

EACVS Modernisation Project 2010

**Centres of Excellence
Community Accounts Service**



**Produced by:
Colchester Community
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Colchester Community Voluntary Services EACVS Modernisation Project - 2010

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1 - Glossary of terms

CAS	Community Accounts Service
CCVS	Colchester Community Voluntary Services
CVS	Community Voluntary Services
EACVS	Essex Association of Community Voluntary Services
NAS	Needs analysis survey
VCO	Voluntary and Community Organisations

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2 – Executive Summary

Background

Community Accounts (the provision of accountancy services to VCO's) has evolved over the last 20 years and is now an established, recognised brand in the United Kingdom with numerous projects operating nationwide, either as stand-alone charities or as part of CVS's.

There are national organisations supporting Community Accounts (such as the Community Accounts National Network) and people can obtain qualifications specialising in Community Accountancy.

The scope of CAS's vary nationwide from small projects providing one or two services to much larger one's offering a wide range of services and support over a larger geographical area.

There has been a CAS in the Colchester area for the last 12 years and Colchester CVS working in partnership with EACVS have been looking at ways of expanding this service to cover the county of Essex to ensure a consistent quality of service across a wider geographical spread.

In order to achieve this, a survey was sent out to 1,300 groups across Essex to establish what they currently do and what services they would like.

Main findings

VCO's are in need of professional, affordable accountancy services in order to meet their statutory obligations with regulatory bodies and funding authorities.

70% of VCO's that took part in the survey are using an accountancy service provided by someone external to their organisation.

Cost is one of the main reasons stopping VCO's accessing the services.

Although VCO's may not require a service now, this is dependent on the skill set of the Trustees/Treasurer in place now.

Training, support and advice have been identified as the main services that VCO's want.

There is a demand for CAS's across the survey area with the strongest demand in Southend, Colchester and Chelmsford.

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3 - Introduction

Colchester Community Voluntary Services has an established Community Accounts Service that offers the complete range of accountancy services to voluntary and community organisations in the Colchester area.

Many other areas of the country have established CAS's that offer financial support, workshops and assistance and demand for these services has been growing.

During early 2010 an agreement was reached with the Essex Association of Community Voluntary Services for the service to be offered to all organisations affiliated to an EACVS group so that they could benefit from the professional services that the C CVS CAS offers.

As part of a joint initiative between EACVS members to service Essex of a more equitable geographical basis, a needs analysis service organised by C CVS was carried out in February/March 2010.

The NAS was designed to meet the following objectives:

- ⇒ To gain a update of the overview of voluntary and community organisations across Essex and their financial procedures
- ⇒ To establish the demand for a CAS across Essex
- ⇒ To establish the specific services that Essex based voluntary and community organisations want and need
- ⇒ To establish where in Essex the demand for CAS's is greatest

A copy of the NAS is included in appendix 9.

The NAS was sent to CVS's for distribution to their affiliated organisations during February 2010 with a covering letter explaining the survey asking for them to be completed and returned to C CVS by 31 March 2010.

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4 - Survey distribution/response rate

A similar survey was carried out by Rainbow Services of Harlow covering West and South West Essex in early 2010 thus the decision was made not to duplicate this work. Therefore the following CVS's were not included in the survey:

- ⇒ Community Voluntary Services Uttlesford
- ⇒ Voluntary Action Epping Forest
- ⇒ Rainbow Services

The remaining 11 CVS's were invited to take part in the survey, however the following CVS's did not take part:

- ⇒ Basildon, Billericay, Wickford Community Voluntary Services
- ⇒ Brentwood Community Voluntary Services
- ⇒ Thurrock Community Voluntary Services

This left the remaining 8 CVS's in Essex who took part in the survey:

