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TIMETABLE

Day 1: Monday 7th September

10.00 – 11.00	Registration	Rootes Building
11.00 – 12.30	Opening Plenary Session	Arts Centre Conference Suite
12.30 – 14.00	Lunch	Rootes Restaurant
14.00 – 15.30	Parallel Sessions 1	
	A Commissioning	Social Studies Room 0.11
	B Grant making	Social Studies Room 0.19
	C Volunteering: Understanding Participants	Social Studies Room 0.20
	D Mapping Organisations and Resources	Social Studies Room 0.13
	E State- VCS Relationship	Social Studies Room 0.18
	F Panel Session 1	Social Studies Room 0.10
	G New Researchers' Session	FME Building Room AO23
15.30 – 16.00	Tea and Coffee	
16.00 – 18.00	Parallel Sessions 2	
	H Community cohesion and well being	Social Studies Room 0.11
	I Funding Issues for the Sector	Social Studies Room 0.19
	J Panel Session 2	Social Studies Room 0.20
	K Panel Session 3	Social Studies Room 0.13
	L Panel Session 4	Social Studies Room 0.18
	M Panel Session 5	Social Studies Room 0.10
	N New Researchers' Session	FME Building AO23
18.00 – 19.00	VSSN Steering Group Meeting	
19.00 – 19.30	Drinks Reception	
19.30 – 00.00	Campbell Adamson Memorial Prize-Giving Dinner	

Day 2: Tuesday 8th September

09.00 – 09.30	Registration for those attending on 8th only	Arts Centre Lower Foyer
09.30 – 11.00	Parallel Sessions 3	
	O Volunteering: General	FME Building Room A023
	P Challenges for third sector managers	Social Studies Room 0.11
	Q Theories and perspectives on the changing sector	Social Studies Room 0.19
	R Panel session 6	Social Studies Room 0.20
	S Panel session 7	Social Studies Room 0.13
	T Panel session 8	Social Studies Room 0.18
	U New Researchers' Session	Arts Centre Conference Suite
11.00 – 11.30	Tea and Coffee	
11.30 – 13.00	Parallel Sessions 4	
	V Governance	FME Building Room A023
	W Recession	Social Studies Room 0.11
	X Philanthropy	Social Studies Room 0.19
	Y Monitoring and Evaluation	Social Studies Room 0.20
	Z Panel session 9	Social Studies Room 0.13
	Z1 Panel session 10	Social Studies Room 0.18
	Z2 New Researchers' Session	Arts Centre Conference Suite
13.00 – 14.00	Lunch	Rootes Restaurant
14.00 – 15.30	Closing Plenary	Arts Centre Conference Suite

Forewords

Once again I would like to welcome everyone to the NCVO/VSSN *Researching the Voluntary Sector Conference*, which is now in its 15th year. At the time of writing we have had a fantastic response in terms of paper submissions and delegates, a reflection of the growing strength of our community. I would particularly like to welcome those new researchers attending the conference, some for the first time. I hope everyone will join me in making this 'next generation' feel welcome.

The continuing investment in the research infrastructure by a number of funders could not come at a better time for the voluntary sector and wider civil society. I am sure that I don't need to remind delegates of the tough operating environment out there: evidence for better policy and improved practice is critical for the sector to navigate through the inevitable decline in public funding and increased demand from beneficiaries. But this won't simply be a case of calling upon academics to do more research: we in the sector have to engage with the research community, we have to build our capacity to use evidence, and we have to use the evidence base. NCVO and the sector's infrastructure will, I believe, support this agenda.

Finally, I would like to thank the support of our partners, the Voluntary Sector Studies Network and the Institute for Volunteering Research in developing the conference. I would also like to place on record my appreciation of the support from ESRC for new researchers. This conference has grown and developed along with the research community it reflects and such change is the work of many people across a number of organisations. As ever, we welcome your thoughts on how the event should continue to evolve to reflect the needs of researchers, policy makers and practitioners.

Enjoy the conference.



Stuart Etherington
Chief Executive, NCVO

The Voluntary Sector Studies Network (VSSN) is pleased to join with the NCVO in sponsoring the 2009 Researching the Voluntary Sector Conference, the fifteenth in the series. The Network is open to everyone undertaking and interested in research, scholarship and teaching on the voluntary, community and third sectors, and it is keen to promote research in the area. The annual conference provides an excellent opportunity for all of us attending to discuss current research findings and extend our understanding of the sector. We can all join in exploring the implications for policy and practice of the evidence and arguments presented in the conference sessions.

VSSN welcomes the growing interest in the sector within government and across the public domain, and the expansion of research on the many roles that the sector plays. The Network is committed to doing everything it can promote and disseminate this growing body of work and it is on the point of launching a new journal, *Voluntary Sector Quarterly*, the first issue of which will appear in March 2010. The journal will publish high-quality, peer-reviewed, accessible papers on third sector research, policy and practice. You will find further details about *VSR* and a call for papers on the VSSN stall at the conference and on our website: <http://www.vssn.org.uk/journal/index.htm>.

VSSN is a membership organisation and it welcomes all researchers working in the field from academia and elsewhere. In addition to the annual conference, the Network organises two day-long seminars every year at each of which four or five research papers are presented. It also runs an active and informative email list and has a lively early-career researchers section. To find out more, and to join, do visit the VSSN stall at the conference, or contact Louise Cole, Executive Officer, VSSN Office, AUA Room B.010, The University of Manchester, Oxford Road, Manchester, M13 9PL, email execofficer@vssn.org.uk. Membership enquiries should be addressed to membership@vssn.org.uk or you can join online at <http://www.vssn.org.uk>. A reduced-price subscription to *Voluntary Sector Review* is included in the Network's membership fee.



Peter Halfpenny
Chair, VSSN Steering Group.
Forewords

Monday 7th September

Time	Session	Location
10.00 – 11.00	<p>Registration</p> <p>Tea and coffee</p>	<p>Rootes Building</p> <p>Arts Centre Conference Room</p>
11.00 – 12.30	<p>Opening Plenary Session</p> <p>Lenka Setkova, Carnegie UK Trust</p> <p>Lenka joined the Carnegie UK Trust in 2006 as Director of the Democracy and Civil Society Programme where she is primarily responsible for the Trust's Inquiry into the Future of Civil Society in the UK and Ireland, chaired by Geoff Mulgan (see www.futuresforcivilsociety.org for more information).</p> <p>For the first seven years of her career, Lenka worked with the Department for International Development/Foreign and Commonwealth Office and with the C.S. Mott Foundation in Central and Eastern Europe. The focus of this work was on strengthening democracy and civil society in post-communist societies. Since moving back to the UK in 2002, Lenka has worked with the Tudor Trust and with New Philanthropy Capital. Lenka is a trustee of Allavida.</p>	<p>Arts Centre Conference Room</p>
12.30 – 14.00	Lunch	Rootes Restaurant
14.00 – 15.30	Parallel Sessions 1	
A	<p>COMMISSIONING</p> <p>The commissioning narrative in public services: implications for the voluntary sector <i>Rod Dacombe and Penelope Tuck</i></p> <p>Public Sector Commissioning – The Voluntary and Community Sector Experience in Greater Manchester <i>Susanne Martikke</i></p> <p>The impact of marketisation on UK voluntary and community sector education provision for adults <i>Amanda Vickers</i></p> <p>Measuring the outcomes of public services <i>Joy Dobbs</i></p> <p>Chair: Caroline Eade, Taylor Vinters</p>	<p>Social Studies Building</p> <p>Room 0.11</p>

<p>B</p>	<p>GRANT MAKING</p> <p>Granting success: lessons from funders and charities <i>Angela Kail and Padraic Brick</i></p> <p>Making A Big Difference with Small Grants <i>Marcus Hulme</i></p> <p>The Impact of the Recession on Endowment Raising for Grassroots Grants <i>Helen Sender</i></p> <p>Chair: Karl Wilding, NCVO</p>	<p>Social Studies Building Room 0.19</p>
<p>C</p>	<p>VOLUNTEERING: UNDERSTANDING PARTICIPANTS</p> <p>Recruitment or retention? Uncovering the dynamics of voluntary affiliation in Great Britain <i>Daiga Kamerade</i></p> <p>Finding the right questions: Overcoming methodological difficulties associated with measuring participation at a local level <i>Jan Gilbertson and Ian Wilson</i></p> <p>How is volunteering interpreted and enacted within different faith groups and what are the ways forward to improve closer working between faith communities and local/regional volunteering infrastructure organisations? <i>Thilo Boeck and Jennie Fleming</i></p> <p>Chair: Nick Ockenden, Institute for Volunteering Research</p>	<p>Social Studies Building Room 0.20</p>
<p>D</p>	<p>MAPPING ORGANISATIONS AND RESOURCES</p> <p>Under the radar? Researching unregistered and informal third sector activity <i>Jenny Phillimore, Angus McCabe and Andri Soteri-Proctor</i></p> <p>Tracking flows of charitable expenditures: issues arising from the use of Charity Commission data to map the distribution of charitable resources in England and Wales <i>John Mohan and Alexia Katsanidou</i></p> <p>The regional distribution of charity expenditure <i>David Kane and Jenny Clark</i></p> <p>Mapping “below-radar” organisations: using listings from local infrastructure bodies and cross-referencing them to listings from national regulatory bodies <i>John Mohan, David Kane, Julia Branson and Fiona Owles</i></p> <p>Chair: Pauline Leonard, Southampton University</p>	<p>Social Studies Building Room 0.13</p>
<p>E</p>	<p>STATE- VCS RELATIONSHIP</p> <p>Work in Progress? Developing Public-Voluntary Sector Relationships <i>Claire Moxham</i></p>	<p>Social Studies Building Room 0.18</p>

