16%aefgikm	22%ei

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/ef/gh/ij/k/l/m

**A Balancing Act: Charity Survey**  
**Fieldwork Dates 23 Nov 2007 - 04 Jan 2008**

**Table 6**  
**Q2 How does your charity operate?**  
**Base: All**

	TOTAL	Beneficiary Type												
		The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)
Provides human resources	<b>298</b> <b>14%</b> <b>100%</b>	115 16% 39%	99 25% 33% <sup>adefgi</sup> jk	73 27% 24% <sup>adefgi</sup> jkm	133 18% 44%	198 17% 67%	112 14% 38%	110 15% 37%	41 20% 14%	147 14% 49%	63 17% 21%	66 16% 22%	46 24% 15% <sup>aefgi</sup>	68 18% 23%
Acts as an umbrella or resource body	<b>166</b> <b>8%</b> <b>100%</b>	66 9% 40%	69 17% 41% <sup>aefgij</sup> k	58 21% 35% <sup>adefgi</sup> jkl	90 12% 54% <sup>efgijk</sup>	91 8% 55%	67 8% 40%	58 8% 35%	35 18% 21% <sup>aefgij</sup> k	86 8% 52%	31 8% 19%	29 7% 17%	20 11% 12%	54 15% 33% <sup>aefgijk</sup>
Sponsors or undertakes research	<b>115</b> <b>5%</b> <b>100%</b>	53 7% 46% <sup>ei</sup>	33 8% 29% <sup>ei</sup>	21 8% 18% <sup>i</sup>	61 8% 53% <sup>efi</sup>	52 4% 45%	39 5% 34%	39 5% 33%	17 8% 14% <sup>i</sup>	39 4% 34%	31 8% 26% <sup>efi</sup>	21 5% 19%	15 8% 13% <sup>i</sup>	34 9% 30% <sup>efi</sup>
Provides other finance	<b>101</b> <b>5%</b> <b>100%</b>	24 3% 24%	10 3% 10%	10 4% 10%	39 5% 39% <sup>h</sup>	70 6% 69% <sup>abfgh</sup>	25 3% 24%	24 3% 23%	2 1% 2%	41 4% 40%	13 4% 13%	28 7% 28% <sup>abfgh</sup>	9 5% 9%	22 6% 22% <sup>h</sup>
Education/ school/ playgroup/ childcare/pre-school	<b>88</b> <b>4%</b> <b>100%</b>	26 4% 29%	25 6% 28% <sup>fgijm</sup>	8 3% 9%	23 3% 27%	68 6% 77% <sup>dfgijm</sup>	13 2% 15%	13 2% 15%	8 4% 9%	30 3% 34%	4 1% 5%	14 3% 16%	7 4% 8%	6 2% 7%
Religion/ spiritual/ religious activities/ church/ parishioners	<b>34</b> <b>2%</b> <b>100%</b>	9 1% 26%	2 * 5%	4 2% 12% <sup>g</sup>	6 1% 17%	10 1% 29%	9 1% 25%	1 * 3%	- - -	12 1% 35%	* * *	3 1% 8%	1 1% 4%	2 * 5%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

**A Balancing Act: Charity Survey**  
Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

**Table 6**  
**Q2 How does your charity operate?**  
Base: All

	TOTAL	Beneficiary Type												
		The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)
Care/support/ day care/ residential care/housing/ sheltered housing/ accommodation/ community centre/ community services	<b>33</b> <b>2%</b> <b>100%</b>	10 1% 29%	10 2% 29%	5 2% 16%	8 1% 25%	12 1% 35%	24 3% 71% <sup>e</sup>	16 2% 47%	2 1% 7%	16 2% 48%	9 2% 25%	4 1% 12%	6 3% 17%	3 1% 8%
Training/ personal development	<b>23</b> <b>1%</b> <b>100%</b>	5 1% 24%	15 4% 65% <sup>adefgjk</sup>	7 2% 29%	10 1% 45%	10 1% 45%	9 1% 40%	6 1% 27%	5 2% 20%	15 1% 66%	4 1% 19%	3 1% 14%	4 2% 18%	6 2% 26%
Activities for young people	<b>21</b> <b>1%</b> <b>100%</b>	2 * 11%	7 2% 33% <sup>fgj</sup>	6 2% 28% <sup>afgj</sup>	5 1% 22%	20 2% 95% <sup>afgj</sup>	- - -	- - -	- - -	8 1% 39%	- - -	2 1% 11%	2 1% 11% <sup>fg</sup>	1 * 5%
Provides equipment/ resources	<b>21</b> <b>1%</b> <b>100%</b>	7 1% 35%	- - -	6 2% 28% <sup>cbfm</sup>	7 1% 34%	13 1% 64%	4 * 18%	4 1% 18%	5 2% 23% <sup>cbfm</sup>	7 1% 34%	11 3% 53% <sup>bdefgj</sup>	5 1% 23%	2 1% 11%	- - -
Hosts events/ social/cultural events/ activities	<b>18</b> <b>1%</b> <b>100%</b>	4 1% 20%	7 2% 39% <sup>e</sup>	- - -	4 1% 20%	4 * 20%	9 1% 47%	4 1% 21%	1 1% 7%	6 1% 34%	2 1% 14%	2 * 8%	1 1% 6%	* * 1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m



**A Balancing Act: Charity Survey**  
**Fieldwork Dates 23 Nov 2007 - 04 Jan 2008**

**Table 6**  
**Q2 How does your charity operate?**  
**Base: All**

	Beneficiary Type													
	The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)	
<b>TOTAL</b>	<b>15</b>	<b>8</b>	<b>8</b>	<b>2</b>	<b>3</b>	<b>7</b>	<b>5</b>	<b>3</b>	<b>*</b>	<b>5</b>	<b>-</b>	<b>1</b>	<b>*</b>	<b>2</b>
	<b>1%</b>	<b>1%</b>	<b>2%</b>	<b>1%</b>	<b>*</b>	<b>1%</b>	<b>1%</b>	<b>*</b>	<b>*</b>	<b>1%</b>	<b>-</b>	<b>*</b>	<b>*</b>	<b>1%</b>
	<b>100%</b>	<b>53%</b>	<b>55%<sup>dgij</sup></b>	<b>16%</b>	<b>23%</b>	<b>49%</b>	<b>32%</b>	<b>17%</b>	<b>2%</b>	<b>34%</b>	<b>-</b>	<b>8%</b>	<b>1%</b>	<b>16%</b>
Performing Arts/theatre work/concerts/musical performances														
Museum/heritage centre/tourism	<b>13</b>	<b>6</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>5</b>	<b>7</b>	<b>2</b>	<b>*</b>	<b>5</b>	<b>-</b>	<b>*</b>	<b>*</b>	<b>*</b>
	<b>1%</b>	<b>1%</b>	<b>1%</b>	<b>*</b>	<b>*</b>	<b>1%</b>	<b>1%</b>	<b>*</b>	<b>*</b>	<b>1%</b>	<b>-</b>	<b>*</b>	<b>*</b>	<b>*</b>
	<b>100%</b>	<b>46%</b>	<b>36%</b>	<b>9%</b>	<b>7%</b>	<b>36%</b>	<b>50%</b>	<b>12%</b>	<b>2%</b>	<b>39%</b>	<b>-</b>	<b>1%</b>	<b>2%</b>	<b>2%</b>
Animal rescue/shelter/welfare/vet services/re-home animals/wildlife conservation/city farm	<b>11</b>	<b>6</b>	<b>5</b>	<b>-</b>	<b>3</b>	<b>1</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>-</b>	<b>-</b>
	<b>*</b>	<b>1%</b>	<b>1%</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>-</b>	<b>-</b>
	<b>100%</b>	<b>55%<sup>ei</sup></b>	<b>48%<sup>efgj</sup></b>	<b>-</b>	<b>31%</b>	<b>6%</b>	<b>4%</b>	<b>2%</b>	<b>2%</b>	<b>4%</b>	<b>2%</b>	<b>2%</b>	<b>-</b>	<b>-</b>
Other	<b>83</b>	<b>37</b>	<b>25</b>	<b>13</b>	<b>31</b>	<b>41</b>	<b>32</b>	<b>31</b>	<b>9</b>	<b>35</b>	<b>15</b>	<b>7</b>	<b>7</b>	<b>9</b>
	<b>4%</b>	<b>5%</b>	<b>6%</b>	<b>5%</b>	<b>4%</b>	<b>4%</b>	<b>4%</b>	<b>4%</b>	<b>4%</b>	<b>3%</b>	<b>4%</b>	<b>2%</b>	<b>4%</b>	<b>2%</b>
	<b>100%</b>	<b>45%<sup>k</sup></b>	<b>30%<sup>km</sup></b>	<b>15%</b>	<b>38%</b>	<b>49%</b>	<b>38%</b>	<b>37%</b>	<b>11%</b>	<b>42%</b>	<b>19%</b>	<b>8%</b>	<b>8%</b>	<b>10%</b>
None of these	<b>41</b>	<b>9</b>	<b>25</b>	<b>7</b>	<b>1</b>	<b>14</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>17</b>	<b>1</b>	<b>-</b>	<b>-</b>	<b>2</b>
	<b>2%</b>	<b>1%</b>	<b>6%</b>	<b>3%</b>	<b>*</b>	<b>1%</b>	<b>1%</b>	<b>*</b>	<b>1%</b>	<b>2%</b>	<b>*</b>	<b>-</b>	<b>-</b>	<b>1%</b>
	<b>100%</b>	<b>23%<sup>dg</sup></b>	<b>60%<sup>adefghijklm</sup></b>	<b>17%<sup>dfgijk</sup></b>	<b>3%</b>	<b>34%<sup>d</sup></b>	<b>11%</b>	<b>3%</b>	<b>3%</b>	<b>40%<sup>dg</sup></b>	<b>3%</b>	<b>-</b>	<b>-</b>	<b>6%</b>
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

**A Balancing Act: Charity Survey**  
**Fieldwork Dates 23 Nov 2007 - 04 Jan 2008**

**Table 6**  
**Q2 How does your charity operate?**  
**Base: All**

		Beneficiary Type													
		The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)	
Did not answer	<b>TOTAL</b>	67	14	7	7	16	25	17	16	1	21	6	5	2	9
	<b>3%</b>	2%	2%	3%	2%	2%	2%	2%	1%	2%	2%	1%	1%	2%	
	<b>100%</b>	21%	10%	11%	24%	37%	26%	24%	2%	32%	8%	7%	3%	13%	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

**A Balancing Act: Charity Survey**  
**Fieldwork Dates 23 Nov 2007 - 04 Jan 2008**

**Table 7**  
**Q3 In which area or areas does your charity operate?**  
**Base: All**

	TOTAL	Charity Size (by Income)				Charitable Purpose												
		Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)
Unweighted Base	2144	503	640	443	525	479	1151	521	482	434	132	268	282	362	392	70	290	386
Weighted Base	2144	1191	745	108	67	466	1053	374	393	409	130*	156	288	388	455	57*	253	325
	100%	56%	35%	5%	3%	22%	49%	17%	18%	19%	6%*	7%	13%	18%	21%	3%*	12%	15%
Effective base	1224	503	640	443	525	272	627	249	248	240	82	115	168	223	252	37	156	211
Education / training	1053	533	413	57	42	234	1053	184	172	196	82	56	130	264	272	35	167	207
	49%	45%	55%	53%	62%	50%	100%	49%	44%	48%	63%	36%	45%	68%	60%	61%	66%	64%
	100%	51%	39%a	5%a	4%abc	22%k	100%eghijklmnopq	17%k	16%	19%k	8%eghikl	5%	12%	25%eghijkl	26%eghijkl	3%k	16%eghijkl	20%eghijkl
General charitable purposes	466	246	172	29	13	466	234	147	136	186	82	31	69	85	100	16	74	98
	22%	21%	23%	27%	20%	100%	22%	39%	35%	45%	63%	20%	24%	22%	28%	29%	30%	30%
	100%	53%	37%	6%ad	3%	100%fghijklmnopq	50%	31%fklmnpq	29%fklmn	40%fhklmnopq	18%fghiklmnopq	7%	15%	18%	21%	3%	16%	21%fkmn
Sports / recreation	455	263	162	16	9	100	272	57	84	55	14	18	40	193	455	24	88	139
	21%	22%	22%	14%	14%	21%	26%	15%	21%	14%	11%	12%	14%	50%	100%	42%	35%	43%
	100%	58%cd	36%cd	3%	2%	22%ijkl	60%gijkl	13%	19%ijkl	12%	3%	4%	9%	42%efghijklp	100%efghijklmnopq	5%efghijkl	19%efghijkl	31%efghijkl
Relief of poverty	409	215	150	27	13	186	196	160	144	409	91	69	79	41	55	10	60	96
	19%	18%	20%	25%	19%	40%	19%	43%	37%	100%	70%	44%	27%	11%	12%	18%	24%	29%
	100%	53%	37%	6%ad	3%	45%flmnopq	48%mnopq	39%flmnopq	35%fmnopq	100%efghijklmnopq	22%efghijklmnopq	17%flmnopq	19%fmnopq	10%	14%	3%	15%mnopq	23%fmnopq
Disability	393	178	161	33	16	136	172	185	393	144	45	47	24	47	84	19	42	65
	18%	15%	22%	31%	24%	29%	16%	50%	100%	35%	35%	30%	8%	12%	19%	33%	17%	20%
	100%	45%	41%a	9%abd	4%a	35%flmnopq	44%l	47%efijklmnopq	100%efghijklmnopq	37%flmnopq	12%flmnopq	12%flmnopq	6%	12%	21%l	5%flmnopq	11%l	17%lmnopq

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
 \* small base

**A Balancing Act: Charity Survey**  
**Fieldwork Dates 23 Nov 2007 - 04 Jan 2008**

**Table 7**  
**Q3 In which area or areas does your charity operate?**  
**Base: All**

TOTAL	Charity Size (by Income)				Charitable Purpose													
	Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)	
Arts / culture	388 18% 100%	208 17% 54%	149 20% 38% <sup>d</sup>	17 16% 4%	9 14% 2%	85 18% 22% <sup>ghi</sup>	264 25% 68% <sup>eghi</sup> jk	39 11% 10%	47 12% 12%	41 10% 11%	17 13% 4%	18 12% 5%	60 21% 15% <sup>ghi</sup>	388 100% 100% <sup>efgh</sup> ijklmnopq	193 42% 50% <sup>efghi</sup> jkl	19 32% 5% <sup>eghi</sup> jk	114 45% 29% <sup>efgh</sup> ijkl	121 37% 31% <sup>efghijkl</sup> l
Medical / health / sickness	374 17% 100%	152 13% 41%	158 21% 42% <sup>a</sup>	35 33% 9% <sup>ab</sup>	22 32% 6% <sup>ab</sup>	147 31% 39% <sup>fimn</sup> pq	184 17% 49% <sup>m</sup>	374 100% 100% <sup>efhi</sup> jklmnopq	185 47% 50% <sup>efkl</sup> mnopq	160 39% 43% <sup>fkim</sup> npq	64 49% 17% <sup>efkl</sup> mnopq	39 25% 10% <sup>lmn</sup>	39 13% 11%	39 10% 11%	57 13% 15%	19 33% 5% <sup>fimn</sup>	46 18% 12% <sup>m</sup>	70 22% 19% <sup>lmn</sup>
Economic / community / development / employment	325 15% 100%	133 11% 41%	150 20% 46% <sup>a</sup>	25 23% 8% <sup>ad</sup>	12 18% 4% <sup>a</sup>	98 21% 30%	207 20% 64%	70 19% 22%	65 17% 20%	96 23% 29% <sup>l</sup>	40 31% 12% <sup>fghl</sup>	36 23% 11%	42 14% 13%	121 31% 37% <sup>efgh</sup> l	139 31% 43% <sup>efghl</sup>	16 28% 5% <sup>l</sup>	76 30% 23% <sup>efg</sup> hl	325 100% 100% <sup>efghijkl</sup> lmnop
Religious activities	288 13% 100%	149 13% 52%	115 15% 40% <sup>c</sup>	11 11% 4%	9 13% 3%	69 15% 24% <sup>hn</sup>	130 12% 45% <sup>h</sup>	39 10% 13%	24 6% 8%	79 19% 27% <sup>fghn</sup>	51 39% 18% <sup>efghi</sup> kmnopq	23 15% 8% <sup>h</sup>	288 100% 100% <sup>efgh</sup> ijklmnopq	60 15% 21% <sup>hn</sup>	40 9% 14%	6 11% 2%	33 13% 11% <sup>h</sup>	42 13% 14% <sup>h</sup>
Environment / conservation / heritage	253 12% 100%	118 10% 47%	105 14% 41% <sup>a</sup>	18 17% 7% <sup>a</sup>	9 14% 4% <sup>a</sup>	74 16% 29%	167 16% 66% <sup>h</sup>	46 12% 18%	42 11% 17%	60 15% 24%	31 24% 12% <sup>ghl</sup>	22 14% 9%	33 11% 13%	114 29% 45% <sup>efgh</sup> ikln	88 19% 35% <sup>ghl</sup>	26 46% 10% <sup>efg</sup> hijklm nq	253 100% 100% <sup>efgh</sup> ijklmnoq	76 23% 30% <sup>efghil</sup>
Accommodation / housing	156 7% 100%	52 4% 33%	66 9% 43% <sup>a</sup>	21 19% 13% <sup>ab</sup>	13 19% 8% <sup>ab</sup>	31 7% 20%	56 5% 36%	39 10% 25% <sup>fmn</sup>	47 12% 30% <sup>efmn</sup> np	69 17% 44% <sup>efglm</sup> np	11 8% 7%	156 100% 100% <sup>efgh</sup> ijklmnopq	23 8% 15%	18 5% 12%	18 4% 12%	3 6% 2%	22 9% 14% <sup>n</sup>	36 11% 23% <sup>fmn</sup>

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
 \* small base

**A Balancing Act: Charity Survey**  
**Fieldwork Dates 23 Nov 2007 - 04 Jan 2008**

**Table 7**  
**Q3 In which area or areas does your charity operate?**  
**Base: All**

	Charity Size (by Income)				Charitable Purpose														
	Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)		
<b>TOTAL</b>																			
Overseas aid / famine relief	130 6% 100%	54 5% 42%	64 9% 49% <sup>ad</sup>	6 6% 5%	3 5% 3%	82 18% 63% <sup>fkmn</sup>	82 8% 63% <sup>n</sup>	64 17% 49% <sup>fkmn</sup>	45 12% 35% <sup>mn</sup>	91 22% 70% <sup>fhk mnpq</sup>	130 100% 100% <sup>efghi klmnopq</sup>	11 7% 8%	51 18% 39% <sup>fkmn</sup>	17 4% 13%	14 3% 11%	8 14% 6% <sup>mn</sup>	31 12% 24% <sup>mn</sup>	40 12% 31% <sup>fmn</sup>	
Animals	57 3% 100%	24 2% 41%	24 3% 43%	5 5% 9% <sup>a</sup>	2 3% 3%	16 3% 28%	35 3% 61%	19 5% 33%	19 5% 33%	10 3% 18%	8 6% 14%	3 2% 6%	6 2% 11%	19 5% 32%	24 5% 42%	57 100% 100% <sup>efgh ijklmnopq</sup>	26 10% 46% <sup>efgh iklm</sup>	16 5% 28%	
Other	141 7% 100%	78 7% 56% <sup>d</sup>	44 6% 31% <sup>d</sup>	9 9% 7% <sup>d</sup>	2 3% 1%	14 3% 10%	38 4% 27%	16 4% 11%	18 5% 13%	7 2% 5%	3 3% 2%	8 5% 6%	8 3% 5%	13 3% 10%	22 5% 16% <sup>i</sup>	6 10% 4% <sup>efil</sup>	9 4% 7%	14 4% 10%	
None of these	153 7% 100%	90 8% 59% <sup>d</sup>	44 6% 29% <sup>d</sup>	9 9% 6% <sup>d</sup>	2 3% 1%	14 3% 9%	38 4% 25%	16 4% 10%	18 5% 12%	7 2% 4%	3 3% 2%	8 5% 5%	8 3% 5%	13 3% 9%	22 5% 14% <sup>i</sup>	6 10% 4% <sup>efil</sup>	9 4% 6%	14 4% 9%	
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Did not answer	55 3% 100%	21 2% 39%	21 3% 38%	2 2% 4%	2 2% 3%	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
 \* small base

**A Balancing Act: Charity Survey**  
Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

**Table 8**  
**Q3 In which area or areas does your charity operate?**  
Base: All

	TOTAL	Number of direct beneficiaries					Payment for goods and services?			Frequency of contact							We only have a one-off relationship with DIRECT beneficiaries (q)	
		1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)		At least once a year (p)
<b>Unweighted Base</b>	<b>2144</b>	457	186	457	220	289	357	1250	818	488	572	526	699	651	491	403	600	114
<b>Weighted Base</b>	<b>2144</b>	756	226	432	186	181	149	1147	672	386	313	372	588	557	358	290	575	197*
	<b>100%</b>	35%	11%	20%	9%	8%	7%	53%	31%	18%	15%	17%	27%	26%	17%	14%	27%	9%*
Effective base	<b>1224</b>	371	125	253	121	140	155	679	430	237	242	274	378	345	247	198	332	94
Education / training	<b>1053</b>	342	122	222	111	108	92	581	380	204	184	229	285	277	173	143	278	75
	<b>49%</b>	45%	54%	51%	60%	60%	62%	51%	57%	53%	59%	61%	48%	50%	48%	49%	48%	38%
	<b>100%</b>	32%	12%	21%	11%a	10%a	9%ac	55%	36%	19%	17%lmno	22%lmno	27%	26%q	16%	14%	26%	7%
General charitable purposes	<b>466</b>	179	37	64	42	44	27	273	122	49	66	72	100	114	87	77	158	66
	<b>22%</b>	24%	17%	15%	22%	24%	18%	24%	18%	13%	21%	19%	17%	21%	24%	27%	27%	33%
	<b>100%</b>	38%bc	8%	14%	9%	10%c	6%	59%hi	26%	10%	14%	15%	21%	25%	19%l	17%l	34%klm	14%jklm
Sports / recreation	<b>455</b>	118	54	139	44	44	31	178	199	127	66	88	178	152	81	48	82	15
	<b>21%</b>	16%	24%	32%	24%	24%	21%	15%	30%	33%	21%	24%	30%	27%	23%	17%	14%	8%
	<b>100%</b>	26%	12%a	30%af	10%a	10%a	7%	39%	44%g	28%g	15%pq	19%pq	39%jnop	33%opq	18%pq	11%q	18%	3%
Relief of poverty	<b>409</b>	170	32	59	34	40	28	305	83	22	55	67	73	91	73	77	175	64
	<b>19%</b>	22%	14%	14%	18%	22%	19%	27%	12%	6%	18%	18%	12%	16%	20%	26%	30%	33%
	<b>100%</b>	42%bc	8%	14%	8%	10%c	7%	74%hi	20%i	5%	14%	16%	18%	22%	18%l	19%jklm	43%jklm	16%jklmn
Disability	<b>393</b>	134	54	85	31	33	32	269	123	38	77	72	143	112	73	68	135	33
	<b>18%</b>	18%	24%	20%	16%	18%	21%	23%	18%	10%	25%	19%	24%	20%	20%	23%	24%	17%
	<b>100%</b>	34%	14%	22%	8%	8%	8%	69%hi	31%i	10%	20%	18%	36%	29%	19%	17%	34%	8%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
\* small base

**A Balancing Act: Charity Survey**  
**Fieldwork Dates 23 Nov 2007 - 04 Jan 2008**

**Table 8**  
**Q3 In which area or areas does your charity operate?**  
**Base: All**

	Number of direct beneficiaries						Payment for goods and services?			Frequency of contact								
	1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)	At least once a year (p)	We only have a one-off relationship with DIRECT beneficiaries (q)	
<b>TOTAL</b>																		
Arts / culture	<b>388</b> <b>18%</b> <b>100%</b>	99 13% 25%	34 15% 9%	80 19% 21%	52 28% 13%abc	47 26% 12%ab	51 34% 13%abc	163 14% 42%	144 21% 37%g	126 33% 32%gh	50 16% 13%	68 18% 18%	124 21% 32%q	151 27% 39%ijkpq	84 24% 22%jq	62 21% 16%q	102 18% 26%	20 10% 5%
Medical / health / sickness	<b>374</b> <b>17%</b> <b>100%</b>	113 15% 30%	28 13% 8%	72 17% 19%	34 19% 9%	40 22% 11%b	41 27% 11%abc	266 23% 71%hi	94 14% 25%i	31 8% 8%	70 22% 19%l	71 19% 19%	93 16% 25%	99 18% 26%	87 24% 23%l	75 26% 20%lm	144 25% 38%lm	36 18% 10%
Economic / community / development / employment	<b>325</b> <b>15%</b> <b>100%</b>	59 8% 18%	26 12% 8%	73 17% 23%a	46 25% 14%ab	55 30% 17%abc	38 26% 12%abc	185 16% 57%	120 18% 37%	79 20% 24%	66 21% 20%q	88 24% 27%q	127 22% 39%q	127 23% 39%q	80 22% 25%q	61 21% 19%q	102 18% 31%q	8 4% 2%
Religious activities	<b>288</b> <b>13%</b> <b>100%</b>	95 13% 33%	34 15% 12%	60 14% 21%	24 13% 8%	22 12% 8%	12 8% 4%	156 14% 54%	72 11% 25%	37 10% 13%	28 9% 10%	44 12% 15%	80 14% 28%	73 13% 25%	57 16% 20%j	53 18% 18%j	102 18% 35%jk	26 13% 9%
Environment / conservation / heritage	<b>253</b> <b>12%</b> <b>100%</b>	65 9% 26%	13 6% 5%	46 11% 18%	24 13% 9%b	40 22% 16%abc	42 28% 16%abcd	142 12% 56%	92 14% 36%	44 11% 17%	29 9% 11%	44 12% 17%	52 9% 21%	78 14% 31%l	55 15% 22%jl	38 13% 15%	78 13% 31%l	20 10% 8%
Accommodation / housing	<b>156</b> <b>7%</b> <b>100%</b>	65 9% 42%	14 6% 9%	25 6% 16%	16 9% 10%	16 9% 10%	7 5% 5%	84 7% 54%	54 8% 35%	23 6% 15%	52 17% 33%klno	33 9% 21%q	46 8% 30%q	63 11% 40%q	27 7% 17%q	29 10% 19%q	44 8% 28%q	3 1% 2%
Overseas aid / famine relief	<b>130</b> <b>6%</b> <b>100%</b>	47 6% 36%	13 6% 10%	16 4% 12%	13 7% 10%	14 8% 11%	10 7% 8%	88 8% 67%hi	16 2% 12%	7 2% 6%	11 3% 8%	13 3% 10%	21 4% 16%	30 5% 23%	30 8% 23%ijkl	26 9% 20%ijkl	41 7% 31%kl	12 6% 9%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
 \* small base

**A Balancing Act: Charity Survey**  
Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

**Table 8**  
**Q3 In which area or areas does your charity operate?**  
Base: All

	Number of direct beneficiaries						Payment for goods and services?			Frequency of contact								
	1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)	At least once a year (p)	We only have a one-off relationship with DIRECT beneficiaries (q)	
<b>TOTAL</b>																		
Animals	57 3% 100%	9 1% 16%	6 3% 11%	11 2% 19%	4 2% 7%	8 4% 14%a	8 6% 15%a	23 2% 41%	25 4% 43%	9 2% 15%	10 3% 18%	9 2% 15%	15 2% 25%	13 2% 24%	6 2% 11%	11 4% 20%	17 3% 29%	3 1% 5%
Other	141 7% 100%	35 5% 25%	14 6% 10%	23 5% 17%	14 7% 10%	17 9% 12%a	10 7% 7%	63 6% 45%	46 7% 33%	41 11% 29%g	20 6% 14%	35 9% 25%	50 9% 36%	43 8% 31%	30 8% 22%	23 8% 16%	46 8% 33%	13 6% 9%
None of these	153 7% 100%	39 5% 26%	17 7% 11%	23 5% 15%	14 7% 9%	17 9% 11%	10 7% 7%	63 6% 42%	48 7% 32%	41 11% 27%g	20 6% 13%	35 9% 23%	55 9% 36%	45 8% 30%	30 8% 20%	23 8% 15%	48 8% 32%	13 6% 8%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Did not answer	55 3% 100%	18 2% 32%	3 2% 6%	13 3% 24%	3 1% 5%	5 3% 9%	3 2% 5%	25 2% 45%	9 1% 16%	6 2% 11%	6 2% 10%	9 2% 16%	13 2% 23%	10 2% 18%	8 2% 15%	7 3% 14%	12 2% 22%	8 4% 15%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
\* small base



**A Balancing Act: Charity Survey**  
**Fieldwork Dates 23 Nov 2007 - 04 Jan 2008**

**Table 9**  
**Q3 In which area or areas does your charity operate?**  
**Base: All**

	Beneficiary Type													
	The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)	
<b>Unweighted Base</b>	<b>2144</b>	781	450	355	1015	1227	858	835	273	952	525	446	293	461
<b>Weighted Base</b>	<b>2144</b>	718	403	270	734	1160	820	714	200	1032	366	406	188	372
	<b>100%</b>	33%	19%	13%	34%	54%	38%	33%	9%	48%	17%	19%	9%	17%
Effective base	<b>1224</b>	436	245	183	500	688	487	447	135	575	244	241	135	237
Education / training	<b>1053</b>	363	269	150	386	753	328	317	126	503	167	191	108	192
	<b>49%</b>	51%	67%	56%	53%	65%	40%	44%	63%	49%	46%	47%	58%	51%
	<b>100%</b>	34%f	26%acdfgijkm	14%fgj	37%fg	72%acdfgijkm	31%	30%	12%adfgijkm	48%f	16%	18%	10%fgjk	18%f
General charitable purposes	<b>466</b>	221	84	78	175	273	259	219	64	231	121	160	60	171
	<b>22%</b>	31%	21%	29%	24%	24%	32%	31%	32%	22%	33%	39%	32%	46%
	<b>100%</b>	47%bdei	18%	17%	38%	59%	56%bdei	47%bdei	14%bei	50%	26%bdei	34%abcdefgi	13%bdei	37%abcdefghijkl
Sports / recreation	<b>455</b>	178	149	75	157	316	218	183	43	277	66	52	52	92
	<b>21%</b>	25%	37%	28%	21%	27%	27%	26%	22%	27%	18%	13%	28%	25%
	<b>100%</b>	39%jk	33%acdefghijkm	17%jk	34%k	69%djk	48%jk	40%jk	9%k	61%djk	15%	11%	11%jk	20%k
Relief of poverty	<b>409</b>	152	23	42	175	227	261	205	56	246	121	260	62	113
	<b>19%</b>	21%	6%	15%	24%	20%	32%	29%	28%	24%	33%	64%abcdefghijlm	33%	30%
	<b>100%</b>	37%b	6%	10%b	43%bc	56%b	64%abcdei	50%abce	14%bce	60%bc	30%abcdei	64%abcdefghijlm	15%abcdei	28%abce
Disability	<b>393</b>	111	45	62	206	196	215	344	41	194	201	100	78	97
	<b>18%</b>	15%	11%	23%	28%	17%	26%	48%	21%	19%	55%	25%	41%	26%
	<b>100%</b>	28%	12%	16%ab	52%abei	50%b	55%abei	88%abcdefhikm	11%b	49%b	51%abcdefhiklm	26%abe	20%abcdefhikm	25%abei

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

**A Balancing Act: Charity Survey**  
Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

**Table 9**  
**Q3 In which area or areas does your charity operate?**  
Base: All

	TOTAL	Beneficiary Type												
		The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)
Arts / culture	<b>388</b> <b>18%</b> <b>100%</b>	192 27% 49%degjk	143 35% 37%acdefgijkl	63 23% 16%jk	150 20% 39%jk	219 19% 56%k	191 23% 49%jk	136 19% 35%k	59 29% 15%degjk	236 23% 61%jk	52 14% 13%	52 13% 13%	44 23% 11%jk	105 28% 27%degjk
Medical / health / sickness	<b>374</b> <b>17%</b> <b>100%</b>	133 18% 35%b	43 11% 11%	54 20% 14%b	200 27% 53%abei	200 17% 54%b	226 28% 60%abcei	229 32% 61%abcei	62 31% 17%abcei	189 18% 51%b	214 59% 57%abcdefghiklm	130 32% 35%abcei	70 37% 19%abcdef	102 27% 27%abei
Economic / community / development / employment	<b>325</b> <b>15%</b> <b>100%</b>	179 25% 55%be	73 18% 22%	68 25% 21%	164 22% 50%	222 19% 68%	188 23% 58%	167 23% 51%	67 33% 20%bdefgij	208 20% 64%	73 20% 22%	84 21% 26%	58 31% 18%bdefijk	106 28% 33%beij
Religious activities	<b>288</b> <b>13%</b> <b>100%</b>	127 18% 44%bgij	39 10% 14%	49 18% 17%bgij	113 15% 39%bgj	162 14% 56%	112 14% 39%	74 10% 26%	44 22% 15%bfgij	124 12% 43%	35 9% 12%	63 15% 22%j	26 14% 9%	80 21% 28%bdefgij
Environment / conservation / heritage	<b>253</b> <b>12%</b> <b>100%</b>	122 17% 48%cegjk	81 20% 32%cdegijk	29 11% 11%	102 14% 40%	136 12% 54%	122 15% 48%j	87 12% 34%	33 16% 13%j	148 14% 59%j	33 9% 13%	54 13% 21%	27 15% 11%	90 24% 35%acdefgijkl
Accommodation / housing	<b>156</b> <b>7%</b> <b>100%</b>	44 6% 28%	15 4% 9%	17 6% 11%	72 10% 46%abe	65 6% 41%	91 11% 58%abe	65 9% 42%be	19 10% 12%b	86 8% 55%b	41 11% 26%abe	81 20% 52%abcdefghijm	33 18% 21%abcdef	26 7% 17%
Overseas aid / famine relief	<b>130</b> <b>6%</b> <b>100%</b>	68 9% 52%bci	10 3% 8%	10 4% 8%	68 9% 52%bci	96 8% 74%bci	78 9% 60%bci	63 9% 49%bci	22 11% 17%bci	56 5% 43%	49 13% 37%bceil	54 13% 41%bceil	11 6% 9%	58 16% 45%acdefgijl

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

**A Balancing Act: Charity Survey**  
**Fieldwork Dates 23 Nov 2007 - 04 Jan 2008**

**Table 9**  
**Q3 In which area or areas does your charity operate?**  
**Base: All**

	Beneficiary Type													
	The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)	
<b>TOTAL</b>														
Animals	57 3% 100%	33 5% 57% <sup>eik</sup>	17 4% 30% <sup>ik</sup>	8 3% 14%	22 3% 38%	27 2% 47%	22 3% 38%	25 4% 44% <sup>k</sup>	4 2% 8%	18 2% 31%	14 4% 24% <sup>k</sup>	4 1% 7%	7 4% 12%	26 7% 45% <sup>defik</sup>
Other	141 7% 100%	46 6% 33%	25 6% 18%	17 6% 12%	47 6% 34%	86 7% 61% <sup>k</sup>	60 7% 43% <sup>k</sup>	51 7% 36% <sup>k</sup>	21 11% 15% <sup>ijkm</sup>	79 8% 56% <sup>k</sup>	17 5% 12%	13 3% 9%	20 11% 14% <sup>ijkm</sup>	19 5% 13%
None of these	153 7% 100%	46 6% 30%	27 7% 18%	17 6% 11%	47 6% 31%	86 7% 56% <sup>k</sup>	65 8% 43% <sup>k</sup>	51 7% 34% <sup>k</sup>	23 12% 15% <sup>adjkm</sup>	79 8% 52% <sup>k</sup>	17 5% 11%	13 3% 9%	20 11% 13% <sup>ijkm</sup>	19 5% 12%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Did not answer	55 3% 100%	4 * 6%	1 * 2%	* * *	3 * 5%	7 1% 13%	4 * 6%	3 * 6%	2 1% 4%	7 1% 13%	-	-	-	3 1% 5%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

**A Balancing Act: Charity Survey**  
**Fieldwork Dates 23 Nov 2007 - 04 Jan 2008**

**Table 10**  
**Q4 Does your charity operate. .?**  
**Base: All**

	TOTAL	Charity Size (by Income)				Charitable Purpose												
		Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)
Unweighted Base	2144	503	640	443	525	479	1151	521	482	434	132	268	282	362	392	70	290	386
Weighted Base	2144	1191	745	108	67	466	1053	374	393	409	130*	156	288	388	455	57*	253	325
	100%	56%	35%	5%	3%	22%	49%	17%	18%	19%	6%*	7%	13%	18%	21%	3%*	12%	15%
Effective base	1224	503	640	443	525	272	627	249	248	240	82	115	168	223	252	37	156	211
Locally	1821	1075	594	85	48	382	888	280	343	326	80	137	218	339	432	46	214	278
	85%	90%	80%	78%	72%	82%	84%	75%	87%	80%	61%	88%	76%	87%	95%	79%	85%	85%
	100%	59%bcd	33%d	5%d	3%	21%gj	49%gjl	15%j	19%gijl	18%j	4%	8%gjl	12%j	19%gijl	24%efghi jklmnopq	3%	12%gjl	15%gjl
Nationally	365	140	157	33	26	137	214	100	81	91	75	25	83	78	48	21	69	52
	17%	12%	21%	30%	38%	29%	20%	27%	21%	22%	58%	16%	29%	20%	11%	37%	27%	16%
	100%	38%	43%a	9%ab	7%abc	38%fhkm nq	59%n	27%fkng	22%n	25%n	21%efghi klmnopq	7%	23%fkmn q	21%n	13%	6%fhkm nq	19%knq	14%
Internationally	289	114	140	14	16	112	184	103	61	122	117	17	101	55	33	12	55	64
	13%	10%	19%	13%	24%	24%	17%	28%	15%	30%	90%	11%	35%	14%	7%	21%	22%	20%
	100%	39%	48%ac	5%	6%abc	39%fhkm n	64%n	36%fhkm nq	21%n	42%fhkm nq	40%efghi klmnopq	6%	35%efhk mnopq	19%n	12%	4%n	19%kmn	22%kn
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Did not answer	54	17	24	3	2	6	8	4	3	4	*	*	1	7	2	-	5	3
	3%	1%	3%	2%	3%	1%	1%	1%	1%	1%	*	*	*	2%	1%	-	2%	1%
	100%	30%	45%a	5%	3%	12%	14%	7%	5%	7%	*	1%	1%	13%	4%	-	9%	5%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
 \* small base

**A Balancing Act: Charity Survey**  
**Fieldwork Dates 23 Nov 2007 - 04 Jan 2008**

**Table 11**  
**Q4 Does your charity operate. .?**  
**Base: All**

	TOTAL	Number of direct beneficiaries					Payment for goods and services?			Frequency of contact							We only have a one-off relationship with DIRECT beneficiaries (q)	
		1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)		At least once a year (p)
Unweighted Base	2144	457	186	457	220	289	357	1250	818	488	572	526	699	651	491	403	600	114
Weighted Base	2144	756	226	432	186	181	149	1147	672	386	313	372	588	557	358	290	575	197*
	100%	35%	11%	20%	9%	8%	7%	53%	31%	18%	15%	17%	27%	26%	17%	14%	27%	9%*
Effective base	1224	371	125	253	121	140	155	679	430	237	242	274	378	345	247	198	332	94
Locally	1821	660	201	388	147	143	116	950	588	346	274	331	526	484	287	221	468	160
	85%	87%	89%	90%	79%	79%	78%	83%	88%	90%	87%	89%	89%	87%	80%	76%	81%	81%
	100%	36%def	11%def	21%def	8%	8%	6%	52%	32%g	19%g	15%no	18%nop	29%nopq	27%nop	16%	12%	26%	9%
Nationally	365	118	30	48	31	37	46	203	110	68	43	49	79	98	75	74	141	42
	17%	16%	13%	11%	17%	21%	31%	18%	16%	18%	14%	13%	13%	18%	21%	26%	25%	21%
	100%	32%	8%	13%	9%	10%c	13%abcd	56%	30%	18%	12%	13%	22%	27%	21%ijkl	20%ijklm	39%ijklm	11%
Internationally	289	83	24	42	39	34	30	181	70	40	32	44	60	71	66	58	104	18
	13%	11%	11%	10%	21%	18%	20%	16%	10%	10%	10%	12%	10%	13%	18%	20%	18%	9%
	100%	29%	8%	15%	14%abc	12%ac	11%abc	63%hi	24%	14%	11%	15%	21%	25%	23%ijklq	20%ijklm	36%ijklq	6%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Did not answer	54	15	5	8	3	6	4	28	13	6	10	11	20	13	11	11	16	9
	3%	2%	2%	2%	2%	3%	3%	2%	2%	2%	3%	3%	3%	2%	3%	4%	3%	5%
	100%	28%	9%	15%	5%	11%	8%	52%	25%	11%	18%	19%	37%	23%	21%	19%	30%	17%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
 \* small base

**A Balancing Act: Charity Survey**  
**Fieldwork Dates 23 Nov 2007 - 04 Jan 2008**

**Table 12**  
**Q4 Does your charity operate. .?**  
**Base: All**

	Beneficiary Type													
	The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)	
<b>Unweighted Base</b>	<b>2144</b>	781	450	355	1015	1227	858	835	273	952	525	446	293	461
<b>Weighted Base</b>	<b>2144</b>	718	403	270	734	1160	820	714	200	1032	366	406	188	372
	<b>100%</b>	33%	19%	13%	34%	54%	38%	33%	9%	48%	17%	19%	9%	17%
Effective base	<b>1224</b>	436	245	183	500	688	487	447	135	575	244	241	135	237
Locally	<b>1821</b>	632	354	237	609	1035	736	633	161	979	307	329	165	287
	<b>85%</b>	88%	88%	87%	83%	89%	90%	89%	80%	95%	84%	81%	88%	77%
	<b>100%</b>	35%dhkm	19%km	13%km	33%	57%dhjkm	40%dhjkm	35%dhkm	9%	54%abcdefgijklm	17%	18%	9%km	16%
Nationally	<b>365</b>	145	88	54	164	187	146	134	36	88	87	88	44	122
	<b>17%</b>	20%	22%	20%	22%	16%	18%	19%	18%	9%	24%	22%	23%	33%
	<b>100%</b>	40%i	24%ei	15%i	45%ei	51%i	40%i	37%i	10%i	24%	24%ei	24%i	12%ei	34%abcdefghijk
Internationally	<b>289</b>	135	47	38	150	185	130	103	57	101	71	98	23	107
	<b>13%</b>	19%	12%	14%	20%	16%	16%	14%	28%	10%	20%	24%	13%	29%
	<b>100%</b>	47%bi	16%	13%	52%begil	64%i	45%i	36%i	20%abcdefgijl	35%	25%bi	34%bcfeijl	8%	37%abcdefgijl
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Did not answer	<b>54</b>	4	5	*	6	3	5	5	1	4	4	2	*	5
	<b>3%</b>	1%	1%	*	1%	1%	1%	1%	1%	*	1%	*	*	1%
	<b>100%</b>	7%	9%	*	10%	5%	10%	10%	3%	7%	7%	3%	*	10%e

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

**A Balancing Act: Charity Survey**  
**Fieldwork Dates 23 Nov 2007 - 04 Jan 2008**

**Table 13**  
**Q5 Who, if any, of the following would you consider to be DIRECT beneficiaries of your charity?**  
**Base: All**

	TOTAL	Charity Size (by Income)				Charitable Purpose												
		Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)
<b>Unweighted Base</b>	<b>2144</b>	503	640	443	525	479	1151	521	482	434	132	268	282	362	392	70	290	386
<b>Weighted Base</b>	<b>2144</b>	1191	745	108	67	466	1053	374	393	409	130*	156	288	388	455	57*	253	325
	<b>100%</b>	56%	35%	5%	3%	22%	49%	17%	18%	19%	6%*	7%	13%	18%	21%	3%*	12%	15%
Effective base	1224	503	640	443	525	272	627	249	248	240	82	115	168	223	252	37	156	211
Children / young people	1160	587	457	62	41	273	753	200	196	227	96	65	162	219	316	27	136	222
	<b>54%</b>	49%	61%	58%	61%	59%	72%	54%	50%	56%	74%	41%	56%	56%	69%	47%	54%	68%
	<b>100%</b>	51%	39%a	5%a	4%a	24%hk	65%eghijklmop	17%k	17%	20%k	8%eghijklmop	6%	14%k	19%k	27%eghijklmop	2%	12%k	19%eghijklmop
People within a fixed geographical area i.e. the local neighbourhood	1032	599	352	44	26	231	503	189	194	246	56	86	124	236	277	18	148	208
	<b>48%</b>	50%	47%	41%	39%	50%	48%	51%	49%	60%	43%	55%	43%	61%	61%	31%	59%	64%
	<b>100%</b>	58%cd	34%cd	4%	3%	22%o	49%o	18%o	19%o	24%efghjlo	5%	8%lo	12%	23%efghjlo	27%efghjlo	2%	14%fjlo	20%efghjlo
Elderly / older people	820	414	320	49	25	259	328	226	215	261	78	91	112	191	218	22	122	188
	<b>38%</b>	35%	43%	45%	38%	56%	31%	60%	55%	64%	60%	58%	39%	49%	48%	38%	48%	58%
	<b>100%</b>	51%	39%a	6%ad	3%	32%flo	40%	28%flmnp	26%fl	32%fhlmnp	9%flo	11%flo	14%	23%fl	27%f	3%	15%f	23%flno
People the charity provides goods and / or services to	734	275	338	67	41	175	386	200	206	175	68	72	113	150	157	22	102	164
	<b>34%</b>	23%	45%	62%	61%	38%	37%	53%	52%	43%	52%	46%	39%	39%	34%	38%	40%	50%
	<b>100%</b>	37%	46%a	9%ab	6%ab	24%	53%	27%efilmnp	28%efilmnp	24%	9%efmnp	10%np	15%	20%	21%	3%	14%	22%efilmnp
The general public / mankind	718	343	293	43	25	221	363	133	111	152	68	44	127	192	178	33	122	179
	<b>33%</b>	29%	39%	40%	37%	47%	34%	35%	28%	37%	52%	28%	44%	49%	39%	57%	48%	55%
	<b>100%</b>	48%	41%a	6%a	3%a	31%fghik	51%	18%	15%	21%h	9%fghikn	6%	18%fhk	27%fghi	25%hk	5%fghi	17%fghik	25%fghikln

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
 \* small base

**A Balancing Act: Charity Survey**  
**Fieldwork Dates 23 Nov 2007 - 04 Jan 2008**

**Table 13**  
**Q5 Who, if any, of the following would you consider to be DIRECT beneficiaries of your charity?**  
**Base: All**

	Charity Size (by Income)				Charitable Purpose													
	Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)	
<b>TOTAL</b>	<b>714</b>	<b>322</b>	<b>299</b>	<b>52</b>	<b>27</b>	<b>219</b>	<b>317</b>	<b>229</b>	<b>344</b>	<b>205</b>	<b>63</b>	<b>65</b>	<b>74</b>	<b>136</b>	<b>183</b>	<b>25</b>	<b>87</b>	<b>167</b>
	<b>33%</b>	<b>27%</b>	<b>40%</b>	<b>49%</b>	<b>41%</b>	<b>47%</b>	<b>30%</b>	<b>61%</b>	<b>88%</b>	<b>50%</b>	<b>49%</b>	<b>42%</b>	<b>26%</b>	<b>35%</b>	<b>40%</b>	<b>44%</b>	<b>34%</b>	<b>51%</b>
	<b>100%</b>	<b>45%</b>	<b>42%a</b>	<b>7%abd</b>	<b>4%a</b>	<b>31%flmp</b>	<b>44%</b>	<b>32%efij</b>	<b>48%efgi</b>	<b>29%flmp</b>	<b>9%flmp</b>	<b>9%fl</b>	<b>10%</b>	<b>19%</b>	<b>26%fl</b>	<b>4%l</b>	<b>12%</b>	<b>23%flmp</b>
People with disabilities																		
	<b>406</b>	<b>208</b>	<b>151</b>	<b>23</b>	<b>16</b>	<b>160</b>	<b>191</b>	<b>130</b>	<b>100</b>	<b>260</b>	<b>54</b>	<b>81</b>	<b>63</b>	<b>52</b>	<b>52</b>	<b>4</b>	<b>54</b>	<b>84</b>
	<b>19%</b>	<b>17%</b>	<b>20%</b>	<b>22%</b>	<b>24%</b>	<b>34%</b>	<b>18%</b>	<b>35%</b>	<b>26%</b>	<b>64%</b>	<b>41%</b>	<b>52%</b>	<b>22%</b>	<b>13%</b>	<b>11%</b>	<b>7%</b>	<b>21%</b>	<b>26%</b>
	<b>100%</b>	<b>51%</b>	<b>37%</b>	<b>6%</b>	<b>4%a</b>	<b>39%fhlm</b>	<b>47%n</b>	<b>32%fhlm</b>	<b>25%fmno</b>	<b>64%efgh</b>	<b>13%fhlm</b>	<b>20%efgh</b>	<b>15%mno</b>	<b>13%</b>	<b>13%</b>	<b>1%</b>	<b>13%amno</b>	<b>21%fmno</b>
People with a particular financial need (including poverty)																		
	<b>403</b>	<b>192</b>	<b>169</b>	<b>20</b>	<b>17</b>	<b>84</b>	<b>269</b>	<b>43</b>	<b>45</b>	<b>23</b>	<b>10</b>	<b>15</b>	<b>39</b>	<b>143</b>	<b>149</b>	<b>17</b>	<b>81</b>	<b>73</b>
	<b>19%</b>	<b>16%</b>	<b>23%</b>	<b>19%</b>	<b>26%</b>	<b>18%</b>	<b>26%</b>	<b>11%</b>	<b>12%</b>	<b>6%</b>	<b>8%</b>	<b>9%</b>	<b>14%</b>	<b>37%</b>	<b>33%</b>	<b>30%</b>	<b>32%</b>	<b>22%</b>
	<b>100%</b>	<b>48%</b>	<b>42%a</b>	<b>5%</b>	<b>4%ac</b>	<b>21%ghij</b>	<b>67%eghi</b>	<b>11%i</b>	<b>11%i</b>	<b>6%</b>	<b>3%</b>	<b>4%</b>	<b>10%i</b>	<b>35%efgh</b>	<b>37%efghi</b>	<b>4%ghij</b>	<b>20%eghi</b>	<b>18%ghijkl</b>
Members of the charity (fee-paying)																		
	<b>372</b>	<b>163</b>	<b>159</b>	<b>27</b>	<b>18</b>	<b>171</b>	<b>192</b>	<b>102</b>	<b>97</b>	<b>113</b>	<b>58</b>	<b>26</b>	<b>80</b>	<b>105</b>	<b>92</b>	<b>26</b>	<b>90</b>	<b>106</b>
	<b>17%</b>	<b>14%</b>	<b>21%</b>	<b>25%</b>	<b>27%</b>	<b>37%</b>	<b>18%</b>	<b>27%</b>	<b>25%</b>	<b>28%</b>	<b>45%</b>	<b>17%</b>	<b>28%</b>	<b>27%</b>	<b>20%</b>	<b>45%</b>	<b>35%</b>	<b>33%</b>
	<b>100%</b>	<b>44%</b>	<b>43%a</b>	<b>7%a</b>	<b>5%ab</b>	<b>46%fghi</b>	<b>51%</b>	<b>27%fk</b>	<b>26%f</b>	<b>30%fk</b>	<b>16%fghik</b>	<b>7%</b>	<b>21%fk</b>	<b>28%fk</b>	<b>25%</b>	<b>7%fghi</b>	<b>24%fhkn</b>	<b>28%fkn</b>
Other charities / voluntary bodies																		
	<b>366</b>	<b>149</b>	<b>150</b>	<b>37</b>	<b>22</b>	<b>121</b>	<b>167</b>	<b>214</b>	<b>201</b>	<b>121</b>	<b>49</b>	<b>41</b>	<b>35</b>	<b>52</b>	<b>66</b>	<b>14</b>	<b>33</b>	<b>73</b>
	<b>17%</b>	<b>13%</b>	<b>20%</b>	<b>34%</b>	<b>33%</b>	<b>26%</b>	<b>16%</b>	<b>57%</b>	<b>51%</b>	<b>30%</b>	<b>37%</b>	<b>26%</b>	<b>12%</b>	<b>13%</b>	<b>15%</b>	<b>24%</b>	<b>13%</b>	<b>22%</b>
	<b>100%</b>	<b>41%</b>	<b>41%a</b>	<b>10%ab</b>	<b>6%ab</b>	<b>33%flmn</b>	<b>46%</b>	<b>59%efij</b>	<b>55%efij</b>	<b>33%flmn</b>	<b>13%eflm</b>	<b>11%flmnp</b>	<b>9%</b>	<b>14%</b>	<b>18%</b>	<b>4%</b>	<b>9%</b>	<b>20%flmnp</b>
People with a particular health or medical condition / need																		
	<b>270</b>	<b>99</b>	<b>134</b>	<b>23</b>	<b>13</b>	<b>78</b>	<b>150</b>	<b>54</b>	<b>62</b>	<b>42</b>	<b>10</b>	<b>17</b>	<b>49</b>	<b>63</b>	<b>75</b>	<b>8</b>	<b>29</b>	<b>68</b>
	<b>13%</b>	<b>8%</b>	<b>18%</b>	<b>21%</b>	<b>20%</b>	<b>17%</b>	<b>14%</b>	<b>14%</b>	<b>16%</b>	<b>10%</b>	<b>8%</b>	<b>11%</b>	<b>17%</b>	<b>16%</b>	<b>17%</b>	<b>14%</b>	<b>11%</b>	<b>21%</b>
	<b>100%</b>	<b>37%</b>	<b>50%a</b>	<b>8%a</b>	<b>5%a</b>	<b>29%ij</b>	<b>56%</b>	<b>20%</b>	<b>23%</b>	<b>15%</b>	<b>4%</b>	<b>6%</b>	<b>18%i</b>	<b>23%</b>	<b>28%i</b>	<b>3%</b>	<b>11%</b>	<b>25%fijkp</b>
Members of the charity (not fee-paying)																		

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
 \* small base



**A Balancing Act: Charity Survey**  
Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

**Table 13**  
**Q5 Who, if any, of the following would you consider to be DIRECT beneficiaries of your charity?**  
Base: All

	Charity Size (by Income)				Charitable Purpose													
	Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)	
<b>TOTAL</b>	<b>200</b>	76	91	17	11	64	126	62	41	56	22	19	44	59	43	4	33	67
	<b>9%</b>	6%	12%	16%	17%	14%	12%	17%	11%	14%	17%	12%	15%	15%	9%	8%	13%	20%
	<b>100%</b>	38%	45%a	9%a	6%ab	32%	63%	31%hn	21%	28%	11%	10%	22%	29%	22%	2%	16%	33%efhn
People of a particular ethnic or racial origin	<b>200</b>	76	91	17	11	64	126	62	41	56	22	19	44	59	43	4	33	67
	<b>9%</b>	6%	12%	16%	17%	14%	12%	17%	11%	14%	17%	12%	15%	15%	9%	8%	13%	20%
	<b>100%</b>	38%	45%a	9%a	6%ab	32%	63%	31%hn	21%	28%	11%	10%	22%	29%	22%	2%	16%	33%efhn
People identifiable through a behavioural need / experience	<b>188</b>	64	81	23	12	60	108	70	78	62	11	33	26	44	52	7	27	58
	<b>9%</b>	5%	11%	22%	18%	13%	10%	19%	20%	15%	9%	21%	9%	11%	11%	12%	11%	18%
	<b>100%</b>	34%	43%a	12%ab	6%ab	32%	58%	37%fjlmnp	41%efjlmnp	33%f	6%	18%efjlmnp	14%	23%	28%	4%	15%	31%fimn
Other	<b>70</b>	31	30	6	3	9	31	15	14	15	1	9	7	12	3	7	9	7
	<b>3%</b>	3%	4%	6%	4%	2%	3%	4%	4%	4%	1%	6%	2%	3%	1%	12%	4%	2%
	<b>100%</b>	44%	43%	9%a	4%	14%	44%n	22%n	20%n	22%n	1%	13%en	9%	17%	5%	10%efghijlmnpq	13%n	11%
None	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	<b>1</b>	-	1	-	-	-	1	-	-	-	-	-	-	-	-	-	1	-
	<b>*</b>	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	*	-
	<b>100%</b>	-	100%	-	-	-	100%	-	-	-	-	-	-	-	-	-	100%	-
Did not answer	<b>84</b>	43	29	2	2	4	17	1	1	3	-	4	13	8	4	-	*	5
	<b>4%</b>	4%	4%	2%	3%	1%	2%	*	*	1%	-	2%	5%	2%	1%	-	*	1%
	<b>100%</b>	51%	35%	3%	2%	4%	20%	1%	2%	3%	-	5%gh	16%efghinp	10%	4%	-	*	6%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
\* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

**Table 14**  
**Q5 Who, if any, of the following would you consider to be DIRECT beneficiaries of your charity?**  
Base: All

	TOTAL	Number of direct beneficiaries					Payment for goods and services?			Frequency of contact							We only have a one-off relationship with DIRECT beneficiaries (q)	
		1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)		At least once a year (p)
<b>Unweighted Base</b>	<b>2144</b>	457	186	457	220	289	357	1250	818	488	572	526	699	651	491	403	600	114
<b>Weighted Base</b>	<b>2144</b>	756	226	432	186	181	149	1147	672	386	313	372	588	557	358	290	575	197*
	<b>100%</b>	35%	11%	20%	9%	8%	7%	53%	31%	18%	15%	17%	27%	26%	17%	14%	27%	9%*
Effective base	<b>1224</b>	371	125	253	121	140	155	679	430	237	242	274	378	345	247	198	332	94
Children / young people	<b>1160</b>	341	122	263	134	107	102	666	389	242	204	252	348	279	203	150	302	98
	<b>54%</b>	45%	54%	61%	72%	59%	69%	58%	58%	63%	65%	68%	59%	50%	57%	52%	53%	50%
	<b>100%</b>	29%	10%	23%a	12%abce	9%a	9%ab	57%	34%	21%	18%mnopq	22%lmno	30%lm	24%	17%	13%	26%	8%
People within a fixed geographical area i.e. the local neighbourhood	<b>1032</b>	328	115	225	102	102	73	573	334	215	142	197	332	319	203	153	300	89
	<b>48%</b>	43%	51%	52%	55%	56%	49%	50%	50%	56%	45%	53%	56%	57%	57%	53%	52%	45%
	<b>100%</b>	32%	11%	22%a	10%a	10%a	7%	56%	32%	21%	14%	19%	32%j	31%jq	20%j	15%	29%	9%
Elderly / older people	<b>820</b>	262	70	175	76	80	80	445	255	175	124	157	266	277	175	136	254	75
	<b>38%</b>	35%	31%	41%	41%	44%	54%	39%	38%	45%	40%	42%	45%	50%	49%	47%	44%	38%
	<b>100%</b>	32%	8%	21%	9%	10%ab	10%abcd	54%	31%	21%	15%	19%	32%	34%jq	21%j	17%	31%	9%
People the charity provides goods and / or services to	<b>734</b>	160	82	188	78	84	84	463	300	156	142	171	266	240	159	143	233	48
	<b>34%</b>	21%	36%	43%	42%	46%	57%	40%	45%	41%	45%	46%	45%	43%	44%	49%	40%	24%
	<b>100%</b>	22%	11%a	26%a	11%a	11%a	11%abcd	63%	41%	21%	19%q	23%q	36%q	33%q	22%q	19%pq	32%q	6%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
\* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

**Table 14**  
**Q5 Who, if any, of the following would you consider to be DIRECT beneficiaries of your charity?**  
Base: All

	TOTAL	Number of direct beneficiaries						Payment for goods and services?			Frequency of contact							
		1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)	At least once a year (p)	We only have a one-off relationship with DIRECT beneficiaries (q)
The general public / mankind	<b>718</b> <b>33%</b> <b>100%</b>	182 24% 25%	76 34% 11%a	133 31% 18%	83 45% 12%ac	76 42% 11%ac	84 56% 12%abce	388 34% 54%	233 35% 32%	157 41% 22%	124 40% 17%q	150 40% 21%q	212 36% 30%	217 39% 30%	141 39% 20%q	117 41% 16%q	215 37% 30%	55 28% 8%
People with disabilities	<b>714</b> <b>33%</b> <b>100%</b>	177 23% 25%	77 34% 11%a	169 39% 24%a	65 35% 9%a	73 40% 10%a	79 53% 11%abcd	443 39% 62%	235 35% 33%	128 33% 18%	140 45% 20%q	158 42% 22%q	251 43% 35%q	221 40% 31%	151 42% 21%q	113 39% 16%	223 39% 31%	57 29% 8%
People with a particular financial need (including poverty)	<b>406</b> <b>19%</b> <b>100%</b>	169 22% 42%c	33 15% 8%	67 16% 17%	34 18% 8%	39 21% 10%	28 19% 7%	284 25% 70%hi	95 14% 23%	36 9% 9%	53 17% 13%	58 16% 14%	82 14% 20%	107 19% 26%	78 22% 19%l	77 27% 19%ijklm	152 26% 37%ijklm	64 32% 16%ijklmn
Members of the charity (fee-paying)	<b>403</b> <b>19%</b> <b>100%</b>	102 13% 25%	57 25% 14%a	100 23% 25%a	48 26% 12%a	49 27% 12%a	35 24% 9%a	121 11% 30%	238 35% 59%g	152 39% 38%g	65 21% 16%q	84 23% 21%pq	145 25% 36%pq	172 31% 43%jknp	77 22% 19%pq	68 23% 17%pq	86 15% 21%	17 8% 4%
Other charities / voluntary bodies	<b>372</b> <b>17%</b> <b>100%</b>	120 16% 32%	29 13% 8%	58 13% 16%	37 20% 10%	47 26% 13%abc	33 23% 9%bc	212 18% 57%	98 15% 26%	69 18% 18%	58 19% 16%	52 14% 14%	82 14% 22%	113 20% 30%kl	102 29% 27%ijklm	82 28% 22%ijklm	164 28% 44%ijklmq	34 17% 9%
People with a particular health or medical condition / need	<b>366</b> <b>17%</b> <b>100%</b>	89 12% 24%	40 18% 11%	85 20% 23%a	34 19% 9%	39 21% 11%a	38 26% 10%a	269 23% 74%hi	105 16% 29%	42 11% 12%	85 27% 23%q	80 22% 22%	133 23% 36%q	120 22% 33%q	81 23% 22%q	73 25% 20%q	117 20% 32%	25 12% 7%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
\* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

**Table 14**  
**Q5 Who, if any, of the following would you consider to be DIRECT beneficiaries of your charity?**  
Base: All

	Number of direct beneficiaries						Payment for goods and services?			Frequency of contact								
	1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)	At least once a year (p)	We only have a one-off relationship with DIRECT beneficiaries (q)	
<b>TOTAL</b>	<b>270</b>	54	27	83	28	36	31	165	129	59	66	74	119	97	60	53	75	4
	<b>13%</b>	7%	12%	19%	15%	20%	21%	14%	19%	15%	21%	20%	20%	17%	17%	18%	13%	2%
	<b>100%</b>	20%	10%	31%a	10%a	13%a	11%ab	61%	48%g	22%	24%pq	27%pq	44%pq	36%q	22%q	19%q	28%q	1%
Members of the charity (not fee-paying)	<b>200</b>	34	11	34	42	36	34	132	62	43	47	59	72	76	65	46	52	9
	<b>9%</b>	5%	5%	8%	23%abc	20%abc	23%	11%	9%	11%	15%	16%	12%	14%	18%	16%	9%	4%
	<b>100%</b>	17%	6%	17%	21%abc	18%abc	17%abc	66%	31%	22%	24%pq	29%pq	36%q	38%q	33%lpq	23%pq	26%	4%
People of a particular ethnic or racial origin	<b>188</b>	30	21	43	17	27	26	129	78	35	50	63	75	59	36	31	60	11
	<b>9%</b>	4%	9%	10%	9%	15%	18%	11%	12%	9%	16%	17%	13%	11%	10%	11%	11%	5%
	<b>100%</b>	16%	11%a	23%a	9%a	15%a	14%abcd	69%	42%	19%	27%q	34%mnopq	40%q	31%	19%	17%	32%	6%
People identifiable through a behavioural need / experience	<b>70</b>	26	7	9	7	4	6	43	14	13	13	8	14	19	12	12	25	8
	<b>3%</b>	3%	3%	2%	4%	2%	4%	4%	2%	3%	4%	2%	2%	3%	4%	4%	4%	4%
	<b>100%</b>	37%	10%	13%	10%	6%	8%	62%	20%	19%	19%	11%	20%	27%	17%	16%	36%	11%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
None	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	<b>1</b>	-	-	-	1	-	-	-	1	-	-	-	-	-	-	-	1	-
	<b>*</b>	-	-	-	1%	-	-	-	*	-	-	-	-	-	-	-	*	-
	<b>100%</b>	-	-	-	100%	-	-	-	100%	-	-	-	-	-	-	-	100%	-
Did not answer	<b>84</b>	29	5	9	2	9	4	39	11	5	10	13	19	13	14	11	17	15
	<b>4%</b>	4%	2%	2%	1%	5%	3%	3%	2%	1%	3%	3%	3%	2%	4%	4%	3%	8%
	<b>100%</b>	35%	6%	10%	2%	11%d	5%	46%	13%	6%	12%	15%	22%	15%	16%	13%	20%	18%mp

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
\* small base

**A Balancing Act: Charity Survey**  
**Fieldwork Dates 23 Nov 2007 - 04 Jan 2008**

**Table 15**  
**Q5 Who, if any, of the following would you consider to be DIRECT beneficiaries of your charity?**  
**Base: All**

	Beneficiary Type													
	The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)	
<b>TOTAL</b>	<b>2144</b>	781	450	355	1015	1227	858	835	273	952	525	446	293	461
<b>Unweighted Base</b>	<b>2144</b>	718	403	270	734	1160	820	714	200	1032	366	406	188	372
<b>Weighted Base</b>	<b>100%</b>	33%	19%	13%	34%	54%	38%	33%	9%	48%	17%	19%	9%	17%
Effective base	<b>1224</b>	436	245	183	500	688	487	447	135	575	244	241	135	237
Children / young people	<b>1160</b>	477	194	166	447	1160	523	493	161	647	217	242	146	223
	<b>54%</b>	67%	48%	61%	100%	64%	69%	81%	63%	59%	60%	78%	60%	60%
	<b>100%</b>	41%b	17%	14%b	100%abcdfg	45%b	43%bdijklm	14%abcdfg	56%b	19%b	21%b	13%abcdfi	19%b	19%b
People within a fixed geographical area i.e. the local neighbourhood	<b>1032</b>	424	204	145	410	647	538	440	139	1032	216	261	116	179
	<b>48%</b>	59%	51%	53%	56%	56%	66%	62%	69%	100%	59%	64%	62%	48%
	<b>100%</b>	41%bm	20%	14%	40% <i>m</i>	63% <i>m</i>	52%abcdem	43% <i>bm</i>	13%abcde	100%abcdef	21% <i>m</i>	25%bcdem	11% <i>bm</i>	17%
Elderly / older people	<b>820</b>	396	155	132	360	523	820	491	127	538	227	244	96	205
	<b>38%</b>	55%	38%	49%	49%	45%	100%	69%	64%	52%	62%	60%	51%	55%
	<b>100%</b>	48%be	19%	16%b	44%b	64%	100%abcdeg	60%abcdei	16%bcdeil	66%be	28%bcdeil	30%bcdei	12%b	25%be
People the charity provides goods and / or services to	<b>734</b>	307	150	138	734	447	360	382	104	410	220	179	129	168
	<b>34%</b>	43%	37%	51%	100%	39%	44%	54%	52%	40%	60%	44%	69%	45%
	<b>100%</b>	42%	20%	19%bei	100%abcefg	61%	49%	52%abefik	14%bei	56%	30%abefik	24%	18%abcefg	23%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

**A Balancing Act: Charity Survey**  
**Fieldwork Dates 23 Nov 2007 - 04 Jan 2008**

**Table 15**  
**Q5 Who, if any, of the following would you consider to be DIRECT beneficiaries of your charity?**  
**Base: All**

	Beneficiary Type												
	The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)
<b>TOTAL</b>	<b>718</b>	<b>146</b>	<b>121</b>	<b>307</b>	<b>477</b>	<b>396</b>	<b>322</b>	<b>103</b>	<b>424</b>	<b>132</b>	<b>154</b>	<b>85</b>	<b>170</b>
	<b>33%</b>	<b>36%</b>	<b>45%</b>	<b>42%</b>	<b>41%</b>	<b>48%</b>	<b>45%</b>	<b>52%</b>	<b>41%</b>	<b>36%</b>	<b>38%</b>	<b>45%</b>	<b>46%</b>
	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>
		hijklm				55%bdeijk	45%bj	14%bdeijk	59%	18%	22%	12%	24%bj
The general public / mankind	718	146	121	307	477	396	322	103	424	132	154	85	170
	100%	36%	45%	42%	41%	48%	45%	52%	41%	36%	38%	45%	46%
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
		hijklm				55%bdeijk	45%bj	14%bdeijk	59%	18%	22%	12%	24%bj
People with disabilities	322	121	139	382	493	491	714	133	440	294	200	146	177
	45%	30%	51%	52%	43%	60%	100%	66%	43%	80%	49%	78%	47%
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	45%b	17%	19%bei	54%abei	69%b	69%abdei	100%abcdef	19%abcdei	62%b	41%abcdef	28%b	21%abcdef	25%b
						km	hijklm	km		hikm		hikm	
People with a particular financial need (including poverty)	154	43	53	179	242	244	200	64	261	130	406	81	101
	22%	11%	20%	24%	21%	30%	28%	32%	25%	36%	100%	43%	27%
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	38%b	11%	13%b	44%b	60%b	60%abce	49%abce	16%abce	64%b	32%abcde	100%abcdef	20%abcdef	25%be
										gim	ghijlm	gim	
Members of the charity (fee-paying)	146	403	128	150	194	155	121	36	204	51	43	29	71
	20%	100%	47%	20%	17%	19%	17%	18%	20%	14%	11%	15%	19%
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	36%jk	100%acdefg	32%adefgh	37%jk	48%k	38%k	30%k	9%	51%k	13%	11%	7%	18%k
		hijklm	ijklm										
Other charities / voluntary bodies	170	71	63	168	223	205	177	54	179	92	101	50	372
	24%	18%	23%	23%	19%	25%	25%	27%	17%	25%	25%	27%	100%
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	46%i	19%	17%	45%i	60%	55%bei	47%bei	15%bei	48%	25%bi	27%i	13%bei	100%abcdefghijkl
People with a particular health or medical condition / need	132	51	63	220	217	227	294	64	216	366	130	106	92
	18%	13%	23%	30%	19%	28%	41%	32%	21%	100%	32%	56%	25%
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	36%	14%	17%b	60%abei	59%b	62%abei	80%abcdef	17%abei	59%b	100%abcdef	36%abei	29%abcdef	25%be
							ikm			ghiklm		ghikm	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

**A Balancing Act: Charity Survey**  
**Fieldwork Dates 23 Nov 2007 - 04 Jan 2008**

**Table 15**  
**Q5 Who, if any, of the following would you consider to be DIRECT beneficiaries of your charity?**  
**Base: All**

	TOTAL	Beneficiary Type												
		The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)
Members of the charity (not fee-paying)	270 13% 100%	121 17% 45%	128 32% 47% ijklm	270 100% 100% abcdefg hijklm	138 19% 51% ei	166 14% 61%	132 16% 49%	139 19% 51% eik	52 26% 19% aefijk m	145 14% 53%	63 17% 23%	53 13% 20%	36 19% 13%	63 17% 23%
People of a particular ethnic or racial origin	200 9% 100%	103 14% 52% b	36 9% 18%	52 19% 26% b	104 14% 52% b	161 14% 81% b	127 16% 64% b	133 19% 66% bei	200 100% 100% abcdef gijklm	139 13% 69%	64 17% 32% b	64 16% 32% b	50 27% 25% abcdefg ijklm	54 15% 27%
People identifiable through a behavioural need / experience	188 9% 100%	85 12% 45%	29 7% 15%	36 13% 19% b	129 18% 69% abefi	146 13% 78% b	96 12% 51%	146 21% 78% abcefi m	50 25% 27% abcefi m	116 11% 62%	106 29% 56% abcdef gikm	81 20% 43% abefi	188 100% 100% abcdef ghijklm	50 13% 27% b
Other	70 3% 100%	15 2% 21%	7 2% 10%	4 2% 6%	23 3% 33%	32 3% 45%	21 3% 30%	16 2% 23%	6 3% 8%	22 2% 32%	11 3% 16%	18 4% 25%	7 4% 11%	6 2% 8%
None	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	1 * 100%	-	-	-	-	-	-	-	-	-	-	-	-	-
Did not answer	84 4% 100%	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

**A Balancing Act: Charity Survey**  
**Fieldwork Dates 23 Nov 2007 - 04 Jan 2008**

**Table 16**  
**Q6 Who, if any, of the following would you consider to be WIDER beneficiaries of your charity?**  
**Base: All**

	TOTAL	Charity Size (by Income)				Charitable Purpose												
		Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)
Unweighted Base	2144	503	640	443	525	479	1151	521	482	434	132	268	282	362	392	70	290	386
Weighted Base	2144	1191	745	108	67	466	1053	374	393	409	130*	156	288	388	455	57*	253	325
	100%	56%	35%	5%	3%	22%	49%	17%	18%	19%	6%*	7%	13%	18%	21%	3%*	12%	15%
Effective base	1224	503	640	443	525	272	627	249	248	240	82	115	168	223	252	37	156	211
The general public / mankind	810	353	343	60	41	186	452	153	158	137	62	54	132	225	207	30	150	164
	38%	30%	46%	56%	62%	40%	43%	41%	40%	34%	48%	35%	46%	58%	45%	53%	59%	50%
	100%	44%	42%a	7%ab	5%ab	23%	56%i	19%	19%	17%	8%i	7%	16%i	28%efgh ikln	26%i	4%ik	19%efgh ikln	20%eghik
Children / young people	451	218	176	29	20	137	265	98	88	96	59	31	88	110	109	18	67	100
	21%	18%	24%	27%	30%	29%	25%	26%	22%	23%	45%	20%	31%	28%	24%	31%	26%	31%
	100%	48%	39%a	7%a	5%ab	30%	59%	22%	20%	21%	13%efghi klmnpq	7%	20%	24%	24%	4%	15%	22%hk
People within a fixed geographical area i.e. the local neighbourhood	431	199	173	31	20	116	247	81	97	90	36	45	85	124	116	21	70	103
	20%	17%	23%	29%	30%	25%	23%	22%	25%	22%	27%	29%	29%	32%	25%	37%	28%	32%
	100%	46%	40%a	7%ab	5%ab	27%	57%	19%	22%	21%	8%	10%	20%	29%fji	27%	5%gi	16%	24%fji
Elderly / older people	379	180	147	26	19	133	178	100	85	100	46	32	76	104	91	15	66	85
	18%	15%	20%	24%	28%	28%	17%	27%	22%	24%	36%	20%	27%	27%	20%	27%	26%	26%
	100%	47%	39%a	7%a	5%ab	35%fn	47%	26%f	22%	26%f	12%fhkn	8%	20%f	28%f	24%	4%	17%f	22%f
Other charities / voluntary bodies	342	137	150	31	19	129	183	104	97	93	33	26	51	92	89	21	64	97
	16%	12%	20%	29%	28%	28%	17%	28%	25%	23%	25%	17%	18%	24%	20%	37%	25%	30%
	100%	40%	44%a	9%ab	5%ab	38%fkl	53%	30%fkl	28%f	27%	10%	8%	15%	27%f	26%	6%fkl	19%f	28%fkl

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
 \* small base



**A Balancing Act: Charity Survey**  
**Fieldwork Dates 23 Nov 2007 - 04 Jan 2008**

**Table 16**  
**Q6 Who, if any, of the following would you consider to be WIDER beneficiaries of your charity?**  
**Base: All**

	Charity Size (by Income)				Charitable Purpose													
	Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)	
<b>TOTAL</b>	<b>303</b>	125	133	24	17	107	144	98	114	79	36	18	47	68	72	14	41	67
	<b>14%</b>	11%	18%	22%	25%	23%	14%	26%	29%	19%	28%	11%	16%	18%	16%	24%	16%	21%
	<b>100%</b>	41%	44%a	8%a	6%ab	35%fkn	47%	32%fklnp	37%fikl mnpq	26%f	12%fklnp	6%	15%	23%	24%	5%	13%	22%fk
People with disabilities	<b>303</b>	125	133	24	17	107	144	98	114	79	36	18	47	68	72	14	41	67
	<b>14%</b>	11%	18%	22%	25%	23%	14%	26%	29%	19%	28%	11%	16%	18%	16%	24%	16%	21%
	<b>100%</b>	41%	44%a	8%a	6%ab	35%fkn	47%	32%fklnp	37%fikl mnpq	26%f	12%fklnp	6%	15%	23%	24%	5%	13%	22%fk
People the charity provides goods and / or services to	<b>291</b>	118	132	20	14	92	154	79	66	76	40	27	59	93	68	16	49	75
	<b>14%</b>	10%	18%	19%	21%	20%	15%	21%	17%	19%	31%	17%	21%	24%	15%	28%	19%	23%
	<b>100%</b>	41%	45%a	7%a	5%a	32%	53%	27%f	23%	26%	14%efhik np	9%	20%	32%fn	23%	6%fn	17%	26%fn
People with a particular health or medical condition / need	<b>176</b>	66	76	20	11	72	91	103	81	62	42	13	25	28	30	10	20	38
	<b>8%</b>	6%	10%	18%	17%	15%	9%	28%	21%	15%	32%	9%	9%	7%	6%	18%	8%	12%
	<b>100%</b>	38%	43%a	11%ab	6%ab	41%flmnp	52%	59%efik lmpq	46%fklnp	36%flmnp	24%efhik lmpq	8%	14%	16%	17%	6%fmn	11%	21%
People with a particular financial need (including poverty)	<b>173</b>	59	78	16	11	73	101	54	50	89	42	26	50	30	35	7	26	51
	<b>8%</b>	5%	10%	15%	17%	16%	10%	14%	13%	22%	33%	17%	17%	8%	8%	12%	10%	16%
	<b>100%</b>	34%	45%a	9%ab	6%ab	42%fmn	59%	31%fmn	29%	52%fghm np	25%efgh iklmnop	15%fmn	29%fmn	18%	20%	4%	15%	30%fmn
People of a particular ethnic or racial origin	<b>155</b>	50	72	17	10	47	110	48	35	48	25	17	30	59	38	5	22	59
	<b>7%</b>	4%	10%	16%	16%	10%	10%	13%	9%	12%	19%	11%	10%	15%	8%	10%	9%	18%
	<b>100%</b>	32%	47%a	11%ab	7%ab	30%	71%	31%	23%	31%	16%efhl np	11%	19%	38%hn	24%	4%	14%	38%efhlnp
Members of the charity (not fee-paying)	<b>103</b>	24	59	12	6	34	59	22	22	21	8	6	23	30	28	5	15	25
	<b>5%</b>	2%	8%	11%	9%	7%	6%	6%	6%	5%	6%	4%	8%	8%	6%	9%	6%	8%
	<b>100%</b>	23%	58%a	11%a	6%a	33%	58%	21%	21%	20%	7%	6%	23%	29%	27%	5%	15%	24%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
 \* small base

**A Balancing Act: Charity Survey**  
**Fieldwork Dates 23 Nov 2007 - 04 Jan 2008**

**Table 16**  
**Q6 Who, if any, of the following would you consider to be WIDER beneficiaries of your charity?**  
**Base: All**

	Charity Size (by Income)				Charitable Purpose														
	Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)		
<b>TOTAL</b>	<b>101</b>	<b>31</b>	<b>47</b>	<b>14</b>	<b>8</b>	<b>45</b>	<b>61</b>	<b>42</b>	<b>35</b>	<b>32</b>	<b>15</b>	<b>12</b>	<b>18</b>	<b>31</b>	<b>26</b>	<b>7</b>	<b>12</b>	<b>33</b>	
	<b>5%</b>	<b>3%</b>	<b>6%</b>	<b>13%</b>	<b>11%</b>	<b>10%</b>	<b>6%</b>	<b>11%</b>	<b>9%</b>	<b>8%</b>	<b>11%</b>	<b>8%</b>	<b>6%</b>	<b>8%</b>	<b>6%</b>	<b>12%</b>	<b>5%</b>	<b>10%</b>	
	<b>100%</b>	<b>30%</b>	<b>46%a</b>	<b>14%ab</b>	<b>8%ab</b>	<b>44%f</b>	<b>60%</b>	<b>41%fnp</b>	<b>35%</b>	<b>31%</b>	<b>15%</b>	<b>12%</b>	<b>18%</b>	<b>31%</b>	<b>26%</b>	<b>7%</b>	<b>12%</b>	<b>32%f</b>	
People identifiable through a behavioural need / experience	<b>101</b>	<b>31</b>	<b>47</b>	<b>14</b>	<b>8</b>	<b>45</b>	<b>61</b>	<b>42</b>	<b>35</b>	<b>32</b>	<b>15</b>	<b>12</b>	<b>18</b>	<b>31</b>	<b>26</b>	<b>7</b>	<b>12</b>	<b>33</b>	
	<b>5%</b>	<b>3%</b>	<b>6%</b>	<b>13%</b>	<b>11%</b>	<b>10%</b>	<b>6%</b>	<b>11%</b>	<b>9%</b>	<b>8%</b>	<b>11%</b>	<b>8%</b>	<b>6%</b>	<b>8%</b>	<b>6%</b>	<b>12%</b>	<b>5%</b>	<b>10%</b>	
	<b>100%</b>	<b>30%</b>	<b>46%a</b>	<b>14%ab</b>	<b>8%ab</b>	<b>44%f</b>	<b>60%</b>	<b>41%fnp</b>	<b>35%</b>	<b>31%</b>	<b>15%</b>	<b>12%</b>	<b>18%</b>	<b>31%</b>	<b>26%</b>	<b>7%</b>	<b>12%</b>	<b>32%f</b>	
Members of the charity (fee-paying)	<b>83</b>	<b>26</b>	<b>43</b>	<b>9</b>	<b>5</b>	<b>19</b>	<b>45</b>	<b>12</b>	<b>11</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>16</b>	<b>26</b>	<b>18</b>	<b>5</b>	<b>16</b>	<b>18</b>	
	<b>4%</b>	<b>2%</b>	<b>6%</b>	<b>8%</b>	<b>7%</b>	<b>4%</b>	<b>4%</b>	<b>3%</b>	<b>3%</b>	<b>1%</b>	<b>3%</b>	<b>2%</b>	<b>5%</b>	<b>7%</b>	<b>4%</b>	<b>9%</b>	<b>6%</b>	<b>5%</b>	
	<b>100%</b>	<b>31%</b>	<b>52%a</b>	<b>11%a</b>	<b>6%a</b>	<b>23%</b>	<b>54%i</b>	<b>14%</b>	<b>14%</b>	<b>6%</b>	<b>4%</b>	<b>4%</b>	<b>19%i</b>	<b>31%i</b>	<b>21%</b>	<b>6%i</b>	<b>20%i</b>	<b>21%i</b>	
Other	<b>35</b>	<b>17</b>	<b>14</b>	<b>3</b>	<b>2</b>	<b>10</b>	<b>17</b>	<b>12</b>	<b>13</b>	<b>8</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>5</b>	
	<b>2%</b>	<b>1%</b>	<b>2%</b>	<b>3%</b>	<b>3%</b>	<b>2%</b>	<b>2%</b>	<b>3%</b>	<b>3%</b>	<b>2%</b>	<b>2%</b>	<b>2%</b>	<b>1%</b>	<b>*</b>	<b>*</b>	<b>2%</b>	<b>*</b>	<b>2%</b>	
	<b>100%</b>	<b>47%</b>	<b>39%</b>	<b>9%</b>	<b>5%</b>	<b>29%<sup>m</sup></b>	<b>49%</b>	<b>35%<sup>mn</sup></b>	<b>36%<sup>mn</sup></b>	<b>22%</b>	<b>7%</b>	<b>7%</b>	<b>8%</b>	<b>2%</b>	<b>4%</b>	<b>4%</b>	<b>3%</b>	<b>14%</b>	
None	<b>89</b>	<b>78</b>	<b>8</b>	<b>1</b>	<b>*</b>	<b>13</b>	<b>34</b>	<b>5</b>	<b>12</b>	<b>13</b>	<b>*</b>	<b>9</b>	<b>5</b>	<b>12</b>	<b>10</b>	<b>2</b>	<b>*</b>	<b>10</b>	
	<b>4%</b>	<b>7%</b>	<b>1%</b>	<b>1%</b>	<b>1%</b>	<b>3%</b>	<b>3%</b>	<b>1%</b>	<b>3%</b>	<b>3%</b>	<b>*</b>	<b>6%</b>	<b>2%</b>	<b>3%</b>	<b>2%</b>	<b>4%</b>	<b>*</b>	<b>3%</b>	
	<b>100%</b>	<b>88%<sup>bcd</sup></b>	<b>9%</b>	<b>1%</b>	<b>*</b>	<b>15%<sup>p</sup></b>	<b>38%<sup>p</sup></b>	<b>6%</b>	<b>14%<sup>p</sup></b>	<b>15%<sup>p</sup></b>	<b>*</b>	<b>10%<sup>gjp</sup></b>	<b>6%</b>	<b>13%<sup>p</sup></b>	<b>11%</b>	<b>3%<sup>p</sup></b>	<b>*</b>	<b>11%<sup>p</sup></b>	
Don't know	<b>19</b>	<b>12</b>	<b>7</b>	<b>*</b>	<b>*</b>	<b>6</b>	<b>4</b>	<b>1</b>	<b>*</b>	<b>4</b>	<b>2</b>	<b>-</b>	<b>4</b>	<b>4</b>	<b>7</b>	<b>-</b>	<b>1</b>	<b>2</b>	
	<b>1%</b>	<b>1%</b>	<b>1%</b>	<b>*</b>	<b>*</b>	<b>1%</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>1%</b>	<b>2%</b>	<b>-</b>	<b>1%</b>	<b>1%</b>	<b>2%</b>	<b>-</b>	<b>*</b>	<b>1%</b>	
	<b>100%</b>	<b>61%</b>	<b>36%</b>	<b>1%</b>	<b>1%</b>	<b>31%</b>	<b>19%</b>	<b>7%</b>	<b>1%</b>	<b>19%</b>	<b>12%<sup>h</sup></b>	<b>-</b>	<b>18%</b>	<b>20%</b>	<b>37%<sup>f</sup></b>	<b>-</b>	<b>6%</b>	<b>12%</b>	
Did not answer	<b>726</b>	<b>469</b>	<b>213</b>	<b>21</b>	<b>9</b>	<b>134</b>	<b>323</b>	<b>92</b>	<b>112</b>	<b>152</b>	<b>22</b>	<b>53</b>	<b>74</b>	<b>71</b>	<b>137</b>	<b>9</b>	<b>54</b>	<b>75</b>	
	<b>34%</b>	<b>39%</b>	<b>29%</b>	<b>19%</b>	<b>13%</b>	<b>29%</b>	<b>31%</b>	<b>25%</b>	<b>28%</b>	<b>37%</b>	<b>17%</b>	<b>34%</b>	<b>26%</b>	<b>18%</b>	<b>30%</b>	<b>17%</b>	<b>21%</b>	<b>23%</b>	
	<b>100%</b>	<b>65%<sup>bcd</sup></b>	<b>29%<sup>cd</sup></b>	<b>3%<sup>d</sup></b>	<b>1%</b>	<b>18%<sup>jm</sup></b>	<b>44%<sup>jmpq</sup></b>	<b>13%</b>	<b>15%<sup>jm</sup></b>	<b>21%<sup>eghjl mopq</sup></b>	<b>3%</b>	<b>7%<sup>jmop</sup></b>	<b>10%</b>	<b>10%</b>	<b>19%<sup>jm</sup></b>	<b>1%</b>	<b>7%</b>	<b>10%</b>	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
 \* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

