

The Charities Regulator Survey of Charities

An Amárach Briefing on behalf of:



Carthanas Charities Regulator

An Rialálaí

June 2023/S22-163

Research Methodology





Notes for this Report:

Rounding may impact on single code question totals (+/- 100%)

* Denotes new statement/question in 2022

** Most of the survey participants (60%) classified themselves as charity trustees, a significant increase since 2020 (51%) which may be a contributing factor in some of the reported differences between the two studies.

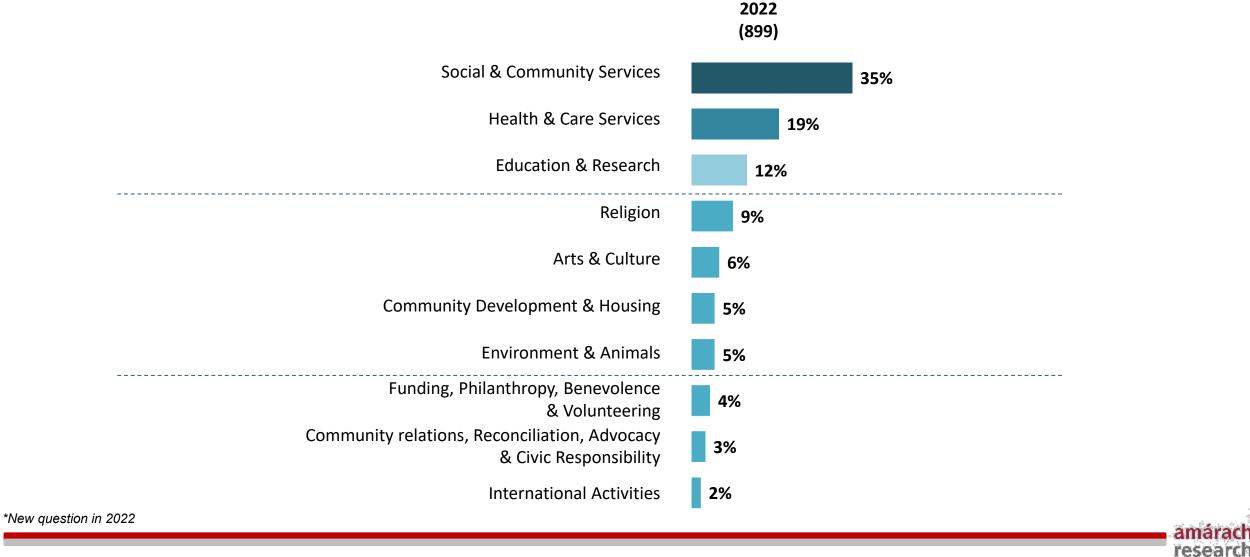
- Amarach Research was commissioned by the Charities Regulator to gauge the current position of the sector
- The online survey was distributed to over 17,000 charity / sector contacts by the Charities Regulator and hosted by Amarach Research
- In total, 899** completed surveys were achieved, a response rate of 5.1%
- Fieldwork ran from the 17th November 2022 to 5th January 2023
- Comparisons are drawn with the 2020 research findings where possible



The Charity Sector

A broad range of charities participated with charities providing Social & Community services most widely represented

(Base: All respondents)



Q9: Which of the following headings best describes the main area of activity of your charity?

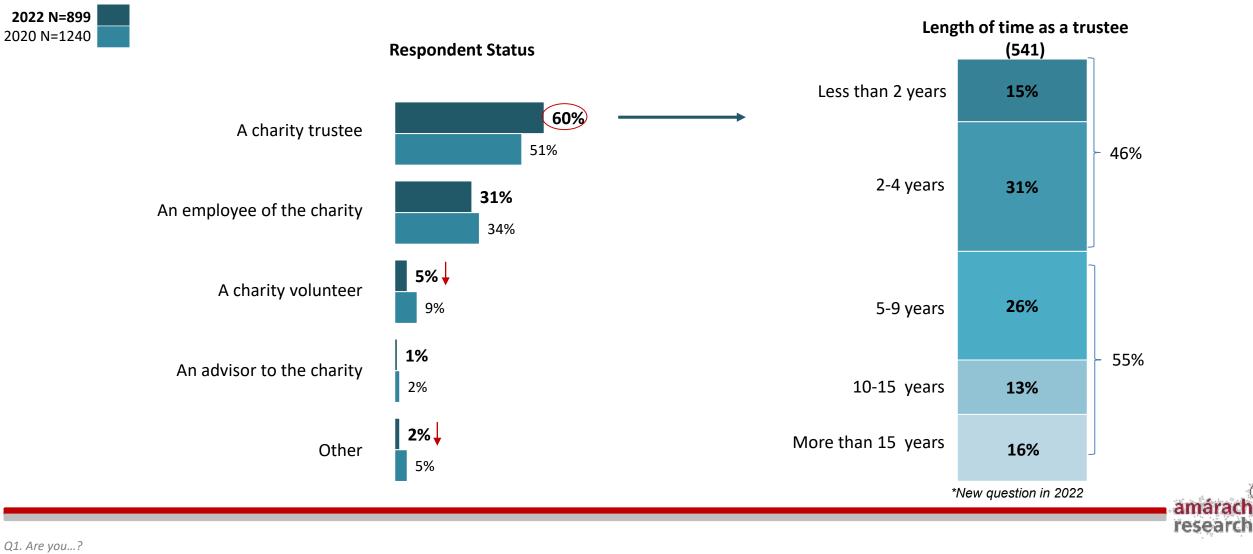
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6 in 10 survey participants are charity trustees and over half of these (55%) have been a trustee for more than 4 years

(Base: All respondents)