	<p>Reflecting on state-voluntary sector relationships: agency in interactions in an HE teaching workshop <i>Linda Milbourne</i></p> <p>Europeanisation and organised civil society: Some lessons from the Third Sector European Policy (TSEP) Network <i>Jeremy Kendall</i></p> <p>Chair: Nick Acheson, University of Ulster</p>	
F	<p>PANEL SESSION 1</p> <p>Ten years in the policy arena: social enterprise and the need for a more robust evidence base <i>Simon Teasdale (Chair), Leandro Sepulveda, Duncan Scott, Alex Murdock</i></p>	<p>Social Studies Building Room 0.10</p>
G	<p>NEW RESEARCHERS' SESSION</p>	<p>FME Building Room A023</p>
15.30-16.00	<p>Tea and coffee</p>	<p>Ensemble Room</p>
16.00 – 18.00	<p>Parallel Sessions 2</p>	
H	<p>COMMUNITY COHESION AND WELL BEING</p> <p>Scoping Review is currently being undertaken into what works in enabling resilience and community wellbeing in different local communities / neighbourhoods in the current economic climate <i>Graham Brownlee</i></p> <p>Cohesion and empowerment: examples from the evaluations of Connecting Communities Plus, Community Grants and Faith Communities Capacity Building Fund <i>Stephen Miller</i></p> <p>The Impact of a Mental Health Vocational Service on Community Wellbeing <i>Sarah Morris</i></p> <p>Greater Manchester Centre for Voluntary Organisation Health Partnership - Third Sector Health Services Directory <i>Neil Walbran</i></p> <p>Chair: Phil Taverner, Southampton University</p>	<p>Social Studies Building Room 0.11</p>
I	<p>FUNDING ISSUES FOR THE SECTOR</p> <p>An application of a Relationship Marketing Perspective in State/Non-profit Funding Relations: The role of trust and commitment <i>Carla Alexandra Sani, Isabel Maria Macedo and José Carlos Pinho</i></p> <p>Rating Government Funders: An Evaluation of the Quality of Funding Information and the Delivery of Government Funding</p>	<p>Social Studies Building Room 0.19</p>

	<p>Opportunities for the Voluntary Sector <i>Anna Adams Amy Rosser</i></p> <p>Critical Conditions: Investigating the Transparency of Grant Terms and Conditions <i>Jay Kennedy</i></p> <p>Chair: <i>Joy Dobbs, NCVO</i></p>	
J	<p>PANEL SESSION 2</p> <p>Environmental volunteering: practice and policy <i>Miles Sibley, Christine Reilly, Nick Ockenden,</i></p>	<p>Social Studies Building Room 0.20</p>
K	<p>PANEL SESSION 3</p> <p>Benefits and limits of participatory research methods in exploring community and voluntary action <i>Veronique Jochum (Chair), Danny Burns, Thilo Boeck, Sarah Johnson</i></p>	<p>Social Studies Building Room 0.13</p>
L	<p>PANEL SESSION 4</p> <p>A panel from the Centre for Charitable Giving and Philanthropy <i>Tom McKenzie, Beth Breeze, Cathy Pharoah (chair), Helen Wadham</i></p>	<p>Social Studies Building Room 0.18</p>
M	<p>PANEL SESSION 5</p> <p>Making a difference? Reviewing government's involvement in volunteering <i>Meta Zimmeck, Angela Ellis Paine, Colin Rochester</i></p>	<p>Social Studies Building Room 0.10</p>
N	NEW RESEARCHERS' SESSION	<p>FME Building Room A023</p>
18.00 – 19.00	VSSN STEERING GROUP MEETING	<p>Social Studies Building Room 0.20</p>
19.00 – 19.30	DRINKS RECEPTION	<p>Chancellor's Suite, Rootes Building</p>
19.30 – 00.00	CAMPBELL ADAMSON MEMORIAL PRIZE- GIVING DINNER	<p>Chancellor's Suite, Rootes Building</p>

Tuesday 8th September

Time	Session	Location
09.00 – 09.30	Registration for those arriving on 8 th September	Rootes Building
09.30 – 11.00	Parallel Sessions 3	
O	<p>VOLUNTEERING: GENERAL</p> <p>A gateway to work? Exploring the link between volunteering and employability <i>Nick Ockenden and Matthew Hill</i></p> <p>“As a volunteer, I work <i>with</i> people not <i>for</i> people”: the opportunities and challenges of voluntary volunteer management <i>Joanna Stuart</i></p> <p>Chair: Duncan Scott</p>	FME Building Room A023
P	<p>CHALLENGES FOR THIRD SECTOR MANAGERS</p> <p>The Good life: comparing job quality between the private, public, and voluntary sector <i>Alasdair Rutherford</i></p> <p>The Framing of Diversity & Equality: Consensus & Tensions <i>Judith Y. Weisinger</i></p> <p>Assuming the spirit of the whole: Small organisations engaged in merger <i>Ben Cairns, Romyne Hutchison and Rebecca Moran</i></p> <p>Chair: Alex Murdock, London South Bank University</p>	Social Studies Building Room 0.11
Q	<p>THEORIES AND PERSPECTIVES ON THE CHANGING SECTOR</p> <p>A sedimentary theory of the third sector <i>Rob Paton</i></p> <p>Losing political innocence? Finding a place for ideology in understanding the development of recent English third sector policy <i>Jeremy Kendall</i></p> <p>The sector needs to sought itself out: A plea for voluntary action in context <i>Jurgen Grotz</i></p> <p>Chair: Pete Alcock, Third Sector Research Centre</p>	Social Studies Building Room 0.19

R	PANEL SESSION 6 Never had it so good? Voluntary action 30 years on <i>Pat Gay, Ian Mocroft, Colin Rochester, Meta Zimmeck</i>	Social Studies Building Room 0.20
S	PANEL SESSION 7 Are voluntary sector organisations getting better at using outcomes approaches? <i>Sarah Mistry, Jean Ellis, Rose Casey-Challies and Clayton Anderson</i>	Social Studies Building Room 0.13
T	PANEL SESSION 8 Capacity building initiatives <i>Rob Macmillan (Chair), John Hoadly, Dawn Hands, Tony Bovaird, Les Hems, Jessica Ellis</i>	Social Studies Building Room 0.18
U	NEW RESEARCHERS' SESSION	Arts Centre Conference Room
11.00 – 11.30	Tea and Coffee	Ensemble Room
11.30 – 13.00	Parallel Sessions 4	
V	GOVERNANCE The Role and Impact of Chairs of Governing Bodies in the UK Voluntary Sector <i>Chris Cornforth, Yvonne Harrison, Vic Murray</i> Board Matters: A review of charity trusteeship in the UK <i>Belinda Vernon and Eleanor Stringer</i> Chair: Thom Jeavon, ARNOVA	FME Building Room A023
W	RECESSION Researching the impact of the recession on the UK VCS <i>Chris Dayson, Les Hems and Peter Wells</i> When the going gets tough- how Irish charities are responding to the economic downturn <i>Geraldine Prizeman and Siobhan McGee</i> Impact of the Economic Downturn - research and findings - the charity commission perspective <i>Helen Carr</i> Chair: Linda Milbourne, Birkbeck University of London	Social Studies Building Room 0.11

X	<p>PHILANTHROPY</p> <p>Charitable bequests and wealth at death in Great Britain <i>A.B. Atkinson, P.G. Backus, and J. Micklewright</i></p> <p>Philanthropy in a Recession: Analysing donor behaviour in the light of UK media coverage <i>Beth Breeze and Gareth G Morgan</i></p> <p>Appealing to Moral Emotions: Examining Donor Responses to Fundraising Ads Through a Dictator Game Experiment. <i>Sally A. Hibbert and Swee Hoon Chuah</i></p> <p>Chair: <i>Jenny Harrow, Centre for Charitable Giving and Philanthropy</i></p>	<p>Social Studies Building Room 0.19</p>
Y	<p>MONITORING AND EVALUATION</p> <p>Monitoring and evaluation in the third sector: meeting accountability and learning needs <i>Jean Ellis</i></p> <p>How are you getting on?: Charities and funders on communicating results <i>Gustaf Lofgren</i></p> <p>Supporting organisational development and service delivery through collaborative evaluation <i>Hans Schlappa</i></p> <p>Chair: <i>Meta Zimmeck</i></p>	<p>Social Studies Building Room 0.20</p>
Z	<p>PANEL SESSION 9</p> <p>Social Glue? The contribution of involvement in sport and other community organisations to community wellbeing <i>Russell Hoye, Matthew Nicholson, Kevin M Brown</i></p>	<p>Social Studies Building Room 0.13</p>
Z1	<p>PANEL SESSION 10</p> <p>Third Sector Research Centre – emerging research questions <i>Rob Macmillan, John Mohan, Pete Alcock</i></p>	<p>Social Studies Building Room 0.18</p>
Z2	<p>NEW RESEARCHERS' SESSION</p>	<p>Arts Centre Conference Room</p>
13.00 – 14.00	<p>Lunch</p>	<p>Rootes Restaurant</p>
14.00 – 15.30	<p>Closing Plenary Session</p> <p>Bernard Harris, Southampton University</p> <p>Bernard studied History at Cambridge University and was awarded a PhD by the University of London for work on the medical inspection and nutrition of schoolchildren in Britain in the first half of the twentieth century. He joined the Department of Sociology and Social Policy at Southampton University in 1991, having</p>	<p>Arts Centre Conference Room</p>

	<p>previously taught in the Department of Economic and Social History at Bristol University. He is currently Head of the Division of Sociology and Social Policy and also teaches a course on the history of the British social policy and the welfare state. He has published articles on a wide range of subjects, from the history of human height to the social consequences of unemployment in interwar Britain. His most recent books include <i>The origins of the British welfare state, society, state and social welfare in England and Wales from 1800 to 1945</i> (Palgrave, 2004); <i>Charity and mutual aid in Europe and North America since 1800</i> (edited with Paul Bridgen, and published by Routledge in 2007); and <i>Gender and wellbeing in Europe: historical and contemporary perspectives</i> (edited with Lina Gálvez and Helena Machado, and published by Ashgate in 2009). He is currently completing a coauthored study entitled <i>Health, nutrition and human development in the western world since 1700</i>, for publication by CUP in 2010.</p>	
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ABSTRACTS