**Table 17**  
**Q6 Who, if any, of the following would you consider to be WIDER beneficiaries of your charity?**  
 Base: All

	Number of direct beneficiaries						Payment for goods and services?			Frequency of contact								
	1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)	At least once a year (p)	We only have a one-off relationship with DIRECT beneficiaries (q)	
<b>TOTAL</b>	<b>2144</b>	457	186	457	220	289	357	1250	818	488	572	526	699	651	491	403	600	114
<b>Unweighted Base</b>	<b>2144</b>	457	186	457	220	289	357	1250	818	488	572	526	699	651	491	403	600	114
<b>Weighted Base</b>	<b>2144</b>	756	226	432	186	181	149	1147	672	386	313	372	588	557	358	290	575	197*
	<b>100%</b>	35%	11%	20%	9%	8%	7%	53%	31%	18%	15%	17%	27%	26%	17%	14%	27%	9%*
Effective base	<b>1224</b>	371	125	253	121	140	155	679	430	237	242	274	378	345	247	198	332	94
The general public / mankind	<b>810</b>	196	88	176	88	108	85	451	311	174	135	168	256	253	178	146	234	50
	<b>38%</b>	26%	39%	41%	47%	60%	57%	39%	46%	45%	43%	45%	43%	45%	50%	50%	41%	25%
	<b>100%</b>	24%	11%a	22%a	11%a	13%abcd	11%abc	56%	38%g	22%	17%q	21%q	32%q	31%q	22%pq	18%pq	29%q	6%
Children / young people	<b>451</b>	133	32	92	54	52	48	254	154	73	72	77	130	137	111	90	158	35
	<b>21%</b>	18%	14%	21%	29%	29%	32%	22%	23%	19%	23%	21%	22%	25%	31%	31%	27%	18%
	<b>100%</b>	30%	7%	20%	12%ab	12%ab	11%abc	56%	34%	16%	16%	17%	29%	30%	25%jklq	20%klq	35%	8%
People within a fixed geographical area i.e. the local neighbourhood	<b>431</b>	143	55	80	54	46	27	248	149	86	80	80	161	137	93	62	124	19
	<b>20%</b>	19%	24%	19%	29%	26%	18%	22%	22%	22%	26%	22%	27%	25%	26%	21%	21%	10%
	<b>100%</b>	33%	13%	19%	13%acf	11%	6%	58%	35%	20%	19%q	19%q	37%q	32%q	22%q	14%q	29%q	4%
Elderly / older people	<b>379</b>	114	37	57	42	45	43	210	132	63	65	60	111	112	96	77	121	38
	<b>18%</b>	15%	16%	13%	23%	25%	29%	18%	20%	16%	21%	16%	19%	20%	27%	27%	21%	19%
	<b>100%</b>	30%	10%	15%	11%ac	12%ac	11%abc	55%	35%	17%	17%	16%	29%	29%	25%kl	20%kl	32%	10%
Other charities / voluntary bodies	<b>342</b>	81	29	64	42	54	38	198	149	62	69	74	123	115	93	82	119	28
	<b>16%</b>	11%	13%	15%	23%	30%	25%	17%	22%	16%	22%	20%	21%	21%	26%	28%	21%	14%
	<b>100%</b>	24%	8%	19%	12%ab	16%abc	11%abc	58%	44%g	18%	20%	22%	36%	34%	27%q	24%kmpq	35%	8%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
 \* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

**Table 17**  
**Q6 Who, if any, of the following would you consider to be WIDER beneficiaries of your charity?**  
Base: All

	Number of direct beneficiaries						Payment for goods and services?			Frequency of contact								
	TOTAL	1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)	At least once a year (p)	We only have a one-off relationship with DIRECT beneficiaries (q)
People with disabilities	<b>303</b> <b>14%</b> <b>100%</b>	72 9% 24%	35 15% 12%	50 12% 17%	38 21% 13%ac	33 18% 11%a	42 28% 14%abce	186 16% 61%	100 15% 33%	51 13% 17%	60 19% 20%q	62 17% 20%	100 17% 33%	89 16% 29%	84 24% 28%klmq	64 22% 21%q	107 19% 35%q	19 10% 6%
People the charity provides goods and / or services to	<b>291</b> <b>14%</b> <b>100%</b>	55 7% 19%	29 13% 10%	58 13% 20%a	30 16% 10%a	40 22% 14%ac	38 25% 13%abc	169 15% 58%	112 17% 39%	56 15% 19%	57 18% 20%q	65 18% 23%q	97 16% 33%	99 18% 34%q	80 22% 28%q	73 25% 25%klmq	96 17% 33%	17 9% 6%
People with a particular health or medical condition / need	<b>176</b> <b>8%</b> <b>100%</b>	49 7% 28%	18 8% 10%	24 6% 14%	23 13% 13%ac	24 13% 14%ac	20 13% 11%ac	121 11% 69%	52 8% 29%	24 6% 14%	38 12% 22%q	29 8% 17%	52 9% 30%	52 9% 29%	52 15% 30%klmq	44 15% 25%klmq	66 11% 37%q	7 4% 4%
People with a particular financial need (including poverty)	<b>173</b> <b>8%</b> <b>100%</b>	50 7% 29%	18 8% 10%	27 6% 15%	21 12% 12%	23 13% 14%ac	20 13% 11%ac	119 10% 69%	61 9% 36%	28 7% 16%	41 13% 24%q	35 9% 20%	52 9% 30%	52 9% 30%	46 13% 27%q	46 16% 26%klmq	60 10% 35%	10 5% 6%
People of a particular ethnic or racial origin	<b>155</b> <b>7%</b> <b>100%</b>	22 3% 14%	16 7% 11%a	23 5% 15%	26 14% 17%ac	29 16% 19%abc	27 18% 18%abc	101 9% 65%	50 7% 32%	32 8% 21%	37 12% 24%q	44 12% 28%q	54 9% 35%	56 10% 36%	48 13% 31%pq	39 13% 25%pq	46 8% 30%	9 4% 6%
Members of the charity (not fee-paying)	<b>103</b> <b>5%</b> <b>100%</b>	16 2% 15%	5 2% 5%	28 6% 27%a	14 8% 14%a	14 8% 14%ab	16 11% 15%ab	62 5% 60%	55 8% 54%	25 6% 24%	21 7% 21%q	35 9% 34%pq	38 7% 37%q	40 7% 39%q	31 9% 31%q	25 8% 24%q	29 5% 28%	2 1% 2%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
\* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

**Table 17**  
**Q6 Who, if any, of the following would you consider to be WIDER beneficiaries of your charity?**  
Base: All

	TOTAL	Number of direct beneficiaries						Payment for goods and services?			Frequency of contact							We only have a one-off relationship with DIRECT beneficiaries (q)
		1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)	At least once a year (p)	
People identifiable through a behavioural need / experience	<b>101</b> 5% 100%	15 2% 15%	12 5% 11%	12 3% 12%	18 10% 18%ac	21 12% 21%ac	16 10% 15%ac	75 7% 74%	36 5% 35%	16 4% 16%	31 10% 31%q	31 8% 31%q	35 6% 35%	35 6% 35%q	27 7% 26%q	28 10% 28%q	41 7% 40%q	3 1% 3%
Members of the charity (fee-paying)	<b>83</b> 4% 100%	15 2% 19%	12 6% 15%a	18 4% 21%	10 5% 12%	6 4% 8%	11 8% 14%a	39 3% 47%	44 7% 53%g	33 9% 40%g	11 3% 13%q	21 6% 26%q	25 4% 30%q	35 6% 42%q	18 5% 22%q	13 5% 16%q	24 4% 29%q	- - -
Other	<b>35</b> 2% 100%	10 1% 27%	5 2% 14%	7 2% 19%	3 1% 8%	2 1% 5%	1 1% 4%	20 2% 57%	12 2% 33%	5 1% 13%	5 1% 13%	5 1% 15%	12 2% 34%	9 2% 27%	5 1% 14%	8 3% 23%	9 2% 26%	1 1% 4%
None	<b>89</b> 4% 100%	43 6% 48%ef	5 2% 5%	20 5% 23%ef	4 2% 4%	1 1% 2%	1 * 1%	33 3% 37%	23 3% 26%	11 3% 12%	6 2% 7%	4 1% 4%	19 3% 22%	17 3% 19%	6 2% 7%	6 2% 7%	18 3% 20%	16 8% 18%jkmnop
Don't know	<b>19</b> 1% 100%	11 1% 55%	- - -	5 1% 25%	2 1% 13%	- - -	1 1% 7%	4 * 20%	7 1% 37%	3 1% 18%	2 1% 12%	1 * 7%	11 2% 56%	2 * 12%	5 1% 25%	2 1% 12%	7 1% 37%	1 1% 6%
Did not answer	<b>726</b> 34% 100%	315 42% 43%def	73 32% 10%ef	151 35% 21%ef	49 26% 7%	34 19% 5%	26 17% 4%	374 33% 51%	189 28% 26%	120 31% 17%	102 33% 14%n	111 30% 15%n	180 31% 25%n	162 29% 22%n	74 21% 10%	73 25% 10%	184 32% 25%n	91 46% 13%jklmnop

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
\* small base

**A Balancing Act: Charity Survey**  
**Fieldwork Dates 23 Nov 2007 - 04 Jan 2008**

**Table 18**  
**Q6 Who, if any, of the following would you consider to be WIDER beneficiaries of your charity?**  
**Base: All**

	TOTAL	Beneficiary Type												
		The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)
<b>Unweighted Base</b>	<b>2144</b>	781	450	355	1015	1227	858	835	273	952	525	446	293	461
<b>Weighted Base</b>	<b>2144</b>	718	403	270	734	1160	820	714	200	1032	366	406	188	372
	<b>100%</b>	33%	19%	13%	34%	54%	38%	33%	9%	48%	17%	19%	9%	17%
Effective base	<b>1224</b>	436	245	183	500	688	487	447	135	575	244	241	135	237
The general public / mankind	<b>810</b>	373	207	157	374	476	331	321	94	405	156	142	103	194
	<b>38%</b>	52%	51%	58%	51%	41%	40%	45%	47%	39%	43%	35%	55%	52%
	<b>100%</b>	46%efgjijk	26%efijk	19%efghijk	46%efijk	59%	41%	40%k	12%k	50%	19%	18%	13%efgjijk	24%efijk
Children / young people	<b>451</b>	222	103	83	189	310	191	174	77	230	92	89	53	131
	<b>21%</b>	31%	26%	31%	26%	27%	23%	24%	39%	22%	25%	22%	28%	35%
	<b>100%</b>	49%fgjik	23%	18%ik	42%	69%	42%	39%	17%bdefgijk	51%	21%	20%	12%	29%bdefgijk
People within a fixed geographical area i.e. the local neighbourhood	<b>431</b>	175	114	83	199	282	184	178	67	253	97	91	69	104
	<b>20%</b>	24%	28%	31%	27%	24%	22%	25%	34%	25%	26%	22%	37%	28%
	<b>100%</b>	41%	26%	19%fk	46%	65%	43%	41%	16%aefgijk	59%	22%	21%	16%adefgijk	24%
Elderly / older people	<b>379</b>	196	89	69	171	221	225	178	66	201	94	87	49	129
	<b>18%</b>	27%	22%	26%	23%	19%	27%	25%	33%	19%	26%	21%	26%	35%
	<b>100%</b>	52%ei	23%	18%	45%	58%	59%ei	47%ei	17%bdeik	53%	25%e	23%	13%	34%abcdefgijk
Other charities / voluntary bodies	<b>342</b>	168	103	81	178	217	171	172	66	185	100	83	55	145
	<b>16%</b>	23%	26%	30%	24%	19%	21%	24%	33%	18%	27%	20%	29%	39%
	<b>100%</b>	49%i	30%ei	24%efik	52%ei	63%	50%	50%ei	19%adefgijk	54%	29%efi	24%	16%efik	42%abdefgijk

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

**A Balancing Act: Charity Survey**  
Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

**Table 18**  
**Q6 Who, if any, of the following would you consider to be WIDER beneficiaries of your charity?**  
Base: All

	TOTAL	Beneficiary Type												
		The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)
People with disabilities	303 14% 100%	154 21% 51%ei	62 15% 21%	64 24% 21%bei	162 22% 54%bei	192 17% 63%	160 20% 53%	192 27% 63%befik	61 30% 20%abdefi	155 15% 51%	94 26% 31%bei	76 19% 25%	55 29% 18%befik	100 27% 33%befik
People the charity provides goods and / or services to	291 14% 100%	160 22% 55%ei	70 17% 24%	53 19% 18%	205 28% 70%bcefgi	184 16% 63%	147 18% 50%	141 20% 48%i	49 24% 17%ei	151 15% 52%	86 23% 29%ei	75 19% 26%	56 30% 19%bcefgi	88 24% 30%ei
People with a particular health or medical condition / need	176 8% 100%	73 10% 41%	32 8% 18%	34 12% 19%	94 13% 54%bei	99 9% 56%	85 10% 49%	104 15% 59%abei	41 21% 23%abcdef	84 8% 48%	104 28% 59%abcdef	55 13% 31%bei	41 22% 23%abcdef	60 16% 34%abefi
People with a particular financial need (including poverty)	173 8% 100%	80 11% 46%	31 8% 18%	33 12% 19%	93 13% 54%bi	107 9% 62%	83 10% 48%	82 11% 47%	37 18% 21%abefgi	87 8% 50%	47 13% 27%	90 22% 52%abcdef	33 17% 19%befi	64 17% 37%abefgi
People of a particular ethnic or racial origin	155 7% 100%	85 12% 55%	40 10% 26%	41 15% 27%efi	82 11% 53%	104 9% 67%	76 9% 49%	75 11% 49%	87 43% 56%abcdef	90 9% 58%	44 12% 29%	44 11% 29%	32 17% 21%befgi	49 13% 32%
Members of the charity (not fee-paying)	103 5% 100%	50 7% 48%	52 13% 51%adefgi	41 15% 40%adefgi	46 6% 45%	62 5% 61%	44 5% 43%	48 7% 47%	21 10% 20%efi	44 4% 43%	24 7% 23%	22 5% 21%	18 10% 17%i	29 8% 28%i

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

**A Balancing Act: Charity Survey**  
**Fieldwork Dates 23 Nov 2007 - 04 Jan 2008**

**Table 18**  
**Q6 Who, if any, of the following would you consider to be WIDER beneficiaries of your charity?**  
**Base: All**

	TOTAL	Beneficiary Type												
		The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)
People identifiable through a behavioural need / experience	101 5% 100%	51 7% 50%	20 5% 20%	25 9% 24%	65 9% 64%	79 7% 78%	54 7% 53%	65 9% 64% <sup>i</sup>	35 17% 34% <sup>abcdefgikm</sup>	60 6% 59%	49 13% 48% <sup>abefi</sup>	36 9% 35%	51 27% 50% <sup>abcdefgijkm</sup>	37 10% 36% <sup>bi</sup>
Members of the charity (fee-paying)	83 4% 100%	42 6% 51% <sup>k</sup>	53 13% 63% <sup>adefgijklm</sup>	23 8% 27% <sup>efik</sup>	36 5% 43%	53 5% 63%	32 4% 38%	35 5% 42%	18 9% 21% <sup>efik</sup>	45 4% 54%	16 4% 19%	10 3% 12%	11 6% 13%	18 5% 21%
Other	35 2% 100%	8 1% 21%	2 * 5%	3 1% 8%	16 2% 45% <sup>m</sup>	13 1% 37%	9 1% 25%	15 2% 41%	4 2% 10%	14 1% 39%	10 3% 27% <sup>bm</sup>	5 1% 13%	5 2% 13% <sup>m</sup>	1 * 2%
None	89 4% 100%	21 3% 24%	7 2% 8%	5 2% 6%	11 2% 13%	40 3% 45% <sup>lm</sup>	36 4% 41% <sup>dln</sup>	16 2% 19%	3 1% 3%	39 4% 44% <sup>dln</sup>	8 2% 9%	19 5% 22% <sup>dln</sup>	* * *	3 1% 3%
Don't know	19 1% 100%	8 1% 43%	1 * 6%	1 * 6%	3 * 18%	13 1% 69%	11 1% 57%	3 * 14%	1 1% 7%	9 1% 44%	3 1% 13%	4 1% 19%	1 1% 6%	4 1% 19%
Did not answer	726 34% 100%	196 27% 27% <sup>c</sup>	97 24% 13%	49 18% 7%	172 23% 24%	375 32% 52% <sup>bcdlm</sup>	289 35% 40% <sup>abcdhlm</sup>	226 32% 31% <sup>bcdm</sup>	48 24% 7%	365 35% 50% <sup>abcdhlm</sup>	106 29% 15% <sup>cm</sup>	149 37% 20% <sup>abcdhlm</sup>	43 23% 6%	78 21% 11%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m



**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

**Table 19**  
**Q7 How are your charity's DIRECT beneficiaries referred to by your charity, i.e. we essentially mean what your DIRECT beneficiaries are called, either informally, or formally?**  
 Base: All

	TOTAL	Charity Size (by Income)				Charitable Purpose												
		Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)
Unweighted Base	2144	503	640	443	525	479	1151	521	482	434	132	268	282	362	392	70	290	386
Weighted Base	2144	1191	745	108	67	466	1053	374	393	409	130*	156	288	388	455	57*	253	325
	100%	56%	35%	5%	3%	22%	49%	17%	18%	19%	6%*	7%	13%	18%	21%	3%*	12%	15%
Effective base	1224	503	640	443	525	272	627	249	248	240	82	115	168	223	252	37	156	211
Beneficiaries	696	419	225	30	17	268	367	187	163	264	82	58	105	106	103	17	80	97
	32%	35%	30%	28%	26%	58%	35%	50%	41%	64%	63%	37%	37%	27%	23%	30%	32%	30%
	100%	60%cd	32%	4%	3%	38%fhklmnopq	53%mn	27%fklnopq	23%mnopq	38%fghklmnopq	12%fghklmnopq	8%n	15%mn	15%	15%	2%	11%	14%
Members of the public	553	313	198	24	15	137	253	82	79	113	44	29	99	164	157	25	117	131
	26%	26%	27%	22%	22%	29%	24%	22%	20%	28%	33%	19%	35%	42%	35%	43%	46%	40%
	100%	56%	36%	4%	3%	25%hkl	46%	15%	14%	20%	8%ghk	5%	18%fghk	30%efghik	28%fghk	4%fghk	21%efghikln	24%efghik
Service users/ Users	510	185	247	48	23	101	253	100	147	74	20	54	62	124	157	11	57	149
	24%	16%	33%	44%	35%	22%	24%	27%	37%	18%	15%	34%	22%	32%	35%	19%	22%	46%
	100%	36%	48%a	9%abd	5%a	20%	50%	20%ij	29%efgijlop	15%	4%	10%efijlp	12%	24%efijlp	31%efijlp	2%	11%	29%efgijklmnop
Clients	228	33	140	36	13	61	94	71	98	56	8	35	11	25	30	3	18	62
	11%	3%	19%	33%	20%	13%	9%	19%	25%	14%	6%	22%	4%	6%	7%	6%	7%	19%
	100%	15%	61%a	16%abd	6%a	27%lmn	41%l	31%fjlmnp	43%efijlmnop	25%flmnp	3%	15%efijlmnop	5%	11%	13%	2%	8%	27%fjlmnp
Members	178	116	52	6	2	26	117	15	22	7	4	1	10	73	86	4	45	27
	8%	10%	7%	5%	4%	6%	11%	4%	6%	2%	3%	1%	3%	19%	19%	7%	18%	8%
	100%	65%cd	29%cd	3%	1%	15%ik	66%eghijkl	8%	13%ik	4%	2%	1%	5%	41%efghijklq	48%efghijklq	2%k	25%efghijklq	15%ikl

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
 \* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 19

**Q7 How are your charity's DIRECT beneficiaries referred to by your charity, i.e. we essentially mean what your DIRECT beneficiaries are called, either informally, or formally?**

Base: All

	Charity Size (by Income)				Charitable Purpose													
	Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)	
<b>TOTAL</b>	<b>138</b>	<b>72</b>	<b>20</b>	<b>13</b>	<b>29</b>	<b>86</b>	<b>21</b>	<b>30</b>	<b>25</b>	<b>3</b>	<b>13</b>	<b>12</b>	<b>41</b>	<b>41</b>	<b>6</b>	<b>30</b>	<b>38</b>	
	6%	10%	18%	20%	6%	8%	6%	8%	6%	2%	8%	4%	11%	9%	10%	12%	12%	
	100%	52% <sup>a</sup>	14% <sup>ab</sup>	10% <sup>ab</sup>	21%	63%	16%	22%	18%	2%	10%	9%	30% <sup>ejl</sup>	30%	4%	22% <sup>egij</sup>	28% <sup>egijl</sup>	
Customers	31	72	20	13	29	86	21	30	25	3	13	12	41	41	6	30	38	
	3%	10%	18%	20%	6%	8%	6%	8%	6%	2%	8%	4%	11%	9%	10%	12%	12%	
	22%	52% <sup>a</sup>	14% <sup>ab</sup>	10% <sup>ab</sup>	21%	63%	16%	22%	18%	2%	10%	9%	30% <sup>ejl</sup>	30%	4%	22% <sup>egij</sup>	28% <sup>egijl</sup>	
Pupils/school children/ students	40	29	4	10	9	77	7	4	9	4	7	8	10	9	-	4	7	
	3%	4%	4%	14%	2%	7%	2%	1%	2%	3%	5%	3%	3%	2%	-	1%	2%	
	49%	35%	5%	12% <sup>abc</sup>	11%	93% <sup>efghilmnpq</sup>	8%	5%	11%	5%	9% <sup>h</sup>	9%	13%	10%	-	4%	8%	
Patients	33	27	5	8	16	28	65	28	15	10	6	4	4	1	*	1	6	
	3%	4%	5%	12%	3%	17%	88% <sup>efhijklmnopq</sup>	7%	4%	7%	4%	2%	1%	*	1%	1%	2%	
	45%	36%	7%	11% <sup>abc</sup>	22% <sup>n</sup>	37% <sup>n</sup>	88% <sup>efhijklmnopq</sup>	38% <sup>filmn</sup>	21% <sup>np</sup>	13% <sup>filmp</sup>	8% <sup>n</sup>	6%	6%	2%	1%	2%	9%	
Children/young people	31	35	2	2	4	62	9	6	5	4	2	4	5	11	-	4	5	
	3%	5%	2%	4%	1%	6%	2%	1%	1%	3%	1%	1%	1%	2%	-	2%	2%	
	44%	50% <sup>c</sup>	3%	3%	6%	89% <sup>efghijklmnopq</sup>	13%	8%	7%	5%	3%	5%	7%	16%	-	6%	8%	
Parents/guardians etc	14	20	1	3	3	28	7	4	4	2	*	3	*	4	-	*	5	
	1%	3%	1%	4%	1%	3%	2%	1%	1%	2%	*	1%	*	1%	-	*	2%	
	37%	52%	3%	8% <sup>ac</sup>	8%	74% <sup>emp</sup>	17%	11%	9%	7%	*	7%	1%	12%	-	*	13%	
Residents	12	16	5	2	4	5	4	8	7	1	24	1	1	4	*	7	5	
	1%	2%	4%	2%	1%	*	1%	2%	2%	1%	16%	*	*	1%	*	3%	2%	
	33%	46%	13% <sup>ab</sup>	5% <sup>a</sup>	12%	14%	11%	24% <sup>f</sup>	20%	3%	69% <sup>efghijklmnopq</sup>	3%	3%	10%	1%	21% <sup>fm</sup>	15%	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
\* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 19

**Q7 How are your charity's DIRECT beneficiaries referred to by your charity, i.e. we essentially mean what your DIRECT beneficiaries are called, either informally, or formally?**

Base: All

	Charity Size (by Income)				Charitable Purpose													
	Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)	
<b>TOTAL</b>																		
Religious organisation/denomination/church/church members/clergy/associates/congregation	33 2% 100%	21 2% 65%	9 1% 28%	1 1% 4%	1 2% 3%	3 1% 9%	1 * 2%	* * 1%	- - -	2 1% 6%	3 2% 9% <sup>fgh</sup>	* * 1%	28 10% <sup>efgh</sup> 85% <sup>efgh</sup> ijkmpq	6 2% 18% <sup>f</sup>	2 1% 8%	- - -	9 3% 26% <sup>efghi</sup> n	3 1% 8%
Visitors	13 1% 100%	- - -	9 1% 73% <sup>a</sup>	2 2% 15% <sup>a</sup>	2 2% 12% <sup>a</sup>	1 * 11%	9 1% 70%	3 1% 22%	* * 2%	- - -	* * 2%	1 1% 9%	2 1% 13%	8 2% 65% <sup>hi</sup>	2 * 13%	2 3% 12% <sup>hi</sup>	7 3% 58% <sup>efhi</sup> n	2 1% 18%
Other	216 10% 100%	116 10% 54%	76 10% 35%	13 12% 6%	7 10% 3%	40 9% 19%	112 11% 52%	31 8% 14%	42 11% 20%	37 9% 17%	13 10% 6%	22 14% 10%	28 10% 13%	32 8% 15%	37 8% 17%	10 18% 5%	25 10% 11%	28 9% 13%
None of these	58 3% 100%	36 3% 61%	20 3% 34%	1 1% 2%	1 1% 2%	3 1% 4%	38 4% 65% <sup>eghi</sup>	2 * 3%	1 * 2%	4 1% 6%	1 1% 2%	3 2% 5%	12 4% 21% <sup>eghi</sup>	5 1% 9%	9 2% 16%	2 3% 3%	5 2% 9%	6 2% 11%
Don't know	25 1% 100%	19 2% 76% <sup>d</sup>	5 1% 19%	* - -	- - -	11 2% 44% <sup>fgh</sup>	5 * 19%	* * 1%	- - -	2 1% 10%	- - -	- - -	5 2% 19% <sup>h</sup>	2 1% 10%	6 1% 23%	- - -	- - -	1 * 4%
Did not answer	61 3% 100%	36 3% 58%	13 2% 21%	1 1% 2%	1 2% 2%	9 2% 15%	17 2% 28%	4 1% 6%	2 1% 3%	8 2% 13%	3 2% 5%	3 2% 5%	6 2% 11%	7 2% 12%	6 1% 10%	4 7% 6% <sup>fghnp</sup>	2 1% 3%	5 2% 9%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
\* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 20

**Q7 How are your charity's DIRECT beneficiaries referred to by your charity, i.e. we essentially mean what your DIRECT beneficiaries are called, either informally, or formally?**

Base: All

	TOTAL	Number of direct beneficiaries						Payment for goods and services?			Frequency of contact							We only have a one-off relationship with DIRECT beneficiaries (q)
		1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)	At least once a year (p)	
Unweighted Base	2144	457	186	457	220	289	357	1250	818	488	572	526	699	651	491	403	600	114
Weighted Base	2144	756	226	432	186	181	149	1147	672	386	313	372	588	557	358	290	575	197*
	100%	35%	11%	20%	9%	8%	7%	53%	31%	18%	15%	17%	27%	26%	17%	14%	27%	9%*
Effective base	1224	371	125	253	121	140	155	679	430	237	242	274	378	345	247	198	332	94
Beneficiaries	696	336	56	104	54	47	37	461	154	49	75	73	106	136	92	103	262	115
	32%	44%	25%	24%	29%	26%	25%	40%	23%	13%	24%	20%	18%	24%	26%	36%	46%	58%
	100%	48%bcdef	8%	15%	8%	7%	5%	66%hi	22%i	7%	11%	10%	15%	19%l	13%l	15%jklmn	38%jklmn	16%jklmnop
Members of the public	553	128	55	112	55	68	74	307	185	137	72	99	161	174	126	85	154	55
	26%	17%	24%	26%	30%	38%	50%	27%	28%	35%	23%	27%	27%	31%	35%	29%	27%	28%
	100%	23%	10%	20%a	10%a	12%abc	13%abcd	55%	34%	25%gh	13%	18%	29%	31%j	23%jklp	15%	28%	10%
Service users/ Users	510	110	54	130	61	68	53	276	202	154	135	174	251	196	143	105	146	9
	24%	15%	24%	30%	33%	37%	36%	24%	30%	40%	43%	47%	43%	35%	40%	36%	25%	4%
	100%	22%	11%a	26%a	12%a	13%ab	10%ab	54%	40%g	30%gh	26%pq	34%mapq	49%mpq	38%pq	28%pq	21%pq	29%q	2%
Clients	228	27	25	64	32	38	34	173	92	50	62	89	127	107	80	63	65	9
	11%	4%	11%	15%	17%	21%	23%	15%	14%	13%	20%	24%	22%	19%	22%	22%	11%	4%
	100%	12%	11%a	28%a	14%a	17%ab	15%abc	76%	40%	22%	27%pq	39%pq	56%pq	47%pq	35%pq	28%pq	29%q	4%
Members	178	62	25	44	15	22	7	51	101	48	8	29	68	85	24	17	26	-
	8%	8%	11%	10%	8%	12%	5%	4%	15%	13%	2%	8%	12%	15%	7%	6%	5%	-
	100%	35%	14%	24%	8%	13%f	4%	29%	57%g	27%g	4%	16%jq	38%jopq	48%jknopq	14%jq	10%q	15%q	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
 \* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

**Table 20**  
**Q7 How are your charity's DIRECT beneficiaries referred to by your charity, i.e. we essentially mean what your DIRECT beneficiaries are called, either informally, or formally?**  
 Base: All

	TOTAL	Number of direct beneficiaries					Payment for goods and services?			Frequency of contact							We only have a one-off relationship with DIRECT beneficiaries (q)	
		1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)		At least once a year (p)
Customers	<b>138</b> <b>6%</b> <b>100%</b>	17 2% 12%	7 3% 5%	33 8% 24%a	14 7% 10%a	27 15% 19%abc	36 24% 26%abcd	62 5% 45%	65 10% 48%g	65 17% 47%gh	40 13% 29%q	48 13% 35%q	58 10% 42%q	52 9% 38%q	42 12% 31%q	32 11% 23%q	51 9% 37%q	5 2% 4%
Pupils/school children/students	<b>83</b> <b>4%</b> <b>100%</b>	23 3% 27%	8 3% 9%	30 7% 37%af	14 7% 17%af	5 3% 6%	3 2% 4%	46 4% 55%	20 3% 24%	16 4% 19%	29 9% 35%klmn	13 4% 16%	19 3% 23%	16 3% 20%	12 3% 15%	12 4% 15%	11 2% 13%	2 1% 3%
Patients	<b>74</b> <b>3%</b> <b>100%</b>	12 2% 16%	6 3% 8%	8 2% 11%	8 4% 11%	10 5% 13%a	15 10% 20%abc	62 5% 84%hi	17 2% 22%	7 2% 10%	20 6% 27%	17 5% 23%	26 4% 35%	18 3% 25%	23 6% 31%	12 4% 17%	19 3% 25%	6 3% 8%
Children/young people	<b>70</b> <b>3%</b> <b>100%</b>	21 3% 30%	12 5% 18%	21 5% 29%	11 6% 15%	2 1% 3%	3 2% 4%	43 4% 62%	31 5% 44%	16 4% 23%	12 4% 17%	29 8% 41%lmnp	19 3% 27%	14 2% 20%	5 1% 7%	12 4% 17%	9 1% 12%	4 2% 5%
Parents/guardians etc	<b>38</b> <b>2%</b> <b>100%</b>	9 1% 25%	5 2% 13%	17 4% 45%af	5 3% 13%	1 1% 3%	* * 1%	28 2% 73%	18 3% 48%	18 5% 47%	12 4% 32%mnp	16 4% 43%mnp	15 3% 39%	6 1% 15%	4 1% 11%	6 2% 16%	8 1% 20%	2 1% 6%
Residents	<b>35</b> <b>2%</b> <b>100%</b>	21 3% 59%	2 1% 7%	3 1% 9%	* * 1%	5 2% 13%	1 1% 4%	15 1% 43%	14 2% 40%	8 2% 23%	18 6% 51%klmno	3 1% 8%	6 1% 18%	8 1% 23%	2 1% 6%	4 1% 12%	5 1% 15%	- - -

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
 \* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 20

**Q7 How are your charity's DIRECT beneficiaries referred to by your charity, i.e. we essentially mean what your DIRECT beneficiaries are called, either informally, or formally?**

Base: All

	Number of direct beneficiaries						Payment for goods and services?			Frequency of contact							We only have a one-off relationship with DIRECT beneficiaries (q)	
	1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)	At least once a year (p)		
<b>TOTAL</b>																		
Religious organisation/denomination/church/church members/clergy/associates/congregation	33 2% 100%	9 1% 28%	5 2% 14%	11 3% 34%	- - -	* * 1%	1 1% 3%	20 2% 60%	11 2% 33%	1 * 2%	2 1% 7%	3 1% 9%	6 1% 17%	9 2% 26%	4 1% 13%	2 1% 5%	14 2% 42%	4 2% 11%
Visitors	13 1% 100%	- - -	- - -	3 1% 27%	- - -	3 1% 21%a	6 4% 51%abcd	6 1% 46%	5 1% 37%	7 2% 53%	3 1% 20%	2 * 13%	6 1% 43%	6 1% 43%	6 2% 45%	5 2% 39%	5 1% 41%	3 1% 20%
Other	216 10% 100%	72 10% 34%	27 12% 13%	43 10% 20%	20 11% 9%	24 13% 11%	9 6% 4%	121 11% 56%	79 12% 37%	34 9% 16%	34 11% 16%	29 8% 14%	69 12% 32%	63 11% 29%	46 13% 21%	39 13% 18%k	62 11% 29%	20 10% 9%
None of these	58 3% 100%	21 3% 37%	8 4% 15%	10 2% 17%	5 3% 8%	3 2% 6%	* * 1%	18 2% 31%	14 2% 25%	2 1% 4%	4 1% 7%	10 3% 17%	16 3% 27%	11 2% 19%	4 1% 6%	3 1% 4%	11 2% 19%	6 3% 10%
Don't know	25 1% 100%	9 1% 34%	2 1% 10%	6 1% 23%	- - -	- - -	9 1% 38%	7 1% 28%	1 * 5%	2 1% 9%	5 1% 19%	6 1% 24%	4 1% 14%	1 * 6%	4 1% 14%	4 1% 14%	4 1% 14%	- - -
Did not answer	61 3% 100%	11 1% 18%	2 1% 4%	3 1% 5%	1 1% 2%	1 1% 2%	1 1% 2%	12 1% 20%	7 1% 12%	1 * 2%	* * *	- - -	7 1% 12%	1 * 2%	3 1% 4%	2 1% 4%	8 1% 14%	2 1% 4%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
\* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

**Table 21**  
**Q7 How are your charity's DIRECT beneficiaries referred to by your charity, i.e. we essentially mean what your DIRECT beneficiaries are called, either informally, or formally?**  
 Base: All

	Beneficiary Type													
	TOTAL	The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)
<b>Unweighted Base</b>	<b>2144</b>	781	450	355	1015	1227	858	835	273	952	525	446	293	461
<b>Weighted Base</b>	<b>2144</b>	718	403	270	734	1160	820	714	200	1032	366	406	188	372
	<b>100%</b>	33%	19%	13%	34%	54%	38%	33%	9%	48%	17%	19%	9%	17%
Effective base	<b>1224</b>	436	245	183	500	688	487	447	135	575	244	241	135	237
Beneficiaries	<b>696</b>	220	83	70	233	396	305	246	77	321	144	246	70	195
	<b>32%</b>	31%	21%	26%	32%	34%	37%	34%	39%	31%	39%	60%	37%	52%
	<b>100%</b>	32%b	12%	10%	33%b	57%bc	44%abci	35%bc	11%bc	46%b	21%abcdi	35%abcdef ghijl	10%bc	28%abcdefghijl
Members of the public	<b>553</b>	362	102	83	191	348	300	228	78	337	75	103	51	121
	<b>26%</b>	51%	25%	31%	26%	30%	37%	32%	39%	33%	20%	25%	27%	33%
	<b>100%</b>	66%bcdefg hijklm	19%	15%j	34%	63%j	54%bdejkl	41%dj	14%bdejkl	61%bdjk	13%	19%	9%	22%j
Service users/ Users	<b>510</b>	220	105	94	272	324	247	249	89	282	121	70	81	102
	<b>24%</b>	31%	26%	35%	37%	28%	30%	35%	45%	27%	33%	17%	43%	27%
	<b>100%</b>	43%k	21%k	18%bik	53%abefik m	64%k	48%k	49%beikm	17%abefgi jkm	55%k	24%k	14%	16%abefik m	20%k
Clients	<b>228</b>	98	33	44	140	113	126	153	45	125	90	65	50	42
	<b>11%</b>	14%	8%	16%	19%	10%	15%	21%	22%	12%	25%	16%	27%	11%
	<b>100%</b>	43%be	15%	19%be	61%abeim	50%	55%be	67%abefim	20%abeim	55%	39%abcefi km	28%be	22%abcefi km	19%
Members	<b>178</b>	27	128	51	44	50	68	28	4	84	15	4	2	18
	<b>8%</b>	4%	32%	19%	6%	4%	8%	4%	2%	8%	4%	1%	1%	5%
	<b>100%</b>	15%k	72%acdefg hijklm	29%adefgh ijklm	25%kl	28%k	38%aeghjk l	16%k	2%	47%aeghjkl	8%k	3%	1%	10%k

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

**Table 21**  
**Q7 How are your charity's DIRECT beneficiaries referred to by your charity, i.e. we essentially mean what your DIRECT beneficiaries are called, either informally, or formally?**  
**Base: All**

	Beneficiary Type													
	The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)	
<b>TOTAL</b>														
Customers	138 6% 100%	85 12% 62% <sup>ejk</sup>	41 10% 30%	26 10% 19%	79 11% 58%	94 8% 68%	70 9% 51%	78 11% 56%	23 11% 16%	93 9% 68%	26 7% 19%	26 6% 19%	28 15% 20% <sup>efijk</sup>	36 10% 26%
Pupils/school children/students	83 4% 100%	14 2% 16%	11 3% 13%	12 4% 14% <sup>f</sup>	32 4% 38% <sup>af</sup>	75 6% 90% <sup>abfgijm</sup>	8 1% 9%	16 2% 20%	7 4% 9% <sup>f</sup>	26 2% 31%	9 3% 11%	16 4% 19% <sup>f</sup>	6 3% 8% <sup>f</sup>	8 2% 10%
Patients	74 3% 100%	30 4% 40%	6 1% 8%	5 2% 7%	45 6% 61% <sup>bceim</sup>	35 3% 48%	38 5% 52% <sup>b</sup>	44 6% 59% <sup>bceim</sup>	12 6% 16% <sup>b</sup>	32 3% 43%	57 16% 77% <sup>abcde fghiklm</sup>	19 5% 25% <sup>b</sup>	13 7% 18% <sup>bcei</sup>	10 3% 14%
Children/young people	70 3% 100%	9 1% 13%	10 2% 14% <sup>f</sup>	7 3% 10% <sup>f</sup>	25 3% 36% <sup>afm</sup>	69 6% 98% <sup>abfgijm</sup>	3 * 4%	12 2% 17% <sup>f</sup>	10 5% 15% <sup>afgijm</sup>	31 3% 44% <sup>f</sup>	5 1% 6%	11 3% 16% <sup>f</sup>	6 3% 9% <sup>f</sup>	3 1% 4%
Parents/guardians etc	38 2% 100%	4 1% 11%	13 3% 35% <sup>adfgm</sup>	10 4% 27% <sup>adfgm</sup>	9 1% 23%	35 3% 93% <sup>adfgm</sup>	3 * 7%	7 1% 19%	3 1% 8%	22 2% 59% <sup>afm</sup>	8 2% 21% <sup>fm</sup>	6 1% 16%	2 1% 4%	1 * 2%
Residents	35 2% 100%	3 * 10%	* * 1%	5 2% 13% <sup>e</sup>	11 2% 31% <sup>e</sup>	3 * 7%	20 2% 57% <sup>abe</sup>	9 1% 26% <sup>e</sup>	1 * 2%	15 1% 41% <sup>e</sup>	4 1% 11%	13 3% 36% <sup>abem</sup>	3 2% 9% <sup>e</sup>	2 1% 6%
Religious organisation/denomination/church/church members/clergy/associates/congregation	33 2% 100%	9 1% 28%	7 2% 22%	8 3% 24% <sup>degj</sup>	5 1% 16%	9 1% 29%	10 1% 30%	4 1% 13%	5 3% 16% <sup>gj</sup>	15 1% 46%	* * 1%	3 1% 9%	1 1% 4%	4 1% 13%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m



**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 21

**Q7 How are your charity's DIRECT beneficiaries referred to by your charity, i.e. we essentially mean what your DIRECT beneficiaries are called, either informally, or formally?**

Base: All

	Beneficiary Type												
	The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)
<b>TOTAL</b>	<b>13</b>	<b>5</b>	<b>2</b>	<b>4</b>	<b>7</b>	<b>6</b>	<b>4</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>3</b>
	<b>1%</b>	<b>1%</b>	<b>1%</b>	<b>*</b>	<b>1%</b>	<b>1%</b>	<b>1%</b>	<b>1%</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>2%</b>	<b>1%</b>
	<b>100%</b>	<b>57%</b>	<b>40%</b>	<b>29%</b>	<b>54%</b>	<b>46%</b>	<b>31%</b>	<b>10%</b>	<b>27%</b>	<b>13%</b>	<b>12%</b>	<b>28%<sup>i</sup></b>	<b>24%</b>
Visitors	7	5	2	4	7	6	4	1	3	2	2	4	3
	1%	1%	1%	*	1%	1%	1%	1%	*	*	*	2%	1%
	100%	57%	40%	29%	54%	46%	31%	10%	27%	13%	12%	28% <sup>i</sup>	24%
Other	216	39	37	91	101	49	59	15	82	39	47	16	51
	10%	7%	10%	12%	9%	6%	8%	7%	8%	11%	12%	9%	14%
	100%	24%	18%	42% <sup>aefgi</sup>	47%	22%	27%	7%	38%	18% <sup>f</sup>	22% <sup>f</sup>	7%	24% <sup>aefgi</sup>
None of these	58	10	3	19	35	5	7	*	28	3	3	*	3
	3%	2%	1%	3%	3%	1%	1%	*	3%	1%	1%	*	1%
	100%	27% <sup>f</sup>	17% <sup>f</sup>	32% <sup>f</sup>	60% <sup>fghjk</sup>	9%	13%	*	47% <sup>f</sup>	4%	5%	*	6%
Don't know	25	5	4	4	9	6	1	1	4	2	4	-	2
	1%	1%	1%	1%	1%	1%	*	*	*	1%	1%	-	1%
	100%	24%	18%	15%	38%	24%	5%	5%	14%	10%	14%	-	10%
Did not answer	61	3	5	10	27	17	19	3	19	3	11	3	6
	3%	1%	2%	1%	2%	2%	3%	1%	2%	1%	3%	2%	2%
	100%	17%	4%	16%	44%	28%	31%	4%	31%	4%	19%	5%	10%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

**A Balancing Act: Charity Survey**  
**Fieldwork Dates 23 Nov 2007 - 04 Jan 2008**

**Table 22**  
**Q8 How easy or difficult is it to identify who the DIRECT beneficiaries of your charity are?**  
**Base: All**

	TOTAL	Charity Size (by Income)				Charitable Purpose												
		Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)
Unweighted Base	2144	503	640	443	525	479	1151	521	482	434	132	268	282	362	392	70	290	386
Weighted Base	2144	1191	745	108	67	466	1053	374	393	409	130*	156	288	388	455	57*	253	325
	100%	56%	35%	5%	3%	22%	49%	17%	18%	19%	6%*	7%	13%	18%	21%	3%*	12%	15%
Effective base	1224	503	640	443	525	272	627	249	248	240	82	115	168	223	252	37	156	211
Very easy	1301	734	448	67	41	219	686	220	262	207	59	91	138	226	264	32	125	178
	61%	62%	60%	62%	61%	47%	65%	59%	67%	51%	45%	58%	48%	58%	58%	57%	50%	55%
	100%	56%	34%	5%	3%	17%	53%eijl	17%eijl	20%eijl	16%	5%	7%e	11%	17%el	20%eijl	2%	10%	14%
							npq		npq									
Fairly easy	524	251	219	31	19	150	262	102	93	124	55	46	92	106	124	14	80	93
	24%	21%	29%	28%	28%	32%	25%	27%	24%	30%	42%	30%	32%	27%	27%	25%	32%	29%
	100%	48%	42%a	6%a	4%a	29%fh	50%	19%	18%	24%	10%fghmn	9%	18%	20%	24%	3%	15%	18%
											q							
Neither easy nor difficult	133	76	45	6	4	43	55	31	25	39	8	8	24	31	36	4	34	22
	6%	6%	6%	6%	6%	9%	5%	8%	6%	9%	6%	5%	8%	8%	8%	8%	13%	7%
	100%	57%	34%	5%	3%	32%fi	41%	23%	19%	29%fi	6%	6%	18%	23%	27%	3%	25%fhkq	16%
Fairly difficult	73	52	14	2	2	22	21	8	6	21	3	3	18	13	16	1	10	23
	3%	4%	2%	2%	3%	5%	2%	2%	1%	5%	2%	2%	6%	3%	3%	2%	4%	7%
	100%	72%bc	19%	3%	2%	30%fh	29%	11%	8%	28%fh	3%	4%	25%fgh	18%	21%	2%	13%	31%fghk
Very difficult	21	17	3	1	1	7	7	5	4	7	*	2	2	1	*	2	1	5
	1%	1%	*	1%	1%	2%	1%	1%	1%	2%	*	2%	1%	*	*	4%	*	1%
	100%	78%	16%	3%	2%	35%	35%	23%	17%	34%n	1%	11%n	12%	7%	1%	11%fmnp	3%	22%
Don't know	34	28	3	*	*	15	9	*	-	2	1	2	4	2	8	-	*	1
	2%	2%	*	*	1%	3%	1%	*	-	1%	1%	2%	1%	1%	2%	-	*	*
	100%	84%bc	10%	1%	1%	46%fghi	26%	1%	-	7%	4%	7%h	11%	7%	25%h	-	1%	3%
						mpq												

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
 \* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

**Table 22**  
**Q8 How easy or difficult is it to identify who the DIRECT beneficiaries of your charity are?**  
Base: All

	Charity Size (by Income)				Charitable Purpose													
	Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)	
<b>TOTAL</b>	<b>1825</b>	<b>985</b>	<b>667</b>	<b>97</b>	<b>59</b>	<b>369</b>	<b>948</b>	<b>322</b>	<b>356</b>	<b>331</b>	<b>114</b>	<b>137</b>	<b>230</b>	<b>332</b>	<b>388</b>	<b>47</b>	<b>205</b>	<b>271</b>
Very / Fairly Easy (NET)	<b>85%</b>	<b>83%</b>	<b>90%</b>	<b>90%</b>	<b>88%</b>	<b>79%</b>	<b>90%</b>	<b>86%</b>	<b>91%</b>	<b>81%</b>	<b>87%</b>	<b>88%</b>	<b>80%</b>	<b>85%</b>	<b>85%</b>	<b>82%</b>	<b>81%</b>	<b>83%</b>
	<b>100%</b>	<b>54%</b>	<b>37%<sup>a</sup></b>	<b>5%<sup>a</sup></b>	<b>3%<sup>a</sup></b>	<b>20%</b>	<b>52%<sup>eiln</sup></b>	<b>18%<sup>e</sup></b>	<b>19%<sup>eilp</sup></b>	<b>18%</b>	<b>6%</b>	<b>8%<sup>e</sup></b>	<b>13%</b>	<b>18%</b>	<b>21%</b>	<b>3%</b>	<b>11%</b>	<b>15%</b>
Very / Fairly Difficult (NET)	<b>94</b>	<b>69</b>	<b>17</b>	<b>3</b>	<b>2</b>	<b>30</b>	<b>28</b>	<b>13</b>	<b>10</b>	<b>28</b>	<b>3</b>	<b>5</b>	<b>21</b>	<b>15</b>	<b>16</b>	<b>3</b>	<b>10</b>	<b>27</b>
	<b>4%</b>	<b>6%</b>	<b>2%</b>	<b>2%</b>	<b>3%</b>	<b>6%</b>	<b>3%</b>	<b>4%</b>	<b>2%</b>	<b>7%</b>	<b>2%</b>	<b>3%</b>	<b>7%</b>	<b>4%</b>	<b>3%</b>	<b>6%</b>	<b>4%</b>	<b>8%</b>
	<b>100%</b>	<b>73%<sup>bc</sup></b>	<b>19%</b>	<b>3%</b>	<b>2%</b>	<b>31%<sup>fh</sup></b>	<b>30%</b>	<b>14%</b>	<b>10%</b>	<b>30%<sup>fh</sup></b>	<b>3%</b>	<b>5%</b>	<b>22%<sup>fh</sup></b>	<b>16%</b>	<b>17%</b>	<b>4%</b>	<b>11%</b>	<b>29%<sup>fghmn</sup></b>
Did not answer	<b>57</b>	<b>33</b>	<b>12</b>	<b>1</b>	<b>1</b>	<b>9</b>	<b>13</b>	<b>7</b>	<b>3</b>	<b>9</b>	<b>4</b>	<b>3</b>	<b>9</b>	<b>9</b>	<b>6</b>	<b>3</b>	<b>3</b>	<b>4</b>
	<b>3%</b>	<b>3%</b>	<b>2%</b>	<b>1%</b>	<b>2%</b>	<b>2%</b>	<b>1%</b>	<b>2%</b>	<b>1%</b>	<b>2%</b>	<b>3%</b>	<b>2%</b>	<b>3%</b>	<b>2%</b>	<b>1%</b>	<b>5%</b>	<b>1%</b>	<b>1%</b>
	<b>100%</b>	<b>58%</b>	<b>20%</b>	<b>3%</b>	<b>2%</b>	<b>15%</b>	<b>22%</b>	<b>12%</b>	<b>5%</b>	<b>16%</b>	<b>7%</b>	<b>5%</b>	<b>16%</b>	<b>15%</b>	<b>11%</b>	<b>5%</b>	<b>5%</b>	<b>7%</b>

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
\* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

**Table 23**  
**Q8 How easy or difficult is it to identify who the DIRECT beneficiaries of your charity are?**  
Base: All

	Number of direct beneficiaries						Payment for goods and services?			Frequency of contact							We only have a one-off relationship with DIRECT beneficiaries (q)	
	1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)	At least once a year (p)		
<b>TOTAL</b>																		
<b>Unweighted Base</b>	<b>2144</b>	457	186	457	220	289	357	1250	818	488	572	526	699	651	491	403	600	114
<b>Weighted Base</b>	<b>2144</b>	756	226	432	186	181	149	1147	672	386	313	372	588	557	358	290	575	197*
	<b>100%</b>	35%	11%	20%	9%	8%	7%	53%	31%	18%	15%	17%	27%	26%	17%	14%	27%	9%*
Effective base	<b>1224</b>	371	125	253	121	140	155	679	430	237	242	274	378	345	247	198	332	94
Very easy	<b>1301</b>	515	146	295	107	100	78	701	394	257	220	239	369	345	191	174	337	117
	<b>61%</b>	68%	64%	68%	58%	55%	53%	61%	59%	67%	70%	64%	63%	62%	53%	60%	59%	59%
	<b>100%</b>	40%def	11%f	23%def	8%	8%	6%	54%	30%	20%h	17%mnop	18%n	28%n	27%n	15%	13%	26%	9%
Fairly easy	<b>524</b>	157	62	91	58	57	51	286	214	91	73	93	156	139	116	80	155	40
	<b>24%</b>	21%	28%	21%	31%	31%	34%	25%	32%	24%	23%	25%	27%	25%	32%	28%	27%	20%
	<b>100%</b>	30%	12%	17%	11%ac	11%ac	10%ac	55%	41%gi	17%	14%	18%	30%	26%	22%jmq	15%	30%	8%
Neither easy nor difficult	<b>133</b>	47	12	25	9	11	9	81	32	17	11	20	35	42	24	18	33	23
	<b>6%</b>	6%	5%	6%	5%	6%	6%	7%	5%	4%	4%	5%	6%	7%	7%	6%	6%	11%
	<b>100%</b>	35%	9%	19%	7%	8%	7%	61%	24%	13%	8%	15%	26%	31%	18%	13%	25%	17%j
Fairly difficult	<b>73</b>	20	2	16	9	5	4	49	17	12	4	14	11	18	17	11	25	11
	<b>3%</b>	3%	1%	4%	5%	3%	3%	4%	2%	3%	1%	4%	2%	3%	5%	4%	4%	5%
	<b>100%</b>	28%	3%	22%	13%	7%	6%	68%	23%	16%	6%	19%	15%	25%	24%jl	14%	35%	15%
Very difficult	<b>21</b>	5	-	-	1	-	3	16	2	4	1	1	5	4	5	4	9	5
	<b>1%</b>	1%	-	-	1%	-	2%	1%	*	1%	*	*	1%	1%	1%	1%	1%	2%
	<b>100%</b>	22%	-	-	6%	-	13%c	73%	12%	17%	5%	5%	23%	17%	23%	17%	40%	22%
Don't know	<b>34</b>	9	2	3	-	-	2	6	6	1	*	2	9	2	*	*	*	3
	<b>2%</b>	1%	1%	1%	-	-	1%	1%	1%	*	*	*	1%	*	*	*	*	1%
	<b>100%</b>	28%	7%	10%	-	-	5%	17%	17%	4%	1%	5%	26%p	5%	1%	1%	1%	8%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
\* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

**Table 23**  
**Q8 How easy or difficult is it to identify who the DIRECT beneficiaries of your charity are?**  
 Base: All

	Number of direct beneficiaries						Payment for goods and services?			Frequency of contact								
	1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)	At least once a year (p)	We only have a one-off relationship with DIRECT beneficiaries (q)	
<b>TOTAL</b>	<b>1825</b>	<b>672</b>	<b>208</b>	<b>386</b>	<b>166</b>	<b>157</b>	<b>129</b>	<b>987</b>	<b>608</b>	<b>349</b>	<b>294</b>	<b>332</b>	<b>525</b>	<b>484</b>	<b>307</b>	<b>254</b>	<b>493</b>	<b>157</b>
Very / Fairly Easy (NET)	<b>85%</b>	89%	92%	89%	89%	87%	87%	86%	91%	90%	94%	89%	89%	87%	86%	88%	86%	79%
	<b>100%</b>	37%	11%	21%	9%	9%	7%	54%	33%g	19%	16%mnop	18%q	29%q	26%	17%	14%	27%	9%
Very / Fairly Difficult (NET)	<b>94</b>	25	2	16	11	5	7	65	19	15	6	15	16	22	22	14	34	15
	<b>4%</b>	3%	1%	4%	6%	3%	5%	6%	3%	4%	2%	4%	3%	4%	6%	5%	6%	8%
	<b>100%</b>	26%	3%	17%	11%b	6%	7%	69%h	20%	16%	6%	16%	17%	23%	24%ijl	15%	36%jl	16%jl
Did not answer	<b>57</b>	4	1	1	-	8	2	8	7	4	2	3	4	8	5	4	16	-
	<b>3%</b>	*	*	*	-	5%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	3%	-
	<b>100%</b>	6%	2%	2%	-	14%abcd	3%	13%	11%	6%	4%	5%	7%	15%	9%	6%	27%l	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
 \* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

**Table 24**  
**Q8 How easy or difficult is it to identify who the DIRECT beneficiaries of your charity are?**  
Base: All

	TOTAL	Beneficiary Type												
		The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)
Unweighted Base	2144	781	450	355	1015	1227	858	835	273	952	525	446	293	461
Weighted Base	2144	718	403	270	734	1160	820	714	200	1032	366	406	188	372
	100%	33%	19%	13%	34%	54%	38%	33%	9%	48%	17%	19%	9%	17%
Effective base	1224	436	245	183	500	688	487	447	135	575	244	241	135	237
Very easy	1301	348	240	146	432	696	428	417	123	594	226	231	116	196
	61%	49%	60%	54%	59%	60%	52%	58%	61%	58%	62%	57%	62%	53%
	100%	27%	18%a	11%	33%af	54%afm	33%	32%a	9%a	46%a	17%afm	18%a	9%a	15%
Fairly easy	524	224	116	85	226	313	250	196	57	287	94	104	50	120
	24%	31%	29%	32%	31%	27%	31%	27%	28%	28%	26%	26%	27%	32%
	100%	43%	22%	16%	43%	60%	48%	37%	11%	55%	18%	20%	10%	23%
Neither easy nor difficult	133	79	25	20	42	70	66	48	9	72	27	42	11	23
	6%	11%	6%	7%	6%	6%	8%	7%	5%	7%	7%	10%	6%	6%
	100%	59%bdeghi	19%	15%	31%	52%	49%	36%	7%	54%	20%	31%de	8%	17%
Fairly difficult	73	36	10	11	17	36	36	21	4	46	12	11	4	13
	3%	5%	2%	4%	2%	3%	4%	3%	2%	4%	3%	3%	2%	3%
	100%	50%cd	13%	16%	23%	50%	49%	28%	5%	63%	16%	15%	6%	18%
Very difficult	21	9	2	-	7	12	12	10	*	10	5	5	4	7
	1%	1%	1%	-	1%	1%	1%	1%	*	1%	1%	1%	2%	2%
	100%	43%	11%	-	33%	57%	57%	45%	1%	45%	22%	23%	18%	35%
Don't know	34	6	1	5	*	13	13	4	2	3	*	5	-	5
	2%	1%	*	2%	*	1%	2%	1%	1%	*	*	1%	-	1%
	100%	19%	3%	14%dij	1%	38%d	40%di	12%	7%d	8%	1%	14%d	-	15%d

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

**Table 24**  
**Q8 How easy or difficult is it to identify who the DIRECT beneficiaries of your charity are?**  
 Base: All

	Beneficiary Type												
	The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)
<b>TOTAL</b>	<b>1825</b>	<b>356</b>	<b>231</b>	<b>658</b>	<b>1009</b>	<b>679</b>	<b>613</b>	<b>179</b>	<b>882</b>	<b>320</b>	<b>335</b>	<b>166</b>	<b>316</b>
Very / Fairly Easy (NET)	<b>85%</b>	<b>88%</b>	<b>86%</b>	<b>90%</b>	<b>87%</b>	<b>83%</b>	<b>86%</b>	<b>90%</b>	<b>85%</b>	<b>88%</b>	<b>82%</b>	<b>88%</b>	<b>85%</b>
	<b>100%</b>	<b>20%af</b>	<b>13%</b>	<b>36%afik</b>	<b>55%af</b>	<b>37%</b>	<b>34%a</b>	<b>10%a</b>	<b>48%a</b>	<b>18%a</b>	<b>18%</b>	<b>9%a</b>	<b>17%</b>
Very / Fairly Difficult (NET)	<b>94</b>	<b>12</b>	<b>11</b>	<b>24</b>	<b>48</b>	<b>48</b>	<b>30</b>	<b>4</b>	<b>55</b>	<b>16</b>	<b>16</b>	<b>8</b>	<b>20</b>
	<b>4%</b>	<b>3%</b>	<b>4%</b>	<b>3%</b>	<b>4%</b>	<b>6%</b>	<b>4%</b>	<b>2%</b>	<b>5%</b>	<b>4%</b>	<b>4%</b>	<b>4%</b>	<b>5%</b>
	<b>100%</b>	<b>48%dh</b>	<b>12%</b>	<b>25%</b>	<b>52%</b>	<b>51%</b>	<b>32%</b>	<b>4%</b>	<b>59%</b>	<b>17%</b>	<b>17%</b>	<b>8%</b>	<b>22%</b>
Did not answer	<b>57</b>	<b>9</b>	<b>3</b>	<b>11</b>	<b>20</b>	<b>15</b>	<b>19</b>	<b>5</b>	<b>20</b>	<b>2</b>	<b>9</b>	<b>3</b>	<b>9</b>
	<b>3%</b>	<b>2%</b>	<b>1%</b>	<b>1%</b>	<b>2%</b>	<b>2%</b>	<b>3%</b>	<b>3%</b>	<b>2%</b>	<b>1%</b>	<b>2%</b>	<b>2%</b>	<b>2%</b>
	<b>100%</b>	<b>24%</b>	<b>5%</b>	<b>19%</b>	<b>34%</b>	<b>26%</b>	<b>32%</b>	<b>9%</b>	<b>35%</b>	<b>4%</b>	<b>15%</b>	<b>6%</b>	<b>15%</b>

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

**A Balancing Act: Charity Survey**  
**Fieldwork Dates 23 Nov 2007 - 04 Jan 2008**

**Table 25**  
**Q9 How many DIRECT beneficiaries does your charity have?**  
**Base: All**

	TOTAL	Charity Size (by Income)				Charitable Purpose													
		Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)	
Unweighted Base	2144	503	640	443	525	479	1151	521	482	434	132	268	282	362	392	70	290	386	
Weighted Base	2144	1191	745	108	67	466	1053	374	393	409	130*	156	288	388	455	57*	253	325	
	100%	56%	35%	5%	3%	22%	49%	17%	18%	19%	6%*	7%	13%	18%	21%	3%*	12%	15%	
Effective base	1224	503	640	443	525	272	627	249	248	240	82	115	168	223	252	37	156	211	
1 - 49	756	559	182	12	2	179	342	113	134	170	47	65	95	99	118	9	65	59	
	35%	47%	24%	11%	3%	38%	32%	30%	34%	42%	36%	42%	33%	25%	26%	16%	26%	18%	
	100%	74%bcd	24%cd	2%d	*	24%mnop	45%oq	15%q	18%mq	22%fgmno	6%oq	9%gmno	13%oq	13%	16%q	1%	9%	8%	
50 - 99	226	128	86	7	3	37	122	28	54	32	13	14	34	34	54	6	13	26	
	11%	11%	12%	7%	5%	8%	12%	8%	14%	8%	10%	9%	12%	9%	12%	11%	5%	8%	
	100%	57%cd	38%cd	3%	2%	17%	54%p	13%	24%egip	14%	6%	6%	15%p	15%	24%p	3%	6%	12%	
100 - 499	432	225	164	20	17	64	222	72	85	59	16	25	60	80	139	11	46	73	
	20%	19%	22%	19%	25%	14%	21%	19%	22%	14%	12%	16%	21%	21%	30%	19%	18%	23%	
	100%	52%	38%	5%	4%ac	15%	51%ei	17%	20%ei	14%	4%	6%	14%e	19%e	32%efghi	2%	11%	17%eij	
500 - 999	186	73	90	12	8	42	111	34	31	34	13	16	24	52	44	4	24	46	
	9%	6%	12%	11%	12%	9%	11%	9%	8%	8%	10%	10%	8%	13%	10%	7%	9%	14%	
	100%	40%	48%a	6%a	4%a	22%	60%	19%	16%	18%	7%	9%	13%	28%	24%	2%	13%	25%hi	
1,000 - 4,999	181	47	99	22	12	44	108	40	33	40	14	16	22	47	44	8	40	55	
	8%	4%	13%	21%	17%	10%	10%	11%	8%	10%	11%	10%	8%	12%	10%	14%	16%	17%	
	100%	26%	55%a	12%ab	6%ab	24%	60%	22%	18%	22%	8%	9%	12%	26%	24%	4%	22%hl	30%efhilm	
5,000 - 9,999	42	2	26	9	3	9	30	14	11	8	*	2	2	18	12	2	8	6	
	2%	*	3%	9%	5%	2%	3%	4%	3%	2%	*	1%	1%	5%	3%	3%	3%	2%	
	100%	6%	62%a	22%abd	8%a	21%	72%	34%	26%	20%	1%	4%	5%	42%l	29%	4%	20%	15%	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
 \* small base



**A Balancing Act: Charity Survey**  
**Fieldwork Dates 23 Nov 2007 - 04 Jan 2008**

**Table 25**  
**Q9 How many DIRECT beneficiaries does your charity have?**  
**Base: All**

	Charity Size (by Income)				Charitable Purpose													
	Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)	
<b>TOTAL</b>	<b>64</b>	<b>40</b>	<b>12</b>	<b>7</b>	<b>10</b>	<b>35</b>	<b>13</b>	<b>10</b>	<b>13</b>	<b>4</b>	<b>4</b>	<b>7</b>	<b>22</b>	<b>12</b>	<b>2</b>	<b>16</b>	<b>18</b>	
	3%	5%	11%	10%	2%	3%	3%	3%	3%	3%	3%	2%	6%	3%	4%	6%	6%	
	100%	62%a	19%ab	10%ab	15%	55%	20%	16%	21%	6%	7%	10%	34%e	18%	3%	24%e	28%e	
10,000 - 49,999	5	40	12	7	10	35	13	10	13	4	4	7	22	12	2	16	18	
	*	5%	11%	10%	2%	3%	3%	3%	3%	3%	3%	2%	6%	3%	4%	6%	6%	
	100%	7%	62%a	19%ab	10%ab	15%	55%	20%	16%	21%	6%	7%	10%	18%	3%	24%e	28%e	
50,000 - 99,999	10	5	2	3	1	7	3	2	1	-	*	*	4	1	*	3	2	
	*	1%	2%	4%	*	1%	1%	1%	*	-	*	*	1%	*	*	1%	1%	
	100%	45%a	17%a	29%abc	7%	67%	25%	20%	7%	-	2%	4%	39%	8%	2%	26%	20%	
100,000 - 499,999	12	3	2	4	3	8	5	3	1	*	*	1	3	3	4	8	6	
	1%	*	2%	6%	1%	1%	1%	1%	*	*	*	*	1%	1%	7%	3%	2%	
	100%	19%	28%	18%ab	23%	66%	41%	28%	9%	2%	4%	5%	25%	21%	31%efgh ijklmn	66%efil n	49%	
500,000 - 999,999	7	5	*	1	1	4	1	1	1	*	-	*	2	2	*	2	1	
	*	1%	*	2%	*	*	*	*	*	*	-	*	1%	1%	*	1%	*	
	100%	65%a	3%a	18%abc	18%	61%	20%	18%	7%	5%	-	2%	34%	32%	2%	21%	20%	
One million or more	13	3	1	3	4	7	5	4	4	5	*	2	2	1	*	5	4	
	*	*	1%	4%	1%	1%	1%	1%	1%	4%	*	1%	1%	*	*	2%	1%	
	100%	35%	26%	9%	22%abc	30%	55%	37%	29%	37%fmn	2%	13%	18%	11%	2%	40%	32%	
Don't know	157	109	36	7	3	67	49	39	22	33	12	9	32	21	5	22	19	
	7%	9%	5%	6%	4%	14%	5%	10%	6%	8%	9%	6%	11%	5%	9%	9%	6%	
	100%	69%bd	23%	4%	2%	43%fhik mnq	31%	25%fmn	14%	21%f	7%	6%	21%fhmn	13%	3%	14%f	12%	
Did not answer	57	36	7	2	1	5	8	6	2	14	5	3	9	5	6	2	9	
	3%	3%	1%	2%	2%	1%	1%	2%	1%	3%	4%	2%	3%	1%	11%	1%	3%	
	100%	62%b	12%	3%	2%	9%	14%	10%	4%	24%fh	8%fh	6%	16%fh	9%	8%	11%efghi klmnpq	15%f	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
 \* small base

**A Balancing Act: Charity Survey**  
Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

**Table 26**  
**Q9 How many DIRECT beneficiaries does your charity have?**  
Base: All

	Number of direct beneficiaries						Payment for goods and services?			Frequency of contact							We only have a one-off relationship with DIRECT beneficiaries (q)
	1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)	At least once a year (p)	
<b>TOTAL</b>	457	186	457	220	289	357	1250	818	488	572	526	699	651	491	403	600	114
<b>Unweighted Base</b>	<b>2144</b>																
<b>Weighted Base</b>	<b>2144</b>	756	226	432	186	181	1147	672	386	313	372	588	557	358	290	575	197*
	<b>100%</b>	35%	11%	20%	9%	8%	53%	31%	18%	15%	17%	27%	26%	17%	14%	27%	9%*
Effective base	<b>1224</b>	371	125	253	121	140	679	430	237	242	274	378	345	247	198	332	94
1 - 49	<b>756</b>	756	-	-	-	-	381	192	98	67	77	130	142	52	53	212	120
	<b>35%</b>	100%	-	-	-	-	33%	29%	25%	22%	21%	22%	25%	14%	18%	37%	61%
	<b>100%</b>	100%bcdef	-	-	-	-	50%i	25%	13%	9%n	10%	17%n	19%n	7%	7%	28%jklm	16%jklmnop
50 - 99	<b>226</b>	-	226	-	-	-	118	97	46	28	42	100	64	32	28	36	7
	<b>11%</b>	-	100%	-	-	-	10%	15%	12%	9%	11%	17%	11%	9%	10%	6%	4%
	<b>100%</b>	-	100%acdef	-	-	-	52%	43%g	20%	12%	18%pq	44%jkmnopq	28%pq	14%	12%	16%	3%
100 - 499	<b>432</b>	-	-	432	-	-	214	157	91	84	108	160	133	81	65	106	19
	<b>20%</b>	-	-	100%	-	-	19%	23%	24%	27%	29%	27%	24%	23%	22%	18%	10%
	<b>100%</b>	-	-	100%abdef	-	-	50%	36%	21%	20%pq	25%pq	37%pq	31%q	19%q	15%q	24%q	4%
500 - 999	<b>186</b>	-	-	-	186	-	120	70	52	34	32	61	78	55	43	57	6
	<b>9%</b>	-	-	-	100%	-	10%	10%	13%	11%	9%	10%	14%	15%	15%	10%	3%
	<b>100%</b>	-	-	-	100%abcef	-	65%	38%	28%	19%q	17%	33%q	42%kq	30%kpq	23%kq	31%q	3%
1,000 - 4,999	<b>181</b>	-	-	-	-	181	116	76	35	53	54	64	70	64	47	63	4
	<b>8%</b>	-	-	-	-	100%	10%	11%	9%	17%	14%	11%	13%	18%	16%	11%	2%
	<b>100%</b>	-	-	-	-	100%abcdf	64%	42%	19%	29%lpq	30%q	35%q	38%q	35%lpq	26%q	35%q	2%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
\* small base

**A Balancing Act: Charity Survey**  
**Fieldwork Dates 23 Nov 2007 - 04 Jan 2008**

**Table 26**  
**Q9 How many DIRECT beneficiaries does your charity have?**  
 Base: All

	Number of direct beneficiaries						Payment for goods and services?			Frequency of contact								
	TOTAL	1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)	At least once a year (p)	We only have a one-off relationship with DIRECT beneficiaries (q)
5,000 - 9,999	42 2% 100%	- - -	- - -	- - -	- - -	- - -	42 28% 100%abcd	26 2% 63%	18 3% 42%	13 3% 30%	5 2% 12%	10 3% 23%	14 2% 35%	16 3% 38%	14 4% 33%	11 4% 27%	18 3% 43%	1 1% 3%
						e												
10,000 - 49,999	64 3% 100%	- - -	- - -	- - -	- - -	- - -	64 43% 100%abcd	46 4% 72%	26 4% 40%	13 3% 20%	15 5% 23%	20 5% 31%	22 4% 34%	21 4% 33%	24 7% 38%q	15 5% 23%	25 4% 39%	3 1% 4%
						e												
50,000 - 99,999	10 * 100%	- - -	- - -	- - -	- - -	- - -	10 7% 100%abcd	6 1% 59%	5 1% 49%	2 1% 21%	3 1% 26%	3 1% 30%	4 1% 37%	4 1% 37%	6 2% 58%	2 1% 21%	5 1% 47%	- - -
						e												
100,000 - 499,999	12 1% 100%	- - -	- - -	- - -	- - -	- - -	12 8% 100%abcd	8 1% 68%	4 1% 36%	4 1% 31%	2 1% 19%	2 1% 19%	4 1% 34%	4 1% 30%	4 1% 31%	3 1% 25%	6 1% 46%	* * 4%
						e												
500,000 - 999,999	7 * 100%	- - -	- - -	- - -	- - -	- - -	7 5% 100%abcd	5 * 68%	3 * 41%	3 1% 40%	2 1% 25%	* * 4%	2 * 23%	3 1% 41%	2 * 22%	2 1% 22%	2 * 23%	1 1% 16%
						e												
One million or more	13 1% 100%	- - -	- - -	- - -	- - -	- - -	13 9% 100%abcd	10 1% 72%	2 * 12%	4 1% 31%	1 * 8%	3 1% 25%	3 1% 22%	1 * 8%	1 * 10%	2 1% 12%	4 1% 27%	2 1% 11%
						e												

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
 \* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

**Table 26**  
**Q9 How many DIRECT beneficiaries does your charity have?**  
Base: All

	Number of direct beneficiaries						Payment for goods and services?			Frequency of contact							
	1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)	At least once a year (p)	We only have a one-off relationship with DIRECT beneficiaries (q)
<b>TOTAL</b>																	
Don't know	157	-	-	-	-	-	81	21	24	17	20	23	23	22	18	38	26
	7%	-	-	-	-	-	7%	3%	6%	5%	5%	4%	4%	6%	6%	7%	13%
	100%	-	-	-	-	-	51% <sup>h</sup>	13%	15%	11%	13%	14%	14%	14%	11%	24%	17% <sup>ijklmnp</sup>
Did not answer	57	-	-	-	-	-	16	1	2	1	*	1	*	2	1	6	7
	3%	-	-	-	-	-	1%	*	*	*	*	*	*	1%	*	1%	4%
	100%	-	-	-	-	-	27%	3%	3%	2%	*	2%	1%	3%	2%	10%	12% <sup>ijklmn</sup>

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
\* small base

**A Balancing Act: Charity Survey**  
Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

**Table 27**  
**Q9 How many DIRECT beneficiaries does your charity have?**  
Base: All

	Beneficiary Type													
	The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)	
<b>Unweighted Base</b>	<b>2144</b>	781	450	355	1015	1227	858	835	273	952	525	446	293	461
<b>Weighted Base</b>	<b>2144</b>	718	403	270	734	1160	820	714	200	1032	366	406	188	372
	<b>100%</b>	33%	19%	13%	34%	54%	38%	33%	9%	48%	17%	19%	9%	17%
Effective base	<b>1224</b>	436	245	183	500	688	487	447	135	575	244	241	135	237
1 - 49	<b>756</b>	182	102	54	160	341	262	177	34	328	89	169	30	120
	<b>35%</b>	25%	25%	20%	22%	29%	32%	25%	17%	32%	24%	42%	16%	32%
	<b>100%</b>	24%hl	13%l	7%	21%	45%cdhl	35%acdghj	23%l	5%	43%acdghj	12%	22%abcdefghijklm	4%	16%cdghj
50 - 99	<b>226</b>	76	57	27	82	122	70	77	11	115	40	33	21	29
	<b>11%</b>	11%	14%	10%	11%	10%	8%	11%	6%	11%	11%	8%	11%	8%
	<b>100%</b>	34%	25%fhkm	12%	36%	54%	31%	34%	5%	51%	18%	15%	9%	13%
100 - 499	<b>432</b>	133	100	83	188	263	175	169	34	225	85	67	43	58
	<b>20%</b>	18%	25%	31%	26%	23%	21%	24%	17%	22%	23%	17%	23%	16%
	<b>100%</b>	31%	23%akm	19%aefhikm	43%ahkm	61%km	41%	39%km	8%	52%km	20%km	16%	10%	13%
500 - 999	<b>186</b>	83	48	28	78	134	76	65	42	102	34	34	17	37
	<b>9%</b>	12%	12%	10%	11%	12%	9%	9%	21%	10%	9%	8%	9%	10%
	<b>100%</b>	45%	26%	15%	42%	72%	41%	35%	23%abcdefgijklm	55%	19%	18%	9%	20%
1,000 - 4,999	<b>181</b>	76	49	36	84	107	80	73	36	102	39	39	27	47
	<b>8%</b>	11%	12%	13%	11%	9%	10%	10%	18%	10%	11%	10%	15%	13%
	<b>100%</b>	42%	27%	20%	46%	59%	44%	40%	20%adefgij	56%	21%	21%	15%	26%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

**A Balancing Act: Charity Survey**  
**Fieldwork Dates 23 Nov 2007 - 04 Jan 2008**

**Table 27**  
**Q9 How many DIRECT beneficiaries does your charity have?**  
**Base: All**

TOTAL	Beneficiary Type													
	The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)	
5,000 - 9,999	42 2% 100%	21 3% 51%	10 2% 24%	4 1% 8%	22 3% 53%	27 2% 66%	21 3% 51%	19 3% 47%	8 4% 18%	19 2% 47%	13 4% 32%	8 2% 19%	5 3% 13%	11 3% 25%
10,000 - 49,999	64 3% 100%	35 5% 55%	14 3% 22%	19 7% 30% <sup>ei</sup>	38 5% 59%	41 4% 65%	36 4% 56%	35 5% 55%	16 8% 25% <sup>beim</sup>	33 3% 52%	14 4% 22%	14 3% 22%	12 6% 19%	11 3% 18%
50,000 - 99,999	10 * 100%	6 1% 58%	4 1% 38%	3 1% 25%	5 1% 48%	9 1% 90%	6 1% 63%	6 1% 57%	2 1% 18%	4 * 35%	3 1% 28%	1 * 7%	2 1% 16%	1 * 14%
100,000 - 499,999	12 1% 100%	7 1% 57%	3 1% 21%	2 1% 18%	5 1% 42%	10 1% 81%	6 1% 51%	9 1% 70%	1 1% 9%	6 1% 46%	2 * 13%	2 * 14%	5 2% 38% <sup>i</sup>	4 1% 31%
500,000 - 999,999	7 * 100%	6 1% 80%	3 1% 39%	1 * 18%	6 1% 82%	4 * 59%	4 1% 59%	3 1% 59%	3 * 47%	3 1% 39%	2 * 25%	* * 7%	* * 7%	3 1% 40%
One million or more	13 1% 100%	9 1% 65%	2 * 14%	2 1% 16%	8 1% 62%	10 1% 71%	6 1% 47%	5 1% 41%	5 2% 36%	7 1% 56%	3 1% 22%	2 * 14%	2 1% 14%	4 1% 28%
Don't know	157 7% 100%	75 11% 48% <sup>bcehi</sup>	11 3% 7%	12 5% 8%	52 7% 33% <sup>bh</sup>	71 6% 45% <sup>b</sup>	57 7% 36% <sup>bh</sup>	57 8% 36% <sup>bh</sup>	5 2% 3%	64 6% 41% <sup>b</sup>	37 10% 24% <sup>bcehi</sup>	25 6% 16%	20 11% 13% <sup>bch</sup>	40 11% 25% <sup>bcehi</sup>
Did not answer	57 3% 100%	9 1% 16%	1 * 2%	* * 1%	7 1% 12%	20 2% 36%	20 2% 34% <sup>b</sup>	17 2% 30% <sup>b</sup>	3 1% 5%	23 2% 40% <sup>b</sup>	4 1% 6%	11 3% 20% <sup>bc</sup>	4 2% 7%	7 2% 13%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 28

**Q10 Over what timescale or timescales are your DIRECT beneficiaries engaged with your charity? If the timescale varies, please select as many boxes as apply.**

Base: All

	TOTAL	Charity Size (by Income)				Charitable Purpose												
		Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)
Unweighted Base	2144	503	640	443	525	479	1151	521	482	434	132	268	282	362	392	70	290	386
Weighted Base	2144	1191	745	108	67	466	1053	374	393	409	130*	156	288	388	455	57*	253	325
	100%	56%	35%	5%	3%	22%	49%	17%	18%	19%	6%*	7%	13%	18%	21%	3%*	12%	15%
Effective base	1224	503	640	443	525	272	627	249	248	240	82	115	168	223	252	37	156	211
One-off relationship	781	393	293	54	27	257	366	191	179	260	71	66	106	168	138	21	114	155
	36%	33%	39%	50%	41%	55%	35%	51%	45%	64%	55%	42%	37%	43%	30%	37%	45%	48%
	100%	50%	38%a	7%abd	3%a	33%fhkl mnop	47%	24%fln	23%fn	33%fghkl mnopq	9%fln	8%on	14%	22%fn	18%	3%	15%fn	20%fln
Short-term relationship (under 6 months)	440	133	221	52	25	115	217	131	113	117	39	46	66	100	90	18	53	122
	21%	11%	30%	48%	38%	25%	21%	35%	29%	29%	30%	29%	23%	26%	20%	32%	21%	37%
	100%	30%	50%a	12%abd	6%ab	26%	49%	30%efilm np	26%fn	27%fn	9%	10%fn	15%	23%	20%	4%	12%	28%efilm p
Longer-term relationship (6 to 12 months)	496	140	267	52	27	134	282	132	124	117	39	54	68	121	133	20	67	136
	23%	12%	36%	48%	40%	29%	27%	35%	31%	29%	30%	35%	24%	31%	29%	35%	26%	42%
	100%	28%	54%a	10%abd	5%a	27%	57%	27%fl	25%	24%	8%	11%l	14%	24%	27%	4%	13%	27%efilm p
On-going (over 12 months)	1645	845	631	90	62	326	842	283	322	275	99	134	215	316	389	41	206	279
	77%	71%	85%	83%	92%	70%	80%	76%	82%	67%	76%	86%	75%	81%	86%	71%	82%	86%
	100%	51%	38%a	5%a	4%abc	20%	51%ei	17%i	20%ei	17%	6%	8%egil o	13%	19%ei	24%egijl o	2%	13%ei	17%egijl o
Don't know	73	62	8	2	*	28	21	12	5	5	4	2	16	6	14	2	13	9
	3%	5%	1%	2%	*	6%	2%	3%	1%	1%	3%	2%	5%	2%	3%	4%	5%	3%
	100%	85%bcd	11%	2%d	*	38%fhim	28%	17%	7%	7%	5%	3%	22%fhim	8%	20%	3%	18%fhim	12%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
\* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 28

**Q10 Over what timescale or timescales are your DIRECT beneficiaries engaged with your charity? If the timescale varies, please select as many boxes as apply.**

Base: All

	Charity Size (by Income)				Charitable Purpose														
	Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)		
Did not answer	47	26	8	1	1	7	4	6	3	10	5	3	10	5	6	3	2	4	
	2%	2%	1%	1%	1%	1%	*	2%	1%	2%	4%	2%	3%	1%	1%	5%	1%	1%	
	100%	56%	18%	3%	2%	14%	10%	13%	7%	21% <sup>f</sup>	11% <sup>f</sup>	7%	21% <sup>f</sup>	11%	13%	6% <sup>f</sup>	3%	8%	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
 \* small base



**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 29

**Q10 Over what timescale or timescales are your DIRECT beneficiaries engaged with your charity? If the timescale varies, please select as many boxes as apply.**