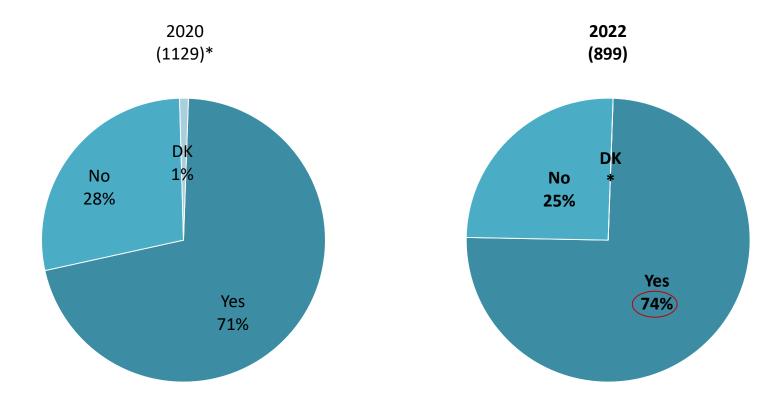
An Rialálaí Carthanas Charities Regulator

Q1a How long have you been a charity trustee? (if you have been / are a charity trustee for more than one charity, please calculate the time from when you first became a charity trustee)

Charity Survey 5

Three quarters of survey participants said their charities use volunteers, showing an increase since 2020

(Base: All respondents)





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Charities Regulator



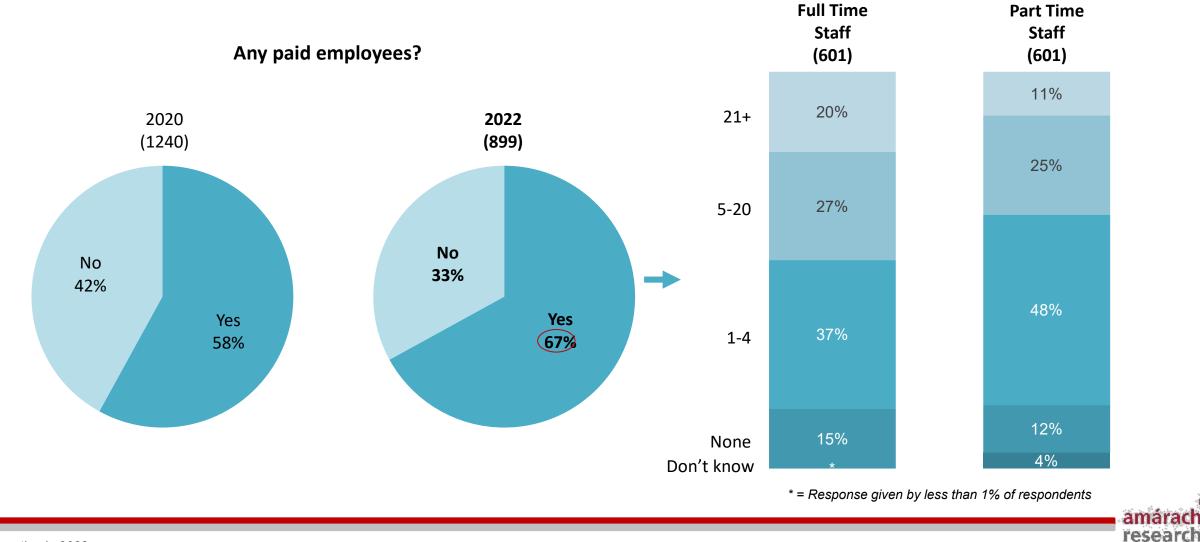
* Question not asked of volunteers in 2020

Q2. Other than charity trustees, does your charity have volunteers?

Charity Survey 6

The proportion of charities with paid employees has also increased. 1 in 5 survey participants said their charity employs more than 20 full-time staff

(Base: All respondents)



*New question in 2022

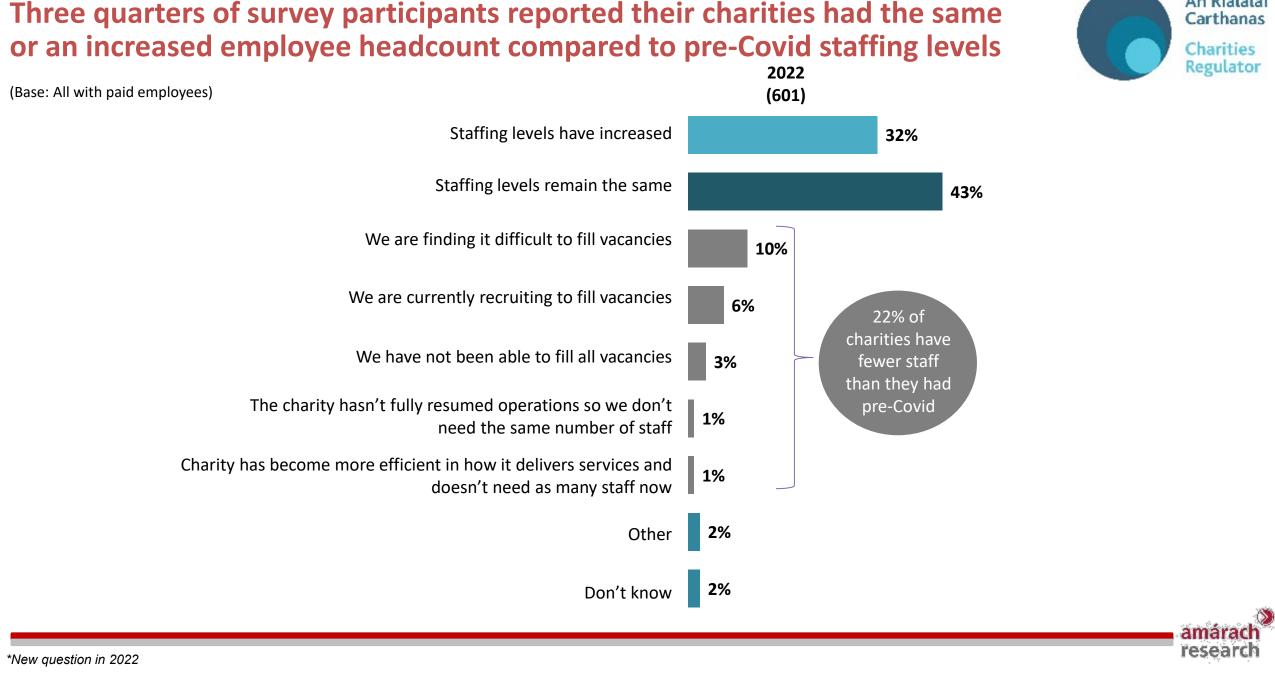
Q3 Does your charity currently have any paid employees? Q3a/b Approximately how many paid full-time/part-time employees does it have?