The commissioning narrative in public services: Implications for the voluntary sector	Public Sector Commissioning – The Voluntary and Community Sector Experience in Greater Manchester	The Impact of Marketisation on UK Voluntary and Community Sector Educational Provision for Adults
Rod Dacombe and Penelope Tuck	Susanne Martikke	Amanda Vickers
<p>The emergence of 'commissioning' as the guiding narrative of public services procurement and delivery has been a distinctive development in relations between the voluntary sector and the state in the UK over recent years.</p> <p>Despite its growing popularity, there has been little debate over exactly what is meant by 'commissioning' in the context of public service reform. This paper aims to shed some light on these issues by examining the meaning of commissioning across the public sector. The paper is based on the results of a case study of different public agencies operating in one local authority area. It also makes use of a review of the existing literature, policy background and research evidence related to the emergence of commissioning in public services in the UK.</p>	<p>The paper will present findings of a research project that was commissioned by the GMCVO-based Health Partnership Project (HPP) in 2008. As a cross-sector collaboration of health providers, commissioners and third sector infrastructure providers that seeks to maximise the contribution of the voluntary and community sector (VCS) toward improving health and tackling health inequalities in Greater Manchester the HPP wanted to know more about the experiences of VCS organisations with public sector commissioning.</p> <p>The research used twenty semi-structured interviews with VCS organisations that had public sector funding (service level agreements, contracts or block grants) to explore the following questions:</p> <ul style="list-style-type: none"> • Is there a level playing field for VCS organisations with regard to obtaining public sector contracts? • Are VCS organisations involved in designing services? • What is the impact of public sector contracts on the VCS organisations that deliver them? 	<p>In this paper, the impact of the long standing government policy of marketisation is explored, a policy that the UK's New Labour government has embraced and embedded in nearly every area of public service. The paper makes particular reference to how educational organisations in the voluntary sector have been and are still being affected. From the introduction of 'contract culture' to the segmentation of learner types into 'markets', the intentions behind marketisation, along with the intended and unintentional, positive and negative effects on organisations and on learners themselves are considered.</p>

Commissioning public services: measuring service quality and outcomes**Joy Dobbs**

At the same time as the voluntary sector has increased its involvement in the provision of public services, policy and regulatory developments have been moving towards outcome-based commissioning and monitoring in public service delivery. This may provide the opportunity for voluntary service providers to demonstrate the distinctive ways in which they deliver better quality services, if they can provide evidence of how these improve outcomes for service users. The challenge is identifying and measuring those specific outcomes.

This paper identifies a number of the conceptual and measurement challenges and briefly summarises [some](#) of [the](#) tools and methods that are being developed or used for assessing public services. It then looks in more detail at two of them:

- a tool being developed to measure the quality and outcomes of adult social care services in care homes and day centres
- an outcome-based commissioning model, which sets out the desired outcomes and indicators for the service, and allows providers to describe the activities and outputs that would deliver them

Granting success: lessons from funders and charities	Making A Big Difference with Small Grants	The Impact of the Recession on Endowment Raising for Grassroots Grants
Angela Kail and Padraic Brick	Marcus Hulme	Helen Sender
<p>The way that charities are funded has a direct impact on the lives of those they support. To achieve the best for beneficiaries, charities need to be funded in ways that help them to create the most impact. Funders can strengthen charities, increase their impact and change the lives of beneficiaries, by improving the way that they fund charities. In NPC's experience, funders that take time to understand the needs and approaches of the charities they fund can improve the way those charities work. This has a knock-on effect on the lives of beneficiaries—good grant-making improves more lives.</p> <p>However, publicly available guidance on this topic for UK funders is limited. There are practical constraints and compromises that affect how donors can fund. This research looks at grant-making practices in the UK to provide guidance to funders on how to approach funding. It specifically focuses on the structure of grants and offers lessons and guidance from grant-makers.</p>	<p>Small grants provide a lifeline for VCS organisations. Many funders provide small grants to grass roots projects that deliver widespread benefits for communities across the UK. The Big Lottery Fund (BIG) recently commissioned the Policy Studies Institute to complete a large-scale research study which explored the purpose, benefit and potential of small grants from the perspective of both funders and VCS organisations.</p>	<p>Grassroots Grants is a £130 million programme running between 2008-2011. It is funded by the Office of the Third Sector (OTS) and being managed by the Community Development Foundation (CDF). It is divided into two parts; an £80 million grant scheme for distribution by local funders to small voluntary and community groups, and a £50 million endowment match challenge element. CDF is undertaking a wide ranging evaluation of the programme using quantitative and qualitative research methods over the three years. This paper is based upon fieldwork undertaken with a range of organisations in ten top-tier local authority (TTLA) areas in England between October and November 2008, and responses from a baseline questionnaire that was distributed to all local funders looking after the Grassroots Grants endowment match challenge. This paper discusses some of the issues and challenges facing organisations trying to raise donations as part of the Grassroots Grants endowment match challenge.</p>

Recruitment or retention? Uncovering the dynamics of voluntary affiliation in Great Britain	Finding the right questions: Overcoming methodological difficulties associated with measuring participation at a local level.	How is volunteering interpreted and enacted within different faith groups and what are the ways forward to improve closer working between faith communities and local/regional volunteering infrastructure organisations?
Daiga Kamerade	Jan Gilbertson and Ian Wilson	Thilo Boeck and Jennie Flemming
<p>This paper argues that in the search for ways of increasing membership and activity in voluntary associations in Great Britain, the focus needs to be more on the retention of individuals who are already members and already active rather than on recruiting new people who have never previously been involved. The study presented in this paper examined the dynamics of voluntary affiliation – that is, the flow individuals into and out of voluntary associations over a sixteen-year period.</p> <p>The findings from this analysis suggest that British involvement in voluntary associations is actually very high. The research also uncovers important trends in the nature of the membership of and affiliation with voluntary associations. There is a considerable movement of individuals between different types of associations, and in and out of voluntary associations in general.</p> <p>Based on these findings, the study presented in this paper suggests that in addition to asking how we can encourage more people to join voluntary associations, it is equally important to ask how we can prevent people from dropping out of a particular voluntary association once they have joined it.</p>	<p>The aim of this paper is to discuss findings from an ESRC funded project entitled 'Finding the right questions: Overcoming methodological difficulties associated with measuring participation at a local level'.</p> <p>The paper explores how well questions used in the survey captured the extent of participation respondents were involved in at the time. The paper also examines how respondents' involvement in local organisations and groups has changed since the time of the surveys.</p> <p>Results highlight a number of methodological issues commonly associated with measuring participation and also provide interesting evidence on how questioning methods and techniques may influence results. In light of the findings the paper considers how it may be possible to improve the way we measure participation in local surveys.</p>	<p>Religion, charities and volunteering have been intertwined for a long time and this relationship is of continuing interest to government and the secular state. Evidence suggests that a growing number of the UK population are people of faith: the 2001 national census puts the percentage at 77% and many scholars predict this will be higher at the next census. Those who actively practice a religion are known to be more likely to volunteer in a 'formal' sense and the collective endeavour of faith-based organisations is significant.</p> <p>This paper is based on a research project undertaken by the Centre for Social Action and commissioned by Volunteering England, with the support of V through its Modernising Volunteering work (part of Capacitybuilders' overall improving support programme). The aim of the research was to gain a better understanding of faith based volunteering, the needs of faith-based organisations and how these needs could be understood and met by volunteering infrastructure organisations and also to consider the role faith volunteering plays in enhancing community cohesion.</p>

Under the radar? Researching unregistered and informal third sector activity	Tracking flows of charitable expenditures: issues arising from the use of Charity Commission data to map the distribution of charitable resources in England and Wales	The Regional Distribution of Charity Expenditure
Jenny Phillimore, Angus McCabe and Andri Soteri-Proctor	John Mohan and Alexia Katsanidou	David Kane and Jenny Clark
<p>In recent times both researchers and policymakers have used the term under, beneath, or below, the radar, to describe activities undertaken by small organisations, groups of activists or social entrepreneurs. Claims have been made of the importance of below the radar activity (BTRA) to civic life but little is known about the nature of this contribution or the extent of activity.</p> <p>This paper uses information collected from a review of academic, policy and grey literature to answer questions about the ways in which BTR might be defined, the types of action it may cover and what is currently known about BTR activity. It also explores the types of research being undertaken in this area and the main gaps in knowledge. Finally the paper presents a research agenda for the Third Sector Research Centre's (TSRC) new BTR work stream, setting out key research questions and the methods that might be employed to answer them.</p>	<p>Several projects are under way which attempt to answer the question of how one would assess the distributional benefits of charitable expenditures. Data on payments or in-kind charitable gifts to individuals are largely unavailable but an alternative is to look at patterns of activity of registered charities. Aside from mapping numbers of charities in an area one might also consider expenditure by charities in an area, and, more narrowly, charitable expenditures. These can then be related to local socioeconomic conditions.</p> <p>Numerous North American scholars have conducted ecological regression analyses of the pattern of charitable organisations and expenditure by them. We have run a succession of regression analyses of this, replicating some of this North American work for a subset of local authorities in England. The results are equivocal and they raise a number of questions about how best to analyse this kind of information - e.g. the match between "areas of benefit" and local authority boundaries, the relevance of explaining what is an historical pattern in terms of present-day conditions - and also how best to interpret it (for instance, is it appropriate to analyse relationships between charitable resources and social needs, or between charitable resources and local authority expenditures?). The paper discusses some alternative methods whereby we might improve our understanding of the distribution of charitable resources.</p>	<p>Previous attempts to map the regional distribution of charities across the UK have come up against a "headquarters problem", where the activities of charities that operate nationally are allocated only to the region where they are based. This paper sets out two possible methods for correcting this: using figures from the Labour Force Survey to estimate the regional distribution of the voluntary sector workforce; and using the Inter-Departmental Business Register (IDBR), a database of organisations which includes details of local units operating away from the headquarters. The paper compares the results of the two methods, and aims to suggest whether it would be possible to use the IDBR data to explore the regional distribution of organisations.</p>

Mapping “below-radar” organisations: using listings from local infrastructure bodies and cross-referencing them to listings from national regulatory bodies**John Mohan, David Kane, Julia Branson and Fiona Owles**

David Horton Smith has referred to so called “below radar” organisations as the “dark matter” of the voluntary and community sector – in other words there is a visible universe of organisations which appear on the radar of regulatory bodies (in the British case, the Charity Commission or the Financial Services Authority) but there are many organisations which for one reason or another do not. Kirsten Gronbjerg has argued that in studying third sector organisations, what you see depends on where you look – in other words, we rely on listings compiled for different purposes by organisations with varying levels of resources and priorities. Bearing these comments in mind, we report on lessons learned in studying the distribution and characteristics of “below radar” organisations in northern England. We have done so by collating large numbers of listings generated by local infrastructure bodies, de-duplicating them, and cross-referencing them against lists of registered charities and other third sector legal forms (companies limited by guarantee, industrial and Provident societies).

