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**North East Third Sector ICT Survey 2008**

**by**

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## **Introduction**

voluntaryskills.com was commissioned by the Regional ICT Champion at VONNE (Voluntary Organisations' Network North East) to conduct research into ICT training for voluntary and community organisations (VCO's) in the North East of England.

The aim of the **North East Third Sector ICT Survey** was to identify current ICT training needs and barriers to learning in the sector, which will help develop future training and support programmes in the region. 227 representatives of Third Sector organisations took part in the survey between 15<sup>th</sup> February and 3<sup>rd</sup> March 2008.

For the purpose of the survey we used the term 'Third Sector', which includes voluntary and community groups, not-for-profit organisations, social enterprises, arts organisations, sports organisations, charities and community interest groups.

## **voluntaryskills.com**

voluntaryskills.com is managed by the PNE Group ([www.pne.org](http://www.pne.org)), a not-for-profit organisation based in Newcastle upon Tyne, with support from the Northern Rock Foundation and the European Regional Development Fund.

The website helps promote skills development and career progression in the Third Sector by offering free information on training opportunities in the North East & Cumbria. It features a searchable Training Database, News & Events, Case Studies, Job Profiles, Vacancies, Resources and a monthly e-bulletin sent to 2366 subscribers.

## **VONNE (Voluntary Organisations' Network North East)**

VONNE is the regional infrastructure body for the voluntary and community sector (VCS) in the North East of England, and their mission is to ensure that the voluntary and community sector plays a full part in the life of the North East by:

- developing networks and partnerships of VCS organisations across the region
- providing information, advice and support to the VCS
- developing, influencing and responding to policy that affects the VCS in the region
- working with statutory and other partners to increase recognition of the sector's roles and needs
- supporting VCS representation, advocating for and providing a voice for the sector.

## **Executive Summary**

### **1. Training needs**

The majority of respondents agree with the UK Workforce Hub *Voluntary Sector Skills Survey 2007* that 'Strategic use of IT' and 'Basic computer literacy/IT' are two of the biggest skills shortages in the sector (Q.45). However, despite this recognition and a willingness to improve their ICT skills, most people appear to say that the training currently available in the North East is not always useful or relevant to their needs.

The vast majority of people (84.14%) said that they would like to 'improve their own ICT skills and knowledge'. However, just over half (57.71%) of them feel that they do not get the most out of ICT in their current role. This suggests that despite a keen interest in learning more, many people think they have sufficient skills to get by at work, where only a basic or general level of knowledge is needed.

Just over half of people surveyed (53.13%) had received ICT training in their current organisation (Q.5), which presumably means that the rest are expected to already possess the skills they need to do the job, can pick them up as they go along, or that other skills are seen as more important to their role. Indeed, most paid and volunteer vacancies require people to have a working knowledge of Microsoft Office.

There were a wide range of different skills that people said they would like to improve on, but many of these relate to improving their existing working knowledge of commonly used software applications, rather than learning something completely new. In particular, Microsoft Excel, Microsoft PowerPoint, Microsoft Access, Microsoft Publisher and Microsoft Outlook were the most popular requests, along with general skills such as desktop publishing / photo editing, web design / development, using digital cameras, interactive whiteboards and a general overview of ICT (Q.4).

The most popular way for people to improve their ICT skills was being 'shown how to do something by a friend / colleague' (29.04%), which was followed by 'Online research / reading about things on the internet' with 17.13%. Only 15.33% said they had 'Attended an external training course' or 'Received in-house training' (14.36%), which suggests they prefer to learn with people they know or on their own (Q.22).

Popular suggestions for new ICT services were more training 'on specific topics relevant to their work' (25.38%), rather than generic courses that are usually geared at the business world (and often priced accordingly), followed by 'Downloadable

factsheets with useful hints and tips' (24.62%) and a 'Voluntary Sector ICT Support Helpdesk' where queries could be answered by phone / email (21.76%).

## **2. Barriers to training and support**

The biggest barriers to attending ICT training were time and cost, which is backed up by our recent *North East Third Sector Skills Survey 2007/2008* (voluntaryskills.com). Indeed, 22.64% of survey respondents said that 'ICT training courses are too time consuming...they don't necessarily want to do a full training course in Microsoft Excel, but would still like to learn how to do certain things better', and a further 18.49% stated that they 'can't spare the time away from their daily duties to attend training'.

Regarding cost, 15.09% said that 'ICT courses are too expensive' or they 'don't have a budget for that type of training' (Q.23), although 35.75% of respondents said that their organisation did 'have a budget that is specifically used for ICT equipment, software or training' (Q.33). This suggests that some organisations do have money to spend but can't find anything of interest or relevant to their needs. Indeed, most people believe that ICT courses for the Third Sector are not promoted widely enough (Q.25), but this may be simply because there are not many around in the region.

Unfortunately, most people said they were unaware of the ICT Hub (Q.28), and even more said they had never used any resources available from their website (Q.29). Furthermore, only 10 out of 194 people (5.15%) had used the ICT Hub Suppliers Directory (<http://directory.ictHub.org.uk>). Therefore, despite their national role in the sector, it appears that grassroots organisations in the North East have not been aware of the information and support available to them from the ICT Hub.

It was good to see that most people said they had an 'ICT team or someone responsible for ICT' within their organisation (61.33%), and nearly all of these were 'Full time paid staff' (57.33%). However, almost a quarter of organisations rely on someone who just 'helps out when needed' (Q.35), which is worrying if they experience serious problems with their ICT that requires urgent assistance and there is not someone available to help them when they need it. Indeed, although 39.59% said they would go to their own ICT team or person if they had a problem with their ICT, almost the same number again would go to their 'Work colleague / volunteer' for help, but what happens if they don't know what to do? It was also interesting to see that if their own ICT team or person, or colleagues could not help, most people would ask their 'Friend or family member' for help before going to their 'Local CVS or

VDA', 'Regional ICT Champion', or 'ICT Training Provider'. Nobody said they would go to the 'ICT Hub' for assistance (Q.36).

### **3. Suggestions for future ICT training and support**

Most people told us they would like to see a combination of both ICT training and support from 'experts' in the field when they need them (67.18%) rather than just training or support (Q.3). In the past, people tell us they have usually just 'Been shown how to do something by a friend or colleague' (Q.6) but would prefer 'learning by doing / using ICT' (31.70%) or 'classroom-based training' (24.11%) in future. It was also interesting to see that although just 5.55% had tried e-learning, the third most popular way to improve skills in the future was e-learning with 14.73% (Q.22).

