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**DIVERSITY AND THE PERCEIVED BARRIERS TO PARTICIPATION IN  
VOLUNTEER ACTIVITY BY OLDER PEOPLE**

**Vol. 2**

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**July 2003**

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**Appendix 1**  
**Initial Letter of Access**

Dear

I am a post-graduate doctoral student at Aston University attempting to find out why it is that older people are not as proportionally represented among active voluntary workers as are people from other age groups.

The research programme, funded by the Economic and Social Research Council, will be looking at volunteers in three formal voluntary organisations, Age Concern, Citizens' Advice Bureau, and The Scout Association, in at least three different geographical areas, Birmingham, Oxford, and Hereford and Worcester.

I shall be pleased to arrange an initial meeting with you to discuss the content and form of the research work with volunteers in your organisation. Please let me know if you will be willing to co-operate, and state the place, date and time that would be most suitable for us to meet.

Enclosed is a summary of the research methodology and current progress.

Yours sincerely,

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Phone - 0121-359-3611 Ext. 4923.

1. Please say in which year you first became a volunteer with Age Concern Birmingham (ACB). ..... Year.

IF **NO** GO TO QUESTION 7

a. ....

b. ....

a. ....

b. ....

a. ....

b. ....

6. Please describe the nature of the work you did in the other organisations in the last twelve months. If you did more than one type of job please describe, for each organisation, the two on which you spent the most time.

a. ....

.....

.....

b. ....

.....

.....

7. Please estimate the average number of hours each week you worked voluntarily in the last twelve months for ACB. ....

8. Please describe the nature of the work you did at ACB in the last twelve months. If you did more than one type of job please describe the two on which you spent the most time.

.....

.....

.....

.....

9. Please say why you do voluntary work.

Please number in order of relevance – 1 being most relevant and 5 being least relevant.

a. To help others.

b. It makes me feel useful.

c. To meet other people.

d. To get me out of the house.

e. To give something back to the community.

10. Please say how you came to do voluntary work. (Please tick)

- a. Was asked.
- b. Saw an advert.
- c. Felt I should offer my help.
- d. Other (please describe). .....
- .....
- .....
- .....

11. There are barriers to becoming a volunteer. Please say if you have ever offered your services to a voluntary organisation and been turned down. (Please tick)

YES

NO

IF NO GO TO QUESTION 13
-------------------------

12.

(a) What was the reason for being turned down?

.....

.....

(b) Was the reason for being turned down to do with any of the following? (Please tick)

- a. Being too young.
- b. Being too old.
- c. Lack of skills.
- d. Lack of training.

13. Sex. (Please tick)

Male

Female

14. Family status (please tick either a, b or c).

- a. Married / Living with partner
- b. Divorced / Separated / Widowed
- c. Never married / Never lived with partner

15. Please say if you have children in your care (please tick).

YESS

NO

If the answer is YES please state their ages.

a. ....

b. ....

c. ....

d. ....

If you have more than four children please state ages of the youngest.

16. Age. Please tick the appropriate group.

18 - 24

25 - 34

35 - 44

45 - 54

55 - 64

65 - 74

75+

17. Please say how you describe yourself (please tick).

a. White

b. Black Caribbean

c. Black African

d. Black other

e. Indian

f. Pakistani

g. Bangladeshi

h. Chinese

i. Other groups

Asian .....

Other .....

j. Persons born in Ireland

18.

(a). Please say if you are in paid employment (please tick).

YES

NO

(b). Please say if your paid employment is

Full-time

Part-time

19. If part-time or non-employed please say when you last worked full-time (please tick).

a. Less than two years ago

b. More than two years ago

c. Never

20. Please describe the nature, including job title, of your present or previous paid employment .....

21. Please estimate the average number of hours paid work you undertook each week in the last twelve months (please tick).

Less than 5 hours each week

6 to 10 hours per week

11 to 15 hours per week

16 to 20 hours per week

21 to 25 hours per week

26 to 30 hours per week

31 to 35 hours per week

36 or more hours per week

22. Would you please say whether your estimated total household income before tax and insurance in the last twelve months was (please tick)

- a. More than £20,000
- b. £19,999 - £10,000
- c. Less than £10,000

23. Please say you would describe yourself as (please tick).

a. Protestant Churches

- i. Episcopal
- ii. Methodist
- iii. Baptist
- iv. United Reform / Congregational
- v. Independent
- vi. African and West Indian
- vii. Pentecostal and Holiness
- viii. Other (please state) .....

b. Roman Catholic

c. Muslim

d. Hindu

e. Sikh

f. Any other religious faith (please state).....

g. No religious preference

24. Please say what your highest educational qualification is (for example, 3 GCSEs: 3 A levels; University degree). .....

.....

.....

25. Please say how you travel to carry out your voluntary work (please tick). Do you

- a. Use your own car?
- b. Use public transport?
- c. Cycle?
- d. Walk?
- e. Other ? .....

THANK YOU FOR YOUR HELP

Your assistance may help future volunteers and will be of great help to Age Concern  
Birmingham

**PLEASE RETURN THE COMPLETED QUESTIONNAIRE WITHIN THE  
NEXT SEVEN DAYS IN THE ENVELOPE PROVIDED**

**Appendix 3**  
**Revised and Final Questionnaire**

This questionnaire it is hoped will assist organisations to better understand why volunteers choose to work in a voluntary organisation. The replies given will be confidential.

1. Please say in which year you first became a volunteer with the Scout Association (Scouts).....year
  
2. Please estimate the average number of hours each week you worked voluntarily in the previous month for the Scouts.....
  
3. Please describe the nature of the work you did at the Scouts in the previous month? If you did more than one type of job, please describe the two on which you spent the most time.  
 a.....  
 .....  
 b.....  
 .....
  
4. Please say whether you have been a volunteer with any other organisation in the previous month. (Please tick)
 

YES	<input type="checkbox"/>	1
NO	<input type="checkbox"/>	2

**If your answer is NO please go to question 9.**

5. Please state the name of the other organisation. If more than one other organisation please only state the two with which you estimate you have spent most hours in the past month.  
 a. ....  
 b. ....

6. Please state the year in which you first volunteered with the organisations at Question 5?

a. ....

b. ....

7. Please estimate the average number of hours each **week** you worked voluntarily each week in the previous month for the other organisations

a. ....

b. ....

8. Please describe the nature of the work you did at the other organisations in the previous month? If you did more than one type of job, please describe, for each organisation, the two on which you spent the most time.

a. ....

.....

b. ....

.....

9. Please say why you do voluntary work.

Please number in order of relevance - 1 being **most** relevant and 6 being **least** relevant.

- |  |                          |   |
|--|--------------------------|---|
| a. To help others                          | <input type="checkbox"/> | 1 |
| b. It makes me feel useful                 | <input type="checkbox"/> | 2 |
| c. To meet other people                    | <input type="checkbox"/> | 3 |
| d. To get me out of the house              | <input type="checkbox"/> | 4 |
| e. To give something back to the community | <input type="checkbox"/> | 5 |
| f. Other (please describe) ... ..          |                          | 6 |

.....

10. Please say how you came to do voluntary work. (Please tick)

- |                                 |                          |   |
|---------------------------------|--------------------------|---|
| a. Was asked.                   | <input type="checkbox"/> | 1 |
| b. Saw an advert.               | <input type="checkbox"/> | 2 |
| c. Felt I should offer my help. | <input type="checkbox"/> | 3 |
| d. Other (please describe)      |                          | 4 |

.....

.....

.....

11. Please say if you have ever offered your services to a voluntary organisation and been turned down? (Please tick)

- |     |                          |   |
|-----|--------------------------|---|
| YES | <input type="checkbox"/> | 1 |
| NO  | <input type="checkbox"/> | 2 |

IF <b>NO</b> GO TO QUESTION 13.
---------------------------------

12.

(a). What was the reason for being turned down?

.....

(b) Was the reason for being turned down due to any of the following? (Please tick)

- |                                   |                          |   |
|-----------------------------------|--------------------------|---|
| a. Being too young.               | <input type="checkbox"/> | 1 |
| b. Being too old                  | <input type="checkbox"/> | 2 |
| c. Lack of skills.                | <input type="checkbox"/> | 3 |
| d. Lack of training.              | <input type="checkbox"/> | 4 |
| e. Other (please describe) ... .. |                          | 5 |

## 13. Sex. (Please tick)

- |        |                          |   |
|--------|--------------------------|---|
| Male   | <input type="checkbox"/> | 1 |
| Female | <input type="checkbox"/> | 2 |

## 14. Your age - please tick the appropriate group.

- |         |                          |   |
|---------|--------------------------|---|
| 18 – 24 | <input type="checkbox"/> | 1 |
| 25 – 34 | <input type="checkbox"/> | 2 |
| 35 – 44 | <input type="checkbox"/> | 3 |
| 45 – 54 | <input type="checkbox"/> | 4 |
| 55 – 59 | <input type="checkbox"/> | 5 |
| 60 – 64 | <input type="checkbox"/> | 6 |
| 65 – 69 | <input type="checkbox"/> | 7 |
| 70 – 74 | <input type="checkbox"/> | 8 |
| 75+     | <input type="checkbox"/> | 9 |

## 15. Family status (Please tick either a. or b. or c.)

- |  |                          |   |
|--|--------------------------|---|
| a. Married / Living with partner             | <input type="checkbox"/> | 1 |
| b. Divorced / Separated / Widowed.           | <input type="checkbox"/> | 2 |
| c. Never married / Never lived with partner. | <input type="checkbox"/> | 3 |

## 16. Please say if you have children under 18 years old in your care at home. (Please tick)

- |     |                          |   |
|-----|--------------------------|---|
| YES | <input type="checkbox"/> | 1 |
| NO  | <input type="checkbox"/> | 2 |

## 17. Please say if you have other dependants in your care at home. (Please tick)

- |     |                          |   |
|-----|--------------------------|---|
| YES | <input type="checkbox"/> | 1 |
| NO  | <input type="checkbox"/> | 2 |

18. Please say how you describe yourself (please tick)

- |                            |                          |    |
|----------------------------|--------------------------|----|
| a. White                   | <input type="checkbox"/> | 1  |
| b. Black Caribbean         | <input type="checkbox"/> | 2  |
| c. Black African           | <input type="checkbox"/> | 3  |
| d. Black other             | <input type="checkbox"/> | 4  |
| e. Indian                  | <input type="checkbox"/> | 5  |
| f. Pakistani               | <input type="checkbox"/> | 6  |
| g. Bangladeshi             | <input type="checkbox"/> | 7  |
| h. Chinese                 | <input type="checkbox"/> | 8  |
| i. Other groups            |                          |    |
| Asian.....                 |                          | 9  |
| Other.....                 |                          | 10 |
| j. Persons born in Ireland | <input type="checkbox"/> | 11 |

19 (a). Please say if you are in paid employment (please tick).