In this paper we outline the thinking behind the project - in other words the reasons for the choice of particular lists, on both academic and practical grounds. We then look at the methodological challenges of linking and cross-referencing listings, both to one another and to lists of registered charities and other third sector organisations. We present some preliminary analysis of results. We argue that while it might not be possible to produce reliable or true estimates of the population of “below-radar” organisations, the exercise still has value for other reasons.

E	State-VCS Relationship	
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Work in Progress? Developing Public-Voluntary Sector Relationships	Reflecting on state-voluntary sector relationships: agency in interactions in an HE teaching workshop	Europeanisation and organised civil society: Some lessons from the Third Sector European Policy (TSEP) Network
Claire Moxham	Linda Milbourne and Ursula Murray	Jeremy Kendall
<p>The paper presents the challenges and enablers to engaging voluntary organisations in public service delivery as perceived by public and voluntary sector managers. The majority of research on the theme of voluntary sector engagement in public service delivery is sectoral, and focuses either on the development of public policy or on the implications for voluntary organisations. There is a dearth of studies that examine the issue from a multi-sector perspective. This paper aims to present a balanced interpretation of current opinion on the topic by drawing on qualitative data collected from both the public and voluntary sectors. The findings indicate that the challenges and enablers to engaging voluntary organisations in public service delivery are common to both sectors. The paper concludes by presenting recommendations for joint working between the two sectors.</p>	<p>This paper reflects on an experiential student workshop focused on state-voluntary sector relationships. Students formed different groups, one group taking on the role of public sector commissioners, the others different voluntary sector organisations. The behaviours adopted by different groups, including the commissioners' decisions on allocating the contract, were instructive in reflecting how students, all working in third sector or local authority related fields, perceive and have assimilated the demands and practices of the external environment. Students remained critical of ways in which commissioning processes are generating competitive divides between local agencies but their assumptions about the behaviours they needed to assume in order to compete successfully for contracts, dominated how they acted in this workshop.</p> <p>The pervasive ideologies associated with managerial cultures permeated even classroom settings, despite in this case, a predominantly critical discourse. The paper therefore questions the extent to which the behaviours visible in this workshop will be exacerbated in the external environment, as recession exerts pressures on local authorities to reduce costs and funding. Will smaller organisations be increasingly at risk?</p>	<p>The idea that we should move beyond a two sector model when designing and implementing European policy is in vogue amongst politicians, academics and other commentators - and would indeed become a significant part of the EU's "hard law" infrastructure if the Lisbon Reform Treaty were to be fully endorsed. Using evidence and argument assembled through the TSEP network, this paper looks at how a three sector model, could be connected with "Europeanisation", drawing on the work of the TSEP network (Kendall, 2009). This paper seeks to identify some of the subcomponents of "Europeanisation" via a "stipulative approach".</p> <p>It is hoped that the value of the paper may be to begin to expose the range of links that exist empirically and conceptually between collective third sector policy and Europeanisation processes. The paper tries to show that modest episodes of policy activity, albeit often anticipatory, time-limited, limited in scope, and exploratory in character, can be found. It will be concluded that even if there has been no consistent build up of policy momentum in the EU, the pockets of activity witnessed to date suggest that this topic will continue to be worthy of empirical exploration and conceptual analysis.</p>

Ten Years in the policy arena: Social enterprise and the need for a more robust evidence base**Simon Teasdale (Chair), Leandro Sepulveda, Duncan Scott and Alex Murdock**

The term social enterprise first entered the policy arena ten years ago. Since then there has been rapid growth of policy interest in the concept. This has culminated in a number of policy initiatives aimed to support social enterprise as well as a distinct social enterprise stream within the new Third Sector Research Centre and a linked 'capacity building cluster' designed to build research skills and capacity. However, the influence wielded by social enterprise actors and its positioning within the Office of the Third Sector have not been wholly welcomed by everybody. In part this may be explained by a lack of evidence to support the policy focus on social enterprise and in part by the underlying differences between social enterprise and other third sector organisations.

This panel session starts with a paper by Leandro Sepulveda examining the relationship between social enterprise and the wider third sector. This is followed by Duncan Scott presenting findings from an 8 year study into a 'failed' social enterprise and asking what we can learn from the study of failure. Finally Alex Murdoch introduces the work of the Third Sector Research Centre's Social Enterprise Capacity Building Cluster and outlines progress made in developing the research capacity of the social enterprise sector.

Scoping Review into what works in enabling resilience and community wellbeing in different local communities / neighbourhoods in the current economic climate	Cohesion and empowerment: examples from the evaluations of Connecting Communities Plus, Community Grants and Faith Communities Capacity Building Fund	The Impact of a Mental Health Vocational Service on Community Wellbeing
Graham Brownlee	Stephen Miller	Sarah Morris
<p>The scoping review considers key policies and factors relating to 'what works' in enabling resilience and community wellbeing in different local communities / neighbourhoods in the current economic climate.</p> <p>It starts by undertaking a critical review of current policy documents. It shall use Contact Theory and refer to the work of the NCVO, NEF and ESRC among others on community wellbeing.</p> <p>It tests policy frameworks and theories through action research in order to identify the factors that contribute to resilience and community wellbeing. It describes the characteristics and actions of resilient communities through case studies of NCF members and their communities from across England. It explores how some communities are more resilient than others in a similar context and how resources (people and financial) can be adjusted locally to encourage resilience and community wellbeing.</p> <p>The review will analyze the relationship between policy and local experience, identifying any gaps and outstanding questions. The review will refer to effective and ineffective policy and practice.</p> <p>The final review will produce information to increase understanding of the factors that contribute to resilience and community wellbeing at a time of economic downturn and how this can be promoted locally.</p>	<p>In its final report in 2007, the Commission for Racial Equality (CRE) warned that the diversity of British society risks becoming a source of division between people (CRE 2007: 2). <i>Our shared future</i> contended that BME groups are still disadvantaged when accessing education, housing, healthcare and the labour market, and this coupled with rapid social change had lead some people to revert to and reinforce religious and ethnic ties. This of course has been a growing concern for a number of years, and government initiatives such as the Faith Communities Capacity Builders Fund (FCCBF) and Connecting Communities Plus, Community Grants (CCPlus) are just some examples of how the issue is being addressed.</p> <p>The evaluations of both programmes, whilst focusing primarily upon their success and delivery, uncovered some interesting findings with regards to social capital, particularly in relation to community cohesion and empowerment. This paper will present the key findings from the evaluations of these two programmes with regards to the impact funded organisations had on levels of community cohesion and empowerment in their local area</p>	<p>This paper describes the impact that a voluntary organisation has had on community wellbeing by enabling people with mental health problems to find or stay in work, voluntary work or education and training. The Way2Work project has been operating for over 4 years in the St Albans district, supporting people over the age of 16 experiencing mental health problems that are eligible to work in the UK. Quantitative data has been collected along with qualitative data from service users and case studies that indicate the effectiveness of the project.</p> <p>The project has received 514 referrals and 239 clients have been assisted into paid or voluntary work, education or training. Clients report that the project has helped them to improve their self-esteem or confidence in relation to work. They value the practical support in areas such as interview skills. Some clients report welcoming the empathy, acceptance and encouragement that they had received and the ability to work unpressurised at their own pace. Mind in Mid Herts works in partnership with Hertfordshire Partnership Foundation NHS Trust to deliver the project and this has added to the effectiveness of the service</p>

Greater Manchester Centre for Voluntary Organisation Health Partnership - Third Sector Health Services Directory**Neil Walbran**

The 2007 Audit Commission report 'Greater Manchester Health Inequalities Review' identified 'engagement with the voluntary sector' as one of the areas requiring most attention as part of its main findings

To bring clarity to the Third Sector 'market offer' on public health, the Health Partnership at the Greater Manchester Centre for Voluntary Organisation has mapped the contribution of seventy eight organisations in this sub-region.

This process has highlighted some key issues which differentiate the Third Sector from its statutory partners in terms of health provision and has raised a number of issues, namely:

- Can TSOs be accurately mapped in their health service provision to a point where their services are truly quantifiable? If not, how can Third Sector contribution to health be realistically aligned with national, regional and local targets?
- In light of this, should commissioning arrangements in Greater Manchester contain flexibility to accommodate the Third Sector approach to health provision?
- Can a directory with a small percentage of the Third Sector's contribution toward health such as this ever provide a truly comprehensive guide to the Third Sector contribution to health in Greater Manchester?

