

## Survey of Voluntary Sector IT Resources and Training Needs

**A survey of the current use of computers and information technology by training providers within the Voluntary Sector.**

**Conducted by Elephant Jobs on behalf of Southwark Council.**

**The aim of the survey is to identify the best ways of providing additional resources, support and training in order to improve the services of Voluntary Sector Training Providers.**

**The study covers the current use of information technology and access to facilities such as the Internet and Web Sites within the sector.**



# Survey of Voluntary Sector IT Resources and Training Needs

## Survey of Voluntary Sector IT Resources and Training Needs

### Background Note

Elephant Jobs has been asked by Southwark Council to conduct a short study of the current use of computers and information technology by training providers within the Voluntary Sector.

The aim of the survey is to identify the best ways of providing additional resources, support and training to enable them to improve the services of Voluntary Sector Training Providers. The study covers the current use of information technology and access to facilities such as the Internet and Web Sites within the sector.

Southwark Council has a limited budget, provided through the European Union to fund support to increase the capacity of the Voluntary Sector in the area of Information Technology.

The intention of this survey is to assist the Council in identifying 'Best Value' options for the use of these resources, and to make a case for the allocation of additional resources in the future.

*(Note - the data collected by this survey will be used to inform Southwark Council, it will not be disclosed to any organisation that is not associated with this IT and Internet Survey)*

### Methodology

It was proposed that the study would consist of two parts:

1.0 A detailed review of the current IT resources and training needs of up to 50 voluntary sector training providers based in Southwark through a telephone survey. The survey will include a review of the current computer hardware, modems and software used by each organisation and its suitability for the services provided. The review will cover the requirement for IT generally and specifically to review the access, use and need for training on the Internet, including e-mail and web sites, identifying both staff and user needs.

The survey will take the form of a short telephone interview, principally of smaller organisations, with priority going to grant funded groups. The sample will be drawn from the AEVTS database of organisations from which a sample of up to 50 groups will be agreed.

2.0 A review of examples of current IT support offered to voluntary sector training organisations, focusing on the use of the Internet, including e-mail and web sites. Recommendations will be made for the provision of IT resource support and training focusing on the use of the Internet, based on the development of examples of 'best practice'.

From these reviews an estimate of the costs and 'Best Value' options in allowing the majority of the groups access to IT resource support and training focusing on the use of the Internet, including e-mail and web sites, will be made.



# Survey of Voluntary Sector IT Resources and Training Needs

## Questionnaire Sample

### Voluntary Sector Training Providers IT & Internet Survey 1999

What is the name of your Organisation?

1 - 6  
( )  
(8)

1

What is your Address

Address

Post Code

(9)

1

Tel:

Fax:

(10 - 11)

1 1

Do you have an Email Address?

Yes

No

(12)

1 2

Email

(13)

1

Do you have a Web Site?

Yes

No

(14)

1 2

Web Site

(15)

1

Who is the person responsible for Managing your Organisation?

(16)

1

Who is responsible for co-ordinating your IT facilities?

(17)

1

Does your Organisation provide Training?

Yes

No

(18)

1 2

Is Training provided for your Users / Clients?

Yes

No

(19)

1 2

(if so) What type of Training is provided?

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(20)

1

Is Training provided for your Staff?

Yes

No

(21)

1 2

(if so) What type of Training is provided?

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(22)

1



# Survey of Voluntary Sector IT Resources and Training Needs

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**Does your Organisation use Computers?** Yes  No  (23)  
1 2

**How many Computers does your Organisation have?**  (24)

**How many Computers are used by your Users / Clients?**  (25)

**How are the Computers used by you Users / Clients?** (26)  
1

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**How often are the Computers used by your Users / Clients?** (27)  
Every Day  2 to 3 Times/Week  Once a Week  2 to 3 Times/Month  1 2 3 4

Once a Month  Less than Once a Month  Other  5 6 7 (28)

**How many Computers does your Staff use?**  ( )

**How does your Staff use the Computers?** (29)  
1

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**How often does your Staff use the Computers?** (30)  
Every Day  2 to 3 Times/Week  Once a Week  2 to 3 Times/Month  1 2 3 4

Once a Month  Less than Once a Month  Other  5 6 7 (31)

**How many Computers are used jointly by your Users / Staff?**  ( )

**Hardware - What type of Computers do you currently use?**

	Description	Number	
<b>PCs</b>	<b>286</b>		(32) ( )
	<b>386</b>		(33) ( )
	<b>486</b>		(34) ( )



# Survey of Voluntary Sector IT Resources and Training Needs

	<b>Pentium</b>			(35) ( )
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	Description		Number	
<b>Apple Macintosh</b>	<b>Model</b>			(36) ( )
	<b>Model</b>			(37) ( )
	<b>Model</b>			(38) ( )

<b>Other</b>	Description		Number	
<b>Type</b>	<b>Model</b>			(39) ( )
<b>Type</b>	<b>Model</b>			(40) ( )
<b>Type</b>	<b>Model</b>			(41) ( )

**What types of Peripherals do you currently use (Printers / Scanners)?**

	Description		Number	
<b>Printers</b>	<b>Dot Matrix</b>			(42) ( )
	<b>Ink Jet</b>			(43) ( )
	<b>Laser</b>			(44) ( )
<b>Scanner</b>				(45) ( )
<b>Modems</b>	<b>Internal</b>			(46) ( )
	<b>External</b>			(47) ( )
<b>Other (please state)</b>				(48) ( )

**Are your Computers Networked?**

Yes  No

(49)  
1 2

**Software - What types of Software do you currently use?**

**Platform**

Windows 3.1       Windows 95       Windows 98       Other       (50) (51) (52) (53)

1    1    1    1

(if other please state) (54)  
1

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**Word Processing**

Microsoft WORD       Microsoft WORKS       WORDPERFECT       Other       (55) (56) (57) (58)

1    1    1    1

(if other please state) (59)  
1

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**Spreadsheets**

EXCEL       LOTUS 123       Other       (60) (61) (62)

1    1    1

(if other please state) (63)  
1

# Survey of Voluntary Sector IT Resources and Training Needs

## Databases

ACCESS

PARADOX

CARDBOX

Other

(64) (65) (66) (67)  
1 1 1 1  
(68)  
1

*(if other please state)*

## Graphics

PHOTOSHOP

COREL DRAW

Other

(69) (70) (71)  
1 1 1  
(72)  
1

*(if other please state)*

## Desk Top Publishing (DTP)

QUARK EXPRESS

PAGEMAKER

Other

(73) (74) (75)  
1 1 1  
(76)  
1

*(if other please state)*

**Does your Computer have a FAX facility?**

Yes

No

(8)  
1 2  
(9)  
1

*(if so) What type of Software?*

**Does your Computer have Voice Recognition?**

Yes

No

(10)  
1 2  
(11)  
1

*(if so) What type of Software?*

*(if so) How is Voice Recognition use in your Organisation?*

(12)  
1

*(if not) Would you use Voice Recognition if available?*

Yes

No

(13)  
1 2  
(14)  
1

*(if so) For what purpose would you use Voice Recognition ?*

## The Internet

**Does your Organisation have access to the Internet?**

Yes

No

(15)  
1 2

*(if so) How often do you use the Internet?*

Every Day

2 to 3 Times/Week

Once a Week

2 to 3 Times/Month

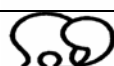
(16)  
1 2 3 4

Once a Month

Less than Once a Month

Other

5 6 7  
(17 - 18)



# Survey of Voluntary Sector IT Resources and Training Needs

**Who uses the Internet in your Organisation?**

Staff  User / Clients

1 1  
(19)  
1

**What is the Internet used for?**

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(20)  
1

**How does / could the Internet support the services you offer?**

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**How would you describe your organisation's knowledge of the Internet?**

Very Good	Good	Fair	Poor	Don't know	Does not apply	
1	2	3	4	5	9	(21) ( )

## The World Wide Web

**Does your Organisation have a Web Site?**

Yes  No

(22)  
1 2  
(23)  
1

*(if so)* **What is the Web Site used for?**

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*(if so)* **How often do you up date the Web Site?**

Every Day <input type="checkbox"/>	2 to 3 Times/Week <input type="checkbox"/>	Once a Week <input type="checkbox"/>	2 to 3 Times/Month <input type="checkbox"/>	Once a Month <input type="checkbox"/>	Less than Once a Month <input type="checkbox"/>	Other <input type="checkbox"/>	
							1 2 3 4 5 6 7

(24)  
1 2 3 4  
(25)  
1

**How does / could the Web Site support the services you offer?**

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**How would you describe your organisation's knowledge of the World Wide Web?**

Very Good	Good	Fair	Poor	Don't know	Does not apply	
1	2	3	4	5	9	(26) ( )

**Does your Organisation require equipment/facilities to access the Internet?**

Yes  No

(27)  
1 2  
(28)

**Does your Organisation require equipment/facilities to run a Web Site?**

Yes  No

1 2  
(29)

**Does your Organisation need Training on the Internet?**

Yes  No

1 2  
(30 -31)

*(if so)* **is Internet Training required for**

Staff  Users / Clients

1 1  
(32)



# Survey of Voluntary Sector IT Resources and Training Needs

**Does your Organisation need Training on Web Sites?**

Yes  No  1 2  
(33 - 34)

*(if so)* **is Web Site Training required for**

Staff  Users / Clients  1 1

*(if so)* **What kind of Training is required?**

Basic Internet Use  Basic Web Site Use  Update on Internet Use  Up date on Web Site Use  (35) (36) (37) (38)  
1 1 1 1  
(39)  
(Other please state) 1

**Does your Organisation offer IT support to other groups and/or individuals?**

Yes  No  1 2  
(40)

*(if so)* **which types**

Community Groups  Voluntary Sector Organisations  Tenants & Residents Assoc.  Businesses  (41) (42) (43) (44)  
1 1 1 1  
Business Start-ups  Local Schools  Higher Education  other  (45) (46) (47) (48)  
1 1 1 1  
(50)  
(Other please state) 1

**What type of support is offered**

Hardware  Software  Training on IT  Training on Internet  (51) (52) (53) (54)  
1 1 1 1  
Training on Web Sites  other  (55) (56)  
1 1  
(57)  
1

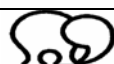
**Could you please describe what the support consists of?**

**How is the support offered / provided**

On Site (at your offices)  Off Site (at client's offices)  Through the Internet  other  (58) (59) (60) (61)  
1 1 1 1  
(62)  
(Other please state) 1

**How often does your organisation have IT problems?**

Every Day  2 to 3 Times/Week  Once a Week  2 to 3 Times/Month  (63)  
1 2 3 4  
Once a Month  Less than Once a Month  Other  5 6 7  
(64)



# Survey of Voluntary Sector IT Resources and Training Needs

**Can you usually identify the problem?** Yes  No  1 2

**What do you do about problems when they occur?**

Fix it yourself  Get own IT staff to fix it  Call supplier  Get outside help  (65) (66) (67) (68)  
1 1 1 1

*(if Outside Help)* **Is the support**

Free  Paid for  (69 - 70)  
1 1  
(71)

**Does your organisation make regular Backups?**

Yes  No  1 2

*(if so)* **How often are backups made?**

Every Day  Weekly  Monthly  Quarterly  1 2 3 4 (72)

**How important are IT facilities to the services your organisation provides?**

Very Important	Important	Fairly Important	Not Important	Don't know	Does not apply	
1	2	3	4	5	9	(73) ( )

**How important is it that your organisation upgrades its IT facilities?**

Very Important	Important	Fairly Important	Not Important	Don't know	Does not apply	
1	2	3	4	5	9	(74) ( )

**Are there any comments you would like to make concerning your organisations use of IT?** (75)  
1

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**About Southwark Council's IT support to your organisation?** (76)  
1

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**About this survey?** (77)  
1

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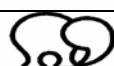


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**Thank you for your help**



# Survey of Voluntary Sector IT Resources and Training Needs

## Qualitative & Quantitative Outcomes of Survey

Note: The following charts' format and sequence has been designed to assist in the survey analysis and does not strictly follow the questionnaire sequence.