- |     |                          |   |
|-----|--------------------------|---|
| YES | <input type="checkbox"/> | 1 |
| NO  | <input type="checkbox"/> | 2 |

(b). Please say if your paid employment is

- |           |                          |   |
|-----------|--------------------------|---|
| Full time | <input type="checkbox"/> | 1 |
| Part time | <input type="checkbox"/> | 2 |

20. If part-time or non-employed, please say when you last worked full time (please tick)

- |                            |                          |   |
|----------------------------|--------------------------|---|
| a. Less than two years ago | <input type="checkbox"/> | 1 |
| b. More than two years ago | <input type="checkbox"/> | 2 |
| c. Never                   | <input type="checkbox"/> | 3 |

21. Please describe the nature, including job title, of your present or previous paid employment.

Full-time ... ..

Part-time ... ..

22. Please estimate the average number of hours paid work you undertook each **week** in the previous month, (please tick)

	Full-time	Part-time		
Less than 5 hrs. pwk.	<input type="checkbox"/>	<input type="checkbox"/>	1	10
6 to 10 hrs. pwk.	<input type="checkbox"/>	<input type="checkbox"/>	2	11
11 to 15 hrs. pwk.	<input type="checkbox"/>	<input type="checkbox"/>	3	12
16 to 20 hrs. pwk.	<input type="checkbox"/>	<input type="checkbox"/>	4	13
21 to 25 hrs. pwk.	<input type="checkbox"/>	<input type="checkbox"/>	5	14
26 to 30 hrs. pwk.	<input type="checkbox"/>	<input type="checkbox"/>	6	15
31 to 35 hrs. pwk.	<input type="checkbox"/>	<input type="checkbox"/>	7	16
36 or more hrs. pwk.	<input type="checkbox"/>	<input type="checkbox"/>	8	17

23. Would you please say whether your estimated **household** income before tax and insurance in the last twelve months was (please tick)

- |                              |                          |   |
|------------------------------|--------------------------|---|
| a. More than £20000          | <input type="checkbox"/> | 1 |
| b. Between £19999 and £10000 | <input type="checkbox"/> | 2 |
| c. Less than £10000          | <input type="checkbox"/> | 3 |

24. Would you please say whether your estimated **personal** income before tax and insurance in the last twelve months was (please tick)

- |                              |                          |   |
|------------------------------|--------------------------|---|
| a. More than £20000          | <input type="checkbox"/> | 1 |
| b. Between £19999 and £10000 | <input type="checkbox"/> | 2 |
| c. Less than £10000          | <input type="checkbox"/> | 3 |

25. Please say whether you would describe your religious belief as (please tick)

a. Protestant

- |  |                          |    |
|--|--------------------------|----|
| i. Church of England                               | <input type="checkbox"/> | 1  |
| ii. Methodist                                      | <input type="checkbox"/> | 2  |
| iii. Baptist                                       | <input type="checkbox"/> | 3  |
| iv. United Reformed / Congregational               | <input type="checkbox"/> | 4  |
| v. Independent                                     | <input type="checkbox"/> | 5  |
| vi. African and West Indian                        | <input type="checkbox"/> | 6  |
| vii. Pentecostal and Holiness                      | <input type="checkbox"/> | 7  |
| viii. Other ... .. (Please state)                  |                          | 8  |
| b. Roman Catholic                                  | <input type="checkbox"/> | 9  |
| c. Muslim  | <input type="checkbox"/> | 10 |
| d. Hindu   | <input type="checkbox"/> | 11 |
| e. Sikh  | <input type="checkbox"/> | 12 |
| f. Any other religious faith (please state) ... .. |                          | 13 |
| g. No religious preference                         | <input type="checkbox"/> | 14 |

26. Would you describe yourself as:

- |                         |                          |   |
|-------------------------|--------------------------|---|
| a. A committed believer | <input type="checkbox"/> | 1 |
| b. A nominal believer   | <input type="checkbox"/> | 2 |

27. Please state the year you ceased full-time education ... ..

28. Please say what your highest educational qualification is. (For example, 3 GCSEs; 3 A levels; University degree.)

.....

29. Please say how you travel from home to carry out your voluntary work (please tick).

- |                          |                          |   |
|--------------------------|--------------------------|---|
| a. Use your own car      | <input type="checkbox"/> | 1 |
| b. Use public transport  | <input type="checkbox"/> | 2 |
| c. Cycle                 | <input type="checkbox"/> | 3 |
| d. Walk                  | <input type="checkbox"/> | 4 |
| e. Is transport provided | <input type="checkbox"/> | 5 |
| f. Other.....            |                          | 6 |

If you wish to assist further with this project please state your name and address. **This is needed for communication purposes with you only, and will in no way be used in compilation of the results, nor passed to any other person.**

Name

Address

THANK YOU FOR YOUR HELP.

Your assistance may help future volunteers and will be of great help to this research

**PLEASE RETURN THE COMPLETED QUESTIONNAIRE WITHIN THE  
NEXT FOURTEEN DAYS IN THE  
ENVELOPE PROVIDED.**

**Appendix 4**  
**Covering Letter for Final Questionnaire**

Dear Volunteer,

The enclosed questionnaire is part of a research project being undertaken at Aston University to discover the nature of the barriers that there are to full active participation in voluntary work. Your assistance, no matter what your age, will show the variety of people that undertake voluntary work in the Scout Movement.

At a later date it is hoped that I may meet with some of you, to hear what you may add to the information given in the questionnaire, especially your reasons for volunteering.

The information from this survey, and from surveys of Scout Districts in three other towns, will be brought together and analysed. The conclusions, comments, and recommendations will be reported to each Scout District that takes part in the project. Knowing the nature of the barriers to voluntary work that workers may have, will, it is hoped, assist the Scout District and their volunteers to find improved ways of working together. This in turn will enable you to give an even better service to the Scout Movement.

Thank you for your assistance.

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01432-270944 (Home)

**Appendix 5****Questionnaire analysis schedule: Age Concern Birmingham**

	Q1	Q2	Q3a	Q3b	Q4a	Q4b	Q5a	Q5b	Q6a
R1	1994	2							
R2	1967	2							
R3	1965	1	2 400		1988		3		720
R4	1996	2							
R5	1997	2							
R6	1979	1	4 100		1992		4		644
R7	1966	1	4 100		1978		1		199
R8	1997	2							
R9	1996	2							
R10	1978	2							
R11	1972	1	2 100	4 100	1974	1992	1	4	430
R12	1997	2							
R13	1960	1	4 100	6 200	1990	1990	1 hr	1 hr	430
R14	1997	2							
R15	1995	2							
R16	1997	1	10 100	9 100	1950	1980	2	1	644
R17	1996	2							
R18	1995	1	2 100		1997		2.5		430
R19	1997	2							
R20	1997	1	10 100	4 100	1979	1996	4	3	391
R21	1987	2							
R22	1988	1	10 100		1988		4		430
R23	1993	2							
R24	1988	2							
R25	1983	2							
R26	1997	1	3 100		1994		8		644
R27	1996	2							
R28	1996	2							
R29	1988	2							
R30	1997	2							
R31	1971	2							
R32	1960	2							
R33	1977	2							
R34	1995								
R35	1964	1	4 100		1993		4		140
R36	1973	2							
R37	1978	2							
R38	1996	2							
R39	1996	2							
R40	1996	2							
R41	1997	1	10 100		1997				
R42	1992	1	4 100	4 100	1989	1996	6	3	363
R43	1985	2							
R44	1997	1	4 100	4 100	1994	1996	3	1	644
R45	1960	1	10 100		1973		6		430
R46	1996	1	10 100		1996		3		
R47		2							