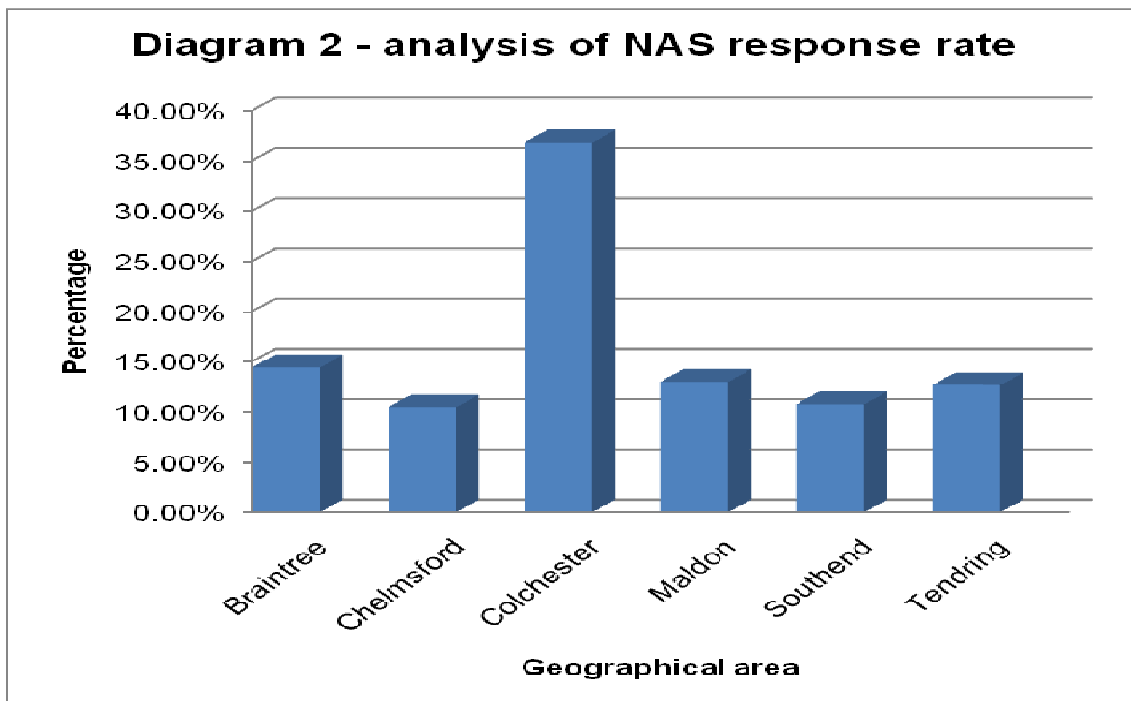
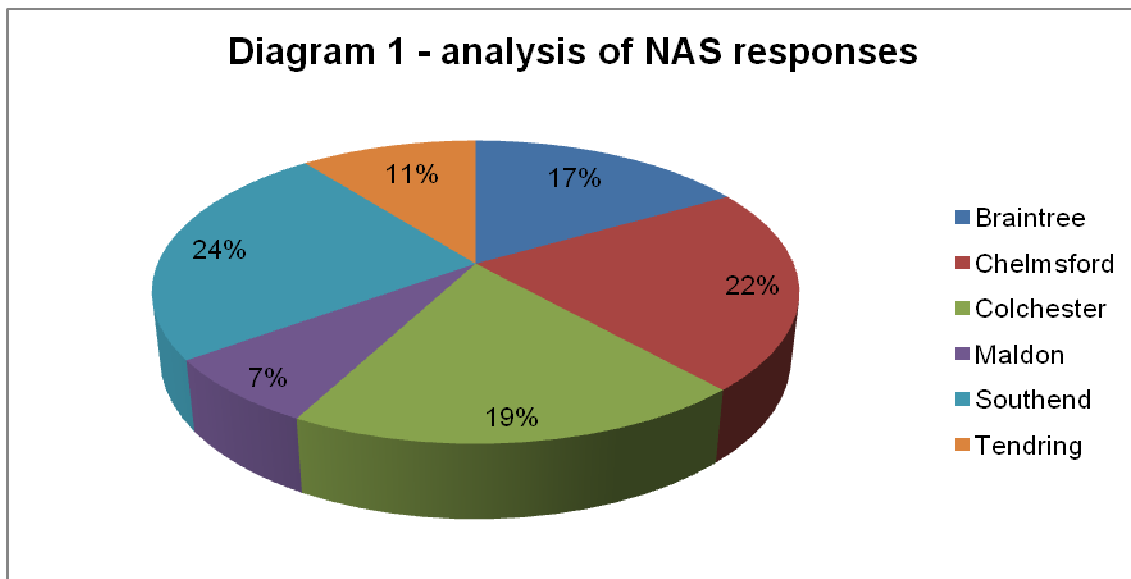
- ⇒ Colchester Community Voluntary Services
- ⇒ Community Voluntary Services Tendring
- ⇒ Chelmsford Council for Voluntary Services
- ⇒ Maldon & District Community Voluntary Services
- ⇒ Rayleigh & Rochford Association of Voluntary Services
- ⇒ Braintree District Voluntary Support Agency
- ⇒ Southend Association of Voluntary Services
- ⇒ Castle Point Association of Voluntary Services

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4 - Survey distribution/response rate

A total of 1,333 surveys were sent out with 180 returned completed giving a total response rate of 13.50%.

As the nature of CVS's in Essex means that the outskirts of their "areas" overlap, it was decided to summarise the responses into the major geographical areas of Essex as shown in the diagram 1 and appendix 1. The response rate from each of the geographical areas is shown in diagram 2:

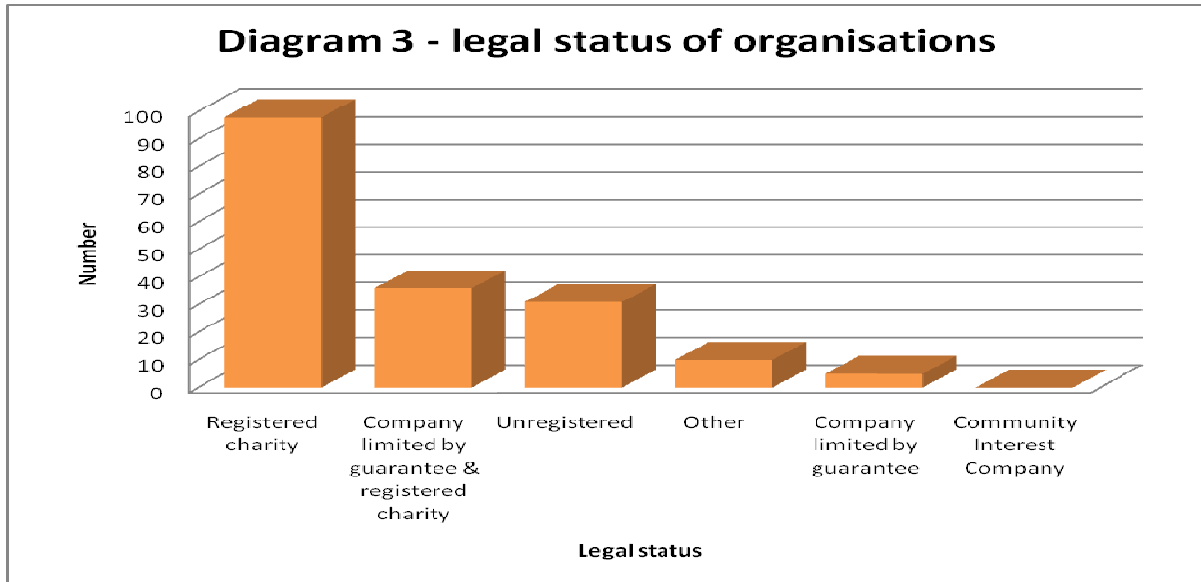


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5 - Analysis of VCO's in survey area

