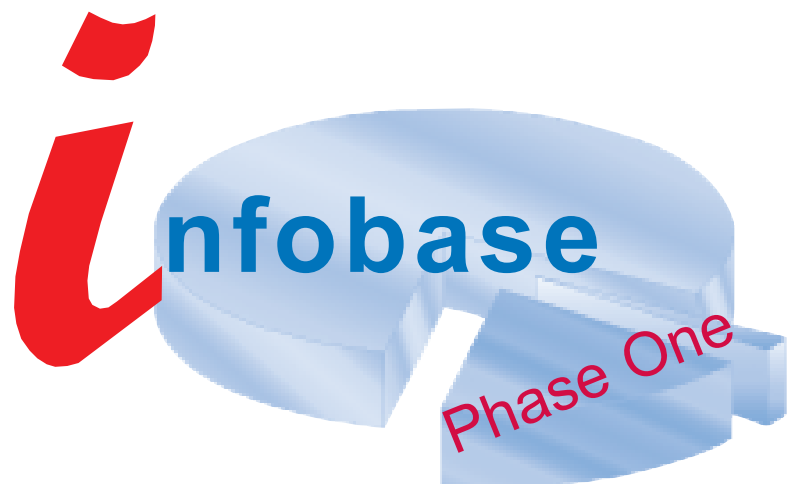




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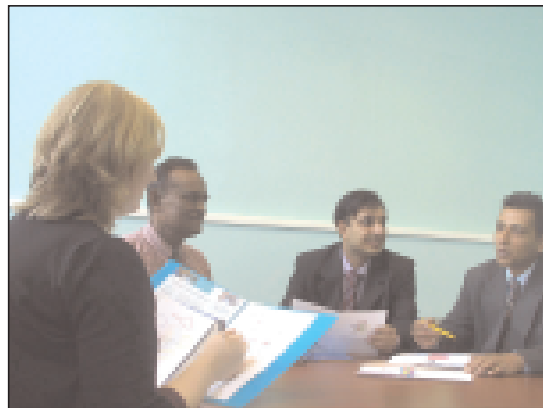
Glasgow's new information service for  
and about its voluntary and community  
organisations

[www.infobaseglasgow.org](http://www.infobaseglasgow.org)

Welcome to

# Infobase

an important new service from GCVS



Early in 2004, Glasgow Council for the Voluntary Sector secured funding from Social Justice Resources for Glasgow, in order to develop a core information service for the community and voluntary sector in the city.

This sort of exercise had never been undertaken before; quite simply, accurate and relevant information about the activities of the sector had never been gathered in a systematic, city-wide basis.

Many people and organisations have collected their own information, but no one had the definitive picture, and it was extremely difficult, if not impossible, to access even basic information.

**With the arrival of Infobase, all that changes. Fast, relevant, accurate and regularly updated information about the community and voluntary sector is now the click of a mouse away.**

## Infobase

has three main uses:

- 1.** Anyone can access information over the internet.  
Infobase provides up-to-date contact details and general information about the city's community and voluntary organisations - including location, services provided, opening times, volunteering opportunities, etc.
- 2.** It provides more detailed information about the voluntary and community sector across the city.  
This will allow for the collation and analysis of reliable information for future planning, within the sector itself and by public agencies.
- 3.** Infobase is an excellent starting point for anyone wishing to research the voluntary and community sector in Glasgow.  
It provides a recognised standard for data collection and encourages high-quality and relevant research within the voluntary and community sector.

This introductory briefing paper gives a flavour of some of the valuable information that Infobase can provide. GCVS will also produce a series of Infobase briefing papers over 2005/06, providing more detailed information and analysis. For more information please contact the Infobase team.

## Contact Infobase

Infobase is managed for GCVS by Mary Sinclair, who has extensive experience of similar projects in the statutory and voluntary sectors.

Gavin Bell, Infobase administrator, is the other core member of the team, with responsibility for keeping the project on track.