**Appendix 5 (continued)**

Q6b	Q7	Q8	Q9	Q10	Q11	Q12	Q13	Q14	Q15a
	5	720		4	2		2	3	2
	4	644	51234	4	2		2	2	2
	3	644	12534	3	2		2	1	2
	22	720		2	2		1	3	2
	20	720		1	2		2	2	2
	3	644	15324	2	2		2	1	2
		410	51324	1	2		2	2	2
	2	644	12543	3	2		1	3	2
	12	410	21345	2	1	0	2	3	1
	2	644	31245	3	2		2	2	2
410	3	140	13452	4	2		1	1	2
		644		2	2		2	1	2
410	12	644	12345	1	2		2	1	2
	12		14352	4	2		1	1	2
	0.5	430	13452	1	2		2	3	2
410	4	644		4	2		2	1	2
	15	720	13452	2	2		2	2	2
	9	720	15234	3	2		2	2	2
	1	644	41325	2	2		2	1	2
391	15			3	2		2	1	2
	7	644	12453	2	2		1	1	2
	7	644	13452	1	2		2	2	2
	3	644	42351	1	2		2	2	2
	3	644	15423	4	2		2	2	2
	2	644	13452	2	2		2	1	2
	4	644	13254	3	2		2	2	2
	18	872	12453	4	2		1	1	2
	5	644	13452	3	2		2	1	1
	20	644	13452	1	2		1	1	2
	4	644	12453	4	2		2	3	2
				3			2	3	2
	5	644	13452	3	2		2	2	
	3	644	41235	2	2		2	1	2
	5	720	21354	3	2		2	1	1
		644		1	2		1	1	
		644	12345	1	2		2	2	2
	7	644		2	2		2	2	2
	2	644	13452	3	2		2	3	2
	9	644		2	2		2	2	2
	3	644		1	2		2	1	1
	4			4	2				
363	10	430		4	2		1	1	2
	1	644	25143	2	2		1	2	2
952	1	644		3	2		1	3	2
	6	644	21543	3	2		2	2	
	5			3	1	1	2	2	2
	3	410	14352	1	2		2	3	

**Appendix 5 (continued)**

Q15b	Q16	Q17	Q18	Q18b	Q19	Q20	Q21	Q22	Q23
	6	1	2		2	862		3	1
	7	1	2		2			3	1
	7	1	2		2	410			1
	5	1	2		1	430		3	7
		1							1
	4	1	1	1		410	8	2	1
		1	2		2	410		3	1
	4	1	2		2	441	1	3	1
9	2	1	2		2	410			2
	6	1	2		2	410			1
	5	1	2		1	140	8		1
	4	6	2		2	953			3
		1	2		2	430		2	1
	4	1	2		2	952			1
	5	1	1	1		430	7	2	1
	6	1	2		2	391	6	2	1
		1	2		2	340		3	1
		1	2						7
	4	1	2		2	410	1	2	2
	4	9	1	2	1	644	5	3	4
	7	1	2		2	211		3	1
	6	1	2		2	952			1
	6	1	2					3	1
		1	2		2	952		3	
		11	2		1	953	4		2
	6	1	2		2	430			1
		1	2		2	719		2	1
7+6	3	1	1	2	1	630	4	2	2
		1	2						7
	1	5	1	2	3	644	7		5
	6	1	2						1
	7	1	2		2	340			7
	6	1	2		2	199		3	7
	6	1	2		2	420		1	1
		1	2		2	371		3	1
	7	1	2		2				1
	5	1	2		2	430		3	1
	6	1	2		2	430		3	1
	3	1	2			340		3	2
7	4	1	2		1	958	1	3	1
		1	2						2
	7	1	2		2	211		3	2
		1	2		2	290	1	3	1
		1	2		3	s	1	3	1
	7	1	2		2	233		2	1
		2	2		2	347			2
	6	1	2			451		3	1

**Appendix 5 (continued)**

Q24	Q25
0	2+4
1	2+4
0	1
7	2
	2
1	1
	2+4
7	2
1	1
	2
0	2
	2
5	2
1	2
1	2
1	2
0	2
	2
1	2
1	2
0	2
	2
1	2
	2
1	2
0	2
6	2
1	2
	2
2	2
	4
	2+4
5	1
	2
	1
	4
1	2
5	1
	2
0	4
0	2
1	2
3	2
3	2
3	1
2	2
	4

**Appendix 5 (continued)**

R48	1996	2							
R49	1998	2							
R50	1996	2							
R51	1997	2							
R52	1998	2							
R53	1997	2							
R54	1998	2							
R55	1996	1	3 100		1995		4		390
R56	1997	1	4 100		1977		2		430
R57	1968	2							
R58	1998	1	10 100	10 100	1997	1994	3	2	953
R59	1997	2							
R60	1978	2							
R61	1969	1	12 100		1988		3		410
R62	1997	1	7 200		1996		7		615
R63	1966	1	7 200	10 100	1979	1958	4	4	371
R64	1996	2							
R65	1998	2							
R66	1996	2							
R67	1992	1	4 100		1993		2		644
R68	1988	1			1993		6		
R69	1994	2							
R70	1996	2							
R71	1995	1	3 400	5 200	1993	1997	6	4	872
R72	1994	2							
R73	1993	1	4 100	3 400	1978	1990	3	4	410
R74	1966	1	10 100	2 400	1985	1985	5	3	653
R75	1976	2							
R76	1956	2							
R77	1995	1	4 100	4 100	1997	1997	5	5	644
R78									
R79	1996	2							
R80	1990	1	4 100		1984		3		140
R81	1985	2							
R82	1996	1	4 100		1995		3		363
R83	1990	2							
R84	1994	1	4 100		1970		1		644
R85	1972	1	4 100		1988		2		953
R86	1990	2							
R87	1972	2							
R88	1983	2							
R89	1997	2							
R90	1976	2							
R91	1997	2							
R92	1997	2							
R93	1998	2							
R94	1996	2							
R95	1998	2							
R96	1997	2							

**Appendix 5 (continued)**

	8	872	12453	1	2		1	1	2
	2	644	23415	2	2		2	1	2
	1	644	13452	4	2		2	1	2
	1	644	13452	2	2		2	3	2
	2	872		3	2		1	1	2
	2	644		3	2		1	1	2
		644	12453	3	1	2	1	2	2
	2	644	14352	3	2		2	2	2
	4	430	21453	4	2		2	2	2
	3	644		3	2		1	3	2
953	1	644	31254	1	2		2	2	2
	16	644	14325	3	2		1	2	2
	3	644	12534	2	2		2	2	2
	2	644	14352	2	2		2	1	2
	2	644	23451	3	2		2	3	2
644	5	644	12453	1	2		2	2	2
	2	644	13452	3	2		2	3	2
	2	644	12354	2	2		2	3	2
	18	644	13245	3	2		1	2	2
	6	644		3	2		2	2	
	3	644		1	2		1	2	2
	4	644	12345	3	2		2	1	1
	8	430		2	2		2	2	2
507	5	872	23451	2	2		1	2	
	3	720	23451	3	2		2	3	
644	4	720	13452	3	2		2	1	2
410	5	644	13452	3	2		1	1	2
	4	644	23451	2	2		2	1	2
	4	644		1	2		2	1	2
644	40	644	31254	1	2		1	2	2
		644	12435	3	2		2	2	2
	6	140		1	2				
	1	644	13452	4	2		1	1	1
	1	361	15342	3	2		1	2	
		644		4	2		2	3	2
	1	644	12354	3	2		2	1	2
	1	644	12453	1	2		2	1	2
	2	653	23451	1	2		2	1	2
			13245	1	2		2	1	
	6	653	21453	1	2		2	1	2
	2	644	14253	3	2		2	1	1
	5	644	12453	4	2		2	1	2
	2	644	12354	2	2		2	3	2
	8	430		4	2		2	3	2
	3	644	13452	1	2		2	2	
	2	532	23451	1	2		2	1	2
			21354	2	2		2	1	1
	2	644	53214	3	2		2	2	2

**Appendix 5 (continued)**

		1	2		2	140			1
		1	2		2	622			
	6	1	2		2	340			1
	6	11	2						2
		1	2		1	872	8	2	7
	2	7	1	1		644	6	3	3
		1	2		2	730	1	3	6
	6	1	2			421		3	1
	6	1	2		2	371		3	1
	6	1	1	1		233	8	1	1
	6	1	2					3	1
	6	1	2		2	507		3	7
	7	1	2		2	420		3	1
	5	1	2					2	1
	1	1	2		1	919	1	3	7
		1	2		2	233		3	1
	3	1	1	1		380	8	1	7
		5	2			s		3	5
	6	1	2		2	872		3	1
	6	1	2					3	1
	7	1	2		2	410		3	1
17.14.13	4	1	2		2	430		3	1
	6	1	2						1
		1	2		2	260		2	1
		1	2		2	420		3	2
	4	1	2		2	340	1	2	1
	7	1	2		2	251	1	2	1
	6	1	2		2	410		3	1
	6	1	2					3	1
	6	1	2		2			3	1
	5	11	2					3	1
		1	2						1
15.13	6	1	2		2	233		1	1
		10	2		2	430	1	3	1
	5	1	2		2	958	5	3	1
	6	1	2		2	430	1		1
	6	1	2		2	430		3	1
	5	1	1	2	2	720	3	3	1
		1	2					2	1
	6	1	2		2	440		3	1
4.5	2	6	1	2	1	644	2	3	3
	6	1	2		2	340		1	1
		4	2		2	644	2	3	1
	5	1	2		2	340		1	1
	7	1	2					3	1
	4	1	1	2	1	532	6	1	1
18	4	1	2		2	430		2	1
		1	2						1

Appendix 5 (continued)

	1
0	2
1	1
	4
0	2+3
4	1
	2+4
1	1+4
	2
4	1
0	2
0	2
1	2+4
1	1
2	2
3	1+3+4
3	1+3
2	3
7	1
0	2+4
6	2+4
7	1+4
1	2
6	1
0	4
7	1
6	1
	1
0	1+2
1	1
	4
1	4+5

3	1
7	2
	2+4
5	1
	2+4
0	4
	2
7	1
6	1
7	2
	1
	2
7	1
2	4
	1

**Appendix 5 (continued)**

R97	1998	2							
R98	1997	2							
R99	1995	2							
R100	1986	2							
R101	1997	2							
R102	1997	2							
R103	1997	2							
R104	1996	1	4 100	6 100	1977	1995	12	1	430
R105	1956	2							
R106	1998	2							
R107	1995	2							
R108	1997	2							
R109	1995	2							
R110	1992	2							
R111	1998	2							
R112	1992	1	4 100		1987		2		371
R113	1996	1	9 100		1985				410
R114	1979	1	4 100		1979		10		340
R115	1990	2							
R116	1960	2							
R117	1989	2							
R118	1995	2							
R119	1996	1	1 100		1996		4		430