### 1. Name of Organisation

The following table consists of 58 organisations identified through LBS grant directory with amendments and additions suggested by AEVTS and others. Of the 58 organisations contacted 1 organisation did not consider the survey applicable to them and 14 were unable/unwilling to provide information over the telephone and then did not return the postal questionnaire supplied. The survey analysis is therefore based on the 43 completed questionnaires.

Note: we have received feedback from other voluntary organisations, not involved in employment and training, who feel that the survey should be widened to include other forms of provision and support to Southwark communities.

No	A	Organisation
1	A	Action For Blind People
2	A	Age Concern Southwark
3	A	Alcohol Counseling & Prevention Service
4	A	All Nations Nursery
5	A	Bede Cafe
6	A	Bengali Women's Group
7	A	Beormund Workshop
8	A	Blackfriars Settlement
9	A	BOSCO Centre
10	A	Brokerage Citylink
11	A	Butler Wharf School
12	O	Camberwell After School Project
13	O	Camberwell Foyer
14	A	Cambridge House And Talbot
15	O	Caribbean Youth Community Association
16	A	Charterhouse In Southwark
17	A	Gharweg Advice Training & Career Centre
18	A	City Artsworks Youth Theatre
19	A	Copelstone Informal Learning & Support Project
20	A	Dance Company 7
21	O	Diamond Project
22	A	Elephant Enterprises
23	A	Faces In Focus
24	A	First Frame Work
25	A	Foundations For Human Development
26	A	Gateway Training Centre
27	O	Home Improvement Project
28	A	Key South Housing
29	A	Lighthouse Informal Learning & Support Project



## Survey of Voluntary Sector IT Resources and Training Needs

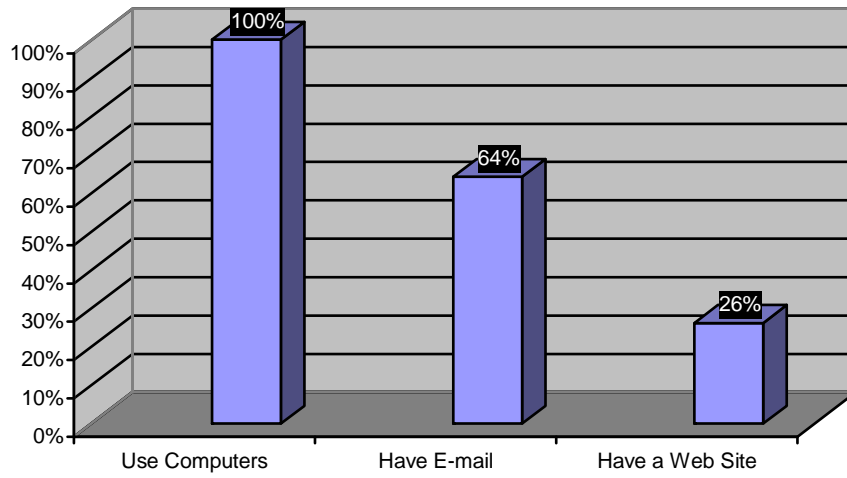
30	O	London Churches Employment Dev Unit
31	O	Outset
32	Ã	Pecan
33	Ã	Peckham Settlement
34	O	Pepys Resource Centre
35	Ã	Play Training Project
36	Ã	Princes Trust
37	Ã	SAVO
38	O	SETTA
39	Ã	Shaftesbury Resource Centre
40	Ã	Silwood Vocational Guidance & ESOL Project
41	*	Sitra
42	O	Skillnet Surrey Quays
43	O	Southwark Acorn Project
44	Ã	Southwark Arts Forum
45	Ã	Southwark Cad Centre / MARI
46	Ã	Southwark Community Education Council
47	Ã	Southwark Muslim Women Association
48	Ã	Southwark Turkish Education Group
49	*	Southwark Video Resources
50	O	Southwark Welcare
51	Ã	Springboard Southwark
52	Ã	Surrey Docks Farm
53	O	Time & Talents Informal Learning & Sup Project
54	O	Tomorrows People Trust - Peckham Centre
55	Ã	Toucan Employment
56	Ã	Vetec
57	Ã	Volunteers In Action Southwark
58	Ã	Walworth Garden Farm

- Ã Questionnaire Completed  
O Questionnaire Not Returned &/or No Response  
\* Not Applicable to the Survey



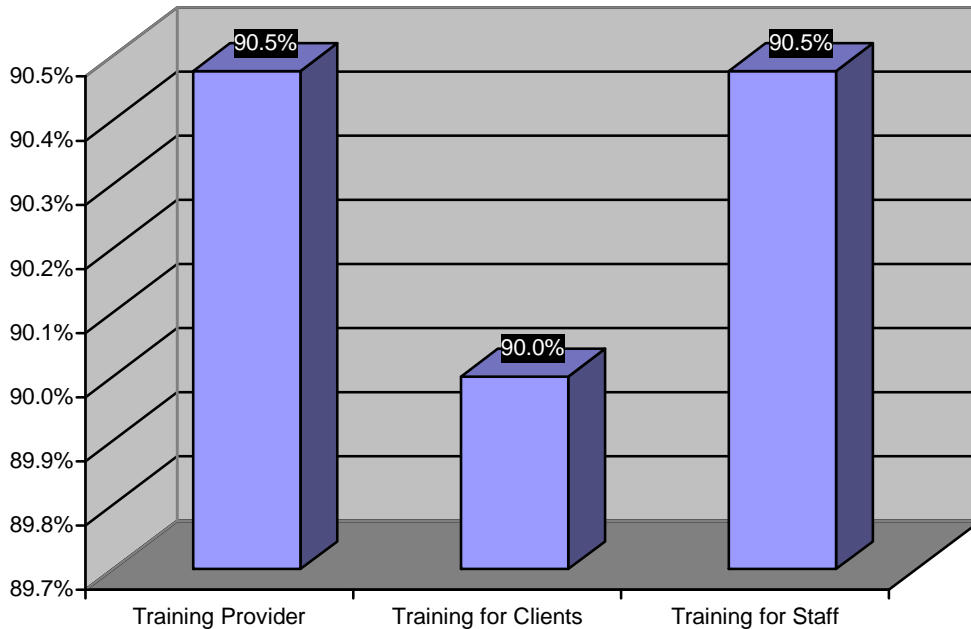
# Survey of Voluntary Sector IT Resources and Training Needs

## 2. Do you have access to IT, have an Email Address and a Web Site ?



# Survey of Voluntary Sector IT Resources and Training Needs

## 3. Does your organisation provide Training



### Training provided for users/clients

*IT Training, Job Search*

*In getting back to work or study, due to alcohol, alcohol awareness training*

*Vocational skills, independent living skills, catering skills, basic skills, IT skills (learning disabilities)*

*Foundation / introductory levels, fashion, childcare, play, reading and writing*

*Pre-vocational and vocational training*

*Training for aspiring chefs and caterers, short courses for Enthusiasts*

*English for speakers of other languages*

*Art group, DressMaking Courses*

*CVs, Work Documents*

*IT skills / Dance Training*

*IT with mixed clientele, IT for young people*

*IT, DTP, Word, Excel, Computer Building and Maintenance, Web Site Design, Internet, English, Writing, Crèche*

*Back to work for unemployed – IT, Job search, Literacy*

*Childcare and Playwork*

*Volunteers – IT Training, Telephone skills, office / warehouse skills, transport and removal skills, customer service*

*Cyber Café – use of Internet*

*NVQ + BTEC*

*Parental, Management, Embroidery, Singing*

*IT Training, literacy, numeracy, ESOL*

*Informal advice & guidance on IT use*

*Adult education project: literacy, numeracy, confidence and life skills*

*IT skills/ skill development training for people with learning difficulties*

*IT Training, ESOL Training*

*Informal*

*Introduction and ongoing support by EE Staff*

*We are project based – the IT Training will be specifically related to the project – e.g. Digital Video Production, Communication, Design*

*ECDL (Europe Computer Driving License, CLAIT, NICAs*

*IT Training*

*Organisational management training, development training*

*Basic IT*



# Survey of Voluntary Sector IT Resources and Training Needs

*CLAIT IT, CAD Training, Software programming, NVQ level One special training youth/adults, NVQ level two special training youth/adults*

*Basic RSA, Pitman Qualifications, NVCTS  
Informal updating IT skills, file management  
Sewing, catering Vietnamese / Chinese, ESOL (English)  
Interviewing skills*

*Off site schemes (James Alleyns / Alleyns School / Dulwich College / London Scheme Economics  
Database, Word Processing  
Onsite IT courses  
Rights & responsibilities, Communications skills, Horticulture*

## Training provided for staff

*IT Training  
Training in alcohol awareness, equal opportunities  
As required, but limited by budget  
We participate in in-house IT Training and there are various courses too  
Investors in People, IT skills, Quiz Package  
Technical IT, Professional / personal skill training (assertiveness / public)*

*IT proficiency / Update  
Awareness raising – Training needs met by outside agencies  
One staff paid specialist course, other staff as need to know  
According to their learning agreement and the training needs assessment of the organisation – its reviewed yearly usually the obvious list  
New computer packages / update  
One day courses – IT*

*Information Technology (IT), Programming, V. Basic  
Various – dependent upon staff needs, most training provided externally  
Equal opportunities, customer care  
TOLB Assessment Units Course work, CVs  
Administration  
Basic IT skills  
interviewing, IT  
IT skills, general training, (from directory of social change, LVSC)*

*As required  
Curriculum – Courses  
Summer workshop – introduction to computers*

*Basic skills, IT etc  
Microsoft, Excel, Access, Word, Network*

*Child Protection, First Aid, Health and Safety, Counseling  
Basic IT  
Administration  
In house IT*

*IT Proficiency  
Various  
Accounts not specified/ individual, management, fund-raising  
IT, Management*

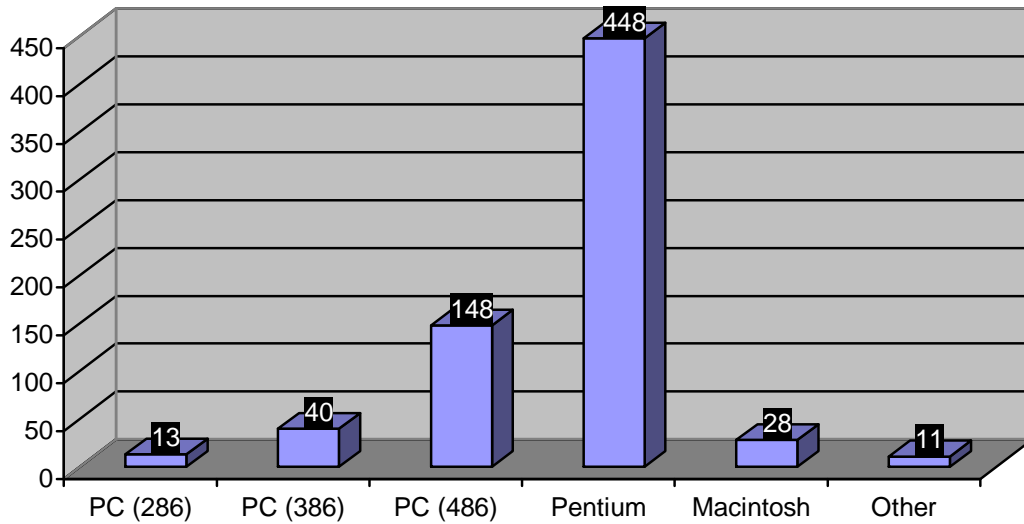
*Computer proficiency / IT development  
IT Training / Specialised Packages  
Basic RSA, Pitman Qualifications, NVCTS  
Update IT skills  
Combination personal skills profile, benefits, Administration Course*

