

LEONARDO DA VINCI
TRANSFER OF INNOVATION

SESP



Social Enterprise Mapping Research

Questionnaire

Prepared by SARETAS, 2012

Social Enterprise Mapping Research

Gaining insight from the data

These data should give you a good picture of what social enterprises in Austria, Bulgaria, Lithuania and Portugal are thinking. Some answers may be more revealing than others. Used alongside dialogue within the desk research (already implemented at the country levels) of knowledge of local context, this information can be used to understand the management style, problems, main issues and major training needs faced by social enterprises.

Questionnaire content

The questionnaire consisted of 5 sections, as detailed below:

- About the organisation (questions on the organisation's users and clients, area of work, roles and areas of activity);
- Funding / income;
- Meeting the objectives;
- Support, advice and training;
- Relationships and partnerships.

QUESTIONNAIRE

ABOUT THE ORGANISATION

Do you consider yourself to be a 'social enterprise'?

- Yes
- No

Who owns the organisation?

- Community
- Individuals
- Local Authority
- Members
- Partners
- Shareholders
- Trustees
- Other _____

Are the majority of the organisation's members/management (i.e. more than 50% of the members) from the following groups?

- Disability led
- Ethnic Minority led
- Men led
- Women led
- Gay / Lesbian led
- Service User Led
- Other 'community of interest group'
- None of these
- Other _____

Number of staff:

Full time staff _____
Part time staff _____

Who are your beneficiaries?

- Women
- Children (aged 15 or under)
- Older people
- Men
- People with physical disabilities and / or special needs
- People with particular physical health needs
- People with learning difficulties
- People from Black and Minority Ethnic communities
- Young people (aged 16 to 24)
- People with mental health needs
 - People with a particular financial need (including poverty)
- Asylum seekers / refugees
- Homeless people
- Faith communities
- People with addiction problems (e.g. alcohol, drugs)
- Other charities, social enterprises and/or voluntary organisations
- Offenders, ex-offenders and their families
- Victims of crime and their families
- Socially excluded / vulnerable people
- Animals
- Developing world beneficiaries
- Carers / parents
- The general public / everyone
- Other (please write)_____

Which of the following services do you deliver (main services only)?

- Community development and mutual aid
- Cohesion / civic participation
- Culture (including arts and music)
- Leisure (including sport and recreation)
- Economic well-being (including economic development, employment and relief of poverty)
- Accommodation/housing
- Education and lifelong learning
- Training
- Environment / sustainability
- Equalities / civil rights (e.g. gender, race, disabilities)
- Health and well-being (e.g. medical, health, sickness, disability, mental health, counselling)
- Heritage
- International development (e.g. overseas aid, famine relief)
- Religious / faith-based activity
- Criminal justice
- Animal welfare
- Capacity-building and other support for other charities, social enterprises and/or voluntary organisations
- Other charitable, social or community purposes

What are the main roles your organisation undertakes?

- Delivery of public services (e.g. social housing, health care, day centre, counselling, community safety, education, childcare)
- Delivery of other services (e.g. business services, financial services, manufacturing, community support, sports coaching/club, recreation)
- Buildings and/or facilities (e.g. community centres, village halls, religious buildings but NOT social housing)
- Advocacy, campaigning, representation, information or research
- Capacity building and other support to charities, social enterprises and/or voluntary organisations (e.g. acts as a coordinating or resource body)

- Grant makers (e.g. make grants to individuals or organisations)
- Provides other finance
- Provides advice to individuals
- Helps people to access services or benefits
- Emotional support/befriending
- Provides staff and/or volunteers
- Advancing religion and / or spiritual welfare by supporting religious or spiritual practice
- Advancing cultural awareness
- Other _____

FUNDING

What were the main sources of income in the financial year of 2011?

Please answer in percentages rather than actual figures.

	%
Business Donations	
Central Government Funding	
Charitable Trusts	
Contracts / Service Level Agreements (Local Authority / Private Sector)	
European Funding	
Grants	
In Kind	
Individual Donations	
Loans	
Membership Fees / Charges	
Property Income	
Sale of Goods / Services (direct trading)	
Other (please specify) _____	

Do you have a product that you sell which generates you an income?