	2	720	23451	2	2		2	2	2
	6	644	23451	4	2		2	3	2
	3	644	23154	1	2		2	2	
	7	644	14352	1	2		2	3	2
	8	720	12345	3	2		2	2	2
	7	720	41253	4	2		2	1	1
	4	720	41235	3	2		2	1	1
430	15	430	41352	3	2		1	2	2
		644	14352	1	2		2	1	2
	3		13452	3	2		2	2	
	7	720	51243	2	2		2	1	2
	3	644	12453	3	2		2	3	2
	18	902	34152	4	2		1	3	
	4	719		1	2		1	1	2
	3	380	14253	3	2		2	1	1
	3	644	12354	2	2		2	2	2
	2	644	24315	3	2		2	2	2
	2	644	23451	2	2		2	2	2
	6			1	2		2	2	2
				1	2		2	2	2
	1	644	41352	3	2		2	1	2
	8	644	14352	3	2		2		2
	1	371		3	2		1	1	2

**Appendix 5 (continued)**

	3	1	2		3			3	1
	1	1	1	1		430	8	3	
	6	1	2			953			1
	5	1	2		2	410		3	1
		1	2			199			1
14.19	4	1	2		2	401			7
	3	1	2		2	720			
	6	1	2		2	513		3	7
	7	1	2						
	4	1	2						1
		1	2		2	720			
	2	1	1	1		490	8	3	1
		1	2		2			3	7
	6	11	2		2	719		3	
4.5	3	5	2		3			3	4
	6	1	1	2	2	410	2	3	1
	7	1	2		2	233		3	1
		11	2		2	410		3	2
	6	1	2		2				1
	7	1	2		2	720		3	1
	4	1	1	1		139	8	2	7
	3	1			2				2
	2	1	1	2	1	371	6	3	7

0	2+4
3	2
	2
	2
0	4
5	4
	2
0	2+4
	2
	2
	2
3	2
	2
	2
8	2+4
1	1+4
	1
2	2+4
	2+4
3	1
	2
3	3

**Appendix 6****Questionnaire analysis schedule: Age Concern Hereford & Worcester**

	Q1	Q2	Q3a	Q3b	Q4	Q5a	Q5b	Q6a	Q6b
R1	1998	2	4		1	7	4	1997	1995
R2	1998	2	6		2				
R3	1999	8	4	4	2				
R4	1996	1	6		1	8		1996	
R5	1994	3	6		1	4		1994	
R6	1997	5	6	6	1	7		1999	
R7	1999	2	6		2				
R8	1999	2	6		2				
R9	1997	4	6		2				
R10	1999				2				
R11	1998	3	6		1	4		1962	
R12	1999	2	6		2				
R13	1997		6		1	1		1981	
R14	1996	10	6		2				
R15	1997		6		2				
R16	1996	2	6		2				
R17	1999	2	6		2				
R18	1993	12	6		2				
R19	1998	4	6		2				
R20	1997				1	8	3	1998	1998
R21	1999	2	6		1	3	3	1995	1990
R22	1998	8	6		1	8		1998	
R23	1999	4	4		1	7		1999	
R24	1999	16	6		1	3		1999	
R25	1998	3	6		2				
R26	1997				2				
R27	1997	2	6		2				
R28	1998	2	6		2				
R29	1999	12	6		1	4		1999	
R30	1998	2	4		1	7	5	1996	1998
R31	1995	2	6		2				
R32	1998	8	4		2				
R33	1999	10	6		2				
R34	1997	4	4		1	8		1998	
R35									
R36	1998	9	4		2				

**Appendix 6 (continued)**

Q7a	Q7b	Q8a	Q8b	Q9	Q10	Q11	Q12a	Q12b	Q13
3	4	4	7	312456	4	2			2
				234516	2	2			2
				12453	3	2			2
4		4		21354	4	1	E	5	2
2		6		12453	3	3			1
8		4		21453	4	2			2
				13452	2	2			2
				1	2	2			2
					3	2			2
				23451	1	2			2
2		6		12435	4	2			2
				13452	2	2			2
1		4		253641	1	2			2
				13542	3	2			2
				24351	2	2			2
				245631	4	2			2
				13245	2	2			2
				12-3	3	2			2
				12453	2	2			2
15	15	6	3	23415	2	2			1
2	1	6	4	145632	2	1	NR		2
10		6			2	2			2
10		4		542361	1	2			1
				12354	2	2			2
				23451	2	2			2
					3	2			2
					4	2			1
					2	2			2
				14235	4	2			2
4	6	4	9	352614	1	2			1
				13452	2	2			2
				34215	3	2			2
					3	2			
4		4			3	2			2
					3	2			2

**Appendix 6 (continued)**

Q14	Q15	Q16	Q17	Q18	Q19a	Q19b	Q20	Q21	Q22
8					2		2		
3	1	1	2	1	1	1		2	8
2	2	2	2	1	2		1	7	8
4	1	2	2	1	1	2	2	6	2
9	2	2	2					3	
5	2	2	1	1	2		2	6	
4	1	2	2	1	1	2	1	4	4
5	1	2	2	1	1	2	2	6	5
8	3	2	2	1	1	2	2	8	4
8	2			1	2		2		
4	1	2	2	1	2		2	4	
7	2	2	2	1	2		2	2	
4	1	2	2	1	1	2	2	4	3
7	1	2	2	1	2		2	4	
5	1	2	2	1	2		1	2	8
6	2	2	2	1	2		2	4	
5	3	2	2	1	2		2	2	
4	1	2	2	1	1	1		4	8
4	1	2	2	1	1	2	2	4	4
7	1	2	2	1	2		2	6	8
3	1	2	2	1	1	1		1	8
6	1	2	2	1	2				
5	1	1	2	1	2		2	1	
6	1	2	2	1	2		1		6
7	2	2	2	1	2				
4	1	2	2	1	1	2		4	7
9	1	2	2	1	2		2	4	
6	1	2	2	1	2		2	3	1
8	2	2	2	1	2		2	4	
7	3	2	2	1	2		2	2	
4	1	1	2	1	1	1		3	8
4	1	2		1	2		2	4	
6	1	2	2	1	2		2	6	
9	2	2	2	1	2		2	4	
4	1	2	2	1	2		2		

**Appendix 6 (continued)**

Q23	Q24	Q25	Q26	Q27	Q28	Q29
						2
1	1	1	1	1978	4	1
3	3	2	2	1993	3	4
1	3	1	2	1961	1	5
	3	2	1	1937		1
3	3	2	1	1956	1	1
1	2	1	1	1966	3	1
3	3	1	1	1957	0	1
3	3	1	2	1940	0	1
3	3	1	1	1944		1
		1	1	1961	1	1
2	2	1	1	1948	2	1
1	3	1	1	1963	3	1
3	3	1		1950	1	1
1	1	1	1	1959	6	1
3	3	1	2	1953	1	1
2	2	1	1	1961	3	1
1	2	2	2	1967	1	1
2	3	1	1	1963	6	1
1	2	1	1	1947	7	1
1	1	1	2	1971	1	1
		1	2	1954		1
1	1	1	2	1961	6	1+4
2	3	1	2			2
2	2	1	1	1948	1	1
1	2	7		1985	3	1+3
3	3	1	2	1935	0	4
1	1	1	2	1957	3	1
3	3	1	1	1941		2+4
2	2	1	2	1954	3	2
1	2	1	2	1965	0	1
1	2	1	2	1959	0	4
	3	1	2	1953		3
1	1	1	1	1939		1
1						2

**Appendix 7****Questionnaire analysis schedule: Citizens Advice****Bureau Oxford**

	Q1	Q2	Q3a	Q3b	Q4	Q5a	Q5B	Q6a	Q6b
R1	1997	3	4	4	1	3	10	1999	1985
R2	1986	4	4	3	2				
R3	1987	18	3	3	2				
R4	1998	8	3		2				
R5	1999	10	3	4	1	4		1998	
R6	1993	18	3		2				
R7	1995	12	3		2				
R8	1996	27	4	2	1	6		1999	
R9	1993	3	4		2				
R10	1999	12	4		2				
R11	1993	10	4	4	2				
R12	1999	11	4	6	2				
R13	1998	10	4	4	2				
R14	1991	5	4		2				
R15	1996	13	4	4	1	6		1997	
R16	1987	10	4		1	7		1998	
R17	1998	12	4	4	1	3	6	1997	1994
R18	1989	14	4	4	2				
R19	1998	5	4	4	1	2		1979	
R20	1998	14	4		2				
R21	1988	10	4		1	4		1996	
R22	1993	17	4		2				
R23	1993	6	4		2				

**Appendix 7 (continued)**

Q7a	Q7b	Q8a	Q8B	Q9	Q10	Q11	Q12a	Q12b	Q13
3	5	7	4	13452	2	2			2
				13452	4	2			2
				125634	3	2			2
				425361	4	2			2
2		6		35124	2	2			2
					3	2			1
				21543	3	2			2
1		4		245631	3	2			1
					1	2			2
					3	2			1
				235641	2	2			2
				415623	4	2			2
				12453	3	2			1
				13452	1	2			2
1		4		263514	3	1	too many		2
3		4		452631	2	2			2
4	2	4	6	653241	1	2			2
				145623	4	1	n/s	1	2
4		4		21543	3	2			2
				21345	4	2			2
		1			4	2			1
				41352	4	2			2
				12354	3	1	blind	5	2