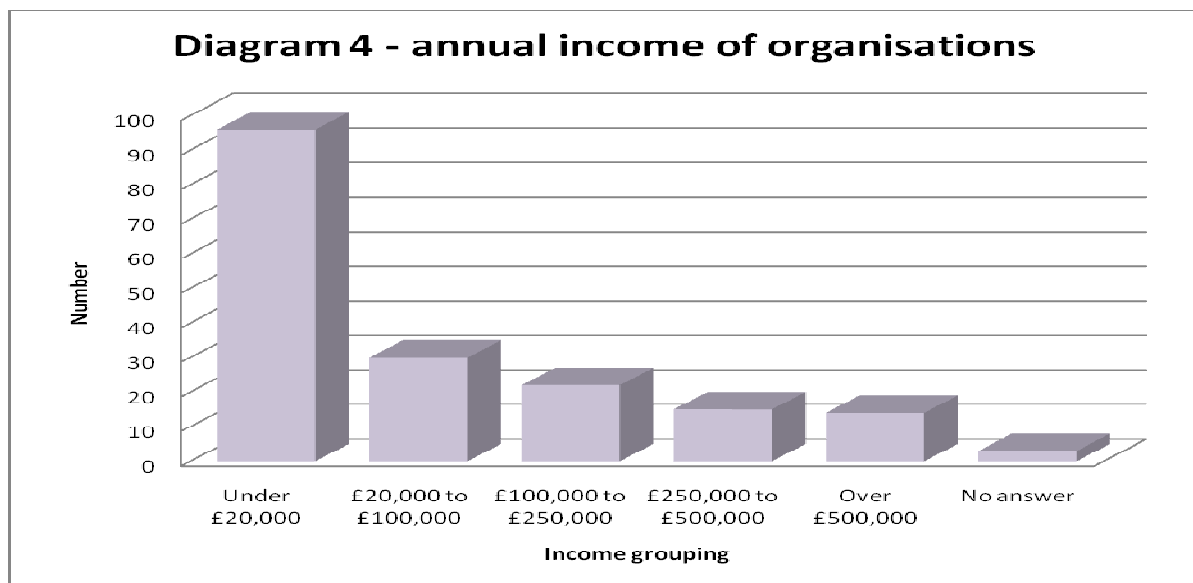
Legal status

The legal status of the organisations who responded is shown in diagram 3 and appendix 2.



Other included Community & Amatur Sports Clubs, Industrial and Provident Societies, Excepted Charities, Credit Unions and branches of national organisations.

The annual income of the organisations is shown is diagram 4 and appendix 3.



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5 - Analysis of VCO's in survey area

Treasurer/book keepers

Nearly 90% of the responses indicated that they had a treasurer or book keeper with only 5% of responses saying they did not.

Number of Trustees/Staff/Volunteers

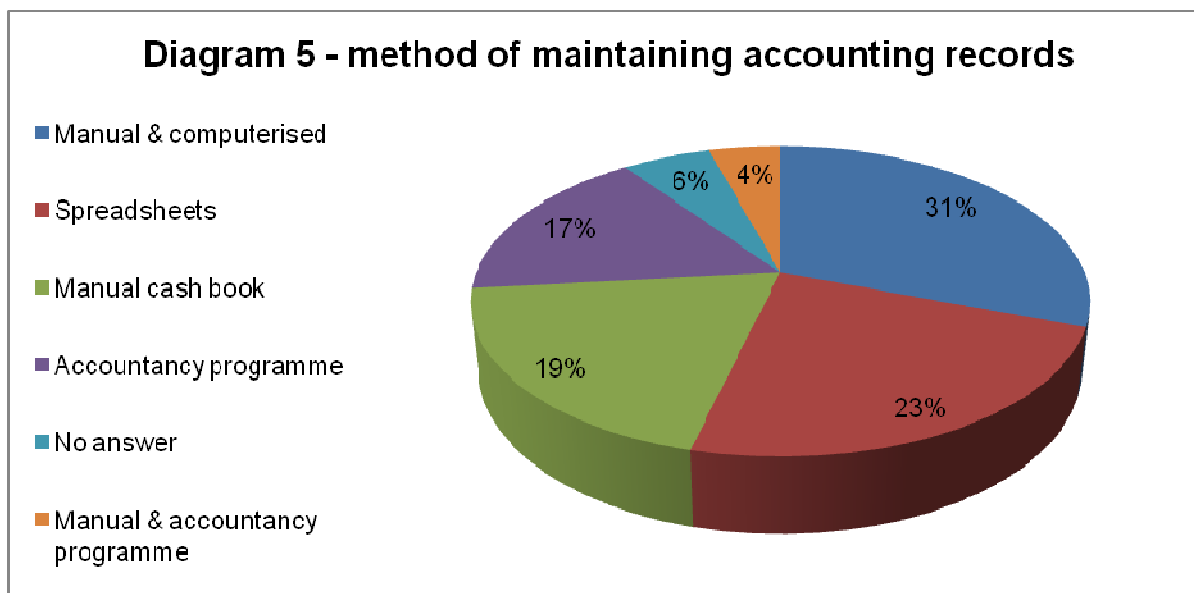
The results are shown below in table 1:

Table 1: Numbers of Trustees, staff and volunteers

Type	Number
Trustees	857
Staff	2,759
Volunteers	6,833

Accounting records

There are many different ways to maintain accurate accounting records and this is reflected in the results shown in diagram 5 and appendix 4.



The main computerised systems used are Sage Accounts and QuickBooks Pro. The large organisations tend to have bespoke finance systems or use larger accounting programmes such as Opera or SQL.

Smaller organisations use Microsoft Excel heavily with some organisations using Microsoft Money Manager.