*First Aid, Fund-raising, and others*



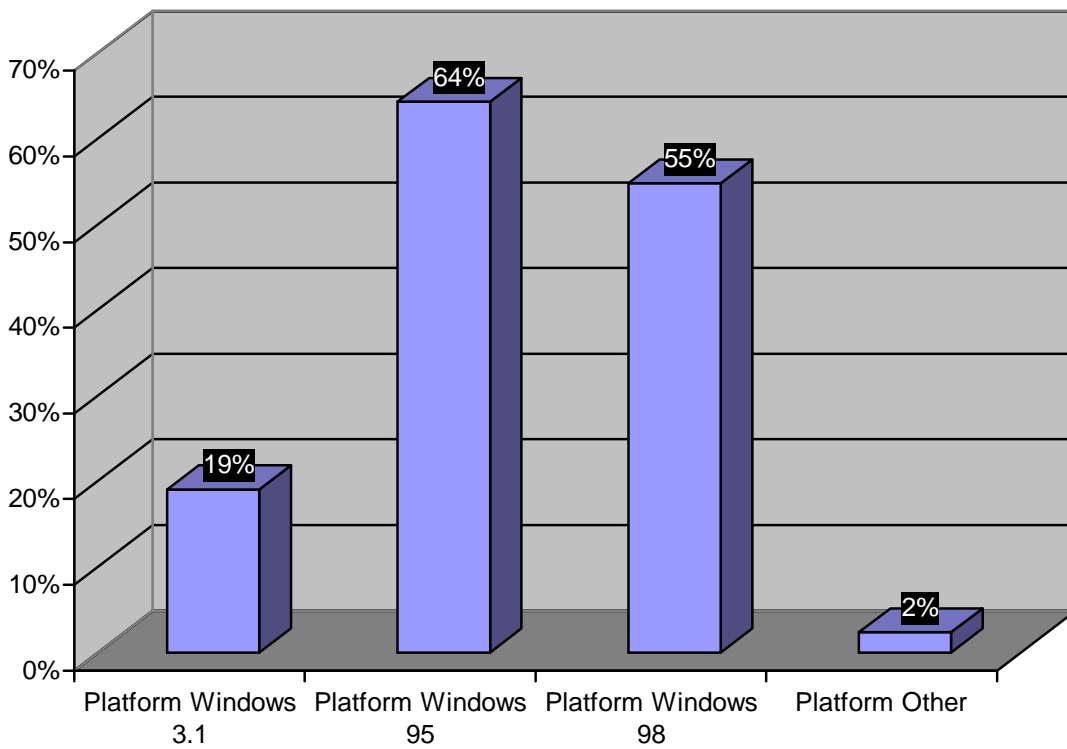
# Survey of Voluntary Sector IT Resources and Training Needs

## 4. Number of Computer Types in Sample



## 5. Types of Software currently used – Platform

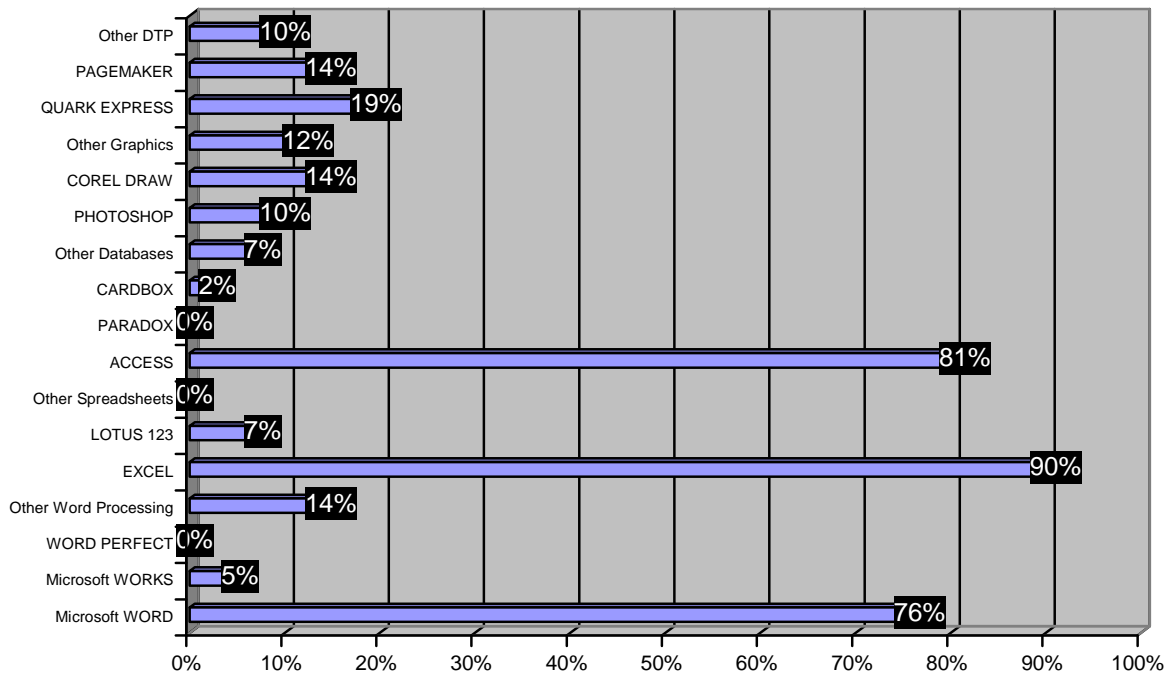
(% of sample with access)



# Survey of Voluntary Sector IT Resources and Training Needs

**Other** – Win NT(1) – NT4 Serva/Wkstation (1)- Mac (1)

## 6. Types of Software currently used - Programmes (% of sample with access)



**Other** – Amipro – Corel – Staroffice – Filmmaker – Capital – Dbase – Dataease – MS Draw – Design Works – Msoft Image – Simp Linux – Micrograph Design – (all 1 user)- Publisher(5) – Ceris Page Plus – Ventura -

### Type of use by users/clients

*Training, Job Search, Administration courses, CVs, Letter writing*

*General IT awareness, CVs, Applications, Presentations*

*One to one basis, for IT skills training, 'shopping' training – money*

*Training Courses, open access*

*Training in ICT*

*Educational, learning disabilities – access to information, communication / confidence*

*Courses, CVs, NVQ Portfolio compilations*

*Prepare documents*

*CVs, general letters, word processing*

*Coursework / Training linked to work*

*For completing CVs etc*

*Good*

*Word processing, spreadsheet, database*

*Surfing on the Internet*

*Educational games on harddrive & CD Roms*

*General Access, CVs etc*

*IT Training and some simple administration tasks*

*Job Search, CVs, Internet / Web Site access*

*Young people internet / education CD ROM's, practice of Word Processing*

*Job Documents*

*To be an IT literate business*

*To do what they need to do according to the needs of the project*

*Study support, course work*

*Training courses, CV, Word processing*

*Fund-A-Finder / Access Funds*

*Access to IT skills / Typing development / update IT knowledge / Course work / CVs / Job applications*



# Survey of Voluntary Sector IT Resources and Training Needs

*Administration, Putting training on Network  
Courses, Database, CVs, Job Applications  
Administration, job search, CVs*

*Coursework, Job Applications, CVs  
Coursework, CVs, access to internet, job applications*

## Type of use by staff

*Administration, secretarial  
Management, Letters, Reports, Finance, Pay roll,  
Communication, E-mail, Web Search, Presentation and  
development, Database*

*Financial, Fund-raising, Administrative*

*Invoicing, records, papers, spreadsheets, budgeting  
Type letters, accounts, publicity, to do forms  
For administration*

*Word Processing, letters, registers, general  
administrative staff  
Administration, Leaflets, Letters  
Administration, accounts, database etc  
Brokerage use & administration, access internet and  
Web Site*

*Administration, communication, record keeping, finance  
systems, specific legal advice  
Internet, Fundraising, finance  
Administration  
To operate their project administration, to review clients IT  
and learning training output  
To do what they need to do  
Preparing lessons, statistical reports, study material, create  
in-house software  
Administration, Work  
Good  
Word processing, spreadsheets, database*

*Word Processing, Database, Administration,  
Administration, Training Material, Courses  
Basically Word-processing*

*Administration  
Administration  
Administration  
Administration  
Administration*

*Administration  
Administration  
Every aspect of our work  
Administration  
Administration  
Administration, Newsletter, Spreadsheet, Database  
use  
Administration – Staff allocated workload  
Administration, Correspondence, E-mail  
Administration, Training Programme  
Individual staff specification  
Word Processing, Develop Web Site, Database  
Programmes, DTP*

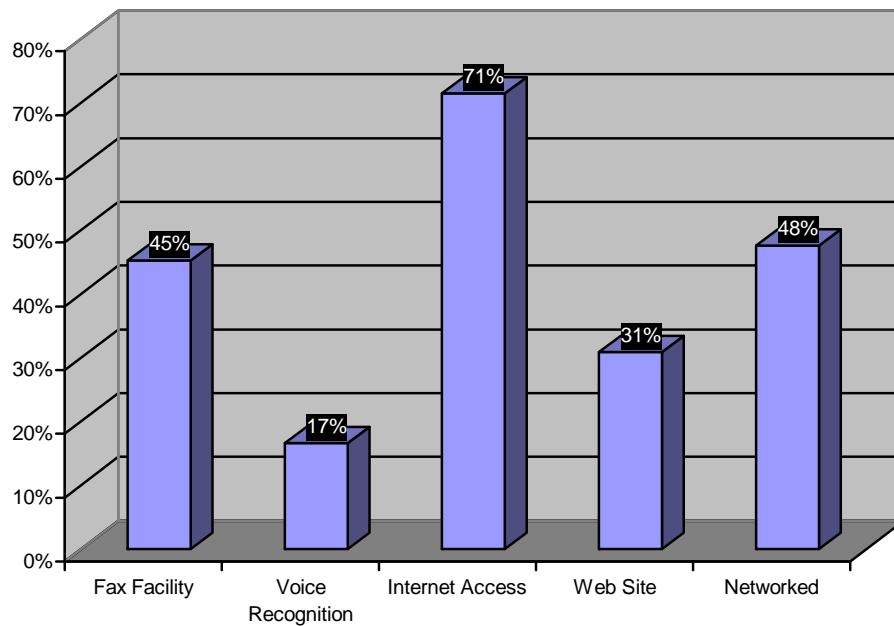
*Letters, accountants, E-mail*



# Survey of Voluntary Sector IT Resources and Training Needs

## 7. Other Computer facilities

(% of sample with access)