**Appendix 7 (continued)**

Q14	Q15	Q16	Q17	Q18	Q19a	Q19b	Q20	Q21	Q22
5	3	2	1	1	2		2	2	
6	1	2	2	1	2		2	3	
5	1	2	2	1	2		2	3	4
6	1	2	2	1	2		1	3	4
6	1	2	2	1	2		1	2	8
8	1	2	2	1	1	2	2	2	3
4	1	1	1	1	2		2	2	
7	1	2	2	1	2		2	1	
9	2	2	2	1	2		2	2	
7	2	2	2	1	2		2	4	
7	3	2	2	1	2		2	2	
6	1	2	2	1	2		2	4	
7	1	2	2	1	2		1	1	
8	1	2	2	1	2		2	2	5
5	1	2	2	1	1	2	2	4	2
4	1	1	2	1	2		2	6	1
7	1	2	2	1	2		2	2	
7	1	2	2	1	2		2	2	
6	1	2	2	1	2		2	2	4
5	2	2	2	1	2		2	3	
8	1	2	2	1	2		2	1	
5	1	2	2	1	2		2	8	
3	2	2	2	1	2		2	4	

**Appendix 7 (continued)**

Q23	Q24	Q25	Q26	Q27	Q28	Q29
1	3	1	1	1965	3	2+4
1	3	1	1	1960	3	1
1	2	7		1962	2	1+2
1	2	1	2	1958	4	2
1	3	1	1	1960	3	2
1	1	1	1	1949	4	2
1	3	7		1971	4	2
1	1	1	2	1995	4	3
1	1	7		1943	4	2
3	3	2	2	1976	3	2
2	2	7		1953	3	2
1	2	7		1959	3	2
1	2	7		1952	2	2
1	3	1	2	1953	4	3
1	1	7		1962	4	4
1	3	7		1978	3	1,2
1	3	1	2	1956	3	2,3
1	2	1	1	1955	3	1
1	3	7		1959	3	2,3
1	1	7		1960	2	1,2
1	2	7		1956	3	2
1	3	7	2	1960	1	3
3	3	1	2	1971	1	2

**Appendix 8****Questionnaire analysis schedule: Citizens Advice****Bureau Worcester**

	Q1	Q2	Q3a	Q3b	Q4	Q5a	Q5B	Q6a	Q6b
R1	1996	7	3		2				
R2	1999	7	4	4	2				
R3	1998	10	3		1	4		1997	
R4	1998	10	4		2				
R5	1999	8	4		2				
R6	1985	28	3	3	2				
R7	1994	17	3	3	2				
R8	1983	11	3	3	1	10	4	1982	1983
R9	1996	10	3	4	2				
R10	1994	17	4	3	2				
R11	1999	18	4		2				
R12	1998	12	4	4	2				
R13	1997	10	4		2				
R14	1997	20	4	4	2				
R15	1987	27	4	4	2				
R16	1977	10	4	4	2				
R17	1976	10	4		2				
R18	1975	8	3		1	4		1992	
R19	1992	40	4		2				
R20	1996	12	4		1	4		1996	

Q7a	Q7b	Q8a	Q8B	Q9	Q10	Q11	Q12a	Q12b	Q13
				413526	3	2			2
					3	2			2
3		3		253641	3	2			2
				234651	4	2			2
				235641	4	2			2
				364512	3	2			2
					4	2			1
2	1	4	6		1	2			1
				21354	2	2			2
					4	2			2
				23451	3	2			1
				215436	3	2			1
				14532	3	2			1
				13452	3	2			1
				13452	3	2			2
					4	2			2
					2	2			2
1		6			1	2			2
				13452	3	2			1
2		2		45123	2	1		5	2

**Appendix 8 (continued)**

Q14	Q15	Q16	Q17	Q18	Q19a	Q19b	Q20	Q21	Q22
4	1	2	2	1	2			2	
	2	1	2	10	2		2	3	5
4	1	1	2	1	2		2	2	
1	3	2	2	1	1	1		4	8
3	2	1	2	1	2		1	4	
7	1	2	2	1	1	2	2	4	1
7	1	2	2	9	2		2	1	
8	1	2	2	10	2		2	2	
4	1	1	2	1	2		2	2	
5	1	2		1	2				
7	1	2	2	1	2		1	4	
5	1	2	1	1	2		1	4	
6	1	2	2	1	2		2	7	
3	3	2	2	1	2		2		
7	1	2	2	1	2		2	4	
9	1	2	2	1	2		2	4	3
7	2	2	2	1	2		2	3	
9	1	2	2	1	2		2	4	
7	1	2	2	1	2			3	
4	1	1	2	1	2		2	2	

Q23	Q24	Q25	Q26	Q27	Q28	Q29
1	1	1	1	1964	3	1
2	2	1	2	1970	4	1
1	3	1	1	1976	4	3
1	3	7		1997	3	1
2	2	1	2	1976	2	1
1	3	1	1	1950	2	1
		6	2	1954	3	2+4
1	2	1	1	1950	3	3
1	3	7		1970	3	2
		1	1	1962	3	2
2	2	1	2	1951	7	2
2	2	7		1958	6	1+4
		7		1951	6	1
2	2	7		1974		1
1	3	1	1	1947	1	1
		1		1940	1	1
2	2	7		1952	3	1+2
2	3	7		1936	1	1,2,3
		1	1	1948	6	1
2	3	1	2	1969	3	1

**Appendix 9****Questionnaire analysis schedule: Hereford Scouts**

	Q1	Q2	Q3a	Q3b	Q4	Q5a	Q5B	Q6a	Q6b
R1	1996	3	4	4	1	3	3	1998	1996
R2	1991	3	6		1	4		1997	
R3	1982	4	6	6	2				
R4	1984	6	6		2				
R5	1989	7	6	6	2				
R6	1991	0			2				
R7	1984	3	4		2				
R8	1998	24	6	6	2				
R9	1981	2	4	6	2				
R10	1986	5	4	6	2				
R11	1973	10	4	6	2				
R12	1997	2	6		2				
R13	1972	22	6		1	10	10	1975	1997
R14	1972	2	6		2				
R15	1976	3	4		1	7	2		
R16	1998	20	6		1	2		1997	
R17	1995	4	4	4	2				
R18	1990	4	4	6	1	1		1995	
R19	1989	0			1	4		1985	
R20	1989	10	4	6	2				
R21	1972	6	4	6	1	4		1980	
R22	1944	2	6	6	1	7	4	1990	1980
R23	1995	4	6	4	2				
R24	1984	15	6	6	2				
R25	1983	1	4		2				
R26	1992	4	4	6	2				
R27	1972	10	6	4	1	10		1985	
R28	1999	28	6	4	2				
R29	1994	9	6	4	2				
R30	1996	6	6	4	1	4	4	1999	1999
R31	1996	15	6	4	2				
R32	1996	2	6		2				
R33	1996	89	6		1	4		1997	
R34	1964	15	6	6	1	1	10	1994	1985
R35	1990	12	4	4	2				
R36	1988	20	6	4	2				
R37	1994	2	4	6	1	4		1997	
R38									
R39	1999	3	4		2				
R40	1985	30	4	6	1	10	1	1990	1990
R41	1998	2	6	6	2				
R42	1974	30	4	6	1	3		1989	
R43	1992	9	6	4	2				
R44	1992	30	4	4	2				
R45	1945	2	4		1				
R46	1982	1	4		1	6		1997	
R47	1996	4	4	6	1	10		1998	
R48	1968				2				

**Appendix 9 (continued)**

Q7a	Q7b	Q8a	Q8B	Q9	Q10	Q11	Q12a	Q12b	Q13
1	1				1	2			2
6		6		14352	1	2			2
				324651	1	2			2
				24351	1	2			2
				13452	4	2			1
					4	2			2
					1	2			2
				14352	1	2			1
				15342	1	2			1
				153642	4	2			1
				14352	4	2			1
				14352	1	2			2
2	1	6	6	13452	1	2			2
				24351	4	2			2
					3	2			2
30		4			3	2			2
					3	2			1
1		4		24351	1	2			1
2		6		13452	1	2			1
					4	2			2
27		4		21453	4	2			1
1	1	4	4	135642	1	2			1
					4	2			2
					1	2			1
					4	2			2
				13452	3	2			1
3		6			1	2			2
					3	2			2
				134625	4	2			1
1	2	6	6	13425	1	2			1
				325641	1	2			1
				324651	1	2			2
0		6		14352	1	2			2
2	4	6	4	152634	1	2			1
				14253	1	2			2
				32451	4	2			2
2		4		354261	3	2			2
				134526	1	2			1
3	2	6	6	145623	1	2			2
				235641	3	2			2
5		6		23451	3	2			2
				243651	3	2			1
				24351	3	2			2
2					1	2			1
1		4		13452	1	2			1
1		6		245631	3	2			1
					1	2			2

Appendix 9 (continued)