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6 - Use of Community Accounts Services

The detailed results for this section are included in appendices 5a and 5b.

70% of the responses received are currently using some sort of accountancy service external to their organisation.

The main services used are Independent Examinations and preparation of final accounts which is to be expected as it is a compulsory requirement for registered charities/ companies that make up the majority of the responses.

The main reason for organisations that used to access external accountancy services but do not now is cost.

For organisations that do not use external services the main reasons are:

- ⇒ They have the skills themselves to do it
- ⇒ Handled internally (larger organisations i.e. a finance department)

Training

The majority of the organisations have not received any training to support themselves in regards of accountancy services as summarised in appendix 6.

If organisations have received training, the trend seems to be that this has occurred within the last 5 years and is focused on finding sources of funding and preparing funding applications.

For pure “financial training” the greatest number of responses was for preparing/how to keep accounting records which 8.89% of the responses. This would be consistent with the analysis of the income of the groups being that approximately half of the groups are under £20,000 per year thus only requiring basic accounting records.

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7 - Services that VCO's could benefit from

The detailed results for this section are included in appendices 7a and 7b.

The results from this section indicate the following:

- ⇒ 37% of the responses would use one of the listed accountancy services if they were free or subsidised.
- ⇒ Only 9% of responses would be prepared to pay a fee for the listed accountancy services.

Although this means that 53% of responses said they would not use the services, this has to be viewed as a snapshot as at March 2010. The turnover of Trustees and Treasurers is high and it could be that an organisations Treasurer leaves and the replacement is not as experienced and will require some assistance.

From the analysis and some of the comments posted, it would appear that cost is the greatest constraint for organisations accessing services. This could be due to a misconception that CAS's will charge on a scale comparable with commercial accountants. Most CAS's work on a break even basis which means that the fees charged for work are much lower than commercial accountants although the services is of a comparable professional level.

As the majority of responses came from groups with lower income, services such as training around finding sources of funding, preparing funding applications and preparing reports for funders featured highly. This would be consistent with the increased demand from funders for accurate financial information and the increased demand on reducing resources.

The results indicate that payroll services are not in great demand however this is inconsistent with the experience of C CVS whose payroll project is experiencing growth as organisations find the compliance with HMRC regulations and the time it takes running a payroll is drawing them away from front line service delivery.

There is also a high demand for preparation of annual accounts and Independent Examinations which explained previously is a statutory requirement for most of the organisations who responded.

A significant demand was also identified for training on keeping accounting records.

On a geographical analysis, the greatest demand is from the Southend area, closely following by Colchester and Chelmsford areas.

Whilst the focus will naturally fall on the groups with lower income who make up the majority of the responses, organisations with incomes over £500,000 also indicated that they would benefit from the services on offer.

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8 - Support services

55% of the responses indicate that the services listed would be either very useful or useful to their organisations. Full details are in appendices 8a and 8b.

The services which have the highest response rate were newsletters, one to one training, e-mail support and basic training guides. This would indicate that organisations are looking for “hands-on” support and would be consistent with the profile of the groups that have responded.

As with the services that VCO’s could benefit from, although 45% of responses indicated they would not find any of the support services useful, this is dependent on the Treasurer in post at the given time.

The geographical analysis for the support services shows a similar pattern to the services that VCO’s may benefit from with Southend, Colchester and Chelmsford showing the higher demand.

All of the services listed are services that are already provided by the CCVS CAS.

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9 - Appendices

Appendix 1 Survey distribution/response rate

Area	Surveys sent	Surveys returned	Response rate
Braintree	208	30	14.42%
Chelmsford	372	39	10.48%
Colchester	95	35	36.84%
Maldon	100	13	13.00%
Southend	408	44	10.78%
Tendring	150	19	12.67%
Total	1,333	180	13.50%

Appendix 2 Legal status of organisations

Legal Status	No responses	%age of total
Registered charity	98	54.44%
Company limited by guarantee & registered charity	36	20.00%
Unregistered	31	17.22%
Other	10	5.56%
Company limited by guarantee	5	2.78%
Community Interest Company	0	0.00%
Total	180	100.00%

Appendix 3 Annual income of organisations

Income band	No responses	%age of total
Under £20,000	96	53.33%
£20,000 to £100,000	30	16.67%
£100,000 to £250,000	22	12.22%
£250,000 to £500,000	15	8.33%
Over £500,000	14	7.78%
No answer/not disclosed	3	1.67%
Total	180	100.00%

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Appendix 4 Method of maintaining accounting records

Income band	No responses	%age of total
Manual & computerised	55	30.56%
Spreadsheets	42	23.33%
Manual	35	19.44%
Accountancy programme	30	16.67%
No answer	10	5.56%
Manual & accountancy programme	8	4.44%
Total	180	100.00%

Appendix 5a Services being used provided by external source (responses)

Service	Used to use	Currently use	Don't use
Book keeping	3	16	129
Preparation of final accounts	5	57	94
Payroll	4	45	104
Independent Examinations	3	85	67
Human resources	2	33	111
Training	3	55	89

Appendix 5b Services being used provided by external source (percentage of total responses)

Service	Used to use	Currently use	Don't use
Book keeping	1.67%	8.89%	71.67%
Preparation of final accounts	2.78%	31.67%	52.22%
Payroll	2.22%	25.00%	57.78%
Independent Examinations	1.67%	47.22%	37.22%
Human resources	1.11%	18.33%	61.67%
Training	1.67%	30.56%	49.44%

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Appendix 6

When did you receive any training or support?