Therefore, in addition to more relevant classroom-based ICT training, the sector may benefit from resources that enable people to learn in their own time when it is more convenient. This could include e-learning courses, factsheets containing useful hints and tips, FAQ pages on a regional website, an online community where they can post questions to a pool of experts, or a Voluntary Sector friendly telephone and/or email helpdesk. Almost everyone said they had access to their 'own PC or Laptop at work with email and internet access' (95.13%) which suggests that delivering ICT training and support remotely is a feasible option for the sector.

Other potential opportunities for ICT training & support include:

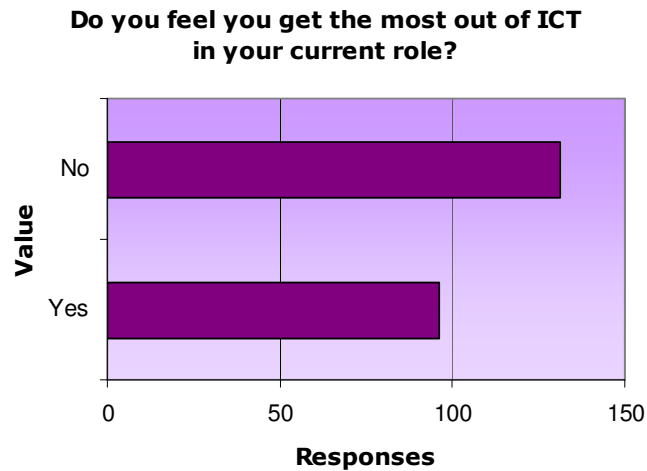
- Short, bite size tutorials with Q&A sessions on how to get the most out of commonly used Microsoft Office applications, particularly Microsoft Excel, Microsoft PowerPoint, Microsoft Access, Microsoft Publisher and Microsoft Outlook, rather than full training courses. This could even be delivered online.
- Training in desktop publishing, using digital cameras, photo and image editing (using Adobe Photoshop or Microsoft Publisher), web design and maintenance, and a general overview of getting the most out of ICT in your organisation.
- Training and support in using Sage Accounts, Sage Payroll and Microsoft Excel for voluntary sector accountancy and payroll.
- Advice on how to use Content Management Systems (CMS) to produce websites or social networking sites to create a low-cost online presence.
- Organisations without an ICT team may also benefit from paying an annual subscription fee in return for a guaranteed number of days training or support (i.e. Circuit Riders), or access to a Third Sector ICT helpdesk that can deal with telephone or email enquiries (in the mould of Sage and their SageCover).

#### 4. North East Third Sector ICT Survey 2008 – Data Analysis

1. The term 'ICT' stands for Information Communications Technology and includes more than just computers and software. ICT also includes email, internet, websites, mobile phones, PDA's, MP3 players and any other product that will store, retrieve, manipulate, transmit or receive information electronically in a digital form.

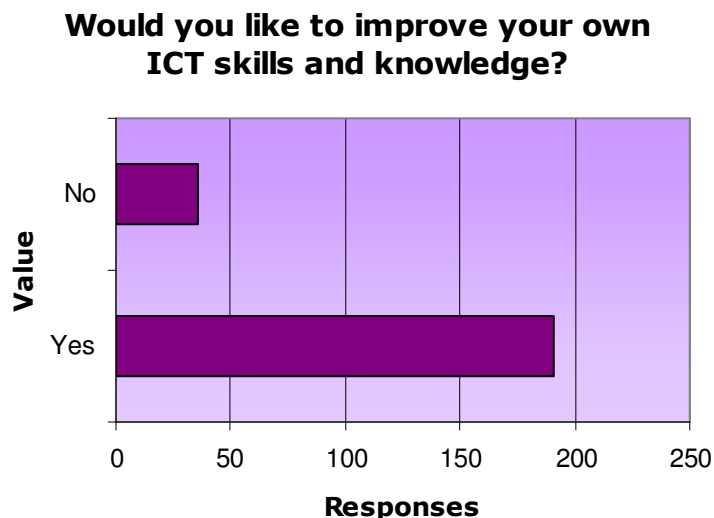
**With this in mind, do you feel that you get the most out of ICT in your current role?**

96 people (42.29%) stated they believe they get the most out of ICT in their current role whilst 131 (57.71%) think there are areas they can improve in.



#### 2. Would you like to improve your own ICT skills and knowledge?

Of the 227 responses to this question, 191 (84.14%) individuals stated they would like to improve their knowledge and skills in ICT.



Although only a small majority believed that they didn't get the most out of ICT in their current role (Question 1) a substantially high amount of people would still like to improve their ICT skills and knowledge. This may show that individuals wish to improve their skills and knowledge of ICT for their own benefit rather than specifically for the benefit of their organisation, or believe they have enough ICT skills to fulfil their current role, but would still like to know more.

**3. If Yes, would you like to do some ICT training, or just receive support from 'experts' in the field when you need them?**

The majority of respondents to this question (67.18%) stated they would prefer to have both services available to them, whilst 35 (17.95%) prefer to have just the support from 'experts' in their field when they are needed, and 29 (14.87%) would prefer just to do ICT training.

The outcome of this question shows that possibly one of the reasons why the uptake of ICT courses is quite low, even when free, may be due to the fact that people are not just looking for training, and may simply want what they have learnt to be backed up by a support package that is made available to them. Individuals want to learn the basics and usability of an ICT programme and then have the ability to ask questions when they get stuck in a certain area.

One way to do this is to offer training and then at the end of the course make an ongoing support package available. This could mean access to a certain number of day's practical support (Circuit Riders) or a telephone/email helpdesk, such as Sage and their SageCover package. However, this could be quite resource intensive so there is the question of who would pay for it?

**4. If you could improve any of your ICT skills, what would they be?**

There were 160 individual responses to this question, which in itself confirms that people do in fact want to improve their skills and knowledge (Question 2).