Q14	Q15	Q16	Q17	Q18	Q19a	Q19b	Q20	Q21	Q22
4	1	2	2	1	1	1		2	8
4	2	1	2	1	1	2	2	1	4
4	1	2		1	1	2	2	4	4
4	1	2	2	1	1	1		7	7
4	1	2	2	1	1	1		5	8
4	1	1	1	1	1	1			8
6	1	2	2	1	10	1		7	8
2	1	1	2	1	1	1		7	8
4	1	2	2	1	1	1		7	8
2	1	2	2	1	1	1		1	8
4	1	1	2	1	1	1		3	8
4	1	1	2	1	1	1		6	8
7	1	2	2	1	2			2	
4	2	1	2	1	1	1		3	7
	1	2	2	1	1	1		2	8
3	1	1		1	2		2	2	8
2	1	1	2	1	1	1		6	8
4	1	1	2	1	1	1		2	8
4	1	1	2	1	1	1		3	8
3	1	1	2	1	1	2	2	4	5
4	1	2	2	1	1	1		2	8
9	1	2	2	1	2		2	1	0
2	1	1	2	1	1	1		3	8
5	1	2	2	1	10	1		5	8
5	1	2	2	1	1	1		4	8
4	1	1	2	1	1	1		4	8
4	1	2	2	1	2		2	2	
3	1	1	2	1	1	1		3	8
1	3	2	2	1	1	1		6	8
4	1	1	2	1	10	2	1	5	4
4	1	1	2	1	1	1		4	8
4	1	1	2	1	1	2	2	7	4
3	1	1	2	1	1	2	2		
4	1	2	2	1	1	1		1	8
4	1	2	2	1	1	1		7	8
4	1	2	2	1	1	1		8	8
3	1	1	2	1	2		2	9	
1	3	2	2	1	1	2	3	7	3
3	1	2	2	1	1	2	2	2	2
1	3	2	2	1	2	s			
4	1	2	2	1	1	2	2	2	2
1	3	2	2	1	1	2	3	3	4
3	1	1	2	1	1	1		3	7
6	1	2	2	1	1	1		1	8
4	1	2	1	1	1	1		2	8
3	1	1	2	1	1	1		6	8
7	1	2	2	1	2		2		

**Appendix 9 (continued)**

Q23	Q24	Q25	Q26	Q27	Q28	Q29
1	1	1	1	1997	3	1
2	3	1	2	1966	7	1
		1		1966	1	1
1	3	1	2		7	1
1	2	2	1	1967	1	1
3		1		1967	1	1
		1	1	1954	1	1
2	2	1	2	1982	1	1
2	2	1	2	1970	1	1
1	1	1	2	1983	6	1
1	1	1	1	1970	6	1
1	1	1	2	1972	3	1
		1	2	1954	6	1
3	3	1	1	1998	3	1
		1	1	1985	4	1
1	3	1	1	1980	3	1
1	1	1	2	1984	1	1
1	1	2	2	1979	4	1-2-3-4
2	2	1	2	1968	6	1
2	2	1	1	1976	1	1
1	1	1	1	1973	3	1
1	1	1	2	1935	6	1
1	1	1	2	1985	3	1
2	2	1	2	1958		1
2	3	1	2	1957		1
2	2	1	1	1968	0	1
1	3	1	1	1971	6	1
1	2	1	2	1984	1	1
3	3	1	2	1996	6	1
3	3	1	2	1964	0	1
1	1	2	2	1974	3	1
1	3	1	2	1969		1
						1
1	2	1	1	1964	1	1
2	3	1	1		0	1
		1	1	1969		1
1	3	1	2	1978	3	1.3.4
1	3	1	2	s	2	1
1	3	1	1	1972	6	1
		1	2	s	2	2
2	2	1	1	1969	6	1.4
3	3	2	1	S	1	1
		1	2		6	1.2.4
1	1	1	1	1960	3	1
2	2	1	1	1970	6	6
1	1	2	1	1974	3	1.4
						1

**Appendix 9 (continued)**

R49	1998	2	6		1	2		1993	
R50	1995	4	6	4	2				
R51	1990	4	6	4	2				
R52	1998	1	4		2				
R53	1986	12	6		1	1		1997	
R54	1995	10	6		2				
R55	1989	5	4	6	1	10	2	1997	1994
R56	1999	1	4	2					

					3	2			2
				245631	1	2			1
				243651	4	2			2
				34152	4	2			1
3		6		324651	3	2			1
				14352	1	2			2
2	2	4	6	145632	4	2			1
				14352	1	2			1

3	1	1	2	1	1	2	2	4	6
3	1	1	2	1	10	2		2	8
4	1	1	2	1	1	1		2	8
4	1	2	1	1	10	1		5	8
3	1	1	2	1	1	1		5	8
3	1	1	2	1	1	2	2	4	5
3	1	1	1	1	1	1		1	8
3	1	1	2	1	1	1		5	8

1	3	1	1	1977	1	1
1	1	1	2	1977	6	1
1	2	2	2	1974	6	1
2	2	1	2	1976	7	1
1	1	7	2	1974	1	1
3	3	1	2	1972	1	1
1	1	1	1	1977	3	1
1	1	7		1980	3	1

**Appendix 10****Questionnaire analysis schedule: Oxford Scouts**

	Q1	Q2	Q3a	Q3b	Q4	Q5a	Q5B	Q6a	Q6b
R1	1997	1	4		2				
R2	1936	2	4		2				
R3	1985	5	6	4	1	1		1977	
R4	1987	10	6		1	3		1987	
R5	1993	54	6	6					
R6	1959	34	6	4	1	1		1978	
R7	1994	5	6	4	2				
R8	1994	7	4	4	2				
R9	1993	30	6	4	2				
R10	1995	4	6	4	2				
R11	1994	6	6		1	2		1998	
R12	1998	10	4	6	2				
R13	1996	12	6	4	1	4		1989	
R14	1945	4	4	6	1	3		1999	
R15	1989	6	6	4	2				
R16	1974	8	6	6	2				
R17	1988	3	4	4	2				
R18	1965	27	6		2				
R19	1980	4	6		2				
R20	1985	12	6	2					
R21	1994	10	6	6	2				
R22	1987	4	6	4	2				
R23	1985	9	6	4	2				
R24									
R25	1990	6	6	6	2				
R26	1980	5	4		1	3		1995	
R27	1970	10	5	5	2				
R28	1983	7	6		2				
R29	1989	7	6	4	2				
R30	1975	8	4	4	1	4	10	1989	1980
R31	1977	15	6	6	2				
R32	1993	13	6	6	2				
R33	1990	4	4	6	2				
R34	1993	12	6	6	2				
R35	1997	6	6		2				
R36	1995	2	6	4	2				
R37	1995	1	4		1	2		1998	
R38	1976	10	6	6	2				
R39	1985	12	6	6	2				
R40	1988	10	4	4	1	4	4	1987	1995
R41		4	4	4	2				
R42	1993	3	6	4	2				
R43	1987	2	6		1	1	2	1997	1997

**Appendix 10 (continued)**

Q7a	Q7b	Q8a	Q8B	Q9	Q10	Q11	Q12a	Q12b	Q13
				21345	1	2			2
				21435	3	2			2
8		4		31542	3	2			1
50		6		14352	1	2			1
				13452	3	2			2
8		6		24351	3	2			1
				12453	4				2
				125643	4	2			1
				342516	3	2			1
				14352	1	2			2
4		6		13452	2	2			2
				254631	3	2			1
4		8			1	2			1
17		7		12453	1	2			2
				14253	1	2			2
				14253	1	2			1
				31542	1	2			1
				13254	1	2			2
					1	2			1
				32451	3	2			2
				145623	1	2			1
				213456	1	2			2
				15234	1	2			2
				34125	1	2			2
4		9		52314	1	2			2
				253641	1	2			1
				253641	1	2			1
				253641	4	2			2
2	1	4	9	24351	1	2			1
				563412	1	2			1
				254631	4	2			1
					3	2			2
				254631	1	2			2
					1	2			1
				14253	1	2			2
		4		13452	1	2			1
				14352	1	2			1
				125643	1	2			1
3	2	4	4		3	2			1
					4	2			1
				32451	4	2			2
3	3	4	4	32451	1	2			1

**Appendix 10 (continued)**

Q14	Q15	Q16	Q17	Q18	Q19a	Q19b	Q20	Q21	Q22
3	1	1	2	1	1	2	2	2	4
9	1	2	2	1	2		2	4	
3	3	2	2	1	1	1		4	8
2	3	2	2	1	1	1		5	8
2	1	1	2	1	2		1	4	6
5	1	2	2	1	1	1		5	8
3	1	1	2	1	2		2		
3	1	1	1	1	1	1		1	8
2	1	1		1	1	1		5	8
3	1	1	2	1	1	2	2	8	5
3	1	1	2	1	1	2	2	4	3
3	1	1	2	1	1	1		2	8
3	1	1	1	1	1	1		3	7
8	3			1	2		2	4	
2	1	1	2	1	2		1	4	
3	1	1	2	1	1	1		5	8
6	3	2	2	1	2		2	4	
4	1	2	2	1	1	1		1	8
4	1	2	2	1	1	1		2	8
4	1	2	2	1	1	1		4	8
1	3	2	2	1	1	1		7	8
4	1	2	2	1	1	1		4	8
2	1	1	2	1	2		2	4	
1	3	2	2	1	1	2	3	7	3
7	2	2	2	1	2				
7	1	2	2	1	1	1		5	8
2	1	2	2	1	1	1		8	8
2	1	2	2	1	1	1		3	8
5	1	2	2	1	1	1		1	8
4	1	2	2	1	1	2	2	2	8
1	3	2	2	1	1	1		2	8
2	3	2	2	1	1	1		4	8
2	1	2	2	1	1	1		1	8
3	1	1	2	1	1	1		2	8
1	3	2	2	1	1	2	1	7	5
3	1	1		1	1	1		2	8
5	1	2	1	1	1	1		8	8
4	1	1	2	1	1	1		1	8
5	1	2	2	1	1	1		5	8
2	1	2	2	1	1	1		2	8
1	1	2	2	1	1	1		3	8
3	1	1	2	1	1	1		1	8