	Year										% age total re- sponses	
	Pre 2000	2001	2002	2003	2004	2005	2006	2007	2008	2009		2010
How to keep accounting records	0	0	0	0	1	1	2	1	3	2	2	6.67%
Computering your accounting records	0	0	0	0	0	1	0	1	2	3	1	4.44%
Financial controls & procedures	0	1	0	0	0	0	2	1	1	3	1	5.00%
Operating a payroll	0	0	0	1	0	0	0	0	1	0	0	1.11%
Finding sources of funding	0	0	1	0	1	0	4	2	4	8	8	15.56%
Preparing funding applications	0	0	0	0	0	0	2	4	6	9	4	13.89%
Human resources	0	0	0	1	0	1	1	1	1	5	4	7.78%
Preparing/monitoring budgets	0	0	0	0	0	1	0	0	1	2	1	2.78%

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Appendix 7a

Which services would your organisation benefit from?

	Use if free or subsidised	Would pay a fee for	Would not use	Under £20,000		
				F/S	Pay	N/U
Book Keeping	39 30.00%	9 6.92%	82 63.08%	23 59%	4 44%	45 55%
Payroll	27 20.77%	10 7.69%	93 71.54%	8 30%	1 10%	54 58%
Human resources	39 30.23%	11 8.53%	79 61.24%	11 28%	2 18%	51 65%
Preparation of annual accounts	50 34.01%	25 17.01%	72 48.98%	30 60%	11 44%	39 54%
Independent Examinations	68 43.87%	30 19.35%	57 36.77%	39 57%	9 30%	30 53%
Training: Governance & compliance	66 47.14%	12 8.57%	62 44.29%	29 44%	3 25%	39 63%
General accounts support	50 36.76%	9 6.62%	77 56.62%	24 48%	3 33%	45 58%
Accounting records	55 39.57%	11 7.91%	73 52.52%	27 49%	5 45%	44 60%
Computerised records	45 33.58%	10 7.46%	79 58.96%	29 64%	2 20%	44 56%
Financial controls & procedures	39 30.47%	6 4.69%	83 64.84%	17 44%	2 33%	48 58%
Operating payroll	20 16.26%	8 6.50%	95 77.24%	7 35%	0 0%	54 57%
Human resources issues	36 27.69%	16 12.31%	78 60.00%	9 25%	2 13%	51 65%
Finding sources of funding	88 58.67%	19 12.67%	43 28.67%	42 48%	6 32%	29 67%
Preparing funding applications	84 56.00%	17 11.33%	49 32.67%	43 51%	6 35%	29 59%
Preparing reports for funders	71 49.31%	16 11.11%	57 39.58%	36 51%	5 31%	34 60%
Preparing a budget	42 33.07%	4 3.15%	81 63.78%	18 43%	2 50%	48 59%
Monitoring a budget	44 34.38%	4 3.13%	80 62.50%	19 43%	2 50%	48 60%
Percentage of responses	37.20%	9.35%	53.45%			

Analysis based on income banding

£20,000 £100,000			£100,000 £250,000			£250,000 £500,000			Over £500,000			No answer		
F/S	Pay	N/U	F/S	Pay	N/U	F/S	Pay	N/U	F/S	Pay	N/U	F/S	Pay	N/U
8	2	10	7	1	7	0	2	8	0	0	12	1	0	0
21%	22%	12%	18%	11%	9%	0%	22%	10%	0%	0%	15%	3%	0%	0%
8	4	11	8	2	8	0	1	10	3	2	9	0	0	1
30%	40%	12%	30%	20%	9%	0%	10%	11%	11%	20%	10%	0%	0%	1%
13	1	8	11	1	6	2	5	5	2	2	8	0	0	1
33%	9%	10%	28%	9%	8%	5%	45%	6%	5%	18%	10%	0%	0%	1%
13	7	6	6	3	9	0	2	8	0	1	10	1	1	0
26%	28%	8%	12%	12%	13%	0%	8%	11%	0%	4%	14%	2%	4%	0%
14	11	6	11	5	4	2	3	7	1	1	10	1	1	0
21%	37%	11%	16%	17%	7%	3%	10%	12%	1%	3%	18%	1%	3%	0%
17	2	7	11	1	4	3	2	5	6	4	6	0	0	1
26%	17%	11%	17%	8%	6%	5%	17%	8%	9%	33%	10%	0%	0%	2%
11	3	8	9	0	6	2	2	9	3	1	9	1	0	0
22%	33%	10%	18%	0%	8%	4%	22%	12%	6%	11%	12%	2%	0%	0%
14	3	6	8	1	6	3	1	7	2	0	10	1	1	0
25%	27%	8%	15%	9%	8%	5%	9%	10%	4%	0%	14%	2%	9%	0%
8	5	8	7	2	6	0	1	9	0	0	12	1	0	0
18%	50%	10%	16%	20%	8%	0%	10%	11%	0%	0%	15%	2%	0%	0%
12	2	8	6	1	8	3	1	7	1	0	11	0	0	1
31%	33%	10%	15%	17%	10%	8%	17%	8%	3%	0%	13%	0%	0%	1%
5	3	13	6	2	8	0	2	9	2	1	10	0	0	1
25%	38%	14%	30%	25%	8%	0%	25%	9%	10%	13%	11%	0%	0%	1%
12	3	8	9	2	6	2	5	5	4	4	7	0	0	1
33%	19%	10%	25%	13%	8%	6%	31%	6%	11%	25%	9%	0%	0%	1%
17	6	3	15	1	2	7	1	4	6	5	5	1	0	0
19%	32%	7%	17%	5%	5%	8%	5%	9%	7%	26%	12%	1%	0%	0%
16	5	4	14	1	4	5	1	6	5	4	6	1	0	0
19%	29%	8%	17%	6%	8%	6%	6%	12%	6%	24%	12%	1%	0%	0%
13	3	7	10	1	5	5	2	6	6	5	5	1	0	0
18%	19%	12%	14%	6%	9%	7%	13%	11%	8%	31%	9%	1%	0%	0%
13	1	9	5	0	7	2	1	8	4	0	8	0	0	1
31%	25%	11%	12%	0%	9%	5%	25%	10%	10%	0%	10%	0%	0%	1%
12	1	9	6	0	7	3	1	7	4	0	8	0	0	1
27%	25%	11%	14%	0%	9%	7%	25%	9%	9%	0%	10%	0%	0%	1%

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Appendix 7b Which services would your organisation benefit from?