Base: All

	Number of direct beneficiaries						Payment for goods and services?			Frequency of contact							We only have a one-off relationship with DIRECT beneficiaries (q)	
	1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)	At least once a year (p)		
<b>TOTAL</b>	<b>2144</b>	457	186	457	220	289	357	1250	818	488	572	526	699	651	491	403	600	114
<b>Unweighted Base</b>	<b>2144</b>	457	186	457	220	289	357	1250	818	488	572	526	699	651	491	403	600	114
<b>Weighted Base</b>	<b>2144</b>	756	226	432	186	181	149	1147	672	386	313	372	588	557	358	290	575	197*
	<b>100%</b>	35%	11%	20%	9%	8%	7%	53%	31%	18%	15%	17%	27%	26%	17%	14%	27%	9%*
Effective base	<b>1224</b>	371	125	253	121	140	155	679	430	237	242	274	378	345	247	198	332	94
One-off relationship	<b>781</b>	286	52	120	79	90	85	498	204	138	103	130	208	240	185	167	336	170
	<b>36%</b>	38%	23%	28%	42%	50%	57%	43%	30%	36%	33%	35%	35%	43%	52%	58%	58%	86%
	<b>100%</b>	37%bc	7%	15%	10%bc	12%abc	11%abcd	64%hi	26%	18%	13%	17%	27%	31%ijkl	24%jklm	21%jklm	43%jklm	22%jklmnop
Short-term relationship (under 6 months)	<b>440</b>	77	32	88	66	80	65	303	162	93	122	136	199	196	154	120	182	11
	<b>21%</b>	10%	14%	20%	36%	44%	44%	26%	24%	24%	39%	37%	34%	35%	43%	42%	32%	6%
	<b>100%</b>	17%	7%	20%a	15%abc	18%abc	15%abc	69%	37%	21%	28%q	31%q	45%q	44%q	35%lpq	27%pq	41%q	3%
Longer-term relationship (6 to 12 months)	<b>496</b>	102	53	110	68	73	61	312	197	110	129	164	237	234	172	148	197	6
	<b>23%</b>	13%	23%	25%	37%	40%	41%	27%	29%	29%	41%	44%	40%	42%	48%	51%	34%	3%
	<b>100%</b>	20%	11%a	22%a	14%abc	15%abc	12%abc	63%	40%	22%	26%q	33%pq	48%q	47%pq	35%pq	30%jlm	40%q	1%
On-going (over 12 months)	<b>1645</b>	535	196	391	164	154	122	869	595	336	281	343	536	502	319	262	459	29
	<b>77%</b>	71%	87%	90%	89%	85%	82%	76%	89%	87%	90%	92%	91%	90%	89%	90%	80%	15%
	<b>100%</b>	33%	12%a	24%af	10%a	9%a	7%a	53%	36%g	20%g	17%pq	21%pq	33%pq	31%pq	19%pq	16%pq	28%q	2%
Don't know	<b>73</b>	7	-	5	-	-	2	34	6	-	1	*	5	6	7	4	11	11
	<b>3%</b>	1%	-	1%	-	-	1%	3%	1%	-	*	*	1%	1%	2%	1%	2%	5%
	<b>100%</b>	10%	-	7%	-	-	3%	46%hi	8%	-	2%	*	6%	8%	10%k	5%	15%k	15%jklmno
Did not answer	<b>47</b>	2	2	-	1	-	*	5	3	*	2	*	5	1	2	1	5	-
	<b>2%</b>	*	1%	-	1%	-	*	*	*	*	*	*	1%	*	1%	*	1%	-
	<b>100%</b>	5%	5%	-	3%	-	1%	12%	6%	*	3%	1%	10%	2%	5%	2%	10%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
\* small base

**A Balancing Act: Charity Survey**  
Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

**Table 30**  
**Q10 Over what timescale or timescales are your DIRECT beneficiaries engaged with your charity? If the timescale varies, please select as many boxes as apply.**  
Base: All

	TOTAL	Beneficiary Type												
		The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)
Unweighted Base	2144	781	450	355	1015	1227	858	835	273	952	525	446	293	461
Weighted Base	2144	718	403	270	734	1160	820	714	200	1032	366	406	188	372
	100%	33%	19%	13%	34%	54%	38%	33%	9%	48%	17%	19%	9%	17%
Effective base	1224	436	245	183	500	688	487	447	135	575	244	241	135	237
One-off relationship	781	354	103	84	334	452	402	330	88	422	181	256	90	215
	36%	49%	26%	31%	46%	39%	49%	46%	44%	41%	49%	63%	48%	58%
	100%	45%bcei	13%	11%	43%bce	58%bc	51%bcei	42%bce	11%bc	54%bc	23%bcei	33%abcdefg ghijl	12%bc	28%abcdefg hijklm
Short-term relationship (under 6 months)	440	207	70	77	265	277	233	236	72	236	138	121	89	105
	21%	29%	17%	28%	36%	24%	28%	33%	36%	23%	38%	30%	47%	28%
	100%	47%bi	16%	17%b	60%abefim	63%b	53%bi	54%bei	16%bei	54%	31%abcefi m	28%bi	20%abcdef gikm	24%b
Longer-term relationship (6 to 12 months)	496	231	111	87	277	324	249	236	79	262	141	128	88	118
	23%	32%	28%	32%	38%	28%	30%	33%	39%	25%	38%	31%	47%	32%
	100%	47%i	22%	18%	56%befi	65%	50%	48%i	16%befi	53%	28%befi	26%	18%abcefg ikm	24%
On-going (over 12 months)	1645	551	361	245	615	909	624	559	168	816	306	272	153	289
	77%	77%	89%	91%	84%	78%	76%	78%	84%	79%	84%	67%	82%	78%
	100%	33%k	22%adefgi klm	15%adefgi jklm	37%aefgik m	55%k	38%k	34%k	10%fk	50%k	19%afk	17%	9%k	18%k
Don't know	73	29	3	7	9	31	22	26	4	22	12	9	2	16
	3%	4%	1%	3%	1%	3%	3%	4%	2%	2%	3%	2%	1%	4%
	100%	40%bd	4%	10%	12%	43%	30%	35%bd	5%	30%	16%bd	13%	3%	22%bd

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 30

**Q10 Over what timescale or timescales are your DIRECT beneficiaries engaged with your charity? If the timescale varies, please select as many boxes as apply.**

Base: All

		Beneficiary Type												
		The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)
Did not answer	<b>47</b>	9	*	*	8	16	14	13	3	15	4	8	3	7
	<b>2%</b>	1%	*	*	1%	1%	2%	2%	1%	1%	1%	2%	1%	2%
	<b>100%</b>	20%	1%	1%	18%	34%	29%	27% <sup>b</sup>	6%	32%	8%	16% <sup>b</sup>	6%	16% <sup>b</sup>

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

**A Balancing Act: Charity Survey**  
**Fieldwork Dates 23 Nov 2007 - 04 Jan 2008**

**Table 31**  
**Q11 How frequently are DIRECT beneficiaries in contact with your charity? If the frequency varies, please select as many boxes as apply.**  
**Base: All**

	TOTAL	Charity Size (by Income)				Charitable Purpose												
		Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)
<b>Unweighted Base</b>	<b>2144</b>	503	640	443	525	479	1151	521	482	434	132	268	282	362	392	70	290	386
<b>Weighted Base</b>	<b>2144</b>	1191	745	108	67	466	1053	374	393	409	130*	156	288	388	455	57*	253	325
	<b>100%</b>	56%	35%	5%	3%	22%	49%	17%	18%	19%	6%*	7%	13%	18%	21%	3%*	12%	15%
Effective base	1224	503	640	443	525	272	627	249	248	240	82	115	168	223	252	37	156	211
Every day	<b>313</b>	90	150	34	33	66	184	70	77	55	11	52	28	50	66	10	29	66
	<b>15%</b>	8%	20%	32%	49%	14%	17%	19%	20%	14%	8%	33%	10%	13%	15%	18%	11%	20%
	<b>100%</b>	29%	48%a	11%ab	11%abc	21%	59%jl	22%jl	25%jimp	18%	3%	17%efghi jlmnpq	9%	16%	21%	3%	9%	21%jimp
Most days	<b>372</b>	104	210	33	21	72	229	71	72	67	13	33	44	68	88	9	44	88
	<b>17%</b>	9%	28%	30%	31%	15%	22%	19%	18%	16%	10%	21%	15%	18%	19%	15%	17%	27%
	<b>100%</b>	28%	56%a	9%a	6%a	19%	61%ej	19%j	19%	18%	3%	9%j	12%	18%	24%j	2%	12%	24%efghijlm np
At least once a week	<b>588</b>	246	267	46	22	100	285	93	143	73	21	46	80	124	178	15	52	127
	<b>27%</b>	21%	36%	42%	33%	21%	27%	25%	36%	18%	16%	30%	28%	32%	39%	25%	21%	39%
	<b>100%</b>	42%	45%a	8%abd	4%a	17%	48%ij	16%	24%efgij jp	12%	4%	8%ij	14%ij	21%eijp	30%efgij lp	2%	9%	22%efgijp
At least once a month	<b>557</b>	260	226	41	22	114	277	99	112	91	30	63	73	151	152	13	78	127
	<b>26%</b>	22%	30%	38%	32%	25%	26%	26%	29%	22%	23%	40%	25%	39%	33%	24%	31%	39%
	<b>100%</b>	47%	41%a	7%ab	4%a	21%	50%	18%	20%	16%	5%	11%efgh ijl	13%	27%efgh	27%efi	2%	14%	23%efghijl
At least once every 3 months	<b>358</b>	128	171	32	19	87	173	87	73	73	30	27	57	84	81	6	55	80
	<b>17%</b>	11%	23%	30%	29%	19%	16%	23%	19%	18%	23%	17%	20%	22%	18%	11%	22%	25%
	<b>100%</b>	36%	48%a	9%ab	5%ab	24%	48%	24%f	20%	20%	8%	7%	16%	24%	23%	2%	15%	22%f

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
 \* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 31

**Q11 How frequently are DIRECT beneficiaries in contact with your charity? If the frequency varies, please select as many boxes as apply.**

Base: All

	Charity Size (by Income)				Charitable Purpose													
	Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)	
<b>TOTAL</b>																		
At least once every 6 months	290 14% 100%	107 9% 37%	134 18% 46%a	27 25% 9%ab	16 24% 6%ab	77 17% 27%	143 14% 49%	75 20% 26%fn	68 17% 23%n	77 19% 26%n	26 20% 9%n	29 19% 10%n	53 18% 18%n	62 16% 21%	48 11% 17%	11 20% 4%	38 15% 13%	61 19% 21%n
At least once a year	575 27% 100%	315 26% 55%	199 27% 35%	32 30% 6%	20 29% 3%	158 34% 27%fn	278 26% 48%n	144 38% 25%fmn	135 34% 24%fn	175 43% 30%efkmpq	41 31% 7%n	44 28% 8%n	102 35% 18%fn	102 26% 18%n	82 18% 14%	17 29% 3%	78 31% 13%n	102 31% 18%n
Don't know	106 5% 100%	78 7% 74%bcd	19 3% 18%	3 3% 3%	2 3% 2%	35 7% 32%fi	36 3% 34%	18 5% 17%	15 4% 14%	10 2% 9%	8 6% 8%	4 3% 4%	12 4% 11%	14 4% 13%	26 6% 25%	3 5% 3%	21 8% 20%fhikm	19 6% 18%
We only have a one-off relationship with DIRECT beneficiaries	197 9% 100%	156 13% 79%bcd	35 5% 18%d	2 2% 1%	1 1% *	66 14% 33%fhkmnq	75 7% 38%knq	36 10% 18%knq	33 8% 17%knq	64 16% 33%fghklmnpq	12 9% 6%knq	3 2% 1%	26 9% 13%knq	20 5% 10%	15 3% 8%	3 5% 1%	20 8% 10%knq	8 2% 4%
Did not answer	52 2% 100%	31 3% 59%	9 1% 18%	2 2% 4%	1 1% 2%	7 1% 12%	9 1% 17%	9 2% 17%	6 2% 12%	12 3% 24%f	5 4% 9%f	3 2% 6%	12 4% 24%fn	6 1% 11%	4 1% 7%	4 7% 7%efmnq	4 2% 7%	4 1% 7%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
\* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 32

**Q11 How frequently are DIRECT beneficiaries in contact with your charity? If the frequency varies, please select as many boxes as apply.**

Base: All

	Number of direct beneficiaries						Payment for goods and services?			Frequency of contact							We only have a one-off relationship with DIRECT beneficiaries (q)	
	TOTAL	1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)		At least once a year (p)
<b>Unweighted Base</b>	<b>2144</b>	457	186	457	220	289	357	1250	818	488	572	526	699	651	491	403	600	114
<b>Weighted Base</b>	<b>2144</b>	756	226	432	186	181	149	1147	672	386	313	372	588	557	358	290	575	197*
	<b>100%</b>	35%	11%	20%	9%	8%	7%	53%	31%	18%	15%	17%	27%	26%	17%	14%	27%	9%*
Effective base	<b>1224</b>	371	125	253	121	140	155	679	430	237	242	274	378	345	247	198	332	94
Every day	<b>313</b>	67	28	84	34	53	27	179	121	75	313	112	120	88	68	54	55	-
	<b>15%</b>	9%	12%	20%	19%	29%	18%	16%	18%	20%	100%	30%	20%	16%	19%	19%	10%	-
	<b>100%</b>	22%	9%	27%a	11%a	17%abcd	9%a	57%	39%	24%	100%klmn	36%lmno	38%pq	28%pq	22%pq	17%pq	18%q	-
Most days	<b>372</b>	77	42	108	32	54	39	223	150	102	112	372	159	123	87	75	89	-
	<b>17%</b>	10%	18%	25%	17%	30%	26%	19%	22%	26%	36%	100%	27%	22%	24%	26%	16%	-
	<b>100%</b>	21%	11%a	29%a	9%a	14%abd	10%a	60%	40%	27%g	30%lmn	100%jlmn	43%pq	33%pq	23%pq	20%pq	24%q	-
At least once a week	<b>588</b>	130	100	160	61	64	49	310	255	155	120	159	588	247	176	132	140	-
	<b>27%</b>	17%	44%	37%	33%	35%	33%	27%	38%	40%	38%	43%	100%	44%	49%	46%	24%	-
	<b>100%</b>	22%	17%a	27%a	10%a	11%a	8%a	53%	43%g	26%g	20%pq	27%pq	100%jkmn	42%pq	30%jpq	22%pq	24%q	-
At least once a month	<b>557</b>	142	64	133	78	70	48	300	207	140	88	123	247	557	190	163	183	-
	<b>26%</b>	19%	28%	31%	42%	38%	33%	26%	31%	36%	28%	33%	42%	100%	53%	56%	32%	-
	<b>100%</b>	25%	11%a	24%a	14%abc	13%a	9%a	54%	37%	25%g	16%q	22%q	44%jkp	100%jkl	34%jklp	29%jklp	33%q	-
At least once every 3 months	<b>358</b>	52	32	81	55	64	51	238	123	84	68	87	176	190	358	158	164	-
	<b>17%</b>	7%	14%	19%	30%	35%	34%	21%	18%	22%	22%	23%	30%	34%	100%	55%	29%	-
	<b>100%</b>	14%	9%a	23%a	15%abc	18%abc	14%abc	67%	34%	24%	19%q	24%q	49%jq	53%jkl	100%jklm	44%jklm	46%q	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
\* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 32

**Q11 How frequently are DIRECT beneficiaries in contact with your charity? If the frequency varies, please select as many boxes as apply.**

Base: All

	Number of direct beneficiaries						Payment for goods and services?			Frequency of contact							We only have a one-off relationship with DIRECT beneficiaries (q)	
	1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)	At least once a year (p)		
<b>TOTAL</b>																		
At least once every 6 months	290 14% 100%	53 7% 18%	28 12% 10%	65 15% 22%a	43 23% 15%abc	47 26% 16%abc	34 23% 12%abc	181 16% 62%	104 15% 36%	57 15% 20%	54 17% 19%q	75 20% 26%q	132 22% 46%q	163 29% 56%jklq	158 44% 55%ijkl mpq	290 100% 100%jklm npq	160 28% 55%jklq	- - -
At least once a year	575 27% 100%	212 28% 37%b	36 16% 6%	106 24% 18%	57 31% 10%b	63 35% 11%bc	58 39% 10%abc	360 31% 63%hi	156 23% 27%	91 24% 16%	55 18% 10%q	89 24% 16%q	140 24% 24%q	183 33% 32%jklq	164 46% 29%jklm q	160 55% mnq	575 100% 100%jklmn oq	- - -
Don't know	106 5% 100%	20 3% 19%	5 2% 4%	15 4% 15%	5 3% 5%	3 1% 3%	8 5% 7%	53 5% 50%i	23 3% 21%	6 2% 6%	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -
We only have a one-off relationship with DIRECT beneficiaries	197 9% 100%	120 16% 61%bcdef	7 3% 4%	19 4% 10%	6 3% 3%	4 2% 2%	7 5% 4%	127 11% 64%hi	25 4% 13%	17 4% 9%	- - -	- - -	- - -	- - -	- - -	- - -	- - -	197 100% 100%jklmnop
Did not answer	52 2% 100%	- - -	- - -	3 1% 5%	- - -	2 1% 3%a	1 1% 3%a	10 1% 20%	5 1% 10%	3 1% 5%	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
\* small base

**A Balancing Act: Charity Survey**  
**Fieldwork Dates 23 Nov 2007 - 04 Jan 2008**

**Table 33**  
**Q11 How frequently are DIRECT beneficiaries in contact with your charity? If the frequency varies, please select as many boxes as apply.**  
**Base: All**

	TOTAL	Beneficiary Type												
		The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)
<b>Unweighted Base</b>	<b>2144</b>	781	450	355	1015	1227	858	835	273	952	525	446	293	461
<b>Weighted Base</b>	<b>2144</b>	718	403	270	734	1160	820	714	200	1032	366	406	188	372
	<b>100%</b>	33%	19%	13%	34%	54%	38%	33%	9%	48%	17%	19%	9%	17%
Effective base	<b>1224</b>	436	245	183	500	688	487	447	135	575	244	241	135	237
Every day	<b>313</b>	124	65	66	142	204	124	140	47	142	85	53	50	58
	<b>15%</b>	17%	16%	24%	19%	18%	15%	20%	24%	14%	23%	13%	27%	16%
	<b>100%</b>	40%	21%	21%abefik m	45%ik	65%	40%	45%ik	15%fik	45%	27%befikm	17%	16%abefik m	19%
Most days	<b>372</b>	150	84	74	171	252	157	158	59	197	80	58	63	52
	<b>17%</b>	21%	21%	27%	23%	22%	19%	22%	29%	19%	22%	14%	34%	14%
	<b>100%</b>	40%km	23% m	20%fikm	46%km	68%km	42%	42%km	16%afikm	53%	22%km	16%	17%abdefg ijkm	14%
At least once a week	<b>588</b>	212	145	119	266	348	266	251	72	332	133	82	75	82
	<b>27%</b>	30%	36%	44%	36%	30%	32%	35%	36%	32%	36%	20%	40%	22%
	<b>100%</b>	36%km	25%km	20%aefgik m	45%aekm	59%km	45%km	43%km	12%km	56%km	23%km	14%	13%aekm	14%
At least once a month	<b>557</b>	217	172	97	240	279	277	221	76	319	120	107	59	113
	<b>26%</b>	30%	43%	36%	33%	24%	34%	31%	38%	31%	33%	26%	31%	30%
	<b>100%</b>	39%e	31%adefgi jklm	17%ek	43%e	50%	50%ek	40%e	14%ek	57%e	22%e	19%	11%	20%
At least once every 3 months	<b>358</b>	141	77	60	159	203	175	151	65	203	81	78	36	102
	<b>17%</b>	20%	19%	22%	22%	17%	21%	21%	33%	20%	22%	19%	19%	27%
	<b>100%</b>	39%	22%	17%	44%	57%	49%	42%	18%abcdef gijkl	57%	23%	22%	10%	29%abeik

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m



**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 33

**Q11 How frequently are DIRECT beneficiaries in contact with your charity? If the frequency varies, please select as many boxes as apply.**

Base: All

	Beneficiary Type													
	The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)	
<b>TOTAL</b>														
At least once every 6 months	290 14% 100%	117 16% 41%	68 17% 23%	53 19% 18% <sup>e</sup>	143 19% 49% <sup>ei</sup>	150 13% 52%	136 17% 47%	113 16% 39%	46 23% 16% <sup>ei</sup>	153 15% 53%	73 20% 25% <sup>e</sup>	77 19% 27% <sup>e</sup>	31 17% 11%	82 22% 28% <sup>egi</sup>
At least once a year	575 27% 100%	215 30% 37% <sup>b</sup>	86 21% 15%	75 28% 13%	233 32% 40% <sup>be</sup>	302 26% 53%	254 31% 44% <sup>b</sup>	223 31% 39% <sup>b</sup>	52 26% 9%	300 29% 52% <sup>b</sup>	117 32% 20% <sup>b</sup>	152 37% 26% <sup>bcehi</sup>	60 32% 11% <sup>b</sup>	164 44% 28% <sup>abcdehij</sup>
Don't know	106 5% 100%	49 7% 46% <sup>defhikl</sup>	14 4% 13%	8 3% 7%	22 3% 21%	45 4% 42%	23 3% 22%	28 4% 26%	4 2% 4%	40 4% 38%	16 4% 15%	11 3% 10%	3 1% 2%	21 6% 20%
We only have a one-off relationship with DIRECT beneficiaries	197 9% 100%	55 8% 28% <sup>c</sup>	17 4% 8%	4 1% 2%	48 6% 24% <sup>c</sup>	98 8% 50% <sup>bc</sup>	75 9% 38% <sup>bc</sup>	57 8% 29% <sup>bc</sup>	9 4% 4%	89 9% 45% <sup>bc</sup>	25 7% 12% <sup>c</sup>	64 16% 32% <sup>abcdehijklm</sup>	11 6% 5% <sup>c</sup>	34 9% 17% <sup>bc</sup>
Did not answer	52 2% 100%	8 1% 15%	3 1% 6%	2 1% 3%	7 1% 14%	18 2% 35%	15 2% 29%	14 2% 27%	4 2% 7%	15 1% 29%	4 1% 8%	8 2% 15%	5 3% 10%	4 1% 8%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

**A Balancing Act: Charity Survey**  
**Fieldwork Dates 23 Nov 2007 - 04 Jan 2008**

**Table 34**  
**Q12 Are the goods or services your charity provides . . . ?**  
**Base: All**

	TOTAL	Charity Size (by Income)				Charitable Purpose												
		Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)
Unweighted Base	2144	503	640	443	525	479	1151	521	482	434	132	268	282	362	392	70	290	386
Weighted Base	2144	1191	745	108	67	466	1053	374	393	409	130*	156	288	388	455	57*	253	325
	100%	56%	35%	5%	3%	22%	49%	17%	18%	19%	6%*	7%	13%	18%	21%	3%*	12%	15%
Effective base	1224	503	640	443	525	272	627	249	248	240	82	115	168	223	252	37	156	211
Free (beneficiaries do not pay)	1147	592	428	73	41	273	581	266	269	305	88	84	156	163	178	23	142	185
	53%	50%	58%	67%	61%	59%	55%	71%	69%	74%	67%	54%	54%	42%	39%	41%	56%	57%
	100%	52%	37%a	6%abd	4%a	24% <small>mno</small>	51% <small>mn</small>	23% <small>efkl</small>	23% <small>efkl</small>	27% <small>efklm</small>	8% <small>filmo</small>	7% <small>mn</small>	14% <small>mn</small>	14%	15%	2%	12% <small>mn</small>	16% <small>mn</small>
Partly paid for by beneficiaries (through a membership fee)	335	163	141	19	11	59	204	36	51	19	1	17	23	86	130	16	57	56
	16%	14%	19%	17%	16%	13%	19%	10%	13%	5%	1%	11%	8%	22%	29%	29%	22%	17%
	100%	49%	42%a	6%	3%	18% <small>ij</small>	61% <small>eghi</small>	11% <small>ij</small>	15% <small>ij</small>	6%	*	5% <small>ij</small>	7% <small>j</small>	26% <small>eghi</small>	39% <small>efghi</small>	5% <small>eghi</small>	17% <small>eghi</small>	17% <small>gij</small>
Partly paid for by beneficiaries (NOT through a membership fee)	435	163	203	37	26	78	239	71	88	73	15	44	58	93	111	17	59	87
	20%	14%	27%	34%	38%	17%	23%	19%	22%	18%	12%	28%	20%	24%	24%	30%	23%	27%
	100%	38%	47%a	8%ab	6%ab	18%	55% <small>ej</small>	16%	20% <small>j</small>	17%	3%	10% <small>ej</small>	13%	21% <small>ej</small>	26% <small>ej</small>	4% <small>j</small>	14% <small>j</small>	20% <small>ej</small>
Fully paid for by beneficiaries (through a membership fee)	146	81	50	7	7	17	104	10	14	5	3	5	9	63	56	5	23	25
	7%	7%	7%	10%	4%	4%	10%	3%	4%	1%	2%	3%	3%	16%	12%	9%	9%	8%
	100%	55%	34%	5%	4%b	11%	71% <small>eghij</small>	7%	10%	3%	2%	4%	6%	43% <small>efgh</small>	39% <small>eghij</small>	3% <small>i</small>	16% <small>eghi</small>	17% <small>egil</small>

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
 \* small base

**A Balancing Act: Charity Survey**  
**Fieldwork Dates 23 Nov 2007 - 04 Jan 2008**

**Table 34**  
**Q12 Are the goods or services your charity provides . . . ?**  
**Base: All**

	Charity Size (by Income)				Charitable Purpose													
	Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)	
Fully paid for by beneficiaries (NOT through a membership fee)	<b>274</b> <b>13%</b> <b>100%</b>	118 10% 43%	109 15% 40% <sup>a</sup>	25 23% 9% <sup>ab</sup>	18 26% 6% <sup>ab</sup>	37 8% 13%	126 12% 46% <sup>ghij</sup>	27 7% 10%	25 6% 9%	17 4% 6%	5 4% 2%	21 13% 7% <sup>hij</sup>	32 11% 12% <sup>i</sup>	79 20% 29% <sup>efgh</sup> ijlp	79 17% 29% <sup>efghi</sup> j	5 8% 2%	29 12% 11% <sup>ij</sup>	63 19% 23% <sup>efghijlp</sup>
Don't know	<b>37</b> <b>2%</b> <b>100%</b>	21 2% 58%	10 1% 28%	1 1% 4%	2 2% 4%	10 2% 26%	16 1% 43%	5 1% 14%	2 * 5%	4 1% 11%	3 2% 7%	5 3% 13% <sup>h</sup>	3 1% 8%	5 1% 13%	13 3% 34% <sup>h</sup>	1 2% 3%	6 3% 17%	2 1% 5%
Not Applicable	<b>236</b> <b>11%</b> <b>100%</b>	156 13% 66% <sup>bcd</sup>	64 9% 27%	8 7% 3%	5 7% 2%	81 17% 34% <sup>fhn</sup> q	109 10% 46% <sup>n</sup>	46 12% 19% <sup>nq</sup>	41 10% 17% <sup>n</sup>	53 13% 22% <sup>nq</sup>	27 21% 11% <sup>fhnkmn</sup> q	15 10% 6%	52 18% 22% <sup>fhn</sup> q	32 8% 14%	25 6% 11%	8 13% 3%	29 11% 12% <sup>n</sup>	22 7% 9%
Did not answer	<b>139</b> <b>6%</b> <b>100%</b>	83 7% 60%	38 5% 28%	5 4% 3%	4 6% 3%	22 5% 16%	52 5% 38%	12 3% 9%	20 5% 15%	20 5% 15%	6 5% 5%	13 8% 9% <sup>g</sup>	29 10% 21% <sup>efg</sup>	22 6% 16%	25 5% 18%	3 6% 2%	14 6% 10%	20 6% 14%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
 \* small base

**A Balancing Act: Charity Survey**  
**Fieldwork Dates 23 Nov 2007 - 04 Jan 2008**

**Table 35**  
**Q12 Are the goods or services your charity provides . . . ?**  
**Base: All**

	Number of direct beneficiaries						Payment for goods and services?			Frequency of contact							We only have a one-off relationship with DIRECT beneficiaries (q)
	1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)	At least once a year (p)	
<b>TOTAL</b>	2144	186	457	220	289	357	1250	818	488	572	526	699	651	491	403	600	114
<b>Unweighted Base</b>	<b>2144</b>																
<b>Weighted Base</b>	<b>2144</b>	756	226	432	186	181	1147	672	386	313	372	588	557	358	290	575	197*
	<b>100%</b>	35%	11%	20%	9%	8%	53%	31%	18%	15%	17%	27%	26%	17%	14%	27%	9%*
Effective base	<b>1224</b>	371	125	253	121	140	679	430	237	242	274	378	345	247	198	332	94
Free (beneficiaries do not pay)	<b>1147</b>	381	118	214	120	116	1147	283	139	179	223	310	300	238	181	360	127
	<b>53%</b>	50%	52%	50%	65%	64%	100%	42%	36%	57%	60%	53%	54%	67%	62%	63%	64%
	<b>100%</b>	33%	10%	19%	10%abc	10%ac	100%hi	25%	12%	16%	19%	27%	26%	21%jlm	16%l	31%lm	11%l
Partly paid for by beneficiaries (through a membership fee)	<b>335</b>	90	68	69	36	24	102	335	57	52	68	138	111	48	46	64	6
	<b>16%</b>	12%	30%	16%	20%	22%	9%	50%	15%	17%	18%	23%	20%	13%	16%	11%	3%
	<b>100%</b>	27%	20%acf	21%	11%a	12%a	30%	100%gi	17%g	16%pq	20%pq	41%jnop	33%npq	14%q	14%q	19%q	2%
Partly paid for by beneficiaries (NOT through a membership fee)	<b>435</b>	117	49	109	49	54	226	435	87	85	109	161	138	100	82	117	24
	<b>20%</b>	15%	22%	25%	26%	30%	20%	65%	23%	27%	29%	27%	25%	28%	28%	20%	12%
	<b>100%</b>	27%	11%	25%a	11%a	12%a	52%	100%gi	20%	20%q	25%pq	37%pq	32%q	23%pq	19%pq	27%	6%
Fully paid for by beneficiaries (through a membership fee)	<b>146</b>	44	19	37	15	15	39	38	146	23	36	62	68	26	23	30	4
	<b>7%</b>	6%	9%	8%	8%	8%	3%	6%	38%	7%	10%	11%	12%	7%	8%	5%	2%
	<b>100%</b>	30%	13%	25%	10%	10%	26%	26%	100%gh	16%q	24%pq	43%pq	47%npq	17%q	16%q	20%	2%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
 \* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

**Table 35**  
**Q12 Are the goods or services your charity provides . . . ?**  
Base: All

	Number of direct beneficiaries						Payment for goods and services?			Frequency of contact							We only have a one-off relationship with DIRECT beneficiaries (q)	
	1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)	At least once a year (p)		
<b>TOTAL</b>	<b>274</b>	<b>60</b>	<b>29</b>	<b>59</b>	<b>42</b>	<b>31</b>	<b>31</b>	<b>116</b>	<b>96</b>	<b>274</b>	<b>61</b>	<b>76</b>	<b>115</b>	<b>92</b>	<b>72</b>	<b>50</b>	<b>78</b>	<b>17</b>
	<b>13%</b>	8%	13%	14%	23%	17%	21%	10%	14%	71%	19%	21%	19%	16%	20%	17%	14%	9%
	<b>100%</b>	22%	11%	21%a	15%abc	11%a	11%a	42%	35%g	100%gh	22%q	28%pq	42%pq	33%	26%pq	18%	28%	6%
Fully paid for by beneficiaries (NOT through a membership fee)	<b>274</b>	60	29	59	42	31	31	116	96	274	61	76	115	92	72	50	78	17
	<b>13%</b>	8%	13%	14%	23%	17%	21%	10%	14%	71%	19%	21%	19%	16%	20%	17%	14%	9%
	<b>100%</b>	22%	11%	21%a	15%abc	11%a	11%a	42%	35%g	100%gh	22%q	28%pq	42%pq	33%	26%pq	18%	28%	6%
Don't know	<b>37</b>	12	1	6	1	5	1	-	-	-	5	4	4	7	5	2	11	2
	<b>2%</b>	2%	1%	1%	1%	3%	1%	-	-	-	1%	1%	1%	1%	1%	1%	2%	1%
	<b>100%</b>	33%	3%	17%	4%	13%	4%	-	-	-	12%	12%	12%	18%	14%	6%	30%	6%
Not Applicable	<b>236</b>	121	13	36	2	10	6	-	-	2	24	22	24	29	24	25	75	45
	<b>11%</b>	16%	6%	8%	1%	5%	4%	-	-	1%	8%	6%	4%	5%	7%	9%	13%	23%
	<b>100%</b>	51%bcdef	6%d	15%d	1%	4%d	2%	-	-	1%g	10%l	9%	10%	12%	10%	10%l	32%jklmn	19%jklmnop
Did not answer	<b>139</b>	28	4	41	9	8	8	-	-	-	23	16	31	36	14	15	29	5
	<b>6%</b>	4%	2%	10%	5%	5%	5%	-	-	-	7%	4%	5%	6%	4%	5%	5%	2%
	<b>100%</b>	20%	3%	30%ab	7%	6%	6%	-	-	-	17%	11%	23%	26%	10%	10%	21%	3%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
\* small base

**A Balancing Act: Charity Survey**  
Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

**Table 36**  
**Q12 Are the goods or services your charity provides . . . ?**  
Base: All

	TOTAL	Beneficiary Type												
		The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)
<b>Unweighted Base</b>	<b>2144</b>	781	450	355	1015	1227	858	835	273	952	525	446	293	461
<b>Weighted Base</b>	<b>2144</b>	718	403	270	734	1160	820	714	200	1032	366	406	188	372
	<b>100%</b>	33%	19%	13%	34%	54%	38%	33%	9%	48%	17%	19%	9%	17%
Effective base	<b>1224</b>	436	245	183	500	688	487	447	135	575	244	241	135	237
Free (beneficiaries do not pay)	<b>1147</b>	388	121	165	463	666	445	443	132	573	269	284	129	212
	<b>53%</b>	54%	30%	61%	63%	57%	54%	62%	66%	56%	74%	70%	69%	57%
	<b>100%</b>	34%b	11%	14%b	40%abfi	58%b	39%b	39%abfi	11%abfi	50%b	23%abcdefgim	25%abefgim	11%abefim	18%b
Partly paid for by beneficiaries (through a membership fee)	<b>335</b>	109	205	84	116	185	111	98	33	143	38	29	27	44
	<b>16%</b>	15%	51%	31%	16%	16%	14%	14%	16%	14%	10%	7%	14%	12%
	<b>100%</b>	32%k	61%acdefghijklm	25%adefghijklm	35%jkl	55%jkl	33%k	29%k	10%k	43%k	11%	9%	8%k	13%
Partly paid for by beneficiaries (NOT through a membership fee)	<b>435</b>	168	96	72	230	267	189	176	42	240	83	80	65	70
	<b>20%</b>	23%	24%	26%	31%	23%	23%	25%	21%	23%	23%	20%	34%	19%
	<b>100%</b>	39%	22%	16%	53%abefghijklm	61%	43%	41%	10%	55%	19%	18%	15%abefghijklm	16%
Fully paid for by beneficiaries (through a membership fee)	<b>146</b>	49	98	28	40	80	52	35	15	71	14	3	12	24
	<b>7%</b>	7%	24%	10%	5%	7%	6%	5%	8%	7%	4%	1%	6%	6%
	<b>100%</b>	33%k	67%acdefghijklm	19%dgjk	27%k	55%k	36%k	24%k	10%k	49%k	10%k	2%	8%k	16%k

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

**A Balancing Act: Charity Survey**  
**Fieldwork Dates 23 Nov 2007 - 04 Jan 2008**

**Table 36**  
**Q12 Are the goods or services your charity provides . . . ?**  
**Base: All**

	Beneficiary Type													
	The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)	
<b>TOTAL</b>														
Fully paid for by beneficiaries (NOT through a membership fee)	<b>274</b> <b>13%</b> <b>100%</b>	128 18% 47% <sub>jk</sub>	75 19% 27% <sub>jk</sub>	42 15% 15% <sub>k</sub>	135 18% 49% <sub>jk</sub>	193 17% 70% <sub>jk</sub>	142 17% 52% <sub>jk</sub>	108 15% 39% <sub>jk</sub>	34 17% 12% <sub>jk</sub>	162 16% 59% <sub>jk</sub>	34 9% 12%	35 9% 13%	30 16% 11% <sub>k</sub>	56 15% 20% <sub>k</sub>
Don't know	<b>37</b> <b>2%</b> <b>100%</b>	14 2% 38%	10 2% 26%	1 * 2%	11 1% 29%	16 1% 45%	12 2% 34%	10 1% 28%	4 2% 11%	17 2% 47%	5 1% 13%	8 2% 23%	5 3% 14%	3 1% 8%
Not Applicable	<b>236</b> <b>11%</b> <b>100%</b>	65 9% 28% <sub>bd</sub>	9 2% 4%	13 5% 5%	26 4% 11%	107 9% 45% <sub>bcd</sub>	72 9% 31% <sub>bd</sub>	55 8% 23% <sub>bd</sub>	17 8% 7% <sub>bd</sub>	82 8% 35% <sub>bd</sub>	25 7% 11% <sub>bd</sub>	55 13% 23% <sub>abcdgijl</sub>	12 6% 5% <sub>b</sub>	68 18% 29% <sub>abcdefghijl</sub>
Did not answer	<b>139</b> <b>6%</b> <b>100%</b>	56 8% 40%	21 5% 15%	15 6% 11%	36 5% 26%	61 5% 44%	62 8% 44%	48 7% 35%	12 6% 9%	66 6% 48%	24 7% 17%	17 4% 12%	10 5% 7%	19 5% 14%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 37

**Q13A If you indicated more than one option, please could you give an estimated percentage of the goods or services you supply that fall into each category?**

Free (beneficiaries do not pay)

Base: All where services are provided free

	Charity Size (by Income)				Charitable Purpose													
	Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)	
<b>Unweighted Base</b>	<b>1250</b>	250	368	298	321	309	683	371	331	325	89	165	165	185	192	31	177	260
<b>Weighted Base</b>	<b>1147</b>	592	428	73	41	273	581	266	269	305	88*	84*	156*	163	178	23**	142*	185
	<b>100%</b>	52%	37%	6%	4%	24%	51%	23%	23%	27%	8%*	7%*	14%*	14%	15%	2%**	12%*	16%
Effective base	<b>679</b>	250	368	298	321	166	356	177	174	180	58	67	97	102	107	15	92	132
0-20%	<b>934</b>	526	317	52	29	224	449	229	221	261	79	69	129	122	135	20	106	137
	<b>81%</b>	89%	74%	72%	72%	82%	77%	86%	82%	86%	91%	82%	83%	75%	76%	85%	75%	74%
	<b>100%</b>	56%bcd	34%	6%	3%	24%	48%	25%fmnpq	24%	28%fmnpq	9%fmnpq	7%	14%	13%	14%	2%	11%	15%
21-40%	<b>31</b>	12	14	3	2	10	20	8	6	7	3	2	7	10	9	2	9	8
	<b>3%</b>	2%	3%	4%	5%	4%	3%	3%	2%	2%	3%	2%	4%	6%	5%	7%	7%	4%
	<b>100%</b>	39%	46%	10%	6%a	31%	65%	27%	21%	24%	8%	5%	22%	34%	31%	5%	31%	26%
41-60%	<b>74</b>	31	35	6	1	17	46	6	17	16	*	4	9	11	12	*	7	12
	<b>6%</b>	5%	8%	8%	3%	6%	8%	2%	6%	5%	1%	4%	6%	7%	7%	1%	5%	7%
	<b>100%</b>	42%	47%cd	8%cd	2%	23%	63%gj	9%	23%	21%	1%	5%	12%	15%	16%	*	10%	16%
61-80%	<b>44</b>	5	31	5	3	13	32	8	7	11	4	5	3	9	9	1	5	14
	<b>4%</b>	1%	7%	7%	7%	5%	6%	3%	3%	4%	4%	6%	2%	5%	5%	6%	4%	8%
	<b>100%</b>	11%	71%a	12%a	6%a	29%	73%	19%	17%	25%	8%	11%	7%	20%	21%	3%	12%	33%h
81-100%	<b>65</b>	19	31	7	6	9	33	14	17	10	2	5	8	10	13	*	14	14
	<b>6%</b>	3%	7%	9%	14%	3%	6%	5%	6%	3%	2%	5%	5%	6%	7%	1%	10%	7%
	<b>100%</b>	29%	49%a	10%a	9%ab	14%	51%	21%	27%	15%	2%	7%	13%	16%	19%	*	21%ei	21%
Mean	<b>13.12</b>	7.49	18.69a	20.31a	21.90a	11.51	15.58gij	9.81	12.58	9.70	6.23	13.67	11.44	17.61gi	17.04gij	7.91	17.73gi	18.55egij

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 38

**Q13A If you indicated more than one option, please could you give an estimated percentage of the goods or services you supply that fall into each category?**

Free (beneficiaries do not pay)

Base: All where services are provided free

	TOTAL	Number of direct beneficiaries						Payment for goods and services?			Frequency of contact							We only have a one-off relationship with DIRECT beneficiaries (q)
		1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)	At least once a year (p)	
Unweighted Base	1250	233	92	243	143	205	247	1250	440	234	353	355	461	440	349	278	393	71
Weighted Base	1147	381	118*	214	120*	116*	101	1147	283	139	179	223	310	300	238	181	360	127*
	100%	33%	10%*	19%	10%*	10%*	9%	100%	25%	12%	16%	19%	27%	26%	21%	16%	31%	11%*
Effective base	679	188	65	135	76	93	104	679	213	103	147	176	228	215	169	132	209	59
0-20%	934	347	94	162	91	79	74	934	111	67	135	155	223	226	175	140	294	118
	81%	91%	80%	76%	75%	68%	73%	81%	39%	48%	76%	70%	72%	75%	74%	77%	82%	93%
	100%	37%bcde	10%	17%	10%	8%	8%	100%hi	12%	7%	14%	17%	24%	24%	19%	15%	31%kl	13%jklmnop
21-40%	31	1	-	4	7	11	4	31	25	12	5	5	19	12	9	7	11	-
	3%	*	-	2%	6%	10%	4%	3%	9%	9%	3%	2%	6%	4%	4%	4%	3%	-
	100%	4%	-	15%	22%ab	37%abc	13%a	100%	83%g	39%g	17%	15%	62%kq	40%	31%	22%	36%	-
41-60%	74	14	9	25	12	5	5	74	57	31	15	22	23	20	8	22	2	
	6%	4%	7%	11%	10%	4%	5%	6%	20%	22%	9%	10%	7%	7%	8%	5%	6%	2%
	100%	19%	12%	33%a	16%a	7%	7%	100%	77%g	42%g	21%	30%q	31%	28%	26%	11%	29%	3%
61-80%	44	8	7	3	8	8	9	44	36	13	11	18	16	17	11	10	5	
	4%	2%	6%	1%	7%	7%	9%	4%	13%	10%	6%	8%	5%	6%	5%	3%	4%	
	100%	19%	16%	7%	19%c	18%ac	20%ac	100%	83%g	31%g	25%	40%p	37%	38%	26%	22%	23%	11%
81-100%	65	11	8	20	3	13	9	65	53	16	12	24	29	25	23	16	23	1
	6%	3%	7%	9%	2%	12%	9%	6%	19%	12%	7%	11%	9%	8%	10%	9%	6%	1%
	100%	17%	12%	31%a	4%	21%ad	14%a	100%	82%g	25%g	19%	37%q	44%q	39%q	36%q	25%q	36%	2%
Mean	13.12	6.74	14.90a	16.97a	16.59a	22.13a	19.91a	13.12	42.84g	35.87g	16.68g	22.20pq	19.65pq	17.95q	18.90pq	16.82q	12.83q	5.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
\* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 39

**Q13A If you indicated more than one option, please could you give an estimated percentage of the goods or services you supply that fall into each category?**

**Free (beneficiaries do not pay)**

Base: All where services are provided free

	Beneficiary Type													
	TOTAL	The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)
<b>Unweighted Base</b>	<b>1250</b>	481	190	236	685	754	536	550	189	590	402	312	217	295
<b>Weighted Base</b>	<b>1147</b>	388	121*	165	463	666	445	443	132*	573	269	284	129*	212
	<b>100%</b>	34%	11%*	14%	40%	58%	39%	39%	11%*	50%	23%	25%	11%*	18%
Effective base	<b>679</b>	252	89	118	333	407	281	289	93	331	185	168	99	143
0-20%	<b>934</b>	305	72	120	350	517	364	353	102	457	221	240	93	168
	<b>81%</b>	79%	60%	73%	75%	78%	82%	80%	77%	80%	82%	85%	72%	79%
	<b>100%</b>	33%b	8%	13%	37%b	55%b	39%bcl	38%b	11%b	49%b	24%bcl	26%bcld	10%	18%b
21-40%	<b>31</b>	15	12	5	25	25	20	15	10	19	6	4	10	9
	<b>3%</b>	4%	10%	3%	5%	4%	5%	3%	8%	3%	2%	1%	8%	4%
	<b>100%</b>	50%	40%acegij	17%	83%k	81%	66%	48%	34%jkl	63%	21%	13%	33%ijkl	30%
41-60%	<b>74</b>	29	18	15	30	54	20	33	6	50	15	18	8	15
	<b>6%</b>	8%	15%	9%	6%	8%	5%	7%	4%	9%	6%	6%	6%	7%
	<b>100%</b>	39%	25%adefgh	20%	41%	73%	28%	44%	8%	67%fi	20%	24%	11%	20%
61-80%	<b>44</b>	18	9	12	23	36	15	19	7	20	10	9	9	5
	<b>4%</b>	5%	7%	7%	5%	5%	3%	4%	6%	4%	4%	3%	7%	3%
	<b>100%</b>	42%	20%	27%	52%	81%	33%	42%	17%	46%	22%	19%	21%	12%
81-100%	<b>65</b>	20	10	13	35	35	26	24	6	26	17	13	8	15
	<b>6%</b>	5%	8%	8%	8%	5%	6%	5%	5%	5%	6%	5%	7%	7%
	<b>100%</b>	31%	15%	20%	55%	54%	40%	37%	10%	40%	27%	21%	13%	23%
Mean	<b>13.12</b>	14.27	26.94adef	19.77fijk	16.73k	15.23	12.81	13.83	15.38	13.49	12.80	10.97	18.50k	14.35

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m  
\* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 40

**Q13B If you indicated more than one option, please could you give an estimated percentage of the goods or services you supply that fall into each category?  
Partly paid for by beneficiaries (through a membership fee)**

Base: All where services are part paid through a membership fee

	Charity Size (by Income)				Charitable Purpose													
	Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)	
<b>Unweighted Base</b>	<b>352</b>	69	121	76	84	76	227	59	64	35	7	33	28	84	108	17	65	71
<b>Weighted Base</b>	<b>335</b>	163*	141	19*	11*	59*	204	36*	51*	19**	1**	17**	23**	86*	130*	16**	57*	56*
	<b>100%</b>	49%*	42%	6%*	3%*	18%*	61%	11%*	15%*	6%**	***	5%**	7%**	26%*	39%*	5%**	17%*	17%*
Effective base	<b>201</b>	69	121	76	84	39	125	32	35	17	6	14	15	50	74	10	35	41
0-20%	<b>241</b>	125	92	14	8	47	138	22	34	12	1	12	16	57	88	8	34	33
	<b>72%</b>	77%	65%	78%	73%	80%	68%	61%	67%	63%	100%	70%	69%	66%	68%	50%	60%	59%
	<b>100%</b>	52%	38%	6%	3%	20% <sup>q</sup>	57%	9%	14%	5%	*	5%	7%	24%	37%	3%	14%	14%
21-40%	<b>32</b>	12	15	3	2	4	16	3	6	2	-	3	4	12	11	1	7	7
	<b>9%</b>	7%	11%	17%	14%	6%	8%	8%	11%	11%	-	16%	15%	13%	8%	8%	12%	13%
	<b>100%</b>	37%	48%	10% <sup>a</sup>	5%	12%	52%	9%	18%	6%	-	9%	11%	36%	35%	4%	22%	23%
41-60%	<b>33</b>	12	20	*	1	4	23	6	6	3	-	1	4	8	14	6	9	8
	<b>10%</b>	7%	14%	1%	8%	7%	11%	17%	12%	19%	-	7%	15%	10%	11%	36%	17%	15%
	<b>100%</b>	36%	60% <sup>c</sup>	1%	3% <sup>c</sup>	12%	71%	19%	18%	11%	-	4%	11%	25%	44%	18%	29%	26%
61-80%	<b>16</b>	9	6	1	*	1	14	2	2	*	-	*	*	5	6	-	3	3
	<b>5%</b>	6%	4%	4%	2%	1%	7%	5%	3%	1%	-	2%	1%	5%	5%	-	5%	5%
	<b>100%</b>	58%	36%	4%	2%	4%	84%	10%	10%	1%	-	2%	1%	29%	37%	-	17%	17%
81-100%	<b>14</b>	5	8	-	*	3	13	4	3	1	-	1	-	4	10	1	3	4
	<b>4%</b>	3%	6%	-	2%	6%	6%	10%	7%	6%	-	6%	-	5%	8%	6%	6%	8%
	<b>100%</b>	33%	58%	-	2%	24%	90%	26%	25%	8%	-	7%	-	32%	73%	7%	24%	32%
Mean	<b>17.03</b>	14.14	20.79 <sup>c</sup>	11.93	15.73	12.57	20.92	25.34	18.82	20.98	5.41	15.51	14.29	20.26	20.49	25.86	22.11	25.28 <sup>e</sup>

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
\* small base; \*\* very small base (under 30) ineligible for sig testing

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 41

**Q13B If you indicated more than one option, please could you give an estimated percentage of the goods or services you supply that fall into each category?**  
**Partly paid for by beneficiaries (through a membership fee)**

Base: All where services are part paid through a membership fee

	TOTAL	Number of direct beneficiaries					Payment for goods and services?			Frequency of contact								
		1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)	At least once a year (p)	We only have a one-off relationship with DIRECT beneficiaries (q)
<b>Unweighted Base</b>	<b>352</b>	49	43	66	45	57	77	164	352	94	94	95	139	116	79	64	91	3
<b>Weighted Base</b>	<b>335</b>	90*	68*	69*	36**	40*	24*	102*	335	57*	52*	68*	138*	111*	48*	46*	64*	6**
	<b>100%</b>	27%*	20%*	21%*	11%**	12%*	7%*	30%*	100%	17%*	16%*	20%*	41%*	33%*	14%*	14%*	19%*	2%**
Effective base	<b>201</b>	43	36	41	27	33	33	76	201	40	44	53	84	65	38	33	44	3
0-20%	<b>241</b>	73	50	47	18	25	20	54	241	39	34	44	95	76	35	34	52	5
	<b>72%</b>	80%	74%	68%	50%	63%	83%	53%	72%	69%	65%	65%	69%	69%	72%	74%	81%	80%
	<b>100%</b>	30%	21%	19%	8%	11%	8%	22%	100%g	16%	14%	18%	40%	32%	14%	14%	22%	2%
21-40%	<b>32</b>	5	6	4	8	7	2	20	32	6	5	6	14	15	7	6	6	-
	<b>9%</b>	5%	9%	6%	21%	18%	7%	20%	9%	10%	9%	9%	10%	14%	15%	13%	9%	-
	<b>100%</b>	15%	19%	13%	25%	23%	5%	63%h	100%	18%	15%	19%	43%	48%	23%	18%	18%	-
41-60%	<b>33</b>	6	7	9	5	5	2	12	33	9	6	13	14	6	5	6	4	1
	<b>10%</b>	7%	10%	12%	13%	12%	7%	12%	10%	15%	11%	20%	10%	6%	11%	14%	6%	20%
	<b>100%</b>	18%	21%	26%	14%	15%	5%	38%	100%	26%	18%	40%m	44%	19%	16%	19%	13%	4%
61-80%	<b>16</b>	2	5	5	4	*	*	5	16	4	3	2	7	7	1	-	1	-
	<b>5%</b>	3%	7%	7%	10%	1%	2%	5%	5%	6%	6%	3%	5%	6%	2%	-	2%	-
	<b>100%</b>	15%	29%	29%	22%	3%	2%	31%	100%	22%	20%	15%	44%	44%	7%	-	7%	-
81-100%	<b>14</b>	5	-	5	2	2	*	11	14	-	4	2	7	6	-	-	1	-
	<b>4%</b>	5%	-	7%	6%	6%	1%	10%	4%	-	9%	4%	5%	5%	-	-	2%	-
	<b>100%</b>	33%	-	33%	15%	16%	2%	74%i	100%	-	32%	17%	51%	41%	-	-	9%	-
Mean	<b>17.03</b>	11.45	15.36	21.56	28.10	20.89	11.01	29.34h	17.03	20.17	22.96	20.87	18.36	18.89	15.52	14.03	12.83	15.85

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 42

**Q13B If you indicated more than one option, please could you give an estimated percentage of the goods or services you supply that fall into each category?**

**Partly paid for by beneficiaries (through a membership fee)**

**Base: All where services are part paid through a membership fee**

	Beneficiary Type													
	TOTAL	The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)
<b>Unweighted Base</b>	<b>352</b>	135	222	115	169	208	129	127	53	153	70	52	44	71
<b>Weighted Base</b>	<b>335</b>	109*	205	84*	116*	185	111*	98*	33**	143*	38*	29**	27**	44*
	<b>100%</b>	32%*	61%	25%*	35%*	55%	33%*	29%*	10%**	43%*	11%*	9%**	8%**	13%*
Effective base	<b>201</b>	71	126	60	82	117	75	70	26	87	35	21	21	36
0-20%	<b>241</b>	68	142	58	78	122	77	64	16	93	27	19	18	30
	<b>72%</b>	62%	69%	69%	67%	66%	69%	66%	50%	65%	70%	67%	67%	67%
	<b>100%</b>	28%	59%	24%	32%	51%	32%	27%	7%	39%	11%	8%	7%	12%
21-40%	<b>32</b>	13	23	10	13	22	12	13	8	20	3	3	1	4
	<b>9%</b>	12%	11%	12%	11%	12%	11%	13%	24%	14%	7%	12%	6%	8%
	<b>100%</b>	42%	73%	31%	40%	69%	39%	42%	24%	63%	9%	11%	5%	11%
41-60%	<b>33</b>	15	19	5	16	23	13	14	6	16	5	3	6	6
	<b>10%</b>	13%	9%	6%	14%	12%	12%	14%	19%	11%	13%	12%	22%	14%
	<b>100%</b>	44%	57%	16%	50%	69%	40%	43%	19%	48%	15%	11%	18%	19%
61-80%	<b>16</b>	9	9	5	5	10	4	2	2	7	1	*	1	2
	<b>5%</b>	8%	4%	6%	4%	5%	4%	2%	8%	5%	4%	1%	5%	4%
	<b>100%</b>	53%	57%	31%	30%	62%	25%	10%	15%	46%	9%	1%	9%	10%
81-100%	<b>14</b>	4	12	6	5	8	5	5	-	7	2	2	-	3
	<b>4%</b>	4%	6%	7%	4%	4%	4%	5%	-	5%	6%	8%	-	8%
	<b>100%</b>	32%	82%	40%	33%	58%	33%	33%	-	50%	16%	16%	-	24%
Mean	<b>17.03</b>	23.19	18.63	19.08	19.85	19.80	18.28	19.05	23.73	20.42	18.86	20.45	19.41	21.95

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef/g/h/i/j/kl/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 43

**Q13C If you indicated more than one option, please could you give an estimated percentage of the goods or services you supply that fall into each category?**

**Partly paid for by beneficiaries (NOT through a membership fee)**

**Base: All where services are part paid NOT through a membership fee**

	Charity Size (by Income)				Charitable Purpose													
	Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)	
<b>Unweighted Base</b>	<b>601</b>	69	174	151	200	117	355	130	135	113	25	109	80	109	131	22	81	133
<b>Weighted Base</b>	<b>435</b>	163*	203	37	26	78*	239	71*	88*	73*	15**	44*	58*	93*	111*	17**	59*	87*
	<b>100%</b>	38%*	47%	8%	6%	18%*	55%	16%*	20%*	17%*	3%**	10%*	13%*	21%*	26%*	4%**	14%*	20%*
Effective base	<b>295</b>	69	174	151	200	57	172	56	65	57	13	46	40	64	72	13	39	69
0-20%	<b>288</b>	116	128	23	16	53	155	50	54	40	12	30	44	59	75	11	39	65
	<b>66%</b>	71%	63%	62%	62%	67%	65%	70%	61%	54%	77%	68%	77%	63%	67%	61%	65%	75%
	<b>100%</b>	40%	44%	8%	5%	18%	54%	17%	19%	14%	4%	10%	15% <sup>i</sup>	20%	26%	4%	13%	23% <sup>i</sup>
21-40%	<b>49</b>	19	22	4	4	8	31	6	11	13	2	3	2	13	16	*	8	10
	<b>11%</b>	12%	11%	11%	14%	10%	13%	8%	13%	18%	10%	8%	4%	14%	15%	1%	13%	12%
	<b>100%</b>	39%	45%	8%	7%	15%	64%	12%	23%	26% <sup>l</sup>	3%	7%	4%	26%	33%	*	16%	21%
41-60%	<b>53</b>	17	28	5	2	10	33	5	12	8	*	3	5	12	15	5	7	6
	<b>12%</b>	10%	14%	13%	8%	12%	14%	7%	14%	10%	3%	7%	9%	13%	14%	28%	13%	6%
	<b>100%</b>	32%	53%	9%	4%	18%	63%	10%	24%	14%	1%	6%	10%	23%	29%	9%	14%	10%
61-80%	<b>28</b>	9	14	3	2	7	13	7	6	7	1	1	4	5	2	*	4	4
	<b>6%</b>	6%	7%	7%	8%	9%	6%	11%	7%	10%	8%	3%	7%	6%	2%	1%	6%	5%
	<b>100%</b>	33%	49%	9%	8%	24%	47%	26% <sup>n</sup>	21%	26% <sup>n</sup>	5%	4%	15%	18%	7%	*	13%	15%
81-100%	<b>18</b>	2	10	2	2	2	7	3	4	5	*	7	2	5	3	1	1	2
	<b>4%</b>	1%	5%	6%	7%	2%	3%	4%	5%	7%	1%	15%	3%	5%	2%	8%	2%	2%
	<b>100%</b>	13%	59%	12% <sup>a</sup>	10% <sup>a</sup>	9%	37%	14%	24%	30%	1%	37% <sup>efgl</sup>	10%	27%	15%	8%	7%	9%
Mean	<b>20.94</b>	16.25	23.59	23.87 <sup>a</sup>	24.95 <sup>a</sup>	20.76	21.01	20.32	22.37	27.94 <sup>q</sup>	17.19	24.63	16.17	23.24	18.75	26.02	22.27	16.53

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/l/g/h/i/j/k/l/m/n/o/p/q  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 44

**Q13C If you indicated more than one option, please could you give an estimated percentage of the goods or services you supply that fall into each category?**  
**Partly paid for by beneficiaries (NOT through a membership fee)**

Base: All where services are part paid NOT through a membership fee

	TOTAL	Number of direct beneficiaries						Payment for goods and services?			Frequency of contact							
		1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)	At least once a year (p)	We only have a one-off relationship with DIRECT beneficiaries (q)
Unweighted Base	601	77	48	144	77	105	133	359	601	209	216	198	242	216	167	134	178	15
Weighted Base	435	117*	49*	109*	49*	54*	43*	226	435	87*	85*	109*	161	138	100*	82*	117*	24**
Effective base	295	61	30	72	39	50	55	172	295	86	85	96	123	103	80	64	88	12
0-20%	288	85	28	73	31	34	24	123	288	47	49	70	108	92	69	56	78	21
	66%	73%	58%	67%	65%	63%	56%	54%	66%	54%	58%	64%	67%	66%	69%	69%	67%	84%
	100%	30%	10%	25%	11%	12%	8%	43%	100%gi	16%	17%	24%	38%	32%	24%	19%	27%	7%
21-40%	49	9	5	17	9	6	4	39	49	17	12	16	22	18	10	8	11	2
	11%	7%	10%	15%	19%	10%	10%	17%	11%	19%	14%	15%	14%	13%	10%	9%	10%	10%
	100%	17%	10%	34%	19%	11%	9%	80%	100%	35%h	25%	33%	45%	37%	20%	15%	23%	5%
41-60%	53	13	10	13	6	5	5	30	53	9	11	14	20	13	14	13	15	-
	12%	11%	20%	12%	12%	10%	11%	13%	12%	11%	12%	13%	13%	9%	14%	16%	13%	-
	100%	25%	18%	25%	11%	10%	9%	58%	100%	18%	20%	26%	38%	25%	26%	25%	28%	-
61-80%	28	5	6	3	1	6	5	21	28	9	7	7	8	9	6	4	6	1
	6%	4%	12%	3%	2%	11%	11%	9%	6%	10%	9%	6%	5%	7%	6%	5%	5%	5%
	100%	18%	21%	12%	4%	20%	17%	74%	100%	32%	26%	24%	30%	33%	20%	14%	21%	4%
81-100%	18	5	*	3	1	3	5	13	18	5	6	2	3	6	2	1	7	*
	4%	4%	1%	2%	3%	6%	12%	6%	4%	6%	7%	2%	2%	4%	2%	1%	6%	1%
	100%	28%	2%	15%	8%	17%	29%bc	73%	100%	28%	34%l	13%	14%	34%	12%	5%	39%	1%
Mean	20.94	16.61	26.54	18.08	19.47	25.73	31.54acd	28.46h	20.94	27.56	25.91	21.35	18.73	21.36	19.70	19.23	20.85	11.42

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 45

**Q13C If you indicated more than one option, please could you give an estimated percentage of the goods or services you supply that fall into each category?**

**Partly paid for by beneficiaries (NOT through a membership fee)**

**Base: All where services are part paid NOT through a membership fee**

	Beneficiary Type													
	TOTAL	The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)
<b>Unweighted Base</b>	<b>601</b>	240	159	130	387	379	271	263	82	302	157	141	115	119
<b>Weighted Base</b>	<b>435</b>	168	96*	72*	230	267	189	176	42*	240	83*	80*	65*	70*
	<b>100%</b>	39%	22%*	16%*	53%	61%	43%	41%	10%*	55%	19%*	18%*	15%*	16%*
Effective base	<b>295</b>	123	73	65	178	190	136	132	35	160	73	62	54	55
0-20%	<b>288</b>	121	59	49	152	174	128	110	26	155	59	52	42	50
	<b>66%</b>	72%	62%	68%	66%	65%	68%	62%	62%	65%	71%	65%	66%	71%
	<b>100%</b>	42%	21%	17%	53%	60%	45%	38%	9%	54%	20%	18%	15%	17%
21-40%	<b>49</b>	13	14	10	24	38	18	20	7	33	11	12	9	10
	<b>11%</b>	8%	15%	13%	10%	14%	10%	11%	16%	14%	13%	15%	14%	14%
	<b>100%</b>	27%	29%	20%	49%	78%	38%	41%	13%	68%	22%	25%	18%	20%
41-60%	<b>53</b>	20	16	10	23	32	17	27	2	26	9	8	5	6
	<b>12%</b>	12%	17%	14%	10%	12%	9%	15%	5%	11%	11%	10%	7%	8%
	<b>100%</b>	38%	30%	19%	43%	61%	33%	51%	4%	49%	18%	16%	9%	11%
61-80%	<b>28</b>	9	4	2	21	14	14	15	5	18	3	6	7	4
	<b>6%</b>	5%	5%	3%	9%	5%	7%	8%	13%	7%	3%	7%	11%	5%
	<b>100%</b>	32%	16%	8%	74%	49%	50%	53%	19%	62%	9%	20%	25%	13%
81-100%	<b>18</b>	5	2	1	10	10	11	5	2	8	2	2	2	1
	<b>4%</b>	3%	2%	2%	4%	4%	6%	3%	4%	3%	2%	2%	2%	1%
	<b>100%</b>	29%	9%	8%	54%	54%	61%	26%	9%	46%	8%	10%	8%	4%
Mean	<b>20.94</b>	18.43	21.94	19.09	21.60	20.82	21.56	22.93	25.71	20.79	17.04	20.55	21.51	16.82

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m  
\* small base



**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 46

**Q13D If you indicated more than one option, please could you give an estimated percentage of the goods or services you supply that fall into each category?**

**Fully paid for by beneficiaries (through a membership fee)**

**Base: All where services are fully paid through a membership fee**

	Charity Size (by Income)				Charitable Purpose													
	Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)	
<b>Unweighted Base</b>	<b>160</b>	34	43	30	51	22	118	19	20	9	4	12	11	46	44	9	28	31
<b>Weighted Base</b>	<b>146*</b>	81*	50*	7*	7*	17**	104*	10**	14**	5**	3**	5**	9**	63*	56**	5**	23**	25**
	<b>100%*</b>	55%*	34%*	5%*	4%*	11%**	71%*	7%**	10%**	3%**	2%**	4%**	6%**	43%*	39%**	3%**	16%**	17%**
Effective base	<b>85</b>	34	43	30	51	12	61	8	9	3	1	4	6	32	29	3	14	16
0-20%	<b>108</b>	69	29	5	4	15	74	9	10	3	2	5	9	51	43	4	18	17
	<b>74%</b>	85%	58%	70%	55%	91%	72%	91%	71%	68%	87%	98%	100%	81%	77%	90%	77%	69%
	<b>100%</b>	63%bd	27%	5%	3%	14%	69%	8%	9%	3%	2%	5%	8%	47%	40%	4%	16%	16%
21-40%	<b>13</b>	-	12	*	*	*	11	*	2	1	*	*	-	3	4	*	3	5
	<b>9%</b>	-	23%	7%	6%	1%	11%	4%	16%	27%	9%	2%	-	6%	7%	10%	11%	18%
	<b>100%</b>	-	93%ad	4%a	3%a	2%	89%	3%	19%	10%	2%	1%	-	28%	30%	4%	21%	37%
41-60%	<b>11</b>	5	6	*	1	1	9	*	1	-	-	-	-	4	3	-	2	1
	<b>8%</b>	6%	12%	3%	10%	7%	9%	1%	8%	-	-	-	-	6%	5%	-	11%	5%
	<b>100%</b>	41%	51%	2%	6%	10%	79%	1%	10%	-	-	-	-	33%	22%	-	22%	10%
61-80%	<b>7</b>	5	1	1	*	-	4	*	*	*	-	-	-	-	4	-	*	2
	<b>5%</b>	6%	2%	10%	6%	-	4%	1%	3%	5%	-	-	-	-	6%	-	1%	7%
	<b>100%</b>	68%	17%	10%	5%	-	61%	2%	7%	3%	-	-	-	50%	-	3%	24%	
81-100%	<b>7</b>	2	2	1	2	*	5	*	*	-	*	-	-	5	3	-	-	*
	<b>5%</b>	3%	5%	10%	24%	1%	5%	3%	1%	-	4%	-	-	8%	6%	-	-	2%
	<b>100%</b>	34%	33%	11%	22%ab	2%	76%	4%	2%	-	2%	-	-	71%	45%	-	-	6%
Mean	<b>16.02</b>	10.74	21.53	23.77	35.18ab	8.48	17.00	8.00	13.26	12.07	6.67	2.56	0.56	13.16	15.31	6.15	13.39	16.47

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 47

**Q13D If you indicated more than one option, please could you give an estimated percentage of the goods or services you supply that fall into each category?**

**Fully paid for by beneficiaries (through a membership fee)**

Base: All where services are fully paid through a membership fee

	TOTAL	Number of direct beneficiaries						Payment for goods and services?			Frequency of contact							
		1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)	At least once a year (p)	We only have a one-off relationship with DIRECT beneficiaries (q)
Unweighted Base	160	24	14	36	19	26	36	70	76	160	48	53	65	67	37	39	43	2
Weighted Base	146*	44**	19**	37**	15**	15**	13**	39*	38*	146*	23**	36**	62*	68*	26**	23**	30**	4**
Effective base	85	21	10	20	11	13	13	31	31	85	18	27	37	36	19	19	21	2
0-20%	108	37	11	30	11	7	9	20	18	108	16	22	40	56	17	15	17	4
	74%	84%	57%	81%	72%	50%	72%	52%	47%	74%	69%	60%	63%	82%	68%	68%	57%	100%
	100%	34%	10%	27%	10%	7%	9%	19%	16%	100% <sup>gh</sup>	15%	20%	37%	52%	16%	14%	16%	3%
21-40%	13	3	1	1	1	4	2	8	5	13	4	7	10	4	4	2	4	-
	9%	8%	6%	3%	8%	24%	15%	20%	14%	9%	16%	21%	16%	6%	15%	7%	13%	-
	100%	28%	9%	9%	9%	29%	15%	62%	42%	100%	29%	59%	77%	32%	31%	13%	32%	-
41-60%	11	1	4	2	*	3	1	8	6	11	2	3	4	5	4	3	5	-
	8%	3%	18%	7%	1%	18%	11%	20%	17%	8%	8%	8%	6%	7%	15%	12%	17%	-
	100%	10%	31%	21%	1%	23%	12%	66%	57%	100%	17%	25%	34%	45%	34%	24%	45%	-
61-80%	7	2	4	*	*	*	-	1	4	7	*	*	6	*	-	*	-	-
	5%	5%	18%	1%	3%	3%	-	2%	11%	5%	2%	1%	10%	*	-	1%	-	-
	100%	34%	50%	3%	5%	7%	-	12%	61%	100%	7%	7%	88%	2%	-	3%	-	-
81-100%	7	-	*	3	3	1	*	2	4	7	1	3	3	3	*	3	4	-
	5%	-	1%	9%	17%	4%	3%	6%	11%	5%	5%	9%	5%	4%	2%	12%	13%	-
	100%	-	2%	47%	37%	9%	5%	31%	61%	100%	18%	49%	45%	43%	7%	39%	54%	-
Mean	16.02	8.37	26.58	13.42	23.21	28.24	14.01	26.52	34.12	16.02	17.08	22.03	22.33	11.47	18.02	25.45	27.92	1.65

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 48

**Q13D If you indicated more than one option, please could you give an estimated percentage of the goods or services you supply that fall into each category?**

**Fully paid for by beneficiaries (through a membership fee)**

**Base: All where services are fully paid through a membership fee**

	Beneficiary Type													
	TOTAL	The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)
<b>Unweighted Base</b>	<b>160</b>	64	98	47	72	102	55	55	25	70	28	21	24	36
<b>Weighted Base</b>	<b>146*</b>	49*	98*	28**	40*	80*	52**	35**	15**	71*	14**	3**	12**	24**
	<b>100%*</b>	33%*	67%*	19%**	27%*	55%*	36%**	24%**	10%**	49%*	10%**	2%**	8%**	16%**
Effective base	<b>85</b>	31	55	20	31	54	30	27	11	40	11	19	10	16
0-20%	<b>108</b>	32	72	23	23	51	39	23	10	50	11	2	8	15
	<b>74%</b>	65%	73%	83%	57%	64%	75%	65%	65%	70%	75%	48%	63%	65%
	<b>100%</b>	29%	66%	21%	21%	47%	36%	21%	9%	46%	10%	1%	7%	14%
21-40%	<b>13</b>	6	6	2	6	12	5	9	4	8	1	*	4	3
	<b>9%</b>	13%	6%	6%	14%	15%	9%	24%	24%	12%	10%	15%	31%	11%
	<b>100%</b>	49%	49%	12%	44%	97%	39%	68%	29%	66%	11%	4%	30%	21%
41-60%	<b>11</b>	8	7	2	4	9	5	3	2	6	1	*	*	5
	<b>8%</b>	16%	7%	6%	10%	11%	10%	8%	10%	9%	9%	4%	1%	21%
	<b>100%</b>	68%	58%	15%	34%	77%	45%	24%	13%	56%	11%	1%	1%	43%
61-80%	<b>7</b>	1	7	1	4	7	*	*	*	4	1	1	*	*
	<b>5%</b>	3%	7%	4%	11%	8%	1%	1%	2%	5%	4%	18%	2%	1%
	<b>100%</b>	20%	97%	14%	61%	95%	7%	7%	3%	54%	9%	9%	3%	3%
81-100%	<b>7</b>	2	6	1	3	1	3	1	-	3	*	1	*	1
	<b>5%</b>	3%	6%	2%	8%	1%	5%	2%	-	4%	2%	15%	2%	3%
	<b>100%</b>	22%	91%	9%	48%	17%	38%	9%	-	40%	4%	7%	4%	9%
Mean	<b>16.02</b>	19.31	18.00	12.62	26.75	20.14	15.07	16.09	14.11	17.65	13.11	35.26	16.37	21.19

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef/g/h/i/j/kl/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 49

**Q13E If you indicated more than one option, please could you give an estimated percentage of the goods or services you supply that fall into each category?**

**Fully paid for by beneficiaries (NOT through a membership fee)**

**Base: All where services are fully paid NOT through a membership fee**

	Charity Size (by Income)				Charitable Purpose													
	Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)	
<b>Unweighted Base</b>	<b>389</b>	50	94	102	139	56	217	72	69	43	12	57	44	81	81	9	46	77
<b>Weighted Base</b>	<b>274</b>	118*	109*	25	18	37**	126*	27*	25**	17**	5**	21**	32**	79*	79*	5**	29**	63*
	<b>100%</b>	43%*	40%*	9%	6%	13%**	46%*	10%*	9%**	6%**	2%**	7%**	12%**	29%*	29%*	2%**	11%**	23%*
Effective base	179	50	94	102	139	25	95	34	29	21	6	18	19	48	46	5	23	40
0-20%	181	95	59	15	7	24	74	18	18	12	3	13	18	51	51	3	18	41
	<b>66%</b>	80%	54%	61%	42%	65%	59%	67%	71%	70%	59%	64%	55%	65%	64%	57%	61%	66%
	<b>100%</b>	52%bcd	33%	8% <sup>d</sup>	4%	13%	41%	10%	10%	7%	2%	7%	10%	29%	28%	1%	10%	23%
21-40%	29	2	21	3	2	3	18	4	3	2	2	1	1	6	7	1	1	8
	<b>10%</b>	2%	19%	13%	12%	8%	14%	15%	10%	14%	33%	5%	3%	8%	9%	15%	3%	12%
	<b>100%</b>	8%	73% <sup>a</sup>	11% <sup>a</sup>	7% <sup>a</sup>	11%	64%	14%	9%	8%	6%	4%	3%	21%	25%	3%	3%	27%
41-60%	23	9	9	3	2	3	10	2	3	1	*	1	6	6	5	-	2	4
	<b>9%</b>	8%	9%	11%	11%	10%	8%	9%	10%	4%	5%	5%	20%	7%	6%	-	8%	7%
	<b>100%</b>	41%	40%	11%	8%	15%	42%	10%	11%	3%	1%	4%	27%	25%	22%	-	10%	19%
61-80%	15	2	9	2	2	2	8	2	2	*	*	2	3	4	5	1	2	4
	<b>6%</b>	2%	9%	7%	11%	6%	6%	9%	7%	3%	3%	8%	8%	5%	6%	25%	6%	7%
	<b>100%</b>	15%	61%	11%	13% <sup>a</sup>	15%	50%	16%	12%	3%	1%	11%	18%	27%	32%	8%	12%	27%
81-100%	26	9	10	2	4	4	16	*	*	2	-	4	4	12	12	*	6	5
	<b>10%</b>	8%	10%	9%	24%	10%	13%	1%	1%	9%	-	18%	14%	15%	15%	3%	22%	8%
	<b>100%</b>	36%	40%	8%	16% <sup>abc</sup>	14%	61%	1%	1%	6%	-	14%	17%	45%	44%	*	24%	20%
Mean	22.73	15.64	27.41 <sup>a</sup>	24.84	42.37 <sup>abc</sup>	25.51	27.22	19.70	18.10	19.86	15.56	28.61	30.70	26.21	26.10	29.45	33.14	21.76

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 50

**Q13E If you indicated more than one option, please could you give an estimated percentage of the goods or services you supply that fall into each category?**

**Fully paid for by beneficiaries (NOT through a membership fee)**

Base: All where services are fully paid NOT through a membership fee

	TOTAL	Number of direct beneficiaries						Payment for goods and services?			Frequency of contact							
		1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)	At least once a year (p)	We only have a one-off relationship with DIRECT beneficiaries (q)
Unweighted Base	389	42	31	97	55	54	88	200	219	389	157	130	154	140	106	84	122	13
Weighted Base	274	60*	29**	59*	42**	31**	31*	116*	96*	274	61*	76*	115*	92*	72*	50*	78*	17**
Effective base	179	32	17	40	25	24	40	85	87	179	63	59	76	61	47	35	54	10
0-20%	181	46	18	39	22	19	18	56	51	181	36	43	73	66	46	33	47	12
	66%	77%	61%	65%	54%	62%	58%	48%	53%	66%	60%	56%	64%	72%	63%	66%	60%	71%
	100%	25%	10%	21%	12%	11%	10%	31%	28%	100% <sup>gh</sup>	20%	24%	41%	37%	25%	18%	26%	7%
21-40%	29	6	5	7	3	3	5	17	22	29	10	14	13	6	12	6	9	1
	10%	10%	16%	12%	7%	10%	15%	14%	23%	10%	17%	18%	11%	6%	17%	13%	11%	7%
	100%	20%	16%	25%	10%	11%	16%	59%	77% <sup>i</sup>	100%	36%	49% <sup>m</sup>	45%	20%	43%	23%	31%	4%
41-60%	23	2	3	5	4	2	3	20	8	23	5	8	11	4	2	1	7	-
	9%	4%	9%	9%	10%	7%	9%	17%	8%	9%	9%	10%	10%	5%	3%	1%	10%	-
	100%	10%	11%	23%	19%	9%	12%	84% <sup>i</sup>	34%	100%	22%	32%	48%	18%	10%	3%	32%	-
61-80%	15	3	1	3	6	1	1	9	7	15	6	5	8	7	5	4	5	-
	6%	4%	4%	6%	13%	4%	4%	8%	8%	6%	9%	7%	7%	8%	7%	8%	6%	-
	100%	17%	8%	23%	36%	8%	7%	58%	48%	100%	36%	35%	53%	47%	32%	25%	30%	-
81-100%	26	3	2	4	7	5	4	15	8	26	3	6	9	8	7	6	10	4
	10%	5%	9%	8%	16%	17%	14%	13%	9%	10%	5%	8%	8%	9%	9%	11%	13%	22%
	100%	12%	9%	17%	25%	20%	16%	57%	32%	100%	12%	24%	35%	30%	26%	22%	38%	14%
Mean	22.73	12.82	25.02	22.26	35.15	27.68	28.62 <sup>a</sup>	34.29 <sup>i</sup>	28.58	22.73	23.32	25.13	23.14	21.08	23.32	22.49	26.93	25.51

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 51

**Q13E If you indicated more than one option, please could you give an estimated percentage of the goods or services you supply that fall into each category?**

**Fully paid for by beneficiaries (NOT through a membership fee)**

**Base: All where services are fully paid NOT through a membership fee**

	Beneficiary Type													
	TOTAL	The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)
<b>Unweighted Base</b>	<b>389</b>	172	125	81	247	261	189	171	58	196	89	84	62	80
<b>Weighted Base</b>	<b>274</b>	128*	75*	42*	135	193	142*	108*	34**	162*	34*	35*	30*	56*
	<b>100%</b>	47%*	27%*	15%*	49%	70%	52%*	39%*	12%**	59%*	12%*	13%*	11%*	20%*
Effective base	<b>179</b>	85	53	35	104	126	92	80	25	99	36	32	30	37
0-20%	<b>181</b>	89	47	27	84	128	94	70	20	112	23	26	17	33
	<b>66%</b>	70%	63%	66%	62%	66%	66%	65%	61%	69%	66%	75%	56%	58%
	<b>100%</b>	49%	26%	15%	47%	71%	52%	39%	11%	62%	13%	14%	9%	18%
21-40%	<b>29</b>	14	11	4	18	20	11	12	1	14	3	4	3	6
	<b>10%</b>	11%	14%	9%	13%	11%	8%	12%	3%	9%	9%	11%	10%	10%
	<b>100%</b>	51%	37%	14%	62%	71%	38%	44%	3%	49%	11%	13%	10%	20%
41-60%	<b>23</b>	7	4	3	13	12	13	9	5	12	5	1	6	8
	<b>9%</b>	5%	5%	7%	10%	6%	9%	8%	14%	7%	15%	3%	20%	14%
	<b>100%</b>	30%	17%	13%	55%	53%	53%	37%	20%	50%	21%	5%	25%abeik	33%
61-80%	<b>15</b>	5	6	5	5	12	8	7	3	7	3	1	2	2
	<b>6%</b>	4%	8%	12%	4%	6%	6%	6%	10%	4%	9%	2%	8%	3%
	<b>100%</b>	32%	40%	32%	32%	79%	55%	45%	23%	44%	20%	5%	16%	12%
81-100%	<b>26</b>	13	7	2	15	20	16	10	4	18	*	3	2	8
	<b>10%</b>	10%	9%	6%	11%	10%	11%	9%	12%	11%	1%	9%	6%	15%
	<b>100%</b>	47%	27%	9%	57%	74%	60%	37%	15%	68%	1%	12%	7%	31%
Mean	<b>22.73</b>	20.93	25.30	23.32	25.07	23.17	23.77	23.08	29.68	21.62	20.29	19.38	28.99	28.89

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**A Balancing Act: Charity Survey**  
**Fieldwork Dates 23 Nov 2007 - 04 Jan 2008**

**Table 52**  
**Q14 Please answer the following questions about how your charity identifies its beneficiaries?**  
**Base: All**

	TOTAL	Charity Size (by Income)				Charitable Purpose												
		Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)
<b>Unweighted Base</b>	<b>2144</b>	503	640	443	525	479	1151	521	482	434	132	268	282	362	392	70	290	386
<b>Weighted Base</b>	<b>2144</b>	1191	745	108	67	466	1053	374	393	409	130*	156	288	388	455	57*	253	325
	<b>100%</b>	56%	35%	5%	3%	22%	49%	17%	18%	19%	6%*	7%	13%	18%	21%	3%*	12%	15%
Effective base	1224	503	640	443	525	272	627	249	248	240	82	115	168	223	252	37	156	211
They approach us	1512	753	596	90	54	354	763	270	311	285	89	122	215	307	349	49	187	254
	<b>71%</b>	63%	80%	84%	81%	76%	72%	72%	79%	70%	68%	78%	75%	79%	77%	85%	74%	78%
	<b>100%</b>	50%	39%a	6%a	4%a	23%	50%	18%	21%fij	19%	6%	8%	14%	20%i	23%	3%	12%	17%i
They are referred by other organisations/ individuals	1020	429	453	79	46	253	521	231	289	254	60	103	126	170	225	33	122	195
	<b>48%</b>	36%	61%	73%	69%	54%	49%	62%	74%	62%	46%	66%	44%	44%	49%	58%	48%	60%
	<b>100%</b>	42%	44%a	8%ab	5%ab	25%lm	51%	23%fjlm	28%efgi	25%fjlmn	6%	10%efjl	12%	17%	22%	3%	12%	19%fjlmnp
We actively seek them out / recruit them	695	322	281	50	33	144	421	112	136	136	37	53	82	178	170	23	102	137
	<b>32%</b>	27%	38%	47%	49%	31%	40%	30%	35%	33%	28%	34%	29%	46%	37%	40%	40%	42%
	<b>100%</b>	46%	40%a	7%ab	5%ab	21%	61%egjl	16%	20%	20%	5%	8%	12%	26%eghijkl	24%	3%	15%gl	20%egjl
We operate a selection process based on another process	343	161	129	27	23	81	172	89	71	99	33	40	46	46	43	8	37	56
	<b>16%</b>	14%	17%	25%	35%	17%	16%	24%	18%	24%	25%	25%	16%	12%	9%	13%	15%	17%
	<b>100%</b>	47%	38%	8%ab	7%abc	23%n	50%n	26%fmnp	21%n	29%fmnp	10%fmnp	12%fmnp	14%n	14%	12%	2%	11%	16%n
We operate a selection process based on a grant application	336	154	135	26	15	128	191	88	79	117	37	34	48	64	51	8	42	47
	<b>16%</b>	13%	18%	24%	22%	27%	18%	23%	20%	29%	29%	22%	17%	17%	11%	14%	16%	14%
	<b>100%</b>	46%	40%a	8%ab	4%a	38%fhlmnpq	57%n	26%nq	23%n	35%fhlmnpq	11%flmn	10%n	14%	19%	15%	2%	12%	14%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
 \* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

**Table 52**  
**Q14 Please answer the following questions about how your charity identifies its beneficiaries?**  
Base: All

	Charity Size (by Income)				Charitable Purpose													
	Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)	
We operate a selection process based on a means / needs test	<b>228</b> <b>11%</b> <b>100%</b>	92 8% 40%	100 13% 44%a	14 13% 6%a	19 29% 8%abc	70 15% 30%mpn	109 10% 48%n	67 18% 29%flmn pq	57 15% 25%mpn	107 26% 47%efgh lmnopq	29 23% 13%flmn pq	59 38% 26%efgh ijklmnop q	28 10% 12%	26 7% 11%	25 6% 11%	5 8% 2%	20 8% 9%	36 11% 16%n
School/school staff/pupils/PTA	<b>80</b> <b>4%</b> <b>100%</b>	69 6% 86%bcd	10 1% 13%	1 1% 1%	* 1% *	5 1% 6%	78 7% 97%eghij klmnopq	- - -	1 * 2%	- - -	- - -	- * *	5 1% 6%	13 3% 16%ghilp	- - -	* * *	- - -	2 1% 3%
Benefits all/ the general public/ everyone/it is available/open for all/a community activity	<b>30</b> <b>1%</b> <b>100%</b>	19 2% 64%	8 1% 27%	1 1% 3%	1 1% 12%	6 1% 21%	* * 1%	* - 1%	- - -	- - -	- - -	4 1% 12%	5 1% 17%	15 3% 51%efghi	- - -	9 3% 29%efghi	3 1% 9%	
Defined by charities purpose/whether person needs the service/has been diagnosed with specific problem	<b>27</b> <b>1%</b> <b>100%</b>	14 1% 53%	10 1% 39%	1 1% 5%	1 2% 4%	3 1% 10%	14 1% 54%	6 2% 22%	3 1% 13%	4 1% 15%	3 3% 13%mn	* * 1%	8 3% 30%mn	1 * 2%	1 * 2%	1 2% 4%	3 1% 11%	2 1% 6%
Publicity/marketing/advertising	<b>18</b> <b>1%</b> <b>100%</b>	14 1% 77%	3 * 19%	* * 3%	* * 1%	2 1% 13%	10 1% 52%	- - -	6 2% 32%	2 1% 13%	- - -	2 2% 13%g	3 1% 15%	4 1% 20%	5 1% 26%	1 2% 6%g	6 2% 32%g	2 1% 13%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
\* small base