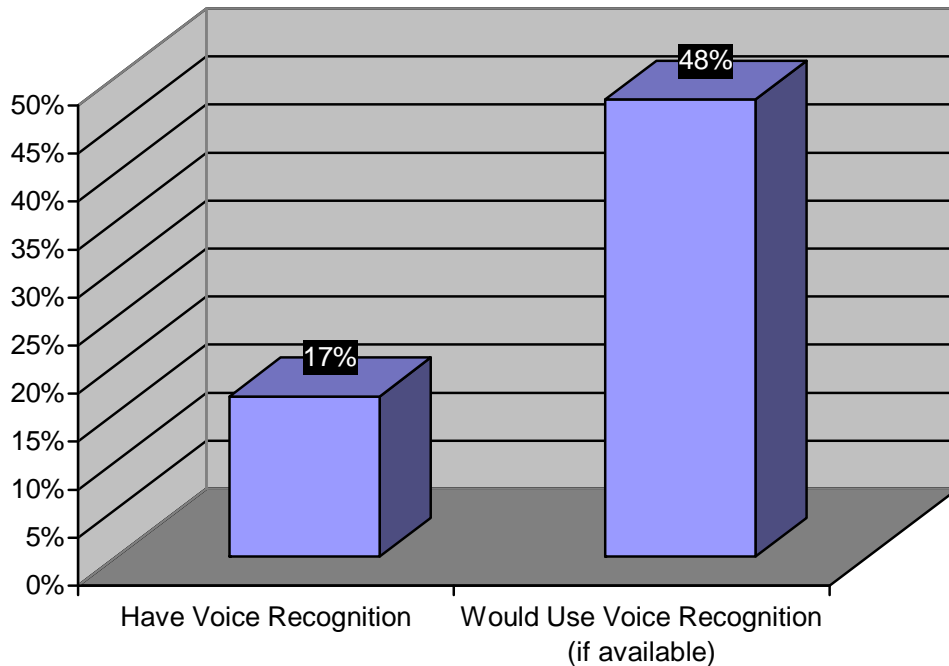


Type of Fax system – Delrina (not working) – Packard Bell – Window Net – Lotus – Winfax – Not known (2) - not in use(2) – Msoft Exchange – Win 95/8 – MS Fax – External fax also

## 8. Use or Would use Voice Recognition Facilities



# Survey of Voluntary Sector IT Resources and Training Needs



**Type of Voice Recognition** – Don't know – Packard Bell – IBM Vivoce – Computer down, cannot tell – Lotus – Dragon

**Voice Recognition Use** – Not used due to lack of knowledge – Only in office – For people with age related disabilities – As an introduction to product – To access basic skills use – Special needs Clientele – Not in use at present – Not very much use

## Voice Recognition Proposed Use

*Because of working with blind people  
If good programme, (good recognition), then useful for people with learning disabilities*

*Training about IT Word Processing  
General / Special Needs Users  
Language Support  
Clients with special needs / learning difficulties / access to use product  
Beneficial for special needs clients/users  
Telephone Access / Special Requirements  
To upgrade computers, give access*

*If improved*

*For communication reasons – easier*

*Would help students who find it difficult to write, dyslexia, international students, would provide another avenue  
Useful for people with learning disabilities  
Special needs users  
Special needs*

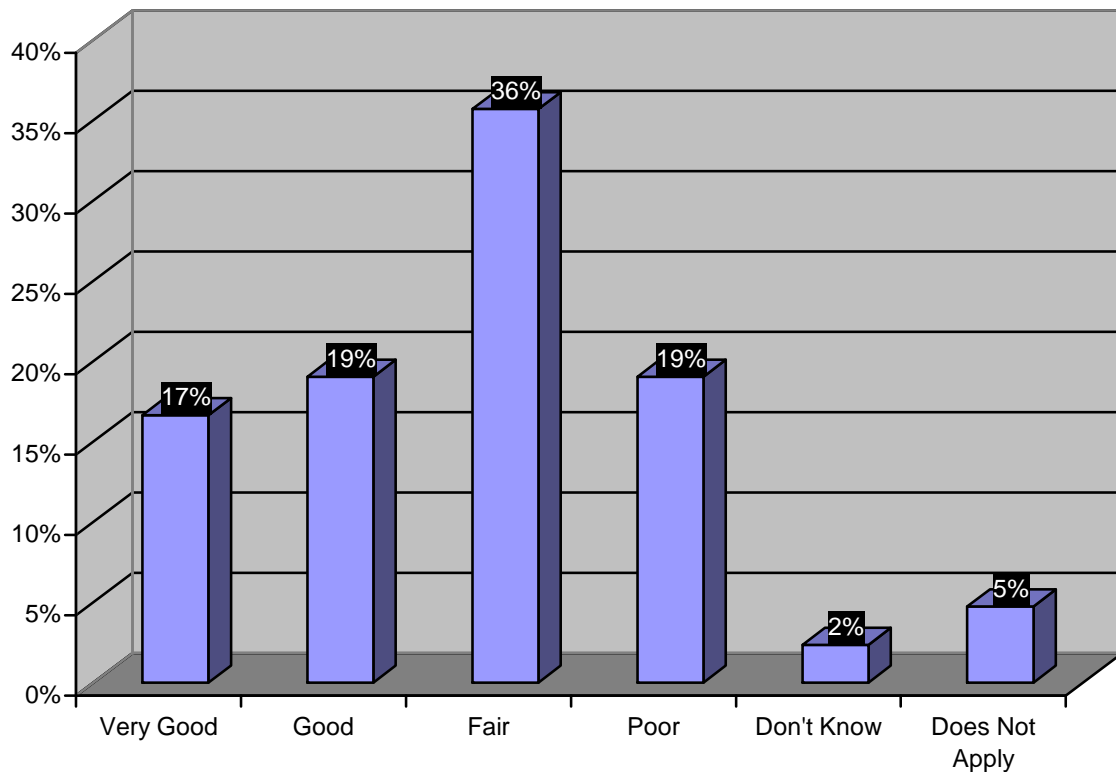
*Update IT facilities  
Letters  
For special requirements  
Training project for adults with learning / special needs  
Would enable improvements for efficiency*

## 9. Describe your organisation's knowledge of the Internet



# Survey of Voluntary Sector IT Resources and Training Needs

(98% of sample replying to question)



## Reason for Internet Use

*To identify vacancies*  
*Research around alcohol interventions – fund raising, research on transnational work/ funding/ partnership Administration, information, E-mail*  
*Monitor Web Site*  
*E-mail and research for funding*  
*Access E-mail*  
*Finding available resources*  
*Research, Web Site, E-mail*  
*E-mail, Access information*  
*Information – Working Tool*

*Research into new projects*  
*Access information*  
*Sending and receiving E-mail*

*Access to job hunting, fund raising, E-mail*  
*E-mail, Research*

*Contacting customers, E-mailing, Contacting donors*

*E-mail mostly some research*  
*E-mail / Browsing*  
*Young people centre : access*  
*Access E-mail*  
*E-mail and research by both staff and users*  
*Communications*  
*Hostels on line*  
*Information / Shopping*  
*Access, down loading relevant information, government funding, voluntary sector organisations*  
*E-mail access to specific work related information*  
*Access E-mail*  
*Access current on various relative themes to farm / education programme*  
*Access Mail, News, Jobs for clients*  
*E-mail*

## How the Internet supports/could support the services offered

*To identify vacancies*  
*Access to data, research, information, organisations*

*Fund-raising, linking with events – Advertising*  
*Information – educational policies, encyclopaedia about curricula, children's conditions*



# Survey of Voluntary Sector IT Resources and Training Needs

*Enable communication / information, save time: E-mail and fax*  
*Useful resource for community with open access, support work with young people, increase the skill of staff, promotes the service and the products of students, link to other organisations*  
*Enables people to find reference material and access information of companies – access to job vacancies*  
*Would support quality / information / access for users, disseminating information*  
*Users - Guide clients to training – opportunities job availability – course access*  
*Improve services – provide access*  
*Set up Web Site for company extend education information advertise organisation on site*  
*Web Site Access, Advertisement, Fundraising*  
*Relevant to training provided, research*  
*Information on legislation and service area*  
*Not at all*

*Be of childcare: reports / fundraising / statistics / access to information / government decisions*

*Providing information into development, demographic Information*

*Allows access / current information for research, projects*  
*Getting information from Education department*

*Allows access to current information providing an efficient Service*

*Providing services to Access to job hunting, fund raising, E-mail*  
*Services are accessible to log in, down load information, provision of most of our services, see registration details*

*Can't really help*

*Down loading useful documents, networking*

*Enquiries about the course and information packs*

*Fundraising, information (quick and saving)*

*Staff – update training materials*

*Access to information, rapid communication*  
*Communications*

*Be shared with other organisations, shared resources*

*We can advertise / promote organisation*

*Down loading information, sending E-mails, and Training*

*Current information, provide / give access to individuals*

*Access to local community (students, low income persons, etc) – General service provision*

*Would be available for students*

*To improve, update services, provide more IT efficient services*

*Essential to give current information and access within areas – education service for schools – training project for adults with learning difficulties – Farm core animal site work*

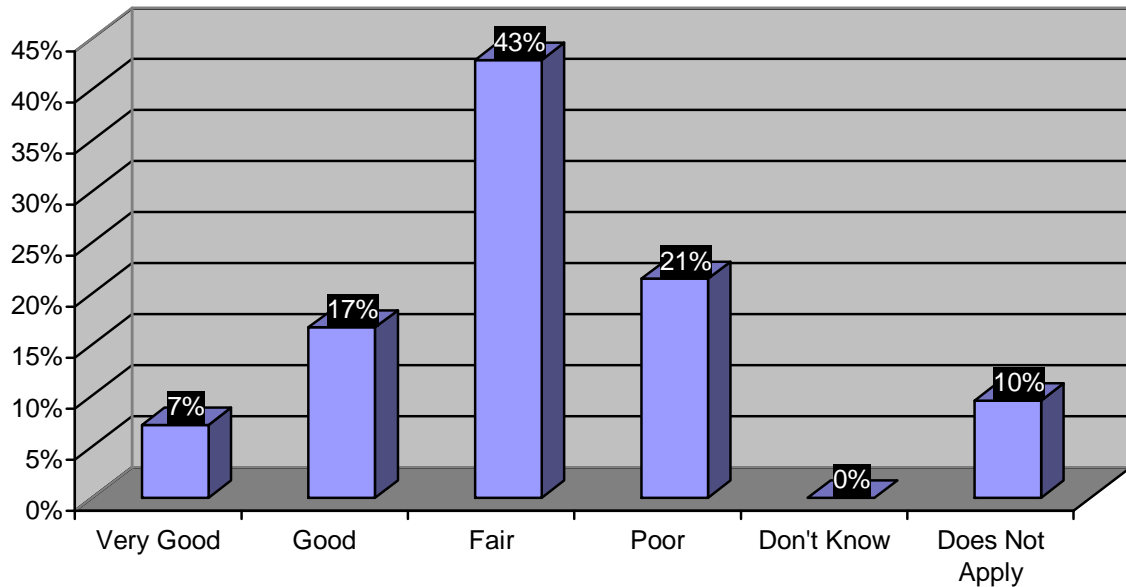
*DOE's*

*Not much – just some communication*

## 10. Describe your organisation's knowledge of the World Wide Web?



## Survey of Voluntary Sector IT Resources and Training Needs



### How the World Wide Web supports/could support the services offered

*Advertising services for blind people  
Business to access our facilities, raise organisation profile  
(being redesigned)*

*Part of other Web Site connected to Arts Web  
Introduction to product*

*Publicise Princes Trust  
Provide information about organisation  
Mixture – Publicise organisation, good employment practice,  
organisation aims*

*Promotion, advertise vacancy, encourage volunteers*

*Advertise courses, exchange recipes, general  
enquiries*

*Research / Access for trainees  
Place information of organisation for availability for  
interested parties*