	Use if free or subsidised	Would pay a fee for	Would not use	Braintree		
				F/S	Pay	N/U
Book Keeping	39 30.00%	9 6.92%	82 63.08%	4 10%	1 11%	12 15%
Payroll	27 20.77%	10 7.69%	93 71.54%	3 11%	1 10%	14 15%
Human resources	39 30.23%	11 8.53%	79 61.24%	6 15%	2 18%	11 14%
Preparation of annual accounts	50 34.01%	25 17.01%	72 48.98%	5 10%	4 16%	10 14%
Independent Examinations	68 43.87%	30 19.35%	57 36.77%	10 15%	3 10%	8 14%
Training: Governance & compliance	66 47.14%	12 8.57%	62 44.29%	8 12%	1 8%	9 15%
General accounts support	50 36.76%	9 6.62%	77 56.62%	5 10%	0 0%	13 17%
Accounting records	55 39.57%	11 7.91%	73 52.52%	5 9%	1 9%	12 16%
Computerised records	45 33.58%	10 7.46%	79 58.96%	4 9%	0 0%	11 14%
Financial controls & procedures	39 30.47%	6 4.69%	83 64.84%	2 5%	1 17%	14 17%
Operating payroll	20 16.26%	8 6.50%	95 77.24%	1 5%	0 0%	15 16%
Human resources issues	36 27.69%	16 12.31%	78 60.00%	3 8%	3 19%	9 12%
Finding sources of funding	88 58.67%	19 12.67%	43 28.67%	11 13%	3 16%	6 14%
Preparing funding applications	84 56.00%	17 11.33%	49 32.67%	11 13%	3 18%	6 12%
Preparing reports for funders	71 49.31%	16 11.11%	57 39.58%	9 13%	3 19%	7 12%
Preparing a budget	42 33.07%	4 3.15%	81 63.78%	4 10%	1 25%	13 16%
Monitoring a budget	44 34.38%	4 3.13%	80 62.50%	3 7%	1 25%	13 16%
Percentage of responses	37.20%	9.35%	53.45%			

Analysis based on geographical summary

Chelmsford			Colchester			Maldon			Southend			Tendring		
F/S	Pay	N/U	F/S	Pay	N/U	F/S	Pay	N/U	F/S	Pay	N/U	F/S	Pay	N/U
7	2	20	6	3	17	5	1	7	12	0	21	5	2	5
18%	22%	24%	15%	33%	21%	13%	11%	9%	31%	0%	26%	13%	22%	6%
5	1	24	9	3	14	1	1	9	7	1	25	2	3	7
19%	10%	26%	33%	30%	15%	4%	10%	10%	26%	10%	27%	7%	30%	8%
7	3	18	9	3	14	3	0	8	9	2	22	5	1	6
18%	27%	23%	23%	27%	18%	8%	0%	10%	23%	18%	28%	13%	9%	8%
8	6	20	7	5	14	6	3	6	17	3	18	7	4	4
16%	24%	28%	14%	20%	19%	12%	12%	8%	34%	12%	25%	14%	16%	6%
14	6	13	8	7	13	6	2	4	20	9	15	10	3	4
21%	20%	23%	12%	23%	23%	9%	7%	7%	29%	30%	26%	15%	10%	7%
17	4	13	14	4	13	5	1	4	16	2	18	6	0	5
26%	33%	21%	21%	33%	21%	8%	8%	6%	24%	17%	29%	9%	0%	8%
12	3	18	7	3	16	9	2	4	13	0	21	4	1	5
24%	33%	23%	14%	33%	21%	18%	22%	5%	26%	0%	27%	8%	11%	6%
12	3	19	7	3	16	8	0	4	18	3	17	5	1	5
22%	27%	26%	13%	27%	22%	15%	0%	5%	33%	27%	23%	9%	9%	7%
8	2	21	7	3	16	4	1	7	18	3	19	4	1	5
18%	20%	27%	16%	30%	20%	9%	10%	9%	40%	30%	24%	9%	10%	6%
7	1	20	6	2	17	5	0	6	14	2	21	5	0	5
18%	17%	24%	15%	33%	20%	13%	0%	7%	36%	33%	25%	13%	0%	6%
2	2	23	5	4	18	0	1	9	9	1	25	3	0	5
10%	25%	24%	25%	50%	19%	0%	13%	9%	45%	13%	26%	15%	0%	5%
6	4	19	9	4	15	2	0	8	11	3	22	5	2	5
17%	25%	24%	25%	25%	19%	6%	0%	10%	31%	19%	28%	14%	13%	6%
18	7	12	13	6	9	8	0	4	27	3	10	11	0	2
20%	37%	28%	15%	32%	21%	9%	0%	9%	31%	16%	23%	13%	0%	5%
18	6	11	11	5	11	8	0	5	24	2	14	12	1	2
21%	35%	22%	13%	29%	22%	10%	0%	10%	29%	12%	29%	14%	6%	4%
15	7	12	9	5	14	8	0	5	21	1	16	9	0	3
21%	44%	21%	13%	31%	25%	11%	0%	9%	30%	6%	28%	13%	0%	5%
10	1	18	7	2	17	3	0	7	12	0	22	6	0	4
24%	25%	22%	17%	50%	21%	7%	0%	9%	29%	0%	27%	14%	0%	5%
11	1	17	7	2	17	4	0	7	13	0	22	6	0	4
25%	25%	21%	16%	50%	21%	9%	0%	9%	30%	0%	28%	14%	0%	5%

Colchester Community Voluntary Services EACVS Modernisation Project - 2010

Appendix 8a How useful would the following support services be?