I	Funding Issues for the Sector
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An application of a Relationship Marketing Perspective in State/Non-profit Funding Relations: The role of trust and commitment	Critical Conditions: Investigating the Transparency of Grant Terms and Conditions	Rating Government Funders: An Evaluation of the Quality of Funding Information and the Delivery of Government Funding Opportunities for the Voluntary Sector
<p>Isabel Maria Macedo Carla Alexandra Sani José Carlos Pinho</p>	<p>Jay Kennedy</p>	<p>Anna Adams and Amy Rosser</p>
<p>Over the past decades, relationship marketing has dominated marketing theory and practice. While there is an emerging set of empirical studies on Relationship marketing in the non-profit and public sectors, the literature in this realm is generally not as well consolidated as in the for-profit sector. Considering that within the context of the non-profit sector, the development of strategies to attract resources and the establishment and maintenance of quality relationships with donors assumes crucial importance, the main purpose of this study is to apply the relationship marketing theory to analyse the relationship between Non-profit Organisations (NPOs) and Public donors.</p> <p>Drawing on the relationship marketing literature, the study adopts a case study research methodology in which key dimensions of the relationship between public donors and non-profit organisations are explored. Although the findings derived from the present paper are exploratory in nature, a conceptual model addressing the role of trust and commitment in NPOs/ public donors' relationship, its antecedents and related implications is proposed. The paper ends with concluding remarks and avenues for further research which makes a relevant contribution either to academics, to non-profit managers and/or policy makers.</p>	<p>The terms and conditions of grant funding effectively set the parameters of the funding relationship. They define what the funded organisation is obliged to do in order to receive the grant and determine how it is spent on the proposed project or service. They are implemented mainly because funders want to ensure proper accountability for the money that they give. While many terms may be reasonable and justifiable, others are not.</p> <p>DSC's <i>Critical Conditions</i> report examines the transparency of grant terms and conditions from three key types of funders that provide grants to the voluntary sector: trusts and foundations, central government departments, and private companies. The findings demonstrate a significant lack of transparency and an unwillingness to negotiate with applicants from central government departments. The terms and conditions of the trusts and foundations surveyed appeared more transparent by comparison, but resistance to negotiating terms was also a theme. Getting any useable data about the terms and conditions of company support proved almost impossible, which supports the perception that accessing accurate information about their funding in general is difficult.</p>	<p>When you look at government funding as a whole (including central government departments, independent bodies appointed by government, regional government and local authorities), it is clear that there is a lot of money available for the voluntary sector. But when funding programmes are hidden from view, or wrapped in so much jargon as to make them unintelligible, the value of that funding to the sector is diminished.</p> <p>Improving the quality and delivery of the information given to applicants will result in better applications, and fewer ineligible ones for funders. In particular, saving time and misplaced effort for those smaller organisations that do not have the luxury of a fundraising department, or even a fundraiser</p> <p>DSC is seeking to highlight how government can deliver funding opportunities effectively and how improved funding can foster the development of a 'mutually supportive relationship' between the voluntary sector and the government</p>

Environmental Volunteering: Practice and Policy**Miles Sibley, Christine Reilly, Nick Ockenden**

This session will explore environmental volunteering in the UK through three lenses; that of policy, organisational, and individual. The papers will explore a range of external and internal drivers which are having an impact on environmental volunteering. In doing this, the session seeks to develop our understanding of how the sector can continue to thrive, by effectively supporting and involving its current volunteers, and by attracting new audiences.

The opening paper, by Miles Sibley of BTCV, will focus on the external policy environment and explore how a major environmental and conservation charity can be affected by government agendas and policies. He will discuss how BTCV have responded, both reactively and proactively, to these external drivers at the strategic level. In the second paper, discussion will move to issues internal to volunteer-involving organisations. Christine Reilly, of Volunteer Development Scotland, will draw on some of their recent research to explore the nature and characteristics of volunteer management within the sector, and examine the capacity of organisations to effectively support and involve their existing volunteers. In the final paper, Nick Ockenden, of the Institute for Volunteering Research, will step outside of environmental organisations to explore why people may choose not to volunteer in the environment. He will draw on the Institute's recent research for Natural England to explore what organisations can learn from non participants in order to successfully attract new and more diverse audiences.

Benefits and limits of participatory research methods in exploring community and voluntary action**Danny Burns, Sarah Johnsen, Thilo Boeck and Veronique Jochum (Chair)**

Participatory research has a powerful positive political pedigree, but is more or deeper participation always a 'good thing' for research? Participatory research is generally understood to have a range of benefits. These include instrumental benefits (such as enriching the evidence base through deeper commitment and involvement of research 'subjects', and more effective buy-in to change as a result of research findings) and transformative benefits (including empowerment and capacity building for all involved, as well as shifting power relations between researchers and researched). Beyond these benefits are the ethical arguments about how research 'subjects' are treated and communicated with, and the extent to which research on participation should model good participatory practice - so should research on participation always be participatory?

There are other questions too. To what extent should research participants 'frame' the research, and decide what the key research questions are? Is participation just another task in an otherwise conventional research design? How can participatory research at local level be 'translated' into national policy and practice changes? How does participatory research affect the role and activities of the researcher (less research, more facilitation)? Are there particular considerations and arguments for or against adopting participatory research methods when doing research in the voluntary sector? What particular benefits can specific participatory methods bring? And where does participatory research stop being research and start being participation?

NCVO, IVR and Involve are examining personal 'Pathways through Participation' in a major new research project funded by the Big Lottery Fund. The project team has been grappling with all these issues. The three organisations are therefore hosting this Panel discussion to open up the debate and interrogate some of these tough challenges in the context of researching community and voluntary action.

This Panel will explore the possible benefits and limits of participatory research methods. It aims to:

- Outline participatory research and some of the methods used
- Explore the opportunities and benefits of using participatory research methods
- Examine the challenges and limitations in using participatory research methods
- Share practice and experience of the use of participatory methods
- Investigate what the use of participatory research methods might mean to communities and/or individuals, and to research.

A panel from the Centre for Charitable Giving and Philanthropy**Tom McKenzie, Beth Breeze, Cathy Pharoah (chair) and Helen Wadham**

That the third sector domain is “values driven” is widely understood as a defining characteristic of its activities, and a touchstone whereby its altruistic actions may be judged. Nowhere does this come into play more than in philanthropy, where personal, social, political and organisational values meet. This panel is put forward by the ESRC Research Centre of Charitable Giving and Philanthropy to bring more analytical approaches to our understanding of the ways in which values implicitly, explicitly, formally and informally, underpin philanthropic engagement and intervention.

Values variously impel, commit or express a range of interventions in societies and communities, motivating decisions on behalf of others and challenging others’ practices. However, the intersection of individual, organisational, and societal values provides internal challenges. At times they may, for example, be only loosely shared or vaguely expressed; at others they may openly contrast, and so challenge the legitimacy of individuals’ and organisations’ actions and motivations. How then are values expressed and value interactions understood at across the sectoral spectrum of action, as individuals’, markets’ and states’ actions interact? How far can business-NGO relations move in pursuit of common goals? How are expressions of personalised philanthropy best understood, as complex motivators for choosing one type of giving vehicle or one type of cause over another? How might engaging in experiments on giving choices extend understanding of the changing or embedded nature of values in and for this sector? How often do modes of giving and receiving obscure conflicts of value?

The panel approaches these issues from the perspective of four contrasting but interlinked papers, in which the values discussion and context is implicit; and their implications explicit. Working from the ground up, it offers two micro perspectives, in papers which consider the giving effects of mandatory payments to charity, through an experiment, and report on research demonstrating the central importance of committed donors’ tastes and subjective opinions on how well charities spend their money.. It offers a meso perspective in a paper offering comparative research findings on the state of family philanthropy in the UK, Germany and Italy. Its macro perspective is presented through a paper on the nature of NGO-Business collaboration in the context of the Africa Progress Panel, drawing on the lead taken by Concern Universal, in the efforts to mobilise greater business support for development goals.

Making a difference? Reviewing government's involvement in volunteering**Meta Zimmeck, Angela Ellis Paine, Colin Rochester**

This paper discusses the impact of the policies and practices of government on the essential character or 'soul' of volunteering. It begins by outlining the nature of government's interest in voluntary action and defining the key characteristics of the 'spirit' or ethos of volunteering. The main body of the paper then discusses four ways in which the actions of government may encroach on the autonomy of volunteering – the threat of compulsion; the growth of government volunteerism; the ways in which government may set the volunteering agenda; and its role in creating the environment in which voluntary action takes place. It then concludes by suggesting what government should - and should not – do.

<p>‘A gateway to work? Exploring the link between volunteering and employability’</p>	<p>“As a volunteer, I work <i>with</i> people not <i>for</i> people”: the opportunities and challenges of voluntary volunteer management</p>
<p>Nick Ockenden and Matthew Hill</p>	<p>Joanna Stuart</p>
<p>As the current recession continues, policy makers are becoming increasingly interested in new and innovative ways to address rising rates of unemployment. While volunteering has frequently been discussed as an effective means of helping get people (back) into work, there remains little direct evidence to back up such policies. This paper reports on recent research by the Institute for Volunteering Research that explored the link between volunteering and employability, and in particular the part Volunteer Centres could play.</p> <p>The paper opens by examining new and existing evidence for a link between volunteering and employability, before setting out the depth and breadth of work being undertaken by Volunteer Centres in this area. Some of the wider challenges for organisations engaging in the employability agenda are then considered, from issues of organisational capacity and partnership, to concerns over the incentivisation of volunteering and understandings of freewill. The paper concludes with a series of policy and practice recommendations for organisations seeking to develop their work around volunteering and employability.</p>	<p>The ways in which volunteers are involved, managed and supported is widely recognised to affect the experience of volunteers and the contribution they make to organisations and service users (Low et al, 2007). Indeed, it is argued that volunteers are increasingly demanding better management and more meaningful volunteering opportunities from the organisations they are involved with (Hustinx, 2001; Wilson 2001).</p> <p>This paper explores the ways in which organisations can involve volunteers as managers of other volunteers as a means to strengthen their organisational capacity and improve the voluntary experience. It highlights the opportunities and challenges of this approach. Drawing on research with two large national organisations, the paper presents a model of the different ways in which volunteers can be involved as voluntary volunteer managers. It explores the motivations of involving volunteers in these roles, from the perspective of the organisation and volunteers, and draws out issues concerning hierarchies and the power dynamics between volunteers. The lessons and implications for practitioners and a future agenda for research in this area are examined.</p>