Both Mary and Gavin will be pleased to answer any queries that you may have about Infobase. You can contact them using the email addresses below:

[mary.sinclair@gcvs.org.uk](mailto:mary.sinclair@gcvs.org.uk)

[gavin.bell@gcvs.org.uk](mailto:gavin.bell@gcvs.org.uk)



[www.infobaseglasgow.org](http://www.infobaseglasgow.org)

# “ Infobase marks the point when the voluntary and community sector in Glasgow formally ceases to be invisible



## GCVS Chief Executive Helen Macneil, on why Infobase matters

It won't be heralded with fanfares, or get much press coverage - it is difficult, I suppose, to build excitement about another information source in a world full of information sources - but in its own, quiet way the formal establishment of Infobase is a watershed, and something for the city to really celebrate.

**The launch of Phase One of Infobase - “Glasgow’s new information service for and about its voluntary and community organisations” - marks the point when the voluntary and community sector in Glasgow formally ceases to be invisible, and when we begin to interpret, understand and quantify the role that the sector is playing in supporting the Glasgow economy and the social fabric of our communities.**

Up until now, the role and activities of the sector have been invisible - like an iceberg, largely hidden below the surface. Its role as a major employer, its activities as a major service provider, but most of all the sheer scale of its reach out to the most excluded and vulnerable Glasgow citizens – have just not been properly understood and valued.

The data from Infobase, the reports it will produce, the research and analysis it will undertake directly and in partnership with others in the months and years to come, will all make a really important contribution to the work of planning in the city and a positive impact on the

lives of hundreds of thousands of Glasgow people.

### **What makes INFOBASE different?**

On a practical note, It is important to celebrate how significantly this Infobase data differs from all the other ad-hoc data gathering exercises that have taken place over the years, and to acknowledge how much of an improvement it is on all the other databases on the sector that currently exist!

**The overwhelming difference from all other, previous data gathering exercises is that it has been collected with the sector, for the sector, by the sector.**

**It is the most robust ever data.** We collaborated with public and voluntary sector agencies to compile the most definitive, up to date list ever of voluntary organisations with staff in the city, recognising the major organisational and structural changes that have taken place over the past 10 years; and in the process eliminating major duplication and double counting;

**It is the most comprehensive ever data.** We worked hard to gather information across the whole spectrum of voluntary sector operations – we asked conventional questions about their funding, management, staffing and volunteers, but we also found out about who they networked with, about their capacity building needs and links to

policy-making;

### **It is the most consistent ever data.**

There was no self-evaluation, which can result in huge inconsistencies. Our data collectors worked directly with organisations in their own premises, collecting and classifying the information to ensure common interpretation and consistency across the city.

### **It is the most comparable ever data.**

GCVS is working with other CVS across the country, so that over the next several years we will be able to build a robust picture of how the sector in Scotland is developing and changing.

We know Infobase is an important and powerful tool, which will enable us to 'drill down' and analyse information on key sector issues like funding and workforce planning and training, and will assist organisations to work more closely together.

**We hope that the public agencies in the city, the planners, the service commissioners, universities, researchers and consultants, will all work with us to build up the most comprehensive, up to date mapping and analysis service about voluntary and community activity in the UK.**

We are now ambitiously seeking resources for Phase Two of Infobase – capturing and analysing data on the 'unstaffed' organisations in the city!

## The future of Infobase

With this first phase of the research completed, GCVS is now looking to build and develop Infobase. We expect that public and other agencies in the city will want to be involved in future developments and we are keen to explore with partners potential contracts to further the work and tailor developments to specific requirements.

Each time, we are contracted to carry out further research, we will add to the overall resource available to all partners in the city. This ensures good value for money and additionality to any research funding spent in the city.

For further information or to discuss your ideas, please contact Infobase Manager Mary Sinclair on 0141 322 2444.



# The size of the sector



Glasgow has over **850** voluntary and community organisations with paid employees

These figures relate to the 72% of voluntary and community organisations with paid staff who had taken part in the Infobase study at May 2005.