	Very useful	Useful	Not useful	Under £20,000		
				V/U	Use	N/U
Newsletter	48	62	46	18	31	31
				38%	50%	67%
One to one training	43	44	66	19	20	41
				44%	45%	62%
Group training sessions	36	51	68	19	19	43
				53%	37%	63%
Telephone support	34	53	64	14	25	39
				41%	47%	61%
E-mail support	40	52	61	19	25	36
				48%	48%	59%
Finance support surgeries	27	42	77	15	17	46
				56%	40%	60%
Basic training guides	46	43	65	20	20	40
				43%	47%	62%
Restricted funds analysis	30	34	76	11	16	47
				37%	47%	62%
Help with monitoring reports	24	35	81	9	14	49
				38%	40%	60%
Percentage of responses	24.33%	30.86%	44.81%			

Analysis based on income banding

£20k - £100k			£100k - £250k			£250k - £500k			Over £500k			No answer		
V/U	Use	N/U	V/U	Use	N/U	V/U	Use	N/U	V/U	Use	N/U	V/U	Use	N/U
13	8	5	8	10	2	4	8	3	5	4	4	0	1	1
27%	13%	11%	17%	16%	4%	8%	13%	7%	10%	6%	9%	0%	2%	2%
10	10	6	8	6	6	4	5	5	2	3	7	0	0	1
23%	23%	9%	19%	14%	9%	9%	11%	8%	5%	7%	11%	0%	0%	2%
8	10	7	5	9	5	2	8	5	2	4	7	0	1	1
22%	20%	10%	14%	18%	7%	6%	16%	7%	6%	8%	10%	0%	2%	1%
10	10	6	4	9	6	4	6	5	2	3	7	0	0	1
29%	19%	9%	12%	17%	9%	12%	11%	8%	6%	6%	11%	0%	0%	2%
12	7	7	3	10	5	4	6	5	2	4	7	0	0	1
30%	13%	11%	8%	19%	8%	10%	12%	8%	5%	8%	11%	0%	0%	2%
6	10	7	4	7	8	1	3	8	1	5	7	0	0	1
22%	24%	9%	15%	17%	10%	4%	7%	10%	4%	12%	9%	0%	0%	1%
14	6	7	7	6	7	3	6	4	2	5	6	0	0	1
30%	14%	11%	15%	14%	11%	7%	14%	6%	4%	12%	9%	0%	0%	2%
9	9	6	7	3	7	1	4	7	2	2	8	0	0	1
30%	26%	8%	23%	9%	9%	3%	12%	9%	7%	6%	11%	0%	0%	1%
6	9	10	5	5	6	2	4	7	2	3	8	0	0	1
25%	26%	12%	21%	14%	7%	8%	11%	9%	8%	9%	10%	0%	0%	1%

Colchester Community Voluntary Services EACVS Modernisation Project - 2010

Appendix 8b How useful would the following support services be?

	Very useful	Useful	Not useful	Braintree		
				V/U	Use	N/U
Newsletter	48	62	46	7	11	9
				15%	18%	20%
One to one training	43	44	66	6	7	11
				14%	16%	17%
Group training sessions	36	51	68	5	11	11
				14%	22%	16%
Telephone support	34	53	64	5	10	11
				15%	19%	17%
E-mail support	40	52	61	5	10	10
				13%	19%	16%
Finance support surgeries	27	42	77	1	7	16
				4%	17%	21%
Basic training guides	46	43	65	5	8	12
				11%	19%	18%
Restricted funds analysis	30	34	76	2	3	16
				7%	9%	21%
Help with monitoring reports	24	35	81	2	6	14
				8%	17%	17%
Percentage of responses	24.33%	30.86%	44.81%			

Analysis based on geographical summary

Chelmsford			Colchester			Maldon			Southend			Tendring		
V/U	Use	N/U	V/U	Use	N/U	V/U	Use	N/U	V/U	Use	N/U	V/U	Use	N/U
8	16	10	9	11	9	5	3	4	11	15	10	8	6	4
17%	26%	22%	19%	18%	20%	10%	5%	9%	23%	24%	22%	17%	10%	9%
5	12	17	7	8	13	5	4	4	14	7	17	6	6	4
12%	27%	26%	16%	18%	20%	12%	9%	6%	33%	16%	26%	14%	14%	6%
4	16	15	8	5	14	4	4	5	10	10	18	5	5	5
11%	31%	22%	22%	10%	21%	11%	8%	7%	28%	20%	26%	14%	10%	7%
5	12	16	6	8	14	4	4	5	10	13	13	4	6	5
15%	23%	25%	18%	15%	22%	12%	8%	8%	29%	25%	20%	12%	11%	8%
8	15	12	6	8	14	5	3	4	10	11	16	6	5	5
20%	29%	20%	15%	15%	23%	13%	6%	7%	25%	21%	26%	15%	10%	8%
3	14	17	5	6	16	6	1	5	8	9	18	4	5	5
11%	33%	22%	19%	14%	21%	22%	2%	6%	30%	21%	23%	15%	12%	6%
7	11	16	10	6	14	5	4	4	15	10	13	4	4	6
15%	26%	25%	22%	14%	22%	11%	9%	6%	33%	23%	20%	9%	9%	9%
6	8	18	5	7	15	5	3	4	7	10	16	5	3	7
20%	24%	24%	17%	21%	20%	17%	9%	5%	23%	29%	21%	17%	9%	9%
4	12	17	3	7	16	3	1	5	8	5	22	4	4	7
17%	34%	21%	13%	20%	20%	13%	3%	6%	33%	14%	27%	17%	11%	9%

Colchester Community Voluntary Services

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Appendix 9

Needs analysis survey

Colchester CVS in partnership with the Essex Association of Community Voluntary Services (EACVS) will undertake some research for the demand for a Essex, Southend and Thurrock wide Community Accounts Service.