**Appendix 10 (continued)**

Q23	Q24	Q25	Q26	Q27	Q28	Q29
2	2	1	2		3	3,4
3	3	1	1	1936		4
2	2	7		1973	3	4
1	1	1	2	1987	1	1,4
1	3	1	1	1983	2	1,4
1	1	1		1956	7	1
		1	2	1976		1,4
1	1	1	2	1977	7	1
1	1	1	1	1985	7	1
2	3	1	2	1979	2	1
1	3	2	2	1978	6	1
1	1	1	1	1992	3	1
1	2	7	2	1972	7	3,4
3	3	1	1	1943	3	1
2	3	2	1	1989	2	1
1	2	1	2	1971	1	1
3	3	7		1955	0	1
1	1	1	1	1967		1
1	1		2	1962	2	1
1	1	7	2	1968	1	1
2	2	1	2	1999	6	2
1	2	7	2	1961	6	1,3
2		1	1	1982	1	1
		1	2		1	1
	3	1	1	1947	1	4,5
2	2	1	1	1948	1	1
2	2	1	2	1983		1
2	3	1	2	1991	7	6
1	1	1	1	1958	7	1
1	1	7		1968	4	1
1	1	1	2	1993	3	1
1	2	1	1		6	1
1	1	1	1	1990	6	1
1	1	7		1985	2	1
3	3	1	2		3	1
1	1	3	2	1982	4	1
2	3	1	1	1959	1	1,2,4
1	1	1	2	1970	6	1
1	2	1	2	1957	1	
1	1	1	2	1983	4	1,3
1	2	1	1	1993	6	1
1	1	1	2	1996	1	1,4

**Appendix 10 (continued)**

R44	1963	16	6	4	2				
R45	1996	10			2				
R46	1986	3	6	4	2				
R47	1994	24	6		2				
R48	1998	5	6	5	2				
R49	1992	27	6		2				
R50	1988	20	4	4	1	4	2	1976	1975
R51	1999	3	6		2				

				256341	4	2			2
				123456	1	2			2
					4	2			1
					3	2			1
				264531	1	2			1
					3	2			2
12	3	6	4	14253	1	2			1
				13254	4	2			1

4	1	2	2	1	1	1		4	7
1	1	2	2	1	1	1		6	7
2	1	2	2	1	1	1		2	8
3	2	1	2	1	1	1		8	8
3	1	1	2	1	1	1		4	8
3	1	1	1	1	1	2	2	9	7
5	1	2	2	1	1	1		1	8
1	3	2	2	1	1	1		3	8

1	2	1	1	1963	5	1
3	3	1	2	1994	1	2
1	1	1	1	1991	3	1
3	3	1	2	1971		1
1	1	7	2	1979	7	1
2	3	1	2	1974	0	4
1	1	1	1	1957	1	1.2.3.4
2	2	7		1999	3	3

**Appendix 11****The International Classification of Nonprofit Organisations:****Group 1: Culture and Recreation**

**Organisations and activities in general and specialised fields of culture and recreation.**

**1 100 Culture and Arts**

**1 200 Sports**

**1 300 Other Recreation and Social Clubs**

**Group 2: Education and Research**

**Organisations and activities administering, providing, promoting, conducting, supporting and servicing education and research.**

**2 100 Primary and Secondary Education**

**2 200 Higher Education**

**2 300 Other Education**

**2 400 Research**

**Group 3: Health**

**Organisations that engage in health-related activities, providing health care, both general and specialised services, administration of health care services, and health support services.**

**3 100 Hospitals and Rehabilitation**

**3 200 Nursing Homes**

**3 300 Mental Health and Crisis Intervention**

**3 400 Other Health Services**

**Group 4: Social Services**

**Organisations and institutions providing human and social services to a community or target population.**

**4 100 Social Services**

**4 200 Emergency and Relief**

**4 300 Income Support and Maintenance**

**Appendix 11 (continued)****Group 5: Environment**

**Organisations promoting and providing services in environmental conservation, pollution control and prevention, environmental education and health, and animal protection.**

**5 100 Environment**

**5 200 Animal Protection**

**Group 6: Development and Housing**

**Organisations promoting programmes and providing services to help improve communities and the economic and social well-being of society.**

**6 100 Economic, Social and Community Development**

**6 200 Housing**

**6 300 Employment and Training**

**Group 7: Law, Advocacy, and Politics**

**Organisations and groups that work to protect and promote civil and other rights, or advocate the social and political interests of general or special constituencies, offer legal services and promote public safety.**

**7 100 Civic and Advocacy Organisation**

**7 200 Law and Legal Services**

**7 300 Political Organisations**

**Group 8: Philanthropic Intermediaries and Voluntarism Promotion**

**Philanthropic organisations and organisations promoting charity and charitable activities.**

**Group 9: International**

**Organisations promoting greater intercultural understanding between peoples of different countries and historical backgrounds and also those providing relief during emergencies and promoting development and welfare abroad.**

**Appendix 11 (continued)****Group 10: Religion**

**Organisations promoting religious beliefs and administering religious services and rituals; includes churches, mosques, synagogues, temples, shrines, seminaries, monasteries, and similar religious institutions, in addition to related associations and auxiliaries of such organisations.**

**Group 11: Business and Professional Associations Unions**

**Organisations promoting, regulating and safeguarding business, professional and labour interests.**

**Group 12: (Not Elsewhere Classified)**

Source: Salamon et al. (1999)

## **Appendix 12**

### **Agency Profiles: Age Concern**

Age Concern has its origins in the disclosure of the increased problems facing older people during the Second World War. The Assistance Board, which had administered the provisions of The Old Age and Widows Pensions Act (1940), with the help of the National Council of Social Service and twenty other national voluntary organisations concerned with older people, came together in conference in October 1940. The committee formed from that conference, the Committee for the Welfare of the Aged was the origin of Age Concern England. The committee changed the name to the Old People's Welfare Committee (OPWC). In 1944 the OPWC adopted the new title of National Old People's Welfare Committee (NOPWC) to distinguish it from the growing number of local committees. During the 1970s the great proportion of local groups began to use the name Age Concern, followed by their local identity, thus, Age Concern Birmingham.

The functions of Age Concern are:

- To promote positive attitudes towards older people and ageing
- To influence and develop public policies that affect older people
- To promote effective care for, and services available to, older people
- To encourage choice and opportunity for older people

The Mission Statement of Age Concern is to promote the well-being of all older people and help make later life a fulfilling and enjoyable experience ([www.ageconcern.org.uk](http://www.ageconcern.org.uk) (2002))

Age Concern is resourced from a number of more or less independent sources, while its expenditure profile is almost entirely focused on service provision. Basic financial aggregates are set out in Figure A12.1 below:

**Figure A12.1: Age Concern England, Financial Aggregates 2000-2001**

Net Income for 2000-2001 - £20,811,000
Shops – 1% of total income
Charitable Trading – 20% of total income
Trading subsidiaries – 33% of total income
Fundraising – 35% of total income
Government grants – 6% of total income
Investment income – 5% of total income
Net Expenditure for 2000-2001 - £22,469,000
Management – 2% of total spending
Grants – 20% of total spending
Service for older people – 78% of total spending

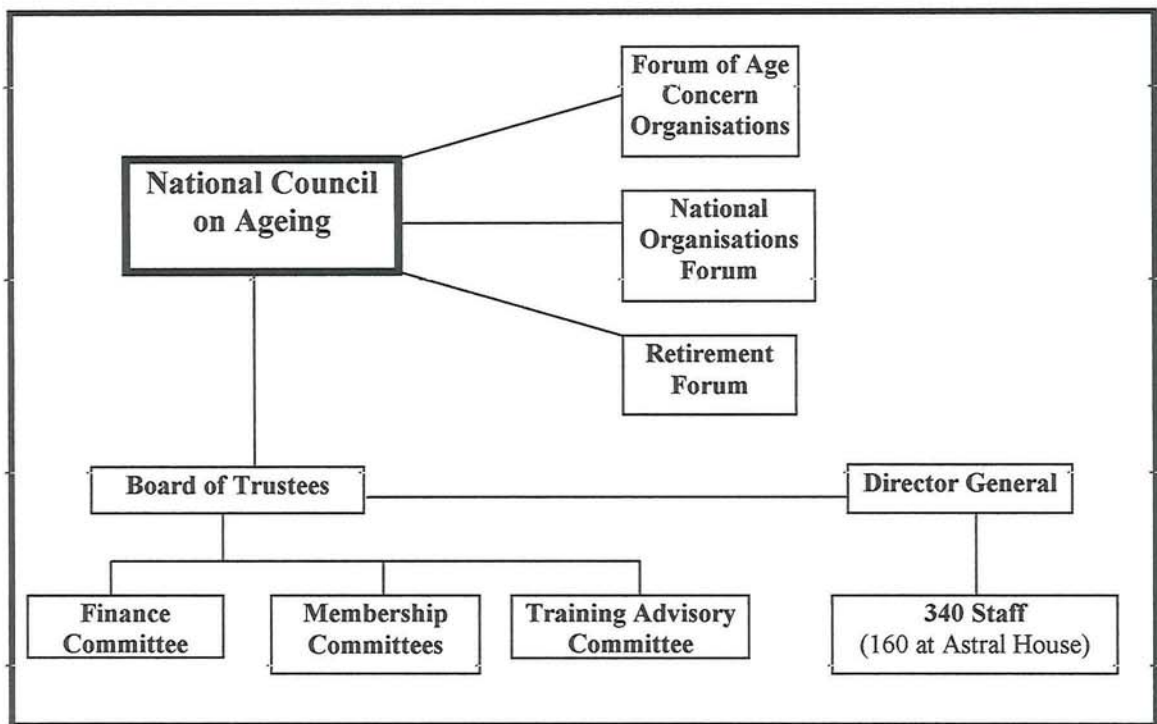
#### Use of Volunteers:

In 1997 there were over 150,000 active volunteers involved in over 120 individual Age Concern organisations. Age Concern England has no mandatory good practice standards in relation to volunteer involvement. There is, however, a Guide (Age Concern, 1997) that offers direction and support to trustees, Chief Officers and managers of Age Concern Organisations in their leadership of work with volunteers.