Charity Survey 7

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Q3c Which of the following statements best describes paid staff levels in your charity now compared to 2 years ago (i.e. before the Covid-19 pandemic)

Charity Survey 8

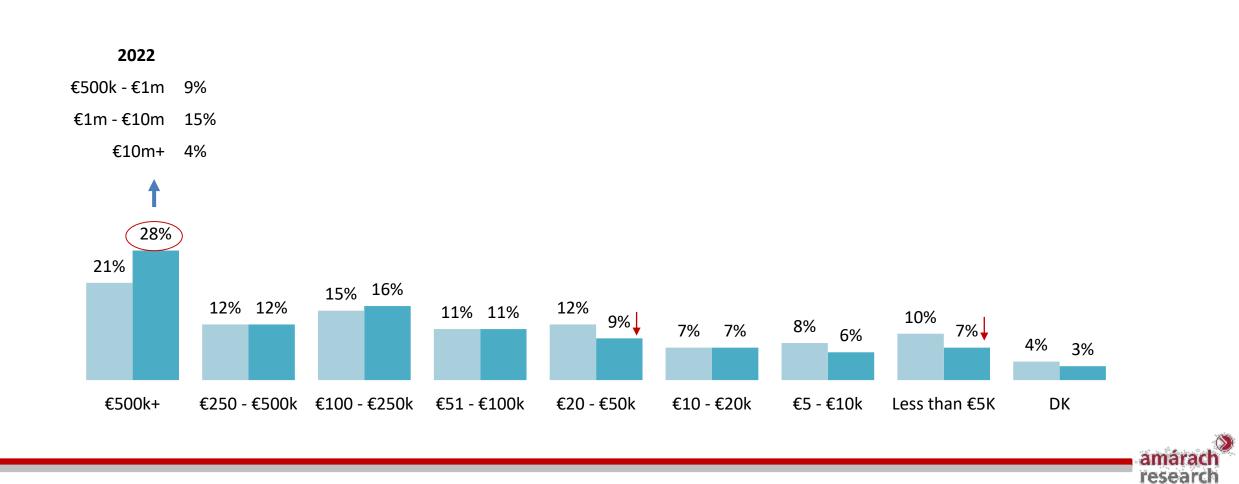
An Rialálaí

Most survey participants (68%) reported having an annual income of less than €500k and 1 in 5 (20%) reported an income of less than €20k per annum



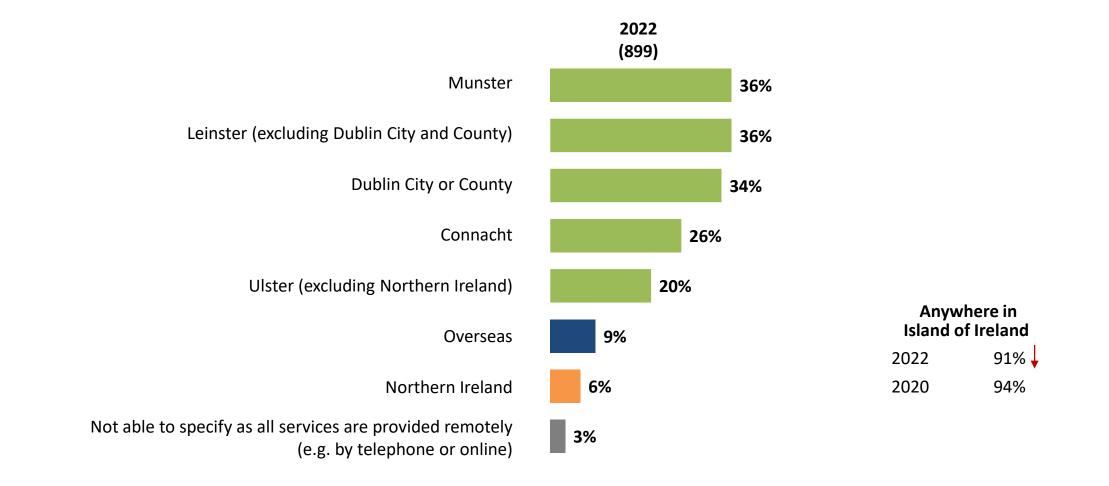
(Base: All respondents)

2022 N=899 2020 N=1240



Q4. What was the total annual income of your charity in the last full financial year?

9 in 10 survey participants said they provided services within the island of Ireland (Base: All respondents)





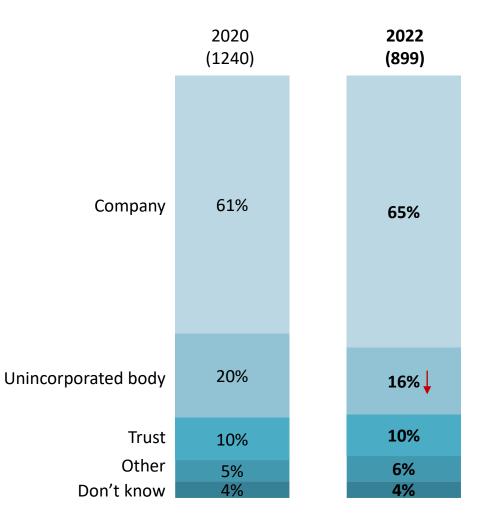
* Question change in 2022

Q5. Where does your charity provide most of its services (i.e. geographically where are the majority of beneficiaries located)?