**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

**Table 52**

**Q14 Please answer the following questions about how your charity identifies its beneficiaries?**

Base: All

	Charity Size (by Income)				Charitable Purpose												
	Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)
<b>TOTAL</b>	<b>18</b>	<b>2</b>	<b>1</b>	<b>1</b>	*	*	*	-	*	-	-	12	-	2	-	2	2
	1%	*	*	1%	*	*	*	-	*	-	-	4%	-	1%	-	1%	1%
	100%	80%	13%	3%	1%	3%	1%	-	1%	-	-	65%efghi	-	14%	-	14%f	14%
Church/local church / parishioners/ PCC	14	2	*	1	*	*	*	-	*	-	-	12	-	2	-	2	2
	1%	*	*	1%	*	*	*	-	*	-	-	4%	-	1%	-	1%	1%
	100%	80%	13%	3%	1%	3%	1%	-	1%	-	-	65%efghi	-	14%	-	14%f	14%
We only have one beneficiary	16	3	-	*	1	6	*	1	-	1	-	2	4	-	2	5	-
	1%	*	-	*	*	1%	*	*	-	1%	-	1%	1%	-	4%	2%	-
	100%	76%	22%	-	7%	39%	1%	7%	-	7%	-	15%	23%	-	15%efgh	30%gin	-
Geographical location	15	2	*	*	*	5	*	*	2	-	-	*	5	6	-	7	11
	1%	*	*	*	*	*	*	*	1%	-	-	*	1%	1%	-	3%	3%
	100%	81%	16%	2%	3%	34%	1%	1%	17%	-	-	1%	33%	41%	-	51%efgh	75%efghil
Recommendations /word of mouth	11	3	*	*	4	6	5	3	6	2	1	2	3	6	-	4	4
	1%	*	*	*	1%	1%	1%	1%	2%	2%	1%	1%	1%	1%	-	1%	1%
	100%	63%	31%	4%	33%	54%	43%	24%	54%	21%	10%	22%	23%	53%	-	32%	31%
Members /of organisation	10	5	5	*	3	4	4	3	2	-	*	-	-	-	2	3	4
	*	*	1%	*	1%	*	1%	1%	*	-	*	-	-	-	4%	1%	1%
	100%	47%	46%	2%	27%	38%	40%	27%	15%	-	2%	-	-	-	24%efil	26%	35%
Other	9	3	*	*	1	4	*	*	2	-	1	4	2	2	-	-	*
	*	*	*	*	*	*	*	*	1%	-	1%	1%	1%	1%	-	-	*
	100%	53%	39%	5%	13%	45%	3%	3%	26%	-	13%	41%	26%	26%	-	-	3%
By trust deed/ named in trust instrument/ trustees	8	1	-	-	2	5	2	2	5	2	1	5	-	-	-	-	-
	*	*	-	-	1%	*	1%	1%	1%	2%	1%	2%	-	-	-	-	-
	100%	86%	14%	-	29%	57%	29%	29%	57%	29%mn	14%	57%n	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
\* small base

**A Balancing Act: Charity Survey**  
**Fieldwork Dates 23 Nov 2007 - 04 Jan 2008**

**Table 52**  
**Q14 Please answer the following questions about how your charity identifies its beneficiaries?**  
**Base: All**

	Charity Size (by Income)				Charitable Purpose													
	Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)	
<b>TOTAL</b>	<b>8</b>	<b>2</b>	<b>6</b>	<b>-</b>	<b>-</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>-</b>	<b>1</b>	<b>2</b>	<b>-</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>-</b>	<b>-</b>	<b>-</b>
	*	*	1%	-	-	1%	*	1%	-	*	2%	-	1%	*	*	-	-	-
	100%	29%	71%	-	-	43%	14%	28%	-	14%	28%fh	-	43%f	14%	14%	-	-	-
Connected charity/ umbrella for smaller charities																		
Hospital/ clinics/ patients/ nurses/hospital staff	<b>7</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>*</b>	<b>-</b>	<b>3</b>	<b>7</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
	*	*	*	1%	*	-	*	2%	1%	2%	-	-	-	-	-	-	-	-
	100%	70%	17%	11%	2%	-	39%	100%efmnq	35%	35%	35%efmn	-	-	-	-	-	-	-
On going relationship/ historic association	<b>4</b>	<b>2</b>	<b>1</b>	<b>*</b>	<b>*</b>	<b>-</b>	<b>*</b>	<b>*</b>	<b>-</b>	<b>-</b>	<b>2</b>	<b>-</b>	<b>2</b>	<b>1</b>	<b>-</b>	<b>-</b>	<b>*</b>	<b>2</b>
	*	*	*	*	*	-	*	*	-	-	2%	-	1%	*	-	-	*	1%
	100%	57%	28%	12%	3%	-	9%	6%	-	-	57%efhin	-	57%f	28%	-	-	3%	60%f
Don't know	<b>1</b>	<b>-</b>	<b>1</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
	*	*	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	100%	-	100%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
refused	<b>1</b>	<b>-</b>	<b>1</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
	*	*	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	100%	-	100%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Did not answer	<b>121</b>	<b>85</b>	<b>21</b>	<b>3</b>	<b>2</b>	<b>22</b>	<b>34</b>	<b>8</b>	<b>12</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>12</b>	<b>23</b>	<b>30</b>	<b>-</b>	<b>14</b>	<b>15</b>
	6%	7%	3%	2%	3%	5%	3%	2%	3%	1%	2%	1%	4%	6%	7%	-	6%	4%
	100%	70%bcd	17%	2%	2%	18%ei	28%	7%	10%	3%	2%	1%	10%i	19%gik	25%fgik	-	11%ik	12%i

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
 \* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

**Table 53**  
**Q14 Please answer the following questions about how your charity identifies its beneficiaries?**  
Base: All

	Number of direct beneficiaries						Payment for goods and services?			Frequency of contact							We only have a one-off relationship with DIRECT beneficiaries (q)	
	1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)	At least once a year (p)		
<b>TOTAL</b>																		
<b>Unweighted Base</b>	<b>2144</b>	457	186	457	220	289	357	1250	818	488	572	526	699	651	491	403	600	114
<b>Weighted Base</b>	<b>2144</b>	756	226	432	186	181	149	1147	672	386	313	372	588	557	358	290	575	197*
	<b>100%</b>	35%	11%	20%	9%	8%	7%	53%	31%	18%	15%	17%	27%	26%	17%	14%	27%	9%*
Effective base	<b>1224</b>	371	125	253	121	140	155	679	430	237	242	274	378	345	247	198	332	94
They approach us	<b>1512</b>	490	187	314	150	139	114	792	566	340	237	310	515	467	280	235	409	118
	<b>71%</b>	65%	83%	73%	81%	76%	77%	69%	84%	88%	76%	83%	88%	84%	78%	81%	71%	60%
	<b>100%</b>	32%	12%ac	21%a	10%a	9%a	8%a	52%	37%g	22%g	16%q	20%jppq	34%jnopq	31%jppq	19%q	16%ppq	27%q	8%
They are referred by other organisations/ individuals	<b>1020</b>	309	110	229	104	105	90	632	390	181	193	231	379	313	209	178	291	91
	<b>48%</b>	41%	49%	53%	56%	58%	61%	55%	58%	47%	62%	62%	64%	56%	58%	61%	51%	46%
	<b>100%</b>	30%	11%	22%a	10%a	10%a	9%ab	62%i	38%i	18%	19%ppq	23%ppq	37%mpq	31%	20%q	17%ppq	28%	9%
We actively seek them out / recruit them	<b>695</b>	203	77	148	81	76	66	390	303	152	102	135	243	245	142	113	200	38
	<b>32%</b>	27%	34%	34%	44%	42%	44%	34%	45%	39%	32%	36%	41%	44%	40%	39%	35%	19%
	<b>100%</b>	29%	11%	21%	12%a	11%a	9%ac	56%	44%g	22%	15%q	19%q	35%jq	35%jppq	20%q	16%q	29%q	5%
We operate a selection process based on another process	<b>343</b>	139	28	60	40	32	21	228	115	60	66	68	89	91	69	68	118	38
	<b>16%</b>	18%	13%	14%	21%	18%	14%	20%	17%	16%	21%	18%	15%	16%	19%	23%	21%	19%
	<b>100%</b>	40%	8%	18%	12%	9%	6%	66%	33%	18%	19%	20%	26%	27%	20%	20%lm	34%	11%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
\* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

**Table 53**  
**Q14 Please answer the following questions about how your charity identifies its beneficiaries?**  
 Base: All

	Number of direct beneficiaries						Payment for goods and services?			Frequency of contact								
	1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)	At least once a year (p)	We only have a one-off relationship with DIRECT beneficiaries (q)	
<b>TOTAL</b>	<b>336</b>	156	24	48	24	29	22	220	76	22	18	27	44	58	65	60	160	57
	<b>16%</b>	21%	11%	11%	13%	16%	15%	19%	11%	6%	6%	7%	7%	10%	18%	21%	28%	29%
	<b>100%</b>	46%bc	7%	14%	7%	9%	7%	65%hi	23%i	7%	5%	8%	13%	17%	19%ijklm	18%ijklm	48%ijklm	17%ijklmn
We operate a selection process based on a grant application	<b>228</b>	97	21	35	22	18	16	153	68	27	42	35	50	57	33	46	83	20
	<b>11%</b>	13%	9%	8%	12%	10%	11%	13%	10%	7%	13%	9%	9%	10%	9%	16%	15%	10%
	<b>100%</b>	42%	9%	15%	10%	8%	7%	67%i	30%	12%	18%	15%	22%	25%	14%	20%kin	37%l	9%
We operate a selection process based on a means / needs test	<b>80</b>	19	9	39	7	5	1	46	12	3	25	17	7	10	7	2	10	2
	<b>4%</b>	3%	4%	9%	4%	3%	*	4%	2%	1%	8%	4%	1%	2%	2%	1%	2%	1%
	<b>100%</b>	24%	12%	49%aef	9%	6%	1%	57%hi	15%	4%	31%lmno	21%lmop	9%	12%	9%	3%	12%	3%
School/school staff/pupils/PTA	<b>30</b>	-	-	11	2	8	1	21	9	6	3	*	2	6	9	1	2	4
	<b>1%</b>	-	-	2%	1%	5%	1%	2%	1%	2%	1%	*	1%	2%	*	*	*	2%
	<b>100%</b>	-	-	36%a	8%a	28%ab	5%a	72%	29%	21%	9%	2%	6%	22%	30%klp	2%	6%	12%
Benefits all/ the general public/ everyone/it is available/open for all/a community activity																		

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
 \* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

**Table 53**  
**Q14 Please answer the following questions about how your charity identifies its beneficiaries?**  
Base: All

	Number of direct beneficiaries						Payment for goods and services?			Frequency of contact							We only have a one-off relationship with DIRECT beneficiaries (q)	
	1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)	At least once a year (p)		
<b>TOTAL</b>	<b>27</b>																	
Defined by charities	13	-	3	*	5	3	19	6	2	5	4	5	8	5	5	6	2	
1%	2%	-	1%	*	3%	2%	2%	1%	*	2%	1%	1%	1%	1%	2%	1%	1%	
100%	50%	-	10%	*	19% <sup>b</sup>	11%	72%	22%	7%	18%	15%	17%	28%	18%	18%	23%	9%	
purpose/whether person needs the service/has been diagnosed with specific problem																		
Publicity/marketing/advertising	18	4	5	5	3	2	7	5	5	1	1	6	5	3	*	6	2	
1%	*	-	1%	3%	1%	1%	1%	1%	1%	*	*	1%	1%	1%	*	1%	1%	
100%	19%	-	26%	26% <sup>a</sup>	14%	8%	39%	27%	27%	6%	7%	33%	27%	14%	2%	33%	13%	
Church/local church / parishioners/ PCC	18	7	5	2	2	1	4	1	2	*	*	-	4	4	2	10	2	
1%	1%	-	1%	1%	1%	1%	*	*	1%	*	*	-	1%	1%	1%	2%	1%	
100%	40%	-	28%	13%	14%	4%	24%	5%	13%	1%	2%	-	22%	20% <sup>l</sup>	13%	54% <sup>l</sup>	14%	
We only have one beneficiary	16	8	2	-	-	-	7	-	-	-	*	1	2	5	-	5	2	
1%	1%	-	1%	-	-	-	1%	-	-	-	*	*	*	1%	-	1%	1%	
100%	54%	-	15%	-	-	-	46%	-	-	-	1%	8%	15%	30%	-	30%	15%	
Geographical location	15	8	-	-	6	*	10	1	1	*	1	2	-	2	*	9	-	
1%	1%	-	-	3%	*	*	1%	*	*	*	*	*	-	1%	*	2%	-	
100%	57%	-	-	42% <sup>bcd</sup>	1%	1%	65%	10%	8%	2%	8%	16%	-	16%	2%	65% <sup>m</sup>	-	
Recommendations /word of mouth	11	6	4	-	2	*	9	2	2	3	2	4	*	*	2	*	3	
1%	1%	-	1%	-	1%	*	1%	*	1%	1%	1%	1%	*	*	1%	*	1%	
100%	54%	-	31%	-	14%	1%	78%	22%	21%	31% <sup>p</sup>	22%	32%	4%	3%	22%	1%	23%	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
\* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

**Table 53**  
**Q14 Please answer the following questions about how your charity identifies its beneficiaries?**  
Base: All

	Number of direct beneficiaries						Payment for goods and services?			Frequency of contact							We only have a one-off relationship with DIRECT beneficiaries (q)	
	TOTAL	1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)		At least once a year (p)
Members /of organisation	10	4	-	*	2	*	4	4	3	*	1	*	*	4	3	2	4	-
	*	*	-	*	1%	*	3%	*	*	*	*	*	*	1%	1%	1%	1%	-
	100%	35%	-	2%	23%	1%	38%abc	39%	26%	1%	13%	3%	4%	40%	28%	17%	42%	-
Other	9	5	-	3	*	-	*	6	1	3	3	3	2	1	1	1	4	2
	*	1%	-	1%	*	-	*	1%	*	1%	1%	1%	*	*	*	*	1%	1%
	100%	56%	-	29%	1%	-	1%	70%	16%	31%	29%	30%	18%	13%	14%	16%	39%	26%
By trust deed/named in trust instrument/trustees	8	8	-	-	-	-	-	2	1	2	-	-	4	1	-	-	5	-
	*	1%	-	-	-	-	-	*	*	1%	-	-	1%	*	-	-	1%	-
	100%	100%	-	-	-	-	-	29%	14%	29%	-	-	43%	14%	-	-	57%	-
Connected charity/umbrella for smaller charities	8	4	1	1	-	1	-	6	2	-	1	1	1	2	1	-	1	2
	*	*	1%	*	-	1%	-	1%	*	-	*	*	*	*	*	-	*	1%
	100%	43%	14%	14%	-	14%	-	72%	28%	-	14%	14%	14%	28%	14%	-	14%	29%
Hospital/clinics/patients/nurses/hospital staff	7	*	-	-	2	-	3	6	-	-	*	*	1	2	6	1	1	-
	*	*	-	-	1%	-	2%	1%	-	-	*	*	*	*	2%	*	*	-
	100%	5%	-	-	35%a	-	42%ac	93%	-	-	5%	7%	21%	24%	91%l	21%	21%	-
On going relationship/historic association	4	2	-	-	-	-	-	3	*	-	-	-	1	*	-	*	*	-
	*	*	-	-	-	-	-	*	*	-	-	-	*	*	-	*	*	-
	100%	43%	-	-	-	-	-	72%	3%	-	-	-	28%	9%	-	6%	3%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
\* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 53

**Q14 Please answer the following questions about how your charity identifies its beneficiaries?**

Base: All

	Number of direct beneficiaries						Payment for goods and services?			Frequency of contact							
	1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)	At least once a year (p)	We only have a one-off relationship with DIRECT beneficiaries (q)
<b>TOTAL</b>																	
Don't know	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	-
	100%	-	-	-	100%	-	-	-	-	-	-	-	-	-	-	-	-
refused	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	-
	100%	-	-	-	100%	-	-	-	-	-	-	-	-	-	-	-	-
Did not answer	121	30	4	19	5	11	40	20	8	14	10	11	14	10	14	13	12
	6%	4%	2%	4%	3%	5%	3%	3%	2%	4%	3%	2%	2%	3%	5%	2%	6%
	100%	25%	3%	15%	4%	7%	33%	17%	6%	11%	8%	9%	11%	9%	11%	11%	10%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
\* small base

**A Balancing Act: Charity Survey**  
**Fieldwork Dates 23 Nov 2007 - 04 Jan 2008**

**Table 54**  
**Q14 Please answer the following questions about how your charity identifies its beneficiaries?**  
**Base: All**

	TOTAL	Beneficiary Type												
		The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)
<b>Unweighted Base</b>	<b>2144</b>	781	450	355	1015	1227	858	835	273	952	525	446	293	461
<b>Weighted Base</b>	<b>2144</b>	718	403	270	734	1160	820	714	200	1032	366	406	188	372
	<b>100%</b>	33%	19%	13%	34%	54%	38%	33%	9%	48%	17%	19%	9%	17%
Effective base	<b>1224</b>	436	245	183	500	688	487	447	135	575	244	241	135	237
They approach us	<b>1512</b>	545	345	202	589	841	620	558	158	750	278	306	154	287
	<b>71%</b>	76%	86%	75%	80%	73%	76%	78%	79%	73%	76%	75%	82%	77%
	<b>100%</b>	36%	23%acefgijkm	13%	39%ei	56%	41%	37%ei	10%	50%	18%	20%	10%ei	19%
They are referred by other organisations/ individuals	<b>1020</b>	357	203	158	483	589	452	468	120	506	260	259	146	197
	<b>48%</b>	50%	50%	58%	66%	51%	55%	66%	60%	49%	71%	64%	78%	53%
	<b>100%</b>	35%	20%	15%ai	47%abefim	58%	44%i	46%abefim	12%ai	50%	25%abcefhim	25%abefim	14%abcdeghikm	19%
We actively seek them out / recruit them	<b>695</b>	240	217	115	290	379	291	240	82	354	112	138	66	135
	<b>32%</b>	33%	54%	43%	40%	33%	36%	34%	41%	34%	31%	34%	35%	36%
	<b>100%</b>	34%	31%acdefghijklm	17%aegij	42%ej	55%	42%	35%	12%j	51%	16%	20%	10%	19%
We operate a selection process based on another process	<b>343</b>	116	49	64	147	201	146	133	44	171	83	96	46	72
	<b>16%</b>	16%	12%	24%	20%	17%	18%	19%	22%	17%	23%	24%	24%	19%
	<b>100%</b>	34%	14%	19%abei	43%b	59%	43%	39%b	13%b	50%	24%abi	28%abei	13%abi	21%b

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m



**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

**Table 54**  
**Q14 Please answer the following questions about how your charity identifies its beneficiaries?**  
Base: All

	TOTAL	Beneficiary Type												
		The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)
We operate a selection process based on a grant application	<b>336</b> <b>16%</b> <b>100%</b>	108 15% 32%	39 10% 12%	31 11% 9%	120 16% 36%b	181 16% 54%b	125 15% 37%b	113 16% 34%b	30 15% 9%	166 16% 49%b	73 20% 22%bc	132 32% 39%abcdef ghij	46 24% 14%abcdef gi	99 27% 30%abcdefghi
We operate a selection process based on a means / needs test	<b>228</b> <b>11%</b> <b>100%</b>	55 8% 24%	26 6% 11%	23 9% 10%	86 12% 38%ab	115 10% 50%	109 13% 48%ab	83 12% 36%ab	29 15% 13%ab	107 10% 47%	65 18% 28%abcdeg im	127 31% 56%abcdef ghijlm	35 18% 15%abcdeg im	36 10% 16%
School/school staff/pupils/PTA	<b>80</b> <b>4%</b> <b>100%</b>	7 1% 9%f	* * *	6 2% 8%bf	19 3% 24%bfgj	76 7% 94%abcdefgh ijklm	* * *	6 1% 8%f	3 1% 3%f	22 2% 27%bf	1 * 1%	2 1% 3%	* * *	2 1% 3%
Benefits all/ the general public/ everyone/it is available/open for all/a community activity	<b>30</b> <b>1%</b> <b>100%</b>	14 2% 47%dk	2 * 5%	4 1% 13%	3 * 9%	19 2% 63%dk	15 2% 49%dk	8 1% 25%	* * 1%	21 2% 72%dk	2 * 5%	- - -	- - -	4 1% 12%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

**A Balancing Act: Charity Survey**  
**Fieldwork Dates 23 Nov 2007 - 04 Jan 2008**

**Table 54**  
**Q14 Please answer the following questions about how your charity identifies its beneficiaries?**  
**Base: All**

	TOTAL	Beneficiary Type												
		The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)
Defined by charities purpose/whether person needs the service/has been diagnosed with specific problem	27 1%	6 1%	3 1%	4 2%	10 1%	12 1%	8 1%	4 1%	5 2%	11 1%	6 2%	3 1%	2 1%	5 1%
	100%	21%	12%	15%	36%	45%	31%	13%	18%g	39%	21%	11%	6%	19%
Publicity/marketing/advertising	18 1%	7 1%	4 1%	2 1%	6 1%	8 1%	11 1%	11 1%	1 1%	11 1%	2 1%	-	-	6 2%
	100%	35%	20%	13%	34%	42%	60%	58%	6%	58%	13%	-	-	33%k
Church/local church / parishioners/PCC	18 1%	1 *	1 *	2 1%	1 *	6 1%	4 *	4 *	4 2%	13 1%	* *	* *	-	2 1%
	100%	7%	8%	9%	5%	36%	21%	20%	20%adk	76%d	1%	1%	-	14%
We only have one beneficiary	16 1%	-	-	-	6 1%	6 1%	-	4 *	-	2 *	1 *	2 1%	-	8 2%
	100%	-	-	-	39%f	39%	-	23%	-	15%	8%	15%	-	53%abcefgi
Geographical location	15 1%	5 1%	2 *	4 1%	2 *	4 *	1 *	* *	-	9 1%	* *	* *	* *	* *
	100%	32%	10%	26%fg	10%	25%	9%	1%	-	59%	1%	1%	1%	2%
Recommendations /word of mouth	11 1%	5 1%	5 1%	5 2%	5 1%	8 1%	6 1%	4 1%	1 1%	10 1%	4 1%	6 2%	2 1%	5 1%
	100%	41%	41%	44%	45%	74%	53%	34%	10%	84%	34%	54%	21%	41%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

**Table 54**  
**Q14 Please answer the following questions about how your charity identifies its beneficiaries?**  
Base: All

	TOTAL	Beneficiary Type												
		The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)
Members / of organisation	10 *	2 *	5 1%	1 1%	1 *	5 *	1 *	4 1%	1 1%	1 *	*	*	2 1%	4 1%
	100%	25%	48% <sup>i</sup>	14%	14%	49%	14%	39%	12%	12%	4%	4%	24% <sup>i</sup>	35%
Other	9 *	2 *	2 1%	1 3	3 6	6 1%	5 1%	3 1%	7 1%	*	4 1%	*	-	-
	100%	17%	17%	16%	29%	71%	68%	55%	29%	83%	3%	44%	3%	-
By trust deed/ named in trust instrument/ trustees	8 *	2 *	-	-	-	1 *	-	-	2 *	-	1 *	-	2 1%	-
	100%	29%	-	-	-	14%	-	-	29%	-	14%	-	29% <sup>e</sup>	-
Connected charity/ umbrella for smaller charities	8 *	6 1%	2 1%	1 *	2 *	1 *	1 *	-	-	-	-	-	1 1%	4 1%
	100%	72% <sup>i</sup>	28%	14%	28%	14%	14%	-	-	-	-	-	14% <sup>i</sup>	43% <sup>ei</sup>
Hospital/ clinics/ patients/ nurses/hospital staff	7 *	* *	-	-	* *	5 *	3 *	3 *	2 1%	1 *	7 2%	2 1%	-	-
	100%	4%	-	-	5%	74%	39%	42%	35% <sup>adi</sup>	21%	96% <sup>abdefi</sup> m	35%	-	-
On going relationship/ historic association	4 *	2 *	-	-	2 *	3 *	2 *	2 *	-	2 *	-	-	-	*
	100%	57%	-	-	60%	63%	57%	57%	-	57%	-	-	-	9%
Don't know	1 *	-	-	-	-	-	-	-	-	-	-	-	-	-
	100%	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 54

**Q14 Please answer the following questions about how your charity identifies its beneficiaries?**

Base: All

		Beneficiary Type												
TOTAL		The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)
refused	1 *	-	-	-	-	-	-	-	-	-	-	-	-	-
	100%	-	-	-	-	-	-	-	-	-	-	-	-	-
Did not answer	121 6%	47 6%	17 4%	17 6%	26 3%	51 4%	27 3%	30 4%	2 1%	45 4%	6 2%	5 1%	5 3%	11 3%
	100%	38%dfhjk	14%	14%hjk	21%	42%jk	22%	25%k	2%	37%jk	5%	4%	4%	9%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 55

**Q15 We know that charities will not always be able to give help to everyone who asks/needs it. Which, if any, of the following are or have been reasons why your charity has not been able to help people?**  
Base: All

	Charity Size (by Income)				Charitable Purpose													
	Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)	
<b>TOTAL</b>	<b>2144</b>	<b>2144</b>	<b>2144</b>	<b>2144</b>	<b>2144</b>	<b>2144</b>	<b>2144</b>	<b>2144</b>	<b>2144</b>	<b>2144</b>	<b>2144</b>	<b>2144</b>	<b>2144</b>	<b>2144</b>	<b>2144</b>	<b>2144</b>	<b>2144</b>	
<b>Unweighted Base</b>	503	640	443	525	479	1151	521	482	434	132	268	282	362	392	70	290	386	
<b>Weighted Base</b>	1191	745	108	67	466	1053	374	393	409	130*	156	288	388	455	57*	253	325	
	100%	56%	35%	5%	3%	22%	49%	17%	18%	19%	6%*	7%	13%	18%	21%	3%*	12%	15%
Effective base	1224	503	640	443	525	272	627	249	248	240	82	115	168	223	252	37	156	211
Demand exceeds capacity of charity	740	284	339	64	41	198	405	176	154	189	80	81	115	136	140	32	83	126
	35%	24%	45%	60%	61%	43%	38%	47%	39%	46%	61%	52%	40%	35%	31%	56%	33%	39%
	100%	38%	46%a	9%ab	6%ab	27%n	55%n	24%fmnp	21%	26%fmnp	11%efgh ilmnpq	11%fhlm npq	16%	18%	19%	4%fmnp	11%	17%
Not eligible because outside the charity's objects	614	315	224	41	24	172	311	159	138	199	40	60	96	103	102	19	69	77
	29%	26%	30%	38%	36%	37%	30%	43%	35%	49%	31%	39%	33%	27%	22%	33%	27%	24%
	100%	51%	36%	7%ab	4%ab	28%fmnp q	51%n	26%fmnp q	23%mnq	32%efhij mnpq	7%	10%fmnpq	16%nq	17%	17%	3%	11%	13%
Unable to get funding for specific activities/people	418	121	204	53	27	108	247	109	109	91	24	46	38	104	97	12	52	110
	19%	10%	27%	49%	40%	23%	23%	29%	28%	22%	18%	29%	13%	27%	21%	21%	20%	34%
	100%	29%	49%a	13%abd	6%ab	26%l	59%l	26%ln	26%l	22%l	6%	11%l	9%	25%l	23%l	3%	12%	26%efijnp
Not eligible under current priorities decided by trustees	387	185	157	22	18	127	182	114	103	126	43	34	73	53	57	20	51	44
	18%	16%	21%	20%	27%	27%	17%	31%	26%	31%	33%	22%	26%	14%	12%	34%	20%	14%
	100%	48%	41%a	6%a	5%abc	33%fmnpq	47%	30%fmnp q	27%fmnpq	33%fmnp q	11%fmnpq	9%n	19%fmnpq	14%	15%	5%fmnpq	13%n	11%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
\* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 55

**Q15 We know that charities will not always be able to give help to everyone who asks/needs it. Which, if any, of the following are or have been reasons why your charity has not been able to help people?**  
 Base: All

	Charity Size (by Income)					Charitable Purpose												
	Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	TOTAL	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)
Unable to get funding to maintain on-going services/activities	353 16% 100%	102 9% 29%	178 24% 50%a	43 40% 12%abd	21 31% 6%ab	88 19% 25%	214 20% 61%l	86 23% 25%l	97 25% 27%l	74 18% 21%	23 18% 7%	35 22% 10%l	34 12% 10%	89 23% 25%l	80 18% 23%	9 17% 3%	45 18% 13%	97 30% 27%efijnp
We try to support everyone in need/have always been able to help/we never refuse our services	18 1% 100%	7 1% 40%	10 1% 58%	* * 1%	* * 1%	4 1% 20%	7 1% 41%	4 1% 20%	7 2% 41%	5 1% 28%	- - -	- - -	4 1% 20%	1 * 6%	6 1% 33%	- - -	3 1% 15%	1 * 8%
Shortage of staff/not able to get required staff	14 1% 100%	9 1% 65%	5 1% 32%	* * 2%	* * 1%	2 1% 16%	12 1% 81%	* * 3%	* * 3%	- - -	- - -	1 1% 8%	- - -	- - -	6 1% 40%	- - -	- - -	1 * 8%
Lack of applicants/not enough potential beneficiaries	12 1% 100%	12 1% 100%b	- - -	- - -	- - -	2 1% 20%	5 * 40%	5 1% 40%	- - -	5 1% 40%	- - -	2 2% 20%h	- - -	2 1% 20%	2 1% 20%	- - -	- - -	2 1% 20%
Lack of funds/income (nsf)	11 1% 100%	7 1% 66%	2 * 22%	1 1% 7%	1 1% 6%	2 1% 22%	3 * 29%	* * 5%	1 * 7%	6 1% 56%f	1 1% 11%	* * 2%	* * 1%	- - -	- - -	1 2% 11%mn	- - -	1 * 12%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
 \* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 55

**Q15 We know that charities will not always be able to give help to everyone who asks/needs it. Which, if any, of the following are or have been reasons why your charity has not been able to help people?**  
Base: All

	Charity Size (by Income)				Charitable Purpose													
	Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)	
Other criteria/ standards not met	8*	3*	2	1	2	7	2	1	3	1	1	*	*	*	*	3	3	
	100%	28%	41%	2%	23%	79%	18%	7%	35%	17%	17%	3%	17%	4%	3%	30%	33%	
Lack of office space/premises available/ transport	7*	5	-	-	-	4	2	1	1	-	1	-	4	5	-	2	1	
	100%	34%	66%	-	-	50%	33%	17%	17%	-	17%	-	50%	67%	-	34%	17%	
No facilities/ application yet/not currently active	6*	1*	-	-	2	2	-	-	-	-	-	2	-	-	-	-	-	
	100%	80%	20%	-	40%	40%	-	-	-	-	-	40%	-	-	-	-	-	
Not safe/ through violence/health and safety requirements not met	4*	1*	-	*	*	4	1	1	*	-	*	-	2	4	-	2	*	
	100%	65%	32%	-	3%	100%	32%	32%	3%	-	3%	-	68%	100%	-	68%	3%	
We work through referrals	2*	2*	-	*	-	2	*	2	-	-	1	-	-	-	-	-	1	
	100%	-	95%	-	-	95%	5%	95%	-	-	47%	-	-	-	-	-	47%	
Do not help beneficiaries directly	*	-	*	-	-	-	*	-	-	-	-	-	-	-	-	*	-	
	100%	-	-	100%ab	-	-	50%	-	-	-	-	-	-	-	-	50%	-	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
\* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 55

**Q15 We know that charities will not always be able to give help to everyone who asks/needs it. Which, if any, of the following are or have been reasons why your charity has not been able to help people?**

Base: All

	Charity Size (by Income)				Charitable Purpose													
	Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)	
<b>TOTAL</b>																		
Too much income/saving	*	-	-	*	*	-	-	*	*	-	-	-	-	-	-	-	-	
	*	-	-	*	*	-	-	*	*	-	-	-	-	-	-	-	-	
	100%	-	-	66%ab	34%ab	100%	-	34%	100%	-	-	-	-	-	-	-		
Other	16	14	1	*	*	-	8	*	3	2	-	*	1	-	-	1	2	
	1%	1%	*	*	1%	-	1%	*	1%	1%	-	*	*	-	-	1%	1%	
	100%	89%	7%	2%	2%	-	52%	2%	16%	15%	-	1%	8%	-	-	8%	15%	
None of these	448	324	111	7	4	62	210	42	53	35	15	17	46	86	125	6	60	66
	21%	27%	15%	6%	7%	13%	20%	11%	13%	9%	12%	11%	16%	22%	28%	11%	24%	20%
	100%	72%bcd	25%cd	1%	1%	14%	47%eghik	9%	12%	8%	3%	4%	10%i	19%eghi	28%efghi	1%	13%eghi	15%eghik
Don't know	39	31	8	*	*	7	11	*	2	-	-	-	4	13	15	-	2	6
	2%	3%	1%	*	*	2%	1%	*	1%	-	-	-	1%	3%	3%	-	1%	2%
	100%	78%cd	21%	1%	1%	18%	27%	*	6%	-	-	-	9%	33%fghi	37%fghi	-	6%	15%gi
Did not answer	179	135	30	4	2	22	54	8	23	11	5	5	29	23	34	4	19	21
	8%	11%	4%	4%	3%	5%	5%	2%	6%	3%	4%	3%	10%	6%	8%	7%	8%	6%
	100%	75%bcd	17%	2%	1%	12%	30%	4%	13%g	6%	3%	3%	16%efgi	13%g	19%gi	2%	11%gi	12%g

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
 \* small base



**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 56

**Q15 We know that charities will not always be able to give help to everyone who asks/needs it. Which, if any, of the following are or have been reasons why your charity has not been able to help people?**  
Base: All

	TOTAL	Number of direct beneficiaries						Payment for goods and services?			Frequency of contact							We only have a one-off relationship with DIRECT beneficiaries (q)
		1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)	At least once a year (p)	
<b>Unweighted Base</b>	<b>2144</b>	457	186	457	220	289	357	1250	818	488	572	526	699	651	491	403	600	114
<b>Weighted Base</b>	<b>2144</b>	756	226	432	186	181	149	1147	672	386	313	372	588	557	358	290	575	197*
	<b>100%</b>	35%	11%	20%	9%	8%	7%	53%	31%	18%	15%	17%	27%	26%	17%	14%	27%	9%*
Effective base	<b>1224</b>	371	125	253	121	140	155	679	430	237	242	274	378	345	247	198	332	94
Demand exceeds capacity of charity	<b>740</b>	214	86	150	83	84	64	457	266	124	157	160	251	204	152	140	226	49
	<b>35%</b>	28%	38%	35%	45%	47%	43%	40%	40%	32%	50%	43%	43%	37%	43%	48%	39%	25%
	<b>100%</b>	29%	12%a	20%	11%a	11%ac	9%a	62%i	36%	17%	21%mpq	22%q	34%q	28%q	21%q	19%mpq	30%q	7%
Not eligible because outside the charity's objects	<b>614</b>	251	56	117	42	44	49	392	163	82	66	81	123	158	105	106	238	77
	<b>29%</b>	33%	25%	27%	23%	24%	33%	34%	24%	21%	21%	22%	21%	28%	29%	37%	41%	39%
	<b>100%</b>	41%cd	9%	19%	7%	7%	8%	64%hi	27%	13%	11%	13%	20%	26%jl	17%jkl	17%jklm	39%jklm	12%jkl
Unable to get funding for specific activities/people	<b>418</b>	79	43	87	59	74	57	288	169	91	125	124	160	150	114	88	105	9
	<b>19%</b>	10%	19%	20%	32%	41%	38%	25%	25%	24%	40%	33%	27%	27%	32%	30%	18%	4%
	<b>100%</b>	19%	10%a	21%a	14%abc	18%abc	14%abc	69%	40%	22%	30%lmop	30%pq	38%pq	36%pq	27%pq	21%pq	25%q	2%
Not eligible under current priorities decided by trustees	<b>387</b>	174	36	59	34	29	21	231	123	35	36	41	68	79	64	78	164	53
	<b>18%</b>	23%	16%	14%	18%	16%	14%	20%	18%	9%	12%	11%	12%	14%	18%	27%	28%	27%
	<b>100%</b>	45%cf	9%	15%	9%	7%	5%	60%i	32%i	9%	9%	11%	18%	21%	17%jkl	20%jklm	42%jklm	14%jkl

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
\* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 56

**Q15 We know that charities will not always be able to give help to everyone who asks/needs it. Which, if any, of the following are or have been reasons why your charity has not been able to help people?**  
Base: All

	Number of direct beneficiaries						Payment for goods and services?			Frequency of contact							We only have a one-off relationship with DIRECT beneficiaries (q)		
	1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)	At least once a year (p)			
<b>TOTAL</b>																			
Unable to get funding to maintain on-going services/activities	353 16% 100%	59 8% 17%	28 13% 8%	82 19% 23%a	51 27% 14%ab	64 35% 18%abc	47 32% 13%abc	244 21% 69%	160 24% 45%	81 21% 23%	101 32% 29%mpq	105 28% 30%pq	151 26% 43%pq	128 23% 36%pq	105 29% 30%pq	80 28% 23%pq	89 16% 25%q	10 5% 3%	
We try to support everyone in need/have always been able to help/we never refuse our services	18 1% 100%	6 1% 33%	1 1% 6%	6 1% 34%	1 1% 6%	2 1% 14%	1 1% 6%	6 1% 34%	8 1% 46%	2 1% 13%	4 1% 21%	5 1% 28%	9 1% 48%	4 1% 22%	4 1% 22%	1 * 7%	6 1% 33%	2 1% 13%	
Shortage of staff/not able to get required staff	14 1% 100%	- - -	4 2% 24%a	7 2% 49%a	2 1% 17%a	1 1% 10%a	- - -	9 1% 59%	9 1% 59%	1 * 9%	2 1% 17%	4 1% 26%p	14 2% 97%p	4 1% 26%	3 1% 18%	3 1% 18%	- - -	- - -	
Lack of applicants/not enough potential beneficiaries	12 1% 100%	5 1% 40%	- - -	- - -	2 1% 20%	2 1% 20%c	- - -	12 1% 100%h	- - -	- - -	2 1% 20%	- - -	2 * 20%	2 * 20%	2 1% 20%	2 1% 20%	2 * 20%	2 * 20%	5 2% 40%k
Lack of funds/income (nsf)	11 1% 100%	2 * 23%	* * 1%	* * 3%	* * 1%	* * 5%	1 1% 12%	8 1% 75%	1 * 9%	2 * 15%	1 * 7%	2 * 14%	* * 3%	* * 3%	* * 5%	* * 3%	* * 1%	7 4% 66%jklmnop	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
\* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 56

**Q15 We know that charities will not always be able to give help to everyone who asks/needs it. Which, if any, of the following are or have been reasons why your charity has not been able to help people?**  
Base: All

	Number of direct beneficiaries						Payment for goods and services?			Frequency of contact							We only have a one-off relationship with DIRECT beneficiaries (q)
	1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)	At least once a year (p)	
Other criteria/ standards not met	8	3	3	1	*	1	7	3	5	2	6	2	2	*	1	1	-
*	-	1%	1%	1%	*	1%	1%	*	1%	1%	2%	*	*	*	*	*	-
100%	-	32% <sup>a</sup>	30%	17%	4%	17% <sup>a</sup>	88%	30%	61%	24%	74% <sup>p</sup>	24%	21%	6%	10%	12%	-
Lack of office space/premises available/ transport	7	-	5	1	-	-	2	2	4	2	2	3	4	2	-	1	-
*	1	-	1%	1%	-	-	*	*	1%	1%	1%	1%	1%	-	*	-	-
100%	17%	-	67%	17%	-	-	33%	33%	50%	33%	33%	50%	50%	34%	-	17%	-
No facilities/ application yet/not currently active	6	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	2
*	-	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	1%
100%	-	-	-	-	20%	-	-	-	-	-	-	-	-	-	-	-	40%
Not safe/ through violence/health and safety requirements not met	4	-	4	-	-	*	*	1	2	*	-	1	2	2	-	-	-
*	-	-	1%	-	-	*	*	*	1%	*	-	*	*	1%	-	-	-
100%	-	-	97%	-	-	3%	3%	35%	65% <sup>g</sup>	3%	-	32%	65%	65%	-	-	-
We work through referrals	2	1	-	-	*	1	1	-	-	2	1	1	1	1	1	1	-
*	*	-	-	-	*	1%	*	-	-	1%	*	*	*	*	*	*	-
100%	47%	-	-	-	5%	47%	53%	-	-	100%	47%	53%	53%	47%	47%	47%	-
Do not help beneficiaries directly	*	-	-	-	-	*	-	-	-	*	*	*	*	*	*	*	-
*	-	-	-	-	-	*	-	-	-	*	*	*	*	*	*	*	-
100%	-	-	-	-	-	50%	-	-	-	50%	50%	50%	50%	50%	50%	50%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
\* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 56

**Q15 We know that charities will not always be able to give help to everyone who asks/needs it. Which, if any, of the following are or have been reasons why your charity has not been able to help people?**  
Base: All

	Number of direct beneficiaries						Payment for goods and services?			Frequency of contact							We only have a one-off relationship with DIRECT beneficiaries (q)
	1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)	At least once a year (p)	
TOTAL																	
Too much income/saving	*	-	-	*	*	-	-	*	-	-	-	-	*	-	*	*	-
	*	-	-	*	-	-	-	*	-	-	-	-	*	-	*	*	-
	100%	-	-	66%	34%	-	-	100%	-	-	-	-	66%	-	34%	66%	-
Other	16	9	-	-	2	1	1	5	*	4	2	*	*	4	3	3	6
	1%	1%	-	-	1%	1%	*	*	*	1%	1%	*	*	1%	1%	1%	1%
	100%	59%	-	-	15%	7%	4%	33%	3%	24%	16%	1%	1%	23%	16%	16%	38%
None of these	448	175	50	109	29	18	18	178	140	87	41	63	130	120	62	27	72
	21%	23%	22%	25%	16%	10%	12%	16%	21%	23%	13%	17%	22%	22%	17%	9%	13%
	100%	39%ef	11%ef	24%def	6%	4%	4%	40%	31%g	20%g	9%	14%o	29%jop	27%jop	14%o	6%	16%
Don't know	39	12	8	6	1	*	1	12	20	6	3	4	8	10	5	5	1
	2%	2%	4%	1%	1%	*	1%	1%	3%	2%	1%	1%	1%	2%	1%	2%	*
	100%	30%	21%e	15%	3%	1%	3%	30%	51%g	15%	7%	10%	21%	24%p	12%	12%	3%
Did not answer	179	45	18	43	11	13	12	70	37	32	22	25	38	44	25	19	40
	8%	6%	8%	10%	6%	7%	8%	6%	5%	8%	7%	7%	6%	8%	7%	7%	7%
	100%	25%	10%	24%	6%	7%	6%	39%	21%	18%	12%	14%	21%	25%	14%	11%	22%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
\* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 57

**Q15 We know that charities will not always be able to give help to everyone who asks/needs it. Which, if any, of the following are or have been reasons why your charity has not been able to help people?**

Base: All

	Beneficiary Type													
	TOTAL	The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)
<b>Unweighted Base</b>	<b>2144</b>	781	450	355	1015	1227	858	835	273	952	525	446	293	461
<b>Weighted Base</b>	<b>2144</b>	718	403	270	734	1160	820	714	200	1032	366	406	188	372
	<b>100%</b>	33%	19%	13%	34%	54%	38%	33%	9%	48%	17%	19%	9%	17%
Effective base	<b>1224</b>	436	245	183	500	688	487	447	135	575	244	241	135	237
Demand exceeds capacity of charity	<b>740</b>	261	125	102	303	456	305	272	91	353	176	184	94	175
	<b>35%</b>	36%	31%	38%	41%	39%	37%	38%	45%	34%	48%	45%	50%	47%
	<b>100%</b>	35%	17%	14%	41% <sup>bi</sup>	62% <sup>b</sup>	41%	37%	12% <sup>bi</sup>	48%	24% <sup>abcefg</sup>	25% <sup>abfi</sup>	13% <sup>abcefg</sup>	24% <sup>abefgi</sup>
Not eligible because outside the charity's objects	<b>614</b>	182	104	67	236	313	272	224	55	306	141	183	63	139
	<b>29%</b>	25%	26%	25%	32%	27%	33%	31%	28%	30%	38%	45%	34%	37%
	<b>100%</b>	30%	17%	11%	38% <sup>a</sup>	51%	44% <sup>abce</sup>	36% <sup>a</sup>	9%	50%	23% <sup>abcehi</sup>	30% <sup>abcdef</sup>	10%	23% <sup>abcei</sup>
Unable to get funding for specific activities/people	<b>418</b>	190	107	92	214	265	167	200	94	214	119	90	80	81
	<b>19%</b>	27%	27%	34%	29%	23%	20%	28%	47%	21%	32%	22%	43%	22%
	<b>100%</b>	46% <sup>fi</sup>	26%	22% <sup>efikm</sup>	51% <sup>efikm</sup>	64%	40%	48% <sup>fi</sup>	22% <sup>abcdef</sup>	51%	28% <sup>efikm</sup>	22%	19% <sup>abdefg</sup>	19%
Not eligible under current priorities decided by trustees	<b>387</b>	119	58	38	128	195	163	132	32	173	97	119	30	113
	<b>18%</b>	17%	14%	14%	17%	17%	20%	18%	16%	17%	27%	29%	16%	30%
	<b>100%</b>	31%	15%	10%	33%	51%	42%	34%	8%	45%	25% <sup>abcdef</sup>	31% <sup>abcdefg</sup>	8%	29% <sup>abcdeghil</sup>

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 57

**Q15 We know that charities will not always be able to give help to everyone who asks/needs it. Which, if any, of the following are or have been reasons why your charity has not been able to help people?**  
 Base: All

	Beneficiary Type													
	The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)	
<b>Unable to get funding to maintain on-going services/activities</b>	<b>353</b> <b>16%</b> <b>100%</b>	158 22% 45%	88 22% 25%	77 28% 22%efik	196 27% 56%efik	228 20% 65%	141 17% 40%	174 24% 49%fik	83 41% 23%abcdefgijk	181 18% 51%	97 27% 27%efik	71 17% 20%	64 34% 18%abefgikm	85 23% 24%
<b>We try to support everyone in need/have always been able to help/we never refuse our services</b>	<b>18</b> <b>1%</b> <b>100%</b>	3 * 19%	2 1% 13%	4 1% 20%	8 1% 47%	6 1% 34%	5 1% 27%	10 1% 54%	1 1% 6%	7 1% 40%	5 1% 28%	3 1% 15%	- - -	- - -
<b>Shortage of staff/not able to get required staff</b>	<b>14</b> <b>1%</b> <b>100%</b>	1 * 9%	8 2% 57%afm	4 1% 24%	5 1% 33%	10 1% 67%	3 * 19%	4 1% 27%	- - -	9 1% 65%	3 1% 18%	1 * 8%	- - -	- - -
<b>Lack of applicants/not enough potential beneficiaries</b>	<b>12</b> <b>1%</b> <b>100%</b>	2 * 20%	- - -	- - -	2 * 20%	7 1% 60%	2 * 20%	5 1% 40%	2 1% 20%	7 1% 60%	- - -	5 1% 40%	- - -	- - -
<b>Lack of funds/income (nsf)</b>	<b>11</b> <b>1%</b> <b>100%</b>	6 1% 56%	* * 3%	1 * 11%	2 * 18%	3 * 30%	3 * 28%	1 * 7%	- - -	5 * 46%	1 * 8%	4 1% 35%	* * 1%	1 * 11%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 57

**Q15 We know that charities will not always be able to give help to everyone who asks/needs it. Which, if any, of the following are or have been reasons why your charity has not been able to help people?**

Base: All

	Beneficiary Type												
	The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)
<b>TOTAL</b>													
Other criteria/ standards not met	8*	2*	1*	1*	4*	5*	1*	1*	2*	4*	*	4*	*
	100%	22%	7%	7%	46%	58%	7%	10%	21%	49%	6%	44%	3%
Lack of office space/premises available/transport	7*	2*	4*	2*	1*	3*	6*	2*	-	6*	2*	2*	1*
	100%	33%	50%	33%	17%	50%	83%	33%	-	83%	33%	33%	17%
No facilities/ application yet/not currently active	6*	-	-	-	-	2*	-	-	-	-	-	-	-
	100%	-	-	-	-	40%	-	-	-	-	-	-	-
Not safe/through violence/health and safety requirements not met	4*	*	2*	-	1*	1*	4*	1*	*	4*	1*	*	1*
	100%	3%	65%	-	35%	32%	100%	35%	3%	97%	35%	3%	35%
We work through referrals	2*	1*	-	-	2*	1*	1*	2*	*	1*	*	-	2*
	100%	53%	-	-	100%	53%	53%	100%	5%	53%	5%	-	95%ei
Do not help beneficiaries directly	*	-	-	-	-	*	*	*	-	*	*	-	-
	100%	-	-	-	-	50%	50%	50%	-	50%	50%	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 57

**Q15 We know that charities will not always be able to give help to everyone who asks/needs it. Which, if any, of the following are or have been reasons why your charity has not been able to help people?**  
 Base: All

	Beneficiary Type													
	The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)	
Too much income/saving	* *	- -	- -	- -	* *	* *	* *	- -	- -	- -	* *	- -	- -	
	100%	-	-	-	34%	34%	34%	-	-	-	34%	-	-	
Other	16 1%	3 *	2 *	* *	5 1%	11 1%	6 1%	5 1%	5 2%	9 1%	* *	2 1%	* 1%	3 1%
	100%	16%	10%	2%	33%	68%	37%	32%	30%aj	53%	2%	15%	1%	16%
None of these	448 21%	148 21%	100 25%	50 18%	106 14%	221 19%	160 19%	111 16%	16 8%	221 21%	42 11%	50 12%	17 9%	44 12%
	100%	33%dhijklm	22%dghjklm	11%hjl	24%h	49%dhijklm	36%dhijklm	25%h	4%	49%dghijklm	9%	11%	4%	10%
Don't know	39 2%	10 1%	11 3%	8 3%	5 1%	16 1%	10 1%	9 1%	1 1%	6 1%	* *	2 1%	5 3%	6 2%
	100%	25%	27%dij	21%dijk	12%	40%	25%	22%	3%	15%	*	6%	12%ij	15%
Did not answer	179 8%	59 8%	24 6%	18 7%	55 8%	83 7%	66 8%	57 8%	10 5%	80 8%	10 3%	6 1%	3 1%	22 6%
	100%	33%jkl	13%kl	10%kl	31%jkl	46%jkl	37%jkl	32%jkl	5%k	45%jkl	6%	3%	1%	12%kl

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m



**A Balancing Act: Charity Survey**  
**Fieldwork Dates 23 Nov 2007 - 04 Jan 2008**

**Table 58**  
**Q16 If you are not able to help someone, do you tell them why or not?**  
**Base: All**

	TOTAL	Charity Size (by Income)				Charitable Purpose												
		Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)
Unweighted Base	2144	503	640	443	525	479	1151	521	482	434	132	268	282	362	392	70	290	386
Weighted Base	2144	1191	745	108	67	466	1053	374	393	409	130*	156	288	388	455	57*	253	325
	100%	56%	35%	5%	3%	22%	49%	17%	18%	19%	6%*	7%	13%	18%	21%	3%*	12%	15%
Effective base	1224	503	640	443	525	272	627	249	248	240	82	115	168	223	252	37	156	211
Never inform them why	87	66	17	1	1	32	45	22	16	24	15	3	10	8	10	4	8	6
	4%	6%	2%	1%	1%	7%	4%	6%	4%	6%	11%	2%	3%	2%	2%	7%	3%	2%
	100%	76%bcd	20%	2%	1%	37%mnq	52%	26%mnq	19%	28%mnq	17%fhklmnpq	4%	11%	9%	11%	5%	9%	7%
On some occasions	116	64	41	6	5	45	58	28	27	42	27	10	36	23	20	8	22	10
	5%	5%	5%	6%	7%	10%	5%	7%	7%	10%	21%	7%	13%	6%	4%	14%	9%	3%
	100%	55%	35%	5%	4%	39%fnq	50%	24%q	24%	37%fnq	23%efghikmnpq	9%	31%fmnq	20%	17%	7%fnq	19%q	9%
On most occasions	207	78	99	16	11	67	125	52	50	74	21	15	40	32	34	7	21	33
	10%	7%	13%	15%	17%	14%	12%	14%	13%	18%	16%	10%	14%	8%	8%	11%	8%	10%
	100%	38%	48%a	8%a	5%a	32%mn	60%	25%mn	24%	36%fkmnpq	10%mn	7%	19%n	15%	17%	3%	10%	16%
On every occasion	1122	535	450	75	44	242	583	223	233	208	47	116	117	219	237	29	122	191
	52%	45%	60%	69%	66%	52%	55%	60%	59%	51%	36%	74%	41%	56%	52%	50%	48%	59%
	100%	48%	40%a	7%ab	4%a	22%jl	52%jl	20%jlp	21%jlp	19%jl	4%	10%efghijklmnopq	10%	20%ajl	21%jl	3%	11%	17%jl
Don't know	109	90	14	1	2	23	37	5	2	13	2	*	18	13	33	-	8	13
	5%	8%	2%	1%	3%	5%	4%	1%	*	3%	2%	*	6%	3%	7%	-	3%	4%
	100%	82%bcd	13%	1%	2%	21%ghk	34%hk	4%	2%	12%h	2%	*	17%gghk	12%h	30%fghik	-	7%h	12%hk

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
 \* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

**Table 58**  
**Q16 If you are not able to help someone, do you tell them why or not?**  
Base: All

	Charity Size (by Income)				Charitable Purpose													
	Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)	
<b>TOTAL</b>																		
We are able to help everyone	<b>324</b> <b>15%</b> <b>100%</b>	225 19% 69%bcd	92 12% 28%cd	6 5% 2%d	2 2% *	33 7% 10%	149 14% 46%egik	33 9% 10%	50 13% 15%ek	36 9% 11%	8 6% 3%	7 5% 2%	39 13% 12%ek	67 17% 21%egijk	90 20% 28%efghijk	6 11% 2%	50 20% 15%egijk	59 18% 18%egijk
Did not answer	<b>178</b> <b>8%</b> <b>100%</b>	133 11% 74%bcd	31 4% 18%	3 2% 2%	3 4% 1%	24 5% 14%	57 5% 32%	11 3% 6%	15 4% 8%	11 3% 6%	10 7% 5%	4 3% 2%	28 10% 16%fghi	26 7% 15%i	31 7% 17%i	4 6% 2%	21 8% 12%gi	13 4% 7%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
\* small base

**A Balancing Act: Charity Survey**  
**Fieldwork Dates 23 Nov 2007 - 04 Jan 2008**

**Table 59**  
**Q16 If you are not able to help someone, do you tell them why or not?**  
**Base: All**

	TOTAL	Number of direct beneficiaries					Payment for goods and services?			Frequency of contact							We only have a one-off relationship with DIRECT beneficiaries (q)	
		1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)		At least once a year (p)
<b>Unweighted Base</b>	<b>2144</b>	457	186	457	220	289	357	1250	818	488	572	526	699	651	491	403	600	114
<b>Weighted Base</b>	<b>2144</b>	756	226	432	186	181	149	1147	672	386	313	372	588	557	358	290	575	197*
	<b>100%</b>	35%	11%	20%	9%	8%	7%	53%	31%	18%	15%	17%	27%	26%	17%	14%	27%	9%*
Effective base	<b>1224</b>	371	125	253	121	140	155	679	430	237	242	274	378	345	247	198	332	94
Never inform them why	<b>87</b>	47	11	13	3	2	1	62	11	*	8	4	8	5	3	7	36	18
	<b>4%</b>	6%	5%	3%	1%	1%	1%	5%	2%	*	2%	1%	1%	1%	2%	2%	6%	9%
	<b>100%</b>	54%def	13%	15%	3%	3%	1%	72%hi	13%	*	9%	4%	9%	6%	3%	7%	41%ijklm	20%ijklmno
On some occasions	<b>116</b>	54	9	15	7	10	8	55	33	15	9	11	28	20	13	13	45	16
	<b>5%</b>	7%	4%	3%	4%	6%	6%	5%	5%	4%	3%	3%	5%	4%	4%	5%	8%	8%
	<b>100%</b>	47%	8%	13%	6%	9%	7%	47%	28%	13%	8%	9%	24%	17%	12%	12%	39%ijkmn	13%ijk
On most occasions	<b>207</b>	71	26	31	21	25	20	131	82	22	31	32	54	64	41	40	69	25
	<b>10%</b>	9%	11%	7%	11%	14%	13%	11%	12%	6%	10%	9%	9%	12%	11%	14%	12%	13%
	<b>100%</b>	34%	12%	15%	10%	12%c	10%c	63%i	40%i	11%	15%	15%	26%	31%	20%	19%	33%	12%
On every occasion	<b>1122</b>	383	125	222	120	110	82	662	386	234	214	246	350	308	220	176	311	82
	<b>52%</b>	51%	55%	51%	65%	61%	55%	58%	58%	61%	68%	66%	60%	55%	61%	61%	54%	42%
	<b>100%</b>	34%	11%	20%	11%ac	10%a	7%	59%	34%	21%	19%lmpq	22%mpq	31%q	27%q	20%q	16%q	28%q	7%
Don't know	<b>109</b>	37	11	25	4	2	3	36	21	9	6	9	22	28	13	8	14	8
	<b>5%</b>	5%	5%	6%	2%	1%	2%	3%	3%	2%	2%	2%	4%	5%	4%	3%	2%	4%
	<b>100%</b>	34%e	10%	23%e	3%	2%	2%	33%	19%	8%	5%	8%	20%	26%j	12%	8%	13%	8%
We are able to help everyone	<b>324</b>	104	32	92	24	24	24	139	112	79	32	53	107	92	48	35	67	31
	<b>15%</b>	14%	14%	21%	13%	13%	16%	12%	17%	20%	10%	14%	18%	16%	13%	12%	12%	16%
	<b>100%</b>	32%	10%	28%a	8%	7%	7%	43%	35%g	24%g	10%	16%	33%jp	28%j	15%	11%	21%	10%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
 \* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

**Table 59**  
**Q16 If you are not able to help someone, do you tell them why or not?**  
 Base: All

	Number of direct beneficiaries						Payment for goods and services?			Frequency of contact								
	1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)	At least once a year (p)	We only have a one-off relationship with DIRECT beneficiaries (q)	
Did not answer	<b>178</b>	60	12	33	7	8	11	63	26	27	14	19	19	40	20	11	34	17
	<b>8%</b>	8%	5%	8%	4%	4%	8%	5%	4%	7%	4%	5%	3%	7%	6%	4%	6%	8%
	<b>100%</b>	34%	7%	19%	4%	4%	6%	35%	14%	15%	8%	10%	11%	22% <sup>l</sup>	11%	6%	19%	9% <sup>l</sup>

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
 \* small base

**A Balancing Act: Charity Survey**  
**Fieldwork Dates 23 Nov 2007 - 04 Jan 2008**

**Table 60**  
**Q16 If you are not able to help someone, do you tell them why or not?**  
**Base: All**

	TOTAL	Beneficiary Type												
		The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)
<b>Unweighted Base</b>	<b>2144</b>	781	450	355	1015	1227	858	835	273	952	525	446	293	461
<b>Weighted Base</b>	<b>2144</b>	718	403	270	734	1160	820	714	200	1032	366	406	188	372
	<b>100%</b>	33%	19%	13%	34%	54%	38%	33%	9%	48%	17%	19%	9%	17%
Effective base	<b>1224</b>	436	245	183	500	688	487	447	135	575	244	241	135	237
Never inform them why	<b>87</b>	29	6	4	16	47	31	29	8	40	26	29	11	25
	<b>4%</b>	4%	1%	1%	2%	4%	4%	4%	4%	4%	7%	7%	6%	7%
	<b>100%</b>	33%	7%	4%	19%	54%b	36%	34%	10%	46%	30%bcdefi	34%bcdi	12%bcd	29%bcd
On some occasions	<b>116</b>	44	17	8	45	63	44	34	7	47	13	28	7	42
	<b>5%</b>	6%	4%	3%	6%	5%	5%	5%	3%	5%	4%	7%	3%	11%
	<b>100%</b>	38%	15%	7%	39%	54%	38%	30%	6%	41%	11%	24%	6%	37%abcdefghij
On most occasions	<b>207</b>	78	38	37	87	123	96	65	32	92	46	52	25	54
	<b>10%</b>	11%	9%	14%	12%	11%	12%	9%	16%	9%	13%	13%	13%	15%
	<b>100%</b>	38%	18%	18%	42%	59%	46%	32%	15%gi	44%	22%	25%	12%	26%gi
On every occasion	<b>1122</b>	384	215	165	442	643	439	435	121	563	239	241	119	185
	<b>52%</b>	54%	53%	61%	60%	55%	54%	61%	61%	55%	65%	59%	64%	50%
	<b>100%</b>	34%	19%	15% <sup>m</sup>	39% <sup>afm</sup>	57%	39%	39% <sup>afim</sup>	11% <sup>m</sup>	50%	21% <sup>gabefim</sup>	21% <sup>m</sup>	11% <sup>afim</sup>	17%
Don't know	<b>109</b>	29	20	12	16	51	35	20	5	51	8	10	7	22
	<b>5%</b>	4%	5%	4%	2%	4%	4%	3%	2%	5%	2%	2%	4%	6%
	<b>100%</b>	26%	19% <sup>d</sup>	11%	15%	46% <sup>d</sup>	32%	18%	4%	46% <sup>d</sup>	7%	9%	6%	20% <sup>dgi</sup>
We are able to help everyone	<b>324</b>	106	70	33	95	159	118	81	15	158	28	37	17	35
	<b>15%</b>	15%	17%	13%	14%	14%	14%	11%	7%	15%	8%	9%	9%	9%
	<b>100%</b>	33% <sup>hjk</sup>	22% <sup>ghjklm</sup>	10%	29% <sup>j</sup>	49% <sup>hj</sup>	36% <sup>hjk</sup>	25%	5%	49% <sup>hjk</sup>	9%	11%	5%	11%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

**Table 60**  
**Q16 If you are not able to help someone, do you tell them why or not?**  
 Base: All

		Beneficiary Type												
		The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)
Did not answer	<b>178</b>	48	37	12	33	74	56	49	12	81	4	9	2	9
	<b>8%</b>	7%	9%	5%	5%	6%	7%	7%	6%	8%	1%	2%	1%	2%
	<b>100%</b>	27% <sub>ijklm</sub>	21% <sub>djklm</sub>	7% <sub>j</sub>	19% <sub>jl</sub>	41% <sub>ijklm</sub>	31% <sub>ijklm</sub>	27% <sub>ijklm</sub>	7% <sub>jl</sub>	45% <sub>djklm</sub>	2%	5%	1%	5%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

**A Balancing Act: Charity Survey**  
**Fieldwork Dates 23 Nov 2007 - 04 Jan 2008**

**Table 61**  
**Q17 If you are not able to help someone, and you think that another organisation could help them, do you refer them on to other organisations or not?**  
**Base: All**

	TOTAL	Charity Size (by Income)				Charitable Purpose													
		Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)	
Unweighted Base	2144	503	640	443	525	479	1151	521	482	434	132	268	282	362	392	70	290	386	
Weighted Base	2144	1191	745	108	67	466	1053	374	393	409	130*	156	288	388	455	57*	253	325	
	100%	56%	35%	5%	3%	22%	49%	17%	18%	19%	6%*	7%	13%	18%	21%	3%*	12%	15%	
Effective base	1224	503	640	443	525	272	627	249	248	240	82	115	168	223	252	37	156	211	
Never refer them	284	197	73	8	3	92	160	68	43	63	38	20	55	42	46	7	34	26	
	13%	17%	10%	7%	5%	20%	15%	18%	11%	15%	30%	13%	19%	11%	10%	13%	13%	8%	
	100%	69%bcd	26%d	3%	1%	32%hmnq	56%q	24%hmnq	15%	22%q	14%fghik mnpq	7%	19%hmnq	15%	16%	3%	12%	9%	
On some occasions	430	230	161	18	18	109	209	94	69	118	38	41	80	84	81	15	53	48	
	20%	19%	22%	16%	27%	23%	20%	25%	18%	29%	29%	26%	28%	22%	18%	27%	21%	15%	
	100%	53%	37%c	4%	4%abc	25%q	49%	22%hnq	16%	28%fhnq	9%hnq	9%q	19%fhnq	20%	19%	4%	12%	11%	
On most occasions	325	128	147	27	16	83	179	64	78	70	18	35	44	69	62	8	35	66	
	15%	11%	20%	25%	24%	18%	17%	17%	20%	17%	14%	22%	15%	18%	14%	13%	14%	20%	
	100%	39%	45%a	8%ab	5%a	25%	55%	20%	24%	22%	5%	11%n	13%	21%	19%	2%	11%	20%	
On every occasion	512	206	224	49	23	114	262	102	136	92	13	49	25	88	126	17	56	101	
	24%	17%	30%	46%	35%	25%	25%	27%	35%	23%	10%	31%	9%	23%	28%	30%	22%	31%	
	100%	40%	44%a	10%abd	5%a	22%jl	51%jl	20%jl	27%efij lmp	18%jl	2%	10%jl	5%	17%jl	25%jl	3%jl	11%jl	20%ijl	
Don't know	155	114	37	1	3	33	61	12	5	22	10	1	25	22	32	*	12	17	
	7%	10%	5%	1%	4%	7%	6%	3%	1%	5%	7%	1%	9%	6%	7%	*	5%	5%	
	100%	74%bcd	24%c	1%	2%c	21%ghk	40%hk	8%	3%	15%hk	6%hk	1%	16%ghk	14%hk	21%hk	*	8%h	11%h	
We are able to help everyone	246	173	69	3	1	19	109	24	46	26	7	5	28	50	65	6	37	45	
	11%	15%	9%	3%	1%	4%	10%	6%	12%	6%	5%	3%	10%	13%	14%	11%	15%	14%	
	100%	70%bcd	28%cd	1%	*	8%	44%ek	10%	19%egik	11%	3%	2%	11%ek	21%egik	27%egijk	2%	15%egij	18%egijk	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
 \* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 61

**Q17 If you are not able to help someone, and you think that another organisation could help them, do you refer them on to other organisations or not?**

Base: All

	Charity Size (by Income)				Charitable Purpose													
	Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)	
Did not answer	<b>193</b>	144	35	2	2	16	74	10	16	17	7	5	31	33	42	4	25	22
	<b>9%</b>	12%	5%	2%	3%	3%	7%	3%	4%	4%	5%	3%	11%	9%	9%	6%	10%	7%
	<b>100%</b>	75%bcd	18%	1%	1%	8%	38%eg	5%	8%	9%	4%	3%	16%eghi	17%eghi	22%eghi	2%	13%eghi	12%gk

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
 \* small base



**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 62

**Q17 If you are not able to help someone, and you think that another organisation could help them, do you refer them on to other organisations or not?**

Base: All

	TOTAL	Number of direct beneficiaries					Payment for goods and services?			Frequency of contact							We only have a one-off relationship with DIRECT beneficiaries (q)	
		1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)		At least once a year (p)
<b>Unweighted Base</b>	<b>2144</b>	457	186	457	220	289	357	1250	818	488	572	526	699	651	491	403	600	114
<b>Weighted Base</b>	<b>2144</b>	756	226	432	186	181	149	1147	672	386	313	372	588	557	358	290	575	197*
	<b>100%</b>	35%	11%	20%	9%	8%	7%	53%	31%	18%	15%	17%	27%	26%	17%	14%	27%	9%*
Effective base	<b>1224</b>	371	125	253	121	140	155	679	430	237	242	274	378	345	247	198	332	94
Never refer them	<b>284</b>	163	27	34	13	11	7	153	59	17	19	22	25	39	26	29	99	48
	<b>13%</b>	22%	12%	8%	7%	6%	5%	13%	9%	4%	6%	6%	4%	7%	7%	10%	17%	24%
	<b>100%</b>	57%bcdef	10%f	12%	4%	4%	3%	54%hi	21%i	6%	7%	8%	9%	14%	9%	10%l	35%jklm	17%jklmno
On some occasions	<b>430</b>	167	32	85	48	33	23	248	147	58	44	64	91	99	67	52	130	54
	<b>20%</b>	22%	14%	20%	26%	18%	15%	22%	22%	15%	14%	17%	16%	18%	19%	18%	23%	28%
	<b>100%</b>	39%	7%	20%	11%bf	8%	5%	58%i	34%i	13%	10%	15%	21%	23%	16%	12%	30%jl	13%jklm
On most occasions	<b>325</b>	76	44	71	27	50	33	183	131	73	58	75	138	112	79	69	94	21
	<b>15%</b>	10%	19%	16%	15%	28%	22%	16%	19%	19%	19%	20%	23%	20%	22%	24%	16%	10%
	<b>100%</b>	23%	13%a	22%a	8%	16%acd	10%a	56%a	40%a	22%	18%	23%q	42%pq	35%q	24%q	21%pq	29%	6%
On every occasion	<b>512</b>	133	67	100	71	61	52	320	183	114	142	150	203	153	119	91	133	21
	<b>24%</b>	18%	29%	23%	38%	34%	35%	28%	27%	30%	45%	40%	34%	27%	33%	31%	23%	11%
	<b>100%</b>	26%	13%a	20%	14%ac	12%ac	10%ac	63%	36%	22%	28%lmno	29%mpq	40%mpq	30%q	23%pq	18%pq	26%q	4%
Don't know	<b>155</b>	65	14	40	4	4	3	57	34	29	10	12	36	42	11	12	33	15
	<b>7%</b>	9%	6%	9%	2%	2%	2%	5%	5%	8%	3%	3%	6%	8%	3%	4%	6%	8%
	<b>100%</b>	42%def	9%	26%def	3%	2%	2%	37%	22%	19%	7%	7%	23%	27%jkn	7%	8%	21%	10%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
\* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 62

**Q17 If you are not able to help someone, and you think that another organisation could help them, do you refer them on to other organisations or not?**

Base: All

	Number of direct beneficiaries						Payment for goods and services?			Frequency of contact								
	1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)	At least once a year (p)	We only have a one-off relationship with DIRECT beneficiaries (q)	
<b>TOTAL</b>																		
We are able to help everyone	<b>246</b>	86	26	64	18	14	19	117	89	58	28	29	76	59	34	29	42	24
	<b>11%</b>	11%	12%	15%	10%	8%	13%	10%	13%	15%	9%	8%	13%	11%	10%	10%	7%	12%
	<b>100%</b>	35%	11%	26% <sup>e</sup>	7%	6%	8%	48%	36%	24% <sup>g</sup>	11%	12%	31% <sup>kp</sup>	24%	14%	12%	17%	10%
Did not answer	<b>193</b>	65	17	38	5	8	12	69	28	36	11	21	20	53	21	9	44	14
	<b>9%</b>	9%	7%	9%	3%	4%	8%	6%	4%	9%	4%	6%	3%	10%	6%	3%	8%	7%
	<b>100%</b>	34% <sup>d</sup>	9%	20% <sup>d</sup>	3%	4%	6% <sup>d</sup>	36%	15%	19% <sup>h</sup>	6%	11%	10%	27% <sup>jl</sup>	11%	5%	23% <sup>lo</sup>	7%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
 \* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 63

**Q17 If you are not able to help someone, and you think that another organisation could help them, do you refer them on to other organisations or not?**

Base: All

	TOTAL	Beneficiary Type												
		The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)
<b>Unweighted Base</b>	<b>2144</b>	781	450	355	1015	1227	858	835	273	952	525	446	293	461
<b>Weighted Base</b>	<b>2144</b>	718	403	270	734	1160	820	714	200	1032	366	406	188	372
	<b>100%</b>	33%	19%	13%	34%	54%	38%	33%	9%	48%	17%	19%	9%	17%
Effective base	1224	436	245	183	500	688	487	447	135	575	244	241	135	237
Never refer them	284	86	36	17	65	151	95	61	23	117	44	66	16	68
	<b>13%</b>	12%	9%	6%	9%	13%	12%	9%	11%	11%	12%	16%	9%	18%
	<b>100%</b>	30% <sup>c</sup>	13%	6%	23%	53% <sup>cdg</sup>	34% <sup>c</sup>	22%	8%	41%	15%	23% <sup>bcdgl</sup>	6%	24% <sup>abcdfgijl</sup>
On some occasions	430	136	64	38	141	240	183	143	43	209	82	113	33	93
	<b>20%</b>	19%	16%	14%	19%	21%	22%	20%	21%	20%	22%	28%	18%	25%
	<b>100%</b>	32%	15%	9%	33%	56% <sup>c</sup>	43% <sup>bc</sup>	33%	10%	49%	19% <sup>c</sup>	26% <sup>abcdegi</sup>	8%	22% <sup>bc</sup>
On most occasions	325	119	72	53	161	184	145	133	43	180	69	70	38	64
	<b>15%</b>	17%	18%	20%	22%	16%	18%	19%	22%	17%	19%	17%	20%	17%
	<b>100%</b>	37%	22%	16%	50% <sup>ae</sup>	57%	45%	41%	13%	55%	21%	22%	12%	20%
On every occasion	512	207	117	118	223	294	200	234	68	253	130	100	76	91
	<b>24%</b>	29%	29%	44%	30%	25%	24%	33%	34%	25%	36%	25%	40%	25%
	<b>100%</b>	40%	23%	23% <sup>abdefg</sup>	43% <sup>fi</sup>	57%	39%	46% <sup>efikm</sup>	13% <sup>efi</sup>	49%	25% <sup>efikm</sup>	20%	15% <sup>abdefi</sup>	18%
Don't know	155	47	25	11	38	91	56	21	5	74	9	23	11	24
	<b>7%</b>	7%	6%	4%	5%	8%	7%	3%	3%	7%	3%	6%	6%	6%
	<b>100%</b>	31% <sup>gj</sup>	16% <sup>gj</sup>	7%	25%	59% <sup>ghj</sup>	36% <sup>gj</sup>	14%	3%	48% <sup>ghj</sup>	6%	15%	7%	15% <sup>gj</sup>
We are able to help everyone	246	81	45	24	70	126	85	73	12	117	27	24	12	19
	<b>11%</b>	11%	11%	9%	10%	11%	10%	10%	6%	11%	7%	6%	6%	5%
	<b>100%</b>	33% <sup>km</sup>	18% <sup>km</sup>	10%	29% <sup>m</sup>	52% <sup>km</sup>	35% <sup>km</sup>	30% <sup>km</sup>	5%	47% <sup>km</sup>	11%	10%	5%	8%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 63

**Q17 If you are not able to help someone, and you think that another organisation could help them, do you refer them on to other organisations or not?**

Base: All

		Beneficiary Type												
		The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)
Did not answer	<b>193</b>	41	43	9	36	73	57	48	7	82	4	11	1	12
	<b>9%</b>	6%	11%	3%	5%	6%	7%	7%	3%	8%	1%	3%	1%	3%
	<b>100%</b>	21% <sub>jl</sub>	22% <sub>acdehjk</sub>	5%	19% <sub>jl</sub>	38% <sub>ijkl</sub>	30% <sub>jkim</sub>	25% <sub>ijkl</sub>	3%	42% <sub>cdjklm</sub>	2%	6%	1%	6%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

**A Balancing Act: Charity Survey**  
**Fieldwork Dates 23 Nov 2007 - 04 Jan 2008**

**Table 64**  
**Q18 Does your charity have any of the following in place to manage the relationship between your charity and its DIRECT beneficiaries?**  
**Base: All**

	TOTAL	Charity Size (by Income)				Charitable Purpose												
		Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)
Unweighted Base	2144	503	640	443	525	479	1151	521	482	434	132	268	282	362	392	70	290	386
Weighted Base	2144	1191	745	108	67	466	1053	374	393	409	130*	156	288	388	455	57*	253	325
	100%	56%	35%	5%	3%	22%	49%	17%	18%	19%	6%*	7%	13%	18%	21%	3%*	12%	15%
Effective base	1224	503	640	443	525	272	627	249	248	240	82	115	168	223	252	37	156	211
Contract (formal or informal)	725	324	286	63	42	124	375	125	138	111	27	103	77	158	193	19	74	141
	34%	27%	38%	58%	63%	27%	36%	33%	35%	27%	20%	66%	27%	41%	43%	33%	29%	43%
	100%	45%	40%a	9%ab	6%ab	17%	52%eijl	17%j	19%ej	15%	4%	14%efgh ijlmnop q	11%	22%eijl p	27%egijl p	3%	10%	19%efgijlp
Complaints/feedback procedure	631	178	322	68	49	108	365	130	158	105	15	82	45	117	147	20	69	130
	29%	15%	43%	63%	73%	23%	35%	35%	40%	26%	11%	53%	16%	30%	32%	35%	27%	40%
	100%	28%	51%a	11%ab	8%abc	17%j	58%eijl	21%eijl	25%eijl mp	17%jl	2%	13%efghi jlmnpq	7%	19%jl	23%eijl	3%jl	11%jl	21%eijlmp
Standards of service	449	123	227	55	33	93	265	93	110	73	12	58	32	77	102	12	48	98
	21%	10%	30%	51%	50%	20%	25%	25%	28%	18%	9%	37%	11%	20%	22%	21%	19%	30%
	100%	27%	51%a	12%ab	7%ab	21%jl	59%ijl	21%jl	24%eijl mp	16%	3%	13%efgij lmnp	7%	17%jl	23%jl	3%	11%jl	22%eijlmp
Legislation in place governing the relationship	268	97	123	24	21	49	154	47	55	42	8	32	33	46	58	7	23	46
	12%	8%	17%	22%	32%	10%	15%	13%	14%	10%	7%	21%	11%	12%	13%	13%	9%	14%
	100%	36%	46%a	9%ab	8%abc	18%	58%j	18%	20%	16%	3%	12%egij lmnp	12%	17%	22%	3%	9%	17%
Service Level Agreement	182	31	93	33	19	46	101	54	57	39	4	29	10	36	42	3	21	57
	8%	3%	13%	31%	28%	10%	10%	14%	15%	10%	3%	18%	3%	9%	9%	5%	8%	18%
	100%	17%	51%a	18%ab	10%ab	25%l	55%l	29%fjl	31%fjl	22%l	2%	16%efijl mnop	5%	20%l	23%l	1%	11%	31%efijlmnop

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
 \* small base

**A Balancing Act: Charity Survey**  
**Fieldwork Dates 23 Nov 2007 - 04 Jan 2008**

**Table 64**  
**Q18 Does your charity have any of the following in place to manage the relationship between your charity and its DIRECT beneficiaries?**  
**Base: All**

	Charity Size (by Income)				Charitable Purpose													
	Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)	
<b>TOTAL</b>	<b>125</b>	<b>45</b>	<b>52</b>	<b>16</b>	<b>10</b>	<b>31</b>	<b>68</b>	<b>33</b>	<b>38</b>	<b>23</b>	<b>3</b>	<b>20</b>	<b>8</b>	<b>20</b>	<b>32</b>	<b>2</b>	<b>16</b>	<b>27</b>
Beneficiaries' charter	6%	4%	7%	15%	15%	7%	6%	9%	10%	6%	2%	13%	3%	5%	7%	4%	6%	8%
	100%	36%	42%a	13%ab	8%ab	24%	54%	27%j	30%j	19%	2%	16%efijl	6%	16%	25%	2%	13%	22%l
A constitution	50	38	12	*	*	6	37	2	6	4	1	*	6	19	26	-	6	5
	2%	3%	2%	*	*	1%	3%	*	2%	1%	1%	*	2%	5%	6%	-	2%	1%
	100%	76%cd	23%	*	*	12%	74%gi	3%	12%	8%	3%	*	12%	38%eghikq	52%eghikq	-	12%	9%
Rules/regulations/policies/procedures/guidelines	36	19	14	2	1	6	22	3	2	1	-	4	5	5	6	4	6	1
	2%	2%	2%	2%	1%	1%	2%	1%	*	*	-	3%	2%	1%	1%	6%	2%	*
	100%	52%	39%	7%	2%	17%	60%i	7%	5%	2%	-	11%iq	13%	14%	18%	10%eghijmq	17%iq	2%
Contact/direct contact/ with governing body/ executive offices/partner organisation/trustees/beneficiaries	21	14	5	2	-	8	16	3	1	3	2	-	8	5	6	-	3	5
	1%	1%	1%	2%	-	2%	1%	1%	*	1%	1%	-	3%	1%	1%	-	1%	1%
	100%	69%	23%	8%d	-	41%	76%	13%	7%	13%	8%	-	37%h	23%	29%	-	14%	23%
Terms/ conditions/of use/hire	17	9	7	*	1	6	4	*	2	*	-	3	-	3	1	-	1	2
	1%	1%	1%	*	1%	1%	*	*	1%	*	-	2%	-	1%	*	-	1%	1%
	100%	54%	40%	3%	3%	35%	24%	1%	14%	3%	-	15%g	-	15%	7%	-	8%	11%
Membership/ annual membership/ membership form	13	7	5	*	*	3	3	5	1	1	1	4	1	1	1	-	*	4
	1%	1%	1%	*	*	1%	*	1%	*	*	1%	1%	*	*	*	-	*	1%
	100%	57%	37%	4%	2%	28%	21%	40%f	9%	9%	9%	30%	10%	11%	-	1%	29%	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
 \* small base

**A Balancing Act: Charity Survey**  
Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

**Table 64**  
**Q18 Does your charity have any of the following in place to manage the relationship between your charity and its DIRECT beneficiaries?**  
Base: All

	Charity Size (by Income)				Charitable Purpose													
	Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)	
<b>TOTAL</b>																		
Agreement/s	10 * 100%	7 1% 68%	2 * 22%	* * 5%	1 1% 5%	* * 1%	3 * 29%	1 * 13%	4 * 36%	* * 1%	- * 14%	1 2 23%	2 1% 24%	3 1% 26%	- * -	2 1% 24%	* * 2%	
Trust deed	9 * 100%	5 * 53%	3 * 39%	* * 5%	* * 3%	* * 5%	6 1% 71%	* * 5%	* 1% 5%	3 * 32%	- * -	* 4 39%	- * -	* * 3%	- * -	* * 3%	- * -	
Discussions/ meetings	9 * 100%	7 1% 83%	1 * 14%	* * 3%	- - -	- - -	2 * 28%	3 1% 31%	- 1% -	2 * 28%	- - -	- - -	- - -	- - -	- - -	- - -	- - -	
Reviews/reports	7 * 100%	5 * 72%	- - -	* 1% 7%b	* 1% 6%b	- - -	3 * 43%	4 1% 55%	3 1% 51%	1 * 17%	* 1% 2%	1 1% 15%	2 1% 38%	2 1% 38%	- - -	2 4%efin	5 2%efn	3 1% 53%
Letters/writing	6 * 100%	5 * 76%	1 * 19%	* * 4%	* * 2%	3 1% 44%	5 * 79%	* * 2%	* * 6%	2 1% 40%	- 1% -	1 1% 19%	2 1% 38%	- - -	- - -	- - -	- - -	* * 4%
Close knowledge/ relationship/ understanding	5 * 100%	2 * 47%	2 * 46%	* * 5%	* * 3%	1 * 23%	4 * 72%	1 * 25%	1 * 25%	4 1% 72%	- * -	* * 5%	- * -	* * 3%	- - -	2 1% 47%	2 1% 49%	
Application form/ declaration on application form	5 * 100%	5 * 95%	- - -	- * 5%b	* * -	3 1% 53%	3 * 53%	* * 5%	* * 5%	3 1% 53%	- * -	* - -	5 1% 97%	5 1% 97%	* * 3%	* * 3%	2 1% 50%	
Behaviour/Code of Behaviour	4 * 100%	2 * 57%	1 * 28%	* * 6%	* 1% 9%	* * 3%	1 * 31%	* * 3%	2 1% 57%	* * 3%	- * -	* - -	- - -	2 * 37%	* * 6%	- - -	* * 3%	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
\* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 64

**Q18 Does your charity have any of the following in place to manage the relationship between your charity and its DIRECT beneficiaries?**

Base: All

	Charity Size (by Income)				Charitable Purpose													
	Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)	
<b>TOTAL</b>																		
Newsletters/ information/ notices	4*	1*	-	*	-	2*	*	*	1*	1*	-	1*	2*	2*	-	-	1*	
	100%	63%	31%	7%	-	63%	3%	3%	31%	31%	-	31%	66%	63%	-	-	31%	
One off gifts/ donations/ too small to warrant anything/ to individuals	3*	2*	-	*	2*	3*	3*	3*	2*	-	*	-	*	-	-	-	-	
	100%	79%	-	16%b	79%	88%	92%	92%	79%	-	4%	-	8%	-	-	-	-	
Licence	3*	-	2*	*	*	*	-	*	*	*	3*	-	*	*	-	*	*	
	100%	-	79%	8%a	9%	13%	-	4%	17%	8%	100%efghimn	-	4%	4%	-	13%	17%	
Handbook/s/ booklets	3*	2*	-	*	-	2*	*	-	*	-	*	-	-	-	-	-	-	
	100%	83%	-	9%b	-	87%	4%	-	9%	-	9%	9%	-	-	-	-	-	
Equal opportunities	2*	-	1*	*	*	1*	-	1*	*	-	-	-	-	1*	-	1*	1*	
	100%	-	70%	30%a	30%	70%	-	70%	15%	-	-	-	-	70%	-	70%	70%	
Memorandum of understanding	1*	-	1*	-	-	-	-	-	1*	-	-	-	-	-	-	*	1*	
	100%	-	90%	-	-	-	-	-	90%	-	-	-	-	-	-	10%	90%	
Code of conduct/ guidelines for good practise	1*	-	-	*	*	*	*	*	-	-	*	-	*	-	-	-	*	
	100%	-	-	39%ab	59%	59%	59%	80%	-	-	20%	-	39%	-	-	-	39%	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
\* small base



**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 64

**Q18 Does your charity have any of the following in place to manage the relationship between your charity and its DIRECT beneficiaries?**