- Yes
- No

If yes, please describe.....

MEETING OBJECTIVES

Thinking back over the last 12 months, to what extent do you think your organisation has been successful, or not, in meeting its main objectives? Please put a cross in one box only

- Very successful
- Fairly successful
- Not very successful
- Not at all successful
- Don't know

Thinking back over the last 12 months, has your organisation had sufficient or insufficient of the following resources to meet its main objectives? Please put a cross in one box per row

	Sufficient	Insufficient	Not applicable

volunteers for your organisation							
Ensure you have enough space to operate (e.g. office space)	<input type="checkbox"/>						
Access advice and support for your organisation	<input type="checkbox"/>						
Access training	<input type="checkbox"/>						
Maintain sufficient financial reserves	<input type="checkbox"/>						
Apply for funding or bid for contracts	<input type="checkbox"/>						
Work together with other charities, social enterprises and/or voluntary organisations to influence local decisions	<input type="checkbox"/>						
Work together with other charities, social enterprises and/or voluntary organisations to deliver local services	<input type="checkbox"/>						

What barriers to growth does the organisation face? **Please tick all that apply.**

Barriers	(Please tick below)
Access to funding	<input type="checkbox"/>
Lack of and/or retention of volunteers	<input type="checkbox"/>
Lack of suitable premises	<input type="checkbox"/>
Available time resources of staff / volunteers	<input type="checkbox"/>
Level of income	<input type="checkbox"/>
Lack of staff	<input type="checkbox"/>
High expenditure costs	<input type="checkbox"/>

Range of activities offered by the organisation	<input type="checkbox"/>
Lack of specialist advice/support	<input type="checkbox"/>
Access to training	<input type="checkbox"/>
Lack of management skills	<input type="checkbox"/>
Lack of legal knowledge	<input type="checkbox"/>
Lack of need for products/services	<input type="checkbox"/>
Lack of involvement in partnerships	<input type="checkbox"/>
Other (please state)	<input type="checkbox"/>

What types of support would you require? Please tick all that apply.

- Funding advice
- Training
- Volunteers
- General Business Advice
- Policies
- Business Planning
- Other (please state)
- Property
- Marketing / Publicity
- Legal Status / Form
- Employees
- Accounts

What skills training would you need to achieve your goals and/or increase the performance of the organization? Please tick maximum 3 boxes

- Characteristics of social enterprise
- Business management principles
- Introduction to social enterprise
- Evaluating the social enterprise opportunity
- Social enterprise leadership, creativity and innovation
- Legal aspects of social enterprise
- Social enterprise marketing
- Social enterprise finance
- Social enterprise management in a turnaround environment
- Building and sustaining a successful social enterprise

Does the organisation have a business plan?

- Yes
- No

Do you monitor your social objectives?

- Yes
- No

Does your organisation have a Green Policy?

- Yes
- No

Would your organisation use a social enterprise support service/business advisor in the future?

- Yes
- No
- Unsure

RELATIONSHIPS AND PARTNERSHIPS

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

Local bodies in your local area . . .	Agree	Disagree
. . . value the work of your organisation	<input type="checkbox"/>	<input type="checkbox"/>
. . . respect your organisation's independence	<input type="checkbox"/>	<input type="checkbox"/>
. . . understand the nature and role of your organisation	<input type="checkbox"/>	<input type="checkbox"/>
. . . involve your organisation appropriately in developing and carrying out policy on issues which affect you	<input type="checkbox"/>	<input type="checkbox"/>
. . . inform your organization on issues which affect you or are of interest to you	<input type="checkbox"/>	<input type="checkbox"/>
. . . consult your organization on issues which affect you or are of interest to you	<input type="checkbox"/>	<input type="checkbox"/>
. . . act upon your organisation's opinions and/or responses to consultation	<input type="checkbox"/>	<input type="checkbox"/>

Overall, how satisfied or dissatisfied are you with your ability to influence local decisions that are relevant to your organisation? Please put a cross in one box only

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable
- Don't know

Thank you for taking part in this questionnaire. Your input is greatly appreciated.