Charity Survey 10

amarach research The most common legal form for charities as reported by survey participants continues to be a company followed by an unincorporated body, though this has dropped slightly in 2022





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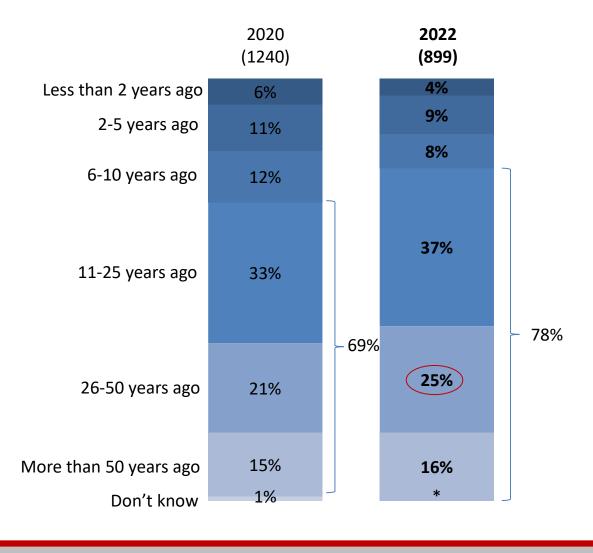
Charity Survey 11

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The proportion of survey participants who said their charities were in operation for 11+ years is considerably greater in 2022 (78% vs 69%)

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(Base: All respondents)



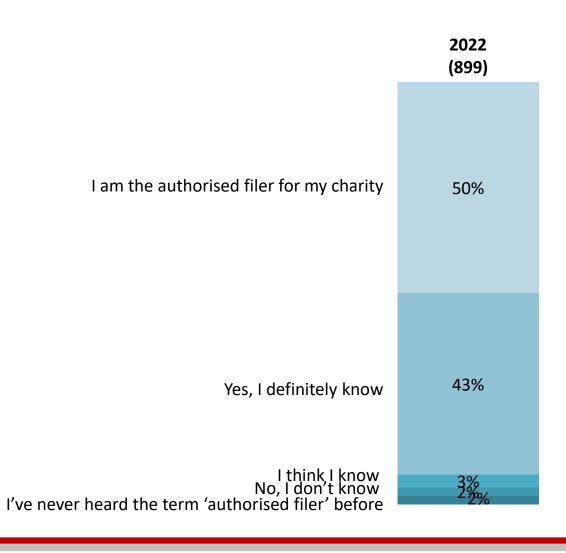
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Q7. When was your charity established (i.e. when was it started up)?

Charity Survey 12

Half of those who completed the survey are the authorised filer for their charity. Just 1 in 14 (7%) were unaware of their charity's authorised filer.

(Base: All respondents)





*New question in 2022

Q22: Do you know the identity of the authorised filer for your charity (i.e. the person(s) in your charity, or the external advisor, who is responsible for filing your charity's annual report and updating charity trustee and other details on the Register



Charity Survey 13

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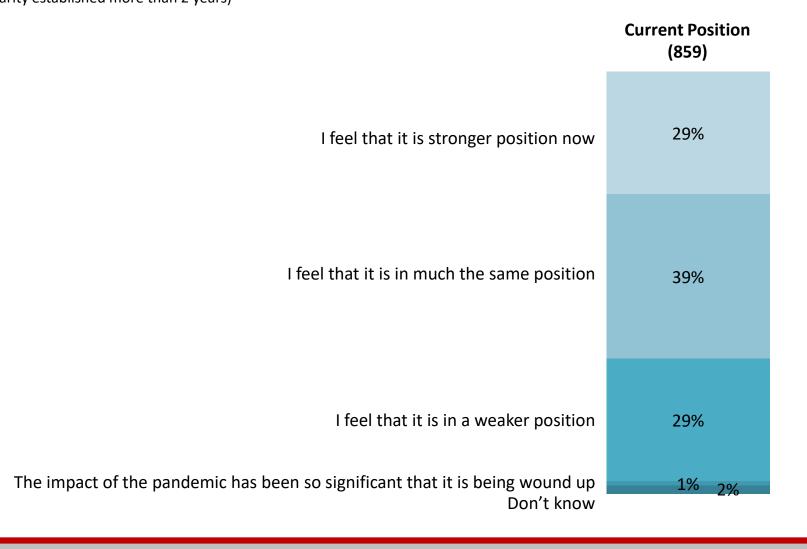
Charity Operations

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Survey participants reported their charities as having had mixed experiences over the past couple of years. 4 in 10 report being in the same position as they were pre-Covid, while 3 in 10 report being in a stronger position and the same proportion feel their charity is now in a weaker position [Base: Charity established more than 2 years]