Base: All

	Charity Size (by Income)				Charitable Purpose													
	Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)	
Other	<b>34</b> <b>2%</b> <b>100%</b>	21 2% 63%	10 1% 31%	1 1% 4%	1 1% 2%	8 2% 24%	25 2% 73%	8 2% 23%	11 3% 33%	10 2% 30%	3 2% 8%	* 1% 1%	2 1% 5%	2 1% 7%	5 1% 15%	5 8% 14%efgk lmnq	7 3% 22%	4 1% 13%
Don't know	<b>48</b> <b>2%</b> <b>100%</b>	33 3% 69%cd	12 2% 24%	1 1% 2%	* * 1%	12 3% 26%	19 2% 40%	10 3% 20%	6 2% 12%	6 2% 13%	4 3% 8%	* * 1%	5 2% 11%	2 1% 5%	16 4% 34%mp	- - -	1 * 2%	10 3% 22%am
None of these	<b>660</b> <b>31%</b> <b>100%</b>	481 40% 73%bcd	158 21% 24%cd	11 10% 2%cd	4 6% 1%	179 38% 27%fhkm noq	290 28% 44%knq	114 31% 17%knq	114 29% 17%knq	171 42% 26%fghk mnoq	68 52% 10%efghk mnoq	19 12% 3%	112 39% 17%fhkm noq	109 28% 17%kq	96 21% 14%	9 16% 1%	84 33% 13%knoq	64 20% 10%
Did not answer	<b>125</b> <b>6%</b> <b>100%</b>	95 8% 76%bcd	21 3% 17%	2 2% 2%	2 3% 1%	28 6% 22%k	42 4% 34%	20 5% 16%	12 3% 10%	21 5% 16%	9 7% 7%k	2 1% 1%	23 8% 18%fhk	17 4% 13%	17 4% 13%	9 16% 8%efgh ikmnq	17 7% 14%k	13 4% 11%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
\* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 65

**Q18 Does your charity have any of the following in place to manage the relationship between your charity and its DIRECT beneficiaries?**

Base: All

	Number of direct beneficiaries						Payment for goods and services?			Frequency of contact							We only have a one-off relationship with DIRECT beneficiaries (q)	
	1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)	At least once a year (p)		
<b>TOTAL</b>	<b>2144</b>	457	186	457	220	289	357	1250	818	488	572	526	699	651	491	403	600	114
<b>Unweighted Base</b>	<b>2144</b>	457	186	457	220	289	357	1250	818	488	572	526	699	651	491	403	600	114
<b>Weighted Base</b>	<b>2144</b>	756	226	432	186	181	149	1147	672	386	313	372	588	557	358	290	575	197*
	<b>100%</b>	35%	11%	20%	9%	8%	7%	53%	31%	18%	15%	17%	27%	26%	17%	14%	27%	9%*
Effective base	<b>1224</b>	371	125	253	121	140	155	679	430	237	242	274	378	345	247	198	332	94
Contract (formal or informal)	<b>725</b>	250	68	157	75	82	54	379	287	210	169	185	250	218	149	109	163	25
	<b>34%</b>	33%	30%	36%	40%	45%	36%	33%	43%	54%	54%	50%	43%	39%	42%	38%	28%	12%
	<b>100%</b>	34%	9%	22%	10%	11%ab	7%	52%	40%g	29%gh	23%lmno	26%mnopq	35%pq	30%pq	21%pq	15%pq	22%q	3%
Complaints/feedback procedure	<b>631</b>	151	76	137	69	90	83	372	281	177	192	215	281	201	139	112	142	11
	<b>29%</b>	20%	34%	32%	37%	50%	56%	32%	42%	46%	61%	58%	48%	36%	39%	39%	25%	5%
	<b>100%</b>	24%	12%a	22%a	11%a	14%abcd	13%abcd	59%	44%g	28%g	30%lmno	34%lmno	44%mnop	32%pq	22%pq	18%pq	23%q	2%
Standards of service	<b>449</b>	100	41	99	62	70	57	269	200	128	155	153	202	159	95	68	91	9
	<b>21%</b>	13%	18%	23%	33%	38%	38%	23%	30%	33%	49%	41%	34%	28%	26%	24%	16%	4%
	<b>100%</b>	22%	9%	22%a	14%abc	15%abc	13%abc	60%	44%g	28%g	34%lmno	34%lmnop	45%nopq	35%pq	21%pq	15%pq	20%q	2%
Legislation in place governing the relationship	<b>268</b>	84	35	62	30	27	23	156	115	76	84	87	93	77	51	35	50	6
	<b>12%</b>	11%	15%	14%	16%	15%	16%	14%	17%	20%	27%	23%	16%	14%	14%	12%	9%	3%
	<b>100%</b>	31%	13%	23%	11%	10%	9%	58%	43%	29%g	32%lmno	32%lmno	35%pq	29%pq	19%pq	13%q	19%	2%
Service Level Agreement	<b>182</b>	35	12	36	24	38	29	118	68	51	78	75	95	74	53	38	48	*
	<b>8%</b>	5%	5%	8%	13%	21%	20%	10%	10%	13%	25%	20%	16%	13%	15%	13%	8%	*
	<b>100%</b>	19%	6%	20%	13%ab	21%abc	16%abc	65%	38%	28%	43%lmno	41%mnopq	52%pq	41%pq	29%pq	21%q	26%q	*

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
\* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 65

**Q18 Does your charity have any of the following in place to manage the relationship between your charity and its DIRECT beneficiaries?**

Base: All

	Number of direct beneficiaries						Payment for goods and services?			Frequency of contact							We only have a one-off relationship with DIRECT beneficiaries (q)	
	TOTAL	1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)		At least once a year (p)
Beneficiaries' charter	<b>125</b> 6% 100%	36 5% 29%	9 4% 7%	32 7% 26%	14 7% 11%	16 9% 13%	15 10% 12% <sup>ab</sup>	70 6% 56%	46 7% 37%	25 7% 20%	44 14% 35% <sup>klmn</sup>	32 9% 25% <sup>q</sup>	44 7% 35% <sup>q</sup>	42 8% 34% <sup>q</sup>	28 8% 23% <sup>q</sup>	27 9% 22% <sup>q</sup>	35 6% 28% <sup>q</sup>	1 1% 1%
A constitution	<b>50</b> 2% 100%	7 1% 14%	7 3% 14%	20 5% 40% <sup>a</sup>	9 5% 19% <sup>a</sup>	5 3% 10%	1 1% 3%	22 2% 43%	21 3% 43%	11 3% 21%	7 2% 14%	12 3% 24% <sup>l</sup>	6 1% 12%	20 4% 40% <sup>l</sup>	8 2% 17%	5 2% 10%	10 2% 20%	- - -
Rules/regulations/policies/procedures/guidelines	<b>36</b> 2% 100%	15 2% 43%	8 4% 23% <sup>d</sup>	6 1% 16%	* * *	3 2% 8%	1 1% 3%	14 1% 38%	20 3% 56% <sup>g</sup>	11 3% 30%	7 2% 20% <sup>n</sup>	7 2% 20%	17 3% 47% <sup>no</sup>	11 2% 29%	1 * 2%	1 * 3%	6 1% 17%	- - -
Contact/direct contact/ with governing body/ executive offices/partner organisation/ trustees/ beneficiaries	<b>21</b> 1% 100%	8 1% 40%	* * 1%	4 1% 21%	6 3% 29% <sup>be</sup>	- - -	1 * 4%	15 1% 73%	5 1% 26%	3 1% 14%	5 2% 27%	1 * 7%	3 1% 16%	5 1% 25%	4 1% 20%	3 1% 15%	8 1% 37%	2 1% 12%
Terms/ conditions/of use/hire	<b>17</b> 1% 100%	6 1% 34%	- - -	3 1% 16%	3 1% 15%	2 1% 14%	* * 1%	9 1% 52%	* * 2%	6 2% 34% <sup>h</sup>	2 1% 13%	1 * 7%	6 1% 35%	4 1% 22%	* * 1%	1 * 7%	6 1% 37%	1 1% 7%
Membership/ annual membership/ membership form	<b>13</b> 1% 100%	4 * 28%	- - -	4 1% 28%	2 1% 20%	3 1% 21%	* * 3%	6 1% 49%	8 1% 68%	2 * 13%	1 * 9%	- - -	1 * 11%	5 1% 38%	1 * 11%	1 * 9%	6 1% 49%	- - -

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
\* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 65

**Q18 Does your charity have any of the following in place to manage the relationship between your charity and its DIRECT beneficiaries?**

Base: All

	Number of direct beneficiaries						Payment for goods and services?			Frequency of contact						We only have a one-off relationship with DIRECT beneficiaries (q)		
	TOTAL	1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)		At least once every 6 months (o)	At least once a year (p)
Agreement/s	10	4	1	5	-	*	*	9	6	*	2	1	7	3	4	1	4	-
	*	*	1%	1%	-	*	*	1%	1%	*	*	*	1%	*	1%	*	1%	-
	100%	36%	11%	45%	-	2%	5%	85%	60%	4%	15%	12%	71%	26%	35%	12%	36%	-
Trust deed	9	5	1	3	-	*	*	5	*	*	2	1	*	1	3	*	4	-
	*	1%	1%	1%	-	*	*	*	*	-	*	*	*	*	1%	*	1%	-
	100%	54%	13%	29%	-	1%	3%	59%	3%	-	17%	13%	1%	16%	29%	3%	42%	-
Discussions/ meetings	9	4	-	2	-	-	2	6	-	-	-	1	*	-	2	-	2	-
	*	*	-	1%	-	-	2%	1%	-	-	-	*	*	-	1%	-	*	-
	100%	44%	-	28%	-	-	28%	72%	-	-	-	14%	3%	-	28%	-	28%	-
Reviews/reports	7	*	*	3	-	-	3	7	2	*	-	*	1	1	3	*	5	-
	*	*	*	1%	-	-	2%	1%	*	*	-	*	*	*	1%	*	1%	-
	100%	4%	4%	53%	-	-	40% <sup>a</sup>	100%	38%	2%	-	4%	21%	19%	40%	4%	76%	-
Letters/writing	6	6	-	-	-	*	*	*	2	*	1	-	*	3	*	*	3	-
	*	1%	-	-	-	*	*	*	*	*	*	-	*	*	*	*	*	-
	100%	94%	-	-	-	2%	4%	6%	38%	4%	22%	-	4%	42%	6%	4%	42%	-
Close knowledge/ relationship/ understanding	5	2	1	-	*	-	-	2	1	2	1	-	1	-	*	*	3	-
	*	*	1%	-	*	-	-	*	*	1%	*	-	*	-	*	*	*	-
	100%	47%	25%	-	5%	-	-	30%	28%	46%	23%	-	23%	-	5%	7%	54%	-
Application form/ declaration on application form	5	2	-	-	*	-	-	3	-	2	2	*	*	*	*	2	2	-
	*	*	-	-	*	-	-	*	-	1%	1%	*	*	*	*	1%	*	-
	100%	47%	-	-	3%	-	-	53%	-	47%	47%	3%	3%	3%	3%	50%	50%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
 \* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 65

**Q18 Does your charity have any of the following in place to manage the relationship between your charity and its DIRECT beneficiaries?**

Base: All

	Number of direct beneficiaries						Payment for goods and services?			Frequency of contact						We only have a one-off relationship with DIRECT beneficiaries (q)		
	TOTAL	1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)		At least once every 6 months (o)	At least once a year (p)
Behaviour/Code of Behaviour	4	2	1	*	-	*	*	1	-	*	*	4	*	*	*	*	*	-
	*	*	1%	*	-	*	*	*	-	*	*	1%	*	*	*	*	*	-
	100%	57%	28%	3%	-	3%	9%	12%	31%	-	12%	12%	91%	6%	3%	3%	3%	-
Newsletters/information/notices	4	-	-	2	-	-	*	4	-	2	*	2	2	*	-	-	1	-
	*	-	-	1%	-	-	*	*	-	1%	*	1%	*	*	-	-	*	-
	100%	-	-	66%	-	-	3%	100%	-	63%	3%	63%	66%	66%	3%	-	31%	-
One off gifts/donations/too small to warrant anything to individuals	3	3	-	*	-	-	-	3	-	-	-	-	-	-	-	-	*	3
	*	*	-	*	-	-	-	*	-	-	-	-	-	-	-	-	*	1%
	100%	88%	-	4%	-	-	-	96%	-	-	-	-	-	-	-	-	4%	88%
Licence	3	1	-	1	*	*	*	*	1	*	2	-	-	1	*	-	*	-
	*	*	-	*	*	*	*	*	*	*	1%	-	-	*	*	-	*	-
	100%	39%	-	39%	4%	4%	13%	17%	21%	13%	56%	-	-	39%	4%	-	4%	-
Handbook/s/booklets	3	*	2	*	-	*	-	3	*	2	*	2	*	-	-	-	-	-
	*	*	1%	*	-	*	-	*	*	1%	*	1%	*	-	-	-	-	-
	100%	9%	83%	4%	-	4%	-	96%	13%	83%	13%	87%	4%	4%	-	-	-	-
Equal opportunities	2	1	-	-	-	*	-	2	1	*	*	*	1	*	*	*	*	-
	*	*	-	-	-	*	-	*	*	*	*	*	*	*	*	*	*	-
	100%	70%	-	-	-	30%	-	100%	85%	15%	15%	30%	85%	15%	15%	15%	30%	-
Memorandum of understanding	1	*	-	-	-	1	-	1	1	-	-	1	1	1	1	1	1	-
	*	*	-	-	-	1%	-	*	*	-	-	*	*	*	*	*	*	-
	100%	10%	-	-	-	90%	-	90%	90%	-	-	90%	90%	90%	100%	90%	90%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
\* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 65

**Q18 Does your charity have any of the following in place to manage the relationship between your charity and its DIRECT beneficiaries?**

Base: All

	Number of direct beneficiaries						Payment for goods and services?			Frequency of contact							We only have a one-off relationship with DIRECT beneficiaries (q)	
	1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)	At least once a year (p)		
<b>TOTAL</b>	<b>1</b>	*	-	*	*	-	*	*	-	*	*	*	*	*	*	*	*	-
	*	*	-	*	*	-	*	*	-	*	*	*	*	*	*	*	*	-
	<b>100%</b>	20%	-	20%	20%	-	39%	80%	41%	-	61%	41%	59%	59%	59%	59%	39%	-
Code of conduct/ guidelines for good practise	<b>34</b>	12	*	4	4	5	5	22	9	2	2	3	8	3	2	4	18	4
	<b>2%</b>	2%	*	1%	2%	3%	3%	2%	1%	*	1%	1%	1%	1%	1%	3%	3%	2%
Other	<b>100%</b>	35%	1%	11%	11%	15%	15%bc	66%	26%	5%	6%	8%	24%	9%	7%	11%	54%jklmn	10%
Don't know	<b>48</b>	9	7	19	2	3	*	17	17	6	8	4	11	11	7	7	12	2
	<b>2%</b>	1%	3%	4%	1%	2%	*	1%	3%	2%	2%	1%	2%	2%	2%	2%	2%	1%
	<b>100%</b>	20%	15%	39%af	5%	6%	*	36%	36%	13%	16%	8%	23%	23%	14%	14%	26%	5%
None of these	<b>660</b>	302	68	96	47	26	21	361	119	51	34	54	97	140	90	69	194	124
	<b>31%</b>	40%	30%	22%	25%	14%	14%	31%	18%	13%	11%	14%	16%	25%	25%	24%	34%	63%
	<b>100%</b>	46%cdef	10%ef	15%f	7%ef	4%	3%	55%hi	18%	8%	5%	8%	15%	21%jkl	14%jkl	11%jkl	29%jklm	19%jklmnop
Did not answer	<b>125</b>	40	20	21	6	7	7	65	18	16	3	14	22	16	7	14	34	21
	<b>6%</b>	5%	9%	5%	3%	4%	5%	6%	3%	4%	1%	4%	4%	3%	2%	5%	6%	11%
	<b>100%</b>	32%	16%	17%	5%	5%	6%	52%h	14%	13%	2%	11%j	18%j	13%	6%	11%j	28%jmn	17%jklmn

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
 \* small base

**A Balancing Act: Charity Survey**  
**Fieldwork Dates 23 Nov 2007 - 04 Jan 2008**

**Table 66**  
**Q18 Does your charity have any of the following in place to manage the relationship between your charity and its DIRECT beneficiaries?**  
**Base: All**

	TOTAL	Beneficiary Type												
		The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)
<b>Unweighted Base</b>	<b>2144</b>	781	450	355	1015	1227	858	835	273	952	525	446	293	461
<b>Weighted Base</b>	<b>2144</b>	718	403	270	734	1160	820	714	200	1032	366	406	188	372
	<b>100%</b>	33%	19%	13%	34%	54%	38%	33%	9%	48%	17%	19%	9%	17%
Effective base	<b>1224</b>	436	245	183	500	688	487	447	135	575	244	241	135	237
Contract (formal or informal)	<b>725</b>	256	162	111	312	443	284	276	95	390	134	137	98	122
	<b>34%</b>	36%	40%	41%	42%	38%	35%	39%	47%	38%	37%	34%	52%	33%
	<b>100%</b>	35%	22%	15%	43%afkm	61%	39%	38%	13%aeijk m	54%	18%	19%	14%abcdef gijkm	17%
Complaints/ feedback procedure	<b>631</b>	236	136	119	304	402	264	297	105	350	155	114	105	100
	<b>29%</b>	33%	34%	44%	41%	35%	32%	42%	52%	34%	42%	28%	56%	27%
	<b>100%</b>	37%	21%	19%abefik m	48%abefik m	64% m	42%	47%abefik m	17%abdefg ikm	55% m	24%abefik m	18%	17%abcdef gijkm	16%
Standards of service	<b>449</b>	192	115	79	230	295	189	205	82	248	107	83	81	70
	<b>21%</b>	27%	29%	29%	31%	25%	23%	29%	41%	24%	29%	20%	43%	19%
	<b>100%</b>	43% m	26% km	18% km	51%efik m	66% m	42%	46% lkm	18%abcdef gijkm	55%	24% km	18%	18%abcdef gijkm	16%
Legislation in place governing the relationship	<b>268</b>	93	74	47	121	166	88	109	39	144	60	53	40	32
	<b>12%</b>	13%	18%	18%	17%	14%	11%	15%	19%	14%	17%	13%	21%	8%
	<b>100%</b>	35%	27% fm	18% fm	45% fm	62% m	33%	41% fm	14% fm	54% m	23% fm	20%	15% aefikm	12%
Service Level Agreement	<b>182</b>	76	30	40	102	115	85	107	47	102	60	48	49	42
	<b>8%</b>	11%	7%	15%	14%	10%	10%	15%	23%	10%	16%	12%	26%	11%
	<b>100%</b>	42%	16%	22% b	56% bei	63%	47%	59% befi	26% abdefg ikm	56%	33% abefi	26%	27% abcdef gijkm	23%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef/gh/i/j/k/l/m

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 66

**Q18 Does your charity have any of the following in place to manage the relationship between your charity and its DIRECT beneficiaries?**

Base: All

	TOTAL	Beneficiary Type												
		The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)
Beneficiaries' charter	125 6% 100%	39 5% 31%	31 8% 25%	26 10% 21%	52 7% 42%	72 6% 57%	57 7% 46%	61 8% 48%	29 15% 23% <sup>abdefgikm</sup>	62 6% 49%	44 12% 36% <sup>adefi</sup>	31 8% 25%	25 13% 20% <sup>adefim</sup>	26 7% 21%
A constitution	50 2% 100%	5 1% 9%	26 6% 52% <sup>adefghijklm</sup>	16 6% 31% <sup>adefgijklm</sup>	5 1% 10%	28 2% 57% <sup>adk</sup>	17 2% 34% <sup>k</sup>	6 1% 13%	4 2% 7%	25 2% 50% <sup>adk</sup>	4 1% 8%	* * 1%	- - -	3 1% 5%
Rules/ regulations/ policies/ procedures/ guidelines	36 2% 100%	7 1% 19%	13 3% 36% <sup>adfgij</sup>	6 2% 16%	8 1% 23%	26 2% 71%	7 1% 18%	6 1% 16%	* * 1%	10 1% 29%	2 1% 7%	3 1% 9%	1 * 2%	3 1% 8%
Contact/direct contact/ with governing body/ executive offices/partner organisation/ trustees/ beneficiaries	21 1% 100%	11 2% 55%	4 1% 18%	4 1% 18%	5 1% 25%	16 1% 79%	5 1% 22%	8 1% 38%	3 1% 13%	8 1% 39%	2 * 8%	6 2% 30%	1 1% 7%	6 2% 29%
Terms/ conditions/of use/hire	17 1% 100%	5 1% 28%	1 * 7%	1 1% 8%	6 1% 36%	11 1% 62%	8 1% 49%	6 1% 35%	4 2% 23% <sup>k</sup>	15 1% 85%	2 1% 14%	* * 1%	2 1% 14%	5 1% 31%
Membership/ annual membership/ membership form	13 1% 100%	4 1% 33%	6 2% 51% <sup>k</sup>	3 1% 28%	5 1% 41%	5 * 40%	5 1% 41%	5 1% 39%	2 1% 19%	4 * 29%	* * 2%	- - -	- - -	1 * 9%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m



**A Balancing Act: Charity Survey**  
Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

**Table 66**  
**Q18 Does your charity have any of the following in place to manage the relationship between your charity and its DIRECT beneficiaries?**  
Base: All

	TOTAL	Beneficiary Type												
		The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)
Agreement/s	10 *	* *	5 1%	5 2%	2 *	3 *	3 1%	4 *	* *	4 *	2 *	2 *	* *	2 1%
	100%	5%	48% <sup>a</sup>	45% <sup>adei</sup>	16%	26%	28%	40%	1%	35%	16%	15%	2%	24%
Trust deed	9 *	2 *	* *	1 1%	* *	6 1%	3 *	2 *	1 1%	5 *	1 *	4 1%	1 1%	2 1%
	100%	26%	3%	16%	3%	72%	31%	18%	13%	52%	16%	45% <sup>d</sup>	13%	26%
Discussions/ meetings	9 *	- -	- -	- -	1 *	8 1%	5 1%	3 *	- -	2 *	3 1%	5 1%	- -	- -
	100%	-	-	-	14%	97%	56%	31%	-	28%	31%	56% <sup>a</sup>	-	-
Reviews/reports	7 *	* *	2 1%	- -	1 *	3 *	1 *	4 1%	- -	* *	1 *	1 *	3 2%	5 1%
	100%	4%	36%	-	17%	41%	17%	57%	-	2%	21%	21%	51% <sup>adefi</sup>	77% <sup>adefi</sup>
Letters/writing	6 *	* *	3 1%	* *	* *	3 *	1 *	* *	* *	* *	* *	4 1%	* *	3 1%
	100%	4%	42%	4%	6%	42%	19%	4%	4%	4%	4%	56% <sup>i</sup>	4%	42%
Close knowledge/ relationship/ understanding	5 *	1 *	* *	1 1%	1 *	5 *	- -	1 *	- -	2 *	1 *	1 *	- -	1 *
	100%	23%	5%	28%	28%	93%	-	23%	-	47%	23%	23%	-	25%
Application form/ declaration on application form	5 *	2 *	- -	- -	* *	* *	* *	* *	- -	2 *	* *	* *	* *	2 1%
	100%	50%	-	-	3%	3%	3%	3%	-	50%	3%	3%	3%	50% <sup>e</sup>

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 66

**Q18 Does your charity have any of the following in place to manage the relationship between your charity and its DIRECT beneficiaries?**

Base: All

	TOTAL	Beneficiary Type												
		The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)
Behaviour/Code of Behaviour	4*	2*	1*	-	2*	2*	*	3*	*	4*	2*	*	*	*
	100%	40%	28%	-	43%	43%	3%	63%	6%	88%	60%	3%	3%	3%
Newsletters/information/notices	4*	1*	-	2*	1*	4*	1*	-	3*	-	-	-	-	-
	100%	37%	-	63%	34%	37%	93%	34%	-	69%	3%	-	-	-
One off gifts/donations/too small to warrant anything/to individuals	3*	-	-	-	3*	3*	3*	-	3*	3*	2*	2*	2*	*
	100%	-	-	-	88%	88%	88%	-	88%	88%	79%	79%a	79%	4%
Licence	3*	*	-	-	1*	1*	*	*	*	*	*	1*	*	*
	100%	13%	-	-	21%	39%	13%	9%	4%	17%	4%	21%	4%	4%
Handbook/s/booklets	3*	*	-	-	*	3*	*	*	*	2*	*	-	-	*
	100%	4%	-	-	17%	91%	4%	4%	4%	87%	4%	-	-	9%
Equal opportunities	2*	-	*	*	2*	1*	2*	2*	-	*	1*	*	1*	*
	100%	-	15%	30%	100%	85%	100%	100%	-	30%	70%	15%	70%	15%
Memorandum of understanding	1*	-	-	1*	1*	-	-	-	-	-	-	1*	-	-
	100%	-	-	90%	90%	-	-	-	-	-	-	90%	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 66

**Q18 Does your charity have any of the following in place to manage the relationship between your charity and its DIRECT beneficiaries?**

Base: All

	TOTAL	Beneficiary Type												
		The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)
Code of conduct/ guidelines for good practise	1 *	*	*	*	*	*	*	*	*	*	*	-	*	*
	100%	20%	20%	39%	80%	59%	59%	20%	20%	20%	80%	-	59%	59%
Other	34 2%	2 *	6 2%	2 1%	11 2%	16 1%	7 1%	10 1%	3 1%	9 1%	4 1%	6 2%	7 4%	11 3%
	100%	7%	18%	5%	33%	47%	22%	30%	8%	27%	12%	18%	19%afi	32%afi
Don't know	48 2%	12 2%	9 2%	4 1%	9 1%	35 3%	19 2%	13 2%	8 4%	21 2%	10 3%	9 2%	4 2%	10 3%
	100%	25%	20%	8%	20%	74%d	40%	28%	17%d	45%	20%	20%	8%	21%
None of these	660 31%	223 31%	77 19%	49 18%	167 23%	310 27%	271 33%	195 27%	30 15%	286 28%	101 28%	151 37%	32 17%	133 36%
	100%	34%bcdhl	12%	7%	25%h	47%bchl	41%bcdehl	30%bchl	4%	43%bchl	15%bchl	23%bcdeghi	5%	20%bcdeghil
Did not answer	125 6%	40 6%	16 4%	10 4%	34 5%	42 4%	30 4%	25 4%	6 3%	52 5%	10 3%	17 4%	1 *	18 5%
	100%	32%l	13%l	8%l	28%l	34%l	24%l	20%	4%	41%l	8%	13%l	1%	14%l

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 67

**Q19 Do any of these include expectations of how the beneficiary should behave towards your charity, for example a Code of Behaviour or Responsibilities of Service Users?**

Base: All

	TOTAL	Charity Size (by Income)				Charitable Purpose												
		Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)
Unweighted Base	2144	503	640	443	525	479	1151	521	482	434	132	268	282	362	392	70	290	386
Weighted Base	2144	1191	745	108	67	466	1053	374	393	409	130*	156	288	388	455	57*	253	325
	100%	56%	35%	5%	3%	22%	49%	17%	18%	19%	6%*	7%	13%	18%	21%	3%*	12%	15%
Effective base	1224	503	640	443	525	272	627	249	248	240	82	115	168	223	252	37	156	211
Contract (formal or informal)	434	178	182	41	28	74	233	65	84	63	12	73	42	93	128	9	44	99
	20%	15%	24%	38%	42%	16%	22%	17%	21%	15%	9%	47%	14%	24%	28%	16%	17%	30%
	100%	41%	42%a	9%ab	6%ab	17%	54%eijl	15%	19%j	14%	3%	17%efghijklmnopq	10%	21%eijl	30%egijl	2%	10%	23%efghijlp
Complaints/feedback procedure	278	88	144	24	17	51	175	50	63	46	8	48	26	49	64	5	29	59
	13%	7%	19%	22%	26%	11%	17%	13%	16%	11%	6%	30%	9%	13%	14%	9%	11%	18%
	100%	32%	52%a	9%a	6%ab	18%	63%eijl	18%	23%jl	17%	3%	17%efghijklmnopq	9%	18%	23%	2%	10%	21%eijl
Standards of service	202	54	107	22	15	46	129	42	46	37	7	29	18	30	44	6	24	49
	9%	5%	14%	21%	23%	10%	12%	11%	12%	9%	5%	18%	6%	8%	10%	10%	9%	15%
	100%	27%	53%a	11%ab	8%ab	23%	64%l	21%	23%	18%	3%	14%eijlmnp	9%	15%	22%	3%	12%	24%ijlm
Legislation in place governing the relationship	124	45	59	10	8	33	72	21	20	17	3	18	13	29	41	4	9	35
	6%	4%	8%	9%	12%	7%	7%	6%	5%	4%	2%	11%	5%	8%	9%	7%	4%	11%
	100%	36%	48%a	8%a	7%ab	26%	58%	17%	16%	14%	3%	14%hijlp	11%	24%	33%ip	3%	7%	28%ghijlp
Service Level Agreement	90	14	48	15	9	24	47	25	29	16	3	17	9	22	22	2	13	34
	4%	1%	6%	14%	14%	5%	4%	7%	7%	4%	2%	11%	3%	6%	5%	4%	5%	10%
	100%	16%	53%a	17%ab	10%ab	26%	51%	27%	32%	18%	3%	19%efijln	9%	24%	25%	2%	15%	38%efijln

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
 \* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 67

**Q19 Do any of these include expectations of how the beneficiary should behave towards your charity, for example a Code of Behaviour or Responsibilities of Service Users?**

Base: All

	Charity Size (by Income)				Charitable Purpose													
	Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)	
<b>TOTAL</b>	<b>72</b>	<b>37</b>	<b>10</b>	<b>7</b>	<b>11</b>	<b>43</b>	<b>20</b>	<b>23</b>	<b>15</b>	<b>2</b>	<b>14</b>	<b>7</b>	<b>11</b>	<b>15</b>	<b>2</b>	<b>9</b>	<b>12</b>	
	<b>3%</b>	<b>1%</b>	<b>9%</b>	<b>10%</b>	<b>2%</b>	<b>4%</b>	<b>5%</b>	<b>6%</b>	<b>4%</b>	<b>1%</b>	<b>9%</b>	<b>2%</b>	<b>3%</b>	<b>3%</b>	<b>3%</b>	<b>4%</b>	<b>4%</b>	
	<b>100%</b>	<b>23%</b>	<b>52%a</b>	<b>14%ab</b>	<b>16%</b>	<b>60%</b>	<b>28%</b>	<b>32%e</b>	<b>21%</b>	<b>2%</b>	<b>19%efijl</b>	<b>9%</b>	<b>15%</b>	<b>21%</b>	<b>3%</b>	<b>13%</b>	<b>17%</b>	
Beneficiaries' charter	17	37	10	7	11	43	20	23	15	2	14	7	11	15	2	9	12	
	1%	5%	9%	10%	2%	4%	5%	6%	4%	1%	9%	2%	3%	3%	3%	4%	4%	
	23%	52%a	14%ab	9%ab	16%	60%	28%	32%e	21%	2%	19%efijl	9%	15%	21%	3%	13%	17%	
Rules/regulations/policies/procedures/guidelines	18	9	1	1	5	6	1	*	-	-	2	*	*	1	1	1	-	
	1%	1%	1%	1%	1%	1%	*	*	-	-	1%	*	*	*	2%	1%	-	
	100%	40%	52%	3%	27%	36%	8%	1%	-	-	13%i	3%	1%	7%	7%himq	8%	-	
Behaviour/Code of Behaviour	13	6	-	*	*	8	4	2	2	-	1	2	2	5	1	-	*	
	1%	1%	-	1%	*	1%	1%	1%	1%	-	1%	1%	1%	1%	2%	-	*	
	100%	53%	44%	3%	1%	64%	27%	18%	18%	-	10%	18%	19%	36%	9%e	-	1%	
Terms/conditions/of use/hire	9	5	-	-	2	-	-	-	-	-	-	1	5	4	-	-	1	
	*	*	1%	-	*	-	-	-	-	-	-	*	1%	1%	-	-	*	
	100%	50%	50%	-	25%	-	-	-	-	-	-	12%	50%f	38%f	-	-	12%	
A constitution	8	3	*	-	-	6	-	-	-	-	-	1	6	7	-	2	-	
	*	*	*	-	-	1%	-	-	-	-	-	*	2%	2%	-	1%	-	
	100%	56%	41%	3%	-	70%	-	-	-	-	-	17%	70%e	83%e	-	28%	-	
Reviews/reports	4	1	-	-	4	1	1	1	-	1	1	-	-	1	-	-	1	
	*	*	-	-	1%	*	*	*	-	1%	1%	-	-	*	-	-	*	
	100%	67%	33%	-	100%	33%	33%	33%	-	33%	33%	-	-	33%	-	-	33%	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
\* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 67

**Q19 Do any of these include expectations of how the beneficiary should behave towards your charity, for example a Code of Behaviour or Responsibilities of Service Users?**

Base: All

	Charity Size (by Income)				Charitable Purpose													
	Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)	
<b>TOTAL</b>	<b>3</b>	<b>2</b>	<b>-</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>3</b>	<b>2</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>*</b>	
Contact/direct contact/ with governing body/ executive offices/partner organisation/ trustees/ beneficiaries	<b>100%</b>	83%	-	9%b	9%b	13%	91%	87%	4%	4%	9%	4%	9%	4%	4%	4%	4%	
Agreement/s	<b>3</b>	2	-	*	*	-	3	-	-	-	-	-	-	2	-	-	-	
	<b>100%</b>	86%	-	9%b	5%b	-	95%	-	-	-	-	-	-	1%	-	-	-	
Newsletters/ information/ notices	<b>3</b>	2	-	*	-	*	-	-	*	-	-	-	-	-	-	2	2	
	<b>100%</b>	91%	-	9%b	-	9%	-	-	9%	-	-	-	-	-	-	1%	1%	
Close knowledge/ relationship/ understanding	<b>3</b>	2	-	*	-	*	3	*	-	2	-	*	-	-	-	2	2	
	<b>100%</b>	91%	-	9%b	-	9%	100%	9%	-	1%	-	9%	-	-	-	1%	1%	
Application form/ declaration on application form	<b>2</b>	2	-	-	*	2	2	-	-	2	-	-	2	2	-	-	2	
	<b>100%</b>	95%	-	-	5%b	95%	100%	-	-	100%	-	-	95%	95%	-	-	100%	
Code of conduct/ guidelines for good practise	<b>2</b>	-	1	*	*	-	*	-	-	*	-	*	-	*	-	-	*	
	<b>100%</b>	-	65%	27%a	7%a	-	21%	-	-	14%	-	27%	-	7%	-	-	14%	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
\* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 67

**Q19 Do any of these include expectations of how the beneficiary should behave towards your charity, for example a Code of Behaviour or Responsibilities of Service Users?**

Base: All

	Charity Size (by Income)				Charitable Purpose													
	Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)	
<b>TOTAL</b>																		
Handbook/s/ booklets	*	-	-	*	-	*	-	-	-	-	*	*	-	-	-	-	-	
	100%	-	-	100%ab	-	67%	33%	-	-	-	33%	33%	-	-	-	-	-	
Letters/writing	*	-	*	-	*	*	*	*	*	-	-	-	-	-	-	-	-	
	100%	-	100%ab	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-	
Discussions/ meetings	*	-	*	-	*	*	*	*	*	-	-	-	-	-	-	-	-	
	100%	-	100%ab	-	100%	100%	100%	100%	100%	-	-	-	-	-	-	-	-	
Memorandum of understanding	*	-	-	*	-	-	-	-	-	-	-	-	-	-	-	*	-	
	100%	-	-	100%ab	-	-	-	-	-	-	-	-	-	-	-	100%	-	
Licence	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Membership/ annual membership/ membership form	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Trust deed	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Equal opportunities	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
 \* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 67

**Q19 Do any of these include expectations of how the beneficiary should behave towards your charity, for example a Code of Behaviour or Responsibilities of Service Users?**

Base: All

	Charity Size (by Income)				Charitable Purpose												
	Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)
<b>TOTAL</b>																	
One off gifts/donations/too small to warrant anything/to individuals	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	11 1%	7 1%	3 *	-	*	2 1%	10 1%	*	-	5 1%	*	*	*	1 *	1 *	-	-
100%	65%	32%	-	3%	23%	88%	1%	-	45%	1%	1%	1%	12%	11%	-	-	1%
Don't know	63 3%	40 3%	17 2%	2 2%	1 2%	9 2%	30 3%	13 4%	12 3%	5 1%	2 2%	2 1%	10 3%	3 1%	12 3%	2 4%	5 2%
100%	64%	28%	3%	2%	15%	48%	21% <sub>m</sub>	19%	8%	4%	3%	16% <sub>m</sub>	4%	20%	4%	7%	24% <sub>im</sub>
None of these	676 32%	476 40%	168 23%	16 15%	8 12%	184 39%	296 28%	128 34%	126 32%	172 42%	66 51%	20 13%	113 39%	115 30%	91 20%	12 20%	86 34%
100%	70% <sub>bcd</sub>	25% <sub>cd</sub>	2%	1%	27% <sub>fkmn</sub>	44% <sub>knq</sub>	19% <sub>knq</sub>	19% <sub>knq</sub>	25% <sub>fhkm</sub>	10% <sub>fghkm</sub>	3%	17% <sub>fkmn</sub>	17% <sub>knq</sub>	14%	2%	13% <sub>knq</sub>	9%
Did not answer	673 31%	381 32%	230 31%	28 26%	19 28%	138 30%	319 30%	110 29%	122 31%	121 30%	39 30%	85 29%	119 31%	144 32%	24 41%	80 32%	94 29%
100%	57% <sub>c</sub>	34%	4%	3%	20%	47%	16%	18%	18%	6%	6%	13%	18%	21%	3%	12%	14%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
\* small base



**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 68

**Q19 Do any of these include expectations of how the beneficiary should behave towards your charity, for example a Code of Behaviour or Responsibilities of Service Users?**

Base: All

	TOTAL	Number of direct beneficiaries					Payment for goods and services?			Frequency of contact							We only have a one-off relationship with DIRECT beneficiaries (q)	
		1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)		At least once a year (p)
<b>Unweighted Base</b>	<b>2144</b>	457	186	457	220	289	357	1250	818	488	572	526	699	651	491	403	600	114
<b>Weighted Base</b>	<b>2144</b>	756	226	432	186	181	149	1147	672	386	313	372	588	557	358	290	575	197*
	<b>100%</b>	35%	11%	20%	9%	8%	7%	53%	31%	18%	15%	17%	27%	26%	17%	14%	27%	9%*
Effective base	<b>1224</b>	371	125	253	121	140	155	679	430	237	242	274	378	345	247	198	332	94
Contract (formal or informal)	<b>434</b>	141	41	94	54	53	26	214	192	132	118	124	155	134	89	68	88	15
	<b>20%</b>	19%	18%	22%	29%	29%	18%	19%	29%	34%	38%	33%	26%	24%	25%	23%	15%	8%
	<b>100%</b>	32%	9%	22%	12%abf	12%abf	6%	49%	44%g	30%g	27%lmno	28%mnop	36%pq	31%pq	20%pq	16%pq	20%	3%
Complaints/feedback procedure	<b>278</b>	81	29	53	37	43	24	162	118	82	98	98	104	76	51	49	51	11
	<b>13%</b>	11%	13%	12%	20%	24%	16%	14%	18%	21%	31%	26%	18%	14%	14%	17%	9%	6%
	<b>100%</b>	29%	10%	19%	13%a	16%abc	9%	58%	42%	30%g	35%lmno	35%lmno	38%pq	27%pq	18%pq	18%pq	18%	4%
Standards of service	<b>202</b>	49	22	37	33	26	25	134	91	51	78	72	89	65	42	35	45	2
	<b>9%</b>	7%	10%	9%	18%	14%	17%	12%	14%	13%	25%	19%	15%	12%	12%	12%	8%	1%
	<b>100%</b>	24%	11%	18%	17%ac	13%a	12%ac	66%	45%	25%	39%lmno	36%mnop	44%pq	32%q	21%q	17%q	22%q	1%
Legislation in place governing the relationship	<b>124</b>	45	11	22	23	15	7	74	47	44	44	39	40	37	22	13	16	-
	<b>6%</b>	6%	5%	5%	12%	8%	5%	6%	7%	12%	14%	11%	7%	7%	6%	5%	3%	-
	<b>100%</b>	36%	9%	17%	18%abcf	12%	6%	60%	38%	36%gh	36%lmno	32%opq	32%pq	30%pq	17%q	11%q	13%	-
Service Level Agreement	<b>90</b>	21	6	17	10	21	13	54	38	22	35	35	40	34	27	19	21	*
	<b>4%</b>	3%	2%	4%	6%	11%	9%	5%	6%	6%	11%	9%	7%	6%	8%	7%	4%	*
	<b>100%</b>	23%	6%	19%	11%	23%abc	14%abc	60%	43%	24%	39%mpq	39%pq	45%q	38%q	30%pq	21%q	23%	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
\* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 68

**Q19 Do any of these include expectations of how the beneficiary should behave towards your charity, for example a Code of Behaviour or Responsibilities of Service Users?**

Base: All

	TOTAL	Number of direct beneficiaries						Payment for goods and services?			Frequency of contact							We only have a one-off relationship with DIRECT beneficiaries (q)
		1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)	At least once a year (p)	
Beneficiaries' charter	72 3% 100%	19 2% 26%	2 1% 3%	18 4% 25%	11 6% 16%b	12 7% 17%ab	9 6% 12%ab	41 4% 57%	28 4% 39%	13 3% 18%	31 10% 43%lmnp q	22 6% 31%q	21 4% 29%	23 4% 32%q	17 5% 24%q	17 6% 23%q	22 4% 30%	- - -
Rules/regulations/policies/procedures/guidelines	18 1% 100%	5 1% 26%	9 4% 53%acde	3 1% 14%	* * 2%	- * -	1 * 3%	3 * 17%	10 2% 58%g	3 1% 17%	3 1% 17%	4 1% 22%	9 2% 51%	6 1% 35%	2 * 10%	2 1% 10%	2 * 10%	- - -
Behaviour/Code of Behaviour	13 1% 100%	2 * 17%	8 4% 62%acef	* * 2%	2 1% 18%	* * 1%	- - -	6 1% 46%	10 1% 72%	- - -	1 * 10%	2 * 12%	6 1% 46%	2 * 19%	2 1% 19%	* * 1%	* * 1%	- - -
Terms/conditions/of use/hire	9 * 100%	1 * 12%	- - -	3 1% 37%	- - -	- - -	- - -	2 * 25%	2 * 25%	5 1% 50%g	2 1% 25%	1 * 12%	1 * 12%	2 * 25%	- - -	- - -	1 * 12%	1 1% 12%
A constitution	8 * 100%	1 * 14%	4 2% 42%a	2 1% 28%	* * 3%	1 1% 14%	- - -	4 * 45%	5 1% 58%	2 1% 28%	1 * 14%	6 2% 69%p	2 * 28%	5 1% 56%	* * 3%	* * 3%	* * 3%	- - -
Reviews/reports	4 * 100%	1 * 33%	- - -	- - -	- - -	2 1% 67%c	- - -	4 * 100%	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	4 1% 100%	- - -

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
\* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 68

**Q19 Do any of these include expectations of how the beneficiary should behave towards your charity, for example a Code of Behaviour or Responsibilities of Service Users?**

Base: All

	Number of direct beneficiaries						Payment for goods and services?			Frequency of contact							
	1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)	At least once a year (p)	We only have a one-off relationship with DIRECT beneficiaries (q)
<b>TOTAL</b>																	
Contact/direct contact/ with governing body/ executive offices/partner organisation/ trustees/ beneficiaries	3 *	2 *	* -	- -	- -	- -	3 *	- -	- -	- -	* *	* *	2 *	- -	- -	- -	- -
	100%	87%	9%	-	-	-	96%	-	-	-	13%	4%	83%	-	-	-	-
Agreement/s	3 *	* *	- -	2 1%	- -	* -	3 *	2 *	- -	* *	- -	2 *	* *	- -	- -	- -	- -
	100%	9%	-	86%	-	5%	95%	91%	-	5%	-	86%	9%	-	-	-	-
Newsletters/ information/ notices	3 *	- -	2 1%	- -	- -	* *	3 *	- -	2 1%	- -	- -	* *	3 *	* *	* *	- -	- -
	100%	-	91%a	-	-	9%	100%	-	91%	-	-	9%	100%	9%	9%	-	-
Close knowledge/ relationship/ understanding	3 *	2 *	- -	- -	- -	- -	- -	- -	- -	* *	* *	* *	* *	* *	* *	3 *	- -
	100%	91%	-	-	-	-	-	-	-	9%	9%	9%	9%	9%	9%	100%	-
Application form/ declaration on application form	2 *	2 *	- -	- -	- -	* *	2 *	- -	- -	* *	- -	- -	- -	- -	2 1%	2 *	- -
	100%	95%	-	-	-	5%	95%	-	-	5%	-	-	-	-	95%	100%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
\* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 68

**Q19 Do any of these include expectations of how the beneficiary should behave towards your charity, for example a Code of Behaviour or Responsibilities of Service Users?**

Base: All

	Number of direct beneficiaries						Payment for goods and services?			Frequency of contact							
	1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)	At least once a year (p)	We only have a one-off relationship with DIRECT beneficiaries (q)
<b>TOTAL</b>																	
Code of conduct/ guidelines for good practise	2	-	1	-	-	*	2	1	*	1	1	1	2	2	1	1	-
	*	-	*	-	-	*	*	*	*	*	*	-	-	-	-	*	-
	100%	-	79%	-	-	21%	100%	73%	14%	73%	73%	79%	93%	86%	79%	73%	-
Handbook/s/ booklets	*	-	*	-	-	-	*	*	*	*	*	-	-	-	-	*	-
	100%	-	100%	-	-	-	67%	100%	33%	33%	67%	-	-	-	-	33%	-
Letters/writing	*	-	-	-	-	*	*	-	-	*	-	*	*	-	*	-	-
	100%	-	-	-	-	100%	100%	-	-	100%	-	100%	100%	-	100%	-	-
Discussions/ meetings	*	-	-	-	-	*	*	-	-	*	-	*	*	-	*	-	-
	100%	-	-	-	-	100%	100%	-	-	100%	-	100%	100%	-	100%	-	-
Memorandum of understanding	*	*	-	-	-	-	-	-	-	-	-	-	-	*	-	-	-
	100%	100%	-	-	-	-	-	-	-	-	-	-	-	*	-	-	-
Licence	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Membership/ annual membership/ membership form	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
\* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 68

**Q19 Do any of these include expectations of how the beneficiary should behave towards your charity, for example a Code of Behaviour or Responsibilities of Service Users?**

Base: All

	Number of direct beneficiaries						Payment for goods and services?			Frequency of contact							
	1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)	At least once a year (p)	We only have a one-off relationship with DIRECT beneficiaries (q)
<b>TOTAL</b>																	
Trust deed	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Equal opportunities	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
One off gifts/donations/too small to warrant anything/to individuals	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	11 1% 100%	5 1% 43%	1 1% 11%	- - -	1 1% 12%	- - 13%	7 1% 66%	1 * 12%	1 * 12%	- - -	- - -	* * 2%	* * 2%	2 1% 22%	3 1% 24%	7 1% 68%lm	- - -
Don't know	63 3% 100%	15 2% 24%	6 3% 9%	22 5% 35%a	2 1% 4%	7 4% 11%	5 3% 39%	14 2% 22%	14 4% 21%	13 4% 20%	12 3% 19%	18 3% 28%	10 2% 16%	12 3% 19%	5 2% 8%	20 4% 32%	1 1% 2%
None of these	676 32% 100%	290 38% 43%cd	66 29% 10%e	109 25% 16%e	50 27% 7%e	23 13% 3%	31 21% 56%hi	140 21% 21%	63 16% 9%	39 12% 6%	49 13% 7%	111 19% 16%j	144 26% 21%jkl	102 28% 15%jkl	86 30% 13%jkl	206 36% 31%jklm	119 60% 18%jklmnop
Did not answer	673 31% 100%	229 30% 34%	72 32% 11%	147 34% 22%	53 29% 8%	62 34% 9%	52 35% 8%	206 31% 31%	119 31% 18%	83 27% 12%	120 32% 18%	186 32% 28%	181 32% 27%	103 29% 15%	83 29% 12%	185 32% 27%	50 26% 7%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
\* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 69

**Q19 Do any of these include expectations of how the beneficiary should behave towards your charity, for example a Code of Behaviour or Responsibilities of Service Users?**

Base: All

	TOTAL	Beneficiary Type												
		The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)
<b>Unweighted Base</b>	<b>2144</b>	781	450	355	1015	1227	858	835	273	952	525	446	293	461
<b>Weighted Base</b>	<b>2144</b>	718	403	270	734	1160	820	714	200	1032	366	406	188	372
	<b>100%</b>	33%	19%	13%	34%	54%	38%	33%	9%	48%	17%	19%	9%	17%
Effective base	<b>1224</b>	436	245	183	500	688	487	447	135	575	244	241	135	237
Contract (formal or informal)	<b>434</b>	169	104	77	186	289	179	173	58	245	84	84	69	73
	<b>20%</b>	23%	26%	29%	25%	25%	22%	24%	29%	24%	23%	21%	37%	20%
	<b>100%</b>	39%	24%	18% <sup>m</sup>	43%	67%	41%	40%	13% <sup>m</sup>	56%	19%	19%	16% <sup>abdefgijklm</sup>	17%
Complaints/feedback procedure	<b>278</b>	110	61	52	120	179	106	120	44	154	54	48	40	48
	<b>13%</b>	15%	15%	19%	16%	15%	13%	17%	22%	15%	15%	12%	21%	13%
	<b>100%</b>	40%	22%	19% <sup>fk</sup>	43%	64%	38%	43%	16% <sup>fikm</sup>	55%	19%	17%	14% <sup>fk</sup>	17%
Standards of service	<b>202</b>	85	48	33	82	138	71	85	37	108	49	41	30	35
	<b>9%</b>	12%	12%	12%	11%	12%	9%	12%	18%	10%	13%	10%	16%	9%
	<b>100%</b>	42%	24%	16%	41%	68%	35%	42%	18% <sup>defikm</sup>	53%	24% <sup>f</sup>	20%	15% <sup>f</sup>	17%
Legislation in place governing the relationship	<b>124</b>	57	43	29	47	83	42	50	21	74	27	27	21	18
	<b>6%</b>	8%	11%	11%	6%	7%	5%	7%	10%	7%	7%	7%	11%	5%
	<b>100%</b>	46%	34% <sup>dfm</sup>	24% <sup>fm</sup>	38%	67%	34%	40%	17% <sup>fm</sup>	59%	22%	21%	17% <sup>fm</sup>	14%
Service Level Agreement	<b>90</b>	39	13	17	51	58	44	50	25	47	27	22	22	25
	<b>4%</b>	5%	3%	6%	7%	5%	5%	7%	12%	5%	7%	6%	12%	7%
	<b>100%</b>	43%	14%	19%	56% <sup>b</sup>	64%	49%	56% <sup>b</sup>	27% <sup>abdefgik</sup>	52%	30% <sup>lb</sup>	25%	25% <sup>abefik</sup>	28%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 69

**Q19 Do any of these include expectations of how the beneficiary should behave towards your charity, for example a Code of Behaviour or Responsibilities of Service Users?**

Base: All

	Beneficiary Type													
	The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)	
<b>TOTAL</b>	<b>72</b>	23	19	20	32	42	27	39	19	34	24	17	17	13
	<b>3%</b>	3%	5%	7%	4%	4%	3%	5%	10%	3%	7%	4%	9%	3%
	<b>100%</b>	33%	27%	27% <sup>aefi</sup>	45%	58%	38%	54%	27% <sup>adefik</sup>	48%	34% <sup>aefi</sup>	24%	24% <sup>adefik</sup>	18%
Beneficiaries' charter														
Rules/regulations/policies/procedures/guidelines	<b>18</b>	3	4	3	3	13	3	1	1	3	1	1	-	1
	<b>1%</b>	*	1%	1%	*	1%	*	*	1%	*	*	*	-	*
	<b>100%</b>	17%	22%	14%	18%	71%	17%	8%	7%	16%	7%	7%	-	7%
Behaviour/Code of Behaviour	<b>13</b>	5	5	1	5	10	2	2	4	5	4	-	2	-
	<b>1%</b>	1%	1%	*	1%	1%	*	*	2%	*	1%	-	1%	-
	<b>100%</b>	36%	35%	9%	38%	73%	17%	18%	28% <sup>fk</sup>	37%	27%	-	17%	-
Terms/conditions/of use/hire	<b>9</b>	6	1	1	3	6	6	5	4	6	-	-	-	1
	<b>*</b>	1%	*	*	*	1%	1%	1%	2%	1%	-	-	-	*
	<b>100%</b>	63%	12%	12%	37%	62%	62%	50%	38% <sup>jk</sup>	62%	-	-	-	12%
A constitution	<b>8</b>	1	7	5	*	2	5	1	-	6	-	-	-	-
	<b>*</b>	*	2%	2%	*	*	1%	*	-	1%	-	-	-	-
	<b>100%</b>	14%	86% <sup>adegjk</sup>	58% <sup>adegjkm</sup>	3%	27%	55%	14%	-	70%	-	-	-	-
Reviews/reports	<b>4</b>	1	-	-	-	4	4	1	-	4	-	-	-	4
	<b>*</b>	*	-	-	-	*	*	*	-	*	-	-	-	1%
	<b>100%</b>	33%	-	-	-	100%	100%	33%	-	100%	-	-	-	100% <sup>d</sup>

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 69

**Q19 Do any of these include expectations of how the beneficiary should behave towards your charity, for example a Code of Behaviour or Responsibilities of Service Users?**

Base: All

	TOTAL	Beneficiary Type												
		The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)
Contact/direct contact/ with governing body/ executive offices/partner organisation/ trustees/ beneficiaries	3 * 100%	* * 13%	- - -	- - -	3 * 91%	* * 13%	* * 13%	* * 4%	2 1% 83%aefg	2 * 87%	2 1% 87%e	* * 4%	* * 4%	* * 4%
Agreement/s	3 * 100%	- - -	2 1% 86%	2 1% 86%adfg	- - -	3 * 95%	- - -	- - -	- - -	2 * 86%	- - -	- - -	- - -	- - -
Newsletters/ information/ notices	3 * 100%	3 * 100%	- - -	- - -	3 * 100%	* * 9%	3 * 100%	* * 9%	* * 9%	3 * 100%	- - -	3 1% 100%	- - -	- - -
Close knowledge/ relationship/ understanding	3 * 100%	* * 9%	- - -	* * 9%	* * 9%	3 * 100%	* * 9%	- - -	- - -	2 * 91%	* * 9%	- - -	- - -	- - -
Application form/ declaration on application form	2 * 100%	- - -	- - -	- - -	* * 5%	* * 5%	* * 5%	* * 5%	* * 5%	2 * 100%	* * 5%	* * 5%	* * 5%	2 1% 100%e
Code of conduct/ guidelines for good practise	2 * 100%	* * 7%	- - -	- - -	1 * 35%	1 * 35%	* * 14%	* * 21%	* * 21%	* * 21%	- - -	* * 14%	* * 7%	* * 21%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m



**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 69

**Q19 Do any of these include expectations of how the beneficiary should behave towards your charity, for example a Code of Behaviour or Responsibilities of Service Users?**

Base: All

	Beneficiary Type												
	The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)
<b>TOTAL</b>													
Handbook/s/ booklets	*	-	-	*	*	*	*	-	-	-	-	-	*
	*	-	-	*	*	*	*	-	-	-	-	-	*
	100%	-	-	67%	67%	33%	33%	-	-	-	-	-	33%
Letters/writing	*	*	*	*	*	*	*	*	*	*	*	*	-
	*	-	*	*	*	*	*	*	*	*	*	*	-
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-
Discussions/ meetings	*	*	*	*	*	*	*	*	*	*	*	*	-
	*	-	*	*	*	*	*	*	*	*	*	*	-
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-
Memorandum of understanding	*	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-
	100%	-	-	-	-	-	-	-	-	-	-	-	-
Licence	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Membership/ annual membership/ membership form	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Trust deed	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Equal opportunities	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 69

**Q19 Do any of these include expectations of how the beneficiary should behave towards your charity, for example a Code of Behaviour or Responsibilities of Service Users?**

Base: All

	Beneficiary Type													
	The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)	
One off gifts/donations/too small to warrant anything/to individuals	-	-	-	-	-	-	-	-	-	-	-	-	-	
Other	11 1%	1 *	1 *	3 *	4 *	3 *	3 *	4 *	4 *	5 1%	-	-	5 *	
100%	2%	12%	1%	24%	34%	24%	2%	34%	1%	45%ag	-	-	3%	
Don't know	63 3%	8 3%	6 2%	16 2%	38 3%	23 3%	24 3%	10 5%	26 2%	7 2%	6 1%	8 4%	14 4%	
100%	32%	13%	9%	26%	60%	37%	39%	16%k	41%	12%	9%	13%	22%	
None of these	676 32%	86 31%	49 21%	187 25%	307 27%	253 31%	190 27%	36 18%	288 28%	112 31%	157 39%	38 20%	126 34%	
100%	33%bchl	13%	7%	28%c	45%ch	37%bchl	28%ch	5%	43%bch	17%bchl	23%abcdefg hil	6%	19%bcdehl	
Did not answer	673 31%	206 29%	137 34%	90 33%	242 33%	353 30%	249 30%	235 33%	59 30%	317 31%	112 31%	120 30%	49 26%	112 30%
100%	31%	20%	13%	36%	52%	37%	35%	9%	47%	17%	18%	7%	17%	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 70

**Q20 In which, if any, of the following ways does your charity communicate news or information that may affect the provision of services of the charity to its DIRECT beneficiaries?**

Base: All

	TOTAL	Charity Size (by Income)				Charitable Purpose												
		Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)
<b>Unweighted Base</b>	<b>2144</b>	503	640	443	525	479	1151	521	482	434	132	268	282	362	392	70	290	386
<b>Weighted Base</b>	<b>2144</b>	1191	745	108	67	466	1053	374	393	409	130*	156	288	388	455	57*	253	325
	<b>100%</b>	56%	35%	5%	3%	22%	49%	17%	18%	19%	6%*	7%	13%	18%	21%	3%*	12%	15%
Effective base	<b>1224</b>	503	640	443	525	272	627	249	248	240	82	115	168	223	252	37	156	211
Through meetings	<b>1210</b>	611	466	69	50	249	667	177	229	172	62	85	156	252	344	38	175	235
	<b>56%</b>	51%	63%	64%	74%	53%	63%	47%	58%	42%	47%	54%	54%	65%	76%	66%	69%	72%
	<b>100%</b>	51%	38%a	6%a	4%abc	21%i	55%egij	15%	19%gi	14%	5%	7%i	13%i	21%egij	28%efghi	3%gi	14%eghi	19%efghijk
Through events	<b>810</b>	334	360	60	46	180	489	120	147	109	40	46	97	219	240	31	128	182
	<b>38%</b>	28%	48%	55%	68%	39%	46%	32%	37%	27%	30%	29%	34%	56%	53%	54%	51%	56%
	<b>100%</b>	41%	44%a	7%ab	6%abc	22%i	60%eghi	15%	18%i	13%	5%	6%	12%	27%efgh	30%eghij	4%gijk	16%eghi	22%efghijk
Through direct mail - Postal	<b>789</b>	315	350	63	48	187	456	159	167	138	45	64	98	190	172	27	126	155
	<b>37%</b>	26%	47%	59%	71%	40%	43%	42%	43%	34%	34%	41%	34%	49%	38%	48%	50%	48%
	<b>100%</b>	40%	44%a	8%ab	6%abc	24%	58%il	20%i	21%i	17%	6%	8%	12%	24%ijn	22%	3%	16%ijn	20%ijn
Through a website	<b>701</b>	208	348	75	54	144	412	143	127	105	27	47	85	180	152	23	123	140
	<b>33%</b>	17%	47%	70%	80%	31%	39%	38%	32%	26%	20%	30%	29%	46%	33%	40%	49%	43%
	<b>100%</b>	30%	50%a	11%ab	8%abc	21%	59%eijl	20%ij	18%j	15%	4%	7%	12%	26%ehij	22%j	3%j	18%efgh	20%ehijkln
As the service or goods are delivered	<b>563</b>	220	249	52	34	117	306	121	146	133	38	47	65	102	138	13	54	117
	<b>26%</b>	18%	33%	48%	51%	25%	29%	32%	37%	32%	29%	30%	22%	26%	30%	23%	21%	36%
	<b>100%</b>	39%	44%a	9%ab	6%ab	21%	54%	22%lp	26%eflm	24%lp	7%	8%	11%	18%	25%p	2%	10%	21%elmp

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
 \* small base

**A Balancing Act: Charity Survey**  
**Fieldwork Dates 23 Nov 2007 - 04 Jan 2008**

**Table 70**  
**Q20 In which, if any, of the following ways does your charity communicate news or information that may affect the provision of services of the charity to its DIRECT beneficiaries?**  
**Base: All**

	Charity Size (by Income)				Charitable Purpose													
	Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)	
<b>TOTAL</b>	<b>496</b>	<b>244</b>	<b>44</b>	<b>35</b>	<b>114</b>	<b>329</b>	<b>114</b>	<b>93</b>	<b>82</b>	<b>42</b>	<b>27</b>	<b>59</b>	<b>144</b>	<b>116</b>	<b>16</b>	<b>87</b>	<b>122</b>	
Through direct mail - Email	23%	14%	33%	41%	52%	25%	31%	31%	24%	20%	32%	18%	21%	37%	26%	28%	35%	38%
	100%	32%	49%a	9%ab	7%abc	23%	66%ehikl	23%a	19%	17%	8%ik	6%	12%	29%ehikln	23%	3%	18%ehikln	25%ehikln
Through the media	457	159	214	43	30	118	243	82	94	78	25	32	38	123	131	24	99	112
	21%	13%	29%	40%	44%	25%	23%	22%	24%	19%	19%	20%	13%	32%	29%	42%	39%	34%
	100%	35%	47%a	9%ab	6%ab	26%l	53%l	18%l	21%l	17%	5%	7%	8%	27%fgijkl	29%il	5%efghijkl	22%efghijkl	24%efghijkl
Newsletter/s	149	95	44	6	3	28	93	19	18	17	-	6	10	32	36	5	17	23
	7%	8%	6%	6%	4%	6%	9%	5%	5%	4%	-	4%	4%	8%	8%	8%	7%	7%
	100%	64%d	30%	4%	2%	19%j	63%hijl	13%j	12%	12%	-	4%	7%	22%j	25%j	3%j	12%j	16%j
Magazine/journal	45	38	6	*	1	10	17	1	3	3	-	3	15	11	16	-	8	11
	2%	3%	1%	*	2%	2%	2%	*	1%	1%	-	2%	5%	3%	3%	-	3%	3%
	100%	84%bc	13%	1%	3%bc	22%g	39%	1%	6%	6%	-	6%	34%fghi	24%g	34%ghi	-	18%g	24%ghi
Notice board/notices	35	26	7	1	*	12	18	10	5	10	-	3	*	6	8	3	2	4
	2%	2%	1%	1%	*	3%	2%	3%	1%	2%	-	2%	*	2%	2%	4%	1%	1%
	100%	75%d	20%	4%	1%	35%l	52%	28%l	14%	28%	-	8%	1%	17%	25%	7%l	7%	10%
Personal contact/regular contact/communication with warden/staff	34	24	9	*	1	6	13	10	16	17	2	9	5	-	1	-	1	2
	2%	2%	1%	*	1%	1%	1%	3%	4%	4%	2%	6%	2%	-	*	-	1%	*
	100%	69%	27%	1%	2%	18%	39%	28%am	46%efmn	50%efmnp	7%mq	26%efmn	14%mq	-	4%	-	4%	5%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
 \* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 70

**Q20 In which, if any, of the following ways does your charity communicate news or information that may affect the provision of services of the charity to its DIRECT beneficiaries?**

Base: All

	Charity Size (by Income)				Charitable Purpose													
	Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)	
<b>TOTAL</b>	<b>31</b>	<b>24</b>	<b>7</b>	<b>*</b>	<b>2</b>	<b>26</b>	<b>-</b>	<b>-</b>	<b>5</b>	<b>-</b>	<b>-</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>*</b>	<b>*</b>	<b>-</b>	
	<b>1%</b>	<b>2%</b>	<b>1%</b>	<b>*</b>	<b>1%</b>	<b>2%</b>	<b>-</b>	<b>-</b>	<b>1%</b>	<b>-</b>	<b>-</b>	<b>1%</b>	<b>1%</b>	<b>1%</b>	<b>*</b>	<b>*</b>	<b>-</b>	
	<b>100%</b>	<b>76%cd</b>	<b>23%</b>	<b>1%</b>	<b>8%</b>	<b>84%eghq</b>	<b>-</b>	<b>-</b>	<b>15%</b>	<b>-</b>	<b>-</b>	<b>8%</b>	<b>8%</b>	<b>8%</b>	<b>1%</b>	<b>*</b>	<b>-</b>	
Educational establishments/ through school/ classroom	31	24	7	*	2	26	-	-	5	-	-	2	2	3	*	*	-	
	1%	2%	1%	*	1%	2%	-	-	1%	-	-	1%	1%	1%	*	*	-	
	100%	76%cd	23%	1%	8%	84%eghq	-	-	15%	-	-	8%	8%	8%	1%	*	-	
Word of mouth	23	21	-	1	1	17	3	8	6	2	*	-	*	3	-	*	3	
	1%	2%	-	1%	*	2%	1%	2%	1%	2%	*	-	*	1%	-	*	1%	
	100%	95%b	-	4%b	4%	77%	12%	34%em	25%	11%	2%	-	2%	12%	-	2%	13%	
Posters	19	12	6	1	3	9	2	*	1	-	1	5	7	*	*	*	5	
	1%	1%	1%	1%	1%	1%	*	*	*	-	1%	1%	1%	1%	*	*	2%	
	100%	63%	31%	5%	14%	46%	9%	3%	3%	-	7%	6%	27%	35%	1%	2%	28%	
Hand delivered/ letters/ messages/ leaflets	17	9	7	*	2	6	4	-	4	1	-	1	-	4	*	-	2	
	1%	1%	1%	*	1%	1%	1%	-	1%	1%	-	*	-	1%	*	-	1%	
	100%	57%	42%	1%	14%	35%	21%	-	21%	7%	-	7%	-	23%	1%	-	14%	
Telephone/by phone	17	12	5	-	1	12	4	2	2	2	5	-	5	2	-	6	2	
	1%	1%	1%	-	*	1%	1%	1%	1%	2%	3%	-	1%	1%	-	2%	1%	
	100%	71%	28%	-	7%	71%	22%	14%	14%	14%	28%eln	-	28%	14%	-	35%el	14%	
Flyers/leaflets	13	7	3	2	4	8	2	1	1	-	2	3	4	5	3	1	5	
	1%	1%	*	2%	1%	1%	*	*	*	-	1%	1%	1%	1%	5%	*	1%	
	100%	55%	27%	17%abd	31%	64%	13%	5%	9%	-	13%	20%	29%	40%	20%tghip	9%	35%	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
\* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

**Table 70**

**Q20 In which, if any, of the following ways does your charity communicate news or information that may affect the provision of services of the charity to its DIRECT beneficiaries?**

Base: All

	Charity Size (by Income)				Charitable Purpose													
	Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)	
<b>TOTAL</b>	<b>9*</b>	<b>3*</b>	<b>1</b>	<b>*</b>	<b>3</b>	<b>5</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>-</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>-</b>	<b>-</b>	<b>2</b>	
	<b>100%</b>	<b>51%</b>	<b>38%</b>	<b>8%</b>	<b>31%</b>	<b>59%</b>	<b>28%</b>	<b>17%</b>	<b>15%</b>	<b>-</b>	<b>26%</b>	<b>13%</b>	<b>15%</b>	<b>15%</b>	<b>-</b>	<b>-</b>	<b>19%</b>	
Advertising/marketing/local advertising/ in local publications/ yellow pages/ internal advertising	<b>7*</b>	<b>-</b>	<b>5</b>	<b>*</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>*</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	
	<b>100%</b>	<b>-</b>	<b>71%a</b>	<b>7%a</b>	<b>45%</b>	<b>41%</b>	<b>27%</b>	<b>47%</b>	<b>62%</b>	<b>18%</b>	<b>39%fn</b>	<b>18%</b>	<b>4%</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	
Through other agencies/ organisations/ partners/ charities (nsf)	<b>71</b>	<b>45</b>	<b>20</b>	<b>5</b>	<b>15</b>	<b>34</b>	<b>11</b>	<b>14</b>	<b>32</b>	<b>2</b>	<b>4</b>	<b>10</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>6</b>	
	<b>3%</b>	<b>4%</b>	<b>3%</b>	<b>4%</b>	<b>3%</b>	<b>3%</b>	<b>3%</b>	<b>4%</b>	<b>8%</b>	<b>1%</b>	<b>2%</b>	<b>3%</b>	<b>1%</b>	<b>1%</b>	<b>5%</b>	<b>*</b>	<b>2%</b>	
Other	<b>100%</b>	<b>64%</b>	<b>28%</b>	<b>7%</b>	<b>20%</b>	<b>49%np</b>	<b>16%</b>	<b>20%np</b>	<b>45%efghj kmnpq</b>	<b>3%</b>	<b>5%</b>	<b>14%</b>	<b>6%</b>	<b>6%</b>	<b>4%np</b>	<b>1%</b>	<b>9%</b>	
Don't know	<b>6*</b>	<b>5</b>	<b>1</b>	<b>*</b>	<b>3</b>	<b>*</b>	<b>3</b>	<b>3</b>	<b>*</b>	<b>*</b>	<b>-</b>	<b>*</b>	<b>4</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	
	<b>100%</b>	<b>74%</b>	<b>18%</b>	<b>8%</b>	<b>45%</b>	<b>4%</b>	<b>45%f</b>	<b>41%</b>	<b>4%</b>	<b>4%</b>	<b>-</b>	<b>4%</b>	<b>55%f</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	
No communication	<b>212</b>	<b>170</b>	<b>35</b>	<b>3</b>	<b>77</b>	<b>63</b>	<b>40</b>	<b>28</b>	<b>64</b>	<b>24</b>	<b>8</b>	<b>50</b>	<b>20</b>	<b>21</b>	<b>8</b>	<b>19</b>	<b>13</b>	
	<b>10%</b>	<b>14%</b>	<b>5%</b>	<b>3%</b>	<b>16%</b>	<b>6%</b>	<b>11%</b>	<b>7%</b>	<b>16%</b>	<b>19%</b>	<b>5%</b>	<b>17%</b>	<b>5%</b>	<b>5%</b>	<b>13%</b>	<b>8%</b>	<b>4%</b>	
	<b>100%</b>	<b>80%bcd</b>	<b>16%d</b>	<b>2%d</b>	<b>36%fhkm npq</b>	<b>30%</b>	<b>19%fmnq</b>	<b>13%</b>	<b>30%fhkm npq</b>	<b>11%fhkmn pq</b>	<b>4%</b>	<b>24%fghk mnpq</b>	<b>10%</b>	<b>10%</b>	<b>4%nq</b>	<b>9%</b>	<b>6%</b>	
Did not answer	<b>58</b>	<b>40</b>	<b>9</b>	<b>1</b>	<b>9</b>	<b>20</b>	<b>5</b>	<b>4</b>	<b>7</b>	<b>1</b>	<b>1</b>	<b>10</b>	<b>6</b>	<b>5</b>	<b>*</b>	<b>9</b>	<b>3</b>	
	<b>3%</b>	<b>3%</b>	<b>1%</b>	<b>1%</b>	<b>2%</b>	<b>2%</b>	<b>1%</b>	<b>1%</b>	<b>2%</b>	<b>1%</b>	<b>1%</b>	<b>3%</b>	<b>2%</b>	<b>1%</b>	<b>1%</b>	<b>3%</b>	<b>1%</b>	
	<b>100%</b>	<b>70%bcd</b>	<b>16%</b>	<b>1%</b>	<b>15%</b>	<b>35%</b>	<b>9%</b>	<b>7%</b>	<b>11%</b>	<b>2%</b>	<b>2%</b>	<b>17%</b>	<b>11%</b>	<b>9%</b>	<b>1%</b>	<b>15%</b>	<b>4%</b>	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
\* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

**Table 71**  
**Q20 In which, if any, of the following ways does your charity communicate news or information that may affect the provision of services of the charity to its DIRECT beneficiaries?**  
 Base: All

	TOTAL	Number of direct beneficiaries						Payment for goods and services?			Frequency of contact							
		1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)	At least once a year (p)	We only have a one-off relationship with DIRECT beneficiaries (q)
<b>Unweighted Base</b>	<b>2144</b>	457	186	457	220	289	357	1250	818	488	572	526	699	651	491	403	600	114
<b>Weighted Base</b>	<b>2144</b>	756	226	432	186	181	149	1147	672	386	313	372	588	557	358	290	575	197*
	<b>100%</b>	35%	11%	20%	9%	8%	7%	53%	31%	18%	15%	17%	27%	26%	17%	14%	27%	9%*
Effective base	<b>1224</b>	371	125	253	121	140	155	679	430	237	242	274	378	345	247	198	332	94
Through meetings	<b>1210</b>	383	135	269	123	133	94	627	487	274	236	303	426	395	230	166	263	41
	<b>56%</b>	51%	60%	62%	66%	73%	63%	55%	73%	71%	75%	81%	72%	71%	64%	57%	46%	21%
	<b>100%</b>	32%	11%	22%a	10%a	11%abc	8%a	52%	40%g	23%g	19%nopq	25%lmno	35%nopq	33%opq	19%pq	14%pq	22%q	3%
Through events	<b>810</b>	174	88	202	98	107	93	449	361	199	165	218	304	282	180	139	198	27
	<b>38%</b>	23%	39%	47%	53%	59%	63%	39%	54%	52%	53%	59%	52%	51%	50%	48%	34%	13%
	<b>100%</b>	22%	11%a	25%a	12%ab	13%abc	12%abc	55%	45%g	25%g	20%pq	27%mnopq	38%pq	35%pq	22%pq	17%pq	24%q	3%
Through direct mail - Postal	<b>789</b>	177	97	168	106	98	100	455	322	189	140	170	249	259	187	156	248	39
	<b>37%</b>	23%	43%	39%	57%	54%	67%	40%	48%	49%	45%	46%	42%	47%	52%	54%	43%	20%
	<b>100%</b>	22%	12%a	21%a	13%abc	12%ac	13%abce	58%	41%g	24%g	18%q	22%q	32%q	33%q	24%lpq	20%lpq	31%q	5%
Through a website	<b>701</b>	94	55	165	104	118	111	418	306	180	151	184	231	252	189	150	218	24
	<b>33%</b>	12%	24%	38%	56%	65%	75%	36%	46%	47%	48%	49%	39%	45%	53%	52%	38%	12%
	<b>100%</b>	13%	8%a	23%ab	15%abc	17%abc	16%abcd	60%	44%g	26%g	22%lpq	26%lpq	33%q	36%q	27%lpq	21%lpq	31%q	3%
As the service or goods are delivered	<b>563</b>	155	76	126	57	65	61	367	226	125	122	151	247	178	107	97	158	22
	<b>26%</b>	21%	33%	29%	31%	36%	41%	32%	34%	32%	39%	40%	42%	32%	30%	34%	27%	11%
	<b>100%</b>	28%	13%a	22%a	10%a	12%a	11%ac	65%	40%	22%	22%nopq	27%mnopq	44%mnopq	32%q	19%q	17%q	28%q	4%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
 \* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 71

**Q20 In which, if any, of the following ways does your charity communicate news or information that may affect the provision of services of the charity to its DIRECT beneficiaries?**

Base: All

	TOTAL	Number of direct beneficiaries						Payment for goods and services?			Frequency of contact							We only have a one-off relationship with DIRECT beneficiaries (q)
		1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)	At least once a year (p)	
Through direct mail - Email	496 23% 100%	83 11% 17%	49 22% 10%a	110 26% 22%a	74 40% 15%abc	78 43% 16%abc	74 50% 15%abc	304 27% 61%	223 33% 45%g	130 34% 26%g	92 29% 19%q	108 29% 22%q	166 28% 33%q	194 35% 39%q	136 38% 27%jklp q	114 39% 23%jklp q	164 29% 33%q	12 6% 2%
Through the media	457 21% 100%	85 11% 19%	24 11% 5%	91 21% 20%ab	58 31% 13%abc	82 45% 18%abcd	91 61% 20%abcd e	279 24% 61%	185 28% 41%	105 27% 23%	96 31% 21%q	125 34% 27%pq	161 27% 35%	158 28% 34%q	115 32% 25%pq	93 32% 20%pq	135 24% 30%	35 18% 8%
Newsletter/s	149 7% 100%	51 7% 34%	15 7% 10%	54 12% 36%adef	9 5% 6%	9 5% 6%	4 3% 3%	81 7% 55%	51 8% 34%	45 12% 30%g	38 12% 26%nopq	44 12% 30%npq	49 8% 33%q	45 8% 30%	24 7% 16%	19 7% 13%	33 6% 22%	5 2% 3%
Magazine/journal	45 2% 100%	17 2% 37%	2 1% 6%	12 3% 26%	2 1% 5%	8 5% 19%f	1 1% 2%	24 2% 54%	16 2% 36%	19 5% 42%g	3 1% 7%	7 2% 16%	11 2% 24%	10 2% 22%	3 1% 7%	5 2% 12%	18 3% 40%	9 5% 21%jn
Notice board/notices	35 2% 100%	13 2% 38%	6 3% 17%	4 1% 11%	4 2% 10%	7 4% 19%c	1 1% 4%	22 2% 64%	5 1% 16%	10 3% 29%	1 * 2%	7 2% 20%n	7 1% 20%	8 1% 22%	* 1% 1%	3 1% 8%	16 3% 45%jn	7 4% 21%jn
Personal contact/regular contact/communication with warden/staff	34 2% 100%	23 3% 67%c	2 1% 7%	* * *	1 1% 4%	* * 1%	1 1% 4%	17 2% 51%	10 2% 30%	6 2% 18%	7 2% 20%	4 1% 11%	4 1% 11%	8 1% 22%	1 * 4%	4 1% 11%	8 1% 25%	5 2% 14%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
\* small base



**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

**Table 71**  
**Q20 In which, if any, of the following ways does your charity communicate news or information that may affect the provision of services of the charity to its DIRECT beneficiaries?**

Base: All

	TOTAL	Number of direct beneficiaries						Payment for goods and services?			Frequency of contact							We only have a one-off relationship with DIRECT beneficiaries (q)
		1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)	At least once a year (p)	
Educational establishments/ through school/ classroom	31 1% 100%	12 2% 38%	5 2% 15%	8 2% 27%	2 1% 8%	1 1% 4%	* * 1%	16 1% 50%	5 1% 15%	2 1% 8%	3 1% 8%	5 1% 16%	5 1% 15%	4 1% 11%	- - -	2 1% 8%	6 1% 19%	5 2% 15% <sup>n</sup>
Word of mouth	23 1% 100%	12 2% 54%	2 1% 11%	5 1% 21%	* * 2%	* * 1%	* * 1%	13 1% 57%	6 1% 25%	3 1% 13%	1 * 4%	3 1% 12%	5 1% 24%	3 1% 13%	* * 2%	* * 2%	7 1% 33%	5 2% 21% <sup>n</sup>
Posters	19 1% 100%	4 * 19%	- - -	7 2% 38%	5 3% 26% <sup>a</sup>	* * 1%	1 * 3%	9 1% 50%	10 1% 52%	8 2% 44%	3 1% 16%	4 1% 21%	4 1% 20%	7 1% 39%	9 2% 45%	1 * 8%	5 1% 25%	2 1% 13%
Hand delivered/ letters/ messages/ leaflets	17 1% 100%	5 1% 28%	1 1% 7%	6 1% 35%	- - -	- - 16%	3 2% 16%	9 1% 51%	6 1% 35%	5 1% 28%	* * 1%	5 1% 29%	5 1% 28%	1 * 7%	6 2% 35% <sup>m</sup>	1 * 7%	2 * 14%	5 2% 28% <sup>m</sup>
Telephone/by phone	17 1% 100%	6 1% 35%	4 2% 21%	2 1% 14%	5 3% 28%	* * 1%	- - -	7 1% 43%	4 1% 21%	2 1% 14%	2 1% 15%	1 * 8%	2 * 15%	10 2% 58% <sup>n</sup>	* * 1%	* * 1%	5 1% 29%	- - -
Flyers/leaflets	13 1% 100%	- - -	* * 2%	4 1% 27%	2 1% 13% <sup>a</sup>	4 2% 31% <sup>a</sup>	1 1% 7%	3 * 22%	3 * 22%	4 1% 33%	5 2% 38%	7 2% 54%	3 1% 25%	5 1% 39%	4 1% 28%	1 * 10%	7 1% 56%	* * 2%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
\* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 71

**Q20 In which, if any, of the following ways does your charity communicate news or information that may affect the provision of services of the charity to its DIRECT beneficiaries?**

Base: All

	TOTAL	Number of direct beneficiaries						Payment for goods and services?			Frequency of contact							We only have a one-off relationship with DIRECT beneficiaries (q)
		1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)	At least once a year (p)	
Advertising/marketing/local advertising/ in local publications/ yellow pages/ internal advertising	9* 100%	5 1% 51%	- - -	1 * 14%	- - -	2 1% 17%	* * 5%	6 * 60%	1 * 15%	- - -	1 * 14%	3 1% 33%	3 1% 35%	6 1% 60%	1 * 8%	1 * 15%	4 1% 41%	- - -
Through other agencies/ organisations/ partners/ charities (nsf)	7* 100%	- - -	1 1% 18%	2 1% 35%	1 1% 20%	2 1% 24%a	* * 4%	4 * 65%	4 1% 57%	1 * 18%	* * 7%	1 * 19%	2 * 27%	3 1% 45%	3 1% 41%	4 1% 61%	3 * 41%	- - -
Other	71 3% 100%	32 4% 45%	7 3% 10%	14 3% 20%	6 3% 9%	2 1% 3%	1 1% 2%	45 4% 63%i	13 2% 19%	4 1% 5%	11 3% 15%	8 2% 12%	16 3% 22%	11 2% 15%	8 2% 11%	7 3% 10%	27 5% 38% m	12 6% 17% m
Don't know	6* 100%	* * 4%	- - -	- - -	- - -	* * 4%	- - -	1 * 18%	- - -	- - -	- - -	- - -	- - -	- - -	* * 8%	- - -	- - -	- - -
No communication	212 10% 100%	118 16% 55% cdef	20 9% 10% cdef	17 4% 8% f	5 3% 2%	4 2% 2%	* * *	107 9% 50% hi	21 3% 10% i	2 1% 1%	6 2% 3%	1 * 1%	12 2% 6%	14 2% 6% k	17 5% 8% k	23 8% 11% jklm n	73 13% 34% jklm	65 33% 31% jklmnop

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
\* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 71

**Q20 In which, if any, of the following ways does your charity communicate news or information that may affect the provision of services of the charity to its DIRECT beneficiaries?**

Base: All

	Number of direct beneficiaries						Payment for goods and services?			Frequency of contact								
	1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)	At least once a year (p)	We only have a one-off relationship with DIRECT beneficiaries (q)	
<b>TOTAL</b>																		
Did not answer	<b>58</b>	11	-	11	1	2	4	17	4	2	4	4	6	6	5	6	13	6
	<b>3%</b>	1%	-	3%	1%	1%	3%	1%	1%	1%	1%	1%	1%	1%	2%	2%	2%	3%
	<b>100%</b>	18%	-	19%	2%	4%	7% <sup>b</sup>	29%	6%	4%	7%	7%	11%	11%	9%	11%	23%	10%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
 \* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 72

**Q20 In which, if any, of the following ways does your charity communicate news or information that may affect the provision of services of the charity to its DIRECT beneficiaries?**

Base: All

	Beneficiary Type													
	TOTAL	The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)
<b>Unweighted Base</b>	<b>2144</b>	781	450	355	1015	1227	858	835	273	952	525	446	293	461
<b>Weighted Base</b>	<b>2144</b>	718	403	270	734	1160	820	714	200	1032	366	406	188	372
	<b>100%</b>	33%	19%	13%	34%	54%	38%	33%	9%	48%	17%	19%	9%	17%
Effective base	<b>1224</b>	436	245	183	500	688	487	447	135	575	244	241	135	237
Through meetings	<b>1210</b>	429	333	212	442	706	460	428	144	577	202	166	124	205
	<b>56%</b>	60%	83%	78%	60%	61%	56%	60%	72%	56%	55%	41%	66%	55%
	<b>100%</b>	35%k	28%adefghijklm	18%adefghijklm	37%k	58%k	38%k	35%k	12%adefghijklm	48%k	17%k	14%	10%fijklm	17%k
Through events	<b>810</b>	367	259	172	336	509	336	320	104	414	139	124	92	147
	<b>38%</b>	51%	64%	64%	46%	44%	41%	45%	52%	40%	38%	31%	49%	39%
	<b>100%</b>	45%efijklm	32%adefghijklm	21%adefghijklm	41%k	63%k	42%k	39%k	13%fijklm	51%k	17%	15%	11%jk	18%k
Through direct mail - Postal	<b>789</b>	294	228	154	337	437	321	297	111	361	167	152	94	167
	<b>37%</b>	41%	57%	57%	46%	38%	39%	42%	55%	35%	46%	38%	50%	45%
	<b>100%</b>	37%	29%adefghijklm	19%adefghijklm	43%efik	55%	41%	38%i	14%aefghijklm	46%	21%ei	19%	12%efik	21%i
Through a website	<b>701</b>	297	212	137	328	393	267	260	103	327	145	123	88	142
	<b>33%</b>	41%	53%	51%	45%	34%	33%	36%	52%	32%	40%	30%	47%	38%
	<b>100%</b>	42%efik	30%adefghijklm	20%aefghijklm	47%efghijklm	56%	38%	37%	15%aefghijklm	47%	21%ik	18%	12%efghijklm	20%
As the service or goods are delivered	<b>563</b>	220	108	104	298	330	263	259	64	318	142	137	91	95
	<b>26%</b>	31%	27%	39%	41%	28%	32%	36%	32%	31%	39%	34%	48%	26%
	<b>100%</b>	39%	19%	19%beim	53%abefim	59%	47%	46%bem	11%	56%	25%abeim	24%	16%abefghikm	17%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/ef/gh/ijklm