Many of the common responses to this question were people wishing to improve their working knowledge of commonly used Microsoft Office applications, but a full list of responses can be seen below:

## Applications

- Excel Database – 19 Responses
- Creating and using Databases – 11 Responses
- PowerPoint – 10 Responses
- Microsoft Access – 9 Responses
- Presentation Compilation (PowerPoint etc.) – 8 Responses
- Desktop Publishing – 7 Responses
- Spreadsheets – 7 Responses
- Email, attachments, out of office etc. – 5 Responses
- Publisher – 5 Responses
- Sage Support / software – 5 Responses
- Advanced Access Database Training (More of a how do I do this approach rather than a training course) – 4 Responses
- Learn to use Outlook – 4 Responses
- More detailed Excel – 4 Responses
- Wider understanding of email, internet, word, excel etc. – 4 Responses
- Word processing – 4 Responses
- Design Leaflets / posters / flyers – 3 Responses
- Photo Software – 3 Responses
- Ability to create better looking documents – 2 Responses
- Advanced Office Applications – 2 Responses
- Altering photos – 2 Responses
- Basics and communication – 2 Responses
- Graphs and Data sheets – 2 Responses
- Graphics – 2 Responses
- Knowledge of using and building databases – 2 Responses
- Managing Computer Files – 2 Responses
- Photoshop – 2 Responses
- Adobe – 1 Responses
- Become a Microsoft Office Specialist – 1 Response
- Data Protection – 1 Response
- ECDL Advanced – 1 Response
- Groove, Shareware and mindmap – 1 Response
- Knowledge of Vista – 1 Response
- Mail Merge – 1 Response
- Microsoft Project – 1 Response
- More functionality in everyday programmes – 1 Response

- Specialist programmes relevant to blind and partially sighted – 1 Response

#### Internet

- General Internet and website usage – 10 Responses
- Interactive Training Materials (Enable studying at home) – 4 Responses
- Circulating Information (Email mail shots) – 3 Responses
- Help with website terminology – 2 Responses
- Internet practice – 2 Responses
- Remote access to computers – 2 Responses
- Uploading video material onto websites and how to make it available to download to different applications – 2 Responses
- Ability to download Torrents – 1 Response
- Accessing web information – 1 Response
- Access iplayer for radio – 1 Response
- Driving more traffic to websites – 1 Response
- e-learning – 1 Response
- Getting the most out of web 2.0 – 1 Response
- How to download podcasts – 1 Response
- Online Invoicing and payment processing – 1 Response
- Open source alternatives – 1 Response
- Overcoming website problems – 1 Response
- Registering with search engines – 1 Response
- Website advertising and marketing – 1 Response
- Website email – 1 Response

#### Programming / Server

- Website Design – 14 Responses
- Website development – 11 Responses
- Maintenance / Ability to update websites – 7 Responses
- Setting up websites – 5 Responses
- Networking / Network Management – 4 Responses
- Basic understanding of how websites work and are constructed – 2 Responses
- Ability to solve conformation problems – 1 Responses
- Better understanding of networks – 1 Responses
- Combining files in two different programmes – 1 Responses
- Computer programming – 1 Responses
- CSS Web Development – 1 Responses
- How to write code for websites – 1 Responses
- Improve knowledge of PHP and HTML – 1 Responses

- Intranet Groove Server – 1 Responses
- JSP's – 1 Responses
- Maintenance Network Management – 1 Responses
- PHP Database Stores – 1 Responses
- Programming Design – 1 Responses
- Server Maintenance and management – 1 Responses
- Server side Scripting – 1 Responses
- Share point Server – 1 Responses
- Website Management – 1 Responses

#### Products / Equipment

- Digital cameras, Photography (transferring and using images). – 6 Responses
- General equipment usage including Mobile Phones, MP3, PDA, Digital Cameras. – 5 Responses
- Use of Interactive Whiteboards – 5 Responses
- Investigating Internet Phones – 4 Responses
- Use of PDA including how to reconcile dairies – 2 Responses
- Transfer of music to ICT – 2 Responses
- Integrating devices – phone, computer, camera etc. – 1 Response
- Learn about faxes directly from computer – 1 Response
- Office and Computer consoles – 1 Response
- Saving onto a memory stick – 1 Response
- Specialist equipment relevant to blind and partially sighted people – 1 Response
- Understanding hardware – 1 Response
- Using Text systems – 1 Response

#### Other

- Keeping up to date with current technology and new developments– 6 Responses
- Greater understanding of how ICT works / General skills – 4 Responses
- Internet and the transfer of data / info between internet and over devices. – 3 Responses
- New Developments e.g. Blackberry, Blue tooth, Face book etc. – 3 Responses
- A more thorough understanding of all the applications I use on a day to day basis and the skill to utilise them fully – 2 Responses
- Improve general skills across the board know a bit more about the basics but not interested in specialist training – some intermediate sessions i.e. 2 hours advanced email, website development an maintenance – 2 Responses

- Putting a strategy together for future needs of organisation – 2 Responses
- Troubleshooting / problem solving – 2 Responses
- A refresher of all aspects of ICT – 1 Response
- Advanced ICT Training – 1 Response
- Advice on what is suitable for each purpose – 1 Response
- Combustion – 1 Response
- Community ICT Basic Training Programme – 1 Response
- Editing Packages – 1 Response
- Extend my knowledge of what a computer can do and its components – 1 Response
- Extracting information for databases – 1 Response
- Finance – 1 Response
- General knowledge of Hardware and Software and their functions. - Response
- Generally what ICT can do for organisation – 1 Response
- Graphics for video – 1 Response
- Help improve my manipulation of data using ICT, so I can improve my working systems. – 1 Response
- ICT maintenance and housekeeping – 1 Response
- Integration of Technology – 1 Response
- Managing Changing systems on a PC as an administrator. – 1 Response
- Our clients are requesting training on the Basic's of ICT packages. – 1 Response
- Our organisation is facing extreme difficulties in arranging ICT courses of any sort for all Further Education Departments – 1 Response
- Storage – 1 Response
- Training as and when necessary to suit current needs – 1 Response
- Typing skills – 1 Response
- Upgrading – 1 Response

#### Uncounted comments

- All of them – 2 Responses
- I have opted to hire/engage appropriate support when necessary. I lack the capacity to take on additional focused IT Training. – 1 Response
- Any ICT Training – 1 Response
- All aspects – 1 Response
- I wish to improve my general skills across the board in order to know a bit more about the basics but I am not interested in specialist training – some

intermediate sessions i.e. 2 hours advanced email, website development and maintenance

- A more thorough understanding of all the applications I use on a day to day basis and the skill to utilise them fully

### **5. Have you received any ICT training in your current organisation?**

This question gave a split response between the respondents. 119 (53.13%) have had ICT training in their current organisation with the rest having none. As you can see, slightly more people have had training in their current organisation, but there is not a substantial difference to show a problem in this area.