The Good life: comparing job quality between the private, public, and voluntary sector	The Framing of Diversity & Equality: Consensus & Tensions	Assuming the spirit of the whole: Small organisations engaged in merger
Alasdair Rutherford	Judith Y. Weisinger	Ben Cairns, Romaine Hutchison and Rebecca Moran
<p>Are jobs in the voluntary sector “good jobs”? The mission-motivated, nonprofit voluntary sector is usually seen as attracting workers who share the organisations’ goals, and gain a warm-glow utility as part of their compensation. Analysis of sector wage differences finds mixed evidence of voluntary sector wage discounts, and in key industries voluntary organisations pay a premium above the private sector. But these empirical studies examine worker data, and are not able to control for unobserved job heterogeneity.</p> <p>We undertake an empirical analysis of several dimensions of attitudinal data to examine differences in “job quality” between the sectors. In particular, we examine measures of job-related stress to identify sector differences in the experience of carrying out a job. We find evidence of lower job quality in the public sector, while the voluntary sector is more similar to the private sector in some dimensions and the public sector in others. Voluntary sector jobs appear of similar quality to the private sector when examined in the economy as a whole. However, when jobs are compared within the Health & Social Work industries, voluntary sector jobs appear significantly lower quality than the private sector.</p>	<p>Community cohesion and well-being are increasingly critical to a sustainable and inclusive society, and fostering diverse interactions plays a key role. However, enacting these diverse interactions can be difficult when inconsistencies exist in terms of how diversity is understood. This paper examines the understandings of diversity and equality by individuals working in community, voluntary and public sector organizations in Oxford and London.</p> <p>The preliminary themes suggest tensions between explicit definitions of ‘diversity’ and ‘equality’ and implicit understandings. Despite consensus around diversity as recognizing and accepting differences, tensions are exemplified by the dualities of inclusion/exclusion, urban /rural, and visibility/invisibility.</p> <p>Participants differed in terms of whether they thought that equality refers to equality of opportunity (access) or equality of outcomes. Further, some believe that equality must precede diversity, while others believe that the two work in parallel. Finally, fear of being stigmatized as a racist among white British is seen as an impediment to effective dialogue, as well as the reluctance by members of minority and ethnic groups to participate in various public and community ‘systems.’</p>	<p>This paper is based on the findings of a case study carried out by the Institute for Voluntary Action Research (IVAR) between May and July 2009. The aim of the research was to review four successive mergers entered into by a UK children’s charity over the last five years. In each case, the four merger partners were considerably smaller than the host organisation. This paper therefore contributes to our knowledge about the experience of merger from the particular standpoint of smaller organisations merging with a larger partner.</p> <p>The paper begins by situating the discussion within the current debate about mergers and the economic downturn. It moves on to describe the study approach, focusing on the action research process. It presents the research findings, describing in turn the drivers towards merger; the decision to merge; the planning process; achieving integration; challenges arising and benefits achieved. The discussion of the findings focuses on the learning derived from the study about small organisations merging with a larger partner. In conclusion, the implications for practice are explored.</p>

A sedimentary theory of the third sector	Losing political innocence? Finding a place for ideology in understanding the development of recent English third sector policy	“The Sector needs to sort itself out.” A plea for Voluntary Action in context
Rob Paton	Jeremy Kendall	Jurgen Grotz
<p>A brisk review and critique of existing cartographies of the sector argues that, inevitably, these maps are a function of the map-makers, reflecting their times and the issues of the day. In a historical light some weaknesses become apparent. It then argues that to be durable a theory of the space we currently call the third sector should be able to acknowledge and accommodate its evolution, both in its empirical manifestations and the discourses that have developed to describe, discuss and promote it. The paper will then argue that it may be better understood as an historic accumulation of vehicles for social and community problem-solving and for personal expression that have attracted and sustained sufficient resources to stay in existence – along with current initiatives that may or may not prove similarly successful. It then shows how this view may help resolve some puzzles and debates associated with other approaches.</p>	<p>The third sector is increasingly now being recognised and coaxed into allying purposefully with States - but with such strategies framed as ‘problem solving’, ‘partnership’ and ‘governance’. All these buzzwords seem to signify smoothness, co-operation and pragmatism – for many, almost rendering ideology irrelevant by definition. This paper is not written to deny that these formulations contain important insights. However, it is premised on an anxiety that such ways of thinking overstate the extent to which a turn to the third sector can or should supercede debates about ideology, and underplay inevitable and irresolvable clashes in the values and beliefs of third sector policy actor.</p> <p>This paper will refer to the extent to which what initially appears as the displacement of ideology instead may represent the adaptation and re-location of the ideological dimension of politics. The paper will discuss shared ideological reference points, but also some of the fundamental ways in which ideas about the third sector’s actual and potential roles may clash, even within the bounds of the consensus on the third sector’s social, political and economic emergence which has emerged in a post-mainstreaming environment.</p>	<p>This paper will discuss the contention that “The Third Sector doesn’t exist”. Building on suggestions in recent debate this paper returns to the texts of Beveridge, Wolfenden and Deakin to look for the building blocks and purpose of what is now described as the “Third Sector”. It will attempt to track the conceptual move from ‘private action for social advance’ to a ‘sector of non-governmental value driven organisations’ and the consequences of this move in current debate.</p>

Never had it so good? Voluntary Action 30 years on**Pat Gay, Ian Mcroft, Colin Rochester and Meta Zimmeck (Chair)**

It is widely believed that both volunteering and voluntary sector organisations have 'never had it so good' with unprecedented levels of recognition and support from all the major political parties. But this begs the question 'never so good' compared with what? People working in the sector - as well as those in government - have little knowledge or understanding of the recent history of the sector - although two well attended events held recently at the British Academy have indicated that this is beginning to change.

This session brings together a 'panel of witnesses' - who have first-hand knowledge of the voluntary sector and volunteering in 1978. They will recall the world of voluntary action at around the time of the seminal Wolfenden Committee report and before the transformation of social policy introduced by the return to power of the Conservatives under Margaret Thatcher in 1979. They will discuss the key differences between then and now and the forces and factors that have driven change.

Are voluntary sector organisations getting better at using outcomes approaches?**Sarah Mistry, Jean Ellis, Rose Casey-Challies and Clayton Anderson**

This session is intended to offer a participatory opportunity for researchers and practitioners to reflect on the extent to which the voluntary sector has successfully adopted outcomes approaches, and to identify where challenges remain.

Funder requirements have driven changes in measurement, monitoring and reporting practice. Outcomes approaches have increasingly been the currency of non-contract funding, and some government departments have taken a similar route, whilst continuing to specify in many cases the services to be delivered.

A range of infrastructure organisations and consultancies have been servicing VCS organisations to help improve outcomes practices. Different tools have been developed, some generic and some adapted to particular sub-sectors or ways of working with service users. Networks, indicator banks and online resources are emerging for the sharing of practice and methods. Skills gaps have been addressed through training, mentoring and consultancy support. Efforts have been made by funders to streamline requests for data in order to reduce unnecessary reporting.

But what does it all add up to? Is the sector as a whole getting better at using outcomes approaches? Is it able to influence funders towards better practice in terms of an outcomes focus and reporting that aligns funder needs with the organisation's self-evaluation and performance management? Or are smaller organisations struggling as much as they ever were? Are we any closer to measuring things that are hard to measure and developing evidence for goals that are shared, distant or complex?

Capacity Building Initiatives**John Hoadly, Dawn Hands, Tony Bovaird, Les Hems Jessica Ellis
Rob Macmillan (Chair)**

In recent years the UK government has invested significant sums in a range of third sector capacity building initiatives, such as the ChangeUp and Futurebuilders programmes in England, with the aim of transforming the nature of support available to the third sector. Third sector capacity building and infrastructure support has subsequently come under unprecedented scrutiny, and remains hugely contested. For example, the terms on which the investment might be evaluated are somewhat unclear, with debates focusing on value for money, impact on the effectiveness of front line organisations, the extent of transformation in the nature and organisation of support services, and the prospects for learning from different models of capacity building.

This session aims to cast some light on capacity building initiatives in the context of these debates, and to stimulate further discussion on the future of capacity building, by bringing together three papers reporting on important national research and evaluation recently completed or 'in progress': from the National Audit Office, the ChangeUp evaluation team and from Capacitybuilders.

<p>The Role and Impact of Chairs of Governing Bodies in the UK Voluntary Sector</p>	<p>Board matters: a review of charity trusteeship in the UK</p>
<p>Chris Cornforth, Yvonne Harrison and Vic Murray</p>	<p>Belinda Vernon and Eleanor Stringer</p>
<p>Most research on the leadership of voluntary organizations has focused on the leadership roles of the Chief Executive (CE), or the governing body as a whole. Relatively little attention has been paid to the leadership role of the Board Chair. What research has been done across different sectors suggests that the impact of chairs is highly variable ranging from very little to very great and from highly beneficial to highly dysfunctional. It is important therefore to understand in more detail what distinguishes effective from less effective chairs.</p> <p>The research reported in this paper was designed to help fill this gap by examining the role and impact of board chairs in UK voluntary organizations.</p> <p>Chairs that were seen as being focused on building high quality relationships with others and team building were perceived by key actors as having a considerable impact on the effectiveness of the board, CEO, and organization. The least effective Chairs were those that were not seen as team players and were unable to manage inadequate performance by the key actors with whom they interact.</p>	<p>New Philanthropy Capital believes that charities vary in their effectiveness. This is based on our analysis of several hundred charities over the past few years. What we mean by ‘effective’ is that a charity is making a difference, and doing so in a sustainable, well-managed way. Given that boards of trustees are responsible for setting a charity’s direction and holding its staff (if there are any) to account, trustees should play an important role in making charities effective.</p> <p>NPC’s experience was that particularly effective charities have boards that are engaged, questioning and ambitious. We wanted to look at trusteeship more generally, to examine what makes a good board, what the current quality of boards is, identify challenges that trustees face and generate some ideas to overcome them.</p>