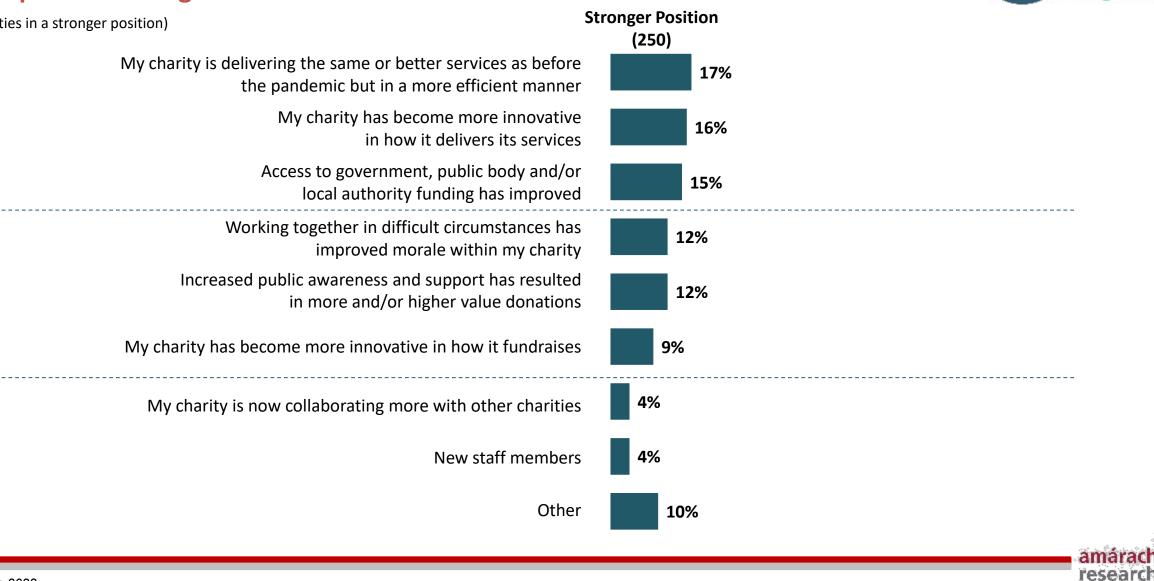
research



*New question in 2022

Q14: Thinking about the position your charity was in at the beginning of 2020, (i.e. before the Covid-19 pandemic) and where it is now, which of the following statements do you think best represents its current postharity Survey 15

Survey participants reporting that their charities are in a stronger position postpandemic attribute this to increased efficiencies, innovative service delivery and access to public funding



(Base: All charities in a stronger position)

*New question in 2022

Q14a: What do you think is the main reason for your charity being in a stronger position now than it was in early 2020 (i.e. before the Covid-19 pandemic)

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Conversely, those reporting that their charities are in a weaker position attribute this to reduced public funding, staffing losses and the (related) inability to return to full service delivery Weaker Position

(Base: All charities in a weaker position)

	(=)
Obtaining government, public body/ local authority funding is harder now	17%
/ My charity was unable to retain all its staff volunteers during the pandemic & struggling to recruit replacements	17%
My charity has not yet been able to return to the same level/ quality of services as it delivered before the pandemic	15%
Working in difficult circumstances e.g. remote working/virtual meetings has had a negative impact on morale within my charity	12%
My charity has not changed how it fundraises and is lacking in innovation	6%
Public awareness and support for a small number of frontline charities has risen significantly and this has had a negative impact on donations to my charity	5%
Balancing increased demand for services with reduced funding/staffing	5%
My charity has not really been able to adapt to changing circumstances	3%
Other	17%
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(247)

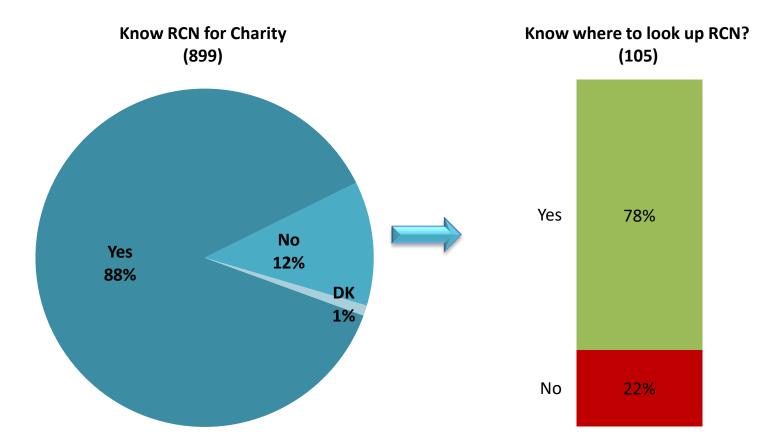
*New question in 2022

Q14b: What do you think is the main reason for your charity being in a weaker position now than it was in early 2020 (i.e. before the Covid-19 pandemic)

Charity Survey 17

Survey participants have good awareness of their charities Registered Charity Number (RCN)

(Base: All respondents)





*New questions in 2022

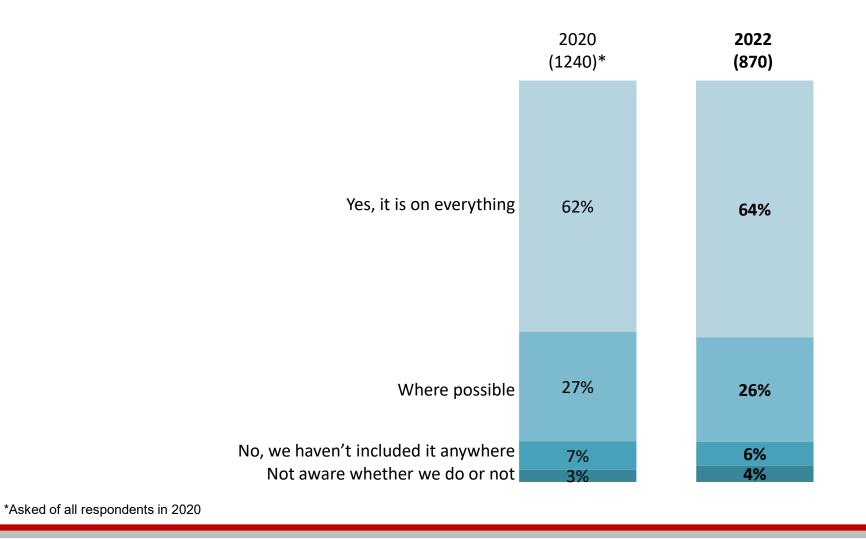
Q8.Do you know the Registered Charity Number (RCN) for your charity? Q8a. Do you know where you can look up your RCN?