### **6. Please tell us which of the following you have done to improve your ICT skills at work?**

<b>How improved ICT skills</b>	<b>Response</b>
Been shown how to do something by a friend / colleague	29.04%
Online research / reading about things on the internet	17.13%
Attended an external training course	15.33%
Received in-house training at your organisation	14.36%
Improved your ICT skills by reading about it in a book or magazine	10.93%
Used a helpline	7.67%
e-learning (online training course, podcast or webchat)	5.55%

### **7. Do you have your own PC or Laptop at work with email and internet access?**

Most people (95.13%) have their own personal PC or Laptop with email and internet access. Only 9 respondents mentioned they had to share a PC or Laptop with another member of their organisations, and 2 respondents stated they didn't have access to either at all. This is obviously a very positive outcome as many people having access to their own individual PC or Laptop with email and internet access means the basic knowledge of ICT is, or should be there, in order for them to be using the equipment. It also suggests that the use of e-bulletins, email support, e-learning, discussion forums, messageboards etc. are a feasible option.

**8. Which of the following (if any) do you regularly use for your work?**

Product used at work	Response
Mobile Phone	41.86%
Digital Camera	30.56%
Blackberry, PDA or other handheld device	7.97%
Interactive Whiteboard	6.31%
Tablet PC	5.32%
Dictation Machine	4.65%
iPod / MP3 player	3.32%

**9. Which of the following office applications do you use for your work?**

Product used at work	Response
Microsoft Word	25.20%
Microsoft Excel	22.91%
Microsoft PowerPoint	18.21%
Microsoft Publisher	12.49%
Microsoft Access	12.14%
Microsoft Works	3.89%
Other (See Question 10)	3.78%
OpenOffice	1.37%

**10. If Other, which office applications do you use?**

- Apple office applications – 2 Responses
- iWorks08 – 2 Responses
- Microsoft Project – 2 Responses
- Act! – 1 Response
- Entourage – 1 Response
- Filemaker Pro (Macs)– 1 Response
- Microsoft Outlook – 12 Responses
- Photoshop – 5 Responses
- Sage line 50 and Payroll – 4 Responses
- Quark Xpress – 3 Responses
- Adobe – 2 Responses
- Guide software for visually impaired – 1 Response
- Hanlon – 1 Response
- Lotus Notes – 1 Response
- PDF Writer – 1 Response
- Rickter scale – 1 Response
- Adobe Acrobat 8 Professional – 2 Responses
- Dreamweaver – 2 Responses
- InDesign – 2 Responses
- Microsoft Visio – 2 Responses
- Sage Instant accounts – 2 Responses

- AutoCAD – 1 Response
- Basic Quark – 1 Response
- Blackboard VEL - 1 Response
- Fireworks – 1 Response
- Final Cut Studio – 1 Response
- Groove – 1 Response
- HP Image Zone – 1 Response
- InfoPath – 1 Response
- Internal Network systems – 1 Response
- Internet Explorer – 1 Response
- Sage ACT – 1 Response
- Sharepoint – 1 Response
- Sketch – 1 Response
- TAS books – 1 Response
- ThankQ database – 1 Response

### 11. Which of the following web browsers do you use for your work?

Product used at work	Response
Internet Explorer	80.47%
Mozilla FireFox	12.89%
Netscape	1.95%
Safari	1.95%
Opera	1.17%
Other (See Question 12)	1.17%
Oracle	0.39%

### 12. If Other, what web browser do you use?

- Google – 2 Responses
- Company Internet access – 1 Response
- Durham Uni Server – 1 Response
- Outlook – 1 Response
- Tiscali - 1 Response

### 13. Which of the following email applications do you use for your work?

Product used at work	Response
Microsoft Outlook	55.81%
Hotmail	10.97%
Yahoo	10.97%
Other (See Question 14)	10.97%
AOL	3.23%
MSN mail	3.23%
Tiscali	2.90%
ntlworld / Virgin media	1.94%

**14. If Other, what email application do you use?**

- Btconnect – 6 Responses
- Google mail (gmail) – 4 Responses
- Outlook Express – 4 Responses
- Entourage – 3 Responses
- Groupwise – 3 Responses
- Inhouse – 2 Responses
- Mozilla Thunderbird – 2 Responses
- Pipex – 2 Responses
- Icewarp – 1 Response
- inty – 1 Response
- kmail (Linux) – 1 Response
- Lotus Notes – 3 Responses
- BT broadband at home – 1 Response
- In the process of getting BT broadband – 1 Response
- Mail (Apple) – 1 Response
- Managed solutions with Redstone – 1 Response
- Myway – 1 Response
- OneandOne webmailer – 1 Response
- Orange – 1 Response
- Plusnet – 1 Response
- talktalk – 1 Response
- Turnpike - 1 Response

**15. Which of the following software programs do you use for editing images or photos at work?**

Product used at work	Response
Adobe Photoshop	25.27%
Microsoft Publisher	22.71%
None	22.34%
Other (See Question 16)	9.16%
Paint	9.16%
Adobe Photoshop Elements	5.86%
Paint Shop Pro	5.49%

**16. If Other, what do you use to edit images or photos?**Software

- Microsoft Picture Manager - 4
- Photoshop - 3
- Microsoft Photo editor – 3
- Adobe Illustrator - 2
- GIMP - 2
- Macromedia FireWorks - 2
- Adobe Flash
- Canon Photo Record
- digiKam (Linux)
- Digimax
- HP Software i.e. Image Zone, Camedia
- iphoto
- Irfanview
- Kodak
- Picassa
- Quark Xpress
- Serif Page Plus

Other

- Apple Mac
- Don't know how to do it
- Not used
- Various software's
- Windows

**17. Which of the following software programs does your organisation use to do its accountancy or payroll?**

Just over a quarter of the respondents mentioned using Sage Accounts (25.32%) as the programme they mainly use for their accountancy, followed by Microsoft Excel (17.86%). Of the accountancy and payroll programmes we had listed QuickBooks has a reputation for being Voluntary Sector friendly, but surprisingly only 8.11% of respondents stated they use these applications.