The sector in Glasgow has **10,729** paid employees

Over **20,000** Glaswegians did some unpaid voluntary work for organisations with paid employees

This represents over **676,000** volunteer hours every year for organisations with paid staff.

This is equivalent to **411** full-time posts.

The **annual income** of Glasgow's community and voluntary sector in 2003/4 was **£306,024,874**

## Defining the sector

One of the most important early tasks for the Infobase team was to establish the sorts of organisations who should be included in the survey. They approached this by working to the definition of community and voluntary organisations provided by SCVO. This describes voluntary organisations as:

*"Non-profit driven, non-statutory, autonomous, and run by individuals who do not get paid for running the organisation."*

This includes the 'regulated voluntary sector', comprising voluntary sector charities, housing associations and credit unions.

In line with SCVO's definition, some organisations are not included on the grounds that:

- The organisation has a for-profit driven motivation rather than a public benefit motivation.
- The organisation aims to satisfy an exclusive and private objective rather than a shared benefit.

## Three rules for eligibility

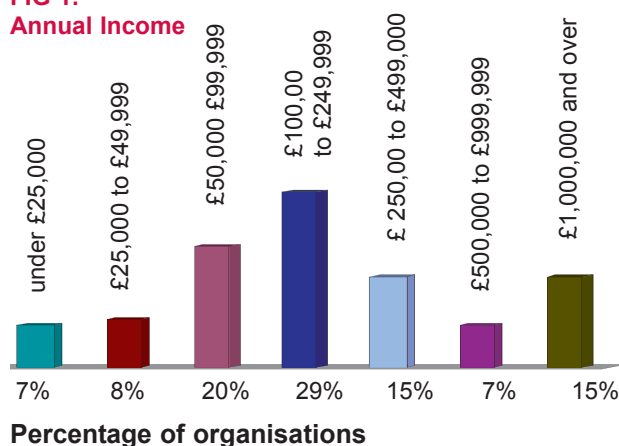
To be eligible for inclusion in Infobase, each organisation had to fulfil three broad criteria: it must be part of the community and voluntary sector, have a constitution or other governing document, and employ at least one paid member of staff.

This ruled out around 22% of all organisations contacted, although many of those expressed interest in being included in a further phase of data collection.

This was to ensure that we initially concentrated on the significant amount of resourced organisations within the city who are reasonably stable in terms of location, operations and paid staff, providing us with crucial data on the sector's scale and contribution to the city's economy.

The **average income** per organisation in 2003/4 was **£150,000** (median)

**FIG 1: Annual Income**



Over one-third of organisations (35%) have an annual income of less than £100,000. 22% have an annual turnover greater than £500,000.

## GCVS gratefully thanks the Infobase advisory panel:

Craig Binns	Plan / Research Officer	Glasgow City Council (DRS)
John Godwin	Senior Strategy Executive	Scottish Enterprise Glasgow
Dan Harley	Community Engagement Manager	Greater Glasgow NHS
Helen Jackson	Programme Co-ordinator	Glasgow Housing Association
Frances Murphy	Social Justice Officer	Communities Scotland