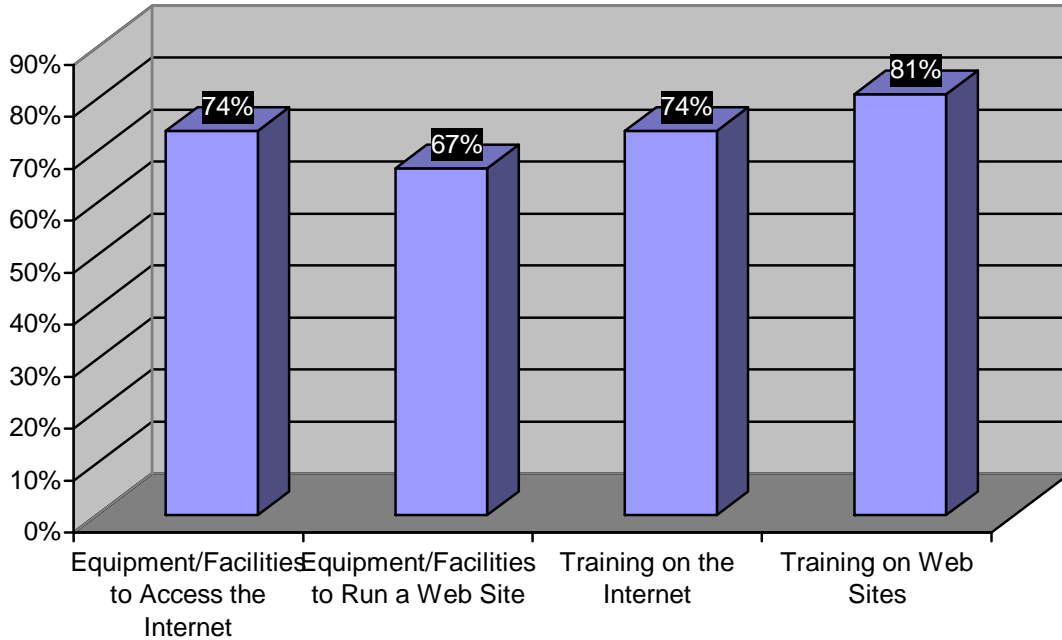
*Access, funding, information on current projects  
Company has project, no access*

*Research, advertising services*

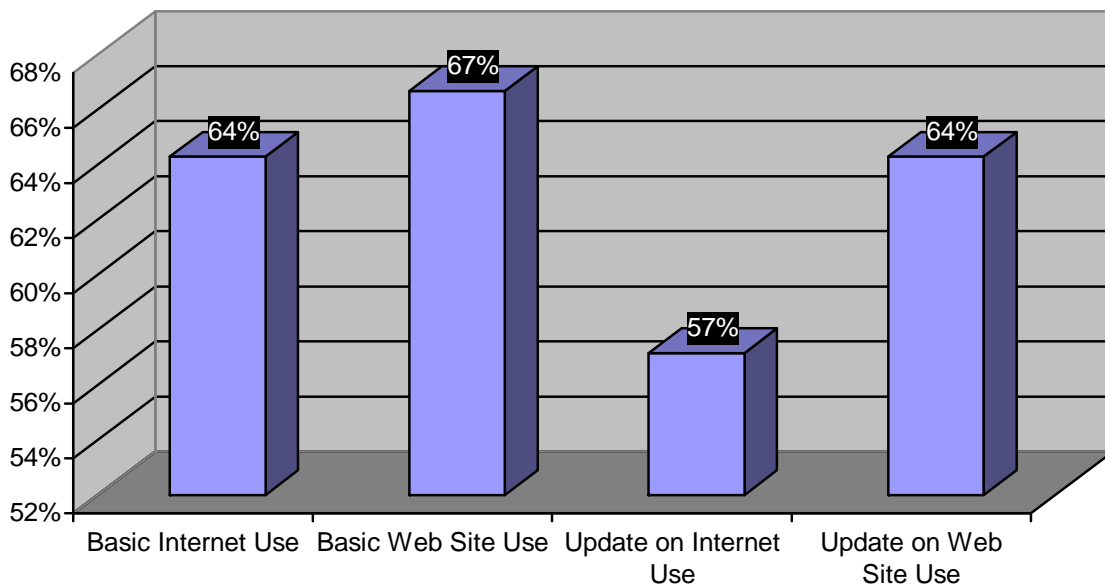
### 11. Does your organisation require the following



# Survey of Voluntary Sector IT Resources and Training Needs



## 12. Kind of Training Required?

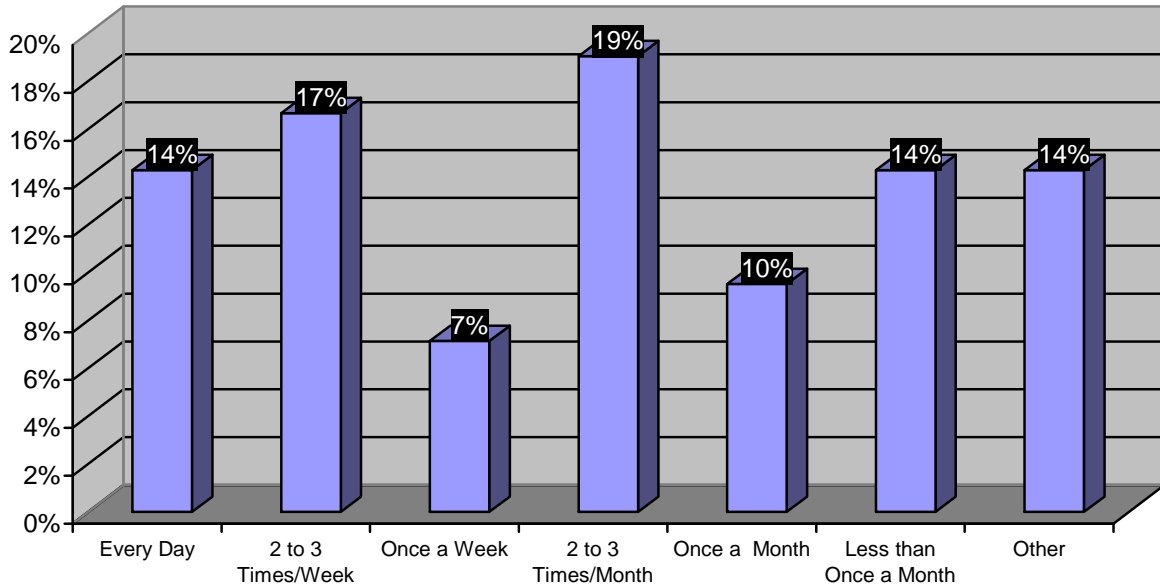


**Other Training required** – programming in HTML – Intermediate – Web site maintenance(2)– European computer – Web site design(2) – Basic IT – informal access