Product used at work	Response
Sage Accounts	25.32%
Don't Know / Not Sure	23.70%
Microsoft Excel	17.86%
Sage Payroll	17.21%
QuickBooks Accounting software	5.84%
Other (See Question 18)	4.22%
QuickBooks Payroll software	2.27%
TAS BOOKS	1.95%
TAS TotalPayroll	1.62%

**18. If Other, what accountancy or payroll software do you use?**

Software

- IRIS Payroll / paymaster - 3
- Quicken - 2
- Access 2007
- Agresso
- ERNIE
- Grisibi
- Iworks numbers
- Kubernesis
- Moneysoft
- Open accounts
- Opera
- Pegasus Opera
- SAP
- Specialised rent accounting
- Sun

Other

- Community accounting programme – 2
- Accountants

- Resource Link
- Sage

**19. Do you use any of the following to edit or update your website?**

Product used at work	Response
Don't Know / Not Sure	65.59%
Other (See Question 20)	11.83%
Dreamweaver	11.29%
Content Management System (CMS)	10.75%
Moodle	0.54%
ColdFusion	0.00%

**20. If Other, what web editing software do you use?**

Web editing

- FrontPage – 8 Responses
- Contribute – 2 Responses
- Joomla – 2 Responses
- Basic Text Editor – 1 Response
- Cute FTP – 1 Response
- Expression Web – 1 Response
- Manual – 1 Response
- Microsoft Live office – 1 Response
- Pagemaker – 1 Response
- Serif web plus – 1 Response
- vbasic – 1 Response
- Zend – 1 Response

Other

- Outsource to an IT consultant – 2 Responses
- Updated by external company – 2 Responses
- We don't have a website yet – 2 Responses
- Just setting up a website – 1 Response
- N/A – 1 Response
- None that I know – 1 Response
- Talktalk website – 1 Response
- Website developer maintains site – 1 Response

**21. Please tell us which of the following ICT services (if any) you would like to see introduced in the North East?**

**25.38%** of respondents thought more ICT training courses or workshops on specific topics relevant to their work, rather than generic courses on certain subjects, was a service they would like to see introduced in the North East.

**24.62%** of individuals believed that Downloadable Factsheets with useful hints and tips would be a useful resource for the North East.

**21.76%** thought a Voluntary Sector ICT Helpdesk where queries are answered by telephone and/or email would be a good service to introduce.

**15.46%** believe an online messageboard where you can ask for help and receive answers to any questions that were posted, would be a good idea for the sector in the region.

**12.79%** of the respondents thought more e-learning, including online training courses, podcasts and webchats, would be a useful resource if available in the North East.

**22. What would be your preferred method of learning new ICT skills, or updating your existing skills and knowledge?**

Product used at work	Response
Learning by doing / using ICT	31.70%
Classroom based training	24.11%
e-learning (online training courses, podcasts, webchats)	14.73%
Being able to call a helpline with a one-off or ad-hoc question	12.05%
Being shown how to do something by a friend or colleague	9.82%
Seminars, talks or lectures	4.46%
Self-taught learning from books / magazines	3.13%

It is quite interesting to see that many respondents prefer to just learn by doing, through simply using the ICT software available to them. Classroom based training was also a popular method of learning which shows that to succeed in training or teaching people ICT a mix of the two methods has to be made available.

**23. Recent research has suggested that ICT training is a problem area in the voluntary and community sector, and that many people don't access it even when courses are offered free of charge. From a personal point of view, please tell us which of the following reasons could stop you from attending ICT training courses?**

The highest response to this question was 'ICT training courses are too time consuming. For example you don't want to do a full course on Microsoft Excel, but would like to do certain things better' with **22.64%**.

**18.49%** of respondents stated that they couldn't spare the time away from their daily duties to attend training.

**15.09%** said the ICT courses were too expensive and they didn't have a budget for that type of training.

**12.83%** mentioned they have enough ICT knowledge to be able to carry out their role.

**10.75%** stated there are no ICT courses relevant to their needs in their local area.

**10%** of respondents don't know where to find suitable ICT training.

**7.36%** believe that other skills and experience are considered more important than good ICT skills in their organisation.

**2.08%** stated that childcare was a problem for them and,

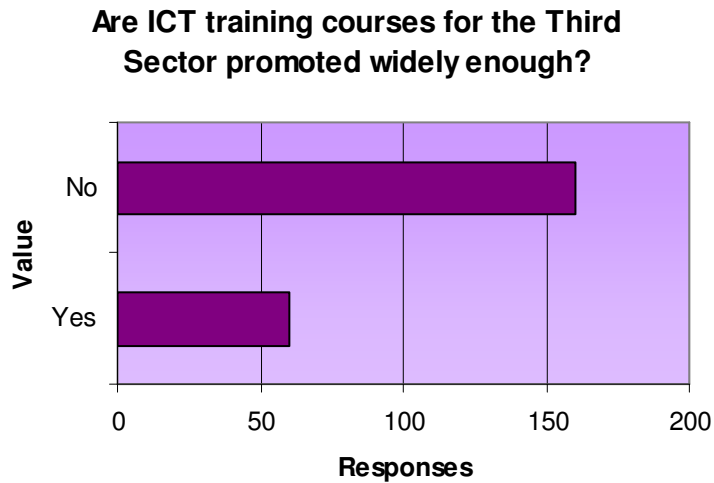
**0.75%** mentioned Language barriers prevent them from attending courses delivered by English speaking trainers.

**23. Other barrier (Please state below)**

Other barriers mentioned were 'Lack of opportunities for in-house training locally', 'Individual avoidance of ICT training', 'Time - such as courses being ran during work hours', '(A lack of) affordable software and equipment', 'Individuals knowing more than the trainers', 'Lack of help for the visually impaired', 'The training is boring and repetitive' and a 'Lack of down to earth trainers'.

**25. Do you believe that ICT training courses for the Third Sector are promoted widely enough?**

The majority of people stated that ICT training courses are not promoted widely enough. This may be due to the fact that there is a shortage of this ICT training in the region which means that people are not seeing it publicised.



One of the best ways to advertise these courses is through voluntaryskills.com, due to the fact that the website has up to 7,000 visits a month, and a training e-bulletin which is sent to over 2300 subscribers each month. Recent research also shows that direct mailouts from training providers and advertising in local CVS and VDA newsletters are effective methods of promotion (*North East Third Sector Skills Survey 2007/2008*).