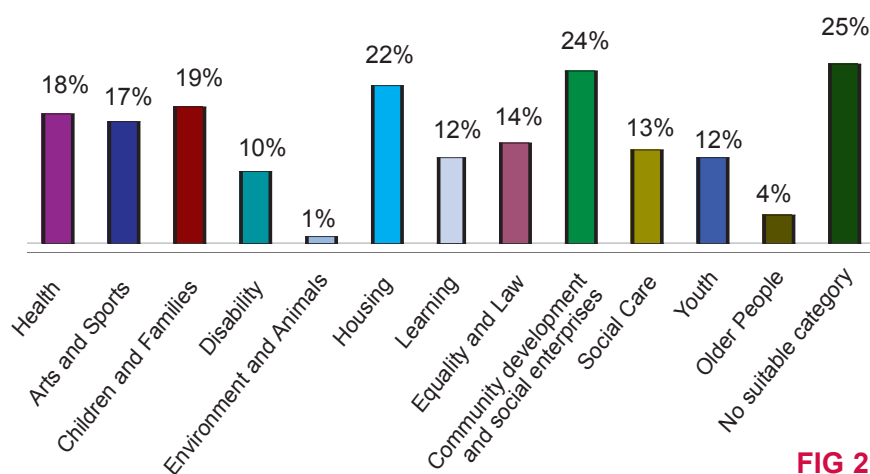
# Services to Glaswegians



Estimated number of people using services provided by the voluntary and community sector in Glasgow : **872,716**

## Areas of Activity

Organisations report being involved in a broad range of activities and areas of service provision. Figure 2 below shows what percentage of organisations fall within each of the categories.



**FIG 2:**  
Organisation by activity (%)

**84%** of organisations are recognised as registered charities

**49%** are companies limited by guarantee

**19%** own their premises

**49%** of organisations have a geographical reach covering the whole of Glasgow

**51%** of organisations serve particular local areas

**19%** are Scotland-wide

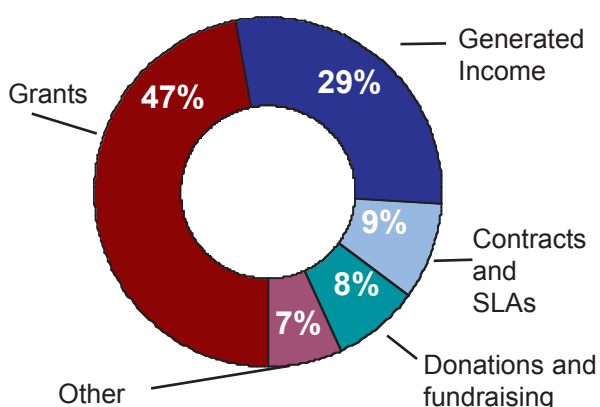
**5%** are UK-wide

# Sources of funding



A range of income sources is reported by organisations:

**FIG 3: Sources of Income**



Core funding as a percentage of total funding varies substantially between organisations, ranging from 100% to zero.

The total core funding received by organisations as a percentage of the total income is 34%.

**This amounts to an estimated £103,443,269**

The funders most often applied to are:

Glasgow City Council	(37%)
Social Inclusion Partnership	(35%)
National Lottery Community Fund	(32%)
Lloyds TSB Fund	(30%)

The funding sources for which there was the greatest success rate are:

Glasgow City Council
Social Inclusion Partnership



## Percentage of organisations providing:

- Advice and information **11%**
- Children's services **12%**
- Education/learning/training **13%**
- Health advice/care **10%**
- Housing and/or homelessness care **13%**
- Community development **5%**
- Learning disability care/advice **4%**

**95%** of organisations report that individuals benefit from their activities

**72%** report that other organisations and groups benefit

**77%** have a main target group of service users

**92%** of organisations receive calls from the public seeking **information**, support or advice

A **helpline** service is provided by **18%** of organisations



some of the Infobase team members

## Social Inclusion

**71%** of organisations have a particular focus on providing services to people whom other agencies often find hard to reach.

Group	As % of total orgs
Young people (12-25)	26%
Black/Minority ethnic communities	20%
People with mental health problems	20%
Disabled people	21%
Low income households	19%
Others	19%
Unemployed	21%
Residents of disadvantaged areas	20%
Refugee/Asylum seekers	17%
Women	17%
Children(0-11)	17%
People with learning difficulties	17%
Lone parent	16%
Older people	14%
Drug/alcohol users	16%
Volunteers	14%
Parents	14%
People with ill health	12%
Carers	13%
Homeless people	14%
People with a literacies need	13%
Offenders/ ex-offenders	11%
People excluded/ not attending school	8%
Victims of domestic abuse	8%
Faith/ religion/ belief	6%
LGBT	6%
Leaving/ in care	7%
Victims of crime	4%
Travellers and gypsies	3%