Charity Survey 18

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A consistent 9 in 10 survey participants said their charities display their RCN on everything or wherever its possible to display it

(Base: All aware/know where to find RCN)





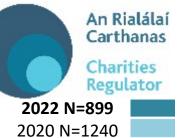
Q8b. Does your charity currently display its Registered Charity Number (RCN) on all documentation, headed paper, website, social media, fundraising material etc?

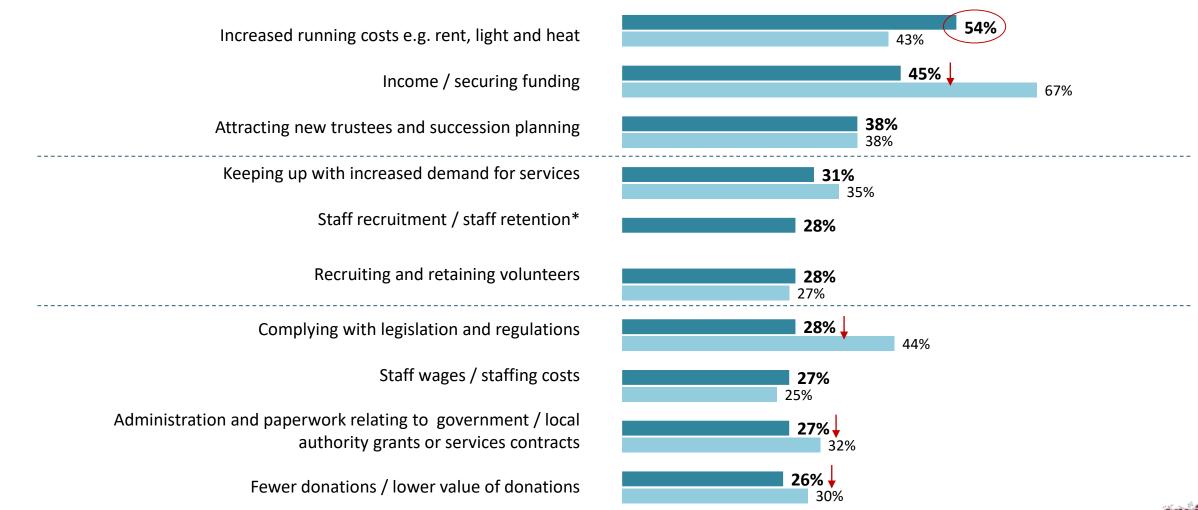
Charity Survey 19

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Increased running costs are reported to be the greatest challenge facing charities in the past 12 months, surpassing funding, with a significant decrease in those citing legal and regulatory compliance as challenge

All Mentions





research

Charity Survey 20

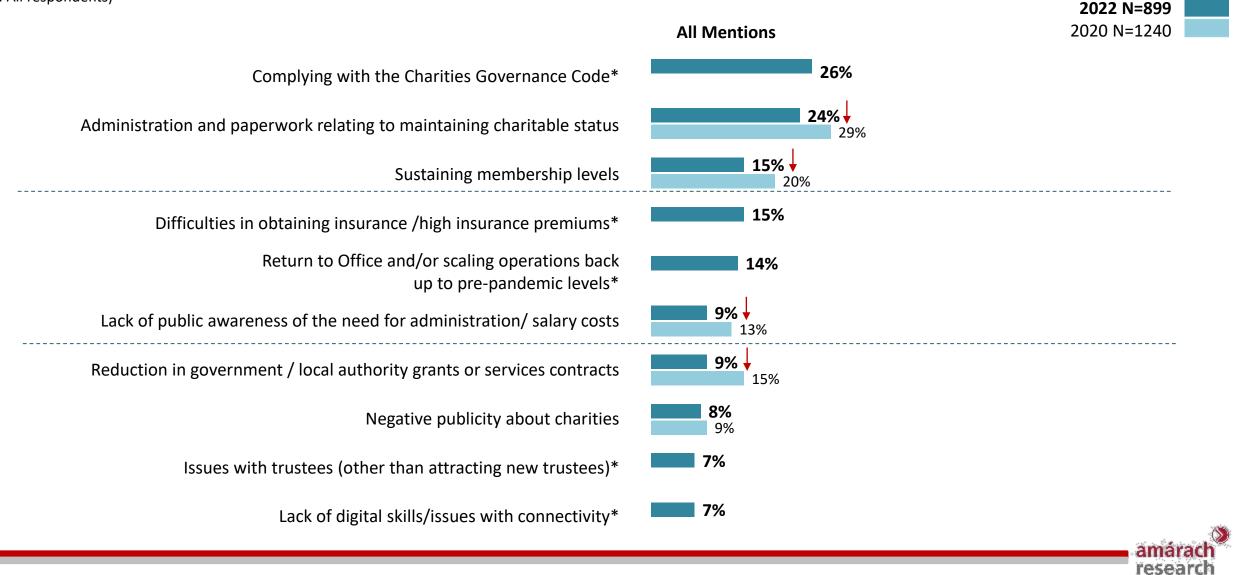
*New statement in 2022

(Base: All respondents)

Q10. In this question we'd like you to focus on the issues your charity has faced in the last 12 months. Select the 5 issues which have been the greatest challenge to your operations since October 2021

Challenges relating to compliance and/or administration are recorded at lower levels in 2022

(Base: All respondents)



*New statement in 2022

Q10. In this question we'd like you to focus on the issues your charity has faced in the last 12 months. Select the 5 issues which have been the greatest challenge to your operations since October 2021