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

**Table 72**

**Q20 In which, if any, of the following ways does your charity communicate news or information that may affect the provision of services of the charity to its DIRECT beneficiaries?**

Base: All

	Beneficiary Type													
	The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)	
<b>TOTAL</b>	<b>496</b>	<b>194</b>	<b>164</b>	<b>109</b>	<b>250</b>	<b>299</b>	<b>178</b>	<b>190</b>	<b>87</b>	<b>219</b>	<b>108</b>	<b>97</b>	<b>63</b>	<b>127</b>
Through direct mail - Email	23%	27%	41%	40%	34%	26%	22%	27%	44%	21%	30%	24%	34%	34%
	100%	39% <sup>i</sup>	33% <sup>aefgjij</sup>	22% <sup>aefgjij</sup>	50% <sup>aefgik</sup>	60%	36%	38% <sup>i</sup>	18% <sup>adefgij</sup>	44%	22% <sup>fi</sup>	20%	13% <sup>fik</sup>	26% <sup>efgik</sup>
Through the media	457	236	126	74	219	280	228	206	69	263	86	86	59	102
	21%	33%	31%	27%	30%	24%	28%	29%	35%	25%	23%	21%	32%	27%
	100%	52% <sup>eijk</sup>	28% <sup>ek</sup>	16%	48% <sup>ek</sup>	61%	50%	45% <sup>k</sup>	15% <sup>eijk</sup>	58%	19%	19%	13% <sup>k</sup>	22%
Newsletter/s	149	44	34	26	44	110	58	44	6	79	21	19	10	25
	7%	6%	9%	10%	6%	9%	7%	6%	3%	8%	6%	5%	5%	7%
	100%	30%	23% <sup>h</sup>	18% <sup>hk</sup>	29%	74% <sup>adghk</sup>	39%	30%	4%	53%	14%	13%	7%	17%
Magazine/journal	45	15	4	9	16	20	17	10	*	29	*	1	-	5
	2%	2%	1%	3%	2%	2%	2%	1%	*	3%	*	*	-	1%
	100%	33% <sup>jk</sup>	9%	20% <sup>hijkl</sup>	35% <sup>jk</sup>	43%	38% <sup>jk</sup>	23%	1%	64% <sup>jk</sup>	1%	1%	-	11%
Notice board/notices	35	6	1	*	17	27	14	11	1	26	7	10	6	3
	2%	1%	*	*	2%	2%	2%	2%	1%	2%	2%	2%	3%	1%
	100%	18%	2%	1%	48% <sup>b</sup>	78% <sup>b</sup>	41%	32%	3%	74% <sup>bc</sup>	22% <sup>b</sup>	28% <sup>b</sup>	17% <sup>abc</sup>	8%
Personal contact/regular contact/communication with warden/staff	34	4	4	2	5	13	16	19	*	9	7	14	2	3
	2%	*	1%	1%	1%	1%	2%	3%	*	1%	2%	4%	1%	1%
	100%	10%	11%	5%	16%	39%	46%	57% <sup>adei</sup>	1%	25%	21%	42% <sup>adehim</sup>	7%	9%
Educational establishments/through school/classroom	31	4	1	1	6	25	2	2	1	11	-	5	-	-
	1%	1%	*	*	1%	2%	*	*	1%	1%	-	1%	-	-
	100%	13%	4%	4%	20%	81% <sup>afgjim</sup>	8%	8%	4%	34%	-	15%	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 72

**Q20 In which, if any, of the following ways does your charity communicate news or information that may affect the provision of services of the charity to its DIRECT beneficiaries?**

Base: All

	Beneficiary Type													
	TOTAL	The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)
Word of mouth	23 1% 100%	1 * 3%	* * 1%	3 1% 12%	3 * 15%	17 1% 76%a	10 1% 46%a	8 1% 35%a	* * 2%	10 1% 45%	3 1% 12%	3 1% 14%	* * 1%	2 1% 11%
Posters	19 1% 100%	5 1% 28%	3 1% 19%	2 1% 12%	3 * 17%	15 1% 79%	9 1% 47%	6 1% 35%	1 1% 7%	13 1% 70%	2 * 8%	1 * 3%	1 1% 7%	1 * 6%
Hand delivered/ letters/ messages/ leaflets	17 1% 100%	3 * 15%	1 * 7%	- - -	4 1% 23%	16 1% 93%	9 1% 56%	6 1% 35%	- - -	13 1% 77%	2 1% 14%	5 1% 28%	1 1% 7%	- - -
Telephone/by phone	17 1% 100%	2 * 14%	4 1% 21%	1 * 7%	4 * 22%	8 1% 50%	5 1% 28%	2 * 14%	2 1% 14%	9 1% 57%	4 1% 22%	2 1% 14%	1 1% 7%	5 1% 28%
Flyers/leaflets	13 1% 100%	10 1% 74%	2 1% 18%	1 1% 11%	7 1% 52%	8 1% 60%	5 1% 38%	4 1% 34%	1 1% 11%	6 1% 48%	4 1% 30%	1 * 7%	2 1% 14%	3 1% 20%
Advertising/ marketing/local advertising/ in local publications/ yellow pages/ internal advertising	9 * 100%	3 * 31%	2 * 17%	- - -	3 * 29%	6 1% 66%	5 1% 58%	6 1% 68%	1 1% 13%	9 1% 95%	1 * 14%	3 1% 28%	* * 1%	- - -

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 72

**Q20 In which, if any, of the following ways does your charity communicate news or information that may affect the provision of services of the charity to its DIRECT beneficiaries?**

Base: All

	Beneficiary Type													
	TOTAL	The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)
Through other agencies/ organisations/ partners/ charities (nsf)	7 *	3 *	1 *	3 1%	4 1%	5 *	3 *	3 *	* *	6 1%	3 1%	3 1%	2 1%	2 *
	100%	39%	18%	39%	61%	76%	45%	45%	4%	94%	43%	45%	36%	24%
Other	71 3%	19 3%	9 2%	9 3%	18 3%	35 3%	35 4%	28 4%	2 1%	40 4%	14 4%	28 7%	6 3%	9 2%
	100%	26%	13%	13%	26%	49%	50%	40%	2%	56%	20%	40%abdehm	8%	13%
Don't know	6 *	-	-	-	* *	3 *	* *	3 *	* *	-	2 1%	-	-	-
	100%	-	-	-	4%	41%	4%	41%	4%	-	37%i	-	-	-
No communication	212 10%	63 9%	4 1%	11 4%	36 5%	90 8%	71 9%	48 7%	9 4%	89 9%	28 8%	61 15%	10 5%	66 18%
	100%	30%bcd	2%	5%b	17%b	42%bd	33%bcd	23%b	4%b	42%bcd	13%b	29%abcdefg hijl	5%b	31%abcdefghij
Did not answer	58 3%	19 3%	2 1%	4 1%	9 1%	24 2%	16 2%	16 2%	5 2%	27 3%	1 *	9 2%	1 1%	7 2%
	100%	33%j	4%	6%	15%	41%	27%	27%	8%	48%j	2%	16%	2%	13%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

**Table 73**  
**Q21 In which of the following ways, if any, does your charity consult and engage its DIRECT beneficiaries in the running of the charity?**  
 Base: All

	TOTAL	Charity Size (by Income)				Charitable Purpose												
		Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)
<b>Unweighted Base</b>	<b>2144</b>	503	640	443	525	479	1151	521	482	434	132	268	282	362	392	70	290	386
<b>Weighted Base</b>	<b>2144</b>	1191	745	108	67	466	1053	374	393	409	130*	156	288	388	455	57*	253	325
	<b>100%</b>	56%	35%	5%	3%	22%	49%	17%	18%	19%	6%*	7%	13%	18%	21%	3%*	12%	15%
Effective base	<b>1224</b>	503	640	443	525	272	627	249	248	240	82	115	168	223	252	37	156	211
Having beneficiaries who are also trustees ("user trustees")	<b>743</b>	350	312	45	28	134	408	95	108	71	11	28	113	202	219	24	112	161
	<b>35%</b>	29%	42%	42%	41%	29%	39%	25%	28%	17%	8%	18%	39%	52%	48%	41%	44%	49%
	<b>100%</b>	47%	42%a	6%a	4%a	18%ijk	55%eghi	13%ij	15%ij	10%j	1%	4%j	15%eghi	27%efgh	29%efghi	3%gijk	15%eghi	22%efghijk
Having beneficiaries who are also volunteers in the charity	<b>593</b>	242	285	37	23	123	359	84	106	73	18	33	80	165	185	20	92	148
	<b>28%</b>	20%	38%	34%	35%	27%	34%	22%	27%	18%	14%	21%	28%	42%	41%	35%	37%	45%
	<b>100%</b>	41%	48%a	6%a	4%a	21%ij	61%eghi	14%	18%ij	12%	3%	6%	13%ij	28%efgh	31%eghij	3%ij	16%eghi	25%efghijk
Having a voting membership (i.e. all members of your charity have the ability to vote on decisions)	<b>436</b>	220	182	21	10	76	265	60	72	47	12	14	41	140	143	14	77	101
	<b>20%</b>	18%	24%	20%	15%	16%	25%	16%	18%	12%	9%	9%	14%	36%	32%	24%	31%	31%
	<b>100%</b>	50%	42%ad	5%ad	2%	17%	61%eghi	14%	17%ik	11%	3%	3%	10%	32%efgh	33%eghij	3%ijk	18%eghi	23%efghijk
Having beneficiary/ user panels or sub-committees	<b>367</b>	130	169	32	27	89	223	67	74	47	10	21	46	91	133	9	50	93
	<b>17%</b>	11%	23%	30%	41%	19%	21%	18%	19%	11%	8%	14%	16%	23%	29%	15%	20%	28%
	<b>100%</b>	36%	46%a	9%ab	7%abc	24%ij	61%ij	18%ij	20%ij	13%	3%	6%	13%	25%ijk	36%efghi	2%	14%ij	25%efghijk

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
 \* small base



**A Balancing Act: Charity Survey**  
**Fieldwork Dates 23 Nov 2007 - 04 Jan 2008**

**Table 73**  
**Q21 In which of the following ways, if any, does your charity consult and engage its DIRECT beneficiaries in the running of the charity?**  
**Base: All**

	Charity Size (by Income)				Charitable Purpose													
	Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)	
<b>TOTAL</b>	<b>303</b>	<b>142</b>	<b>29</b>	<b>15</b>	<b>63</b>	<b>162</b>	<b>57</b>	<b>90</b>	<b>48</b>	<b>6</b>	<b>34</b>	<b>32</b>	<b>79</b>	<b>76</b>	<b>11</b>	<b>32</b>	<b>80</b>	
	<b>14%</b>	<b>10%</b>	<b>19%</b>	<b>27%</b>	<b>22%</b>	<b>14%</b>	<b>15%</b>	<b>23%</b>	<b>12%</b>	<b>5%</b>	<b>21%</b>	<b>11%</b>	<b>20%</b>	<b>17%</b>	<b>19%</b>	<b>13%</b>	<b>25%</b>	
	<b>100%</b>	<b>37%</b>	<b>47%a</b>	<b>9%ab</b>	<b>5%a</b>	<b>21%j</b>	<b>54%j</b>	<b>19%j</b>	<b>30%efgi</b>	<b>16%</b>	<b>2%</b>	<b>11%ijl</b>	<b>11%</b>	<b>26%eijl</b>	<b>25%j</b>	<b>4%j</b>	<b>11%</b>	<b>26%efgijln</b>
Consulting beneficiaries on changes to the charity by offering all beneficiaries the opportunity to respond (e.g. postal consultation)	<b>183</b>	<b>45</b>	<b>86</b>	<b>28</b>	<b>21</b>	<b>40</b>	<b>112</b>	<b>37</b>	<b>40</b>	<b>35</b>	<b>6</b>	<b>23</b>	<b>21</b>	<b>37</b>	<b>41</b>	<b>6</b>	<b>28</b>	<b>51</b>
	<b>9%</b>	<b>4%</b>	<b>12%</b>	<b>26%</b>	<b>32%</b>	<b>9%</b>	<b>11%</b>	<b>10%</b>	<b>10%</b>	<b>8%</b>	<b>4%</b>	<b>15%</b>	<b>7%</b>	<b>10%</b>	<b>9%</b>	<b>10%</b>	<b>11%</b>	<b>16%</b>
	<b>100%</b>	<b>25%</b>	<b>47%a</b>	<b>15%ab</b>	<b>12%ab</b>	<b>22%</b>	<b>61%</b>	<b>20%</b>	<b>22%</b>	<b>19%</b>	<b>3%</b>	<b>13%jl</b>	<b>11%</b>	<b>20%</b>	<b>23%</b>	<b>3%</b>	<b>15%</b>	<b>28%eijn</b>
Consulting beneficiaries on changes to the charity by offering a selected number of beneficiaries the opportunity to respond (e.g. focus group)	<b>112</b>	<b>17</b>	<b>66</b>	<b>15</b>	<b>13</b>	<b>17</b>	<b>74</b>	<b>18</b>	<b>23</b>	<b>17</b>	<b>4</b>	<b>7</b>	<b>18</b>	<b>22</b>	<b>20</b>	<b>2</b>	<b>13</b>	<b>28</b>
	<b>5%</b>	<b>1%</b>	<b>9%</b>	<b>14%</b>	<b>19%</b>	<b>4%</b>	<b>7%</b>	<b>5%</b>	<b>6%</b>	<b>4%</b>	<b>3%</b>	<b>4%</b>	<b>6%</b>	<b>6%</b>	<b>4%</b>	<b>4%</b>	<b>5%</b>	<b>9%</b>
	<b>100%</b>	<b>15%</b>	<b>59%a</b>	<b>14%ab</b>	<b>11%abc</b>	<b>16%</b>	<b>66%</b>	<b>16%</b>	<b>21%</b>	<b>16%</b>	<b>4%</b>	<b>6%</b>	<b>16%</b>	<b>20%</b>	<b>18%</b>	<b>2%</b>	<b>11%</b>	<b>25%e</b>
Having beneficiaries who are also paid staff in the charity																		

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
 \* small base

**A Balancing Act: Charity Survey**  
**Fieldwork Dates 23 Nov 2007 - 04 Jan 2008**

**Table 73**  
**Q21 In which of the following ways, if any, does your charity consult and engage its DIRECT beneficiaries in the running of the charity?**  
**Base: All**

	Charity Size (by Income)				Charitable Purpose													
	Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)	
<b>TOTAL</b>	<b>103</b>	<b>28</b>	<b>63</b>	<b>8</b>	<b>3</b>	<b>23</b>	<b>59</b>	<b>21</b>	<b>27</b>	<b>11</b>	<b>4</b>	<b>9</b>	<b>11</b>	<b>28</b>	<b>24</b>	<b>1</b>	<b>15</b>	<b>29</b>
	<b>5%</b>	<b>2%</b>	<b>8%</b>	<b>7%</b>	<b>4%</b>	<b>5%</b>	<b>6%</b>	<b>6%</b>	<b>7%</b>	<b>3%</b>	<b>3%</b>	<b>6%</b>	<b>4%</b>	<b>7%</b>	<b>5%</b>	<b>1%</b>	<b>6%</b>	<b>9%</b>
	<b>100%</b>	<b>28%</b>	<b>61%<sup>ad</sup></b>	<b>8%<sup>a</sup></b>	<b>3%<sup>a</sup></b>	<b>23%</b>	<b>57%</b>	<b>20%</b>	<b>26%<sup>i</sup></b>	<b>11%</b>	<b>4%</b>	<b>9%</b>	<b>10%</b>	<b>27%<sup>i</sup></b>	<b>23%</b>	<b>1%</b>	<b>14%</b>	<b>28%<sup>il</sup></b>
Having beneficiaries as non-voting representatives on the board of trustees	<b>75</b>	<b>40</b>	<b>30</b>	<b>3</b>	<b>1</b>	<b>9</b>	<b>37</b>	<b>15</b>	<b>12</b>	<b>10</b>	<b>3</b>	<b>7</b>	<b>6</b>	<b>19</b>	<b>29</b>	<b>1</b>	<b>11</b>	<b>15</b>
	<b>4%</b>	<b>3%</b>	<b>4%</b>	<b>3%</b>	<b>2%</b>	<b>2%</b>	<b>4%</b>	<b>4%</b>	<b>3%</b>	<b>2%</b>	<b>2%</b>	<b>5%</b>	<b>2%</b>	<b>5%</b>	<b>6%</b>	<b>2%</b>	<b>4%</b>	<b>5%</b>
	<b>100%</b>	<b>53%</b>	<b>40%<sup>d</sup></b>	<b>4%</b>	<b>1%</b>	<b>12%</b>	<b>49%</b>	<b>20%</b>	<b>15%</b>	<b>13%</b>	<b>4%</b>	<b>9%</b>	<b>8%</b>	<b>25%</b>	<b>39%<sup>eil</sup></b>	<b>2%</b>	<b>14%</b>	<b>20%</b>
AGM/annual meetings/ meetings/ committees/ committee members	<b>15</b>	<b>2</b>	<b>10</b>	<b>1</b>	<b>*</b>	<b>1</b>	<b>5</b>	<b>6</b>	<b>4</b>	<b>6</b>	<b>1</b>	<b>6</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>3</b>
	<b>1%</b>	<b>*</b>	<b>1%</b>	<b>1%</b>	<b>1%</b>	<b>*</b>	<b>1%</b>	<b>2%</b>	<b>1%</b>	<b>2%</b>	<b>1%</b>	<b>4%</b>	<b>1%</b>	<b>*</b>	<b>*</b>	<b>2%</b>	<b>1%</b>	<b>1%</b>
	<b>100%</b>	<b>15%</b>	<b>68%<sup>a</sup></b>	<b>8%<sup>a</sup></b>	<b>2%</b>	<b>4%</b>	<b>34%</b>	<b>39%</b>	<b>26%</b>	<b>40%</b>	<b>8%</b>	<b>39%<sup>efmn</sup></b>	<b>15%</b>	<b>10%</b>	<b>12%</b>	<b>8%</b>	<b>12%</b>	<b>17%</b>
Consultation/ feedback	<b>12</b>	<b>7</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>9</b>	<b>*</b>	<b>*</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>6</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
	<b>1%</b>	<b>1%</b>	<b>*</b>	<b>1%</b>	<b>1%</b>	<b>1%</b>	<b>1%</b>	<b>*</b>	<b>*</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>1%</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
	<b>100%</b>	<b>59%</b>	<b>29%</b>	<b>6%</b>	<b>6%</b>	<b>29%</b>	<b>71%</b>	<b>2%</b>	<b>3%</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>51%</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
Parents/parents of beneficiaries/ consulted	<b>11</b>	<b>7</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>*</b>	<b>2</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>-</b>	<b>*</b>	<b>3</b>	<b>-</b>	<b>*</b>	<b>*</b>	<b>3</b>	<b>*</b>
	<b>1%</b>	<b>1%</b>	<b>*</b>	<b>1%</b>	<b>1%</b>	<b>*</b>	<b>*</b>	<b>1%</b>	<b>*</b>	<b>*</b>	<b>-</b>	<b>*</b>	<b>1%</b>	<b>-</b>	<b>*</b>	<b>*</b>	<b>1%</b>	<b>*</b>
	<b>100%</b>	<b>65%</b>	<b>21%</b>	<b>9%</b>	<b>5%</b>	<b>1%</b>	<b>23%</b>	<b>48%<sup>f</sup></b>	<b>8%</b>	<b>7%</b>	<b>-</b>	<b>3%</b>	<b>24%</b>	<b>-</b>	<b>5%</b>	<b>1%</b>	<b>25%</b>	<b>2%</b>
Trustees	<b>10</b>	<b>7</b>	<b>2</b>	<b>1</b>	<b>*</b>	<b>3</b>	<b>9</b>	<b>5</b>	<b>5</b>	<b>9</b>	<b>1</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>-</b>	<b>-</b>	<b>*</b>	<b>1</b>
	<b>*</b>	<b>1%</b>	<b>*</b>	<b>1%</b>	<b>*</b>	<b>1%</b>	<b>1%</b>	<b>1%</b>	<b>1%</b>	<b>2%</b>	<b>1%</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>-</b>	<b>-</b>	<b>*</b>	<b>*</b>
	<b>100%</b>	<b>68%</b>	<b>22%</b>	<b>7%</b>	<b>2%</b>	<b>26%</b>	<b>84%</b>	<b>48%</b>	<b>45%</b>	<b>82%<sup>mn</sup></b>	<b>14%</b>	<b>2%</b>	<b>1%</b>	<b>2%</b>	<b>-</b>	<b>-</b>	<b>1%</b>	<b>12%</b>
Never/consult/ engage direct beneficiaries																		

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
 \* small base

**A Balancing Act: Charity Survey**  
**Fieldwork Dates 23 Nov 2007 - 04 Jan 2008**

**Table 73**  
**Q21 In which of the following ways, if any, does your charity consult and engage its DIRECT beneficiaries in the running of the charity?**  
**Base: All**

	Charity Size (by Income)				Charitable Purpose													
	Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)	
Surveys/questionnaires/research/focus groups/Customer Feedback Surveys	10*	6	3	1	3	4	3	5	2	-	1	*	3	1	-	3	3	
	100%	60%a	30%ab	9%a	29%	46%	33%	50%	25%	-	15%	3%	31%	15%	-	31%	26%	
Open to all/general public/local people/community	6*	2	1	*	*	1	2	1	-	-	*	*	1	4	1	1	2	
	100%	39%	16%a	6%	2%	23%	25%	19%	-	-	2%	4%	21%	58%	19%efi	10%	41%	
Newsletters/correspondence/e-mail	5*	2	*	-	-	1	-	*	-	-	1	-	1	3	-	1	-	
	100%	48%	47%	5%	-	29%	-	5%	-	-	24%	-	24%	53%	-	29%	-	
Other	37	14	19	1	6	22	10	10	11	5	4	5	5	7	*	2	11	
	100%	38%	50%	4%	17%	60%	26%	26%	30%	13%	10%	13%	14%	19%	1%	4%	29%	
Don't know	43	33	7	*	11	18	4	2	*	1	-	4	5	7	-	1	-	
	100%	77%bc	16%	2%	25%iq	43%i	9%	5%	*	3%	-	9%	11%	17%	-	3%	-	
None of these	726	490	191	26	204	323	165	140	223	86	63	100	81	88	22	85	68	
	100%	68%bcd	26%d	4%d	28%lmnpq	44%mnq	23%lmnpq	19%mnq	31%efgh	12%efghk	9%fmnq	14%mnq	11%	12%	3%mnq	12%mnq	9%	
Did not answer	100	54	33	2	15	33	9	9	13	6	8	17	8	13	5	5	5	
	100%	55%	33%	2%	16%	33%	9%	9%	14%	6%	8%	17%q	8%	14%	5%ghmpq	5%	5%	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
 \* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

**Table 74**  
**Q21 In which of the following ways, if any, does your charity consult and engage its DIRECT beneficiaries in the running of the charity?**  
 Base: All

	Number of direct beneficiaries						Payment for goods and services?			Frequency of contact							
	1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)	At least once a year (p)	We only have a one-off relationship with DIRECT beneficiaries (q)
<b>TOTAL</b>	457	186	457	220	289	357	1250	818	488	572	526	699	651	491	403	600	114
<b>Unweighted Base</b>	<b>2144</b>																
<b>Weighted Base</b>	<b>2144</b>	756	226	432	186	181	1147	672	386	313	372	588	557	358	290	575	197*
	<b>100%</b>	35%	11%	20%	9%	8%	53%	31%	18%	15%	17%	27%	26%	17%	14%	27%	9%*
Effective base	<b>1224</b>	371	125	253	121	140	679	430	237	242	274	378	345	247	198	332	94
Having beneficiaries who are also trustees ("user trustees")	<b>743</b>	173	79	202	88	89	348	319	224	138	214	270	302	171	126	184	15
	<b>35%</b>	23%	35%	47%	47%	49%	30%	48%	58%	44%	58%	46%	54%	48%	44%	32%	8%
	<b>100%</b>	23%	11%a	27%ab	12%ab	12%ab	47%	43%g	30%gh	19%pq	29%jlnopq	36%pq	41%jlopq	23%pq	17%pq	25%q	2%
Having beneficiaries who are also volunteers in the charity	<b>593</b>	101	80	162	78	88	325	298	167	133	184	269	231	146	112	134	5
	<b>28%</b>	13%	35%	37%	42%	48%	28%	44%	43%	42%	49%	46%	41%	41%	39%	23%	3%
	<b>100%</b>	17%	13%a	27%a	13%a	15%abc	55%	50%g	28%g	22%pq	31%mnopq	45%pq	39%pq	25%pq	19%pq	23%q	1%
Having a voting membership (i.e. all members of your charity have the ability to vote on decisions)	<b>436</b>	128	47	109	53	52	210	213	121	81	115	168	196	90	71	101	13
	<b>20%</b>	17%	21%	25%	28%	29%	18%	32%	31%	26%	31%	29%	35%	25%	25%	18%	7%
	<b>100%</b>	29%	11%	25%a	12%a	12%a	48%	49%g	28%g	19%pq	26%pq	38%pq	45%jnopq	21%pq	16%pq	23%q	3%
Having beneficiary/user panels or sub-committees	<b>367</b>	61	39	107	43	62	182	205	101	92	127	164	133	77	65	80	9
	<b>17%</b>	8%	17%	25%	23%	34%	16%	30%	26%	29%	34%	28%	24%	22%	22%	14%	4%
	<b>100%</b>	17%	11%a	29%a	12%a	17%ab	50%	56%g	27%g	25%npq	35%mnopq	45%pq	36%pq	21%pq	18%pq	22%q	2%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
 \* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

**Table 74**  
**Q21 In which of the following ways, if any, does your charity consult and engage its DIRECT beneficiaries in the running of the charity?**  
 Base: All

	Number of direct beneficiaries						Payment for goods and services?			Frequency of contact									
	1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)	At least once a year (p)	We only have a one-off relationship with DIRECT beneficiaries (q)		
<b>TOTAL</b>	<b>303</b>	<b>66</b>	<b>33</b>	<b>88</b>	<b>42</b>	<b>39</b>	<b>30</b>	<b>161</b>	<b>139</b>	<b>73</b>	<b>82</b>	<b>92</b>	<b>133</b>	<b>107</b>	<b>59</b>	<b>61</b>	<b>69</b>	<b>2</b>	
	<b>14%</b>	9%	15%	20%	22%	22%	20%	14%	21%	19%	26%	25%	23%	19%	17%	21%	12%	1%	
	<b>100%</b>	22%	11%	29%a	14%a	13%a	10%a	53%	46%g	24%	27%mnopq	30%npq	44%pq	35%pq	20%q	20%pq	23%q	1%	
Consulting beneficiaries on changes to the charity by offering all beneficiaries the opportunity to respond (e.g. postal consultation)																			
	<b>183</b>	27	15	41	33	34	29	127	83	36	61	57	89	70	43	36	41	4	
	<b>9%</b>	4%	6%	9%	18%	19%	19%	11%	12%	9%	19%	15%	15%	12%	12%	12%	7%	2%	
	<b>100%</b>	15%	8%	22%a	18%abc	19%abc	16%abc	69%	45%	20%	33%mnopq	31%pq	49%pq	38%pq	24%pq	20%pq	23%	2%	
Consulting beneficiaries on changes to the charity by offering a selected number of beneficiaries the opportunity to respond (e.g. focus group)																			
	<b>112</b>	23	8	26	5	24	23	70	55	37	43	54	53	39	36	25	32	*	
	<b>5%</b>	3%	3%	6%	3%	13%	15%	6%	8%	10%	14%	14%	9%	7%	10%	9%	6%	*	
	<b>100%</b>	21%	7%	24%	5%	21%abcd	20%abcd	62%	49%	33%	38%mpq	48%lmpq	47%q	35%q	33%pq	22%q	29%q	*	
Having beneficiaries who are also paid staff in the charity																			

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
 \* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

**Table 74**  
**Q21 In which of the following ways, if any, does your charity consult and engage its DIRECT beneficiaries in the running of the charity?**  
 Base: All

	TOTAL	Number of direct beneficiaries						Payment for goods and services?			Frequency of contact							We only have a one-off relationship with DIRECT beneficiaries (q)
		1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)	At least once a year (p)	
Having beneficiaries as non-voting representatives on the board of trustees	<b>103</b> <b>5%</b> <b>100%</b>	27 4% 26%	7 3% 7%	16 4% 15%	13 7% 12%	23 13% 23%abc	11 8% 11%a	55 5% 53%	49 7% 47%	24 6% 23%	32 10% 31%pq	36 10% 35%pq	49 8% 48%pq	38 7% 37%q	30 8% 29%q	23 8% 23%q	26 4% 25%q	- - -
AGM/annual meetings/ meetings/ committees/ committee members	<b>75</b> <b>4%</b> <b>100%</b>	21 3% 28%	9 4% 12%	19 4% 26%	3 2% 4%	11 6% 14%	9 6% 12%ad	40 4% 53%	31 5% 41%	16 4% 21%	21 7% 28%lq	16 4% 21%	18 3% 24%	23 4% 30%	20 5% 26%q	11 4% 15%	24 4% 32%	1 1% 2%
Consultation/ feedback	<b>15</b> <b>1%</b> <b>100%</b>	* * 2%	1 1% 8%	2 1% 15%	4 2% 27%a	3 1% 17%a	2 1% 10%a	11 1% 74%	6 1% 37%	1 * 4%	5 1% 30%	5 1% 32%	6 1% 41%	5 1% 34%	6 2% 39%	5 2% 33%	3 * 18%	- - -
Parents/parents of beneficiaries/ consulted	<b>12</b> <b>1%</b> <b>100%</b>	2 * 20%	4 2% 33%	4 1% 35%	1 1% 10%	* * 2%	- - -	5 * 40%	9 1% 70%	2 1% 17%	4 1% 34%mp	1 * 5%	7 1% 58%mp	- - -	* * 2%	- - -	- - -	- - -
Trustees	<b>11</b> <b>1%</b> <b>100%</b>	4 * 35%	- - -	4 1% 36%	- - -	* * 3%	3 2% 26%	6 1% 55%	* * 5%	1 * 11%	* * 2%	* * 2%	2 * 19%	3 1% 28%	3 1% 27%	1 * 6%	4 1% 36%	- - -
Never/consult/ engage direct beneficiaries	<b>10</b> <b>*</b> <b>100%</b>	7 1% 68%	- - -	* * 2%	1 1% 11%	* * 1%	2 1% 17%	10 1% 100%	1 * 7%	1 * 11%	* * 1%	1 * 12%	1 * 12%	1 * 12%	1 * 14%	1 * 11%	7 1% 64%	2 1% 23%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
 \* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

**Table 74**  
**Q21 In which of the following ways, if any, does your charity consult and engage its DIRECT beneficiaries in the running of the charity?**  
 Base: All

	Number of direct beneficiaries						Payment for goods and services?			Frequency of contact							We only have a one-off relationship with DIRECT beneficiaries (q)
	1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)	At least once a year (p)	
<b>TOTAL</b>	<b>10</b>	*	2	*	4	3	8	4	3	2	4	4	2	1	3	3	-
	*	*	*	*	2%	2%	1%	1%	1%	1%	1%	1%	*	*	1%	*	-
	<b>100%</b>	12%	1%	21%	3%	37%a	84%	45%	26%	26%	37%	46%	19%	13%	29%	26%	-
Surveys/questionnaires/research/focus groups/Customer Feedback Surveys	<b>6</b>	-	4	-	*	2	1	1	5	1	*	3	4	3	3	4	1
	*	-	1%	-	*	1%	*	*	1%	*	*	1%	1%	1%	1%	1%	1%
	<b>100%</b>	-	58%	-	2%	31%a	12%	23%	90%g	12%	8%	53%	70%	51%	51%	73%	19%
Open to all/general public/local people/community	<b>5</b>	1	-	*	4	-	4	*	1	4	1	1	4	2	-	-	1
	*	*	-	-	2%	-	*	*	*	1%	*	*	1%	1%	-	-	1%
	<b>100%</b>	24%	-	5%	71%ac	-	71%	5%	29%	71%p	29%	24%	71%	48%	-	-	24%
Newsletters/correspondence/e-mail	<b>37</b>	11	1	9	4	2	27	13	3	13	4	12	7	7	5	10	2
	<b>2%</b>	1%	1%	2%	2%	1%	2%	2%	1%	4%	1%	2%	1%	2%	2%	2%	1%
	<b>100%</b>	29%	4%	24%	9%	12%	73%	35%	8%	34%km	11%	31%	18%	18%	13%	28%	6%
Other	<b>43</b>	12	1	12	-	1	23	2	2	6	6	5	2	*	*	5	5
	<b>2%</b>	2%	1%	3%	-	1%	2%	*	1%	2%	2%	1%	*	*	*	1%	2%
	<b>100%</b>	27%	3%	28%	-	3%	53%h	5%	5%	14%mn	14%	12%	4%	1%	*	12%	11%mn
Don't know	<b>726</b>	371	63	81	39	29	431	128	44	42	53	82	95	88	74	251	140
	<b>34%</b>	49%	28%	19%	21%	16%	38%	19%	12%	13%	14%	14%	17%	24%	26%	44%	71%
	<b>100%</b>	51%bcdef	9%ce	11%	5%	4%	59%hi	18%i	6%	6%	7%	11%	13%	12%jklm	10%jklm	35%jklm	19%jklmnop
None of these																	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
 \* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 74

**Q21 In which of the following ways, if any, does your charity consult and engage its DIRECT beneficiaries in the running of the charity?**

Base: All

	Number of direct beneficiaries						Payment for goods and services?			Frequency of contact								
	1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)	At least once a year (p)	We only have a one-off relationship with DIRECT beneficiaries (q)	
Did not answer	<b>100</b>	37	7	14	2	3	8	36	18	17	14	7	17	15	9	10	22	11
	<b>5%</b>	5%	3%	3%	1%	2%	6%	3%	3%	4%	4%	2%	3%	3%	2%	3%	4%	5%
	<b>100%</b>	37%	7%	14%	2%	3%	8% <sup>d</sup>	36%	18%	17%	14%	7%	17%	15%	9%	10%	22%	11%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
 \* small base



**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

**Table 75**  
**Q21 In which of the following ways, if any, does your charity consult and engage its DIRECT beneficiaries in the running of the charity?**  
 Base: All

	Beneficiary Type												
	The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)
<b>TOTAL</b>	2144	450	355	1015	1227	858	835	273	952	525	446	293	461
<b>Unweighted Base</b>	2144	450	355	1015	1227	858	835	273	952	525	446	293	461
<b>Weighted Base</b>	2144	403	270	734	1160	820	714	200	1032	366	406	188	372
	100%	19%	13%	34%	54%	38%	33%	9%	48%	17%	19%	9%	17%
Effective base	1224	245	183	500	688	487	447	135	575	244	241	135	237
Having beneficiaries who are also trustees ("user trustees")	743	257	163	295	400	302	263	89	392	113	80	58	127
	35%	41%	64%	60%	40%	35%	37%	45%	38%	31%	20%	31%	34%
	100%	40%ejkl	35%adefghijklm	22%adefghijklm	40%ejkl	54%k	41%k	35%k	12%ejklm	53%jk	15%k	11%	8%k
Having beneficiaries who are also volunteers in the charity	593	206	132	266	375	265	245	93	343	108	84	67	101
	28%	36%	51%	49%	36%	32%	32%	34%	46%	33%	30%	21%	36%
	100%	43%km	35%adefgijklm	22%adefgijklm	45%km	63%k	45%k	41%k	16%adefgijklm	58%k	18%k	14%	11%k
Having a voting membership (i.e. all members of your charity have the ability to vote on decisions)	436	200	116	147	221	188	163	58	220	67	53	42	74
	20%	23%	50%	43%	20%	19%	23%	29%	21%	18%	13%	22%	20%
	100%	38%k	46%adefghijklm	27%adefghijklm	34%k	51%k	43%k	37%k	13%dejkm	51%k	15%	12%	10%k
Having beneficiary/user panels or sub-committees	367	134	90	179	230	148	146	56	178	78	55	54	68
	17%	20%	33%	33%	24%	20%	18%	21%	28%	17%	14%	29%	18%
	100%	39%k	36%adefgijklm	24%adefgijklm	49%fik	63%k	40%	40%k	15%aefikm	49%	21%k	15%	15%aefgikm

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

**Table 75**

**Q21 In which of the following ways, if any, does your charity consult and engage its DIRECT beneficiaries in the running of the charity?**

Base: All

	Beneficiary Type													
	The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)	
Consulting beneficiaries on changes to the charity by offering all beneficiaries the opportunity to respond (e.g. postal consultation)	<b>303</b> <b>14%</b> <b>100%</b>	108 15% 36%	101 25% 33% aefikm	78 29% 26% adefgi km	140 19% 46% eik	164 14% 54%	127 15% 42%	135 19% 44% eik	40 20% 13% k	147 14% 49%	81 22% 27% aefikm	45 11% 15%	50 27% 17% adefgi km	56 15% 19%
Consulting beneficiaries on changes to the charity by offering a selected number of beneficiaries the opportunity to respond (e.g. focus group)	<b>183</b> <b>9%</b> <b>100%</b>	72 10% 40%	35 9% 19%	42 16% 23% abefik m	97 13% 53% fik	119 10% 65%	74 9% 40%	76 11% 42%	36 18% 20% abefgi km	92 9% 50%	44 12% 24%	33 8% 18%	35 19% 19% abefgi km	33 9% 18%
Having beneficiaries who are also paid staff in the charity	<b>112</b> <b>5%</b> <b>100%</b>	52 7% 47%	32 8% 28%	29 11% 26% fik	54 7% 49%	80 7% 72%	44 5% 39%	46 6% 41%	18 9% 16%	61 6% 55%	27 7% 24%	20 5% 18%	20 11% 18% fik	27 7% 24%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

**Table 75**

**Q21 In which of the following ways, if any, does your charity consult and engage its DIRECT beneficiaries in the running of the charity?**

Base: All

	TOTAL	Beneficiary Type												
		The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)
Having beneficiaries as non-voting representatives on the board of trustees	103 5% 100%	49 7% 47% <sup>k</sup>	30 8% 29% <sup>k</sup>	25 9% 24% <sup>efik</sup>	48 7% 47% <sup>k</sup>	60 5% 58%	38 5% 37%	39 5% 37%	16 8% 16% <sup>k</sup>	47 5% 46%	19 5% 18%	12 3% 12%	12 7% 12%	20 5% 19%
AGM/annual meetings/ meetings/ committees/ committee members	75 4% 100%	25 3% 33%	15 4% 20%	5 2% 7%	28 4% 37%	45 4% 59%	25 3% 33%	24 3% 32%	5 2% 6%	39 4% 52%	16 4% 21%	9 2% 12%	7 4% 9%	11 3% 15%
Consultation/ feedback	15 1% 100%	4 1% 26%	* * 2%	* * 2%	10 1% 67%	8 1% 49%	9 1% 58%	7 1% 43%	2 1% 16%	9 1% 57%	7 2% 46% <sup>b</sup>	5 1% 31%	2 1% 16%	1 * 9%
Parents/parents of beneficiaries/ consulted	12 1% 100%	2 * 21%	5 1% 43% <sup>df</sup>	4 1% 29% <sup>df</sup>	* * 3%	12 1% 100% <sup>df</sup>	- - -	3 * 23%	- - -	4 * 34%	3 1% 22%	2 1% 20%	2 1% 20% <sup>df</sup>	* * 3%
Trustees	11 1% 100%	1 * 6%	1 * 11%	* * 2%	3 * 28%	4 * 37%	4 * 36%	3 * 28%	2 1% 22%	5 1% 48%	5 1% 45% <sup>a</sup>	2 1% 23%	* * 2%	* * 3%
Never/consult/ engage direct beneficiaries	10 * 100%	3 * 25%	1 * 11%	3 1% 26%	6 1% 53%	5 * 50%	7 1% 72%	5 1% 49%	* * 1%	7 1% 69%	3 1% 26%	9 2% 83% <sup>ae</sup>	2 1% 23%	3 1% 28%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

**Table 75**  
**Q21 In which of the following ways, if any, does your charity consult and engage its DIRECT beneficiaries in the running of the charity?**  
 Base: All

	Beneficiary Type													
	The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)	
<b>TOTAL</b>	<b>10</b>	<b>3</b>	<b>3</b>	<b>8</b>	<b>4</b>	<b>6</b>	<b>7</b>	<b>2</b>	<b>7</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>3</b>	
	*	*	*	*	*	*	*	*	*	*	*	*	*	
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
	50%	29%	34%	81%	41%	63%	69%	16%	76%	27%	25%	24%	31%	
Surveys/questionnaires/research/focus groups/Customer Feedback Surveys	6	-	-	4	5	5	*	*	3	*	-	-	*	
	*	-	-	1%	*	1%	*	*	*	*	-	-	*	
	36%	-	-	66%	90%	90%	8%	2%	53%	6%	-	-	2%	
Open to all/general public/local people/community	5	1	-	*	4	-	*	-	2	*	-	*	-	
	*	*	-	*	*	-	*	-	*	*	-	*	-	
	71%	24%	-	5%	76%	-	5%	-	48%	5%	-	5%	-	
Newsletters/correspondence/e-mail	37	9	10	13	24	19	13	9	23	11	9	5	5	
	2%	2%	4%	2%	2%	2%	2%	5%	2%	3%	2%	3%	1%	
	100%	25%	26%	34%	65%	51%	35%	25% <sup>d</sup>	61%	30%	23%	15%	14%	
Other	43	11	1	6	28	7	9	3	16	5	2	6	1	
	2%	3%	*	1%	2%	1%	1%	1%	2%	1%	1%	3%	*	
	100%	29%	25% <sup>m</sup>	14%	64% <sup>d</sup>	17%	20%	6%	37%	11%	5%	13% <sup>dfkm</sup>	3%	
Don't know	726	34	25	206	386	279	230	36	317	130	211	50	169	
	34%	8%	9%	28%	33%	34%	32%	18%	31%	36%	52%	27%	45%	
	100%	30% <sup>bch</sup>	5%	28% <sup>bch</sup>	53% <sup>bch</sup>	38% <sup>bodh</sup>	32% <sup>bch</sup>	5% <sup>bc</sup>	44% <sup>bch</sup>	18% <sup>bcdh</sup>	29% <sup>abcdefg</sup>	7% <sup>bc</sup>	23% <sup>abcdefghijl</sup>	
None of these	100	7	7	26	39	27	15	11	39	8	16	4	13	
	5%	2%	3%	3%	3%	3%	2%	5%	4%	2%	4%	2%	4%	
	100%	17%	7%	26%	39%	27%	16%	11% <sup>gg</sup>	39%	8%	16%	4%	13%	
Did not answer	17	7	7	26	39	27	15	11	39	8	16	4	13	
	5%	2%	3%	3%	3%	3%	2%	5%	4%	2%	4%	2%	4%	
	100%	17%	7%	26%	39%	27%	16%	11% <sup>gg</sup>	39%	8%	16%	4%	13%	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 76

**Q22 Which, if any, of the following does your charity offer or provide to help DIRECT beneficiaries to engage in the running of your charity?**

Base: All who consult / engage beneficiaries in the running of the charity

	Charity Size (by Income)				Charitable Purpose													
	Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)	
<b>TOTAL</b>	<b>1452</b>	<b>442</b>	<b>326</b>	<b>409</b>	<b>302</b>	<b>826</b>	<b>344</b>	<b>339</b>	<b>249</b>	<b>55</b>	<b>184</b>	<b>181</b>	<b>266</b>	<b>298</b>	<b>38</b>	<b>193</b>	<b>311</b>	
<b>Unweighted Base</b>	<b>1275</b>	<b>515</b>	<b>79</b>	<b>52</b>	<b>235</b>	<b>679</b>	<b>195</b>	<b>241</b>	<b>172</b>	<b>38*</b>	<b>85*</b>	<b>167</b>	<b>294</b>	<b>346</b>	<b>31**</b>	<b>161</b>	<b>252</b>	
<b>Weighted Base</b>	<b>777</b>	<b>442</b>	<b>326</b>	<b>409</b>	<b>156</b>	<b>428</b>	<b>157</b>	<b>167</b>	<b>124</b>	<b>32</b>	<b>77</b>	<b>102</b>	<b>166</b>	<b>193</b>	<b>20</b>	<b>102</b>	<b>168</b>	
Effective base	<b>656</b>	<b>289</b>	<b>55</b>	<b>35</b>	<b>134</b>	<b>382</b>	<b>103</b>	<b>114</b>	<b>83</b>	<b>19</b>	<b>48</b>	<b>66</b>	<b>171</b>	<b>189</b>	<b>19</b>	<b>90</b>	<b>155</b>	
Information / materials specific to the running of the charity	<b>51%</b>	<b>44%</b>	<b>56%</b>	<b>69%</b>	<b>57%</b>	<b>56%</b>	<b>53%</b>	<b>47%</b>	<b>48%</b>	<b>51%</b>	<b>56%</b>	<b>40%</b>	<b>58%</b>	<b>54%</b>	<b>64%</b>	<b>56%</b>	<b>62%</b>	
	<b>100%</b>	<b>41%</b>	<b>44%a</b>	<b>8%ab</b>	<b>5%ab</b>	<b>20%l</b>	<b>58%hl</b>	<b>16%l</b>	<b>17%</b>	<b>13%</b>	<b>3%</b>	<b>7%l</b>	<b>10%</b>	<b>26%hl</b>	<b>29%l</b>	<b>3%</b>	<b>14%l</b>	<b>24%hll</b>
Familiarisation with the charity (e.g. induction)	<b>549</b>	<b>250</b>	<b>50</b>	<b>34</b>	<b>105</b>	<b>331</b>	<b>98</b>	<b>112</b>	<b>80</b>	<b>15</b>	<b>42</b>	<b>67</b>	<b>123</b>	<b>138</b>	<b>10</b>	<b>89</b>	<b>136</b>	
	<b>43%</b>	<b>49%</b>	<b>63%</b>	<b>65%</b>	<b>45%</b>	<b>49%</b>	<b>50%</b>	<b>47%</b>	<b>46%</b>	<b>39%</b>	<b>50%</b>	<b>40%</b>	<b>42%</b>	<b>40%</b>	<b>32%</b>	<b>55%</b>	<b>54%</b>	
	<b>100%</b>	<b>38%</b>	<b>46%a</b>	<b>9%ab</b>	<b>19%</b>	<b>60%n</b>	<b>18%</b>	<b>20%</b>	<b>15%</b>	<b>3%</b>	<b>8%</b>	<b>12%</b>	<b>22%</b>	<b>25%</b>	<b>2%</b>	<b>16%lmn</b>	<b>25%lmn</b>	
Training to help beneficiaries engage in the running of the charity	<b>323</b>	<b>159</b>	<b>28</b>	<b>18</b>	<b>74</b>	<b>227</b>	<b>49</b>	<b>54</b>	<b>42</b>	<b>15</b>	<b>22</b>	<b>37</b>	<b>88</b>	<b>101</b>	<b>8</b>	<b>62</b>	<b>90</b>	
	<b>25%</b>	<b>31%</b>	<b>35%</b>	<b>35%</b>	<b>32%</b>	<b>33%</b>	<b>25%</b>	<b>22%</b>	<b>25%</b>	<b>40%</b>	<b>26%</b>	<b>22%</b>	<b>30%</b>	<b>29%</b>	<b>27%</b>	<b>38%</b>	<b>36%</b>	
	<b>100%</b>	<b>35%</b>	<b>49%a</b>	<b>9%a</b>	<b>23%</b>	<b>70%hl</b>	<b>15%</b>	<b>17%</b>	<b>13%</b>	<b>5%h</b>	<b>7%</b>	<b>12%</b>	<b>27%</b>	<b>31%</b>	<b>3%</b>	<b>19%ghil</b>	<b>28%ghil</b>	
Physical adaptations e.g. to make premises/ meeting rooms accessible	<b>308</b>	<b>147</b>	<b>30</b>	<b>21</b>	<b>66</b>	<b>171</b>	<b>55</b>	<b>86</b>	<b>51</b>	<b>11</b>	<b>31</b>	<b>32</b>	<b>72</b>	<b>93</b>	<b>8</b>	<b>56</b>	<b>93</b>	
	<b>24%</b>	<b>29%</b>	<b>38%</b>	<b>40%</b>	<b>28%</b>	<b>25%</b>	<b>28%</b>	<b>36%</b>	<b>29%</b>	<b>29%</b>	<b>37%</b>	<b>19%</b>	<b>24%</b>	<b>27%</b>	<b>28%</b>	<b>35%</b>	<b>37%</b>	
	<b>100%</b>	<b>34%</b>	<b>48%a</b>	<b>10%ab</b>	<b>22%</b>	<b>56%</b>	<b>18%</b>	<b>28%flm</b>	<b>16%</b>	<b>4%</b>	<b>10%flm</b>	<b>10%</b>	<b>23%</b>	<b>30%</b>	<b>3%</b>	<b>18%fl</b>	<b>30%flmn</b>	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 76

**Q22 Which, if any, of the following does your charity offer or provide to help DIRECT beneficiaries to engage in the running of your charity?**

Base: All who consult / engage beneficiaries in the running of the charity

	Charity Size (by Income)				Charitable Purpose														
	Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)		
<b>TOTAL</b>																			
Advocacy - e.g. to help user trustees beneficiaries make points	160 13% 100%	54 9% 34%	79 15% 49% <sup>a</sup>	14 17% 9% <sup>a</sup>	10 18% 6% <sup>a</sup>	43 18% 27%	85 13% 53%	40 20% 25% <sup>f</sup>	43 18% 27%	31 20% 19%	4 12% 3%	19 23% 12% <sup>fl</sup>	19 11% 12%	38 13% 24%	46 13% 29%	3 9% 2%	27 17% 17%	54 22% 34% <sup>flmn</sup>	
Other adaptations e.g. copies of documents in Braille, interpreters	70 6% 100%	9 2% 13%	37 7% 53% <sup>a</sup>	13 17% 19% <sup>ab</sup>	8 16% 12% <sup>ab</sup>	21 9% 29% <sup>l</sup>	44 6% 63% <sup>l</sup>	16 8% 23% <sup>l</sup>	29 12% 42% <sup>flmn</sup>	17 10% 24% <sup>lmn</sup>	3 8% 4%	7 8% 10% <sup>l</sup>	3 2% 4%	12 4% 17%	14 4% 19%	3 10% 4%	12 7% 17% <sup>l</sup>	22 9% 31% <sup>l</sup>	
Hold meetings/ involve in forums/panels/ discussions/ invited to the AGM	23 2% 100%	12 2% 51%	9 2% 40%	2 2% 7%	1 1% 2%	3 1% 12%	14 2% 59%	2 1% 11%	1 * 3%	* * 1%	- - -	2 2% 8%	2 1% 8%	6 2% 25%	3 1% 11%	- - -	1 * 3%	4 2% 17%	
Ask for feedback/ suggestions for improvements/ a suggestion box/ satisfaction surveys	12 1% 100%	7 1% 58%	3 1% 28%	1 2% 12%	* * 2%	* * 2%	5 1% 38%	1 1% 10%	4 2% 33%	* * 4%	- - -	* 1% 4%	3 2% 23%	1 * 9%	* * 2%	- - -	* * 2%	2 1% 15%	
On board of trustees/invite them to join the board/sub/ committees	10 1% 100%	5 1% 48%	5 1% 47%	* * 2%	* * 3%	2 1% 16%	4 1% 41%	3 1% 27%	* * 5%	2 1% 16%	- - -	* * 2%	1 1% 12%	4 1% 36%	4 1% 38%	- - -	4 2% 39%	2 1% 24%	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 76

**Q22 Which, if any, of the following does your charity offer or provide to help DIRECT beneficiaries to engage in the running of your charity?**

Base: All who consult / engage beneficiaries in the running of the charity

	Charity Size (by Income)				Charitable Purpose													
	Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)	
<b>TOTAL</b>	<b>6</b>	<b>5</b>	<b>1</b>	<b>*</b>	<b>*</b>	<b>-</b>	<b>4</b>	<b>2</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>4</b>	<b>2</b>	<b>-</b>	<b>3</b>	<b>-</b>	
	<b>*</b>	<b>1%</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>-</b>	<b>1%</b>	<b>1%</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>1%</b>	<b>1%</b>	<b>-</b>	<b>2%</b>	<b>-</b>	
	<b>100%</b>	<b>76%</b>	<b>19%</b>	<b>4%</b>	<b>2%</b>	<b>-</b>	<b>56%</b>	<b>38%</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>56%</b>	<b>38%</b>	<b>-</b>	<b>42%</b>	<b>-</b>	
The opportunity to vote/attend elections	<b>6</b>	<b>5</b>	<b>1</b>	<b>*</b>	<b>*</b>	<b>-</b>	<b>4</b>	<b>2</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>4</b>	<b>2</b>	<b>-</b>	<b>3</b>	<b>-</b>	
	<b>*</b>	<b>1%</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>-</b>	<b>1%</b>	<b>1%</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>1%</b>	<b>1%</b>	<b>-</b>	<b>2%</b>	<b>-</b>	
	<b>100%</b>	<b>76%</b>	<b>19%</b>	<b>4%</b>	<b>2%</b>	<b>-</b>	<b>56%</b>	<b>38%</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>56%</b>	<b>38%</b>	<b>-</b>	<b>42%</b>	<b>-</b>	
Other	<b>30</b>	<b>17</b>	<b>10</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>12</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>4</b>	<b>3</b>	<b>6</b>	<b>12</b>	<b>-</b>	<b>4</b>	
	<b>2%</b>	<b>3%</b>	<b>2%</b>	<b>2%</b>	<b>2%</b>	<b>1%</b>	<b>2%</b>	<b>1%</b>	<b>1%</b>	<b>2%</b>	<b>4%</b>	<b>5%</b>	<b>2%</b>	<b>2%</b>	<b>4%</b>	<b>-</b>	<b>2%</b>	
	<b>100%</b>	<b>55%</b>	<b>35%</b>	<b>6%</b>	<b>4%</b>	<b>6%</b>	<b>40%</b>	<b>7%</b>	<b>7%</b>	<b>14%</b>	<b>5%</b>	<b>13%eh</b>	<b>9%</b>	<b>21%</b>	<b>41%</b>	<b>-</b>	<b>13%</b>	
Don't know	<b>11</b>	<b>5</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>-</b>	<b>*</b>	<b>2</b>	<b>*</b>	<b>3</b>	<b>-</b>	<b>*</b>	
	<b>1%</b>	<b>1%</b>	<b>1%</b>	<b>1%</b>	<b>1%</b>	<b>1%</b>	<b>1%</b>	<b>1%</b>	<b>1%</b>	<b>-</b>	<b>*</b>	<b>1%</b>	<b>*</b>	<b>1%</b>	<b>-</b>	<b>*</b>	<b>*</b>	
	<b>100%</b>	<b>43%</b>	<b>32%</b>	<b>9%</b>	<b>7%</b>	<b>13%</b>	<b>34%</b>	<b>25%</b>	<b>12%</b>	<b>-</b>	<b>1%</b>	<b>21%</b>	<b>2%</b>	<b>32%</b>	<b>-</b>	<b>2%</b>	<b>11%</b>	
None of these	<b>220</b>	<b>142</b>	<b>69</b>	<b>6</b>	<b>2</b>	<b>43</b>	<b>88</b>	<b>30</b>	<b>39</b>	<b>35</b>	<b>9</b>	<b>15</b>	<b>34</b>	<b>40</b>	<b>50</b>	<b>7</b>	<b>21</b>	
	<b>17%</b>	<b>23%</b>	<b>13%</b>	<b>7%</b>	<b>5%</b>	<b>18%</b>	<b>13%</b>	<b>15%</b>	<b>16%</b>	<b>20%</b>	<b>25%</b>	<b>17%</b>	<b>20%</b>	<b>14%</b>	<b>15%</b>	<b>24%</b>	<b>13%</b>	
	<b>100%</b>	<b>65%bcd</b>	<b>31%cd</b>	<b>3%</b>	<b>1%</b>	<b>20%</b>	<b>40%</b>	<b>14%</b>	<b>18%</b>	<b>16%fq</b>	<b>4%q</b>	<b>7%</b>	<b>15%q</b>	<b>18%</b>	<b>23%</b>	<b>3%</b>	<b>10%</b>	
Did not answer	<b>62</b>	<b>36</b>	<b>20</b>	<b>2</b>	<b>3</b>	<b>11</b>	<b>35</b>	<b>12</b>	<b>17</b>	<b>11</b>	<b>1</b>	<b>2</b>	<b>7</b>	<b>6</b>	<b>17</b>	<b>*</b>	<b>5</b>	
	<b>5%</b>	<b>6%</b>	<b>4%</b>	<b>3%</b>	<b>6%</b>	<b>5%</b>	<b>5%</b>	<b>6%</b>	<b>7%</b>	<b>6%</b>	<b>3%</b>	<b>2%</b>	<b>4%</b>	<b>2%</b>	<b>5%</b>	<b>*</b>	<b>3%</b>	
	<b>100%</b>	<b>58%</b>	<b>32%</b>	<b>4%</b>	<b>5%</b>	<b>18%</b>	<b>56%q</b>	<b>19%q</b>	<b>27%mq</b>	<b>18%q</b>	<b>2%</b>	<b>3%</b>	<b>12%</b>	<b>10%</b>	<b>28%</b>	<b>*</b>	<b>7%</b>	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

**Table 77**

**Q22 Which, if any, of the following does your charity offer or provide to help DIRECT beneficiaries to engage in the running of your charity?**

Base: All who consult / engage beneficiaries in the running of the charity

	Number of direct beneficiaries						Payment for goods and services?			Frequency of contact							We only have a one-off relationship with DIRECT beneficiaries (q)
	1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)	At least once a year (p)	
<b>TOTAL</b>	1452	1275	100%	777	656	51%	100%	549	43%	100%	323	25%	100%	308	24%	100%	
Unweighted Base	217	127	344	175	244	273	860	674	409	477	440	597	547	388	313	392	24
Weighted Base	335	154*	325	145*	148	106	657	523	322	252	307	484	446	261	206	297	42**
Effective base	173	85	192	95	121	114	435	346	198	201	228	315	282	186	149	194	19
Information / materials specific to the running of the charity	147	74	160	81	100	71	343	312	189	144	188	266	263	148	111	163	11
Familiarisation with the charity (e.g. induction)	117	65	124	74	79	69	317	222	152	134	182	237	216	132	98	136	8
Training to help beneficiaries engage in the running of the charity	55	30	80	52	49	46	173	169	89	80	103	158	145	84	53	68	*
Physical adaptations e.g. to make premises/ meeting rooms accessible	56	37	67	46	48	41	177	154	89	108	108	154	117	74	57	70	*
	26%	12%*	25%	11%*	12%	8%	52%	41%	25%	20%	24%	38%	35%	20%	16%	23%	3%*
	44%	48%	49%	56%	68%	67%	52%	60%	59%	57%	61%	55%	59%	56%	54%	55%	26%
	22%	11%	24%	12%	15%abc	11%abc	52%	48%g	29%	22%	29%	40%	40%	22%	17%	25%	2%
	35%	42%	38%	51%	54%	66%	48%	42%	47%	53%	59%	49%	48%	51%	48%	46%	18%
	21%	12%	23%	13%ac	14%ac	13%abcd	58%	40%	28%	24%	33%lmop	43%	39%	24%	18%	25%	1%
	16%	20%	25%	36%	33%	43%	26%	32%	28%	32%	33%	33%	33%	32%	26%	23%	1%
	17%	9%	25%	16%abc	15%ab	14%abc	54%	52%	27%	25%p	32%p	49%p	45%p	26%p	16%	21%	*
	17%	24%	21%	32%	33%	39%	27%	30%	28%	43%	35%	32%	26%	28%	28%	24%	1%
	18%	12%	22%	15%ac	16%ac	13%abc	58%	50%	29%	35%lmno	35%mp	50%p	38%	24%	19%	23%	*

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

**Table 77**

**Q22 Which, if any, of the following does your charity offer or provide to help DIRECT beneficiaries to engage in the running of your charity?**

Base: All who consult / engage beneficiaries in the running of the charity

	Number of direct beneficiaries						Payment for goods and services?			Frequency of contact							We only have a one-off relationship with DIRECT beneficiaries (q)	
	TOTAL	1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)		At least once a year (p)
Advocacy - e.g. to help user trustees beneficiaries make points	<b>160</b> <b>13%</b> <b>100%</b>	36 11% 22%	15 10% 10%	35 11% 22%	23 16% 15%	27 18% 17% <sub>c</sub>	19 18% 12%	91 14% 57%	66 13% 41%	34 11% 21%	58 23% 36% <sub>lmp</sub>	56 18% 35% <sub>p</sub>	70 14% 43%	67 15% 42%	43 17% 27%	34 16% 21%	33 11% 21%	* * *
Other adaptations e.g. copies of documents in Braille, interpreters	<b>70</b> <b>6%</b> <b>100%</b>	8 2% 11%	4 3% 6%	14 4% 20%	9 6% 13%	17 11% 24% <sub>abc</sub>	16 15% 23% <sub>abcd</sub>	56 8% 79% <sub>i</sub>	38 7% 54%	13 4% 19%	25 10% 36%	33 11% 47%	38 8% 54%	32 7% 45%	23 9% 32%	20 9% 28%	21 7% 30%	* 1% *
Hold meetings/involve in forums/panels/discussions/invited to the AGM	<b>23</b> <b>2%</b> <b>100%</b>	3 1% 11%	6 4% 25%	10 3% 44%	3 2% 12%	* * 1%	1 1% 3%	6 1% 27%	8 2% 34%	9 3% 39%	5 2% 20%	8 3% 35%	10 2% 43%	10 2% 42%	3 1% 13%	4 2% 18%	4 1% 18%	1 3% 5%
Ask for feedback/suggestions for improvements/a suggestion box/satisfaction surveys	<b>12</b> <b>1%</b> <b>100%</b>	1 * 11%	3 2% 21%	3 1% 27%	1 1% 9%	2 2% 20%	1 1% 10%	11 2% 89%	8 1% 62%	5 2% 39%	1 * 10%	1 * 10%	5 1% 44%	6 1% 52%	* * 4%	* * 2%	7 2% 59%	- - -

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
\* small base; \*\* very small base (under 30) ineligible for sig testing

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 77

**Q22 Which, if any, of the following does your charity offer or provide to help DIRECT beneficiaries to engage in the running of your charity?**

Base: All who consult / engage beneficiaries in the running of the charity

	Number of direct beneficiaries						Payment for goods and services?			Frequency of contact						We only have a one-off relationship with DIRECT beneficiaries (q)		
	TOTAL	1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)		At least once every 6 months (o)	At least once a year (p)
On board of trustees/invite them to join the board/sub/committees	10 1% 100%	4 1% 36%	2 2% 24%	1 * 13%	1 1% 12%	* * 1%	* * 2%	5 1% 52%	4 1% 38%	4 1% 36%	* * 4%	1 * 14%	4 1% 37%	6 1% 61%	5 2% 50%	2 1% 25%	2 1% 25%	- - -
The opportunity to vote/attend elections	6 * 100%	- - -	2 2% 38%	3 1% 42%	1 1% 19%	- - -	* * 2%	* * 4%	5 1% 81%	1 * 19%	- - -	* * 6%	- - -	2 1% 38%	- - -	1 1% 19%	1 * 19%	- - -
Other	30 2% 100%	11 3% 35%	1 1% 4%	10 3% 35%	3 2% 9%	2 1% 7%	* * 2%	12 2% 42%	7 1% 23%	6 2% 20%	8 3% 26%	3 1% 8%	8 2% 27%	7 2% 23%	4 2% 14%	4 2% 14%	10 3% 33%	- - -
Don't know	11 1% 100%	4 1% 33%	- - -	4 1% 34%	* * 1%	1 1% 11%	2 2% 17%	6 1% 54%	6 1% 54%	* * 2%	1 * 11%	6 2% 51%	3 1% 28%	4 1% 38%	2 1% 17%	2 1% 14%	2 1% 16%	- - -
None of these	220 17% 100%	72 21% 33%ef	30 20% 14%ef	52 16% 24%	23 16% 10%	14 10% 6%	9 8% 4%	96 15% 44%	70 13% 32%	45 14% 21%	22 9% 10%	36 12% 16%	63 13% 29%	58 13% 27%	38 14% 17%	38 19% 17%j	50 17% 23%j	19 45% 9%
Did not answer	62 5% 100%	18 5% 29%	4 2% 6%	24 7% 39%	3 2% 4%	6 4% 9%	3 2% 4%	36 5% 58%	19 4% 32%	12 4% 20%	16 6% 25%m	8 3% 14%	17 3% 27%	9 2% 15%	14 5% 23%m	9 4% 15%	18 6% 30%m	6 14% 10%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
\* small base; \*\* very small base (under 30) ineligible for sig testing

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 78

**Q22 Which, if any, of the following does your charity offer or provide to help DIRECT beneficiaries to engage in the running of your charity?**

Base: All who consult / engage beneficiaries in the running of the charity

	Beneficiary Type												
	The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)
<b>TOTAL</b>	<b>1452</b>	<b>395</b>	<b>318</b>	<b>763</b>	<b>846</b>	<b>596</b>	<b>600</b>	<b>216</b>	<b>682</b>	<b>386</b>	<b>263</b>	<b>218</b>	<b>290</b>
<b>Unweighted Base</b>	<b>1452</b>	<b>395</b>	<b>318</b>	<b>763</b>	<b>846</b>	<b>596</b>	<b>600</b>	<b>216</b>	<b>682</b>	<b>386</b>	<b>263</b>	<b>218</b>	<b>290</b>
<b>Weighted Base</b>	<b>1275</b>	<b>351</b>	<b>237</b>	<b>496</b>	<b>707</b>	<b>506</b>	<b>460</b>	<b>150</b>	<b>660</b>	<b>223</b>	<b>177</b>	<b>127*</b>	<b>188</b>
	<b>100%</b>	<b>37%</b>	<b>28%</b>	<b>39%</b>	<b>55%</b>	<b>40%</b>	<b>36%</b>	<b>12%</b>	<b>52%</b>	<b>17%</b>	<b>14%</b>	<b>10%*</b>	<b>15%</b>
Effective base	<b>777</b>	<b>216</b>	<b>164</b>	<b>359</b>	<b>450</b>	<b>319</b>	<b>306</b>	<b>104</b>	<b>389</b>	<b>168</b>	<b>122</b>	<b>99</b>	<b>135</b>
Information / materials specific to the running of the charity	<b>656</b>	<b>212</b>	<b>149</b>	<b>284</b>	<b>383</b>	<b>263</b>	<b>244</b>	<b>94</b>	<b>353</b>	<b>126</b>	<b>85</b>	<b>80</b>	<b>114</b>
	<b>51%</b>	<b>52%</b>	<b>60%</b>	<b>57%</b>	<b>54%</b>	<b>52%</b>	<b>53%</b>	<b>62%</b>	<b>53%</b>	<b>56%</b>	<b>48%</b>	<b>63%</b>	<b>61%</b>
	<b>100%</b>	<b>37%</b>	<b>32%afk</b>	<b>43%</b>	<b>58%</b>	<b>40%</b>	<b>37%</b>	<b>14%k</b>	<b>54%</b>	<b>19%</b>	<b>13%</b>	<b>12%k</b>	<b>17%k</b>
Familiarisation with the charity (e.g. induction)	<b>549</b>	<b>162</b>	<b>118</b>	<b>246</b>	<b>310</b>	<b>215</b>	<b>224</b>	<b>90</b>	<b>294</b>	<b>115</b>	<b>88</b>	<b>69</b>	<b>102</b>
	<b>43%</b>	<b>46%</b>	<b>50%</b>	<b>50%</b>	<b>44%</b>	<b>42%</b>	<b>49%</b>	<b>60%</b>	<b>44%</b>	<b>52%</b>	<b>49%</b>	<b>54%</b>	<b>54%</b>
	<b>100%</b>	<b>39%</b>	<b>21%</b>	<b>45%</b>	<b>56%</b>	<b>39%</b>	<b>41%</b>	<b>16%abefi</b>	<b>53%</b>	<b>21%</b>	<b>16%</b>	<b>13%f</b>	<b>19%ef</b>
Training to help beneficiaries engage in the running of the charity	<b>323</b>	<b>140</b>	<b>85</b>	<b>136</b>	<b>206</b>	<b>128</b>	<b>128</b>	<b>62</b>	<b>175</b>	<b>61</b>	<b>56</b>	<b>43</b>	<b>62</b>
	<b>25%</b>	<b>40%</b>	<b>36%</b>	<b>27%</b>	<b>29%</b>	<b>25%</b>	<b>28%</b>	<b>41%</b>	<b>26%</b>	<b>28%</b>	<b>32%</b>	<b>34%</b>	<b>33%</b>
	<b>100%</b>	<b>41%</b>	<b>43%adefgi</b>	<b>42%</b>	<b>64%</b>	<b>40%</b>	<b>39%</b>	<b>19%adefgi</b>	<b>54%</b>	<b>19%</b>	<b>17%</b>	<b>13%</b>	<b>19%</b>
			<b>j</b>					<b>j</b>					
Physical adaptations e.g. to make premises/ meeting rooms accessible	<b>308</b>	<b>93</b>	<b>80</b>	<b>155</b>	<b>201</b>	<b>152</b>	<b>166</b>	<b>66</b>	<b>182</b>	<b>77</b>	<b>52</b>	<b>48</b>	<b>66</b>
	<b>24%</b>	<b>26%</b>	<b>34%</b>	<b>31%</b>	<b>28%</b>	<b>30%</b>	<b>36%</b>	<b>44%</b>	<b>28%</b>	<b>34%</b>	<b>30%</b>	<b>37%</b>	<b>35%</b>
	<b>100%</b>	<b>48%</b>	<b>30%</b>	<b>50%</b>	<b>65%</b>	<b>50%</b>	<b>54%bei</b>	<b>21%abdefi</b>	<b>59%</b>	<b>25%</b>	<b>17%</b>	<b>16%b</b>	<b>21%</b>
								<b>k</b>					

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m  
\* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 78

**Q22 Which, if any, of the following does your charity offer or provide to help DIRECT beneficiaries to engage in the running of your charity?**

Base: All who consult / engage beneficiaries in the running of the charity

	Beneficiary Type												
	The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)
<b>TOTAL</b>	<b>160</b>	<b>50</b>	<b>40</b>	<b>76</b>	<b>83</b>	<b>66</b>	<b>82</b>	<b>41</b>	<b>81</b>	<b>52</b>	<b>36</b>	<b>32</b>	<b>35</b>
	<b>13%</b>	<b>14%</b>	<b>17%</b>	<b>15%</b>	<b>12%</b>	<b>13%</b>	<b>18%</b>	<b>27%</b>	<b>12%</b>	<b>23%</b>	<b>20%</b>	<b>25%</b>	<b>18%</b>
	<b>100%</b>	<b>41%</b>	<b>25%</b>	<b>47%</b>	<b>52%</b>	<b>41%</b>	<b>51%ei</b>	<b>25%abcdefgi</b>	<b>51%</b>	<b>32%abdefi</b>	<b>22%ei</b>	<b>20%abdefi</b>	<b>22%e</b>
Advocacy - e.g. to help user trustees beneficiaries make points	<b>70</b>	<b>28</b>	<b>24</b>	<b>41</b>	<b>42</b>	<b>32</b>	<b>48</b>	<b>18</b>	<b>32</b>	<b>24</b>	<b>14</b>	<b>14</b>	<b>21</b>
	<b>6%</b>	<b>6%</b>	<b>7%</b>	<b>8%</b>	<b>6%</b>	<b>6%</b>	<b>11%</b>	<b>12%</b>	<b>5%</b>	<b>11%</b>	<b>8%</b>	<b>11%</b>	<b>11%</b>
	<b>100%</b>	<b>39%</b>	<b>34%</b>	<b>41%ae fi</b>	<b>58%</b>	<b>59%</b>	<b>46%</b>	<b>69%aei</b>	<b>25%aei</b>	<b>46%</b>	<b>34%ei</b>	<b>20%</b>	<b>30%aei</b>
Other adaptations e.g. copies of documents in Braille, interpreters	<b>23</b>	<b>6</b>	<b>11</b>	<b>8</b>	<b>15</b>	<b>8</b>	<b>4</b>	<b>*</b>	<b>9</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>*</b>
	<b>2%</b>	<b>1%</b>	<b>3%</b>	<b>2%</b>	<b>2%</b>	<b>1%</b>	<b>1%</b>	<b>*</b>	<b>1%</b>	<b>1%</b>	<b>1%</b>	<b>1%</b>	<b>*</b>
	<b>100%</b>	<b>24%</b>	<b>47%</b>	<b>22%</b>	<b>36%</b>	<b>32%</b>	<b>19%</b>	<b>2%</b>	<b>37%</b>	<b>12%</b>	<b>7%</b>	<b>6%</b>	<b>1%</b>
Hold meetings/ involve in forums/panels/ discussions/ invited to the AGM	<b>12</b>	<b>4</b>	<b>5</b>	<b>9</b>	<b>3</b>	<b>6</b>	<b>5</b>	<b>*</b>	<b>4</b>	<b>5</b>	<b>1</b>	<b>*</b>	<b>2</b>
	<b>1%</b>	<b>1%</b>	<b>1%</b>	<b>2%</b>	<b>*</b>	<b>1%</b>	<b>1%</b>	<b>*</b>	<b>1%</b>	<b>2%</b>	<b>*</b>	<b>*</b>	<b>1%</b>
	<b>100%</b>	<b>34%</b>	<b>39%</b>	<b>10%</b>	<b>76%e</b>	<b>20%</b>	<b>43%</b>	<b>3%</b>	<b>32%</b>	<b>43%e</b>	<b>6%</b>	<b>3%</b>	<b>12%</b>
Ask for feedback/ suggestions for improvements/a suggestion box/ satisfaction surveys	<b>10</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>1</b>	<b>7</b>	<b>1</b>	<b>*</b>	<b>-</b>	<b>2</b>
	<b>1%</b>	<b>*</b>	<b>1%</b>	<b>*</b>	<b>1%</b>	<b>1%</b>	<b>1%</b>	<b>1%</b>	<b>1%</b>	<b>1%</b>	<b>*</b>	<b>-</b>	<b>1%</b>
	<b>100%</b>	<b>24%</b>	<b>28%</b>	<b>17%</b>	<b>51%</b>	<b>50%</b>	<b>53%</b>	<b>12%</b>	<b>71%</b>	<b>13%</b>	<b>4%</b>	<b>-</b>	<b>24%</b>
On board of trustees/invite them to join the board/sub/ committees													

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m  
\* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 78

**Q22 Which, if any, of the following does your charity offer or provide to help DIRECT beneficiaries to engage in the running of your charity?**

Base: All who consult / engage beneficiaries in the running of the charity

	Beneficiary Type												
	The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)
<b>TOTAL</b>	<b>6</b>	<b>6</b>	<b>-</b>	<b>-</b>	<b>*</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>3</b>	<b>-</b>	<b>-</b>	<b>*</b>	<b>-</b>
	*	2%	-	-	*	-	-	-	*	-	-	*	-
	100%	19%	94%defg	-	4%	-	-	-	42%	-	-	4%	-
The opportunity to vote/attend elections	1	6	-	-	*	-	-	-	3	-	-	*	-
Other	14	2	3	4	23	11	10	4	16	4	1	1	4
	2%	3%	1%	1%	3%	2%	2%	3%	2%	2%	*	1%	2%
	100%	48%bd	6%	10%	15%	78%abd	35%	32%	13%	53%	13%	3%	2%
Don't know	2	4	*	3	3	4	3	3	4	3	*	2	*
	1%	1%	*	1%	*	1%	1%	2%	1%	1%	*	2%	*
	100%	21%	34%	3%	27%	29%	33%	26%	24%	36%	26%	5%	22%
None of these	80	45	20	70	118	95	68	8	112	34	40	16	21
	17%	13%	8%	14%	17%	19%	15%	5%	17%	15%	23%	12%	11%
	100%	36%ch	20%h	9%	32%h	54%ch	43%chm	31%h	4%	51%ch	16%h	18%bcdhm	7%
Did not answer	19	10	16	20	28	23	22	3	26	8	7	1	11
	5%	4%	3%	7%	4%	4%	5%	2%	4%	4%	4%	1%	6%
	100%	31%	16%	25%l	32%	45%	37%	36%	4%	42%	14%	11%	17%l

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m  
\* small base

**A Balancing Act: Charity Survey**  
**Fieldwork Dates 23 Nov 2007 - 04 Jan 2008**

**Table 79**  
**Q23 How many trustees does your charity currently have in total? PLEASE WRITE IN THE NUMBER**  
**Base: All**

	TOTAL	Charity Size (by Income)				Charitable Purpose												
		Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)
Unweighted Base	2144	503	640	443	525	479	1151	521	482	434	132	268	282	362	392	70	290	386
Weighted Base	2144	1191	745	108	67	466	1053	374	393	409	130*	156	288	388	455	57*	253	325
	100%	56%	35%	5%	3%	22%	49%	17%	18%	19%	6%*	7%	13%	18%	21%	3%*	12%	15%
Effective base	1224	503	640	443	525	272	627	249	248	240	82	115	168	223	252	37	156	211
Range: 1-3	392	294	86	8	1	110	166	59	62	88	35	14	64	62	63	13	36	51
	18%	25%	12%	7%	2%	24%	16%	16%	16%	22%	27%	9%	22%	16%	14%	22%	14%	16%
	100%	75%bcd	22%cd	2%d	*	28%fghk mnpq	42%	15%	16%	23%fkn	9%fghkm npq	4%	16%kn	16%	16%	3%k	9%	13%
Range: 4-6	705	421	240	26	9	160	342	142	138	173	62	59	120	92	130	18	78	105
	33%	35%	32%	24%	14%	34%	32%	38%	35%	42%	48%	38%	42%	24%	29%	31%	31%	32%
	100%	60%cd	34%cd	4%d	1%	23% m	48% m	20% mn	20% m	24% fmnpq	9% efhmn pq	8% m	17% fmnp	13%	18%	3%	11%	15% m
Range: 7-9	392	166	171	35	15	77	205	89	96	74	21	42	41	76	85	7	50	67
	18%	14%	23%	33%	22%	17%	19%	24%	24%	18%	16%	27%	14%	19%	19%	12%	20%	21%
	100%	42%	44%a	9% abd	4% a	20%	52%	23% el	24% el	19%	5%	11% el	10%	19%	22%	2%	13%	17%
Range: 10 or more	501	204	208	37	40	88	265	69	81	66	8	36	47	139	131	17	79	82
	23%	17%	28%	34%	60%	19%	25%	19%	21%	16%	6%	23%	16%	36%	29%	29%	31%	25%
	100%	41%	42%a	7% ab	8% abc	18% j	53% egij l	14% j	16% j	13% j	2%	7% j	9% j	28% efgh ijklq	26% eghij l	3% j	16% eghi jl	16% ijl
None	32	26	6	-	-	9	11	-	-	-	-	-	-	7	14	2	2	1
	1%	2%	1%	-	-	2%	1%	-	-	-	-	-	-	2%	3%	4%	1%	*
	100%	82% cd	18%	-	-	30% ghi	33%	-	-	-	-	-	-	22% ghi	44% fghil q	7% ghikl q	7%	4%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
 \* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

**Table 79**  
**Q23 How many trustees does your charity currently have in total? PLEASE WRITE IN THE NUMBER**  
 Base: All

	Charity Size (by Income)				Charitable Purpose													
	Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)	
<b>TOTAL</b>																		
Don't know	56 3% 100%	40 3% 72%cd	14 2% 25%	1 1% 2%	*	8 2% 15%	29 3% 52%	3 1% 5%	5 1% 9%	3 1% 5%	1 1% 2%	4 3% 7%	8 3% 15%	6 2% 11%	15 3% 27%i	1 2% 2%	1 1% 3%	11 3% 20%gi
Mean (All coding 1-999)	7.88	7.16	8.23	9.03ab	11.24abc	6.81	7.88j	7.69	7.06j	6.86	5.41	7.42j	7.33	9.34ehi j	8.77eh ij	11.92efh ijkq	8.70ehi j	7.92j
Mean (All)	7.31	6.52	7.80a	8.77ab	11.05abc	6.36	7.32j	7.39	6.76j	6.72	5.26	7.17j	6.93	8.85efh ij	7.88ej	11.19efh ijkq	8.37ehj	7.45j
Did not answer	67 3% 100%	40 3% 60%cd	20 3% 30%	2 2% 3%	1 1% 1%	13 3% 19%	36 3% 53%	12 3% 18%	12 3% 18%	6 1% 8%	2 2% 4%	1 1% 2%	7 3% 11%	7 2% 11%	17 4% 25%	-	6 2% 9%	7 2% 11%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
 \* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

**Table 80**  
**Q23 How many trustees does your charity currently have in total? PLEASE WRITE IN THE NUMBER**  
 Base: All

	TOTAL	Number of direct beneficiaries					Payment for goods and services?			Frequency of contact							We only have a one-off relationship with DIRECT beneficiaries (q)	
		1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)		At least once a year (p)
<b>Unweighted Base</b>	<b>2144</b>	457	186	457	220	289	357	1250	818	488	572	526	699	651	491	403	600	114
<b>Weighted Base</b>	<b>2144</b>	756	226	432	186	181	149	1147	672	386	313	372	588	557	358	290	575	197*
	<b>100%</b>	35%	11%	20%	9%	8%	7%	53%	31%	18%	15%	17%	27%	26%	17%	14%	27%	9%*
Effective base	<b>1224</b>	371	125	253	121	140	155	679	430	237	242	274	378	345	247	198	332	94
Range: 1-3	<b>392</b>	202	32	50	37	13	8	229	97	34	40	47	77	73	39	32	101	68
	<b>18%</b>	27%	14%	12%	20%	7%	5%	20%	14%	9%	13%	13%	13%	11%	11%	11%	17%	34%
	<b>100%</b>	52%bcef	8%f	13%f	9%cef	3%	2%	58%hi	25%i	9%	10%	12%	20%	19%	10%	8%	26%n	17%ijklmnop
Range: 4-6	<b>705</b>	281	65	151	50	50	37	388	184	125	78	113	182	142	111	90	220	60
	<b>33%</b>	37%	29%	35%	27%	27%	25%	34%	27%	32%	25%	30%	31%	25%	31%	31%	38%	31%
	<b>100%</b>	40%def	9%	21%f	7%	7%	5%	55%h	26%	18%	11%	16%	26%	20%	16%	13%	31%ijklm	9%
Range: 7-9	<b>392</b>	128	50	83	33	33	40	214	152	77	70	72	116	128	68	65	104	36
	<b>18%</b>	17%	22%	19%	18%	18%	27%	19%	23%	20%	22%	19%	20%	23%	19%	22%	18%	18%
	<b>100%</b>	33%	13%	21%	8%	8%	10%a	55%	39%	20%	18%	18%	30%	33%	17%	26%	26%	9%
Range: 10 or more	<b>501</b>	91	58	117	60	77	57	249	203	123	98	119	180	186	125	89	123	15
	<b>23%</b>	12%	26%	27%	32%	42%	39%	22%	30%	32%	31%	32%	31%	33%	35%	31%	21%	8%
	<b>100%</b>	18%	12%a	23%a	12%a	15%abc	11%abc	50%	41%g	25%g	19%pq	24%pq	36%pq	37%pq	25%pq	18%pq	24%q	3%
None	<b>32</b>	15	5	6	2	-	1	16	7	9	5	8	8	5	2	2	2	2
	<b>1%</b>	2%	2%	1%	1%	-	1%	1%	1%	2%	1%	2%	1%	1%	1%	1%	*	1%
	<b>100%</b>	48%	15%	19%	7%	-	4%	52%	22%	30%	15%	26%p	26%	15%	7%	7%	7%	7%
Don't know	<b>56</b>	22	6	16	*	3	*	27	11	12	12	7	5	14	3	5	12	11
	<b>3%</b>	3%	3%	4%	*	1%	*	2%	2%	3%	4%	2%	1%	3%	1%	2%	2%	5%
	<b>100%</b>	40%	11%	28%f	1%	5%	*	49%	20%	22%	21%ln	13%	9%	26%	5%	9%	22%	19%ln

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
 \* small base



**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 80

**Q23 How many trustees does your charity currently have in total? PLEASE WRITE IN THE NUMBER**

Base: All

	Number of direct beneficiaries						Payment for goods and services?			Frequency of contact								
	1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)	At least once a year (p)	We only have a one-off relationship with DIRECT beneficiaries (q)	
<b>TOTAL</b>	<b>7.88</b>	6.56	8.95a	8.43a	9.50a	9.52a	9.23a	7.10	9.13g	9.34g	8.98pq	8.40q	9.48pq	8.66pq	8.98pq	9.29pq	7.24q	5.15
Mean (All coding 1-999)	<b>7.88</b>	6.56	8.95a	8.43a	9.50a	9.52a	9.23a	7.10	9.13g	9.34g	8.98pq	8.40q	9.48pq	8.66pq	8.98pq	9.29pq	7.24q	5.15
Mean (All)	<b>7.31</b>	6.10	8.10	7.82a	9.21a	9.04a	8.80a	6.68	8.66g	8.69g	8.18q	7.91q	8.93pq	8.21pq	8.57pq	8.86pq	6.88q	4.68
Did not answer	<b>67</b>	15	11	10	3	7	6	23	17	5	11	6	21	10	11	6	14	5
	<b>3%</b>	2%	5%	2%	2%	4%	4%	2%	2%	1%	4%	2%	3%	2%	3%	2%	2%	2%
	<b>100%</b>	23%	16%	15%	4%	10%	8%	35%	25%	8%	17%	9%	31%	14%	17%	9%	21%	7%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
\* small base

**A Balancing Act: Charity Survey**  
**Fieldwork Dates 23 Nov 2007 - 04 Jan 2008**

**Table 81**  
**Q23 How many trustees does your charity currently have in total? PLEASE WRITE IN THE NUMBER**  
**Base: All**