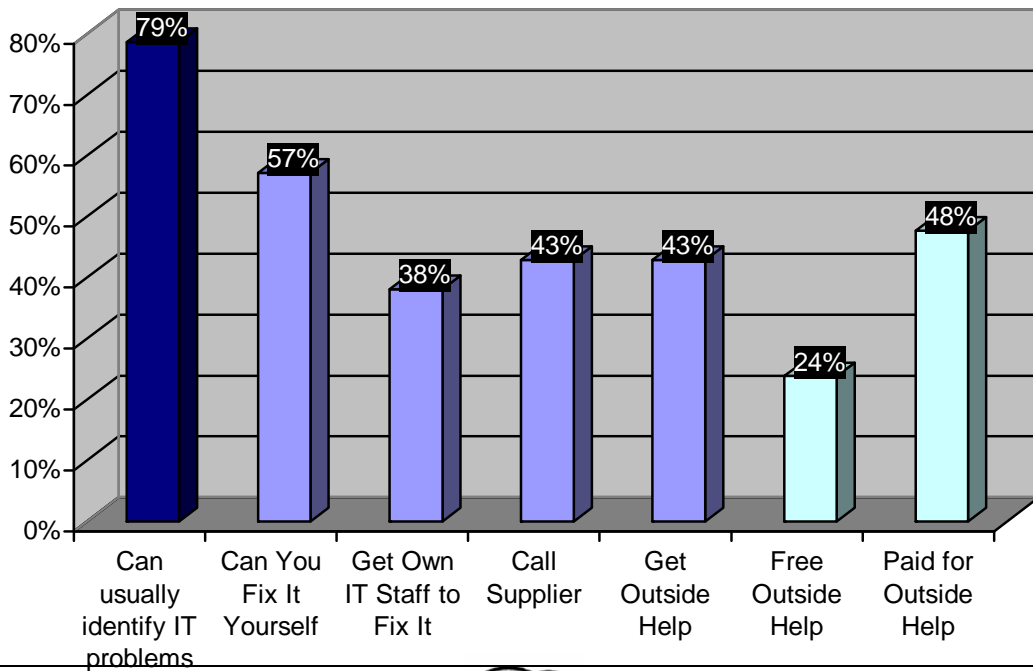


# Survey of Voluntary Sector IT Resources and Training Needs

## 13. Frequency of IT problems?

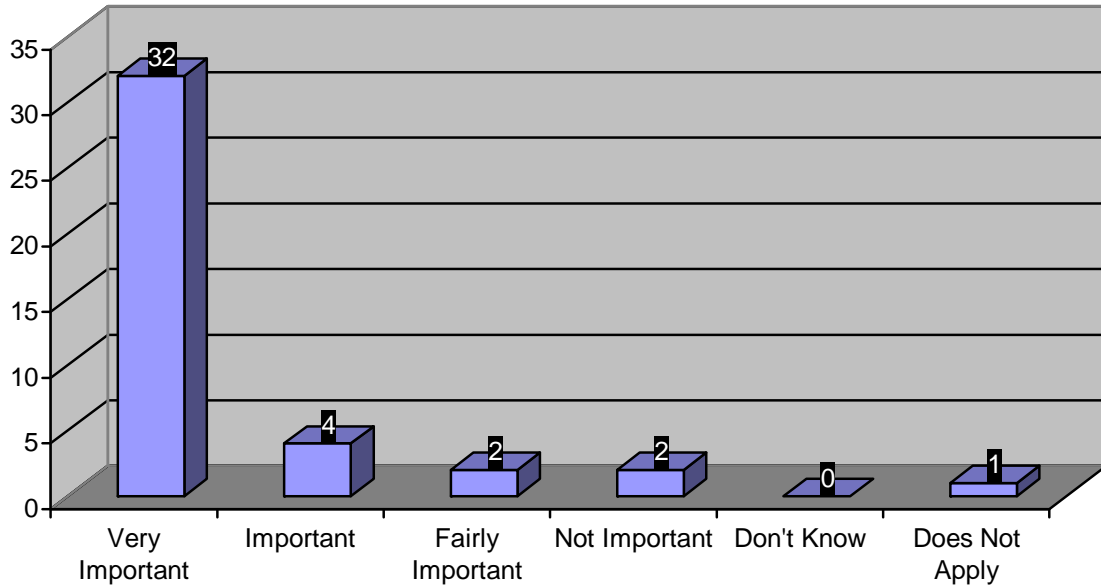


## 14. IT Problem Solving Methods

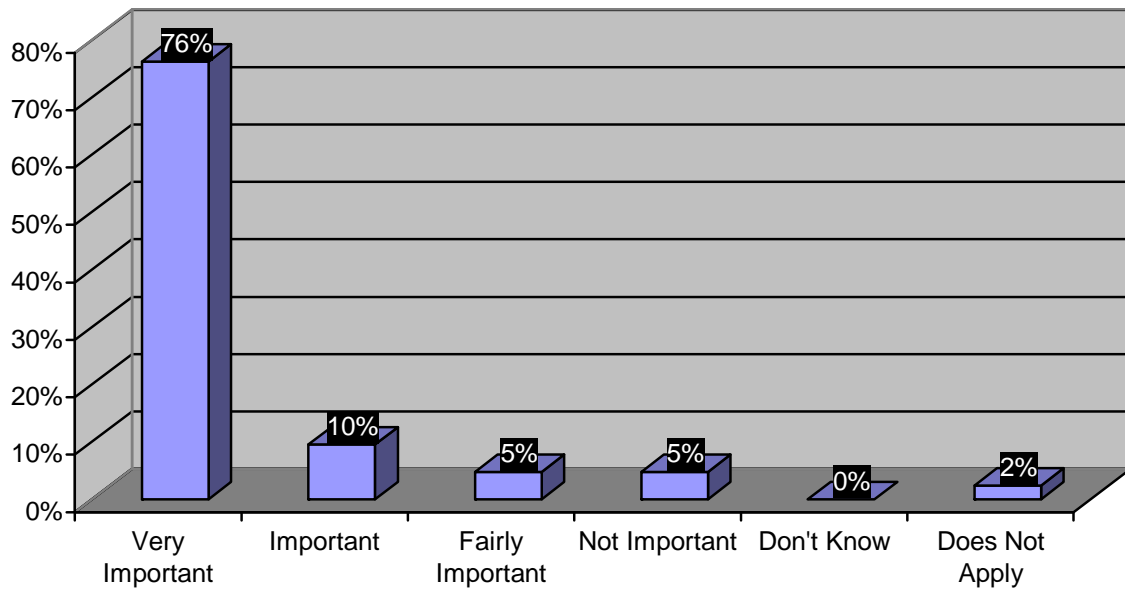


# Survey of Voluntary Sector IT Resources and Training Needs

15. How important are IT facilities to the services your organisation provides?

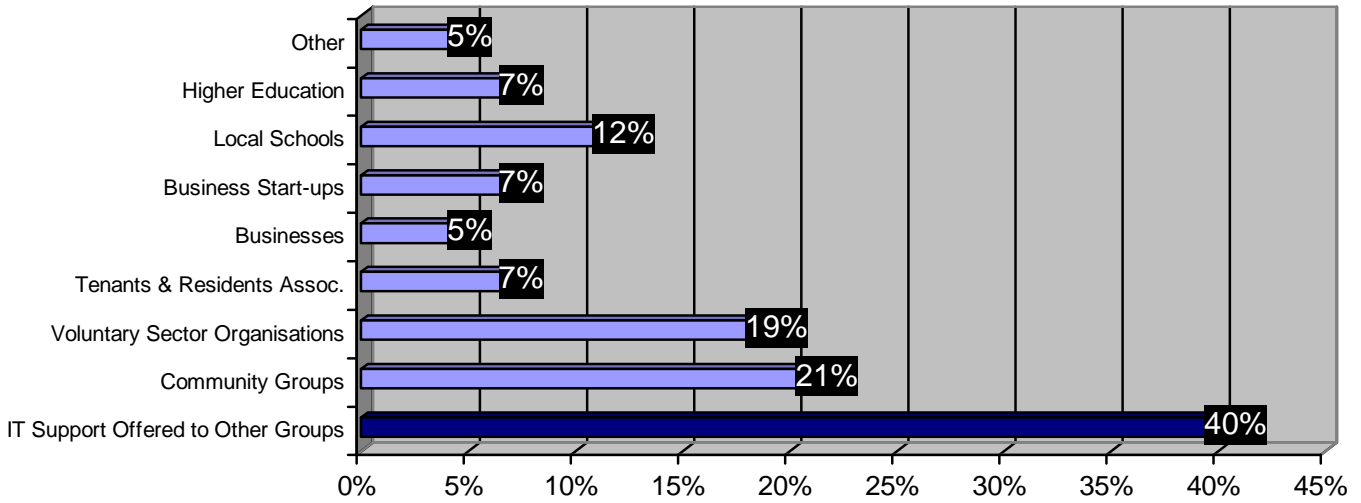


16. How important is it that your organisation upgrades its IT facilities?

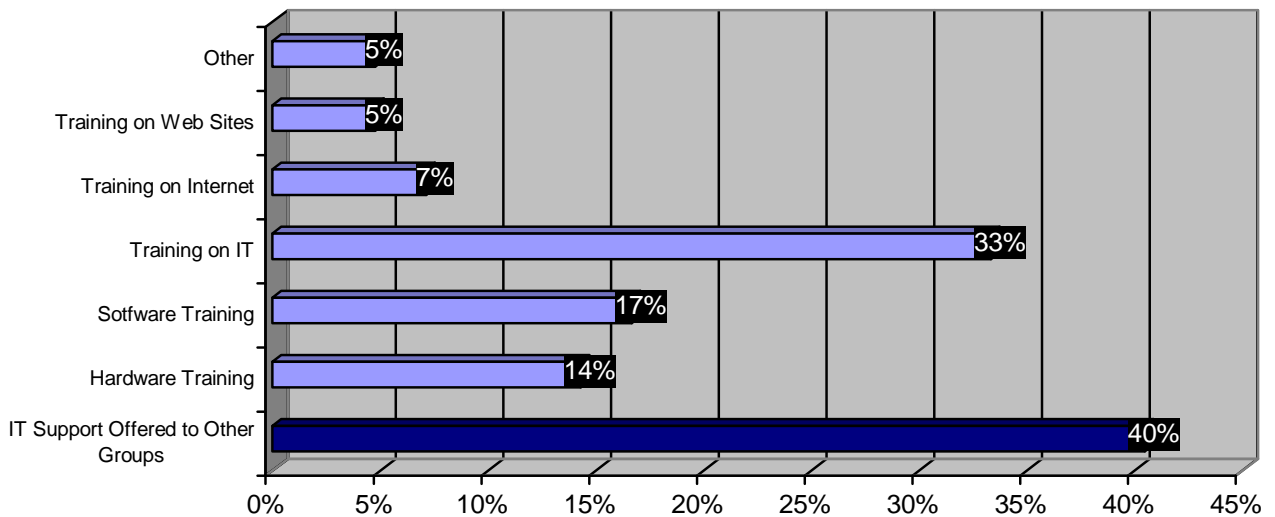


# Survey of Voluntary Sector IT Resources and Training Needs

## 17. Organisation offer IT support to other groups and/or individuals

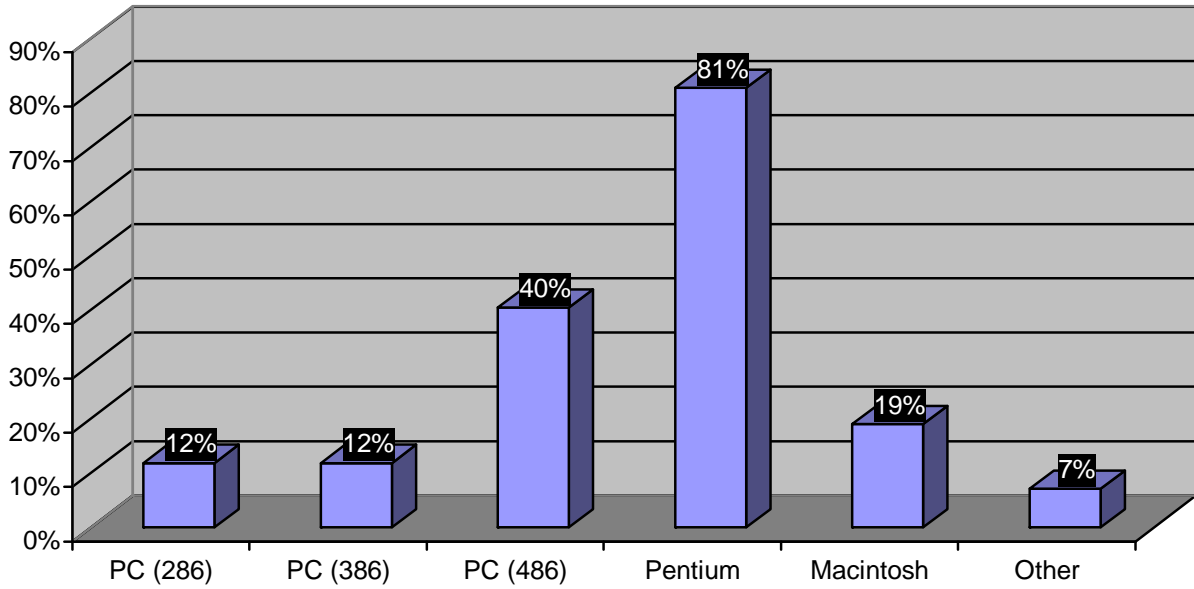


## 18. Type of IT support offered to other groups

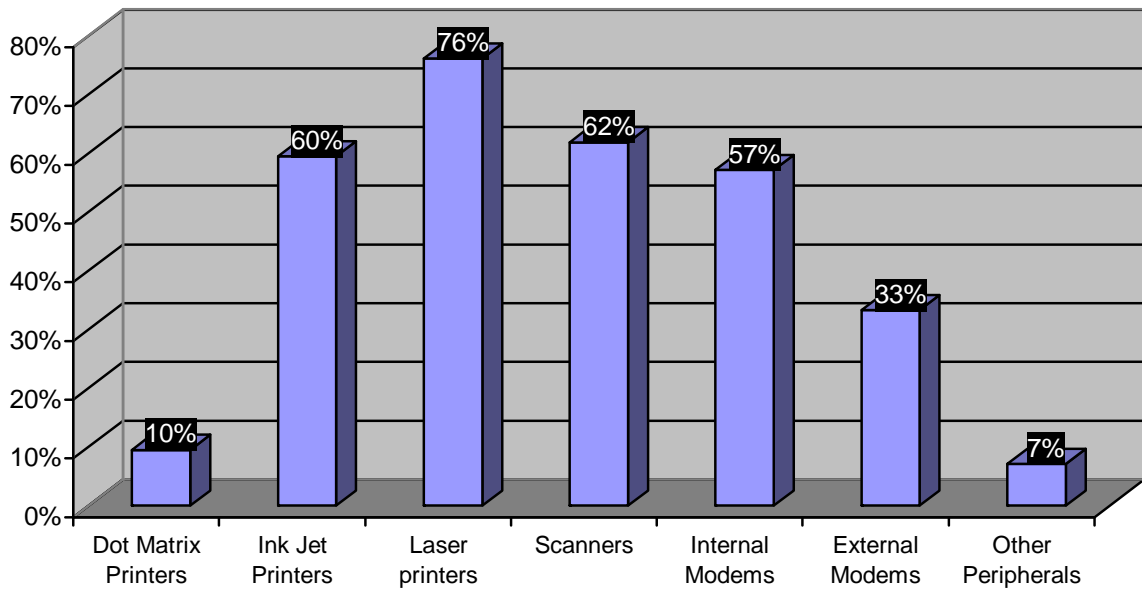


# Survey of Voluntary Sector IT Resources and Training Needs

## 19. What type of Computers do you currently use?



## 20. What types of Peripherals do you currently use?

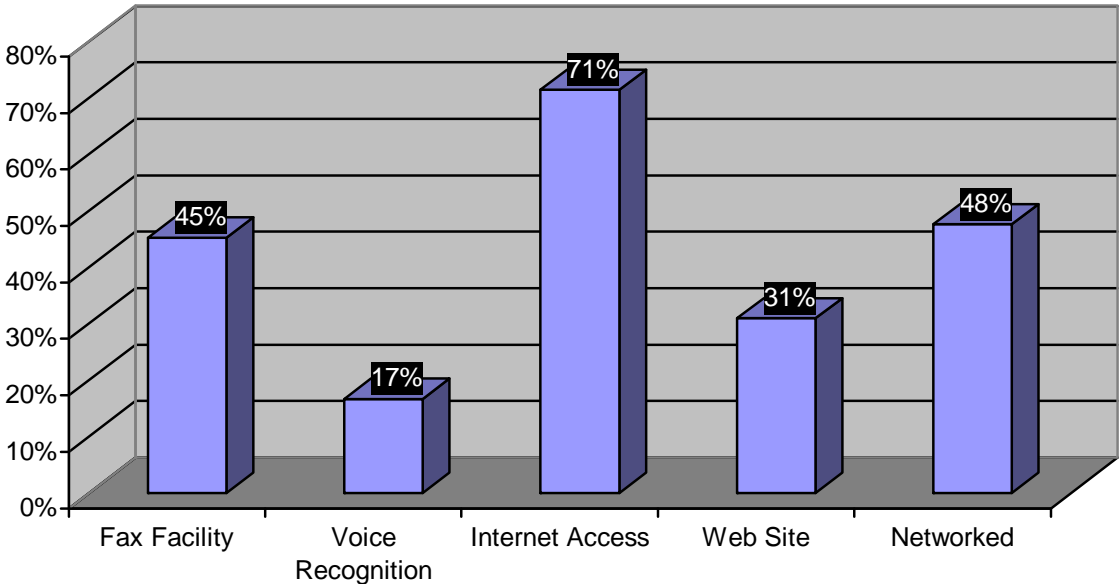


**Note:** Other peripherals – Braille – Printer/Scanner/Fax combined -

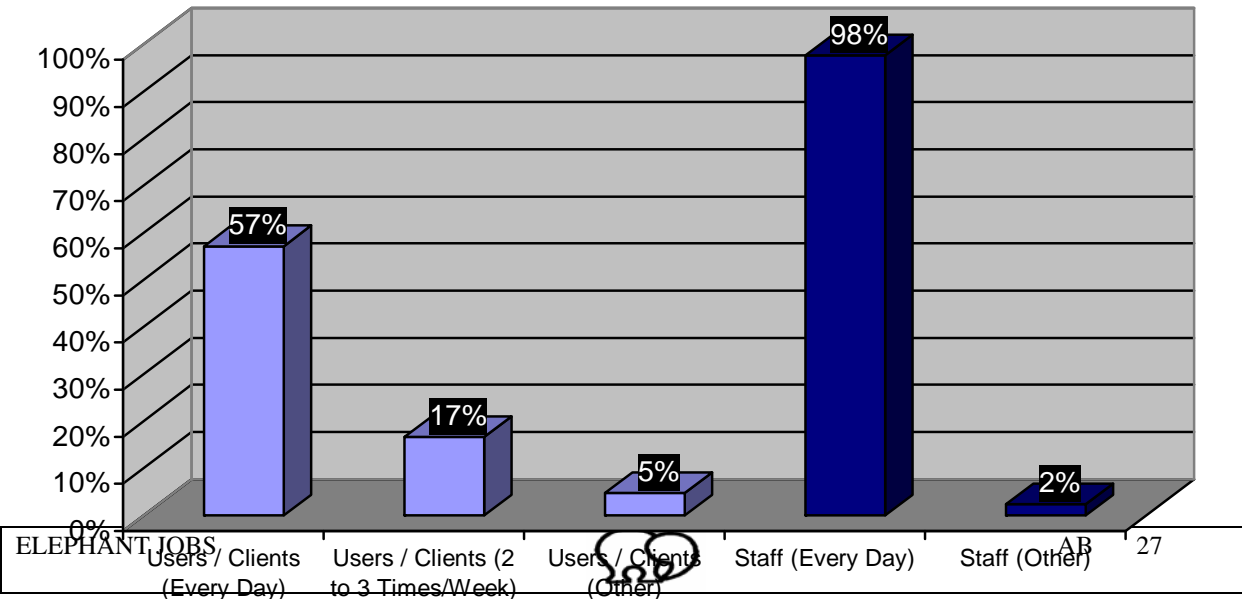


# Survey of Voluntary Sector IT Resources and Training Needs

**21. Does your Computer(s) have the following facilities**  
(% of sample)



**22. How often are your Computers used?**



## Survey of Voluntary Sector IT Resources and Training Needs

We also asked groups to add any further comments they had concerning their use of IT.

- *Its imperative to the organisation, to find employment for blind people, technology enables visual impaired people, voice recognition if improved would be helpful, Internet enables independence*
- *Donations, trading, Southwark, Updating necessary to back-up, Occupational therapy for users, Network important, Save time & effort & cost*
- *Limited by available resources, needs upgrading, network – facilities, standardisation, install appropriate cabling, crucial to improve the working of the organisation, would want to work with users with disabilities, the computers are **very** old!*
- *Computer literacy for children, access to information, E-mail etc. essential in future, work not possible without IT, better learning chances for children, early knowledge and familiarity with computers*
- *Desperately need an additional computer, lack of knowledge about complex, training important and urgent!*
- *IT essential for communication (with other bodies) and to receive information and choose from what is on offers*
- *Mostly for 14 to 30 year olds so facilities should really be designed for them*
- *Needs to be networked, we cannot exist without you, desirably maximise the potential, cannot cater for demand, cannot pay for tutor to train, computers too old, Fashion design / other courses are relying on modern training and use of computer efficiency, students are expected IT knowledge!*
- *It's a big job to keep on top of everything particularly on the software side. I'm a bit lost, for example, about what software is licensed*
- *Recently improved our facilities hardware, IT very changing market, very expensive for small organisations to finance software / hardware*
- *Need more staff training to make sufficient, maximised use of facilities, would like to use desktop publishing, key point TRAINING PERSONEL! – enough facilities but not enough knowledge and skill*
- *Would like to develop connection to other groups and IT use / individual (open door)/ potentially Internet Café, new legal centre (IT) recently put up, would like more expertise and support, skill and knowledge training for staff*
- *More update equipment, need network, would be more efficient, getting a Web Site*
- *We are regular users of IT, it is essential to provision of services*
- *We need DTP training and more equipment*
- *Essential to have improved IT resources, to be an effective organisation, able to facilitate / train users / clients*
- *Nature of client group makes demands on semi-skilled staff*
- *With provision of resources could improve services to give client / users current IT / Internet access.*
- *Improved facilities / resources could optimise staff ability to share knowledge and train users. This would also be of benefit to the organisation to operate efficiently with updated IT resources*
- *Our organisation could benefit by working in partnership with more voluntary organisations to develop our capacity. We want to increase the quality and quantity of IT use in the Voluntary Sector*
- *Important to keep up with industry standards, i.e. software / hardware. Our organisation is at the cutting edge of future technology.*
- *We have resources that can be accessed by communities within the Borough with the help to share this we would maximise services. Need internet access to enable this process. Would improve facilities enormously, organisation needs to update information regularly*
- *We need more equipment, we need a service where we can be upgraded inline with technological process*
- *Would like to offer Web – Browsing to users, Offering basic IT skills, the computers are far too old- URGENT NEED OF UPGRADE!*
- *There is a continuous increase in the number of users in the Community we target. Therefore more support is needed to make sure the ...*
- *You would want assistance rather autonomous IT – administration*
- *IT facilities need to be designed to the aims of the organisation*
- *IT is crucial to the effective and efficiency of the service provided*
- *Very important to the service, to provide good quality courses*
- *It is essential to have support to upgrade facilities and resources to provide an efficient service*
- *Awaiting refurb grant to release funds needed urgently*



## Survey of Voluntary Sector IT Resources and Training Needs

- *Feel it is a tool and is not essential to organisations*
- *Demand for diverse IT resources to cover range of users*
- *Need for appropriate equipment*
- *Need input of finances to compliment and increase success of goals / aims when effective will be leading edge, will transform and maximise resources efficiently*
- *Access opportunities, support key priorities of school development plan, literacy, IT etc.*
- *Need more resources to update equipment to give access to users also to provide users with current IT, equipment skills*
- *Nil (9)*

### We then asked groups to comment on Southwark Council's IT support to the organisation

- *Haven't ask for support but if there is any available would be interested*