W	Recession
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<p>Researching the impact of the recession on the UK Voluntary and Community Sector</p>	<p>"When the going gets tough - how Irish charities are responding to the economic downturn"</p>	<p>Tracking the impact of the economic downturn: A view from the charity commission</p>
<p>Chris Dayson, Les Hems and Peter Wells</p>	<p>Geraldine Prizeman and Siobhán McGee</p>	<p>Helen Carr</p>
<p>There has been considerable speculation around the impact of the recession on the voluntary and community sector (VCS). This paper reports on findings of a research project undertaken for Capacitybuilders into the indicators which maybe used to gauge the recession's impact together with an initial assessment of those indicators. The paper reports both on the likely impact of the recession and methodological issues in estimating and forecasting impact.</p> <p>Our research points to organisations which may be most vulnerable to reductions in funding, their geographic location and the sectors within which they work. This issue raises a methodological concern of the paper: to what extent are observed changes due to a shrinking national economy or to other factors which affect sector trends?</p> <p>The paper draws both methodological and policy conclusions; it argues for further research exploring which organisations are most vulnerable and the impact on these of different economic and policy changes, and for an assessment of the targeting of government policies to support the sector during the recession.</p>	<p>We conducted research in February 2009 in order to explore how charities and nonprofit organisations in Ireland were experiencing the impact of changed economic circumstances in terms of managing their voluntary income and exploring how they were managing their donor relationships. A total of 267 charities took part by completing a detailed online survey.</p> <p>Irish charities are highly dependent on State and private funds. In light of the current economic conditions they are expecting considerable decreases in income from both State and private sources. As a result they are apprehensive about their organisations' ability to continue to deliver quality services in the future, indeed some are concerned about being forced to reduce or even possibly cease their organisations operations altogether. Charities appear to be in the double bind of needing to do more, that is, increasing their fundraising activities, in order to stay at the same operating level or even in some cases to operate with reduced personnel and funds. They are facing considerable challenges as they are operating in a financially unstable and unsure environment.</p>	<p>The paper brings together some of the findings from two surveys commissioned by the Charity Commission. Together the surveys track the impact of the economic downturn on registered charities from the end of the summer 2008 to early 2009</p> <p>The paper shows how the proportion of charities affected rose from 38% to 52% in a six month time period. It also shows the shift in the impacts on different sources of income e.g. the early impact on cash giving from the public to the crash in the banking system and impact on investments. The paper also, in part, draws out how different groups of charities may have been affected e.g. international charities affected by changes in the exchange rates, and impact in the increase for demand for services on charities providing advice to those most affected by the downturn. It also highlights how charities reliant on investment income might also be adversely affected.</p> <p>The surveys are just two of the pieces of research that the Commission has put in place. Follow up work on the impact on grant making trusts and analysis of accountancy data has also been put in place – these are still in progress</p>

Charitable bequests and wealth at death In Great Britain	Philanthropy in a Recession: An analysis of UK media representations and implications for charitable giving	Appealing to Moral Emotions: Examining Donor Responses to Fundraising Ads Through a Dictator Game Experiment.
A.B. Atkinson, P.G. Backus and J. Micklewright	B. Breeze and G. Morgan	Sally A. Hibbert and Swee Hoon Chuah
<p>Charitable bequests are a major source of income for charities. But surprisingly little is known in Britain about them. We review the small British and larger US literatures and then consider how best to model the decision to make a charitable bequest. We identify three stages: making a will, including a charity as a potential beneficiary, and bequeathing unconditionally. We then examine the evidence for Britain on each stage provided by data on individual estates. The data cover the population of estates that passed through probate – about a quarter of a million estates from a 12 month period. We focus on the relationship with wealth at death, on geographic differences, and on the different causes to which people bequeath.</p>	<p>The recent economic downturn experienced in the UK and other major economies has led to intense speculation about the impact on non-profit organisations. In particular, there has been an assumption that charities will suffer significantly as a result of decreased donations and increased demand.</p> <p>However, drawing on an analysis of UK media coverage of philanthropy and charitable giving during a six month period, this paper seeks to re-appraise existing research on charitable giving in order to consider the impact of a recession. We show that much of the media comment fails to take account of existing theory regarding the non-economic basis of most philanthropic motivations, nor of the varied nature of charitable beneficiaries, which extends well beyond the financially disadvantaged. The paper also explores known features of recessionary impacts such as variability across the sector; time lags between economic conditions and changes in donor behaviours; and factors that affect resilience, such as the possession of reserves and investment in fundraising activities. The paper concludes by discussing implications for donor fundraising strategies.</p>	<p>Moral emotions are the particular subset of emotions recognised in psychology to motivate pro-social tendencies. Both positive and negative emotions are used in charitable appeals, although evidence on their relative effectiveness is mixed and there is no previous scholarship that demonstrates how appeals that evoke different types of moral emotions influence donors who are repeatedly exposed to the appeal. In this paper we focus on the positive moral emotion of elevation and the negative moral emotion of guilt to study their respective effects on giving.</p> <p>The study uses a dictator game experiment. Participants are shown images of needy children in third world countries, which were designed to induce either elevation or guilt and pre-tests carried out to verify their effects. Following exposure to the stimuli, participants play the dictator game. Subjects in the control treatment only play the dictator game. In keeping with the images, we identify an international aid charity as the receiving party. Subjects in each treatment play five rounds of the game in order to investigate which emotion has a more sustainable appeal. The research findings reveal significant differences between the treatments for initial giving, but convergence with repeated exposure.</p>

Monitoring and evaluation in the third sector: meeting accountability and learning needs	How are you getting on?: Charities and funders on communicating results	Supporting organisational development and service delivery through collaborative evaluation
Jean Ellis	Gustaf Lofgren	Hans Schlappa
<p>Third sector monitoring and evaluation is in practice predominantly driven by a government performance-driven agenda, and through funding, contractual and regulatory relationships. At the same time, many organisations, responding to accountability requirements, experienced and valued more developed monitoring and evaluation practice as a tool for management and improvement. Monitoring and evaluation resulted in shifts in user focus, or service delivery, or affected activities more strategically.</p> <p>However, wider research indicated that, more generally, monitoring and evaluation findings were underused. A greater availability and use of tools and resources had not yet been sufficiently matched by the development of relevant organisational skills and capacity. The research findings indicated that organisational resource constraints had combined with the predominance of accountability demands and its associated culture to hold back the development of evaluation for internal learning and improvement.</p>	<p>Charities often struggle to measure the results of their work and to communicate them to funders, though some organisations do both strikingly well. For their part, funders often struggle to use results information provided by charities. Some complain about the quality and quantity of this information. Others say that they lack the capacity to benefit from it. Some charities expend resources producing information that their funders do not use, and some funders turn down funding applications, or cancel grants, because they are dissatisfied with the results information they receive.</p> <p>The report summarised in this paper aims to update and improve this picture, in order to inform the work of funders themselves, charities, and support providers. It presents findings from New Philanthropy Capital's research into the communication of results information by charities to funders, and funders' use of this information. This research also focused on the external support charities receive for monitoring and evaluation and funders' financial and non-financial assistance.</p>	<p>This paper draws on a qualitative evaluation of a government funded national pilot programme which aimed to improve the provision of services for older people. The pilot was delivered through five third sector organisations in a London borough. Their role was to co-ordinate the provision of and improve access to service provided by public and third sector organisations. The pilot was innovative in many respects and considered highly successful, winning the UK government's beacon award in 2009.</p> <p>The evaluation was considered to have developed the capacity of both public and third sector agencies to work together and deliver the pilot effectively. This paper explores the relationship between commissioning and evaluation in government funded service provision, focusing in particular on collaborative processes between key stakeholders in the evaluation process which included the national governmental sponsor, the local authority, five third sector organisations and the evaluators.</p>

Social Glue? The contribution of involvement in sport and other community organisations to community wellbeing**Russell Hoye, Matthew Nicholson and Kevin Brown**

Membership of voluntary organisations is assumed to be a significant factor in the building of social capital, including social cohesion, levels of trust, norms of reciprocity, civic participation and engagement, and therefore an important aspect of community wellbeing (Putnam, 2000). The question of whether participation in sport organisations contributes to social capital in the form of social inclusion, social connectedness and wellbeing more so than participation in other organizational types remains largely unanswered. This paper focuses on reporting selected results from two separate cross-sectional random sample surveys administered in the State of Victoria, Australia in 2008 and 2009. The results indicate that involvement in any type of community organisation is significantly associated with higher levels of generalised trust. The study has also shown that involvement in sport makes a unique contribution to predicting higher levels of social connectedness relative to involvement in other types of organizations and to higher scores in both self-reported physical and mental health relative to involvement in other types of organizations while holding other demographic predictors constant.

Third Sector Research Centre – emerging research questions**Rob Macmillan, John Mohan and Pete Alcock**

Since the end of the last century the United Kingdom has been a less united country than it was. In 1999 a separate Scottish Executive (from 2007 the Scottish Government) and Welsh Assembly Government were established, followed later by a new Northern Ireland Executive and Assembly, based on a power sharing agreement known from its date in 1998 as the 'Good Friday Agreement'. A number of key policy making powers were devolved from Westminster to these new administrations; these include policy on and support for third sector activity in the different countries. Since 2000 therefore there have in effect been four separate policy regimes within the UK focused on the activity and organisation of third sector organisations, although, compared to the greater levels of regional devolution existing in many other developed industrial nations, the UK remains a largely centralised state in both political and policy terms. This paper explores some of the key implications of this recent devolution and examines the extent to which it has led to a divergence in policy development and delivery – asking the question, to what extent has devolution led to a divergence in third sector policy regimes across the UK? The paper will also identify a series of key dilemmas for policy makers and practitioners within current policy practice across the UK, in particular in relation to the diverse nature of third sector organisation and activity.

Thomas Moore, Centre for Regional Economic and Social Research, Sheffield Hallam University

An Investigation into the Viability of the Community Land Trust Model of Ownership.

A Community Land Trust (CLT) operates as a non-profit community-controlled organisation which seeks to acquire and manage land for the benefit of their local community. They operate on a voluntary basis and are becoming increasingly prominent in discussions surrounding the delivery of affordable housing in rural areas.

This research study aims to explore the extent to which CLTs represent a strong civil society, operating on the basis of mutualism and seeking to engage local people in the management and sustainability of their local communities. Presented here are the empirical findings of a survey conducted as a precursor to a doctoral study of the CLT model. The discussion maps the characteristics of CLTs and explores their enabling factors, barriers and experiences in order to inform the forthcoming study and contribute to wider debates about how best a viable CLT sector can be shaped.

Louisa Hernandez

The customer as commissioner - is the third sector ready to care for and charge its 'customers'?

It is argued that in its present manifestation, the way social care is organised is inefficient, ineffective and unsustainable. This exploratory study outlines two contradictory policy approaches to this problem.