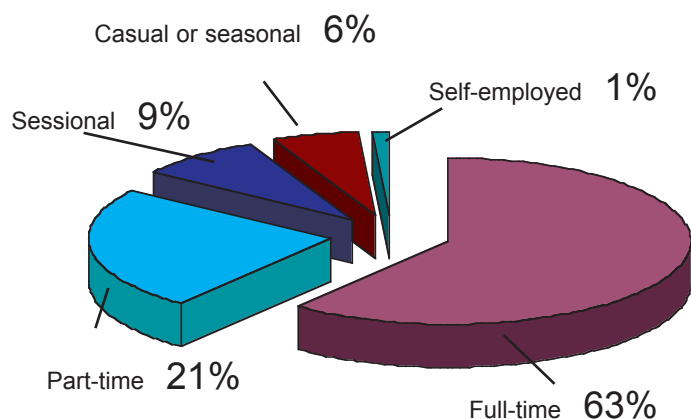
*One of the most important aspects of Infobase is that we will finally be able to accurately define the size, scope and contribution that the community and voluntary sector makes to our city.*

Helen Macneil  
Chief Executive, GCVS

This initial phase of work was funded from Social Justice Resources. Social Justice Resources are allocated by Communities Scotland, through the Scottish Executive.



Total paid employees in the sector: **10,729**  
**76%** are female



**FIG 4: Staffing by contract type**

**Volunteers** are taken on by **68%** of organisations (not including governing body members)

Gender	Full-time paid employee	Part-time paid employee	Volunteers
<b>Female</b>	74%	84%	76%
<b>Male</b>	26%	16%	24%

## Governance

Of the organisations and projects participating in Infobase, **87%** have their own local governing body.

There are over **5085** voluntary positions on local governing bodies of organisations operating within Glasgow - about 92% of the total available.

Glaswegians contribute almost **100,000** voluntary hours a year towards the governing of local organisations

**Women** make up **76%** of volunteers.

**Men** fill **42%** of the positions on governing bodies.

## The Survey

Infobase Manager Mary Sinclair and Administrator Gavin Bell began working on the project in April 2004.

\*

Their first task for was to find all of the eligible organisations in the Glasgow area. They used a variety of sources, including local community directories, GCVS membership, community forums, SIP offices, local development companies, various community and voluntary organisations, Glasgow Healthy Cities Partnership and the Inland Revenue.

\*

The next step was to design a detailed but streamlined questionnaire with which to interview each organisation. A pilot phase was then carried out, using a representative sample of 20 community and voluntary organisations.

\*

After a successful pilot and a series of information sessions across the city, a team of data collectors started work in September 2004. They interviewed more than 600 organisations across the city.

\*

Each questionnaire was 28 pages long, listed over 120 questions of varying complexity and took around 90 minutes to complete.

\*

Over 72% of eligible organisations have taken part to date.

## The Infobase team

GCVS thanks those temporary employees who worked so hard to gather and input the Infobase data:

Stacey Anderson	Charlene Sweeney
Fiona Brady	Elizabeth Symons
Edward Gilmartin	Claire Torrens
Robert Ingram	Vikki Turbine
Zoe Morris	Derek Young
Drew Smith	

# Infobase



The Glasgow Council for the Voluntary Sector

## Information Resource and Database

What Infobase does for Glasgow's voluntary and community sector:

- It clarifies and quantifies the contribution that the sector makes to Glasgow
- It improves the quality and consistency of research about the sector
- It identifies trends that affect the sector, such as staff turnover, etc.
- It supports key social justice and social inclusion initiatives and helps public agencies to deliver their social inclusion agendas
- It allows for better links between voluntary sector organisations and public agencies
- It reduces the amount of time spent by sector workers on surveys and questionnaires



### Infobase

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