**26. Do you think that Third Sector organisations have different ICT training needs to other types of organisations?**

A very high majority (73.73%) of respondents don't believe that the Third Sector has different ICT needs to other sectors. However, of those that do believe it has different needs, some interesting comments were made which are listed below:

**27. If Yes, what or why?**

- Funding Bids
- Creating free websites
- Different ways of working with the community on projects
- Many of the members are older and less experienced in ICT same with volunteers
- Lack of equipment available to the organisation
- People doing a multitude of jobs
- Need to be able to sign post items to their clients so need a high knowledge

- More specialised but not as complicated as big organisations
- Specific needs of people need to be identified (People with disabilities)
- Need for free in house training courses
- Time and budget constraints
- Third sector organisations don't know what they don't know
- Restricted and unrestricted accounting including funding monies
- Needs more flexibility
- Training needs to take into account relationship between VCS rather than customers
- Often don't have the backup of an IT dept for problem solving,
- Generally have less money to spend so professional support is harder to come by and ICT setups are basic
- Do not have the skills and sources that other sectors have
- Need to be creative as dealing with groups at different comprehension and literacy levels
- Use of outdate and poor equipment means need in-house training using basic programmes

**28. Are you aware of the national ICT Hub?**

The majority of the respondents to this survey (64.44%) were unaware of the ICT Hub.

**29. If Yes, have you used any resources from the ICT Hub website ([www.icthub.org.uk](http://www.icthub.org.uk))?**

Even more people, 96 out of the 124 (77.42%) who answered this question stated they had never used any of the resources available on the ICT Hub website.

**30. Have you ever used the ICT Hub Suppliers Directory (<http://directory.icthub.org.uk>)?**

Only 10 out of 194 respondents mentioned they have used the ICT Suppliers Directory (94.85%) available on the ICT Hub website, this may be due to the fact that it is hard to find, or is not promoted widely enough, even on the website itself.

**31. Please tell us where your organisation is based.**

The highest percentage of respondents stated they work from Newcastle (29.28%) with no one mentioning they work in Derwentside, Alnwick or Berwick. There were a very limited number of people who stated they worked in the more rural areas of the region.

<b>Location</b>	<b>Where people are based</b>
<b>Durham</b>	5.86%
- Chester-le-Street	0.45%
- Darlington	3.15%
<b>- Derwentside</b>	<b>0.00%</b>
- Easington	4.95%
- Sedgefield	0.90%
- Wear Valley	0.90%
<b>Northumberland</b>	2.70%
<b>- Alnwick</b>	<b>0.00%</b>
<b>- Berwick</b>	<b>0.00%</b>
- Blyth Valley	1.35%
- Morpeth	0.45%
- Tynedale	1.80%
- Wansbeck	0.45%
<b>Tees Valley</b>	2.25%
- Hartlepool	4.05%
- Middlesbrough	4.05%
- Redcar & Cleveland	1.80%
- Stockton on Tees	1.80%
- Teesdale	0.45%
<b>Tyne and Wear</b>	5.86%
- Gateshead	7.21%
<b>- Newcastle</b>	<b>29.28%</b>
- North Tyneside	5.41%
- South Tyneside	4.05%
- Sunderland	8.11%
<b>Outside the North East</b>	2.70%

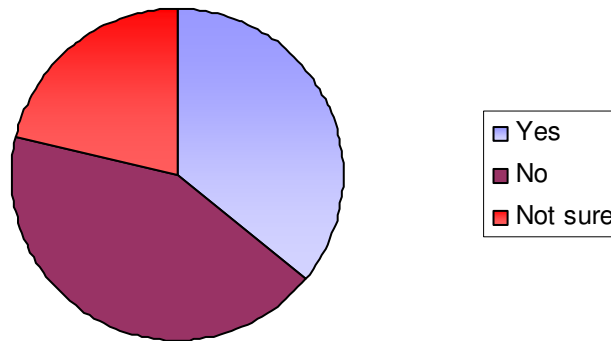
**32. If you are located outside of the North East please state below.**

- Nationally – 5 Responses
- North Yorkshire – 2 Responses
- Cheshire
- Cumbria and North East
- Greater Manchester
- Harrogate
- North East
- South Yorkshire
- West Yorkshire

**33. Does your organisation have a budget that is specifically used for ICT equipment, software or training?**

35.75% of individuals said that their organisation had a training budget specifically for ICT. However, a significant number of people (21.27%) stated they were not sure as to whether there is a budget in place in their organisation

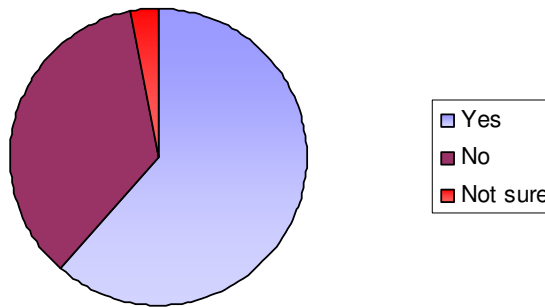
**Does your organisation have a budget specifically used for ICT equipment. software or training?**



**34. Do you have an ICT team or someone responsible for ICT within your organisation?**

A high majority of the respondents stated there is an ICT team or someone responsible for ICT within their organisation (61.33%).

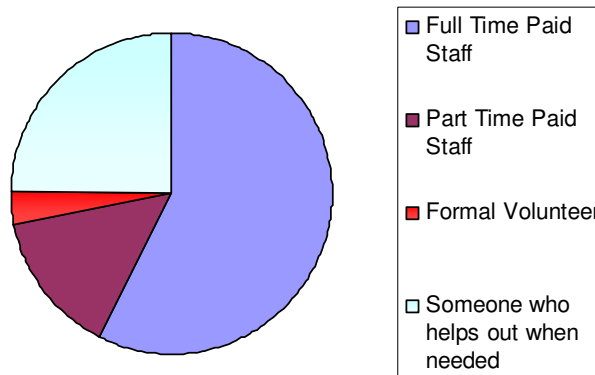
**Do you have an ICT team or someone responsible for ICT within your organisation?**



**35.If Yes, on what basis do they work?**

Most of the teams or people responsible for ICT in the organisations are 'Full Time Paid Staff' (57.53%).

**On what basis does the ICT team or person work?**



However, a significant number of organisations simply rely on 'Someone who helps out when needed' (24.66%) with 14.38% relying on 'Part Time Paid Staff'.