- *Have not had any support so far*
- *From business point of view very supported, but Southwark Council does not support IT facilities, more information about IT support*
- *No actual support / training in IT, but there are **now** training courses on which some staff is on + helpful*
- *Did not get any support, but would like to receive some, especially IT training / equipment*
- *Lack of IT expertise in voluntary support, more professional help if possible, help network with good resources would be desirable*
- *I'm new and not aware that we've had any IT support from Southwark, we could use some though!*
- *Never given any so far*
- *First time contact, would like information about Southwark Council's IT Support*
- *Didn't get any support*
- *No support so far, but some informal equipment help, should support INTRA+*
- *Did not know about it*
- *Would be interested in information of Southwark Council's IT support to organisations*
- *We haven't had any!*
- *Would like to know more about Southwark council's IT support, resources availability in the Borough*
- *What support!*
- *Please advise of IT support available*
- *We would like to track the follow-up to all the 'strategic development' initiatives we went to last year instead of going to loads of meetings. Couldn't the Voluntary Sector have a Southwark Council Web Site?*
- *N/A – We could complement Southwark Councils IT Support*
- *Would like information if there is any, please note are of organisation is specialised*
- *N/A – would be great if they could support us – as a small charitable organisation all help would be appreciated*
- *No awareness of Southwark Council's support, but interested*
- *We need more PC and support in Training – specially for the Assessors Award on D Units*
- *Did not know about available support by Council*
- *No knowledge they would support but, id decent courses were available that would be helpful, on-site courses would be good, support of Windows NT server 4*
- *Please supply information if any available*
- *More support related to IT*
- *Do not receive any would like information if there is any, thank you*
- *Would like information*
- *Had differing support over the years*
- *Would like assistance from them to provide resources, skilled fund raising, business plan packages, information, training*
- *Please advice if there is any*
- *Nil (9)*



# Survey of Voluntary Sector IT Resources and Training Needs

We also asked for any comments about this survey.

- *Good idea – need support*
- *Pleasure to make contact, to talk about the issue, initiating thought*
- *Informative, clear questions, constructive*
- *Good idea, hope something good comes out of it*
- *Why spend money on survey and report instead of action, hope for constructive outcome*
- *What precisely is it for? Not a problem to do though.*
- *If it helps us get free training – good!*
- *Would like background brief*
- *More information about funding*
- *Seems very Internet and WWW focussed, really thinks there should be feedback from this by Southwark Council*
- *Please forward background information*
- *No (Please end background brief c/o Francies Viner)*
- *Would like background information, results of survey, when completed*
- *Useful raising of issues*
- *Hope it can generate resources needed*
- *Very good idea*
- *Interested as why Southwark Council has not approached our organisation with respect to assisting community to upgrade community.*
- *Would be great if can assist with additional support for organisations., information of support provisions*
- *Would like background brief – would like completed survey information*
- *More prior information about the situation*
- *It's Ok*
- *Very thorough, would like a sample of questionnaire and background details, please provide results of study / survey*
- *Please forward background brief of survey – also completed survey report! (c/o Emerson Jackson)*
- *Hope its successful*
- *Was welcomed to identify resources and needs, please forward background notes of study*
- *Please forward background details*
- *Great pleasure to verbalise plans*
- *Glad that identification of needs unique to group can be addressed*
- *No – please send background details of survey, please could I receive collated document c/o Theresa Crook*
- *Nil (10)*

## SUPPLEMENTARY INTERVIEWS

Additional interviews were conducted with 2 organisations closely linked to local training providers to establish comparability and to identify potential technical problems local voluntary organisations might face in seeking franchised, sub-contracted or partnership arrangements. The current development of IAG & UFI centres will drive the quality control and IT system facilities of some forms of advice and training with a consequent threat to providers who fail to meet the standards.

## Interview with H Rimmington - SETTA

Background - a council department operating IT information systems, client access and a substantial referral programme to and from local voluntary organisations involved in employment and training programmes.



## Survey of Voluntary Sector IT Resources and Training Needs

HR confirmed that our survey list closely relates to their own database of local referral options.

On the question of developing IT based information systems geared to advice & guidance HR pointed out the implications of IAG and UFI for voluntary sector organisations. HR felt the key issue relates to those groups listed since the networking, referral and information systems will become more IT based which will require groups to meet higher standards in both service delivery and information handling if groups wish to be included.

SETTA itself is currently organising staff training and recruiting for an IT specialist worker in recognition of the increasing importance of 'on-line' facilities.

### Interview with N Swallow - Southwark College

Southwark College operates both a referral and franchising system with links to voluntary organisations involved in employment and training. Currently it franchises to 1 organisation relevant to this survey, a drop from 3 due to lowering of colleges' targets. Southwark College also has partnership arrangements, 1 with a recovering alcoholics programme and 1 with a mixed media project. The section of the college likely to be of use in this survey's context is the Business Development Unit which is based in The Cut and provides a range of IT courses. There is the possibility of introducing tailor-made programmes and support.