Charity Survey 21

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Survey participants reported that their charities have looked for new funding, volunteers and sought professional advice to address challenges, though 1 in 8 are struggling in this regard

(Base: All respondents)

*New in 2022

2020 (1240)	2022 (899)	
g 38%	329	<i>∕</i> ₀ ↓
5 18%	25%	
5 15%	19%	
e 25%	18%	
' N/A	16%	
/ 15%	14%	
5 17%	13%	
s 9%	12%	
f 6%	11%	
' N/A	11%	
' N/A	7%	
5 4%	6%	
5%	4%	No other individual answer provided by more than 2% of respondents in 2022
e 14%	12%	30000
	 (1240) 38% 18% 15% 25% N/A 15% 17% 9% 6% N/A 6% N/A 5% 	(1240) (899) g 38% 329 s 18% 25% s 15% 19% e 25% 18% 19% 19% s 17% 16% s 17% 14% s 9% 12% f 6% 11% * N/A 11% * N/A 11% * N/A 5% s 4% 6% s 5% 4%

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Q11. What actions did your charity take/is it taking to resolve or address the top issue [Q10(1)] (ranked number 1) you identified? (Select up to 3 of the options)

Funding

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Survey participants reported that their charities rely on a diverse range of funding sources with government/public funding increasing significantly since 2020 and a drop in traditional fundraising 2020 2022

(Base: All respondents)	(1240)	(899)	
Central government or local authority grants or funding*	40%		49%
Other public bodies e.g. HSE	18%	32%	
Fundraising events organised by or for your charity	32%	26%	
Fees for services	24%	25%	
Philanthropic or corporate bodies	19%	23%	
Unsolicited donations from the public including bequests	23%	23%	
Fundraising campaigns	23%	20%	
Donations from members/staff/volunteers	20%	16% 🗸	
Subscriptions or membership fees	15%	16%	
Traditional cash collections e.g. street, church gate, boxes in shops	23%	14%	
Commercial activity e.g. charity shop, sale of branded merchandise, renting out premises	14%	14%	
Online collections e.g. via Facebook page / direct marketing appeals	9%	10%	
Donations of goods or services	9%	9%	
Donations from participant(s) sponsored in national or local event e.g. Dublin marathon	9%	8%	
Lotteries or draws, including National Lottery	5%	2%	

* Question change in 2022

Q12: Typically, what are the main sources of funding of your charity? (Select up to 5 options)

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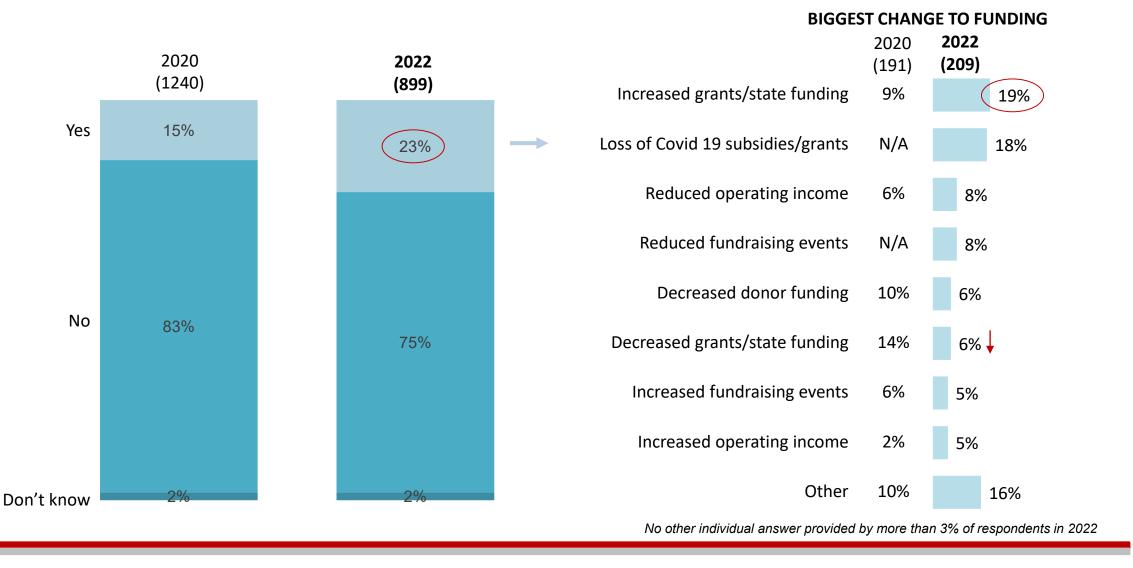
Charities

Regulator

1 in 4 survey participants reported that their charities' main funding sources have changed with mixed impact

(Base: All respondents)





Q13a. Have your main sources of funding changed in the last 2 years? Q13b What has been the biggest change to your main sources of funding over the last 2 years?

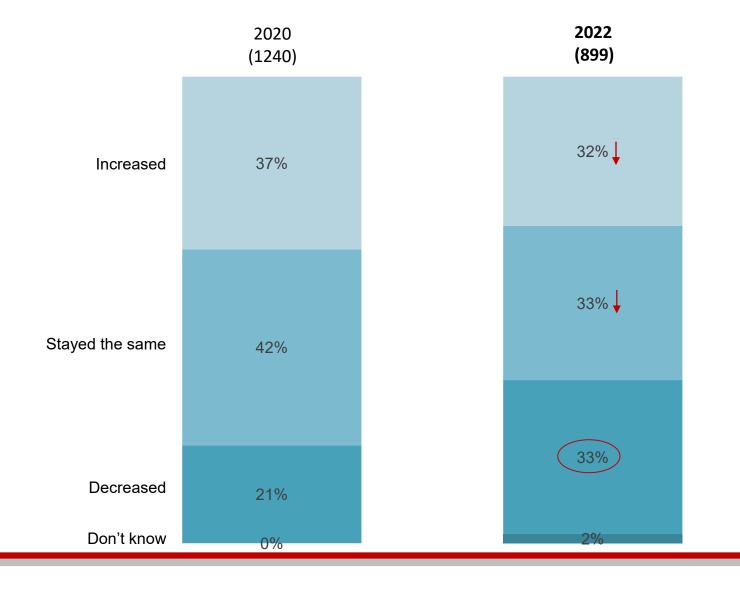
Charity Survey 25

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Survey participants reported that their charities have experienced considerable changes to their funding in the last 2 years