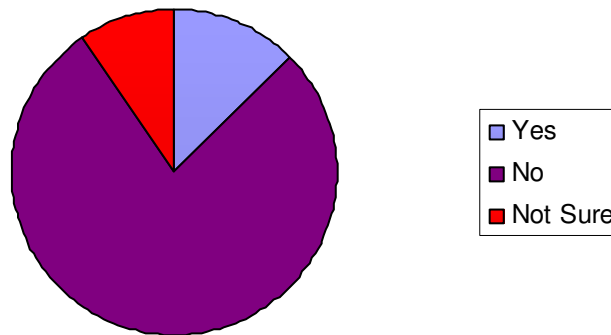
**36. If you had a problem with your ICT, where would you go for help?**

ICT problem	Response
Your organisations own ICT team or person	39.59%
Work colleague / volunteer	37.20%
Friend or family member	18.09%
Local CVS / VDA	2.39%
Regional ICT Champion	1.71%
ICT Training Provider	1.02%
ICT Hub	0.00%

**37. Does your organisation use any social networking sites to promote its activities and communicate with staff, volunteers or service users (i.e. MySpace, Facebook, Bebo)?**

The majority of respondents stated they do not use any social networking sites to promote their organisation (77.68%).

**Do you use any social networking site to promote your organisation?**

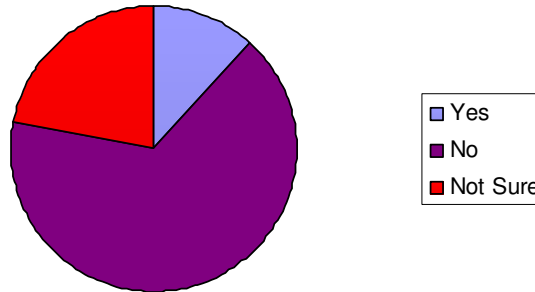


The reasons behind organisations not utilising this form of communication may be because it is a fairly new method and people in the sector may not be confident enough to try it out on their clients. There would also need to be someone available on a regular basis to keep the organisations section of the social networking site up to date, and organisations may not have the time and resources to do this. As you will see in Question 47, not many organisations have a website, as of yet, which is an important reason as to why social networking sites are not utilised.

**38. Does anyone in your organisation use Blogs or Wikis to share ideas and to talk about their work?**

The majority of respondents do not use Blogs or Wikis for their work (66.52%). As with Question 37, Blogs and Wikis are a new web 2.0 phenomenon which means the sector may not yet have sufficient knowledge or understanding of how these systems work.

**Does anyone in your organisation use Blogs or Wikis to share ideas and talk about their work?**

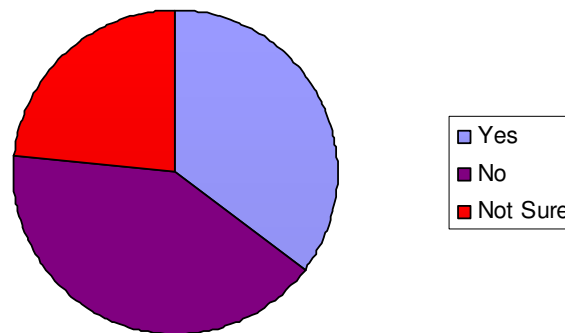


A substantial amount of people were unsure as to whether anyone in their organisation used Blogs and / or Wikis (21.88%). However, it is interesting to see that 11.61% know of people within their organisation use Blogs or Wikis, which shows that some people in the sector are already embracing the new technology.

**39. Do you use any customised or bespoke software?**

Quite a high number of people said that they do use customised or bespoke training (35.27%), and 23.21% were 'Not Sure'.

**Do you use any customised or bespoke software?**



**40. If Yes, what do you use your customised or bespoke software?**

30.33% of respondents stated they use their customised or bespoke software for Client Tracking. 22.13% use the software for updating their website. 13.11% stated the software is for their Accounts and 8.20% use it for their Payroll. 11.48% use it for producing an e-bulletin / newsletter. However, this can make it harder for them to access generic ICT courses, as they would need specialist training and support from the software supplier or developer, which can often be very expensive.

**41. If Other, what do you use it for?**

- Database - 8
- Diary - 4
- Statistical analysis – 3
- HR management - 2
- Booking system
- Box office and membership
- Dragon speaking and listening software
- Evaluation
- Mentoring
- Mother tongue packages
- Project management
- Recording of delivering and receiving
- Rent accounting
- Training material development

**42. When you purchased the software, were you given any training to use it from the supplier?**

Almost half of the people who used customised or bespoke software said they were not given any training when they purchased it (46.15%), whilst just over a quarter said they 'Don't know / Not sure' (which could be because the organisation has used the software for a long time and they can't remember what happened in the beginning).

However, other possible reasons for not receiving training include;

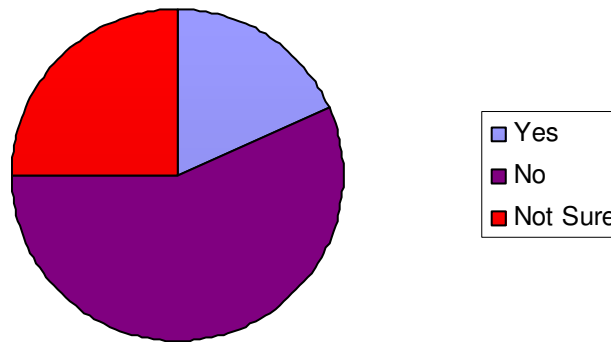
- the software is easy to understand and intuitive to use
- it was too expensive to pay for training as well as the software
- training was simply not offered by the supplier or developer.

A lack of training could mean that staff are not getting the most out of the software and another possible reason why they do not attend training that is currently available.

**43. Do you currently pay for any ongoing training or support packages for your ICT?**

The majority of respondents stated they did not pay for any ongoing training or support for their ICT packages (56.62%), with a further 25.11% saying they were not sure. This may be because there is nothing suitable in the sector, or they may believe that such a service would be too expensive. However, a retainer fee for a certain number of days training or technical support could be a useful and cost-effective service, particularly for small voluntary groups without dedicated ICT staff. The development of 'clusters' is another potential support model, where voluntary sector organisations in the same building or geographical location share the cost of a single ICT team or service.