	TOTAL	Beneficiary Type												
		The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)
<b>Unweighted Base</b>	<b>2144</b>	781	450	355	1015	1227	858	835	273	952	525	446	293	461
<b>Weighted Base</b>	<b>2144</b>	718	403	270	734	1160	820	714	200	1032	366	406	188	372
	<b>100%</b>	33%	19%	13%	34%	54%	38%	33%	9%	48%	17%	19%	9%	17%
Effective base	<b>1224</b>	436	245	183	500	688	487	447	135	575	244	241	135	237
Range: 1-3	<b>392</b>	107	41	33	84	199	124	106	36	179	66	69	27	92
	<b>18%</b>	15%	10%	12%	11%	17%	15%	15%	18%	17%	18%	17%	14%	25%
	<b>100%</b>	27%	11%	8%	21%	51%bd	32%	27%	9%bd	46%bd	17%bd	18%bd	7%	23%abcdefgijkl
Range: 4-6	<b>705</b>	239	96	67	239	391	268	226	54	341	124	175	63	114
	<b>33%</b>	33%	24%	25%	33%	34%	33%	32%	27%	33%	34%	43%	33%	31%
	<b>100%</b>	34%bc	14%	10%	34%b	55%bc	38%bc	32%b	8%	48%bc	18%bc	25%abcdefg hijm	9%b	16%
Range: 7-9	<b>392</b>	137	81	51	169	201	161	163	34	184	85	81	48	66
	<b>18%</b>	19%	20%	19%	23%	17%	20%	23%	17%	18%	23%	20%	26%	18%
	<b>100%</b>	35%	21%	13%	43%ei	51%	41%	42%ei	9%	47%	22%e	21%	12%ei	17%
Range: 10 or more	<b>501</b>	189	157	94	204	283	225	188	63	275	80	67	47	87
	<b>23%</b>	26%	39%	35%	28%	24%	27%	26%	32%	27%	22%	17%	25%	23%
	<b>100%</b>	38%k	31%adefgi jklm	19%aegijk m	41%k	57%k	45%k	37%k	13%jk	55%k	16%	13%	9%k	17%
None	<b>32</b>	12	7	8	4	14	9	2	-	4	-	2	-	2
	<b>1%</b>	2%	2%	3%	*	1%	1%	*	-	*	-	1%	-	1%
	<b>100%</b>	37%gij	22%ij	26%dghijk	11%	44%	30%	7%	-	11%	-	7%	-	7%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/ef/gh/i/j/k/l/m

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

**Table 81**  
**Q23 How many trustees does your charity currently have in total? PLEASE WRITE IN THE NUMBER**  
 Base: All

		Beneficiary Type												
TOTAL		The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)
Don't know	<b>56</b> <b>3%</b> <b>100%</b>	17 2%	9 2%	5 2%	17 2%	37 3%	11 1%	7 1%	4 2%	21 2%	3 1%	4 1%	* *	2 1%
		31%	16%	9%	31%	66% <sup>gjm</sup>	20%	12%	7%	37%	5%	7%	1%	4%
Mean (All coding 1-999)	<b>7.88</b>	8.03k	10.99 <sup>adefg</sup> ijklm	8.63k	8.10k	7.87k	8.56k	7.73k	8.58k	8.06k	7.19	6.51	7.40k	7.55
Mean (All)	<b>7.31</b>	7.52k	10.22 <sup>adefg</sup> ijklm	7.81k	7.68k	7.29	8.12k	7.40k	8.07k	7.63k	6.98	6.29	7.30k	7.27
Did not answer	<b>67</b> <b>3%</b> <b>100%</b>	16 2%	12 3%	12 5%	18 2%	34 3%	21 3%	22 3%	8 4%	30 3%	8 2%	7 2%	2 1%	9 2%
		24%	18%	19%	26%	51%	32%	32%	12%	45%	12%	11%	3%	14%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

**Table 82**  
**Q24 How many of these trustees are also beneficiaries or "user trustees"?**  
Base: All who have user trustees

	Charity Size (by Income)				Charitable Purpose													
	Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)	
<b>Unweighted Base</b>	<b>826</b>	148	268	185	217	174	493	170	164	114	21	58	110	173	185	29	128	191
<b>Weighted Base</b>	<b>743</b>	350	312	45	28	134*	408	95*	108*	71*	11**	28**	113*	202	219	24**	112*	161
	<b>100%</b>	47%	42%	6%	4%	18%*	55%	13%*	15%*	10%*	1%**	4%**	15%*	27%	29%	3%**	15%*	22%
Effective base	<b>454</b>	148	268	185	217	90	258	83	83	57	11	22	65	113	123	17	69	105
Range: 1-3	<b>252</b>	107	112	21	11	55	126	42	63	38	4	15	40	52	58	3	23	52
	<b>34%</b>	30%	36%	47%	41%	41%	31%	44%	58%	53%	35%	52%	35%	26%	26%	13%	20%	32%
	<b>100%</b>	42%	44%	8%ab	4%a	22%mp	50%	17%fmnp	25%eflmnpq	15%fmnpq	1%	6%	16%	21%	23%	1%	9%	21%
Range: 4-6	<b>167</b>	78	73	10	4	29	98	18	24	17	3	3	35	38	55	5	30	41
	<b>23%</b>	22%	24%	23%	16%	22%	24%	19%	22%	24%	32%	9%	31%	19%	25%	21%	27%	25%
	<b>100%</b>	47%	44%cd	6%	3%	17%	58%	11%	14%	10%	2%	2%	21%	23%	33%	3%	18%	24%
Range: 7-9	<b>109</b>	59	40	7	3	19	67	16	9	9	1	5	12	37	24	*	14	24
	<b>15%</b>	17%	13%	15%	12%	14%	16%	17%	8%	12%	5%	19%	10%	18%	11%	1%	12%	15%
	<b>100%</b>	54%	36%	6%	3%	17%	61%	15%	8%	8%	*	5%	11%	34%h	22%	*	12%	22%
Range: 10 or more	<b>132</b>	66	52	5	6	18	72	8	7	5	3	1	14	58	54	12	33	28
	<b>18%</b>	19%	17%	10%	21%	13%	18%	8%	6%	7%	24%	5%	12%	28%	25%	49%	29%	17%
	<b>100%</b>	50%c	40%	4%	4%c	14%	55%gh	6%	5%	4%	2%	1%	10%	44%efghil	41%eghil	9%	25%efghil	21%h
None	<b>24</b>	7	14	1	1	3	12	5	*	2	*	3	3	6	13	2	6	4
	<b>3%</b>	2%	4%	2%	5%	2%	3%	5%	*	3%	3%	9%	2%	3%	6%	11%	5%	3%
	<b>100%</b>	29%	57%	4%	5%	14%	50%	19%	2%	8%	2%	11%	11%	26%	53%	10%	25%	17%
Don't know	<b>31</b>	14	14	1	1	5	17	4	3	*	-	1	5	6	8	1	6	6
	<b>4%</b>	4%	4%	2%	5%	4%	4%	5%	3%	1%	-	4%	4%	3%	4%	6%	6%	4%
	<b>100%</b>	46%	45%	2%	4%	17%	56%	14%	10%	1%	-	4%	15%	21%	27%	5%	20%	20%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
\* small base; \*\* very small base (under 30) ineligible for sig testing

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

**Table 82**  
**Q24 How many of these trustees are also beneficiaries or "user trustees"?**  
 Base: All who have user trustees

	Charity Size (by Income)				Charitable Purpose													
	Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)	
Mean (All coding 1-999)	<b>6.24</b>	6.20c	6.38	5.12	6.33c	5.52h	6.68ghi	4.84	3.92	4.23	6.30	4.38	5.35h	7.90eghil	7.20ghi	13.78	8.12eghil	6.68ghi
Mean (All)	<b>5.54</b>	5.49	5.66	4.90	5.63	4.98	5.94gh	4.28	3.69	4.10	6.08	3.74	4.73	7.21eghil	6.26ghi	11.51	7.21eghil	5.99ghi
Did not answer	<b>28</b>	19	7	*	1	5	16	2	3	-	-	*	6	5	7	-	*	6
	<b>4%</b>	5%	2%	1%	2%	4%	4%	2%	3%	-	-	1%	5%	2%	3%	-	*	4%
	<b>100%</b>	68% <sup>c</sup>	25%	1%	2%	17%	57%	8%	10%	-	-	1%	21%	17%	26%	-	1%	23%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

**Table 83**  
**Q24 How many of these trustees are also beneficiaries or "user trustees"?**  
 Base: All who have user trustees

	Number of direct beneficiaries						Payment for goods and services?			Frequency of contact							We only have a one-off relationship with DIRECT beneficiaries (q)	
	TOTAL	1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)		At least once a year (p)
<b>Unweighted Base</b>	<b>826</b>	104	54	192	101	152	171	466	404	258	245	270	337	351	249	197	250	10
<b>Weighted Base</b>	<b>743</b>	173*	79*	202	88*	89*	66*	348	319	224	138	214	270	302	171	126*	184	15**
	<b>100%</b>	23%*	11%*	27%	12%*	12%*	9%*	47%	43%	30%	19%	29%	36%	41%	23%	17%*	25%	2%*
Effective base	<b>454</b>	87	43	118	58	76	73	241	214	134	111	148	183	188	122	95	123	7
Range: 1-3	<b>252</b>	76	24	64	32	25	15	134	94	62	50	75	103	95	53	44	72	7
	<b>34%</b>	44%	30%	32%	37%	28%	23%	38%	30%	28%	36%	35%	38%	32%	31%	35%	39%	50%
	<b>100%</b>	30%ef	9%	26%	13%	10%	6%	53%hi	38%	25%	20%	30%	41%	38%	21%	17%	28%	3%
Range: 4-6	<b>167</b>	34	18	51	14	21	18	78	77	51	41	57	70	60	36	32	41	5
	<b>23%</b>	20%	23%	25%	16%	24%	27%	22%	24%	23%	30%	27%	26%	20%	21%	25%	22%	33%
	<b>100%</b>	20%	11%	30%	9%	13%	11%	46%	46%	30%	24%	34%	42%	36%	22%	19%	24%	3%
Range: 7-9	<b>109</b>	13	17	38	13	13	9	47	51	41	13	32	35	59	29	21	27	-
	<b>15%</b>	8%	22%	19%	15%	15%	13%	13%	16%	18%	9%	15%	13%	20%	17%	16%	15%	-
	<b>100%</b>	12%	16%a	35%a	12%	12%	8%	43%	47%	37%	12%	29%	32%	54%j	27%	19%	25%	-
Range: 10 or more	<b>132</b>	17	12	33	18	26	18	50	64	49	18	32	37	66	41	24	31	-
	<b>18%</b>	10%	15%	17%	20%	30%	28%	14%	20%	22%	13%	15%	14%	22%	24%	19%	17%	-
	<b>100%</b>	13%	9%	25%	13%	20%ac	14%a	38%	48%	37%	14%	24%	28%	50%l	31%j	18%	24%	-
None	<b>24</b>	9	1	4	2	1	4	9	11	4	7	6	11	4	1	*	1	*
	<b>3%</b>	5%	2%	2%	2%	1%	6%	3%	3%	2%	5%	3%	4%	1%	*	*	1%	1%
	<b>100%</b>	39%	5%	16%	6%	5%	17%	36%	45%	16%	28%np	26%	47%n	18%	3%	2%	4%	1%
Don't know	<b>31</b>	12	4	4	5	2	2	18	15	13	5	8	5	14	6	4	6	*
	<b>4%</b>	7%	4%	2%	6%	2%	3%	5%	5%	6%	4%	4%	2%	5%	4%	3%	3%	1%
	<b>100%</b>	38%	11%	14%	16%	5%	7%	56%	47%	42%	17%	27%	16%	46%	20%	12%	20%	*

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 83

**Q24 How many of these trustees are also beneficiaries or "user trustees"?**

Base: All who have user trustees

	Number of direct beneficiaries						Payment for goods and services?			Frequency of contact								
	1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)	At least once a year (p)	We only have a one-off relationship with DIRECT beneficiaries (q)	
<b>TOTAL</b>	4.88	5.63	5.91	7.42	7.51ac	7.72abc	5.48	6.43g	7.32g	5.93	5.63	5.88	6.82	6.98	5.90	5.73	3.21	
Mean (All coding 1-999)	<b>6.24</b>	4.88	5.63	5.91	7.42	7.51ac	7.72abc	5.48	6.43g	7.32g	5.93	5.63	5.88	6.82	6.98	5.90	5.73	3.21
Mean (All)	<b>5.54</b>	3.95	5.03	5.45a	6.55a	7.25ac	6.99abc	4.86	5.77g	6.60g	5.23	5.14	5.35	6.34	6.45	5.64	5.31	2.64
Did not answer	<b>28</b>	12	4	7	4	*	-	13	8	5	4	4	8	2	6	1	6	2
	<b>4%</b>	7%	4%	4%	4%	*	-	4%	2%	2%	3%	2%	3%	1%	4%	1%	3%	16%
	<b>100%</b>	43%ef	13%	26%	13%	*	-	48%	28%	18%	15%	14%	30%	9%	22%	5%	22%	9%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**A Balancing Act: Charity Survey**  
**Fieldwork Dates 23 Nov 2007 - 04 Jan 2008**

**Table 84**  
**Q24 How many of these trustees are also beneficiaries or "user trustees"?**  
**Base: All who have user trustees**

	TOTAL	Beneficiary Type												
		The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)
Unweighted Base	826	345	297	228	428	484	344	346	131	411	190	129	93	193
Weighted Base	743	297	257	163	295	400	302	263	89*	392	113*	80*	58*	127*
	100%	40%	35%	22%	40%	54%	41%	35%	12%*	53%	15%*	11%*	8%*	17%*
Effective base	454	189	160	118	211	260	190	181	63	232	89	57	42	91
Range: 1-3	252	87	58	50	111	134	94	103	26	130	56	39	29	43
	34%	29%	22%	30%	38%	34%	31%	39%	29%	33%	50%	49%	51%	34%
	100%	35%	23%	20%	44% <sup>b</sup>	53% <sup>b</sup>	37%	41% <sup>ab</sup>	10%	52% <sup>b</sup>	22% <sup>abcdef</sup>	16% <sup>abcefh</sup>	12% <sup>abcefh</sup>	17%
Range: 4-6	167	78	58	40	70	91	65	58	19	98	26	17	15	24
	23%	26%	22%	25%	24%	23%	21%	22%	21%	25%	23%	22%	27%	19%
	100%	46%	34%	24%	42%	54%	39%	35%	11%	58%	15%	10%	9%	14%
Range: 7-9	109	44	44	30	46	55	45	33	20	49	8	9	3	22
	15%	15%	17%	19%	16%	14%	15%	13%	23%	13%	7%	12%	6%	17%
	100%	41%	40% <sup>j</sup>	28% <sup>jl</sup>	42%	50%	41%	30%	19% <sup>gijl</sup>	45%	7%	9%	3%	20% <sup>j</sup>
Range: 10 or more	132	49	78	30	43	61	69	41	13	76	14	5	6	25
	18%	16%	30%	18%	15%	15%	23%	15%	15%	20%	13%	6%	11%	20%
	100%	37%	59% <sup>acdegh</sup>	22% <sup>k</sup>	33%	46%	52% <sup>dek</sup>	31%	10%	58% <sup>k</sup>	11%	4%	5%	19% <sup>k</sup>
None	24	10	8	3	3	18	8	9	4	8	4	4	4	4
	3%	3%	3%	2%	1%	4%	3%	4%	4%	2%	4%	5%	6%	4%
	100%	42%	32%	13%	12%	73% <sup>d</sup>	33%	38%	16%	32%	17%	17% <sup>d</sup>	15% <sup>d</sup>	18%
Don't know	31	15	7	3	12	20	14	11	4	18	1	4	-	6
	4%	5%	3%	2%	4%	5%	4%	4%	4%	5%	*	5%	-	5%
	100%	48%	23%	8%	37%	66%	43%	37%	12%	59%	2%	12%	-	20%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m  
 \* small base



**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

**Table 84**  
**Q24 How many of these trustees are also beneficiaries or "user trustees"?**  
 Base: All who have user trustees

	Beneficiary Type													
	The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)	
Mean (All coding 1-999)	<b>6.24</b>	6.45jk	8.09adegi jkl	6.46jkl	5.80k	6.20k	6.60jkl	5.58k	6.46k	6.45k	4.87	4.05	4.64	7.06gjkl
Mean (All)	<b>5.54</b>	5.60k	7.45adefg ijkl	5.93jk	5.31k	5.28	5.97jk	4.98k	5.65k	5.82k	4.53	3.59	4.35	6.33jk
Did not answer	<b>28</b>	14	5	8	10	21	8	7	4	12	3	1	-	2
	<b>4%</b>	5%	2%	5%	3%	5%	3%	3%	4%	3%	3%	1%	-	2%
	<b>100%</b>	51%	18%	27%	36%	77%	27%	27%	13%	44%	12%	4%	-	9%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m  
 \* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 85

**Q25 Has your charity considered (whether formally or informally) the potential for conflicts of interest to arise?**

**A conflict of interest is any situation in which the trustees' personal interests, or interests in relation to another body, and those of the charity arise simultaneously or appear to clash.**

Base: All who have user trustees

	Charity Size (by Income)				Charitable Purpose													
	Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)	
<b>TOTAL</b>	<b>826</b>	148	268	185	217	174	493	170	164	114	21	58	110	173	185	29	128	191
<b>Unweighted Base</b>	<b>826</b>	148	268	185	217	174	493	170	164	114	21	58	110	173	185	29	128	191
<b>Weighted Base</b>	<b>743</b>	350	312	45	28	134*	408	95*	108*	71*	11**	28**	113*	202	219	24**	112*	161
	<b>100%</b>	47%	42%	6%	4%	18%*	55%	13%*	15%*	10%*	1%**	4%**	15%*	27%	29%	3%**	15%*	22%
Effective base	<b>454</b>	148	268	185	217	90	258	83	83	57	11	22	65	113	123	17	69	105
Yes, we have considered conflicts of interest and have relevant policies or procedures in place as a result.	<b>332</b>	116	157	33	23	74	188	50	51	43	6	19	47	86	96	15	57	79
	<b>45%</b>	33%	50%	74%	82%	55%	46%	52%	47%	60%	59%	67%	42%	42%	44%	64%	51%	49%
	<b>100%</b>	35%	47%a	10%ab	7%ab	22%	57%	15%	15%	13%mn	2%	6%	14%	26%	29%	5%	17%	24%
Yes, we have considered conflicts of interest but do not have relevant policies or procedures in place	<b>139</b>	54	71	9	4	22	77	18	28	12	1	3	21	43	33	4	21	38
	<b>19%</b>	16%	23%	19%	14%	16%	19%	19%	25%	17%	8%	12%	19%	21%	15%	16%	19%	24%
	<b>100%</b>	39%	51%d	6%	3%	16%	55%	13%	20%	9%	1%	2%	15%	31%	23%	3%	15%	28%
No, we have not considered conflicts of interest	<b>194</b>	130	62	2	1	33	99	22	21	12	3	2	24	62	72	5	27	35
	<b>26%</b>	37%	20%	4%	3%	25%	24%	23%	19%	17%	33%	8%	21%	31%	33%	20%	24%	22%
	<b>100%</b>	67%bcd	32%cd	1%	*	17%	51%	11%	11%	6%	2%	1%	12%	32%	37%hi	2%	14%	18%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 85

**Q25 Has your charity considered (whether formally or informally) the potential for conflicts of interest to arise?**

**A conflict of interest is any situation in which the trustees' personal interests, or interests in relation to another body, and those of the charity arise simultaneously or appear to clash.**

Base: All who have user trustees

	Charity Size (by Income)				Charitable Purpose														
	Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)		
<b>TOTAL</b>																			
Don't know	48 6% 100%	26 7% 55% <sup>d</sup>	16 5% 34% <sup>d</sup>	1 2% 2%	* 1% 1%	3 2% 6%	24 6% 51%	5 5% 10%	8 7% 16%	4 5% 8%	- - -	4 13% 7%	9 8% 20%	7 3% 14%	14 6% 30%	- - -	6 6% 13%	9 5% 18%	
Did not answer	30 4% 100%	24 7% 80% <sup>bcd</sup>	6 2% 20%	* 1% 1%	- - -	3 2% 9%	20 5% 68% <sup>q</sup>	* * 1%	1 1% 4%	- - -	- - -	11 10% 36% <sup>eghi mnpq</sup>	5 2% 16%	5 2% 16%	- - -	- - -	- - -		

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 86

**Q25 Has your charity considered (whether formally or informally) the potential for conflicts of interest to arise?**

**A conflict of interest is any situation in which the trustees' personal interests, or interests in relation to another body, and those of the charity arise simultaneously or appear to clash.**

Base: All who have user trustees

	TOTAL	Number of direct beneficiaries					Payment for goods and services?			Frequency of contact							We only have a one-off relationship with DIRECT beneficiaries (q)	
		1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)		At least once a year (p)
Unweighted Base	826	104	54	192	101	152	171	466	404	258	245	270	337	351	249	197	250	10
Weighted Base	743	173*	79*	202	88*	89*	66*	348	319	224	138	214	270	302	171	126*	184	15**
	100%	23%*	11%*	27%	12%*	12%*	9%*	47%	43%	30%	19%	29%	36%	41%	23%	17%*	25%	2%**
Effective base	454	87	43	118	58	76	73	241	214	134	111	148	183	188	122	95	123	7
Yes, we have considered conflicts of interest and have relevant policies or procedures in place as a result.	332	66	17	79	46	58	47	179	153	99	76	107	125	136	96	67	92	3
	45%	38%	22%	39%	52%	65%	72%	52%	48%	44%	55%	50%	46%	45%	56%	53%	50%	20%
	100%	20%	5%	24%b	14%b	18%abc	14%abcd	54%	46%	30%	23%	32%	38%	41%	29%	20%	28%	1%
Yes, we have considered conflicts of interest but do not have relevant policies or procedures in place	139	31	24	28	18	17	12	74	62	47	27	39	51	56	34	23	41	-
	19%	18%	30%	14%	20%	19%	18%	21%	19%	21%	19%	18%	19%	18%	20%	18%	22%	-
	100%	22%	17%c	20%	13%	12%	8%	53%	44%	34%	19%	28%	37%	40%	24%	16%	29%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 86

**Q25 Has your charity considered (whether formally or informally) the potential for conflicts of interest to arise?**

**A conflict of interest is any situation in which the trustees' personal interests, or interests in relation to another body, and those of the charity arise simultaneously or appear to clash.**

Base: All who have user trustees

	TOTAL	Number of direct beneficiaries						Payment for goods and services?			Frequency of contact							
		1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)	At least once a year (p)	We only have a one-off relationship with DIRECT beneficiaries (q)
No, we have not considered conflicts of interest	194 26% 100%	52 30% 27%def	25 31% 13%ef	72 36% 37%def	13 15% 7%	14 15% 7%	5 8% 3%	75 22% 39%	78 24% 40%	56 25% 29%	26 19% 13%	48 22% 25%	63 23% 32%	89 29% 46%jnp	32 19% 17%	31 24% 16%	35 19% 18%	9 64% 5%
Don't know	48 6% 100%	12 7% 25%e	9 12% 20%e	13 6% 28%e	6 7% 12%e	- - -	2 3% 4%	10 3% 21%	15 5% 32%	19 9% 40%g	7 5% 15%	14 7% 30%	19 7% 40%	13 4% 27%	9 6% 20%	6 5% 12%	10 5% 20%	- - -
Did not answer	30 4% 100%	12 7% 40%ef	4 4% 12%	9 5% 32%	5 5% 16%	- - -	- - -	9 3% 32%	12 4% 40%	4 2% 12%	3 2% 9%	6 3% 21%	12 4% 40%n	9 3% 29%	* * 1%	* * 1%	6 3% 21%	2 16% 8%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 87

**Q25 Has your charity considered (whether formally or informally) the potential for conflicts of interest to arise?**

**A conflict of interest is any situation in which the trustees' personal interests, or interests in relation to another body, and those of the charity arise simultaneously or appear to clash.**

Base: All who have user trustees

	Beneficiary Type													
	TOTAL	The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)
<b>Unweighted Base</b>	<b>826</b>	345	297	228	428	484	344	346	131	411	190	129	93	193
<b>Weighted Base</b>	<b>743</b>	297	257	163	295	400	302	263	89*	392	113*	80*	58*	127*
	<b>100%</b>	40%	35%	22%	40%	54%	41%	35%	12%*	53%	15%*	11%*	8%*	17%*
Effective base	<b>454</b>	189	160	118	211	260	190	181	63	232	89	57	42	91
Yes, we have considered conflicts of interest and have relevant policies or procedures in place as a result.	<b>332</b>	142	111	97	137	191	134	144	56	170	60	43	35	74
	<b>45%</b>	48%	43%	60%	46%	48%	44%	55%	63%	43%	54%	54%	61%	58%
	<b>100%</b>	43%	33%	29%abdefi	41%	57%	40%	43%bfi	17%abdefi	51%	18%	13%	11%bi	22%bfi
Yes, we have considered conflicts of interest but do not have relevant policies or procedures in place	<b>139</b>	68	34	28	64	87	51	46	16	83	19	14	11	23
	<b>19%</b>	23%	13%	17%	22%	22%	17%	17%	18%	21%	17%	18%	19%	18%
	<b>100%</b>	49%b	25%	20%	46%b	63%b	37%	33%	11%	60%b	14%	10%	8%	16%
No, we have not considered conflicts of interest	<b>194</b>	65	81	27	75	84	92	52	11	101	25	18	10	25
	<b>26%</b>	22%	32%	16%	25%	21%	30%	20%	12%	26%	23%	22%	16%	20%
	<b>100%</b>	34%	42%aceghm	14%	38%h	43%	47%cegh	27%	5%	52%ch	13%	9%	5%	13%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m  
\* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 87

**Q25 Has your charity considered (whether formally or informally) the potential for conflicts of interest to arise?**

**A conflict of interest is any situation in which the trustees' personal interests, or interests in relation to another body, and those of the charity arise simultaneously or appear to clash.**

Base: All who have user trustees

		Beneficiary Type												
TOTAL		The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)
Don't know	<b>48</b> <b>6%</b> <b>100%</b>	18 6% 37% <sup>c</sup>	18 7% 38% <sup>c</sup>	1 1% 3%	17 6% 35% <sup>c</sup>	31 8% 64% <sup>c</sup>	20 7% 43% <sup>c</sup>	21 8% 43% <sup>c</sup>	6 6% 12% <sup>c</sup>	29 7% 62% <sup>c</sup>	7 6% 15% <sup>c</sup>	4 6% 9%	2 4% 5%	5 4% 11%
Did not answer	<b>30</b> <b>4%</b> <b>100%</b>	4 1% 13%	12 5% 40% <sup>dgm</sup>	10 6% 33% <sup>adefgjm</sup>	3 1% 9%	7 2% 25%	4 1% 13%	1 * 4%	1 1% 4%	8 2% 28%	* * 1%	- - -	- - -	- - -

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m  
\* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 88

**Q26 Which, if any, of the following are reasons why your charity does not have user trustees?**

Base: All who do not have user trustees

	Charity Size (by Income)				Charitable Purpose													
	Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)	
<b>Unweighted Base</b>	<b>1318</b>	355	372	258	308	305	658	351	318	320	111	210	172	189	207	41	162	195
<b>Weighted Base</b>	<b>1401</b>	841	433	63	39	332	645	278	285	338	120*	128*	175	186	236	34**	141*	165
	<b>100%</b>	60%	31%	4%	3%	24%	46%	20%	20%	24%	9%*	9%*	13%	13%	17%	2%**	10%*	12%
Effective base	<b>773</b>	355	372	258	308	184	370	172	168	188	72	93	102	110	129	21	87	106
Unworkable eg users are transient or seek confidential help	<b>174</b>	81	69	15	7	44	84	57	45	73	9	21	18	17	16	*	15	17
	<b>12%</b>	10%	16%	24%	18%	13%	13%	21%	16%	22%	7%	16%	10%	9%	7%	1%	10%	10%
	<b>100%</b>	46%	40%a	9%ab	4%a	25%	48%	33%fijlmnpq	26%n	42%efijlmnpq	5%	12%n	10%	10%	9%	*	8%	10%
Prohibited by governing document	<b>172</b>	102	56	7	5	49	87	38	24	61	14	26	24	23	23	*	13	13
	<b>12%</b>	12%	13%	11%	13%	15%	13%	14%	9%	18%	12%	20%	14%	13%	10%	*	9%	8%
	<b>100%</b>	59%	33%	4%	3%	29%	51%	22%	14%	35%hnpq	8%	15%hnpq	14%	14%	13%	*	8%	8%
Beneficiaries legally defined as ineligible (eg too young, legally disqualified for other reasons)	<b>165</b>	99	54	5	6	27	122	13	17	19	10	11	17	18	38	-	13	12
	<b>12%</b>	12%	12%	9%	14%	8%	19%	5%	6%	6%	8%	8%	10%	10%	16%	-	9%	8%
	<b>100%</b>	60%	32%	3%	3%c	16%	74%eghijklmpq	8%	10%	11%	6%	7%	10%	11%	23%eghi	-	8%	8%
Perceived as tokenistic	<b>30</b>	14	5	5	3	8	10	9	13	13	5	8	7	*	4	*	1	5
	<b>2%</b>	2%	1%	7%	9%	3%	1%	3%	4%	4%	4%	7%	4%	*	2%	1%	*	3%
	<b>100%</b>	47%	16%	15%ab	12%ab	28%	32%	31%	42%fm	43%	17% <sup>m</sup>	28% <sup>f<sup>m</sup>n<sup>p</sup></sup>	24% <sup>m</sup>	1%	12%	1%	2%	17%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 88

**Q26 Which, if any, of the following are reasons why your charity does not have user trustees?**

Base: All who do not have user trustees

	TOTAL	Charity Size (by Income)				Charitable Purpose													
		Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)	
Old age of trustees/ beneficiaries/ clients not capable/ disability/ learning difficulties/ infirm/ housebound/ users/ beneficiaries are ill/ terminally ill	<b>21</b> <b>2%</b> <b>100%</b>	2 *	14 3%	2 3%	2 5%	4 1%	8 1%	9 3%	14 5%	4 1%	-	3 2%	*	*	2 1%	*	1 1%	2 1%	
		11%	66% <sup>a</sup>	9% <sup>a</sup>	8% <sup>a</sup>	19%	36%	42%	65% <sup>efilm</sup>	17%	-	14%	1%	1%	12%	1%	6%	8%	
Beneficiaries are abroad	<b>20</b> <b>1%</b> <b>100%</b>	5 1%	15 3%	* 1%	* 1%	4 1%	16 2%	13 5%	6 2%	16 5%	15 12%	5 4%	8 5%	-	2 1%	-	1 1%	9 6%	
		23%	74% <sup>ad</sup>	2%	1%	18%	76%	64% <sup>em</sup>	30%	77% <sup>em</sup>	72% <sup>efghikmnp</sup>	24% <sup>m</sup>	40% <sup>m</sup>	-	11%	-	6%	46% <sup>emn</sup>	
Not appropriate/not required/not what we believe to be right/ good practise	<b>17</b> <b>1%</b> <b>100%</b>	9 1%	6 1%	1 2%	1 3%	6 2%	13 2%	3 1%	6 2%	8 2%	5 4%	1 *	3 2%	3 1%	6 3%	2 7%	3 2%	4 2%	
		55%	34%	6%	6%	38%	76%	16%	33%	44%	27%	3%	16%	15%	37%	14%	18%	23%	
Other statements (we are ... / type of charity)	<b>16</b> <b>1%</b> <b>100%</b>	9 1%	5 1%	1 2%	1 1%	4 1%	14 2%	10 4%	8 3%	5 2%	6 5%	* *	1 *	* *	3 1%	3 8%	6 4%	9 5%	
		60%	29%	8%	3%	25%	86%	62%	48%	32%	39% <sup>klm</sup>	2%	4%	1%	17%	17%	39% <sup>m</sup>	54% <sup>eklm</sup>	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
\* small base; \*\* very small base (under 30) ineligible for sig testing

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 88

**Q26 Which, if any, of the following are reasons why your charity does not have user trustees?**

Base: All who do not have user trustees

	Charity Size (by Income)				Charitable Purpose													
	Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)	
<b>TOTAL</b>																		
Situation has not yet arisen/not ruled out for the future/plan to do this	14 1% 100%	5 1% 35%	6 1% 43%	1 2% 9%a	1 2% 6%a	1 * 10%	2 * 15%	2 1% 16%	2 1% 14%	7 2% 48%	* * 2%	4 3% 31%ef	* * 3%	1 1% 9%	1 * 9%	- - -	* * 2%	1 1% 6%
Conflicts of interests/may arise	11 1% 100%	2 * 21%	7 2% 62%a	1 2% 11%a	1 2% 6%a	4 1% 39%	9 1% 76%	* * 4%	3 1% 28%	1 * 9%	* * 4%	2 1% 16%	4 2% 35%	4 2% 33%	4 2% 34%	1 4% 13%	1 1% 10%	2 1% 15%
Hard to recruit/no one has shown interest	11 1% 100%	7 1% 66%	2 1% 22%	1 1% 7%	1 2% 6%	3 1% 24%	5 1% 48%	3 1% 25%	4 1% 36%	7 2% 61%	- - -	1 * 6%	1 1% 11%	- - -	3 1% 25%	- - -	* * 2%	4 2% 35%
Other trustee statements/comments	9 1% 100%	2 * 25%	6 1% 63%	1 2% 10%a	* * 1%	2 1% 25%	5 1% 55%	2 1% 17%	2 1% 19%	1 * 15%	1 1% 13%	1 1% 14%	1 1% 15%	2 1% 25%	5 2% 51%	- - -	3 2% 28%	1 1% 15%
Resistance from existing staff, trustees and/or volunteers within the organisation	9 1% 100%	5 1% 52%	- - -	2 3% 21%ab	1 4% 15%ab	3 1% 37%	5 1% 56%	1 * 14%	1 * 15%	1 * 8%	* * 1%	1 1% 16%	3 2% 32%	1 1% 14%	1 * 9%	* 1% 3%	2 1% 18%	1 * 8%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
\* small base; \*\* very small base (under 30) ineligible for sig testing

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 88

**Q26 Which, if any, of the following are reasons why your charity does not have user trustees?**

Base: All who do not have user trustees

	Charity Size (by Income)				Charitable Purpose													
	Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)	
Beneficiaries/trustees/are members of the public/users who pay to use services/lack of specialist knowledge/users are groups	8 1% 100%	5 1% 63%	2 1% 31%	* 1% 3%	* 1% 3%	2 1% 31%	5 1% 64%	- - -	- - -	2 1% 31%	- - -	- - -	- - -	7 4% 98%efgh il	2 1% 31%	* 1% 2%	* 1% 2%	2 1% 31%
Resistance from other beneficiaries	7 1% 100%	5 1% 67%	1 * 17%	* 1% 7%	1 2% 9%b	2 1% 34%	3 * 39%	1 * 9%	* * 4%	1 * 9%	* * 2%	2 1% 24%	3 2% 39%	- - -	* * 2%	- - -	1 1% 17%	* * 4%
Have tried this before/but don't have any at the moment/didn't work out	4 * 100%	- - -	3 1% 80%a	* 1% 11%a	* 1% 9%a	1 * 33%	* * 11%	3 1% 68%	4 1% 89%f	2 * 35%	- - -	* * 6%	- - -	- - -	1 1% 32%	- - -	- - -	* * 6%
We do have parents acting as trustees/governors	2 * 100%	- - -	1 * 75%	- - -	* 1% 25%a	1 * 75%	2 * 100%	- - -	- - -	- - -	- - -	- - -	- - -	* * 8%	- - -	- - -	- - -	- - -
Other	46 3% 100%	24 3% 51%	16 4% 35%	5 7% 10%ab	2 4% 3%	12 4% 27%	21 3% 45%	10 3% 21%	7 2% 14%	10 3% 22%	3 2% 6%	3 2% 6%	3 2% 7%	5 2% 10%	7 3% 15%	3 8% 6%	7 5% 16%	1 1% 3%
Don't know	89 6% 100%	64 8% 72%cd	20 5% 22%d	2 3% 2%	1 1% 1%	19 6% 22%i	28 4% 31%	6 2% 7%	7 3% 8%	6 2% 6%	7 6% 8%	6 5% 7%	12 7% 13%i	17 9% 19%ghi	18 7% 20%gi	5 14% 5%	6 5% 7%	12 7% 14%g

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
\* small base; \*\* very small base (under 30) ineligible for sig testing

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 88

**Q26 Which, if any, of the following are reasons why your charity does not have user trustees?**

Base: All who do not have user trustees

	Charity Size (by Income)				Charitable Purpose													
	Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)	
We don't have "user trustees" because other methods are in place for seeking user views	<b>194</b> <b>14%</b> <b>100%</b>	118 14% 61%	57 13% 29%	7 12% 4%	9 22% 4% <sup>abc</sup>	38 12% 20%	79 12% 41%	39 14% 20%	64 22% 33% <sup>efgikm</sup>	43 13% 22%	18 15% 9%	16 12% 8%	26 15% 13%	22 12% 11%	32 14% 17%	2 7% 1%	21 15% 11%	26 16% 13%
None of the above	<b>211</b> <b>15%</b> <b>100%</b>	144 17% 68% <sup>d</sup>	55 13% 26%	8 12% 4%	3 8% 1%	75 23% 35% <sup>lnq</sup>	70 11% 33%	52 19% 25% <sup>fn</sup>	44 16% 21%	64 19% 31% <sup>fn</sup>	24 20% 12% <sup>fn</sup>	18 14% 8%	26 15% 12%	26 14% 12%	24 10% 12%	11 34% 5%	30 22% 14% <sup>fn</sup>	19 12% 9%
Did not answer	<b>256</b> <b>18%</b> <b>100%</b>	173 21% 68% <sup>bcd</sup>	63 15% 25% <sup>d</sup>	7 10% 3%	4 9% 1%	45 13% 17%	106 16% 41% <sup>gi</sup>	27 10% 11%	39 14% 15%	25 8% 10%	10 8% 4%	13 10% 5%	36 20% 14% <sup>gijk</sup>	45 24% 18% <sup>eghijk</sup>	59 25% 23% <sup>efghijk</sup>	5 15% 2%	21 15% 8%	30 19% 12% <sup>gi</sup>

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 89

**Q26 Which, if any, of the following are reasons why your charity does not have user trustees?**

Base: All who do not have user trustees

	Number of direct beneficiaries						Payment for goods and services?			Frequency of contact							We only have a one-off relationship with DIRECT beneficiaries (q)	
	1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)	At least once a year (p)		
<b>TOTAL</b>	<b>1318</b>	353	132	265	119	137	186	784	414	230	327	256	362	300	242	206	350	104
<b>Unweighted Base</b>	<b>1318</b>	353	132	265	119	137	186	784	414	230	327	256	362	300	242	206	350	104
<b>Weighted Base</b>	<b>1401</b>	583	147*	230	98*	92*	83*	799	352	161	176	158	318	256	187	163	391	182*
	<b>100%</b>	42%	10%*	16%	7%*	7%*	6%*	57%	25%	12%	13%	11%	23%	18%	13%	12%	28%	13%*
Effective base	<b>773</b>	284	83	136	63	65	82	445	217	103	131	127	196	157	125	105	212	87
Unworkable eg users are transient or seek confidential help	<b>174</b>	76	18	23	13	15	11	132	40	19	25	23	37	37	25	21	67	33
	<b>12%</b>	13%	12%	10%	13%	17%	13%	17%	11%	12%	14%	15%	12%	14%	13%	13%	17%	18%
	<b>100%</b>	44%	10%	13%	7%	9%	6%	76%	23%	11%	15%	13%	22%	21%	14%	12%	38%	19%
Prohibited by governing document	<b>172</b>	101	14	17	10	8	9	111	34	12	15	15	22	29	23	24	57	37
	<b>12%</b>	17%	9%	7%	10%	9%	11%	14%	10%	8%	9%	10%	7%	11%	12%	15%	14%	20%
	<b>100%</b>	59% <sup>c</sup>	8%	10%	6%	5%	5%	65%	20%	7%	9%	9%	13%	17%	13%	14% <sup>l</sup>	33% <sup>l</sup>	21% <sup>jk</sup>
Beneficiaries legally defined as ineligible (eg too young, legally disqualified for other reasons)	<b>165</b>	48	37	44	19	10	5	88	58	23	34	30	48	26	17	17	22	14
	<b>12%</b>	8%	25%	19%	19%	11%	6%	11%	16%	14%	19%	19%	15%	10%	9%	10%	6%	8%
	<b>100%</b>	29%	22% <sup>aef</sup>	27% <sup>af</sup>	11% <sup>af</sup>	6%	3%	53%	35%	14%	20% <sup>mnpq</sup>	18% <sup>mnpq</sup>	29% <sup>p</sup>	16%	10%	10%	14%	9%
Perceived as tokenistic	<b>30</b>	9	7	8	1	3	2	12	8	2	9	5	11	10	3	9	8	2
	<b>2%</b>	1%	5%	4%	1%	3%	2%	2%	2%	1%	5%	3%	3%	4%	1%	5%	2%	1%
	<b>100%</b>	28%	23%	28%	3%	10%	7%	40%	28%	6%	29%	16%	37%	33%	9%	28%	26%	8%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
 \* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

**Table 89**

**Q26 Which, if any, of the following are reasons why your charity does not have user trustees?**

Base: All who do not have user trustees

	Number of direct beneficiaries						Payment for goods and services?			Frequency of contact							We only have a one-off relationship with DIRECT beneficiaries (q)	
	TOTAL	1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)		At least once a year (p)
Old age of trustees/beneficiaries/clients not capable/disability/learning difficulties/infirm/housebound/users/beneficiaries are ill/terminally ill	<b>21</b> <b>2%</b> <b>100%</b>	6 1% 27%	3 2% 13%	9 4% 43% <sup>a</sup>	1 1% 7%	1 1% 2%	2 2% 8%	15 2% 71%	7 2% 33%	3 2% 16%	6 4% 29%	5 3% 23%	11 4% 53%	5 2% 25%	3 1% 12%	1 1% 6%	6 1% 27%	- - -
Beneficiaries are abroad	<b>20</b> <b>1%</b> <b>100%</b>	1 * 6%	- - -	3 2% 17%	5 5% 23% <sup>ab</sup>	5 5% 23% <sup>ab</sup>	3 4% 14% <sup>ab</sup>	19 2% 94%	4 1% 20%	* * 1%	2 1% 11%	1 1% 6%	4 1% 18%	5 2% 23%	12 6% 58% <sup>ijklp</sup>	7 5% 36% <sup>pq</sup>	4 1% 19%	- - -
Not appropriate/not required/not what we believe to be right/good practise	<b>17</b> <b>1%</b> <b>100%</b>	7 1% 42%	3 2% 17%	4 2% 22%	1 1% 4%	- - -	* * 2%	8 1% 48%	4 1% 25%	2 1% 10%	2 1% 9%	* * 3%	2 1% 11%	1 * 4%	1 * 5%	3 2% 19%	7 2% 38%	3 1% 15%
Other statements (we are ... / type of charity)	<b>16</b> <b>1%</b> <b>100%</b>	2 * 10%	- - -	1 1% 9%	2 2% 15% <sup>a</sup>	* * 2%	4 5% 25% <sup>abc</sup>	11 1% 71%	3 1% 18%	1 1% 7%	4 2% 24%	2 1% 10%	2 1% 15%	2 1% 10%	2 1% 10%	1 1% 8%	7 2% 46%	- - -

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
\* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 89

**Q26 Which, if any, of the following are reasons why your charity does not have user trustees?**

Base: All who do not have user trustees

	Number of direct beneficiaries						Payment for goods and services?			Frequency of contact							We only have a one-off relationship with DIRECT beneficiaries (q)	
	TOTAL	1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)		At least once a year (p)
Situation has not yet arisen/ not ruled out for the future/ plan to do this	<b>14</b> <b>1%</b> <b>100%</b>	4 1% 29%	1 1% 9%	3 1% 20%	3 3% 19%	* * 2%	1 1% 5%	7 1% 54%	4 1% 30%	2 1% 12%	3 1% 19%	3 2% 21%	6 2% 42%	3 1% 25%	3 2% 25%	* * 4%	5 1% 38%	- - -
Conflicts of interests/may arise	<b>11</b> <b>1%</b> <b>100%</b>	5 1% 43%	2 1% 14%	1 * 6%	1 1% 10%	1 1% 10%	2 2% 15%	4 1% 37%	6 2% 58%	1 1% 10%	3 2% 26%	* * 3%	6 2% 54%	8 3% 67%	5 3% 44%	5 3% 47%	7 2% 59%	* * 2%
Hard to recruit/no one has shown interest	<b>11</b> <b>1%</b> <b>100%</b>	4 1% 34%	- - -	2 1% 23%	* * 2%	* * 2%	2 2% 15%	6 1% 53%	4 1% 36%	3 2% 25%	* * 4%	3 2% 27%	3 1% 24%	3 1% 24%	3 1% 24%	5 3% 46%	5 1% 46%	* * 2%
Other trustee statements/ comments	<b>9</b> <b>1%</b> <b>100%</b>	1 * 13%	- - -	* * 4%	4 4% 38% <sup>ac</sup>	1 2% 15%	2 2% 18% <sup>aa</sup>	5 1% 58%	4 1% 43%	2 1% 18%	- - -	2 1% 18%	2 1% 25%	2 1% 25%	1 1% 13%	- - -	5 1% 57%	- - -
Resistance from existing staff, trustees and/or volunteers within the organisation	<b>9</b> <b>1%</b> <b>100%</b>	3 1% 34%	3 2% 30%	1 * 9%	* 1% 5%	* * 3%	1 2% 16%	4 * 44%	5 1% 56%	1 1% 14%	2 1% 18%	1 1% 11%	1 * 16%	2 1% 18%	1 1% 11%	6 3% 62% <sup>lp</sup>	1 * 11%	- - -

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
\* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 89

**Q26 Which, if any, of the following are reasons why your charity does not have user trustees?**

Base: All who do not have user trustees

	TOTAL	Number of direct beneficiaries						Payment for goods and services?			Frequency of contact							
		1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)	At least once a year (p)	We only have a one-off relationship with DIRECT beneficiaries (q)
Beneficiaries/ trustees/ are members of the public/users who pay to use services/lack of specialist knowledge/users are groups	8 1% 100%	2 * 31%	- - -	- - -	1 1% 15%	2 3% 31% <sup>c</sup>	2 2% 22% <sup>c</sup>	5 1% 63%	4 1% 52%	1 1% 17%	- - -	- - -	* * 3%	* * 5%	* * 5%	3 2% 36%	4 1% 50%	4 2% 47%
Resistance from other beneficiaries	7 1% 100%	3 * 41%	2 2% 36%	* * 4%	* * 2%	1 1% 17%	- - -	4 1% 57%	4 1% 63%	* * 7%	2 1% 27%	- - -	* * 2%	- - -	5 3% 69% <sup>lmp</sup>	* * 2%	- - -	
Have tried this before/but don't have any at the moment/ didn't work out	4 * 100%	- - -	- - -	2 1% 56%	1 1% 32% <sup>a</sup>	* * 9%	* * 3%	4 1% 100%	1 * 32%	- - -	* * 6%	2 1% 44%	3 1% 68%	1 * 14%	1 1% 30%	- - -	1 * 27%	- - -
We do have parents acting as trustees/ governors	2 * 100%	- - -	1 1% 75%	* * 16%	- - -	* * 8%	- - -	- - -	1 * 84%	* * 16%	* * 8%	* * 16%	1 * 75%	- - -	- - -	- - -	- - -	- - -
Other	46 3% 100%	18 3% 38%	3 2% 6%	7 3% 15%	4 4% 8%	7 8% 15%	2 3% 5%	24 3% 52%	11 3% 25%	7 4% 15%	8 4% 17%	5 3% 11%	13 4% 27%	8 3% 18%	7 4% 16%	3 2% 7%	11 3% 24%	4 2% 8%
Don't know	89 6% 100%	31 5% 35%	8 6% 9%	17 7% 19%	2 2% 3%	6 7% 7%	1 1% 1%	29 4% 32%	23 7% 26%	6 3% 6%	9 5% 10%	10 6% 11%	22 7% 25%	17 7% 20%	6 3% 7%	5 3% 6%	18 5% 20%	4 2% 5%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
\* small base



**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 89

**Q26 Which, if any, of the following are reasons why your charity does not have user trustees?**

Base: All who do not have user trustees

	Number of direct beneficiaries						Payment for goods and services?			Frequency of contact							We only have a one-off relationship with DIRECT beneficiaries (q)	
	1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)	At least once a year (p)		
<b>TOTAL</b>																		
We don't have "user trustees" because other methods are in place for seeking user views	<b>194</b> <b>14%</b> <b>100%</b>	81 14% 42%	25 17% 13%	29 12% 15%	12 12% 6%	19 21% 10%	13 16% 7%	123 15% 63%	54 15% 28%	24 15% 12%	35 20% 18%q	20 13% 10%	54 17% 28%q	42 16% 22%q	30 16% 16%q	28 17% 14%q	51 13% 26%	12 7% 6%
None of the above	<b>211</b> <b>15%</b> <b>100%</b>	113 19% 54%bde	10 7% 5%	28 12% 13%	6 6% 3%	7 8% 3%	13 16% 6%	120 15% 57%i	34 10% 16%	12 7% 6%	8 5% 4%	17 11% 8%	26 8% 12%	22 9% 11%	28 15% 13%j	18 11% 8%	70 18% 33%jlm	47 26% 22%klmo
Did not answer	<b>256</b> <b>18%</b> <b>100%</b>	99 17% 39%	24 17% 10%	44 19% 17%	19 20% 8%	15 16% 6%	14 17% 5%	118 15% 46%	70 20% 27%	50 31% 19%gh	28 16% 11%	28 18% 11%	67 21% 26%	53 21% 21%	31 16% 12%	32 20% 13%	60 15% 23%	27 15% 11%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
\* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 90

**Q26 Which, if any, of the following are reasons why your charity does not have user trustees?**

Base: All who do not have user trustees

	TOTAL	Beneficiary Type												
		The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)
<b>Unweighted Base</b>	<b>1318</b>	436	153	127	587	743	514	489	142	541	335	317	200	268
<b>Weighted Base</b>	<b>1401</b>	420	147*	107*	439	759	518	451	111*	640	253	326	130*	245
	<b>100%</b>	30%	10%*	8%*	31%	54%	37%	32%	8%*	46%	18%	23%	9%*	18%
Effective base	<b>773</b>	248	86	66	289	431	298	269	72	344	158	186	93	147
Unworkable eg users are transient or seek confidential help	<b>174</b>	68	8	9	88	97	85	73	16	91	47	80	31	32
	<b>12%</b>	16%	5%	8%	20%	13%	16%	16%	15%	14%	19%	24%	24%	13%
	<b>100%</b>	39%b	4%	5%	50%bce	56%	49%b	42%b	9%b	53%b	27%b	46%abcefgim	18%bceim	18%
Prohibited by governing document	<b>172</b>	43	12	6	44	90	76	53	15	93	23	74	12	29
	<b>12%</b>	10%	8%	6%	10%	12%	15%	12%	14%	15%	9%	23%	9%	12%
	<b>100%</b>	25%	7%	4%	26%	52%	44%c	31%	9%	54%	14%	43%abcdfgijlm	7%	17%
Beneficiaries legally defined as ineligible (eg too young, legally disqualified for other reasons)	<b>165</b>	29	24	12	60	151	12	32	11	68	16	25	21	11
	<b>12%</b>	7%	17%	11%	14%	20%	2%	7%	10%	11%	6%	8%	16%	5%
	<b>100%</b>	17%f	15%afgjk	7%f	36%afgjk	92%adfgjkm	7%	19%f	7%f	41%fm	10%f	15%f	12%afgjk	7%
Perceived as tokenistic	<b>30</b>	8	2	5	14	15	12	13	4	15	13	12	11	9
	<b>2%</b>	2%	2%	5%	3%	2%	2%	3%	3%	2%	5%	4%	9%	4%
	<b>100%</b>	27%	8%	16%	47%	49%	39%	44%	12%	49%	44%e	40%	37%abdefgi	30%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m  
\* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 90

**Q26 Which, if any, of the following are reasons why your charity does not have user trustees?**

Base: All who do not have user trustees

	Beneficiary Type													
	The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)	
<b>TOTAL</b>														
Old age of trustees/beneficiaries/clients not capable/disability/learning difficulties/infirm/housebound/users/beneficiaries are ill/terminally ill	21 2% 100%	4 1% 21%	2 1% 8%	5 5% 24% <sup>aem</sup>	16 4% 75% <sup>em</sup>	7 1% 31%	16 3% 77% <sup>e</sup>	17 4% 82% <sup>aem</sup>	* * 2%	10 2% 49%	13 5% 62% <sup>aeikm</sup>	4 1% 17%	4 3% 19%	1 * 6%
Beneficiaries are abroad	20 1% 100%	7 2% 35%	- - 1%	* * 1%	13 3% 66%	18 2% 86%	7 1% 35%	8 2% 37%	5 4% 23% <sup>b</sup>	9 1% 42%	5 2% 26%	10 3% 48%	1 1% 6%	3 1% 13%
Not appropriate/not required/not what we believe to be right/good practise	17 1% 100%	7 2% 39%	4 3% 22%	1 1% 8%	8 2% 49%	11 1% 62%	7 1% 39%	6 1% 32%	* * 2%	8 1% 46%	3 1% 18%	6 2% 37%	2 2% 12%	6 3% 36%
Other statements (we are ... / type of charity)	16 1% 100%	9 2% 57%	1 1% 7%	* * 2%	8 2% 48%	14 2% 86%	10 2% 60%	10 2% 63%	2 2% 16%	8 1% 48%	8 3% 48%	2 1% 16%	4 3% 25%	9 4% 58%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m  
\* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

**Table 90**  
**Q26 Which, if any, of the following are reasons why your charity does not have user trustees?**  
 Base: All who do not have user trustees

	Beneficiary Type													
	The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)	
<b>TOTAL</b>	<b>14</b>	<b>3</b>	<b>*</b>	<b>4</b>	<b>6</b>	<b>5</b>	<b>3</b>	<b>3</b>	<b>*</b>	<b>9</b>	<b>2</b>	<b>7</b>	<b>2</b>	<b>2</b>
	<b>1%</b>	<b>1%</b>	<b>*</b>	<b>1%</b>	<b>1%</b>	<b>1%</b>	<b>1%</b>	<b>1%</b>	<b>*</b>	<b>1%</b>	<b>1%</b>	<b>2%</b>	<b>1%</b>	<b>1%</b>
	<b>100%</b>	<b>22%</b>	<b>1%</b>	<b>27%</b>	<b>46%</b>	<b>40%</b>	<b>23%</b>	<b>25%</b>	<b>2%</b>	<b>66%</b>	<b>17%</b>	<b>49%</b>	<b>14%</b>	<b>18%</b>
Situation has not yet arisen/ not ruled out for the future/ plan to do this	14	3	*	4	6	5	3	3	*	9	2	7	2	2
	1%	1%	*	1%	1%	1%	1%	1%	*	1%	1%	2%	1%	1%
	100%	22%	1%	27%	46%	40%	23%	25%	2%	66%	17%	49%	14%	18%
Conflicts of interests/may arise	11	7	1	1	6	6	6	5	1	6	1	2	*	8
	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	*	1%	*	3%
	100%	59%	12%	10%	58%	52%	51%	42%	13%	57%	5%	18%	4%	69%
Hard to recruit/no one has shown interest	11	1	*	-	11	5	6	4	*	3	2	3	3	*
	1%	*	*	-	2%	1%	1%	1%	*	1%	1%	1%	2%	*
	100%	13%	1%	-	98%	50%	56%	36%	2%	30%	14%	29%	28%	1%
Other trustee statements/ comments	9	5	3	1	4	5	1	4	-	5	*	3	-	2
	1%	1%	2%	1%	1%	1%	*	1%	-	1%	*	1%	-	1%
	100%	56%	28%	15%	40%	56%	15%	43%	-	53%	5%	28%	-	19%
Resistance from existing staff, trustees and/or volunteers within the organisation	9	5	2	*	3	2	2	2	1	4	1	1	1	1
	1%	1%	1%	*	1%	*	*	*	1%	1%	1%	*	1%	*
	100%	52%	18%	5%	33%	26%	25%	19%	8%	44%	16%	11%	12%	8%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m  
 \* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 90

**Q26 Which, if any, of the following are reasons why your charity does not have user trustees?**

Base: All who do not have user trustees

	Beneficiary Type												
	The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)
<b>TOTAL</b>	<b>8</b>	<b>1</b>	<b>-</b>	<b>*</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>5</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>2</b>
	<b>1%</b>	<b>1%</b>	<b>-</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>1%</b>	<b>1%</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>1%</b>
	<b>100%</b>	<b>36%</b>	<b>-</b>	<b>3%</b>	<b>22%</b>	<b>20%</b>	<b>17%</b>	<b>15%</b>	<b>64%</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>33%</b>
Beneficiaries/ trustees/ are members of the public/users who pay to use services/lack of specialist knowledge/users are groups	8	1	-	*	2	2	1	1	5	-	-	-	2
	1%	1%	-	*	*	*	*	1%	1%	-	-	-	1%
	100%	36%	-	3%	22%	20%	17%	15%	64%	-	-	-	33%
Resistance from other beneficiaries	7	*	-	1	*	2	*	-	4	*	1	-	*
	1%	*	-	*	*	*	*	-	1%	*	*	-	*
	100%	57%e	-	12%	2%	24%	7%	-	56%	7%	20%	-	7%
Have tried this before/but don't have any at the moment/ didn't work out	4	-	2	4	1	*	3	*	3	3	2	1	*
	*	-	2%	1%	*	*	1%	*	*	1%	*	1%	*
	100%	6%	53%aef	100%	20%	11%	59%	6%	70%	65%	35%	33%	9%
We do have parents acting as trustees/ governors	2	1	1	*	1	-	-	-	1	-	-	-	*
	*	1%	1%	*	*	-	-	-	*	-	-	-	*
	100%	-	84%	75%	8%	-	-	-	84%	-	-	-	8%
Other	46	9	6	15	26	17	12	5	20	6	7	8	7
	3%	6%	5%	3%	3%	3%	3%	5%	3%	2%	2%	6%	3%
	100%	28%	19%	13%	33%	55%	37%	26%	11%	13%	16%	16%	15%
Don't know	89	13	3	11	39	20	22	2	31	7	5	6	11
	6%	9%	3%	3%	5%	4%	5%	1%	5%	3%	2%	5%	4%
	100%	42%dfhijk	15%dhjk	3%	13%	44%k	22%	25%	2%	8%	6%	7%	12%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m  
\* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 90

**Q26 Which, if any, of the following are reasons why your charity does not have user trustees?**

Base: All who do not have user trustees

		Beneficiary Type												
TOTAL		The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)
We don't have "user trustees" because other methods are in place for seeking user views	<b>194</b> <b>14%</b> <b>100%</b>	59 14%	11 8%	18 17%	66 15%	84 11%	79 15%	82 18%	13 12%	94 15%	49 19%	29 9%	16 12%	32 13%
		30%	6%	9%	34%	43%	40%k	42%bek	7%	48%	25%bek	15%	8%	16%
None of the above	<b>211</b> <b>15%</b> <b>100%</b>	63 15%	17 12%	11 11%	45 10%	97 13%	94 18%	54 12%	15 14%	94 15%	37 15%	59 18%	12 9%	52 21%
		30%	8%	5%	21%	46%	44%dgl	25%	7%	44%	17%	28%d	6%	25%deg
Did not answer	<b>256</b> <b>18%</b> <b>100%</b>	72 17%	44 30%	31 29%	64 15%	132 17%	86 17%	79 17%	26 24%	108 17%	35 14%	26 8%	11 9%	39 16%
		28%k	17%adefgi jklm	12%adefgi jklm	25%k	52%kl	34%k	31%kl	10%kl	42%k	14%	10%	4%	15%k

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m  
\* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 91

**Q27 Which, if any, of the following does your charity use to find out whether the services it provides are meeting the needs of its DIRECT beneficiaries?**

Base: All

	TOTAL	Charity Size (by Income)				Charitable Purpose												
		Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)
Unweighted Base	2144	503	640	443	525	479	1151	521	482	434	132	268	282	362	392	70	290	386
Weighted Base	2144	1191	745	108	67	466	1053	374	393	409	130*	156	288	388	455	57*	253	325
	100%	56%	35%	5%	3%	22%	49%	17%	18%	19%	6%*	7%	13%	18%	21%	3%*	12%	15%
Effective base	1224	503	640	443	525	272	627	249	248	240	82	115	168	223	252	37	156	211
Individual feedback at the time services or goods are delivered	1045	481	432	75	43	217	543	202	240	203	59	87	107	220	253	31	125	191
	49%	40%	58%	69%	64%	47%	52%	54%	61%	50%	45%	56%	37%	57%	56%	54%	49%	59%
	100%	46%	41%a	7%ab	4%ab	21%	52%l	19%l	23%efijlp	19%l	6%	8%l	10%	21%el	24%el	3%	12%l	18%ejl
User comments, complaints and/or suggestion scheme	1028	459	434	73	49	194	564	192	232	157	31	98	97	235	275	27	127	195
	48%	39%	58%	68%	73%	42%	54%	51%	59%	38%	23%	63%	34%	61%	61%	48%	50%	60%
	100%	45%	42%a	7%ab	5%ab	19%j	55%eijl	19%eijl	23%eijl	15%j	3%	10%egijlp	9%	23%egijlp	27%egijlp	3%j	12%ijl	19%eijl
Open/public meetings	597	301	236	32	22	125	336	70	91	65	16	35	68	156	192	15	83	148
	28%	25%	32%	29%	33%	27%	32%	19%	23%	16%	12%	23%	24%	40%	42%	26%	33%	46%
	100%	50%	40%a	5%	4%a	21%gijkl	56%ghijkl	12%	15%ij	11%	3%	6%	11%j	26%efghijkl	32%efghijkl	2%	14%ghijkl	25%efghijkl
Face-to-face interviews	396	135	186	40	28	96	218	96	101	98	42	67	53	77	84	9	43	84
	18%	11%	25%	37%	42%	21%	21%	26%	26%	24%	32%	43%	19%	20%	18%	15%	17%	26%
	100%	34%	47%a	10%ab	7%ab	24%	55%	24%np	26%np	25%	11%efilmnp	17%efghilmnopq	14%	19%	21%	2%	11%	21%p
Surveys / research	367	92	179	52	36	66	208	81	89	61	9	38	28	103	87	10	62	95
	17%	8%	24%	48%	54%	14%	20%	22%	23%	15%	7%	24%	10%	26%	19%	18%	24%	29%
	100%	25%	49%a	14%ab	10%ab	18%	57%ejl	22%ejl	24%eijl	17%	3%	10%eijl	8%	28%efijl	24%jl	3%	17%eijl	26%efijln

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
\* small base

**A Balancing Act: Charity Survey**  
**Fieldwork Dates 23 Nov 2007 - 04 Jan 2008**

**Table 91**  
**Q27 Which, if any, of the following does your charity use to find out whether the services it provides are meeting the needs of its DIRECT beneficiaries?**  
**Base: All**

	Charity Size (by Income)				Charitable Purpose													
	Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)	
<b>TOTAL</b>	<b>319</b>	<b>149</b>	<b>37</b>	<b>33</b>	<b>68</b>	<b>190</b>	<b>73</b>	<b>75</b>	<b>63</b>	<b>15</b>	<b>38</b>	<b>29</b>	<b>78</b>	<b>89</b>	<b>5</b>	<b>40</b>	<b>79</b>	
	<b>15%</b>	<b>8%</b>	<b>20%</b>	<b>34%</b>	<b>49%</b>	<b>15%</b>	<b>18%</b>	<b>19%</b>	<b>15%</b>	<b>11%</b>	<b>25%</b>	<b>10%</b>	<b>20%</b>	<b>20%</b>	<b>10%</b>	<b>16%</b>	<b>24%</b>	
	<b>100%</b>	<b>29%</b>	<b>47%a</b>	<b>12%ab</b>	<b>10%abc</b>	<b>21%</b>	<b>60%l</b>	<b>23%l</b>	<b>23%l</b>	<b>20%</b>	<b>5%</b>	<b>12%eijlo</b>	<b>9%</b>	<b>25%l</b>	<b>28%l</b>	<b>2%</b>	<b>13%</b>	<b>25%efijlo</b>
Beneficiary representative groups/focus groups/user panels																		
Information technology (website/email)	<b>309</b>	<b>164</b>	<b>33</b>	<b>28</b>	<b>70</b>	<b>211</b>	<b>61</b>	<b>62</b>	<b>54</b>	<b>17</b>	<b>28</b>	<b>30</b>	<b>100</b>	<b>74</b>	<b>14</b>	<b>68</b>	<b>86</b>	
	<b>14%</b>	<b>6%</b>	<b>22%</b>	<b>31%</b>	<b>42%</b>	<b>15%</b>	<b>20%</b>	<b>16%</b>	<b>13%</b>	<b>13%</b>	<b>18%</b>	<b>10%</b>	<b>26%</b>	<b>16%</b>	<b>25%</b>	<b>27%</b>	<b>27%</b>	
	<b>100%</b>	<b>25%</b>	<b>53%a</b>	<b>11%ab</b>	<b>9%abc</b>	<b>23%</b>	<b>68%il</b>	<b>20%</b>	<b>20%</b>	<b>17%</b>	<b>6%</b>	<b>9%</b>	<b>10%</b>	<b>32%eghijn</b>	<b>24%</b>	<b>5%l</b>	<b>22%eghijn</b>	<b>28%efghijn</b>
Open days/road-shows/exhibitions	<b>270</b>	<b>126</b>	<b>26</b>	<b>22</b>	<b>62</b>	<b>197</b>	<b>54</b>	<b>53</b>	<b>31</b>	<b>7</b>	<b>14</b>	<b>15</b>	<b>75</b>	<b>75</b>	<b>14</b>	<b>73</b>	<b>83</b>	
	<b>13%</b>	<b>8%</b>	<b>17%</b>	<b>24%</b>	<b>33%</b>	<b>13%</b>	<b>19%</b>	<b>15%</b>	<b>8%</b>	<b>5%</b>	<b>9%</b>	<b>5%</b>	<b>19%</b>	<b>17%</b>	<b>24%</b>	<b>29%</b>	<b>25%</b>	
	<b>100%</b>	<b>34%</b>	<b>47%a</b>	<b>9%ab</b>	<b>8%abc</b>	<b>23%il</b>	<b>73%eijkl</b>	<b>20%jll</b>	<b>20%jll</b>	<b>11%</b>	<b>3%</b>	<b>5%</b>	<b>28%ijkl</b>	<b>28%ijl</b>	<b>5%ijkl</b>	<b>27%efghijklmn</b>	<b>31%efghijkln</b>	
Written consultation exercises	<b>106</b>	<b>56</b>	<b>18</b>	<b>13</b>	<b>34</b>	<b>68</b>	<b>23</b>	<b>28</b>	<b>24</b>	<b>6</b>	<b>19</b>	<b>4</b>	<b>26</b>	<b>30</b>	<b>7</b>	<b>15</b>	<b>44</b>	
	<b>5%</b>	<b>1%</b>	<b>8%</b>	<b>16%</b>	<b>19%</b>	<b>7%</b>	<b>6%</b>	<b>6%</b>	<b>7%</b>	<b>5%</b>	<b>12%</b>	<b>1%</b>	<b>7%</b>	<b>7%</b>	<b>12%</b>	<b>6%</b>	<b>14%</b>	
	<b>100%</b>	<b>16%</b>	<b>53%a</b>	<b>17%ab</b>	<b>12%ab</b>	<b>33%l</b>	<b>64%l</b>	<b>21%l</b>	<b>26%l</b>	<b>23%l</b>	<b>6%</b>	<b>18%fil</b>	<b>4%</b>	<b>24%l</b>	<b>28%l</b>	<b>7%l</b>	<b>14%l</b>	<b>42%efghijlmnp</b>
Piloting changes	<b>80</b>	<b>37</b>	<b>16</b>	<b>9</b>	<b>21</b>	<b>56</b>	<b>27</b>	<b>29</b>	<b>16</b>	<b>3</b>	<b>9</b>	<b>6</b>	<b>18</b>	<b>20</b>	<b>2</b>	<b>14</b>	<b>29</b>	
	<b>4%</b>	<b>1%</b>	<b>5%</b>	<b>14%</b>	<b>14%</b>	<b>5%</b>	<b>5%</b>	<b>7%</b>	<b>4%</b>	<b>2%</b>	<b>6%</b>	<b>2%</b>	<b>5%</b>	<b>4%</b>	<b>3%</b>	<b>5%</b>	<b>9%</b>	
	<b>100%</b>	<b>18%</b>	<b>46%a</b>	<b>19%ab</b>	<b>11%ab</b>	<b>27%</b>	<b>69%l</b>	<b>34%l</b>	<b>36%l</b>	<b>20%</b>	<b>3%</b>	<b>12%</b>	<b>7%</b>	<b>22%</b>	<b>25%</b>	<b>2%</b>	<b>17%</b>	<b>36%ijl</b>
Other meetings	<b>31</b>	<b>5</b>	<b>2</b>	<b>1</b>	*	<b>16</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>16</b>	<b>6</b>	*	<b>7</b>	<b>3</b>	
	<b>1%</b>	<b>2%</b>	<b>1%</b>	<b>2%</b>	*	<b>2%</b>	<b>1%</b>	<b>1%</b>	*	<b>1%</b>	<b>1%</b>	<b>4%</b>	<b>1%</b>	<b>1%</b>	*	<b>3%</b>	<b>1%</b>	
	<b>100%</b>	<b>76%</b>	<b>15%</b>	<b>6%b</b>	<b>3%</b>	<b>1%</b>	<b>52%</b>	<b>11%</b>	<b>9%</b>	<b>6%</b>	<b>5%</b>	<b>6%</b>	<b>13%</b>	<b>50%efghiq</b>	<b>20%</b>	<b>1%</b>	<b>21%e</b>	<b>10%</b>
Contact/personal contact	<b>24</b>	<b>10</b>	<b>1</b>	<b>1</b>	<b>11</b>	<b>11</b>	<b>5</b>	<b>10</b>	<b>13</b>	<b>4</b>	<b>7</b>	<b>7</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>1</b>	*	
	<b>1%</b>	<b>1%</b>	<b>1%</b>	<b>1%</b>	<b>2%</b>	<b>1%</b>	<b>1%</b>	<b>3%</b>	<b>3%</b>	<b>3%</b>	<b>5%</b>	<b>3%</b>	<b>1%</b>	<b>1%</b>	<b>2%</b>	<b>1%</b>	*	
	<b>100%</b>	<b>50%</b>	<b>44%</b>	<b>3%</b>	<b>45%q</b>	<b>48%</b>	<b>21%</b>	<b>42%q</b>	<b>55%fnq</b>	<b>15%q</b>	<b>30%fmnp</b>	<b>31%q</b>	<b>11%</b>	<b>12%</b>	<b>5%</b>	<b>6%</b>	<b>1%</b>	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
 \* small base



**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

**Table 91**

**Q27 Which, if any, of the following does your charity use to find out whether the services it provides are meeting the needs of its DIRECT beneficiaries?**

Base: All

	TOTAL	Charity Size (by Income)				Charitable Purpose													
		Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)	
Other feedback	21 1% 100%	17 1% 80%	2 * 11%	1 1% 6%b	1 1% 3%	7 1% 31%	16 1% 76%	3 1% 15%	4 1% 21%	5 1% 26%	2 2% 11%	1 * 3%	8 3% 37%	7 2% 34%	10 2% 49%	* 1% 2%	3 1% 15%	5 2% 25%	
Mystery shopping	18 1% 100%	- - -	3 * 19%	6 5% 31%ab	8 12% 44%abc	6 1% 35%	11 1% 58%	4 1% 19%	6 2% 34%	5 1% 26%	1 * 4%	3 2% 14%	1 * 4%	4 1% 19%	3 1% 15%	* 1% 2%	2 1% 10%	5 1% 27%	
Evaluation/ external evaluation/ reviews/annual reviews	11 1% 100%	2 * 21%	6 1% 52%	2 2% 19%ab	1 1% 8%a	2 * 18%	6 1% 50%	4 1% 32%	1 * 12%	4 1% 36%	1 1% 7%	1 1% 10%	3 1% 27%	1 * 5%	* * 3%	- - -	* * 3%	3 1% 28%	
Letters	10 * 100%	7 1% 72%	2 * 23%	* * 5%	- - -	6 1% 62%	9 1% 88%	4 1% 38%	3 1% 26%	6 2% 62%	4 3% 36%mnq	- - -	2 1% 24%	* * 5%	* * 2%	- - -	* * 2%	* * 2%	
Visits/ telephone/ follow-up/ feedback/ inspection/s (internal/ external)	10 * 100%	5 * 48%	1 1% 12%	1 1% 7%	1 2% 12%ab	4 1% 43%	8 1% 86%	5 1% 52%	5 1% 54%	8 2% 78%	3 2% 32%m	2 1% 17%	2 1% 17%	1 * 6%	2 * 17%	1 1% 7%	1 * 9%	2 1% 18%	
A.G.M.	7 * 100%	5 * 70%	1 * 17%	1 1% 11%	* * 2%	2 1% 35%	1 * 9%	1 * 21%	* * 5%	- - -	- - -	1 1% 17%	2 1% 37%	2 1% 35%	3 1% 39%	- - -	2 1% 37%f	* * 5%	
Other	66 3% 100%	31 3% 46%	29 4% 44%	3 3% 5%	3 5% 5%a	9 2% 13%	43 4% 65%	10 3% 15%	11 3% 17%	13 3% 20%	3 2% 4%	11 7% 16%elmn	3 1% 4%	8 2% 12%	9 2% 13%	1 2% 2%	11 4% 16%	9 3% 14%	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
\* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 91

**Q27 Which, if any, of the following does your charity use to find out whether the services it provides are meeting the needs of its DIRECT beneficiaries?**

Base: All

	Charity Size (by Income)				Charitable Purpose													
	Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)	
<b>TOTAL</b>																		
Don't know	<b>32</b>	2	-	*	13	9	6	5	2	-	-	5	2	5	-	-	1	
	<b>1%</b>	2%	-	*	3%	1%	2%	1%	1%	-	-	2%	1%	1%	-	-	*	
	<b>100%</b>	89%bcd	7%	*	41%fpq	30%	19%	15%	7%	-	-	15%	7%	15%	-	-	4%	
None of the above	<b>313</b>	234	70	4	2	96	124	53	35	87	29	14	61	30	33	7	28	29
	<b>15%</b>	20%	9%	3%	3%	21%	12%	14%	9%	21%	22%	9%	21%	8%	7%	13%	11%	9%
	<b>100%</b>	75%bcd	22%cd	1%	1%	31%fhkmnpq	40%	17%mn	11%	28%fghkmnpq	9%fhkmpq	4%	20%fhkmnpq	10%	11%	2%	9%	9%
Did not answer	<b>107</b>	73	20	3	2	26	36	17	9	16	9	3	26	10	12	1	11	12
	<b>5%</b>	6%	3%	3%	2%	6%	3%	5%	2%	4%	7%	2%	9%	3%	3%	2%	5%	4%
	<b>100%</b>	69%bcd	19%	3%	2%	24%	34%	16%	9%	15%	8%	2%	25%fhikmnq	10%	11%	1%	11%	11%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
\* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 92

**Q27 Which, if any, of the following does your charity use to find out whether the services it provides are meeting the needs of its DIRECT beneficiaries?**

Base: All

	Number of direct beneficiaries						Payment for goods and services?			Frequency of contact							We only have a one-off relationship with DIRECT beneficiaries (q)	
	1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)	At least once a year (p)		
<b>TOTAL</b>	<b>2144</b>	457	186	457	220	289	357	1250	818	488	572	526	699	651	491	403	600	114
<b>Unweighted Base</b>	<b>2144</b>	756	226	432	186	181	149	1147	672	386	313	372	588	557	358	290	575	197*
<b>Weighted Base</b>	<b>100%</b>	35%	11%	20%	9%	8%	7%	53%	31%	18%	15%	17%	27%	26%	17%	14%	27%	9%*
Effective base	<b>1224</b>	371	125	253	121	140	155	679	430	237	242	274	378	345	247	198	332	94
Individual feedback at the time services or goods are delivered	<b>1045</b>	309	118	234	113	119	97	602	387	231	176	230	359	345	221	175	308	49
	<b>49%</b>	41%	52%	54%	61%	66%	65%	52%	58%	60%	56%	62%	61%	62%	62%	60%	54%	25%
	<b>100%</b>	30%	11%a	22%a	11%a	11%abc	9%abc	58%	37%	22%	17%q	22%pq	34%pq	33%pq	21%q	17%q	29%q	5%
User comments, complaints and/or suggestion scheme	<b>1028</b>	284	119	225	128	119	96	583	407	257	218	260	385	336	202	157	264	34
	<b>48%</b>	38%	53%	52%	69%	66%	65%	51%	61%	67%	70%	70%	66%	60%	57%	54%	46%	17%
	<b>100%</b>	28%	12%a	22%a	12%abc	12%abc	9%abc	57%	40%g	25%g	21%mnop	25%mnop	37%nopq	33%pq	20%pq	15%q	26%q	3%
Open/public meetings	<b>597</b>	124	70	170	71	82	47	306	266	164	134	175	230	223	125	95	130	9
	<b>28%</b>	16%	31%	39%	38%	45%	32%	27%	40%	43%	43%	47%	39%	40%	35%	33%	23%	4%
	<b>100%</b>	21%	12%a	28%a	12%a	14%abf	8%a	51%	45%g	27%g	22%opq	29%lnop	39%pq	37%pq	21%pq	16%pq	22%q	1%
Face-to-face interviews	<b>396</b>	111	37	84	53	54	39	250	153	79	124	114	152	128	93	76	95	16
	<b>18%</b>	15%	16%	20%	29%	30%	26%	22%	23%	20%	39%	31%	26%	23%	26%	26%	17%	8%
	<b>100%</b>	28%	9%	21%	14%abc	14%abc	10%ab	63%	39%	20%	31%klmn	29%mpq	38%pq	32%pq	23%pq	19%pq	24%q	4%
Surveys / research	<b>367</b>	48	27	84	62	65	64	227	169	120	109	127	151	142	98	74	102	8
	<b>17%</b>	6%	12%	20%	33%	36%	43%	20%	25%	31%	35%	34%	26%	26%	27%	26%	18%	4%
	<b>100%</b>	13%	7%	23%a	17%abc	18%abc	17%abc	62%	46%g	33%g	30%lmop	35%lmop	41%pq	39%pq	27%pq	20%pq	28%q	2%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
\* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 92

**Q27 Which, if any, of the following does your charity use to find out whether the services it provides are meeting the needs of its DIRECT beneficiaries?**

Base: All

	Number of direct beneficiaries						Payment for goods and services?			Frequency of contact							We only have a one-off relationship with DIRECT beneficiaries (q)	
	1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)	At least once a year (p)		
<b>TOTAL</b>	<b>319</b>																	
Beneficiary representative groups/focus groups/user panels	15% 100%	7% 16%	18% 13%a	19% 26%a	23% 13%a	27% 15%a	31% 14%abc	17% 63%	21% 44%	18% 22%	28% 28%mpq	27% 31%pq	26% 48%pq	20% 35%pq	21% 23%pq	22% 20%pq	12% 21%q	1% 1%
Information technology (website/email)	14% 100%	4% 10%	5% 3%	17% 23%ab	26% 15%abc	35% 20%abc	44% 21%abcd	16% 61%	20% 44%	23% 29%g	22% 23%q	24% 29%q	20% 38%q	25% 45%pq	26% 30%pq	22% 21%q	17% 32%q	2% 1%
Open days/road-shows/exhibitions	13% 100%	4% 13%	12% 10%a	15% 25%a	21% 14%a	25% 17%abc	32% 18%abcd	15% 63%	19% 48%	19% 27%	23% 27%pq	22% 30%pq	19% 41%pq	18% 37%pq	18% 24%pq	20% 21%pq	12% 25%q	1% 1%
Written consultation exercises	5% 100%	1% 9%	3% 6%	6% 26%a	8% 14%a	12% 21%abc	14% 19%abc	6% 65%	7% 44%	7% 26%	12% 37%pq	11% 37%pq	9% 50%q	9% 45%q	9% 31%q	9% 24%q	5% 29%q	1% 1%
Piloting changes	4% 100%	1% 5%	3% 7%a	4% 20%a	7% 16%a	10% 23%abc	14% 27%abcd	5% 69%	6% 48%	7% 31%	9% 34%pq	7% 34%q	9% 64%pq	6% 42%q	9% 39%pq	7% 24%q	5% 33%	1% 2%
Other meetings	1% 100%	2% 51%	1% 8%	2% 33%	- -	* *	2 6%	11 35%	13 41%	6 18%	6 19%	2 5%	6 20%	10 32%	6 18%	3 9%	3 9%	- -
Contact/personal contact	1% 100%	2% 56%	2% 20%	* 7%	1% 5%	- -	* 2%	9 38%	10 42%	5 22%	3 15%	3 11%	9 37%	10 42%	6 27%	5 21%	14 57%	- -

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
\* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 92

**Q27 Which, if any, of the following does your charity use to find out whether the services it provides are meeting the needs of its DIRECT beneficiaries?**

Base: All

	Number of direct beneficiaries						Payment for goods and services?			Frequency of contact						We only have a one-off relationship with DIRECT beneficiaries (q)		
	TOTAL	1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)		At least once every 6 months (o)	At least once a year (p)
Other feedback	21 1% 100%	2 * 12%	3 1% 13%	5 1% 25%	7 4% 36% <sup>a</sup>	1 1% 6%	2 1% 8%	10 1% 50%	12 2% 59%	6 2% 30%	5 2% 23%	* * 2%	7 1% 36%	5 1% 25%	5 1% 25%	4 1% 20%	5 1% 22%	3 1% 13%
Mystery shopping	18 1% 100%	- - -	- - -	2 1% 12%	1 * 4%	5 3% 26% <sup>a</sup>	10 7% 54% <sup>abcd</sup>	15 1% 80%	11 2% 59%	8 2% 44%	9 3% 50%	7 2% 37%	9 2% 50%	8 1% 44%	7 2% 39%	4 1% 23%	6 1% 34%	* * 1%
Evaluation/ external evaluation/ reviews/annual reviews	11 1% 100%	3 * 25%	* * 2%	2 * 15%	2 1% 17%	1 1% 10%	2 1% 17%	10 1% 91%	6 1% 49%	* * 1%	1 * 11%	3 1% 26%	4 1% 39%	6 1% 51%	6 2% 52%	4 2% 40%	7 1% 60%	1 1% 10%
Letters	10 * 100%	8 1% 83%	- - -	- - -	* * 2%	- 1% -	1 1% 14%	2 * 17%	2 * 17%	3 1% 26%	1 * 14%	* * 2%	* * 2%	* * 2%	1 * 14%	* * 2%	9 1% 86% <sup>lm</sup>	- - -
Visits/ telephone/ follow-up/ feedback/ Inspection/s (internal/ external)	10 * 100%	5 1% 48%	* * 1%	3 1% 34%	1 1% 12%	* * 1%	* * 1%	4 * 45%	2 * 15%	4 1% 38%	2 1% 17%	2 * 16%	* * 4%	2 * 15%	* * 4%	3 1% 28%	7 1% 76% <sup>l</sup>	- - -
A.G.M.	7 * 100%	* * 4%	4 2% 56% <sup>a</sup>	2 1% 35%	- - -	* * 2%	* * 4%	3 * 44%	5 1% 74%	* * 4%	* * 4%	- - -	4 1% 52%	- - -	3 1% 39%	* * 2%	2 * 37%	- - -

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
\* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 92

**Q27 Which, if any, of the following does your charity use to find out whether the services it provides are meeting the needs of its DIRECT beneficiaries?**

Base: All

	Number of direct beneficiaries						Payment for goods and services?			Frequency of contact							We only have a one-off relationship with DIRECT beneficiaries (q)	
	1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)	At least once a year (p)		
<b>TOTAL</b>																		
Other	66 3%	19 3%	13 6%	15 3%	6 3%	3 2%	5 3%	28 42%	21 31%	13 19%	11 3%	13 3%	23 4%	18 3%	8 2%	6 2%	18 3%	5 3%
100%	29%	20%	22%	9%	4%	8%	38%	22%	4%	16%	19%	35%	27%	12%	9%	27%	7%	
Don't know	32 1%	14 2%	-	2 1%	2 1%	-	1 1%	12 38%	7 22%	1 4%	4 11%	2 8%	6 19%	2 8%	*	*	2 8%	3 11%
100%	44%	-	7%	7%	-	4%	51%hi	10%	4%	11%	8%	19%	8%	*	*	*	8%	
None of the above	313 15%	173 23%	21 9%	31 7%	6 3%	4 2%	7 4%	160 14%	32 5%	13 3%	11 4%	10 3%	32 5%	25 4%	21 6%	30 10%	78 14%	97 49%
100%	55%bcdef	7%e	10%e	2%	1%	2%	51%hi	10%	4%	4%	3%	10%	8%	7%	10%ijklm	25%ijklm	31%ijklmnop	
Did not answer	107 5%	28 4%	10 5%	24 6%	6 3%	4 2%	3 2%	55 5%	18 3%	9 2%	8 2%	8 2%	12 2%	18 3%	16 4%	14 5%	34 6%	11 6%
100%	26%	10%	23%	6%	4%	3%	51%	17%	8%	7%	7%	12%	17%	15%	14%	31%kl	10%	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
\* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 93

**Q27 Which, if any, of the following does your charity use to find out whether the services it provides are meeting the needs of its DIRECT beneficiaries?**