#### Accountability and Control:

The National Council, which is the governing body of Age Concern England, consists of the Honorary Officers, representatives from National Age Concern Organisations, Age Concern Organisations, National Voluntary Organisations and Retirement organisations.

Figure A12.2 illustrates the control hierarchy of Age Concern England.

**Figure A12.2: The Control Hierarchy of Age Concern England**

Source: [www.age2000.org.uk](http://www.age2000.org.uk) (2001)

### **Age Concern Birmingham (ACB)**

ACB has approximately between 200 and 225 volunteers depending on the season of the year – there are more visitors active in the winter months.

#### **Service Provision:**

There are many services provided with special emphasis on care. Professional services are supplied including advocacy, insurance and legal aid. There are programmes of social events to stimulate companionship. The Minority Ethnic Project involves these communities to providing the same services.

The greater proportion of the ACB volunteers is active within an older persons visiting service.

#### **Accountability and Control:**

Local management follows the same pattern of hierarchy as that displayed by Age Concern England: a Board of Trustees, Chief Executive Officer, professional staff advising committees, and a professional branch manager. There are local guidelines for the recruitment of volunteers, but no firm 'retirement' policy ([www.age2000.org.uk](http://www.age2000.org.uk), 2001).

### **Age Concern Hereford and Worcester (ACH&W)**

(Covering: Wychavon, Worcester & Malvern Hills District including Tenbury Wells)

#### **Service Provision:**

There are between 60 and 70 volunteers, depending on the workload of the various projects. A countywide structure is employed plugging the gaps that the urban AC branches do not cover. The services provided include, a Help and Befriending service and supplying information and advice on insurance and trading. A sitter service and a day centre are also provided. An age resource desk is available and ageing well classes are a regular activity. The Ethnic Minorities Project takes these services to the black and Asian communities in the area. The 'voice of older people' project records the 'histories' of the elderly. There is a continuous fundraising commitment.

([www.users.globalnet.co.uk/~ageres/hw/home.htm](http://www.users.globalnet.co.uk/~ageres/hw/home.htm))

Most of the ACH&W volunteers are active in providing a respite service for home carers of the disabled scattered over a large rural area.

#### **Control:**

There are local guidelines for the engagement of volunteers. At the time of the interview (Prail, 1999) the handbook for recruitment policy was being redesigned. The guidelines have only advisory status. Ultimately the project manager has discretion in the final decision of accepting recruits. There is no retirement policy.

### **Appendix 13**

#### **Agency Profiles: Citizens Advice Bureau**

The Citizens' Advice Bureau Service originated in 1939 as an emergency service during World War II. Within the first month of the war 200 bureaux had been set up in houses, town halls, libraries and churches. These offices were staffed by social workers or trained counsellors, backed by the National Council for Social Services. In the post-war years, Government funding was channelled away from the Service and alternative funds had to be sought. Charitable trusts provided support but the number of CABs had halved by 1953. The impact of the Rent Act (1957) forced the Government to resume funding in 1960. By 1970 the committed volunteers were required to undertake rigorous training to provide the necessary quality of service. The increasing inequality and unemployment of the 1980's generated a rapid rise in the number of clients. The CABs were to use the information they were collecting from the thousands of clients in subsequent policy discussions with the Government ([www.thevillage.org.uk/cab/history.htm](http://www.thevillage.org.uk/cab/history.htm), 2002).

#### **Service Provision**

CABs help citizens to solve a range of household problems which are central to people's lives, including debt and consumer issues, benefits, housing, legal matters, employment, and immigration. CAB advisers can fill out forms, write letters, negotiate with creditors and represent clients at court or tribunal. In 1999/2000 the main category of problems and the numbers handled were:

- Benefits – 1,757,323 clients
- Consumer and utilities – 1,217,237 clients
- Employment – 686,641 clients
- Housing – 619,886 clients
- Legal – 503,421 clients
- Relationships – 415,178 clients
- Tax – 159,977 clients
- Other – 747,112 clients

#### **Resourcing:**

Figure A13.1 sets out the funding basis for the individual CABs for 2000-2001.:

**Figure A13.1: Income Sources of CAB**  
**(by percentage of total income)**

- Private sector – 1% of total income
- National Lottery – 8% of total income
- Charitable trusts – 3% of total income
- Single regeneration – 2% of total income
- Community legal services – 15% of total income
- Health Authority, including joint Health & Local Authority – 4% of total income
- Total Local Authority funding – 59% of total income
- Other – 8% of total income

Net income for the financial year 2000-2001 amounted to £22,640,000,  
 Government grants £16,450,000 (72.7%)  
 Expenditure amounted to £21,704,000.

#### Volunteers:

There were, as of 2001, more than 26,000 people working in the Service, including 21,581 volunteers being 82% of the work force, the remainder being paid employees. Volunteers function as CAB advisers, administrators and trustee board members.

#### Control:

Each local CAB is constituted an independent charity, relying on funding from the local authority and from local business, charitable trusts and individual donations. Each bureau belongs to the National Association of Citizens Advice Bureaux, which sets standards for advice, training, equal opportunities and accessibility.

#### Size:

Five million people seek help from Citizens Advice Bureaux every year. There are 2000 CAB outlets in England, Wales and Northern Ireland.

### **Citizens' Advice Bureau Oxford**

The branch was established in 1940. During 1998/99 the staff helped in excess of 11,000 people with over 25,000 issues. Friends of the CAB raised funds from a variety of sources (including NACAB; National Lotteries Charities Board) especially for capital expenditure to improve premises and client facilities. As of 1998/99 CAB Oxford had 57 Volunteer advisers and trainees, 26 Volunteer Administration, 23 Management Committee Members and nine paid staff members, of which three were also members of the Management Committee (Scott, 1999).

### **Citizens' Advice Bureau Worcester**

The CAB opened in Worcester in June 1975 with 22 advisors. Previously the local Authority had offered an advice service. By 1986, although there still only 29 staff, the Bureau dealt with 14,838 enquiries on the basis of a budget of £27,000. In 2001 CAB Worcester had a team of 64 staff, including the committee, paid and unpaid workers answering over 21,000 enquiries a year ([www.worcestercab.org.uk](http://www.worcestercab.org.uk), 2002). Of this team of 64 staff, there are approximately 40 volunteers (Gardner, 1999)

## Appendix 14

### Agency Profiles: The Scout Movement

Baden Powell's *Scouting for Boys* was published in 1908 and was initially intended for use by existing youth organisations. Boys, however, who were not participating in any of these organisations set themselves up as Patrols of Scouts. To assist these very democratic groups of Scouts an Association was formed in 1909. The movement developed quickly into an international organisation, the first World Jamboree being held in 1920 in London. The Leaders were all initially male, but as the Association grew it became difficult to find sufficient men willing to lead especially the youngest boys in the Cub Packs. The formal acceptance of female leaders came in the first amendment of Policy Organisation and Rules in 1938. It was another forty years before the Movement opened up the Venture Scout section to female membership ([www.scoutbase.org.uk/library/books/history/index.htm](http://www.scoutbase.org.uk/library/books/history/index.htm) (2002)).

#### Function:

The aim of The Scout Association is to promote the development of young people in achieving their full physical, intellectual, social and spiritual potential, as responsible citizens and as members of their local, national and international communities. This aim is to be pursued by providing an enjoyable and attractive scheme of progressive training, based on the Scout Promise and Law and guided by adult leadership.

#### Resourcing:

##### *Finance*

The Annual Accounts for 1999-2000 showed income of £10,383,000 and expenditure of £10,545,000, when the net gains on investments and balances brought forward from the previous year were included a balance was to be carried forward of £33,307,000.

##### *Volunteers*

The Scout Association is an association of members. All leaders are member volunteers, though there are paid full-time advisers and administration staff at Headquarters in London. The Census of Membership in the UK for the year 1999-2000 showed that there were 86,432 uniformed leaders and 14,829 non-uniformed volunteers who gave organisational support.

**Control:**

The Scout Association exists by authority of a Royal Charter granted in 1912 with supplemental Charters granted on four other occasions, the latest in 1991. There are elected and constitutional bodies at each level of the organisation, Headquarters, County, District and Branch.

**Size:**

At the first UK census in 1910 there were 106,937 members. The first World census in 1922 gave a total of 1,019,205 members. In 1995 the world total was 25,000,000. The number of units operating in the UK in the year ended 31 March 2000 is as follows:

**Figure A14.1: Unit Structure, Scout Association**

Scout Counties/Areas	113	Beaver Scout Colonies	7,624
Scout Districts	959	Cub Scout Packs	9,681
Scout Groups	9,160	Scout Troops	7,816
	Venture Scout Units	3,009	

As indicated above the UK is divided into Counties; within each County there are a number of Districts; within each District there are a number of Groups; within each Group may consist of any one or a combination of two or more of the following units that cater for different aged young people, boys and girls; Beavers, 6 to 8 years old; Cub Pack, eight to 10 years and six months; Scout Troop, 10 years and six months to 15 years and six months; Venture Unit for 15 years and six months to 20 years old. Each unit is responsible for its own programme within the guide-lines of Policy, Organisation and Rules, the Scout Association manual.

**Hereford Scouts (South Hereford District)**

Scouting began in Hereford City sometime during 1911, but was formalised in September 1912. It is a geographically large district covering the area of the county south of Leominster. There are 27 Groups involving approximately 150 volunteers, including non-uniformed helpers, working with approximately 900 young people (Rusher, 1999).

**Oxford Scouts (Spires District)**

Scouting began during 1912 or 1913 in Oxford, but Spires District is relatively new growing in line with the expansion of the city associated with the 1960s building programme. There have been recession and cessations over the years and the present District composition of active Groups was consolidated in the early 1980s. There are 21 Groups in the District involving approximately 250 uniformed and lay volunteers to work with approximately 1550 young people (Jarvis, 1998).