The Colchester service is well established and respected in it's payroll service, book keeping, producing your final accounts and carrying out Independent Examinations. We can offer training courses covering the basics to groups, bespoke and on a one to one basis in conjunction with Voluntary Sector Training (VST). We offer a HR service which provides guidance and support on employment legislation.

We are keen to understand what organisations want for the future thus we would be grateful if you could spend 10 minutes of your time to complete the attached questionnaire and return it to us in the stamped address envelope provided.

Part 1 - Your Organisation

Name of organisation

Contact name

Address

Telephone

E-mail

Web-site

Please tick the status of your organisation

Unregistered	<input type="checkbox"/>
Registered Charity	<input type="checkbox"/>
Other	<input type="checkbox"/>

Company limited by guarantee	<input type="checkbox"/>
Community Interest Company	<input type="checkbox"/>
Please state: _____	

What is your approximate annual income?

Under £20,000	<input type="checkbox"/>
£100,000 to £250,000	<input type="checkbox"/>
£500,000 plus	<input type="checkbox"/>

£20,000 to £100,000	<input type="checkbox"/>
£250,000 to £500,000	<input type="checkbox"/>

Please state the number of:

Trustees	<input type="text"/>
Volunteers	<input type="text"/>

Staff	<input type="text"/>
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Do you have a Treasurer or Book Keeper?

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
-----	--------------------------	----	--------------------------

How do you maintain your accounts?

Manual cashbook	<input type="checkbox"/>
Mixture of manual/computer	<input type="checkbox"/>
Which programme do you use?	_____

Spreadsheets (e.g. Excel)	<input type="checkbox"/>
Accountancy programme	<input type="checkbox"/>

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Appendix 9

Needs analysis survey

Part 2 - Services you currently use

Do you use or have used any of the following services from someone or another organisation external to yours?

	We currently use	We used to use	We don't use
Book Keeping	<input type="text"/>	<input type="text"/>	<input type="text"/>
Preparation of final accounts	<input type="text"/>	<input type="text"/>	<input type="text"/>
Payroll	<input type="text"/>	<input type="text"/>	<input type="text"/>
Independent Examinations	<input type="text"/>	<input type="text"/>	<input type="text"/>
Human Resources/Employment Advice	<input type="text"/>	<input type="text"/>	<input type="text"/>
Training	<input type="text"/>	<input type="text"/>	<input type="text"/>

If you no longer use a service, please could you briefly explain why:

Please could you tell us if you have received any training or support in the following areas and if appropriate, roughly when this was.

	Received	Date
How to keep accounting records	<input type="text"/>	_____
Computerising your accounting records	<input type="text"/>	_____
Financial controls & procedures	<input type="text"/>	_____
Operating a payroll	<input type="text"/>	_____
Finding sources of funding	<input type="text"/>	_____
Preparing funding applications	<input type="text"/>	_____
Human Resources/Employment Advice	<input type="text"/>	_____
Preparing and monitoring budgets	<input type="text"/>	_____

Colchester Community Voluntary Services EACVS Modernisation Project - 2010

Appendix 9

Needs analysis survey

Part 3 - Demand for a Community Accounts Service

Please indicate on the list below which services you feel your organisation would benefit from if a subsidised pilot service was introduced.

Please also indicate whether you would be able to pay a fee for these services or would only be able to use them if they are free (tick both boxes if you feel this is applicable)

	Would use if free or subsidised	Would pay a fee for	Never use
Book Keeping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Payroll	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Human Resources/Employment Issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Preparation of annual accounts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Independent Examination of annual accounts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Training & Support			
Governance and compliance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
General accounts support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How to keep accounting records <i>in accordance with the Statement of Recommended Practice (SORP)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Computerising accounting records	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Financial controls & procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Operating payroll	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Human Resources issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Finding sources of funding	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Preparing funding applications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Preparing reports for funders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Preparing a budget	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Monitoring a budget	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Colchester Community Voluntary Services EACVS Modernisation Project - 2010

Appendix 9 Needs analysis survey

Part 3 - Demand for a Community Accounts Service (continued)

From the list below, please indicate how useful you believe the following support services would be to you and your organisation

	Very Useful	Useful	Not Useful
A newsletter containing up-dates on finance and employment related is-	<input type="text"/>	<input type="text"/>	<input type="text"/>
One to one training	<input type="text"/>	<input type="text"/>	<input type="text"/>
Group training sessions	<input type="text"/>	<input type="text"/>	<input type="text"/>
Telephone support	<input type="text"/>	<input type="text"/>	<input type="text"/>
E-mail support	<input type="text"/>	<input type="text"/>	<input type="text"/>
Finance support "surgeries" that would be held at your local community centres	<input type="text"/>	<input type="text"/>	<input type="text"/>
Basic training guides that could be sent to you	<input type="text"/>	<input type="text"/>	<input type="text"/>
Assistance with restricted funds analysis	<input type="text"/>	<input type="text"/>	<input type="text"/>
Help with monitoring reports	<input type="text"/>	<input type="text"/>	<input type="text"/>

Any other support service that you think would be useful:

Thank you for completing this questionnaire, if you have any further comments or thoughts that you think will be beneficial to our research, please detail them below:

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 Telephone: 01206 505250 Fax: 01206 500367
 E-mail: information@ccvs.org Website: <http://www.ccvs.org>

Community Information
Transport Scheme

Training

Community Accounts
Shopmobility