Base: All

	Beneficiary Type													
	The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)	
<b>TOTAL</b>	<b>2144</b>	781	450	355	1015	1227	858	835	273	952	525	446	293	461
<b>Unweighted Base</b>	<b>2144</b>	718	403	270	734	1160	820	714	200	1032	366	406	188	372
<b>Weighted Base</b>	<b>100%</b>	33%	19%	13%	34%	54%	38%	33%	9%	48%	17%	19%	9%	17%
Effective base	<b>1224</b>	436	245	183	500	688	487	447	135	575	244	241	135	237
Individual feedback at the time services or goods are delivered	<b>1045</b>	384	217	158	486	600	429	423	121	540	222	212	127	198
	<b>49%</b>	54%	54%	58%	66%	52%	52%	59%	60%	52%	61%	52%	68%	53%
	<b>100%</b>	37%	21%	15%	47%abefgikm	57%	41%	40%efi	12%	52%	21%efi	20%	12%abefikm	19%
User comments, complaints and/ or suggestion scheme	<b>1028</b>	387	236	174	444	604	425	414	124	536	207	166	120	161
	<b>48%</b>	54%	59%	64%	60%	52%	52%	58%	62%	52%	56%	41%	64%	43%
	<b>100%</b>	38%km	23%km	17%aefikm	43%aefikm	59%km	41%km	40%km	12%efikm	52%km	20%km	16%	12%aefikm	16%
Open/public meetings	<b>597</b>	261	168	138	229	387	252	228	81	348	98	76	62	100
	<b>28%</b>	36%	42%	51%	31%	33%	31%	32%	41%	34%	27%	19%	33%	27%
	<b>100%</b>	44%jkm	28%defgijkm	23%adefgijklm	38%k	65%k	42%k	38%k	14%dfjkm	58%k	16%k	13%	10%k	17%k
Face-to-face interviews	<b>396</b>	146	73	71	195	237	169	171	63	193	105	104	69	84
	<b>18%</b>	20%	18%	26%	27%	20%	21%	24%	31%	19%	29%	26%	37%	23%
	<b>100%</b>	37%	18%	18%bi	49%abefi	60%	43%	43%i	16%abefi	49%	26%abefi	26%bi	17%abcdefgikm	21%
Surveys / research	<b>367</b>	158	104	70	192	216	156	158	56	187	86	57	60	65
	<b>17%</b>	22%	26%	26%	26%	19%	19%	22%	28%	18%	24%	14%	32%	18%
	<b>100%</b>	43%k	28%efikm	19%efikm	52%efikm	59%	43%	43%k	15%efikm	51%	23%k	15%	16%aefgikm	18%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef/g/h/i/j/k/l/m

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 93

**Q27 Which, if any, of the following does your charity use to find out whether the services it provides are meeting the needs of its DIRECT beneficiaries?**

Base: All

	Beneficiary Type													
	The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)	
<b>TOTAL</b>	<b>319</b>	<b>15%</b>	<b>100%</b>											
Beneficiary representative groups/focus groups/user panels	112	86	73	156	195	129	121	54	170	78	60	49	52	
	16%	21%	27%	21%	17%	16%	17%	27%	16%	21%	15%	26%	14%	
	100%	35%	27% <sup>m</sup>	23% <sup>aefgik</sup>	49% <sup>aafikm</sup>	61%	41%	38%	17% <sup>aefgik</sup>	53%	24% <sup>m</sup>	19%	16% <sup>aefgik</sup>	16%
Information technology (website/email)	153	109	78	159	190	141	147	63	171	71	59	47	82	
	21%	27%	29%	22%	16%	17%	21%	32%	17%	19%	15%	25%	22%	
	100%	49% <sup>ek</sup>	35% <sup>efik</sup>	25% <sup>adefgij</sup>	52% <sup>eik</sup>	46%	48% <sup>k</sup>	21% <sup>adefgij</sup>	55%	23%	19%	15% <sup>efik</sup>	26% <sup>k</sup>	
Open days/road-shows/exhibitions	144	103	66	127	167	115	114	54	163	55	42	37	62	
	20%	26%	25%	17%	14%	14%	16%	27%	16%	15%	10%	20%	17%	
	100%	53% <sup>efk</sup>	38% <sup>defgij</sup>	25% <sup>defgij</sup>	47% <sup>k</sup>	62%	43%	42% <sup>k</sup>	20% <sup>defgij</sup>	60% <sup>k</sup>	21%	15%	14% <sup>k</sup>	23% <sup>k</sup>
Written consultation exercises	54	24	25	60	67	42	56	24	52	32	29	23	32	
	8%	6%	9%	8%	6%	5%	8%	12%	5%	9%	7%	12%	9%	
	100%	51%	22%	24% <sup>fi</sup>	56% <sup>i</sup>	40%	53%	23% <sup>befi</sup>	49%	30% <sup>i</sup>	27%	22% <sup>befi</sup>	30%	
Piloting changes	30	26	17	54	53	41	49	16	48	29	18	19	25	
	4%	6%	6%	7%	5%	5%	7%	8%	5%	8%	4%	10%	7%	
	100%	38%	32%	21%	68% <sup>ae</sup>	66%	52%	61%	20%	59%	36% <sup>ae</sup>	22%	24% <sup>aefik</sup>	31%
Other meetings	31	5	21	3	1	8	5	3	9	1	2	*	6	
	1%	1%	5%	1%	*	1%	1%	*	1%	*	*	*	2%	
	100%	14%	67% <sup>acdefg</sup>	10%	4%	24%	17%	10%	2%	29%	2%	6%	1%	18% <sup>d</sup>
Contact/personal contact	24	7	5	6	10	11	11	10	-	12	4	10	2	9
	1%	1%	1%	2%	1%	1%	1%	1%	-	1%	1%	2%	1%	2%
	100%	31%	20%	25%	42%	47%	46%	41%	-	53%	16%	41%	10%	38%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m



**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 93

**Q27 Which, if any, of the following does your charity use to find out whether the services it provides are meeting the needs of its DIRECT beneficiaries?**

Base: All

	TOTAL	Beneficiary Type												
		The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)
Other feedback	21 1% 100%	7 1% 33%	6 2% 30%	2 1% 7%	5 1% 26%	17 1% 80%	11 1% 51%	7 1% 34%	3 1% 14%	11 1% 52%	4 1% 21%	3 1% 14%	* * 2%	7 2% 33%
Mystery shopping	18 1% 100%	10 1% 53%	5 1% 27%	6 2% 33%	13 2% 73%	12 1% 66%	10 1% 52%	9 1% 52%	6 3% 31% <sup>i</sup>	8 1% 44%	5 1% 30%	4 1% 25%	4 2% 22%	6 2% 32%
Evaluation/ external evaluation/ reviews/annual reviews	11 1% 100%	3 * 29%	- - -	2 1% 22%	7 1% 61%	8 1% 71%	5 1% 41%	6 1% 52%	4 2% 35% <sup>bi</sup>	4 * 33%	2 1% 21%	3 1% 22%	3 2% 27% <sup>b</sup>	1 * 8%
Letters	10 * 100%	4 1% 41%	- - -	- - -	2 * 17%	5 * 50%	1 * 14%	* * 2%	- - -	* * 5%	- - -	3 1% 26%	- - -	3 1% 26%
Visits/ telephone/ follow-up/ feedback/ inspection/s (internal/ external)	10 * 100%	4 1% 42%	1 * 6%	* * 4%	7 1% 68%	3 * 34%	2 * 18%	4 1% 43%	1 * 6%	2 * 19%	3 1% 31%	5 1% 54% <sup>i</sup>	2 1% 26% <sup>i</sup>	2 1% 19%
A.G.M.	7 * 100%	1 * 17%	5 1% 77% <sup>efgji</sup>	* * 7%	1 * 21%	3 * 39%	1 * 17%	* * 4%	- - -	1 * 17%	* * 4%	1 * 17%	- * -	4 1% 58% <sup>gji</sup>

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 93

**Q27 Which, if any, of the following does your charity use to find out whether the services it provides are meeting the needs of its DIRECT beneficiaries?**

Base: All

	Beneficiary Type													
	The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)	
<b>TOTAL</b>														
Other	66 3% 100%	19 3% 28%	17 4% 26% <sup>f</sup>	7 3% 11%	20 3% 30%	48 4% 72% <sup>f</sup>	15 2% 22%	16 2% 24%	7 4% 11%	37 4% 55%	11 3% 16%	14 3% 21%	11 6% 17% <sup>fgm</sup>	7 2% 10%
Don't know	32 1% 100%	12 2% 37% <sup>k</sup>	5 1% 15%	- * -	4 * 11%	13 1% 41%	6 1% 19%	6 1% 19%	1 1% 4%	9 1% 30%	4 1% 11%	- - -	4 2% 11% <sup>k</sup>	4 1% 11%
None of the above	313 15% 100%	77 11% 25% <sup>bdh</sup>	19 5% 6%	16 6% 5%	50 7% 16%	138 12% 44% <sup>bcdh</sup>	99 12% 32% <sup>bcdh</sup>	72 10% 23% <sup>bh</sup>	8 4% 3%	127 12% 41% <sup>bcdh</sup>	41 11% 13% <sup>bdh</sup>	82 20% 26% <sup>abcdefg</sup>	12 7% 4%	67 18% 21% <sup>abcdefghij</sup>
Did not answer	107 5% 100%	21 3% 20%	18 4% 17%	16 6% 15% <sup>l</sup>	30 4% 28%	46 4% 43%	32 4% 30%	28 4% 26%	9 4% 8%	47 5% 44%	16 5% 15%	15 4% 14%	2 1% 2%	12 3% 11%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 94

**Q28 Which, if any, of the following reasons describe why your charity does not evaluate whether the services it provides are meeting the needs of its DIRECT beneficiaries?**

Base: All who do not evaluate whether services are meeting needs of direct beneficiaries

	TOTAL	Charity Size (by Income)				Charitable Purpose												
		Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)
<b>Unweighted Base</b>	<b>191</b>	99	60	15	14	58	83	41	26	50	21	12	36	22	24	6	23	16
<b>Weighted Base</b>	<b>313</b>	234*	70*	4**	2**	96*	124*	53**	35**	87*	29**	14**	61**	30**	33**	7**	28**	29**
	<b>100%</b>	75%*	22%*	1%**	1%**	31%*	40%*	17%**	11%**	28%*	9%**	4%**	20%**	10%**	11%**	2%**	9%**	9%**
Effective base	153	99	60	15	14	47	64	28	19	42	15	8	29	17	19	4	16	13
Lack of time / staff resources / money	48	36	12	-	-	16	18	13	9	22	6	-	7	4	5	-	5	2
	15%	15%	17%	-	-	17%	14%	25%	27%	26%	20%	-	12%	12%	14%	-	17%	8%
	100%	74%	24%	-	-	34%	37%	27%	20%	47%	12%	-	15%	7%	10%	-	10%	5%
Not a service provider/ directs grants to schools/ individuals/ other charities/give a one off grant	30	17	13	1	*	16	14	6	2	4	3	-	2	7	6	-	5	2
	10%	7%	18%	20%	14%	16%	12%	12%	7%	4%	9%	-	4%	24%	18%	-	17%	8%
	100%	55%	42%a	2%	1%	52%	47%	20%	8%	12%	8%	-	8%	23%	19%	-	16%	8%
Too difficult to measure	29	17	10	*	*	13	13	11	10	11	7	1	9	2	2	-	8	5
	9%	7%	15%	13%	14%	14%	11%	21%	27%	12%	24%	10%	14%	8%	7%	-	29%	16%
	100%	58%	36%	2%	1%	46%	46%	38%	33%	37%	25%	4%	30%	8%	9%	-	29%	16%
Too difficult for direct beneficiaries to respond	23	17	6	*	*	13	12	5	4	11	1	4	5	-	1	-	2	5
	7%	7%	8%	13%	14%	14%	10%	10%	10%	12%	4%	27%	8%	-	4%	-	8%	16%
	100%	72%	25%	2%	1%	57%	52%	22%	16%	46%	6%	16%	21%	-	6%	-	10%	20%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 94

**Q28 Which, if any, of the following reasons describe why your charity does not evaluate whether the services it provides are meeting the needs of its DIRECT beneficiaries?**

Base: All who do not evaluate whether services are meeting needs of direct beneficiaries

	Charity Size (by Income)				Charitable Purpose													
	Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)	
<b>TOTAL</b>	<b>22</b>	<b>7</b>	<b>3</b>	<b>*</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>-</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>-</b>	<b>-</b>	<b>*</b>	<b>2</b>	
	7%	3%	5%	7%	2%	2%	2%	-	4%	4%	9%	2%	4%	-	-	*	8%	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
We only have one/a few beneficiaries/ too small/level of money paid doesn't warrant evaluating	19	2	-	-	7	8	3	2	7	-	-	2	1	-	-	-	-	
	8%	3%	-	-	7%	7%	6%	7%	8%	-	-	4%	4%	-	-	-	-	
	85%	10%	-	-	32%	37%	15%	11%	32%	-	-	11%	5%	-	-	-	-	
Don't know how to do this	7	3	-	*	2	2	1	-	4	1	1	1	1	-	-	*	2	
	3%	5%	-	7%	2%	2%	2%	-	4%	4%	9%	2%	4%	-	-	*	8%	
	66%	33%	-	1%	22%	23%	11%	-	33%	11%	11%	11%	11%	-	-	1%	22%	
We get feedback already through contacts/ letters/ meetings/ discussions	5	2	-	*	*	4	2	2	2	-	*	2	1	1	*	*	*	
	2%	3%	-	7%	*	3%	5%	7%	3%	-	1%	4%	4%	4%	2%	*	*	
	66%	32%	-	2%	2%	51%	35%	35%	35%	-	2%	33%	18%	18%	2%	2%	2%	
It might encourage people to complain	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Other	26	2	*	*	5	8	*	*	10	3	*	12	1	4	*	*	4	
	9%	3%	7%	21%	5%	6%	1%	*	11%	9%	1%	20%	4%	12%	2%	*	13%	
	100%	90%	8%	1%	17%	26%	1%	*	34%	9%	*	42%	4%	13%	*	*	13%	
Don't know	7	-	-	-	3	6	1	-	-	1	-	-	-	1	-	-	-	
	3%	-	-	-	4%	5%	2%	-	-	3%	-	-	-	3%	-	-	-	
	100%	-	-	-	42%	71%	12%	-	-	12%	-	-	-	12%	-	-	-	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 94

**Q28 Which, if any, of the following reasons describe why your charity does not evaluate whether the services it provides are meeting the needs of its DIRECT beneficiaries?**

Base: All who do not evaluate whether services are meeting needs of direct beneficiaries

	Charity Size (by Income)				Charitable Purpose													
	Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)	
<b>TOTAL</b>	<b>118</b>	<b>88</b>	<b>28</b>	<b>1</b>	<b>1</b>	<b>33</b>	<b>47</b>	<b>15</b>	<b>10</b>	<b>30</b>	<b>12</b>	<b>10</b>	<b>24</b>	<b>11</b>	<b>18</b>	<b>2</b>	<b>14</b>	<b>8</b>
	<b>38%</b>	<b>37%</b>	<b>40%</b>	<b>40%</b>	<b>36%</b>	<b>35%</b>	<b>38%</b>	<b>28%</b>	<b>28%</b>	<b>34%</b>	<b>41%</b>	<b>72%</b>	<b>39%</b>	<b>37%</b>	<b>53%</b>	<b>34%</b>	<b>49%</b>	<b>30%</b>
	<b>100%</b>	<b>74%</b>	<b>24%</b>	<b>1%</b>	<b>1%</b>	<b>28%</b>	<b>40%</b>	<b>13%</b>	<b>8%</b>	<b>25%</b>	<b>10%</b>	<b>8%</b>	<b>20%</b>	<b>9%</b>	<b>15%</b>	<b>2%</b>	<b>12%</b>	<b>7%</b>
None of the above	<b>118</b>	<b>88</b>	<b>28</b>	<b>1</b>	<b>1</b>	<b>33</b>	<b>47</b>	<b>15</b>	<b>10</b>	<b>30</b>	<b>12</b>	<b>10</b>	<b>24</b>	<b>11</b>	<b>18</b>	<b>2</b>	<b>14</b>	<b>8</b>
	<b>38%</b>	<b>37%</b>	<b>40%</b>	<b>40%</b>	<b>36%</b>	<b>35%</b>	<b>38%</b>	<b>28%</b>	<b>28%</b>	<b>34%</b>	<b>41%</b>	<b>72%</b>	<b>39%</b>	<b>37%</b>	<b>53%</b>	<b>34%</b>	<b>49%</b>	<b>30%</b>
	<b>100%</b>	<b>74%</b>	<b>24%</b>	<b>1%</b>	<b>1%</b>	<b>28%</b>	<b>40%</b>	<b>13%</b>	<b>8%</b>	<b>25%</b>	<b>10%</b>	<b>8%</b>	<b>20%</b>	<b>9%</b>	<b>15%</b>	<b>2%</b>	<b>12%</b>	<b>7%</b>
Did not answer	<b>18</b>	<b>14</b>	<b>3</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>2</b>	<b>5</b>	<b>*</b>	<b>2</b>	<b>*</b>	<b>-</b>	<b>4</b>	<b>1</b>	<b>-</b>	<b>5</b>	<b>1</b>	<b>-</b>
	<b>6%</b>	<b>6%</b>	<b>5%</b>	<b>7%</b>	<b>7%</b>	<b>*</b>	<b>2%</b>	<b>10%</b>	<b>1%</b>	<b>3%</b>	<b>*</b>	<b>-</b>	<b>6%</b>	<b>4%</b>	<b>-</b>	<b>65%</b>	<b>4%</b>	<b>-</b>
	<b>100%</b>	<b>79%</b>	<b>19%</b>	<b>1%</b>	<b>1%</b>	<b>1%</b>	<b>14%</b>	<b>28%</b>	<b>1%</b>	<b>14%</b>	<b>1%</b>	<b>-</b>	<b>20%</b>	<b>6%</b>	<b>-</b>	<b>26%</b>	<b>6%</b>	<b>-</b>

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 95

**Q28 Which, if any, of the following reasons describe why your charity does not evaluate whether the services it provides are meeting the needs of its DIRECT beneficiaries?**

Base: All who do not evaluate whether services are meeting needs of direct beneficiaries

	TOTAL	Number of direct beneficiaries					Payment for goods and services?			Frequency of contact							We only have a one-off relationship with DIRECT beneficiaries (q)	
		1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)		At least once a year (p)
<b>Unweighted Base</b>	<b>191</b>	89	14	21	5	7	10	99	22	10	12	10	24	18	17	23	49	48
<b>Weighted Base</b>	<b>313</b>	173*	21**	31**	6**	4**	7**	160*	32**	13**	11**	10**	32**	25**	21**	30**	78*	97*
	<b>100%</b>	55%*	7%**	10%**	2%**	1%**	2%**	51%*	10%**	4%**	4%**	3%**	10%**	8%**	7%**	10%**	25%*	31%*
Effective base	<b>153</b>	81	12	16	4	4	6	78	17	7	8	6	17	14	12	16	38	44
Lack of time / staff resources / money	<b>48</b>	33	3	5	1	-	2	28	5	1	4	5	4	7	8	8	15	18
	<b>15%</b>	19%	16%	15%	19%	-	35%	18%	14%	9%	32%	47%	11%	28%	38%	27%	19%	18%
	<b>100%</b>	69%	7%	10%	2%	-	5%	58%	10%	2%	7%	10%	7%	14%	17%	17%	31%	37%
Not a service provider/ directs grants to schools/ individuals/ other charities/give a one off grant	<b>30</b>	19	3	3	-	1	-	13	1	-	-	-	1	1	1	4	9	14
	<b>10%</b>	11%	12%	8%	-	27%	-	8%	4%	-	-	-	4%	5%	6%	13%	12%	15%
	<b>100%</b>	63%	8%	9%	-	4%	-	44%	4%	-	-	-	4%	4%	4%	13%	30%	47%
Too difficult to measure	<b>29</b>	14	1	1	5	*	1	19	6	-	-	1	-	1	6	2	9	12
	<b>9%</b>	8%	5%	4%	78%	3%	18%	12%	18%	-	-	12%	-	4%	27%	7%	12%	12%
	<b>100%</b>	49%	3%	4%	16%	*	4%	65%	20%	-	-	4%	-	3%	20%	8%	32%	41%
Too difficult for direct beneficiaries to respond	<b>23</b>	6	2	4	1	*	2	21	1	-	3	2	4	2	7	4	5	8
	<b>7%</b>	4%	11%	11%	19%	3%	37%	13%	4%	-	24%	24%	12%	9%	33%	12%	6%	9%
	<b>100%</b>	27%	10%	15%	5%	1%	11%	90%	5%	-	11%	10%	16%	10%	31%	16%	20%	36%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 95

**Q28 Which, if any, of the following reasons describe why your charity does not evaluate whether the services it provides are meeting the needs of its DIRECT beneficiaries?**

Base: All who do not evaluate whether services are meeting needs of direct beneficiaries

	TOTAL	Number of direct beneficiaries						Payment for goods and services?			Frequency of contact							We only have a one-off relationship with DIRECT beneficiaries (q)
		1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)	At least once a year (p)	
We only have one/a few beneficiaries/ too small/level of money paid doesn't warrant evaluating	22 7% 100%	18 10% 80%	1 5% 5%	- - -	- - -	- - -	14 9% 63%	- - -	- - -	2 20% 10%	- - -	2 7% 11%	1 5% 5%	- - -	- - -	5 6% 21%	9 10% 43%	
Don't know how to do this	11 3% 100%	6 3% 55%	- - -	- - -	1 19% 11%	* 2% 1%	5 3% 45%	5 15% 45%	- - -	* 1% 1%	1 12% 11%	2 7% 22%	- - -	1 5% 11%	1 4% 11%	- - -	2 2% 22%	
We get feedback already through contacts/ letters/ meetings/ discussions	7 2% 100%	5 3% 66%	- - -	1 4% 16%	- - -	1 27% 16%	5 3% 68%	- - -	1 9% 16%	- - -	* 1% 2%	1 4% 16%	1 5% 16%	- - -	- - -	- - -	5 5% 66%	
It might encourage people to complain	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Other	29 9% 100%	17 10% 57%	1 5% 4%	1 4% 4%	- - -	- - 2%	16 10% 55%	4 11% 13%	* 2% 1%	- - -	1 14% 5%	2 5% 5%	* 1% *	2 12% 9%	5 16% 17%	7 9% 25%	9 10% 33%	
Don't know	8 3% 100%	2 1% 29%	2 11% 29%	2 8% 29%	- - -	- - -	6 4% 71%	2 7% 29%	- - -	- - -	- - -	- - -	2 9% 29%	1 5% 12%	- - -	2 3% 29%	2 2% 29%	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 95

**Q28 Which, if any, of the following reasons describe why your charity does not evaluate whether the services it provides are meeting the needs of its DIRECT beneficiaries?**

Base: All who do not evaluate whether services are meeting needs of direct beneficiaries

	Number of direct beneficiaries						Payment for goods and services?			Frequency of contact								
	1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)	At least once a year (p)	We only have a one-off relationship with DIRECT beneficiaries (q)	
<b>TOTAL</b>																		
None of the above	118 38% 100%	58 34% 49%	8 39% 7%	17 54% 14%	1 22% 1%	* 9% *	2 35% 2%	47 29% 40%	12 37% 10%	8 63% 7%	5 45% 4%	4 37% 3%	17 54% 14%	8 33% 7%	7 33% 6%	11 36% 9%	25 32% 21%	21 22% 18%
Did not answer	18 6% 100%	11 6% 59%	- - -	1 4% 6%	- - -	1 33% 8%	* 2% 1%	10 6% 54%	1 4% 8%	2 18% 13%	- - -	* 2% 1%	1 4% 6%	4 15% 21%	* 2% 2%	1 5% 8%	7 9% 40%	2 2% 13%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 96

**Q28 Which, if any, of the following reasons describe why your charity does not evaluate whether the services it provides are meeting the needs of its DIRECT beneficiaries?**

Base: All who do not evaluate whether services are meeting needs of direct beneficiaries

	TOTAL	Beneficiary Type												
		The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)
<b>Unweighted Base</b>	<b>191</b>	48	14	9	44	92	65	48	8	70	33	47	10	48
<b>Weighted Base</b>	<b>313</b>	77*	19**	16**	50**	138*	99*	72*	8**	127*	41**	82*	12**	67*
	<b>100%</b>	25%*	6%**	5%**	16%**	44%*	32%*	23%*	3%**	41%*	13%**	26%*	4%**	21%*
Effective base	<b>153</b>	38	10	7	29	71	50	37	6	61	23	40	7	35
Lack of time / staff resources / money	<b>48</b>	15	4	-	7	28	25	22	7	24	12	19	-	13
	<b>15%</b>	20%	18%	-	14%	20%	25%	31%	83%	19%	29%	23%	-	19%
	<b>100%</b>	32%	7%	-	15%	59%	51%	47%	15%	49%	24%	39%	-	27%
Not a service provider/ directs grants to schools/ individuals/ other charities/give a one off grant	<b>30</b>	6	-	-	6	12	5	5	-	5	5	4	1	14
	<b>10%</b>	8%	-	-	13%	9%	5%	7%	-	4%	12%	4%	9%	21%
	<b>100%</b>	19%	-	-	21%	41%	17%	16%	-	16%	16%	12%	4%	46%filk
Too difficult to measure	<b>29</b>	12	2	-	15	20	18	17	6	14	6	5	-	10
	<b>9%</b>	16%	12%	-	29%	14%	18%	23%	69%	11%	14%	6%	-	14%
	<b>100%</b>	42%	8%	-	51%	69%	62%	58%k	20%	49%	20%	16%	-	33%
Too difficult for direct beneficiaries to respond	<b>23</b>	7	-	-	5	17	16	9	4	18	5	6	3	6
	<b>7%</b>	10%	-	-	10%	12%	16%	12%	42%	14%	12%	7%	21%	9%
	<b>100%</b>	32%	-	-	21%	73%	68%	37%	15%	76%	22%	25%	11%	27%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef/g/h/i/j/k/l/m  
\* small base; \*\* very small base (under 30) ineligible for sig testing

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 96

**Q28 Which, if any, of the following reasons describe why your charity does not evaluate whether the services it provides are meeting the needs of its DIRECT beneficiaries?**

Base: All who do not evaluate whether services are meeting needs of direct beneficiaries

	Beneficiary Type													
	The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)	
<b>TOTAL</b>	<b>22</b>													
We only have one/a few beneficiaries/ too small/level of money paid doesn't warrant evaluating	7% 100%	2 3% 11%	- - -	1 7% 5%	3 7% 15%	6 4% 26%	7 7% 32%	2 3% 11%	- - -	9 7% 43%	2 6% 11%	5 6% 21%	2 19% 11%	2 4% 11%
Don't know how to do this	3% 100%	2 3% 23%	* 1% 1%	- - -	1 3% 12%	7 5% 67%	4 4% 33%	4 5% 33%	1 14% 11%	4 3% 34%	- - -	2 3% 22%	- - -	2 4% 23%
We get feedback already through contacts/ letters/ meetings/ discussions	7 2% 100%	* 2%	1 6% 16%	- - -	- - -	2 2% 34%	* 3% 2%	2 3% 35%	- - -	4 3% 51%	2 6% 35%	5 6% 68%	* 1% 2%	* * 2%
It might encourage people to complain	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -
Other	29 9% 100%	5 7% 18%	1 7% 5%	2 16% 9%	3 6% 10%	13 10% 46%	5 5% 18%	3 4% 10%	* 2% *	10 8% 33%	* 1% 1%	8 10% 29%	1 11% 4%	11 16% 37%
Don't know	8 3% 100%	- -	2 12% 29%	- -	2 5% 29%	3 2% 42%	- 1% -	1 1% 12%	- -	6 5% 71%	1 2% 12%	3 4% 42%	2 19% 29%	1 2% 12%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m  
\* small base; \*\* very small base (under 30) ineligible for sig testing

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 96

**Q28 Which, if any, of the following reasons describe why your charity does not evaluate whether the services it provides are meeting the needs of its DIRECT beneficiaries?**

Base: All who do not evaluate whether services are meeting needs of direct beneficiaries

	Beneficiary Type													
	The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)	
<b>TOTAL</b>														
None of the above	118 38% 100%	26 34% 22%	7 38% 6%	12 77% 10%	11 22% 10%	46 33% 39%	30 30% 25%	18 25% 15%	1 14% 1%	44 35% 37%	13 32% 11%	34 42% 29% <sup>m</sup>	2 20% 2%	13 20% 11%
Did not answer	18 6% 100%	1 2% 6%	1 6% 6%	- - -	5 9% 26%	1 1% 8%	5 5% 28%	3 4% 14%	* 2% 1%	8 7% 46%	* 1% 2%	2 3% 14%	- - -	4 5% 20%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 97

**Q29 In what ways, if any, has engaging with or measuring the satisfaction of your DIRECT beneficiaries helped to inform change within your charity?**

Base: All who engage beneficiaries in the running of the charity and/or measure satisfaction

	Charity Size (by Income)				Charitable Purpose													
	Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)	
<b>Unweighted Base</b>	<b>1907</b>	389	576	416	504	404	1049	471	443	372	104	245	246	334	364	60	263	360
<b>Weighted Base</b>	<b>1779</b>	921	671	101	64	352	910	313	347	310	95*	135	234	356	419	48*	225	292
	<b>100%</b>	52%	38%	6%	4%	20%	51%	18%	20%	17%	5%*	8%	13%	20%	24%	3%*	13%	16%
Effective base	<b>1050</b>	389	576	416	504	219	555	221	222	194	63	104	142	204	233	32	139	194
Changed the services or goods the charity supplies	<b>660</b>	263	296	58	36	118	369	124	134	109	30	68	54	149	169	15	77	137
	<b>37%</b>	29%	44%	57%	56%	34%	41%	40%	39%	35%	32%	50%	23%	42%	40%	32%	34%	47%
	<b>100%</b>	40%	45%a	9%ab	5%ab	18%l	56%l	19%l	20%l	17%l	5%	10%ehijlp	8%	23%l	26%l	2%	12%l	21%eijlp
Informed the charity's strategy	<b>600</b>	208	276	64	44	121	344	119	126	115	27	47	75	142	141	17	101	144
	<b>34%</b>	23%	41%	63%	68%	34%	38%	38%	36%	37%	29%	35%	32%	40%	34%	35%	45%	49%
	<b>100%</b>	35%	46%a	11%ab	7%ab	20%	57%	20%	21%	19%	5%	8%	13%	24%	24%	3%	17%ejln	24%efghijkln
Informed changes to the charity's policies and procedures	<b>495</b>	147	241	57	42	94	287	96	94	77	20	55	60	110	123	18	76	111
	<b>28%</b>	16%	36%	56%	65%	27%	32%	31%	27%	25%	22%	41%	25%	31%	29%	37%	34%	38%
	<b>100%</b>	30%	49%a	11%ab	8%abc	19%	58%	19%	19%	16%	4%	11%ehijln	12%	22%	25%	4%	15%	22%ehijln
Changed the working relationship between the charity and its direct beneficiaries	<b>363</b>	104	187	38	29	77	222	69	74	65	17	39	42	67	83	6	44	93
	<b>20%</b>	11%	28%	37%	44%	22%	24%	22%	21%	21%	18%	29%	18%	19%	20%	12%	20%	32%
	<b>100%</b>	29%	52%a	10%ab	8%abc	21%	61%	19%	20%	18%	5%	11%lm	12%	18%	23%	2%	12%	26%efghijlmnop

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
\* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 97

**Q29 In what ways, if any, has engaging with or measuring the satisfaction of your DIRECT beneficiaries helped to inform change within your charity?**

Base: All who engage beneficiaries in the running of the charity and/or measure satisfaction

	Charity Size (by Income)				Charitable Purpose													
	Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)	
<b>TOTAL</b>																		
Changed the charity's funding or fundraising methods	268 15% 100%	116 13% 43%	123 18% 46%a	16 16% 6%	12 18% 4%a	60 17% 22%k	184 20% 69%ghijkl	37 12% 14%	46 13% 17%	33 11% 12%	9 10% 3%	10 7% 4%	27 11% 10%	66 19% 25%ik	87 21% 32%ghijkl	6 13% 2%	40 18% 15%k	71 24% 27%ghijkl
Other	43 2% 100%	24 3% 54%	16 2% 37%	1 1% 2%	2 2% 4%	11 3% 25%	21 2% 49%	6 2% 13%	7 2% 16%	9 3% 20%	1 1% 3%	3 2% 7%	4 2% 9%	17 5% 38%	15 3% 33%	- - -	3 1% 7%	11 4% 25%
Don't know	65 4% 100%	45 5% 70%bcd	13 2% 20%	1 1% 2%	1 1% 1%	12 3% 19%	38 4% 59%g	4 1% 5%	6 2% 9%	7 2% 12%	4 4% 5%	* * 1%	11 5% 16%g	6 2% 9%	19 4% 29%g	1 2% 2%	7 3% 12%	9 3% 14%
None of the above	259 15% 100%	170 19% 66%bcd	80 12% 31%cd	6 6% 2%cd	2 3% 1%	67 19% 26%fkmn	108 12% 42%	54 17% 21%fkmn	51 15% 20%q	58 19% 22%ikmnq	21 22% 8%ikmnq	10 8% 4%	36 15% 14%q	27 8% 10%	46 11% 18%	12 26% 5%fkmn	34 15% 13%q	29 10% 11%
Did not answer	225 13% 100%	178 19% 79%bcd	38 6% 17%	5 5% 2%	3 4% 1%	54 15% 24%pq	95 10% 42%q	43 14% 19%q	51 15% 22%q	51 17% 23%fpq	23 25% 10%fgkmn	12 9% 5%	56 24% 25%efgh	41 11% 18%q	44 10% 19%q	6 13% 3%q	18 8% 8%	12 4% 5%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
\* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 98

**Q29 In what ways, if any, has engaging with or measuring the satisfaction of your DIRECT beneficiaries helped to inform change within your charity?**

Base: All who engage beneficiaries in the running of the charity and/or measure satisfaction

	Number of direct beneficiaries						Payment for goods and services?			Frequency of contact							We only have a one-off relationship with DIRECT beneficiaries (q)	
	TOTAL	1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)		At least once a year (p)
<b>Unweighted Base</b>	<b>1907</b>	357	168	428	212	282	346	1136	791	478	557	513	673	632	466	377	533	62
<b>Weighted Base</b>	<b>1779</b>	572	202	395	177	178	140	966	630	371	297	363	554	530	330	258	476	103*
	<b>100%</b>	32%	11%	22%	10%	10%	8%	54%	35%	21%	17%	20%	31%	30%	19%	14%	27%	6%*
Effective base	<b>1050</b>	285	113	235	116	137	147	596	410	230	233	267	360	332	231	182	284	50
Changed the services or goods the charity supplies	<b>660</b>	141	69	159	87	94	74	400	301	179	137	166	245	241	159	116	169	13
	<b>37%</b>	25%	34%	40%	49%	52%	53%	41%	48%	48%	46%	46%	44%	45%	48%	45%	36%	13%
	<b>100%</b>	21%	10%	24%a	13%ab	14%abc	11%abc	61%	46%g	27%	21%pq	25%pq	37%pq	36%pq	24%pq	18%pq	26%q	2%
Informed the charity's strategy	<b>600</b>	133	62	138	78	94	73	378	249	144	138	151	208	208	146	127	180	12
	<b>34%</b>	23%	31%	35%	44%	53%	52%	39%	40%	39%	46%	42%	37%	39%	44%	49%	38%	12%
	<b>100%</b>	22%	10%	23%a	13%ab	16%abc	12%abc	63%	41%	24%	23%lq	25%q	35%q	35%q	24%q	21%lmnp	30%q	2%
Informed changes to the charity's policies and procedures	<b>495</b>	94	41	129	65	80	56	282	215	155	133	161	197	185	113	100	131	15
	<b>28%</b>	16%	20%	33%	37%	45%	40%	29%	34%	42%	45%	44%	35%	35%	34%	39%	28%	14%
	<b>100%</b>	19%	8%	26%ab	13%ab	16%abc	11%ab	57%	43%	31%g	27%lmnp	33%lmnp	40%pq	37%q	23%q	20%pq	26%	3%
Changed the working relationship between the charity and its direct beneficiaries	<b>363</b>	70	34	73	59	60	52	214	179	100	105	107	135	129	85	69	86	10
	<b>20%</b>	12%	17%	19%	33%	34%	37%	22%	28%	27%	35%	29%	24%	24%	26%	27%	18%	10%
	<b>100%</b>	19%	9%	20%a	16%abc	16%abc	14%abc	59%	49%g	27%	29%lmnp	29%pq	37%q	36%q	24%pq	19%pq	24%	3%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
\* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 98

**Q29 In what ways, if any, has engaging with or measuring the satisfaction of your DIRECT beneficiaries helped to inform change within your charity?**

Base: All who engage beneficiaries in the running of the charity and/or measure satisfaction

	Number of direct beneficiaries						Payment for goods and services?			Frequency of contact								
	1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)	At least once a year (p)	We only have a one-off relationship with DIRECT beneficiaries (q)	
<b>TOTAL</b>																		
Changed the charity's funding or fundraising methods	<b>268</b> <b>15%</b> <b>100%</b>	59 10% 22%	29 14% 11%	69 18% 26%a	36 21% 14%a	41 23% 15%a	25 18% 9%a	150 16% 56%	144 23% 54%g	72 19% 27%	56 19% 21%pq	86 24% 32%lpq	92 17% 34%q	96 18% 36%pq	60 18% 23%q	45 17% 17%q	58 12% 22%q	1 1% *
Other	<b>43</b> <b>2%</b> <b>100%</b>	14 2% 32%	3 1% 7%	6 2% 14%	6 3% 14%	6 3% 14%	5 3% 11%	26 3% 61%	7 1% 17%	10 3% 24%	11 4% 25%	7 2% 16%	16 3% 36%	13 3% 31%	6 2% 15%	9 3% 20%	11 2% 26%	1 1% 3%
Don't know	<b>65</b> <b>4%</b> <b>100%</b>	30 5% 47%ef	7 3% 11%	13 3% 20%	5 3% 7%	* * *	1 1% 2%	21 2% 32%	24 4% 37%	15 4% 23%	7 2% 10%	10 3% 16%	21 4% 33%n	13 2% 20%	4 1% 5%	4 1% 5%	13 3% 20%	3 3% 5%
None of the above	<b>259</b> <b>15%</b> <b>100%</b>	119 21% 46%cdef	32 16% 12%e	47 12% 18%	17 10% 7%	10 6% 4%	11 8% 4%	145 15% 56%hi	57 9% 22%	35 9% 14%	21 7% 8%	34 9% 13%	65 12% 25%	53 10% 20%	34 10% 13%	26 10% 10%	72 15% 28%jk	40 39% 15%klmnop
Did not answer	<b>225</b> <b>13%</b> <b>100%</b>	116 20% 51%cdef	27 14% 12%e	38 10% 17%	12 7% 5%	8 5% 4%	9 6% 4%	114 12% 50%hi	41 7% 18%	21 6% 9%	22 8% 10%	18 5% 8%	51 9% 23%	40 7% 18%	35 11% 16%k	29 11% 13%k	78 16% 34%klmn	23 22% 10%klmn

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
\* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 99

**Q29 In what ways, if any, has engaging with or measuring the satisfaction of your DIRECT beneficiaries helped to inform change within your charity?**

Base: All who engage beneficiaries in the running of the charity and/or measure satisfaction

	Beneficiary Type													
	The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)	
<b>TOTAL</b>	<b>1907</b>	724	438	346	962	1109	783	772	260	863	490	387	277	401
<b>Unweighted Base</b>	<b>1907</b>	724	438	346	962	1109	783	772	260	863	490	387	277	401
<b>Weighted Base</b>	<b>1779</b>	631	386	258	673	984	711	631	188	875	322	318	173	299
	<b>100%</b>	35%	22%	15%	38%	55%	40%	35%	11%	49%	18%	18%	10%	17%
Effective base	<b>1050</b>	395	238	178	465	603	432	405	127	502	221	198	127	199
Changed the services or goods the charity supplies	<b>660</b>	238	168	112	311	389	272	250	78	351	130	113	66	110
	<b>37%</b>	38%	44%	43%	46%	40%	38%	40%	42%	40%	40%	35%	38%	37%
	<b>100%</b>	36%	26%	17%	47% <sup>aefgkm</sup>	59%	41%	38%	12%	53%	20%	17%	10%	17%
Informed the charity's strategy	<b>600</b>	225	161	132	317	358	236	238	82	313	135	125	83	129
	<b>34%</b>	36%	42%	51%	47%	36%	33%	38%	44%	36%	42%	39%	48%	43%
	<b>100%</b>	38%	27% <sup>f</sup>	22% <sup>aefgik</sup>	53% <sup>aefgi</sup>	60%	39%	40%	14% <sup>f</sup>	52%	23% <sup>f</sup>	21%	14% <sup>aefgi</sup>	21% <sup>f</sup>
Informed changes to the charity's policies and procedures	<b>495</b>	188	136	98	239	293	211	201	72	265	110	92	76	105
	<b>28%</b>	30%	35%	38%	35%	30%	30%	32%	38%	30%	34%	29%	44%	35%
	<b>100%</b>	38%	27%	20% <sup>ef</sup>	48% <sup>e</sup>	59%	43%	41%	15%	54%	22%	19%	15% <sup>aefgik</sup>	21%
Changed the working relationship between the charity and its direct beneficiaries	<b>363</b>	155	100	88	184	240	137	164	62	190	84	81	68	79
	<b>20%</b>	25%	26%	34%	27%	24%	19%	26%	33%	22%	26%	26%	39%	26%
	<b>100%</b>	43%	28% <sup>f</sup>	24% <sup>aefgi</sup>	51% <sup>fi</sup>	66%	38%	45% <sup>f</sup>	17% <sup>efi</sup>	52%	23% <sup>f</sup>	22%	19% <sup>abdefg</sup>	22% <sup>f</sup>

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m



**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 99

**Q29 In what ways, if any, has engaging with or measuring the satisfaction of your DIRECT beneficiaries helped to inform change within your charity?**

Base: All who engage beneficiaries in the running of the charity and/or measure satisfaction

	TOTAL	Beneficiary Type												
		The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)
Changed the charity's funding or fundraising methods	268 15% 100%	120 19% 45% <sup>f</sup>	93 24% 35% <sup>fijk</sup>	56 22% 21% <sup>fk</sup>	127 19% 47%	196 20% 73% <sup>fk</sup>	100 14% 37%	112 18% 42%	43 23% 16% <sup>fk</sup>	145 17% 54%	50 15% 18%	41 13% 15%	37 21% 14% <sup>fk</sup>	61 20% 23% <sup>fk</sup>
Other	43 2% 100%	18 3% 42%	10 3% 23%	8 3% 18%	19 3% 43%	22 2% 51%	20 3% 47%	16 3% 37%	5 3% 11%	16 2% 37%	9 3% 21%	7 2% 15%	6 4% 14%	9 3% 21%
Don't know	65 4% 100%	22 3% 33%	19 5% 29% <sup>dj</sup>	9 3% 13%	13 2% 20%	32 3% 50%	19 3% 30%	15 2% 23%	3 2% 5%	24 3% 37%	3 1% 5%	5 2% 7%	3 2% 5%	6 2% 9%
None of the above	259 15% 100%	89 14% 34% <sup>h</sup>	40 10% 15%	26 10% 10%	78 12% 30% <sup>h</sup>	123 12% 47% <sup>h</sup>	110 15% 42% <sup>hl</sup>	78 12% 30% <sup>h</sup>	10 5% 4%	113 13% 43% <sup>h</sup>	46 14% 18% <sup>h</sup>	53 17% 20% <sup>hl</sup>	13 8% 5%	49 17% 19% <sup>hl</sup>
Did not answer	225 13% 100%	70 11% 31% <sup>bc</sup>	24 6% 11%	15 6% 7%	62 9% 27%	107 11% 48% <sup>bc</sup>	92 13% 41% <sup>bc</sup>	71 11% 31% <sup>bc</sup>	26 14% 12% <sup>bc</sup>	109 12% 48% <sup>bc</sup>	36 11% 16%	61 19% 27% <sup>abcdefg ijlm</sup>	13 8% 6%	31 10% 14%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 100

**Q30 How useful, if at all, has engaging with or measuring the satisfaction of your DIRECT beneficiaries been to your charity?**

Base: All who engage beneficiaries in the running of the charity and/or measure satisfaction

	Charity Size (by Income)				Charitable Purpose													
	Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)	
<b>Unweighted Base</b>	<b>1907</b>	389	576	416	504	404	1049	471	443	372	104	245	246	334	364	60	263	360
<b>Weighted Base</b>	<b>1779</b>	921	671	101	64	352	910	313	347	310	95*	135	234	356	419	48*	225	292
	<b>100%</b>	52%	38%	6%	4%	20%	51%	18%	20%	17%	5%*	8%	13%	20%	24%	3%*	13%	16%
Effective base	<b>1050</b>	389	576	416	504	219	555	221	222	194	63	104	142	204	233	32	139	194
Very useful	<b>726</b>	296	322	59	39	121	424	128	173	113	26	75	75	167	180	17	96	158
	<b>41%</b>	32%	48%	58%	61%	34%	47%	41%	50%	36%	27%	56%	32%	47%	43%	36%	43%	54%
	<b>100%</b>	41%	44%a	8%ab	5%ab	17%	58%eijl	18%j	24%eijl	16%	4%	10%egijl lnop	10%	23%eijl	25%jl	2%	13%j	22%egijlmp
Fairly useful	<b>586</b>	289	241	31	18	121	281	90	87	101	31	40	73	117	145	19	71	91
	<b>33%</b>	31%	36%	31%	29%	34%	31%	29%	25%	32%	33%	30%	31%	33%	35%	40%	32%	31%
	<b>100%</b>	49%	41%d	5%	3%	21%h	48%	15%	15%	17%	5%	7%	12%	20%	25%h	3%	12%	16%
Not very useful	<b>94</b>	57	30	4	2	22	45	24	28	23	4	7	10	13	19	*	9	6
	<b>5%</b>	6%	5%	4%	3%	6%	5%	8%	8%	7%	4%	5%	4%	4%	5%	1%	4%	2%
	<b>100%</b>	60%d	32%	5%	2%	24%q	48%	26%q	30%q	24%q	4%	8%	11%	14%	20%	1%	10%	6%
Not at all useful	<b>33</b>	24	9	-	*	7	13	11	6	12	4	-	1	6	11	2	8	7
	<b>2%</b>	3%	1%	-	*	2%	1%	3%	2%	4%	4%	-	1%	2%	3%	5%	4%	2%
	<b>100%</b>	71%cd	28%c	-	1%	21%	40%	32%	18%	36%fk	11%	-	4%	18%	32%	7%k	25%	22%
Don't know	<b>132</b>	95	30	3	2	28	61	14	8	18	8	3	28	21	33	5	21	20
	<b>7%</b>	10%	5%	3%	3%	8%	7%	5%	2%	6%	9%	2%	12%	6%	8%	10%	9%	7%
	<b>100%</b>	72%bcd	23%	2%	1%	21%hk	46%h	11%	6%	14%	6%hk	2%	21%lghi km	16%	25%hk	4%hk	16%hk	15%h
Very / Fairly (NET)	<b>1312</b>	585	563	89	58	242	705	218	260	213	57	116	147	284	325	36	168	249
	<b>74%</b>	63%	84%	88%	90%	69%	78%	70%	75%	69%	60%	86%	63%	80%	78%	76%	75%	85%
	<b>100%</b>	45%	43%a	7%a	4%ab	18%	54%egij	17%	20%jl	16%	4%	9%eghi jlp	11%	22%egij	25%eijl	3%	13%jl	19%efghijl np

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
\* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 100

**Q30 How useful, if at all, has engaging with or measuring the satisfaction of your DIRECT beneficiaries been to your charity?**

Base: All who engage beneficiaries in the running of the charity and/or measure satisfaction

	Charity Size (by Income)				Charitable Purpose														
	Small (£10K or less) (a)	Medium (£10K + to £250K) (b)	Large (£250K + to £1 million) (c)	Very Large (Over £1 million) (d)	General charitable purposes (e)	Education / training (f)	Medical / health / sickness (g)	Disability (h)	Relief of poverty (i)	Overseas aid / famine relief (j)	Accommodation / housing (k)	Religious activities (l)	Arts / culture (m)	Sports / recreation (n)	Animals (o)	Environment / conservation / heritage (p)	Economic / community / development / employment (q)		
<b>TOTAL</b>	<b>127</b>	<b>81</b>	<b>40</b>	<b>4</b>	<b>2</b>	<b>29</b>	<b>58</b>	<b>35</b>	<b>34</b>	<b>35</b>	<b>8</b>	<b>7</b>	<b>12</b>	<b>19</b>	<b>30</b>	<b>3</b>	<b>18</b>	<b>13</b>	
Not at all / Not very useful (NET)	<b>7%</b>	9%	6%	4%	3%	8%	6%	11%	10%	11%	8%	5%	5%	5%	7%	6%	8%	4%	
	<b>100%</b>	63%cd	31%cd	3%	2%	23%	46%	27%flmq	27%q	27%flmq	6%	6%	9%	15%	23%	2%	14%	10%	
Did not answer	<b>207</b>	161	37	5	3	53	85	45	44	44	22	9	47	33	31	4	19	11	
	<b>12%</b>	17%	6%	5%	5%	15%	9%	14%	13%	14%	23%	7%	20%	9%	7%	8%	8%	4%	
	<b>100%</b>	78%bcd	18%	2%	1%	25%fkng	41%q	22%fnq	21%q	21%ng	11%fhkmn	4%	23%fkmn	16%q	15%	2%	9%	5%	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p/q  
 \* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 101

**Q30 How useful, if at all, has engaging with or measuring the satisfaction of your DIRECT beneficiaries been to your charity?**

Base: All who engage beneficiaries in the running of the charity and/or measure satisfaction

	Number of direct beneficiaries						Payment for goods and services?			Frequency of contact							We only have a one-off relationship with DIRECT beneficiaries (q)	
	1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)	At least once a year (p)		
<b>TOTAL</b>	<b>1907</b>	357	168	428	212	282	346	1136	791	478	557	513	673	632	466	377	533	62
<b>Unweighted Base</b>	<b>1779</b>	572	202	395	177	178	140	966	630	371	297	363	554	530	330	258	476	103*
<b>Weighted Base</b>	<b>100%</b>	32%	11%	22%	10%	10%	8%	54%	35%	21%	17%	20%	31%	30%	19%	14%	27%	6%*
Effective base	<b>1050</b>	285	113	235	116	137	147	596	410	230	233	267	360	332	231	182	284	50
Very useful	<b>726</b>	199	72	158	92	98	73	410	294	173	171	196	261	262	152	129	175	16
	<b>41%</b>	35%	36%	40%	52%	55%	52%	42%	47%	47%	58%	54%	47%	49%	46%	50%	37%	15%
<b>100%</b>	27%	10%	22%	13%abc	14%abc	10%abc	56%	40%	24%	24%lnpq	27%pq	36%pq	36%pq	21%pq	18%pq	24%q	2%	
Fairly useful	<b>586</b>	162	84	144	55	64	42	315	234	142	88	118	193	186	116	79	163	25
	<b>33%</b>	28%	41%	37%	31%	36%	30%	33%	37%	38%	30%	33%	35%	35%	35%	31%	34%	25%
<b>100%</b>	28%	14%a	25%a	9%	11%	7%	54%	40%	24%	15%	20%	33%	32%	20%	13%	28%	4%	
Not very useful	<b>94</b>	32	7	25	5	8	11	55	22	18	5	14	17	18	19	8	40	18
	<b>5%</b>	6%	4%	6%	3%	5%	8%	6%	4%	5%	2%	4%	3%	3%	6%	3%	8%	17%
<b>100%</b>	33%	8%	27%	5%	9%	11%	59%	24%	19%	5%	15%	18%	19%	20%j	9%	42%jklm	19%jklmno	
Not at all useful	<b>33</b>	17	-	5	6	*	2	25	1	4	2	1	7	7	4	8	6	8
	<b>2%</b>	3%	-	1%	3%	*	2%	3%	*	1%	1%	*	1%	1%	4	3%	1%	8%
<b>100%</b>	50%	-	14%	18%be	*	7%	75%h	4%	11%	7%	4%	22%	21%	11%	25%k	18%	25%jklmnp	
Don't know	<b>132</b>	59	15	29	5	2	4	53	39	19	13	16	37	22	13	8	22	12
	<b>7%</b>	10%	8%	7%	3%	1%	3%	5%	6%	5%	4%	4%	7%	4%	4%	3%	5%	12%
<b>100%</b>	45%def	12%e	22%e	4%	2%	3%	40%	30%	14%	10%	12%	28%	17%	10%	6%	17%	9%mmo	
Very / Fairly (NET)	<b>1312</b>	360	156	302	147	162	115	725	528	315	260	314	454	448	268	208	338	41
	<b>74%</b>	63%	77%	76%	83%	91%	82%	75%	84%	85%	87%	86%	82%	85%	81%	81%	71%	40%
<b>100%</b>	27%	12%a	23%a	11%a	12%abcf	9%a	55%	40%g	24%g	20%pq	24%pq	35%pq	34%pq	20%pq	16%pq	26%q	3%	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
\* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 101

**Q30 How useful, if at all, has engaging with or measuring the satisfaction of your DIRECT beneficiaries been to your charity?**

Base: All who engage beneficiaries in the running of the charity and/or measure satisfaction

	Number of direct beneficiaries						Payment for goods and services?			Frequency of contact								
	1-49 (a)	50-99 (b)	100-499 (c)	500-999 (d)	1000-4999 (e)	5000+ (f)	Free (g)	Partly paid (h)	Fully paid (i)	Every day (j)	Most days (k)	At least once a week (l)	At least once a month (m)	At least once every 3 months (n)	At least once every 6 months (o)	At least once a year (p)	We only have a one-off relationship with DIRECT beneficiaries (q)	
<b>TOTAL</b>	<b>127</b>	<b>48</b>	<b>7</b>	<b>30</b>	<b>11</b>	<b>8</b>	<b>13</b>	<b>80</b>	<b>24</b>	<b>21</b>	<b>7</b>	<b>16</b>	<b>24</b>	<b>25</b>	<b>22</b>	<b>16</b>	<b>46</b>	<b>26</b>
Not at all / Not very useful (NET)	<b>7%</b>	8%	4%	8%	6%	5%	9%	8%	4%	6%	2%	4%	4%	5%	7%	6%	10%	25%
	<b>100%</b>	38%	6%	24%	8%	6%	10%	63% <sup>h</sup>	19%	17%	6%	12%	19%	20%	18% <sup>j</sup>	13%	36% <sup>ijklm</sup>	20% <sup>ijklmnop</sup>
Did not answer	<b>207</b>	105	24	34	15	6	8	107	39	17	17	17	39	35	27	25	70	24
	<b>12%</b>	18%	12%	9%	8%	3%	5%	11%	6%	4%	6%	5%	7%	7%	8%	10%	15%	23%
	<b>100%</b>	51% <sup>cdef</sup>	12% <sup>e</sup>	17%	7%	3%	4%	52% <sup>hi</sup>	19%	8%	8%	8%	19%	17%	13%	12% <sup>k</sup>	34% <sup>ijklm</sup>	12% <sup>ijklmno</sup>

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i - j/k/l/m/n/o/p/q  
\* small base

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 102

**Q30 How useful, if at all, has engaging with or measuring the satisfaction of your DIRECT beneficiaries been to your charity?**

Base: All who engage beneficiaries in the running of the charity and/or measure satisfaction

	Beneficiary Type													
	The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)	
<b>TOTAL</b>	<b>1907</b>	724	438	346	962	1109	783	772	260	863	490	387	277	401
<b>Unweighted Base</b>	<b>1907</b>	724	438	346	962	1109	783	772	260	863	490	387	277	401
<b>Weighted Base</b>	<b>1779</b>	631	386	258	673	984	711	631	188	875	322	318	173	299
	<b>100%</b>	35%	22%	15%	38%	55%	40%	35%	11%	49%	18%	18%	10%	17%
Effective base	<b>1050</b>	395	238	178	465	603	432	405	127	502	221	198	127	199
Very useful	<b>726</b>	252	171	136	328	412	269	288	95	357	159	129	108	132
	<b>41%</b>	40%	44%	53%	49%	42%	38%	46%	51%	41%	49%	40%	62%	44%
	<b>100%</b>	35%	24%	19%aefik	45%aefi	57%	37%	40%f	13%afi	49%	22%afi	18%	15%abdefg ijklm	18%
Fairly useful	<b>586</b>	223	127	76	216	339	250	203	59	307	83	87	41	97
	<b>33%</b>	35%	33%	29%	32%	34%	35%	32%	31%	35%	26%	27%	24%	32%
	<b>100%</b>	38%jkl	22%	13%	37%	58%jkl	43%jkl	35%	10%	52%jkl	14%	15%	7%	17%
Not very useful	<b>94</b>	29	24	16	33	50	47	40	8	43	19	16	6	22
	<b>5%</b>	5%	6%	6%	5%	5%	7%	6%	4%	5%	6%	5%	4%	7%
	<b>100%</b>	31%	25%	17%	35%	53%	50%	43%	8%	46%	20%	17%	7%	24%
Not at all useful	<b>33</b>	16	7	1	5	13	13	13	2	14	13	12	1	8
	<b>2%</b>	2%	2%	1%	1%	1%	2%	2%	1%	2%	4%	4%	1%	3%
	<b>100%</b>	47%cd	21%	4%	15%	39%	40%	39%	7%	42%	39%cdei	36%cde	4%	26%d
Don't know	<b>132</b>	52	32	17	33	67	50	27	5	60	12	18	4	11
	<b>7%</b>	8%	8%	7%	5%	7%	4%	7%	3%	7%	4%	6%	2%	4%
	<b>100%</b>	40%cdghilm	24%gjl	13%	25%	51%	38%l	20%	4%	45%	9%	13%	3%	9%
Very / Fairly (NET)	<b>1312</b>	476	298	211	544	751	519	491	154	664	242	216	149	230
	<b>74%</b>	75%	77%	82%	81%	76%	73%	78%	82%	76%	75%	68%	86%	77%
	<b>100%</b>	36%k	23%k	16%fk	41%fk	57%k	40%	37%k	12%fk	51%k	18%	16%	11%aefijk m	17%k

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

**A Balancing Act: Charity Survey**

Fieldwork Dates 23 Nov 2007 - 04 Jan 2008

Table 102

**Q30 How useful, if at all, has engaging with or measuring the satisfaction of your DIRECT beneficiaries been to your charity?**

Base: All who engage beneficiaries in the running of the charity and/or measure satisfaction

		Beneficiary Type												
TOTAL		The general public / mankind (a)	Members of the charity (fee-paying) (b)	Members of the charity (not fee-paying) (c)	People the charity provides goods and / or services to (d)	Children / young people (e)	Elderly / older people (f)	People with disabilities (g)	People of a particular ethnic or racial origin (h)	People within a fixed geographical area i.e. the local neighbourhood (i)	People with a particular health or medical condition / need (j)	People with a particular financial need (including poverty) (k)	People identifiable through a behavioural need / experience (l)	Other charities / voluntary bodies (m)
Not at all / Not very useful (NET)	<b>127</b> <b>7%</b> <b>100%</b>	45 7%	31 8%	18 7%	38 6%	63 6%	61 9%	53 8%	10 5%	57 7%	32 10%	28 9%	8 4%	31 10%
		35%	24%	14%	29%	50%	48%	42%	8%	45%	25% <sup>d</sup>	22%	6%	24% <sup>d</sup>
Did not answer	<b>207</b> <b>12%</b> <b>100%</b>	58 9%	25 6%	12 5%	58 9%	102 10%	81 11%	61 10%	18 10%	93 11%	36 11%	57 18%	13 8%	27 9%
		28%	12%	6%	28%	49% <sup>c</sup>	39% <sup>bc</sup>	29% <sup>c</sup>	9%	45% <sup>c</sup>	17% <sup>c</sup>	28% <sup>abcdefghijklmnop</sup>	6%	13%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m

# Survey questionnaires



## Public survey – January 2008

I'm now going to ask you some questions about charities

Q1 SHOWCARD (R) Looking at this card, could you please tell me which, if any, ways you are or have been involved with a charity? Please just read out all the letters that apply.

- A. I am / have been a trustee of a charity
- B. I am / have been a volunteer with a charity
- C. I am / have been a paid employee of a charity
- D. I am / have been a regular financial donor to a charity
- E. I have given money to a charity on a one-off basis
- F. I am receiving / have received help or assistance from a charity

None of these

Don't know

(MP)

Q1a Looking at this card, to what extent, if at all, have you benefited from the work of a charity or charities?

SHOWCARD (R)

A great deal

A fair amount

Not very much

Not at all

(SP – Allow Don't know)

Q2 SHOWCARD (R) Which, if any, of the types of organisations shown on this card do you think could be a registered charity? Please read out all the letters that apply.

- A. An amateur sports club
- B. An animal shelter or refuge
- C. An appeal for an individual sick child
- D. A care home for the elderly
- E. A church, mosque or temple
- F. A debt counselling organisation
- G. An educational institution
- H. A housing association
- I. An international aid organisation
- J. A local hospice
- K. A museum or art gallery
- L. A parent/teacher association or PTA
- M. A political party
- N. A stately home or national monument
- O. A village hall or community centre

None of these

Don't know

(MP)

Q3 SHOWCARD (R) Using this card, please tell me to what extent you agree or disagree with the two statements I am about to read out. SINGLE CODE ONLY

Q3i Even though I need it, I would be embarrassed to receive free help from a charity.

Q3ii Even though I need it, I would be embarrassed to receive help that I had directly paid for from a charity

SHOWCARD (R)

Strongly Disagree

Tend to Disagree

Neither Agree nor Disagree

Tend to Agree

Strongly Agree

Don't Know

Q4 SHOWCARD (R) Looking at this card, which two or three, if any, do you think charities should be accountable to (i.e expected to justify their actions or decisions to)? Just read out the letters that apply.

MULTICODE OK

Computing: Record order. Allow up to three mentions

SHOWCARD (R)

- A. Central government
- B. The charity's Trustees
- C. A charity regulator
- D. The general public
- E. Local government
- F. People who donate money to the charity
- G. People who directly benefit from their goods/services/activities
- H. The police

None of the above

Don't know

Q5 SHOWCARD (R) If you were to receive a service of some kind, looking at this card, which if any, do you think SHOULD provide the highest level of service. Please state as many as apply?

(NOTE: SHOWCARD ONLY REVERSE THE FIRST THREE)

- A. A private sector organisation eg commercial business
  - B. A public sector organisation eg Local Authority
  - C. A voluntary sector organisation eg charity
- 
- D. The level of service should be the same for all three

Don't know

COMPUTING: SPLIT THE QUESTION BELOW SO ONE BATTERY GETS ASKED TO 1,000 AND THE OTHER BATTERY TO 1,000

Q6A If you were to receive free help, goods or services from a charity, to what extent, if at all, would

Q6Ai you want to have a say in the way that the help/those services were delivered to you?

Q6Aii you want to have a say in the way the charity was managed overall?

SHOWCARD (R)

A great deal

A fair amount

Not very much

Not at all

(Allow DK)

Q6B If you were to receive help, goods or services from a charity that you paid for, to what extent, if at all, would

Q6Bi you want to have a say in the way that the help/those services were delivered to you?

Q6Bii you want to have a say in the way the charity was managed overall?

SHOWCARD (R)

A great deal

A fair amount

Not very much

Not at all

(Allow DK)

## Public Survey – April 2008

I'm now going to ask you some questions about charities

Q1. Please read through the options on this card and tell me which, if any, you have done, either for yourself or on someone else's behalf? Just read out the letters that apply.  
SHOWCARD (R). MULTICODE OK

- A Received advice from a charity
- B Had a child who attended a private school
- C Received financial help from a charity
- D Visited an art gallery
- E Used the services of a charity
- F Been a patient in a local hospice
- G Received personal care from charity workers
- H Visited a National Trust property
- None of these
- Don't know

Q1a Looking at this card, to what extent, if at all, have you benefited from the work of a charity or charities?

SHOWCARD (R). SINGLE CODE ONLY

- A great deal
- A fair amount
- Not very much
- Not at all

Q2 If you were to receive a service from a charity, using the scale on this card, can you please tell me how much you agree or disagree with the following statements.

- I would be confident that the service provided would meet my needs
- I would be confident that I would be treated with dignity and respect
- It is important for me to receive communication from a charity about the charity and its services.
- It is important for me that the charity consults me on how it operates
- It is important to me that the charity finds out whether I am satisfied or not with the way the services are provided to me

SHOWCARD (R). SINGLE CODE ONLY

- Strongly agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Strongly disagree

Q3 SHOWCARD (R) Using this card, please tell me to what extent you agree or disagree with the two statements I am about to read out. SINGLE CODE ONLY

- Q3i Even though I need it, I would be embarrassed to receive free help from a charity.
- Q3ii Even though I need it, I would be embarrassed to receive help that I had directly paid for from a charity

SHOWCARD (R). SINGLE CODE ONLY

Strongly Disagree

Tend to Disagree

Neither Agree nor Disagree

Tend to Agree

Strongly Agree

Don't Know

Q4 SHOWCARD (R) Looking at this card, which two or three, if any, do you think charities should be accountable to (i.e expected to justify their actions or decisions to)? Just read out the letters that apply.

MULTICODE OK

Computing: Record order. Allow up to three mentions

SHOWCARD (R)

- A. Central government
- B. The charity's Trustees
- C. A charity regulator
- D. The general public
- E. Local government
- F. People who donate money to the charity
- G. People who directly benefit from their goods/services/activities
- H. The police

None of the above

Don't know

Q5 SHOWCARD (R) If you were to receive a service of some kind, looking at this card, which if any, do you think WOULD provide the highest level of service. Please state as many as apply?

SINGLE CODE ONLY

(NOTE: SHOWCARD ONLY REVERSE THE FIRST THREE)

- A. A private sector organisation eg commercial business
- B. A public sector organisation eg Local Authority
- C. A voluntary sector organisation eg charity

---

D. All three would be the same

Don't know

Q6 If you were to receive help, goods or services from a charity, to what extent, if at all, would

Q6Ai you want to have a say in the way that the help/those services were delivered to you?

Q6Aii you want to have a say in the way the charity was managed overall?

SHOWCARD (R). SINGLE CODE ONLY

A great deal

A fair amount

Not very much

Not at all

(Allow DK)

Q7a If you had a need for a service that a charity is set up to provide, using the scale on this card, how comfortable would you be in contacting the charity for help?

SHOWCARD (R). SINGLE CODE ONLY

Very comfortable

Fairly comfortable

Neither comfortable nor uncomfortable

Fairly uncomfortable

Very uncomfortable

Q7b Again assuming you had a need for a service that a charity is set up to provide, which of the statements on this card best describes how you would prefer to make the initial contact with that charity. Just read out the letter that applies.

SHOWCARD (R). SINGLE CODE ONLY

A I would prefer to approach the charity myself

B I would prefer the charity to contact me

C I would prefer a third party to refer me to the charity

+

+

# Charity survey

+

J31748

Serial No

Page

1

+





## Charities and Beneficiaries Survey

**THANK YOU FOR TAKING THE TIME TO COMPLETE THIS QUESTIONNAIRE**

Please complete the questionnaire with a black or blue pen, placing a cross ☒ in the appropriate box. Please do not strike through any sections that do not apply to you. If you need to change your answer, obliterate your cross by completely shading the box ■ and then place a cross in the correct box.

**Please answer all the questions unless otherwise stated.**

All answers will be treated in the strictest confidence unless you stipulate otherwise at the last page.

### About your charity

Q1. **Which income band does your charity fall within? Is it...?**

*PLEASE MARK ONE BOX ONLY*

- £10,000 or less
- £10,001 - £100,000
- £100,001 - £250,000
- £250,001 - £1 million
- £1million + to £5 million
- Over £5 million
- Don't know

Q2. **How does your charity operate?**

*PLEASE SELECT AS MANY AS APPLY*

- Makes grants to individuals
- Makes grants to organisations
- Provides other finance
- Provides human resources
- Provides buildings / facilities / open space
- Provides services
- Provides advocacy / advice / information
- Sponsors or undertakes research
- Acts as an umbrella or resource body
- Other (please specify in the box below)

- None of these
- Don't know

**Q3. In which area or areas does your charity operate?**  
*PLEASE SELECT AS MANY AS APPLY*

General charitable purposes	<input type="checkbox"/>
Education / training	<input type="checkbox"/>
Medical / health / sickness	<input type="checkbox"/>
Disability	<input type="checkbox"/>
Relief of poverty	<input type="checkbox"/>
Overseas aid / famine relief	<input type="checkbox"/>
Accommodation / housing	<input type="checkbox"/>
Religious activities	<input type="checkbox"/>
Arts / culture	<input type="checkbox"/>
Sports / recreation	<input type="checkbox"/>
Animals	<input type="checkbox"/>
Environment / conservation / heritage	<input type="checkbox"/>
Economic / community / development / employment	<input type="checkbox"/>
Other (please specify in the box below)	<input type="checkbox"/>

None of these	<input type="checkbox"/>
Don't know	<input type="checkbox"/>

<p><b>Q4. Does your charity operate. .?</b>  <i>PLEASE SELECT AS MANY AS APPLY</i></p>	<table border="0" style="width: 100%;"> <tr><td>Locally</td><td><input type="checkbox"/></td></tr> <tr><td>Nationally</td><td><input type="checkbox"/></td></tr> <tr><td>Internationally</td><td><input type="checkbox"/></td></tr> <tr><td>Don't know</td><td><input type="checkbox"/></td></tr> </table>	Locally	<input type="checkbox"/>	Nationally	<input type="checkbox"/>	Internationally	<input type="checkbox"/>	Don't know	<input type="checkbox"/>
Locally	<input type="checkbox"/>								
Nationally	<input type="checkbox"/>								
Internationally	<input type="checkbox"/>								
Don't know	<input type="checkbox"/>								

Throughout this questionnaire we are referring to DIRECT beneficiaries (unless otherwise stipulated). The term DIRECT beneficiary may be defined in a number of ways. **Here, a DIRECT beneficiary means individuals and groups/organisations who benefit from or use the services/facilities of your charity or receive support from it.** This will also include the person who acts on behalf of the DIRECT beneficiary for some reason, e.g. advocate, parent, legal guardian or carer.

In Question 6 below, we also refer to WIDER beneficiaries, meaning any other person/organisation who is not a direct beneficiary but you consider benefits from your charity somehow.

**Q5. Who, if any, of the following would you consider to be DIRECT beneficiaries of your charity?**

*PLEASE SELECT AS MANY AREAS THAT APPLY IN THE FIRST COLUMN*

**Q6. Who, if any, of the following would you consider to be WIDER beneficiaries of your charity?**

*PLEASE SELECT AS MANY AREAS THAT APPLY IN THE SECOND COLUMN*

	Q5 – Direct Beneficiaries	Q6 – Wider Beneficiaries
The general public / mankind	<input type="checkbox"/>	<input type="checkbox"/>
Members of the charity (fee-paying)	<input type="checkbox"/>	<input type="checkbox"/>
Members of the charity (not fee-paying)	<input type="checkbox"/>	<input type="checkbox"/>
People the charity provides goods and / or services to	<input type="checkbox"/>	<input type="checkbox"/>
Children / young people	<input type="checkbox"/>	<input type="checkbox"/>
Elderly / older people	<input type="checkbox"/>	<input type="checkbox"/>
People with disabilities	<input type="checkbox"/>	<input type="checkbox"/>
People of a particular ethnic or racial origin	<input type="checkbox"/>	<input type="checkbox"/>
People within a fixed geographical area i.e. the local neighbourhood	<input type="checkbox"/>	<input type="checkbox"/>
People with a particular health or medical condition / need	<input type="checkbox"/>	<input type="checkbox"/>
People with a particular financial need (including poverty)	<input type="checkbox"/>	<input type="checkbox"/>
People identifiable through a behavioural need / experience	<input type="checkbox"/>	<input type="checkbox"/>
Other charities / voluntary bodies	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify in the box below)	<input type="checkbox"/>	

Other (please specify in the box below)

None   
Don't know

## About your beneficiaries

Q7. How are your charity's **DIRECT** beneficiaries referred to by your charity, i.e. we essentially mean what your **DIRECT** beneficiaries are called, either informally, or formally?  
*PLEASE SELECT AS MANY AS APPLY*

Beneficiaries   
 Service users/Users   
 Clients   
 Customers   
 Patients   
 Members of the public   
 Other (please specify in the box below)

None of these   
 Don't know

	Very easy	Fairly easy	Neither easy nor difficult	Fairly difficult	Very difficult	Don't know
Q8. <i>PLEASE MARK <u>ONE BOX ONLY</u></i>  <b>How easy or difficult is it to identify who the <b>DIRECT</b> beneficiaries of your charity are?</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q9. **How many **DIRECT** beneficiaries does your charity have?**  
*PLEASE ANSWER WITH YOUR BEST ESTIMATE*  
*PLEASE MARK ONE BOX ONLY*

1 - 49 <input type="checkbox"/>	50 - 99 <input type="checkbox"/>	100 - 499 <input type="checkbox"/>
500 - 999 <input type="checkbox"/>	1,000 – 4,999 <input type="checkbox"/>	5,000 – 9,999 <input type="checkbox"/>
10,000 – 49,999 <input type="checkbox"/>	50,000 – 99,999 <input type="checkbox"/>	100,000 – 499,999 <input type="checkbox"/>
500,000 – 999,999 <input type="checkbox"/>	One million or more <input type="checkbox"/>	Don't know <input type="checkbox"/>

Q10. **Over what timescale or timescales are your **DIRECT** beneficiaries engaged with your charity? If the timescale varies, please select as many boxes as apply.**  
*PLEASE SELECT AS MANY AS APPLY*

One-off relationship   
 Short-term relationship (under 6 months)   
 Longer-term relationship (6 to 12 months)   
 On-going (over 12 months)

Don't know

Q11. **How frequently are DIRECT beneficiaries in contact with your charity? If the frequency varies, please select as many boxes as apply.**  
*PLEASE SELECT AS MANY AS APPLY*

Every day

Most days

At least once a week

At least once a month

At least once every 3 months

At least once every 6 months

At least once a year

---

Don't know

We only have a one-off relationship with DIRECT beneficiaries

Q12. **Are the goods or services your charity provides . . . ?**  
*PLEASE SELECT AS MANY AS APPLY*

Q13. **If you indicated more than one option, please could you give an estimated percentage of the goods or services you supply that fall into each category?**

	Q12	Q13			
<u>Free</u> (beneficiaries do not pay) <input type="checkbox"/>	<input type="checkbox"/>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%; text-align: center;">   </td> <td style="width: 10%; text-align: center;"> </td> <td style="width: 30%; text-align: center;">%</td> </tr> </table>			%
		%			
<u>Partly paid</u> for by beneficiaries (through a membership fee) <input type="checkbox"/>	<input type="checkbox"/>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%; text-align: center;">   </td> <td style="width: 10%; text-align: center;"> </td> <td style="width: 30%; text-align: center;">%</td> </tr> </table>			%
		%			
<u>Partly paid</u> for by beneficiaries (NOT through a membership fee) <input type="checkbox"/>	<input type="checkbox"/>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%; text-align: center;">   </td> <td style="width: 10%; text-align: center;"> </td> <td style="width: 30%; text-align: center;">%</td> </tr> </table>			%
		%			
<u>Fully paid</u> for by beneficiaries (through a membership fee) <input type="checkbox"/>	<input type="checkbox"/>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%; text-align: center;">   </td> <td style="width: 10%; text-align: center;"> </td> <td style="width: 30%; text-align: center;">%</td> </tr> </table>			%
		%			
<u>Fully paid</u> for by beneficiaries (NOT through a membership fee) <input type="checkbox"/>	<input type="checkbox"/>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%; text-align: center;">   </td> <td style="width: 10%; text-align: center;"> </td> <td style="width: 30%; text-align: center;">%</td> </tr> </table>			%
		%			

Don't know

Not applicable

## Selection of beneficiaries

Q14. **Please answer the following questions about how your charity identifies its beneficiaries? PLEASE SELECT ONE BOX ONLY FOR EACH STATEMENT**

	Yes	No	Don't know
We operate a selection process based on a grant application	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
We operate a selection process based on a means / needs test	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
We operate a selection process based on another process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
We actively seek them out / recruit them	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
They approach us	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
They are referred by other organisations/individuals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify in the box below)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q15. **We know that charities will not always be able to give help to everyone who asks/needs it. Which, if any, of the following are or have been reasons why your charity has not been able to help people? PLEASE SELECT AS MANY AS APPLY**

Unable to get funding for specific activities/people	<input type="checkbox"/>
Unable to get funding to maintain on-going services/activities	<input type="checkbox"/>
Demand exceeds capacity of charity	<input type="checkbox"/>
Not eligible under current priorities decided by trustees	<input type="checkbox"/>
Not eligible because outside the charity's objects	<input type="checkbox"/>
Other (please specify in the box below)	<input type="checkbox"/>

None of these

Don't know

Q16. **If you are not able to help someone, do you tell them why or not? PLEASE MARK ONE BOX ONLY**

Never inform them why	<input type="checkbox"/>
On some occasions	<input type="checkbox"/>
On most occasions	<input type="checkbox"/>
On every occasion	<input type="checkbox"/>

Don't know

We are able to help everyone

**Q17. If you are not able to help someone, and you think that another organisation could help them, do you refer them on to other organisations or not?**  
 PLEASE MARK ONE BOX ONLY

Never refer them   
 On some occasions   
 On most occasions   
 On every occasion   
 Don't know   
 We are able to help everyone

**Providing a service to beneficiaries**

**Q18. Does your charity have any of the following in place to manage the relationship between your charity and its DIRECT beneficiaries?**  
 PLEASE SELECT AS MANY AS APPLY IN THE FIRST COLUMN

**Q19. Do any of these include expectations of how the beneficiary should behave towards your charity, for example a Code of Behaviour or Responsibilities of Service Users?**  
 PLEASE SELECT AS MANY AS APPLY IN THE SECOND COLUMN

	Q18	Q19
Contract (formal or informal)	<input type="checkbox"/>	<input type="checkbox"/>
Legislation in place governing the relationship	<input type="checkbox"/>	<input type="checkbox"/>
Standards of service	<input type="checkbox"/>	<input type="checkbox"/>
Beneficiaries' charter	<input type="checkbox"/>	<input type="checkbox"/>
Complaints/feedback procedure	<input type="checkbox"/>	<input type="checkbox"/>
Service Level Agreement	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify in the box below)	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify in the box below)		<input type="checkbox"/>
Don't know	<input type="checkbox"/>	<input type="checkbox"/>
None of these	<input type="checkbox"/>	<input type="checkbox"/>

## How DIRECT beneficiaries are involved with or influence the charity

Q20.

**In which, if any, of the following ways does your charity communicate news or information that may affect the provision of services of the charity to its DIRECT beneficiaries?**

*PLEASE SELECT AS MANY AS APPLY*

- Through the media
- Through direct mail - Postal
- Through direct mail - Email
- Through a website
- As the service or goods are delivered
- Through events
- Through meetings
- Other (please specify in the box below)

Don't know

No communication

Q21.

**In which of the following ways, if any, does your charity consult and engage its DIRECT beneficiaries in the running of the charity?**

*PLEASE SELECT AS MANY AS APPLY*

- Having beneficiaries who are also trustees ("user trustees")

***If marked – answer Q22***
- Having beneficiaries as non-voting representatives on the board of trustees

***If marked – answer Q22***
- Having beneficiary/user panels or sub-committees

***If marked – answer Q22***
- Having beneficiaries who are also paid staff in the charity

***If marked – answer Q22***
- Having beneficiaries who are also volunteers in the charity

***If marked – answer Q22***
- Having a voting membership (i.e. all members of your charity have the ability to vote on decisions)

***If marked – answer Q22***
- Consulting beneficiaries on changes to the charity by *offering all beneficiaries* the opportunity to respond (e.g. postal consultation)

***If marked – answer Q22***
- Consulting beneficiaries on changes to the charity by *offering a selected number of beneficiaries* the opportunity to respond (e.g. focus group)

***If marked – answer Q22***
- Other (please specify in the box below)

***If marked – answer Q22***

Don't know

None of these



IF YOUR CHARITY DOES CONSULT AND/OR ENGAGE ITS DIRECT BENEFICIARIES IN THE RUNNING OF THE CHARITY AS DETAILED IN Q21, THEN PLEASE ANSWER Q22. OTHERWISE GO TO Q23.

**Q22. Which, if any, of the following does your charity offer or provide to help DIRECT beneficiaries to engage in the running of your charity?**  
 PLEASE SELECT AS MANY AS APPLY

Familiarisation with the charity (e.g. induction)

Training to help beneficiaries engage in the running of the charity

Information / materials specific to the running of the charity

Advocacy - e.g. to help user trustees beneficiaries make points

Physical adaptations e.g. to make premises/meeting rooms accessible

Other adaptations e.g. copies of documents in Braille, interpreters

Other (please specify in the box below)

Don't know   
None of these

**Q23. How many trustees does your charity currently have in total?**  
 PLEASE WRITE IN THE NUMBER

Don't know   
None

IF YOU SELECTED 'HAVING BENEFICIARIES WHO ARE ALSO TRUSTEES ("USER TRUSTEES")' AT Q21 PLEASE ANSWER Q24 AND Q25; IF NOT, PLEASE GO TO Q26.

**Q24. How many of these trustees are also beneficiaries or "user trustees"?** PLEASE WRITE IN THE NUMBER

Don't know   
None

**Q25. Has your charity considered (whether formally or informally) the potential for conflicts of interest to arise?** *A conflict of interest is any situation in which the trustees' personal interests, or interests in relation to another body, and those of the charity arise simultaneously or appear to clash.* PLEASE SELECT ONE OPTION ONLY

Yes, we have considered conflicts of interest and have relevant policies or procedures in place as a result.

Yes, we have considered conflicts of interest but do not have relevant policies or procedures in place

No, we have not considered conflicts of interest

Don't know

IF YOU DO NOT HAVE USER TRUSTEES, PLEASE ANSWER Q26. IF YOU DO HAVE USER TRUSTEES, PLEASE GO TO Q27.

**Q26. Which, if any, of the following are reasons why your charity does not have user trustees?**  
*PLEASE SELECT AS MANY AS APPLY*

Prohibited by governing document

Beneficiaries legally defined as ineligible (eg too young, legally disqualified for other reasons)

Perceived as tokenistic

Unworkable eg users are transient or seek confidential help

Resistance from existing staff, trustees and/or volunteers within the organisation

Resistance from other beneficiaries

Other (please specify in the box below)

---

Don't know

We don't have "user trustees" because other methods are in place for seeking user views

None of the above

### Evaluation

**Q27. Which, if any, of the following does your charity use to find out whether the services it provides are meeting the needs of its DIRECT beneficiaries?**  
*PLEASE SELECT AS MANY AS APPLY*

User comments, complaints and/or suggestion scheme

Mystery shopping

Piloting changes

Open/public meetings

Beneficiary representative groups/focus groups/user panels

Face-to-face interviews

Surveys / research

Written consultation exercises

Open days/road-shows/exhibitions

Information technology (website/email)

Individual feedback at the time services or goods are delivered

Other (please specify in the box below)

---

Don't know

None of the above

IF YOUR ANSWER IS 'NONE OF THE ABOVE' AT Q27 PLEASE ANSWER Q28.

Q28. Which, if any, of the following reasons describe why your charity does not evaluate whether the services it provides are meeting the needs of its DIRECT beneficiaries?  
PLEASE SELECT AS MANY AS APPLY

- Lack of time / staff resources / money
- Too difficult to measure
- Too difficult for direct beneficiaries to respond
- Don't know how to do this
- It might encourage people to complain
- Other (please specify in the box below)

- Don't know
- None of the above

IF YOU INDICATED THAT YOUR CHARITY ENGAGES WITH ITS DIRECT BENEFICIARIES IN ANY WAY (IN Q21 ON PAGE 8) OR MEASURES SATISFACTION IN ANYWAY (IN Q27 ON PAGE 10), THEN PLEASE ANSWER Q29 AND Q30. OTHERWISE GO TO THE FINAL PAGE.

Q29. In what ways, if any, has engaging with or measuring the satisfaction of your DIRECT beneficiaries helped to inform change within your charity?  
PLEASE SELECT AS MANY AS APPLY

- Informed the charity's strategy
- Changed the services or goods the charity supplies
- Informed changes to the charity's policies and procedures
- Changed the working relationship between the charity and its direct beneficiaries
- Changed the charity's funding or fundraising methods
- Other (please specify in the box below)

- Don't know
- None of the above

Q30. How useful, if at all, has engaging with or measuring the satisfaction of your DIRECT beneficiaries been to your charity?  
PLEASE MARK ONE BOX ONLY

- Very useful
- Fairly useful
- Not very useful
- Not at all useful

- Don't know

## Further Research

The Charity Commission has asked Ipsos MORI to conduct some further research by telephone on this subject. The aim is to highlight some of the best practice within the sector by exploring in more detail how charities effectively manage their relationship with beneficiaries. If you are willing to take part in this research please indicate so in the box below and provide your contact details.

Yes, I am willing to take part in further research for the Charity Commission on this subject

Full Name

Please provide us with a contact telephone number

Signature

Date of signature

  /   /    

**Note:**

**Normally, individual responses to a survey are kept confidential by Ipsos MORI from its clients. Occasionally, however, the Charity Commission finds it useful to look at individual replies. In this instance your details and the details of your charity would be linked to your response to this survey.**

**Please indicate below whether you are happy for the Charity Commission to see your response or not.**

Yes, the Charity Commission can see my response

No, I don't want the Charity Commission to see my response

**Thank you very much for taking the time to complete this survey.**

We would be grateful if you could return your completed questionnaire in the envelope provided to Ipsos MORI by **14<sup>th</sup> December 2007**.

No postage stamp is required when using the envelope provided to you.

If you do not have the envelope, please send the questionnaire to:

Data Capturing Scanning,  
Ipsos MORI,  
Research Services House,  
Elmgrove Road,  
Harrow,  
HA1 2QG