**Do you currently pay for any ongoing training or support packages for your ICT?**



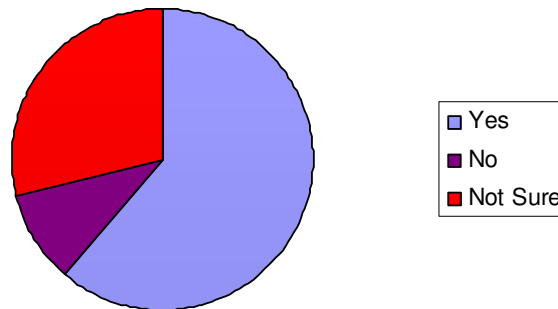
**44. If No, is this something you might be interested in taking out in the future?**

51.03% stated they were unsure as to whether they would take this out in the future, possibly due to the fact that these packages are sometimes quite expensive, and not relevant to people in this sector. These services are also quite rare at the moment, with only a handful of organisations in the UK providing ongoing training and support packages. 33.12% gave a definite 'No' as to whether they would be interested in taking out such a facility.

**45. The recent Voluntary Sector Skills Survey 2007 by the UK Workforce Hub and NCVO highlighted 'Strategic use of IT' and 'Basic computer literacy / IT' as two of the biggest skills shortages in the sector. Would you agree?**

A huge 61.01% of respondents stated that they agreed with this statement, this shows that a lot of people do value the use of ICT and agree that there is a big shortage of knowledge and skills in this area. Over a quarter of respondents stated they weren't sure (28.90%) as to whether this was accurate possibly due to the fact that they have not been in post long or that their ICT skills are fine, whilst others may not be.

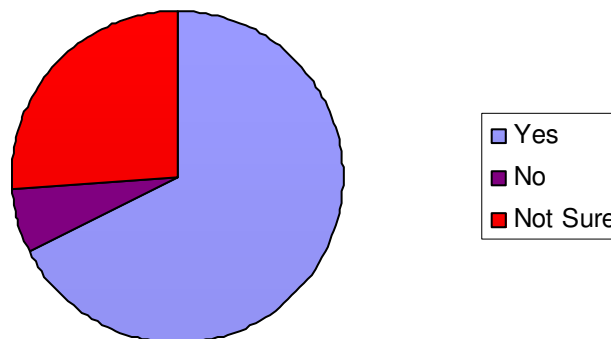
**Do you agree that Strategic use of IT and Basic computer literacy are the two biggest skills shortages?**



**46. Do you think your organisation could make better use of ICT in the future?**

A very high percentage of respondents stated that their organisation could make use of better ICT (67.57%), this is possibly due to the fact that they are aware that ICT changes and improves every day and they know that new exciting tools may become available in the future. However, many people may not know what they don't know.

**Do you think your organisation could make better use of ICT in the future?**



**47. If Yes, how?**

- Intranet – 4 Responses
- Up skill all staff to a certain level advanced – 4 Responses
- Central location where client information can be held – 3 Responses
- Better database – 2 Responses
- Better network – 2 Responses
- Databases, internet and websites – as organisation expands will need more knowledge – 2 Responses
- Have blogs, wikis, podcasts – 2 Responses
- Online registration and membership forms – 2 Responses
- Paperless portfolios – 2 Responses
- Updated information on website – 2 Responses
- Ability to choose more efficient systems to cut down on admin time
- Access to like minded organisations sharing resources, exchanging ideas and information
- Advice on basics of excel etc. such as macros
- All staff and volunteers to become ICT literate leads to more efficient work
- Allow network to go online
- Archiving information
- Better use of technology and more streamlined systems
- Classes for the voluntary sector
- Create a website network with other organisations
- Creation of resources
- Develop and use own website
- Develop the potential of ICT to benefit the organisation and its clients
- Digital photography course for community and staff
- easier access to support with reference to maintenance costs and repairs
- Free in-house training courses
- Get more staff confident in the use of basics, email, word etc.
- Hands on help with web design
- ICT supporting business process
- Improved database management
- Integrated training sessions over an area i.e. PowerPoint and public speaking
- Knowledge of shortcuts
- Managerial training
- More efficient tracking and reporting
- More knowledge of programme functions tailored to needs of organisation
- More local level support

- More use of electronic mail
- Offer training and facilities for service users
- Online invoicing and payment
- payroll planning monitoring and evaluating
- Presentation skills
- Producing a Podcast of their newsletter
- Providing remote IT support / training to people via broadband
- Remote access working
- Setting up a news portal that can be viewed on in house TV.
- Spreadsheets for membership and accounts
- Training and support for volunteers
- Training via web
- Update new software and up skill
- Use more up to date software not older packages
- Use of computerised DJ software
- Utilising current equipment
- VOIP
- Improved web presence – 6 Responses
- Communicating with members – 5 Responses
- Wider promotion – 5 Responses
- Promotions – 3 Responses
- Website creation – 3 Responses
- Website development – 3 Responses
- Activity sharing and promotion of organisation website promotion of events and activities – 2 Responses
- Blogs – know what they are but not how to use them, good for every day communication with people inside and outside of the organisation – 2 Responses
- Advertising
- Communicating with all staff, volunteers and trustees to be kept up to date
- Develop website communication
- Email alerts
- External and internal communication
- Implementation of communication strategy
- Integrated learning on photo packages to enhance presentations to funders etc.
- Mobile Communications
- National organisations should share their resources and information nationally, not just keep it to themselves and the people around them

- Need to know exactly what is available and where so it can be promoted to service users.
- Online Communications
- People to advise on future development and functionality opportunities
- Reaching new audiences, websites and publicity
- Sending out information more regularly
- Sharing information and publicity
- Support online commercial activities
- Video conferencing
- Keeping up with technological developments – 4 Responses
- Look for funding to set up ICT training relevant to the organisation – 2 Responses
- Need to factor in ICT expenditure into budgets so can then train staff – 2 Responses
- Technology is always improving and our organisation strives to keep up to date and to use new software and systems where appropriate – 2 Responses
- Training will allow the organisation to work more effectively – 2 Responses
- Ability to use computers to get the most out of them and utilise staff time
- Be more cost effective rather than outsource work
- Complete overhaul of hardware and software
- Computer literate volunteers
- Cut back on paperwork
- Have a dedicated ICT support person
- How to incorporate new technology into everyday work
- If funding was available then we would have consultants in to advise – people don't want to know themselves they just want to know how to use the technology.
- Improve service and efficiency to disadvantaged groups
- It's always possible to improve
- Knowing what software is available and what is best for the organisation
- Need more money and time
- net:gain
- Remove all paper
- Save time
- Streamlining systems
- Support organisations to upgrade skills and equipment
- Take it from the dark ages and get it to reality
- Would help with reports and budgets effectively