The 'transformation' agenda sees both central and local government transferring more of their contracts to the voluntary and private sector. Another policy, 'personalisation' funds individual service users. While the first policy extends the idea of quasi markets, personalisation involves supporting individuals to become their own commissioners so that they will have greater control of an allocated budget, if they are entitled to state support.

Personalisation is a policy that will impact third sector delivery of social care by significantly changing how third sector organisations are currently funded, along with cultural and technical changes to the way organisations both see themselves and how they operate. This will change how third sector organisations respond to the individual service user.

The aim of the research involved determining levels of awareness held by third sector organisations and explored the emerging theoretical, philosophical and practical implications of these shifts in policy.

Karin Silver, University of Bath / R K Partnership Ltd

Childcare policy and implementation: the role of voluntary sector out of school clubs

Of the 14,000 out of school clubs (OOSCs) in England providing after school and holiday care to children, an estimated 30 to 40% are in the voluntary sector. Many of these are small community organisations, barely visible in discussions of childcare policy and practice, and usually subsumed under the term 'PVI sector'.

In policy terms OOSCs fall between 'early years', 'play' and 'extended schools'. Contracts are not the norm; services may be 'signposted' by schools and children's centres rather than delivered by them; and OOSCs (unlike nurseries and pre-schools) receive no direct statutory funding. There are major concerns around the sustainability of services, particularly in deprived communities.

Preliminary research indicates that many voluntary sector OOSCs are run by working mothers, who struggle to sustain services with very low budgets, and with a large burden of administration associated with state regulation, parental fees and the employment of paid staff. Participants raised

concerns around notions of time, practical support, and succession.

In this study notions of loyalty and reciprocity, public service, and an 'ethic of care' came to the fore. It seems that a market approach may prove ill-suited to developing and maintaining these kinds of services in the future.

Razia Sharif,

Conflict Transformation between the Citizen and Government: Foucauldian Discourse Analysis of Labour Policies on the 'Empowered Citizen'

This research explores the impact of government's policies on the latent conflict between the citizen and government and how this conflict can be transformed. By using Foucault's work on governmentality, power and resistance it considers how to develop our understanding of the policy framework's influence on conflict transformation between the citizen and government. The research undertakes a literature review to understand the latent conflict, and the current policy framework within which the citizen is being empowered. Then a Foucauldian Discourse Analysis (FDA) of the White Paper 'Strong and Prosperous Communities' to explore the implications for conflict transformation between the citizen and government. The FDA suggests that within the policy there are 'technologies of power' at work, where the empowered citizen is a tool in the 'systems of power' creating 'boundaries of thought and possibilities'. However, suggests that the opportunities created by the empowerment policies can be maximised by developing greater insights into Foucault's work on power and resistance. Resistance can be positive and productive using conflict transformation approaches to support partnership working through empowerment and recognition shifts between the citizen and government. The research also comments on assumptions made in the policy, potential unintended consequences and areas for further research.

Patricia Putterill, University of Birmingham

Transformational or Transactional commissioning? Commissioners and Commissioning practice in the Supporting People Programme: Preliminary empirical findings

This paper relates to a regional, Mixed Methods study of Commissioners, commissioning policies and practice and their related impact upon Charitable & Voluntary Organisations (CVOPSS) aspiring to deliver public sector services.

The expertise, vision and knowledge base of Commissioners and their commissioning practice is intended to profoundly influence the planning, design and effective delivery of services for vulnerable people. In addition their projected focus of active engagement with providers to generate potentially innovative and creative responses to address accurately identified need has the potential to transform strategic planning into a new sphere of effectiveness for service users.

This paper explores models of Commissioning and outlines the practice relating to the Supporting People Programme from both Commissioner and Provider perspectives; it compares practice to the Office of the Third Sector's Principles of Commissioning in a market based environment and reports outline impacts upon Charitable and Voluntary Organisations in the study generating questions about commissioning practices.

Tanya Jakimow, University of Melbourne, Australia

Negotiating the Boundaries of Voluntarism: Values in the North Indian NGO Sector

Values are an essential part of the identity of non-government development organisations (NGDOs), distinguishing them from other sectors and contributing to their legitimacy. Values are neither uncontested or wholly self-determined, but rather are products of the broader social and political environment. The meaning of values must be negotiated with multiple actors, such as funding agencies, the state, and the general public including their 'clients'. This paper looks at how the meaning of a particular NGDO value – voluntarism – is negotiated and contested in the NGDO sector in North India. Through interviews and participant observation with local, small NGDOs and various stakeholders, I show how different actors contribute to particular understandings of voluntarism, and how NGDOs attempt to re-negotiate its contours through counter-narratives of sacrifice and professionalism. My research shows that there is no consensus about the meaning and desirability of voluntarism, but that as a value it is nonetheless 'productive', shaping NGDOs in particular (but not

singular) ways.

Francesca Cappelli, Migrants Resource Centre

Migrants Resource Centre: 25 years of voluntary actions towards community cohesion in South Westminster

This research analyses the history of Migrants Resource Centre (MRC) as a way of looking at the role of voluntary action in promoting community cohesion and social integration. What role do refugees/migrants play in the development of civil society? What forms of activity are successful in developing their ability to integrate as active citizens? MRC was established in 1984 in response to the growing needs of local migrant and refugee communities in the Pimlico area. MRC is now a highly successful user-oriented charity promoting a wide range of London-wide services to empower its users outside of traditional boundaries. What are the implications of this work for our prevailing notions of civil society and community in a global context? Can civil society theories be fully applied to complex multicultural and heterogenous environments? The extent to which it is possible to define and draw the contours of a global civil society theory is still a matter of some controversy. Is there really a "global epistemic community" enriched and fed by global migration or are the normative and prescriptive aspects of civil society only relevant to a Western/European experience?

Laura Lawson and Emma Roberts, WM Enterprise

Participative Evaluation Research Methodology: Youth Panels

This paper presents a case study from a recent evaluation for v, the independent charity championing youth volunteering. The paper explores the practical challenges and benefits to involving young people in evaluation. The evaluation focused upon providing evidence to demonstrate the impact of v's grant programmes, which have included funding projects through a number of specific grant rounds. To ensure a youth-led ethos and add value to the evaluation, WME established a **Youth Evaluation Panel (YEP)** engaging nine young people (aged 16-25) to get involved with the research. The YEP worked closely with the evaluation team including the design of the evaluation methodologies, supporting research activities, and the development of recommendations. The paper will reflect upon the influence of the YEP, the extent to which it added value to measuring impact and the ethical issues of engaging a Panel to guide evaluation.

Alexandra Cuncev

Homeless people's narratives: methodological considerations

I have recently enrolled in an ESRC funded PhD research project which is sociologically investigating what being homeless actually involves in the present day. I aim to do this by using self-narrated homeless biographies in two locations.

With this research I aim to understand how people who have experienced, or are currently experiencing, acute forms of social exclusion define their own experiences, explain their biographies and see their future. By using narrative research I hope to unravel the impact of policy changes in recent years on homeless individuals' identities, motivations and life stories. I hope to attain a more rigorous and holistic understanding of the relationship between homelessness and Government regulation from a qualitative perspective.

I have started data collection in April 2009 and am now in the process of analysing pilot data consisting of in-depth interviews with vulnerable adults who have experienced or are currently experiencing homelessness. At the VSSN/ NCVO conference I will present some preliminary findings whilst also discussing my selection of the method and issues connected to this. The methodological discussion will highlight some initial field work challenges, including benefits and disadvantages of being an insider in the research field.

Eddie Cowling, Involve

Using Participatory Mapping to explore participation in the voluntary sector

"Maps are more than pieces of paper. They are stories, conversations, lives and songs lived out in a

place and are inseparable from the political and cultural contexts in which they are used” (IFAD 2009: 4).

Participatory mapping as a research tool is growing in use, both in the developed world and in the developing world. Drawing on local knowledge and understanding, this interactive approach creates visual data to help explore the local perspective of the cultural landscape.

The [Pathways Through Participation](#) project (carried out in partnership with [NCVO](#), [IVR](#) and [Involve](#)), will use participatory mapping in a number of communities across England to identify the range of opportunities and activities for voluntary engagement in the local area and beyond. This paper will discuss the mechanisms of participatory mapping, the way research team will apply the technique and the challenges that they may face.

Minna Ruohonen, Imperial College London

Imperial College - student volunteering and impact measurement

The Imperial Volunteer Centre matches students with community projects, some of which can be research projects or are projects where the student can take their knowledge, - learned in a research institution, - to the community.

How do we evaluate the outcomes for the students? Imperial College London worked with the Institute for Volunteering Research (IVR) to develop an evaluation tool that measures the impacts of volunteering on students. IVR's original tool evaluated volunteering outside universities: the Imperial's version specifically addresses student matters. It uses Survey Monkey as the online host and other universities are welcome to adapt the Imperial version for their own use.

Imperial College's study revealed that the benefits to students differ markedly between undergrads and post grads, with the undergrads getting much benefit from developing as confident adults. Post grads have already passed that hurdle and are looking for different outcomes.

The tool that we have developed is itself adaptable and this session summarises the research project and describes the tool used, and gives an indication of some of the types of results obtained using the online evaluation tool.

Matthew Hill & Jennifer Russell, Institute for Volunteering Research

Youth-led volunteering: Theory, policy and practice

Although levels of youth volunteering remain high in England they declined slightly between 2003 and 2007/08. This decline, as well as other government youth-action agendas has seen youth volunteering rise up the policy agenda, receiving an unprecedented amount of attention and public funding. This paper explores one particular aspect of the theory, policy and practice of youth volunteering that has emerged over recent years namely the increased emphasis on youth-led volunteering.

The first part of the paper tracks the origins and evolution of this strand of public policy considering and assessing the myriad motivations of policy-makers ranging from securing involvement, improving delivery and genuine participation and power-sharing.

The second half of the paper looks at the implementation of youth-led volunteering in practice. It discusses examples of current youth volunteering programmes including v initiatives such as V20 and also gives examples of youth-led initiatives in the wider youth sector such as education and criminal justice. It then uses these examples to identify the links between theory, political discourse, public policy and practice in youth-led volunteering.

The paper concludes by bringing these issues together and briefly considering the future trajectory for youth-led volunteering in England.