Note: follow-up inquiry indicated that the unit referred to is the Digital Media Business Centre which is linked to the Access 100 Project \*. Attempting to access the web site failed.

### A review of examples of current IT support offered to voluntary sector training organisations, focusing on the use of the Internet, including e-mail and web sites.

**Background:** A recent Guardian/ICM survey shows that internet use is growing far faster than any previous technology, including radio and television. The number of adults online in Britain has risen from 29% in January 99 to 37% now. The survey indicates that the numbers are likely to continue to grow at the same rate with over 50% of the adult population – 21m – likely to be online by the end of 2000. The survey also identified the characteristic gaps in access between rich and poor, young and old with 60% of 18-24 having access compared to 8% of over 65's and 59% of social class AB against 14% of class DE.

Technological change is invariably accompanied by significant variations in the nature and severity of the social impact of change as a negative effect or positive benefit. Rapid changes trail varied survival tools or panaceas in their wake.

Small voluntary sector training organisations exhibit the same characteristics as other peripheral users of new technology which is to 'make do and mend', cajole free



## Survey of Voluntary Sector IT Resources and Training Needs

services, patch together imperfect systems and taste only the trickle down elements of change. The trickle down includes running operating systems whose market value, through rapid obsolescence, is close to zero. The alternative is beyond most publicly funded programmes unless economies of scale and licensing arrangements can be organised.

A randomly selected sample of 1 days IT related post and email for a small voluntary organisation's senior worker included

1. South London Science & Technology Centre – letter, leaflet and wall poster advertising Spring 2000 IT Training Opportunities

Example Course	Internet & Email	9.30 – 12.30	£45
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The documents carry a Southwark Council logo but no legal registration information so may be a department of the council. As with many similar marketing documents linked to IT training the crucial information – tutor/trainee ratio and hardware facilities – are not included.

2. GLOBAL INTERNET Letter and response card

“Take on the big boys with us – and win” ... all inclusive, high speed ISDN connection package. Etc etc (Special Christmas Offer)

3. SPSS Letter & A4 Glossy Brochure

Training for Statistical Data Analysis (Special offer)	5 days	£555
--	--------	------

Note: Normal daily rate £375

4. Email received from TrainingZone  
[learningwire@trainingzone.co.uk](mailto:learningwire@trainingzone.co.uk)

<http://www.trainingzone.co.uk> The Learning Community

A weekly on-line newsletter linked to a training support service –  
THIS WEEK FEATURING -- New Learning and Skills Council prospectus - A look back at 1999 - Our Christmas free gift for you! - Job opportunities in training - More effective search engines

A more relevant local example of IT support is the ‘brixton on-line learning network’ which is providing on-line support and free training courses/workshops for small businesses initially provided with a free computer and on-line access through a DfEE funded project, ‘Access 100’, managed by Lambeth College.

The funded provision enables small businesses and non-profit organisations to obtain hardware, software, training and support that they would otherwise find both financially and technically challenging, limited to 100 per funded year.



## Survey of Voluntary Sector IT Resources and Training Needs

Comparable local schemes have recently been set up in 2 neighboring boroughs of Lambeth & Wandsworth.

**The following reports provide a brief introduction to the programmes. It is recommended that a meeting be arranged with the main delivery agencies to identify the lessons to be learned in introducing a similar scheme in Southwark.**

**Article in Lambeth P4 Project – January 2000 Newsletter**

### **Lambeth Voluntary Sector IT Support & Training “Managing IT” Award Package”**

It is exciting to be now receiving applications for the “Managing IT Award Package”. You should all have received information before Christmas but if you have not then please contact us immediately as the closing date is 24 January.

This is a pilot scheme which the P4 Project has put together with the London Advisory Service Alliance (LASA) in response to the difficulties many voluntary organisations have in making best use of their Information Technology (IT). It focuses on the overall management of IT within organisations rather than offering hands-on technical support. IT is becoming ever more important for improvement and extension of services in the voluntary sector. This package includes the planning and development needed to manage IT effectively so that service delivery is improved.

Valued at £1000, the award is free to 20 successful applicants. Training, consultancy, advice and ongoing telephone support will be delivered in four parts over a period of 3-4 months. Participants will learn how to build an IT policy, how to make effective decisions on IT, how to allocate roles and responsibilities and perform their own IT health check. One-to-one consultancy will be given to develop individually tailored action plans.

The approach and structure of the package is innovative and feedback from this pilot run will be extremely valuable in informing future services and support that the P4 Project can offer the voluntary sector in Lambeth.

The Lambeth P4 project is currently delivering 7 accredited courses for the staff, management committee and volunteers of partner organisations. These courses cover basic and intermediate computing skills, working with email and the internet, accounts, counselling and D32/33 assessor awards. Around 130 participants have benefited from accessing accredited training. Often organisations would not be able to meet the cost of courses were it not for the P4 Project.

As a consequence we have exhausted our current budget for accredited training courses. We are aware of many partner organisations that want to take up new training



## Survey of Voluntary Sector IT Resources and Training Needs

opportunities as soon as they are available and so we are currently looking into ways of making this possible. However, unlike past P4 courses, this could not be offered entirely without cost to participants. For each individual around £25 would, be required in contribution towards the cost of the course.

For further information contact Caroline Tomiczek – Priority 4 Co-ordinator  
Tel: 020 7501 9500 Fax: 020 7737 4328 Email: p4lvac@dial.pipex.com

### **NETWISE Report on the ICT Training Workshops for the Wandsworth Employment Network**

**The following** provides a brief review of the workshop programme under three headings — *the programme, what worked in the project* and *what didn't work in the project*.

#### **The programme**

Between the dates 11 June and 20th July, we conducted four groups of workshops for members of WEN. These workshops were:

- Introduction to the Internet and email (series of three half days)
- Introduction to spreadsheets for accounting, record keeping and research (series of three half days)
- Introduction to databases for participant tracking, marketing and evaluation (series of three half days)
- How to buy the right IT for your organisation (one workshop)

In addition a separate clinic was provided for participants of all the training — though in the event this was not taken up.

We were supplied names of participants by Wave Hill and then sent out provisional acceptance letters along with Training Needs Analysis forms for participants to fill in and send back to us as soon as possible to enable us to confirm their acceptance on the training. Given the short time for enrolment all participants were also contacted by phone where possible.

Each of the following sections expresses our perception on what went well and what didn't go so well in the execution of the project.

The Training and Business Development Manager notes:

“It must be stressed that although the section on what didn't work is significantly longer than the previous section, it doesn't mean that the project wasn't a success. In fact, I would suggest it was an absolute success, it created energy and enthusiasm for areas of work that participants hadn't previously had. The elements of what didn't work well can provide learning points for a future project.



## Survey of Voluntary Sector IT Resources and Training Needs

One huge theme from the project, in my perception, is how seldom members of staff and volunteers get the opportunity for training. Many asked if we were planning any further training, and expressed an interest to be invited onto further workshops. The participants were all grateful and fully receptive to the training that I delivered~”

### What worked in the project?

1. The obvious enthusiasm and gratitude for the training from the participants was undeniable.
2. The trainings were well received, lively and enjoyable
3. Many participants expressed how useful the training had been
4. The Internet workshops attracted a significantly higher number of participants and more ‘energy’ than the others. However, this reflects the Internet workshops in our public schedule and suggests that it is the nature of content.

### What didn’t work in the project?

1. Short time frame, i.e. for planning the project, for carrying out effective enrolment processes, and for ironing out any problems in the administrative process
2. A small proportion of Training Needs Analysis forms were sent back to us for assessment, the result being that some of the participants were inappropriately skilled for some of the workshops, e.g. one participant was unfamiliar with the Windows environment, and possibly with using a computer in general and another was used to creating advanced databases and wanted help in specific areas of Access
3. Mixed ability groups: the above point led to the groups being of mixed ability —more than the normal range, making it difficult for the training to target all the members equally
4. For Databases, a workshop series of three was too short for reasonable training on databases, especially when presented with such a mix of abilities.
5. A number of participants suggested that their management (where there was some) didn’t see training as important. This didn’t have a visible impact on the training but may shed some light on some of the low participation and would be a definite inhibitor to the direct success of the training in the workplace.
6. The IT purchasing workshop, though thought to be in high demand, was poorly subscribed and most of those booking did not attend in spite of having confirmed on our telephone contact.



## Survey of Voluntary Sector IT Resources and Training Needs

7. No one turned up for the clinic that we offered — this was additional to the programme for which we contracted and was probably too close to the training to be useful.
8. *The administrative process:*
  - The short time frame contributed to the breakdown in process — mainly because we weren't able to resolve the problems that were arising in good time to ensure full participation.
  - The participants were confused about what they were being invited to undertake, i.e. one half day workshop or a series of three, most thought it was one half day

which they could choose from the list of dates. Later on it transpired that that was the message they had been getting from Wave Hill.

- When we spoke to the organisations, the participants on our lists hadn't been informed by their managers that they were being required to attend, or the name on the list was simply a contact name and there wasn't an identified member of staff for this training. Admittedly this is primarily an issue with the organisations themselves.
- There were many people reporting confusion over the dates and the times of the workshops, some had the original dates, others had no times, etc.
- One participant commented that she suspected some of the low numbers were because of these confusions, because it became a hassle to get to them on the right dates, i.e. the people who did attend must have *really* wanted to be there.

### Conclusion

In summary, the workshops created a potentially powerful first step in helping the voluntary organisations in the area to build their capacity to deal with new technologies. There is undoubtedly a huge need for this type of capacity building within this sector and we will be seeking ways in which to support provision in addition to any further contract through WEN.

Our view is that more importance needs to be placed on the consultancy at the beginning of the project and at the end of the project. Having someone work with the management of these organisations to help them identify their organisational needs and individual staff needs would result in management buy-in to the training and a desire to see the results feeding in to the overall effectiveness of the organisation rather than, as appeared from some participants, a one-off opportunity to take advantage of some training. Similarly, at the end of a project, having a consultant working with the organisation (management and staff) would help them transfer their learning accordingly. With this the benefits of the training become radically enhanced.



# Survey of Voluntary Sector IT Resources and Training Needs

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# Survey of Voluntary Sector IT Resources and Training Needs

## SUMMARY OF KEY FINDINGS

- 100% of respondents have computers
- 64% have Email
- 26% have a Web Site
- 90% provide training for clients & staff
- Over 50% include some form of IT training for both clients & staff with clients primarily receiving IT awareness and basic training skills and staff receiving more specific operating skills
- 81% of machines used are PC Pentiums with the majority running Windows 95 or 98
- Main software programmes are Excel, Word and Access
- 98% of staff use computers every day and over 50% of clients
- Client use of computers is very varied while staff use is dominated by administrative tasks
- Of those with computers 71% have Internet access and 48% network systems
- While 17% use voice recognition 48% would use it if available with client special needs cited as the main reason
- Although 71% have Internet access only 17% rate their knowledge as very good and 19% as good
- About 50% use or would use the Internet for Email primarily while certain organisations use specific on-line information including job search and hostel information
- The Internet is seen to be a valuable support to organisations in providing access to information for a wide variety of reasons
- Knowledge of the World Wide Web is lower than that of the Internet in general
- Far fewer groups would use the World Wide Web, mainly for publicity
- Both Equipment & Training are considered important additional requirements by over two thirds of groups
- Types of training fell predominately into the categories offered
- IT problems were spread from occurring every day (14%) through to less than once a month (14%)
- A high proportion of problems were identified at 71% with over 50% being fixed by the respondent. The multiple answer pattern indicates a wide spread of remedial options are used
- Support to other groups was offered by 40% with IT learning the main provision