(Base: All respondents)

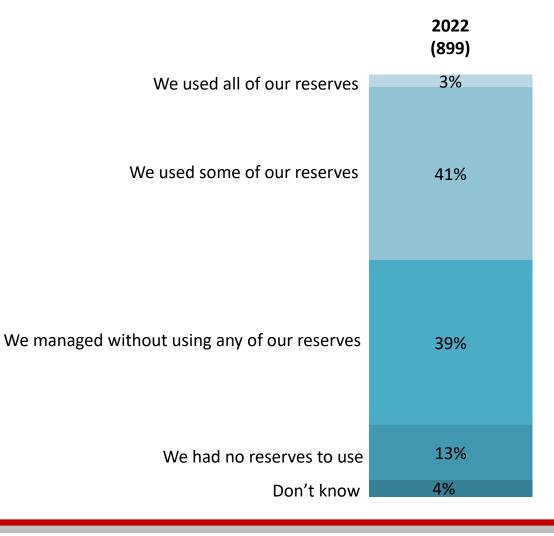


Q13. (Prior to the Pandemic in 2020) Has your funding (income) increased or decreased in the last 2 years?

Charity Survey 26

amarach research 4 in 10 survey participants reported that their charities (44%) have had to use some or all of their financial reserves to continue operating since the onset of the pandemic

(Base: All respondents)





*New question in 2022

Q15: In terms of finances, has your charity needed to use any of its financial reserves in order to keep operating since early 2020?

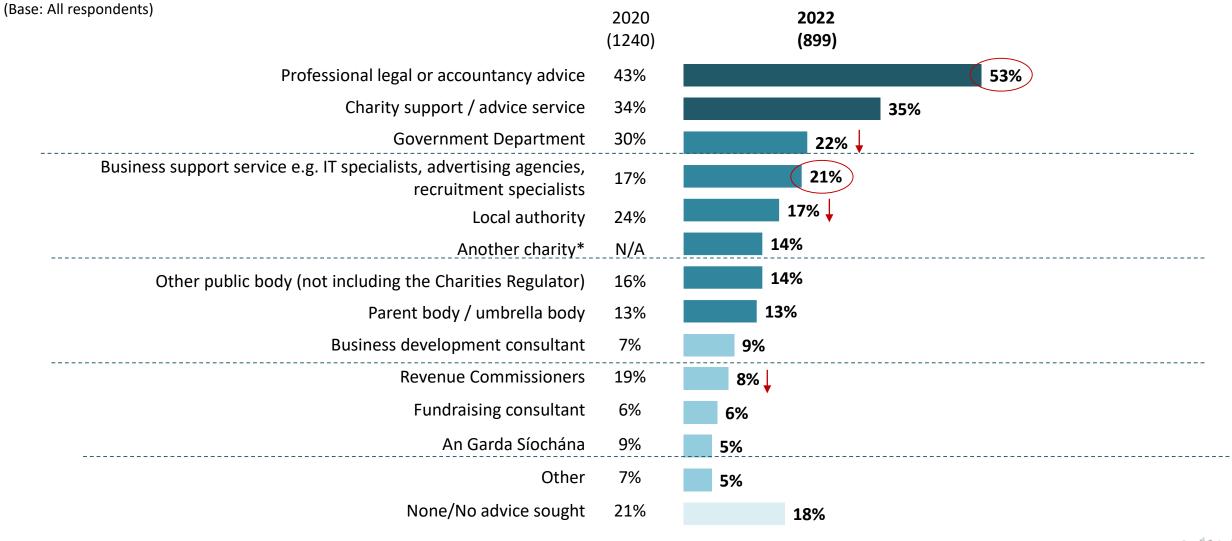
Charity Survey 27

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Sources of Advice & Guidance

Demand for professional advice and business support services increased over the past year while approaches to local authorities and other public bodies decreased





*New response option in 2022

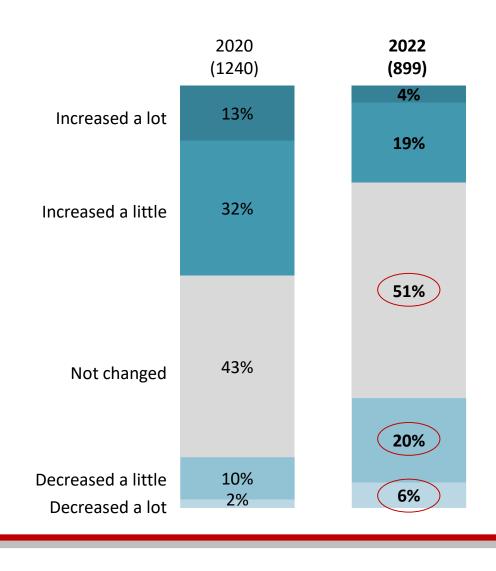
Q16. In the last 12 months has your charity sought guidance or advice from any of the following bodies?

research

Public Trust & Confidence

While half the survey participants believe public trust & confidence in the charity sector has not changed, 1 in 4 feel this has reduced, representing a significant change over the last two years (Base: All respondents)





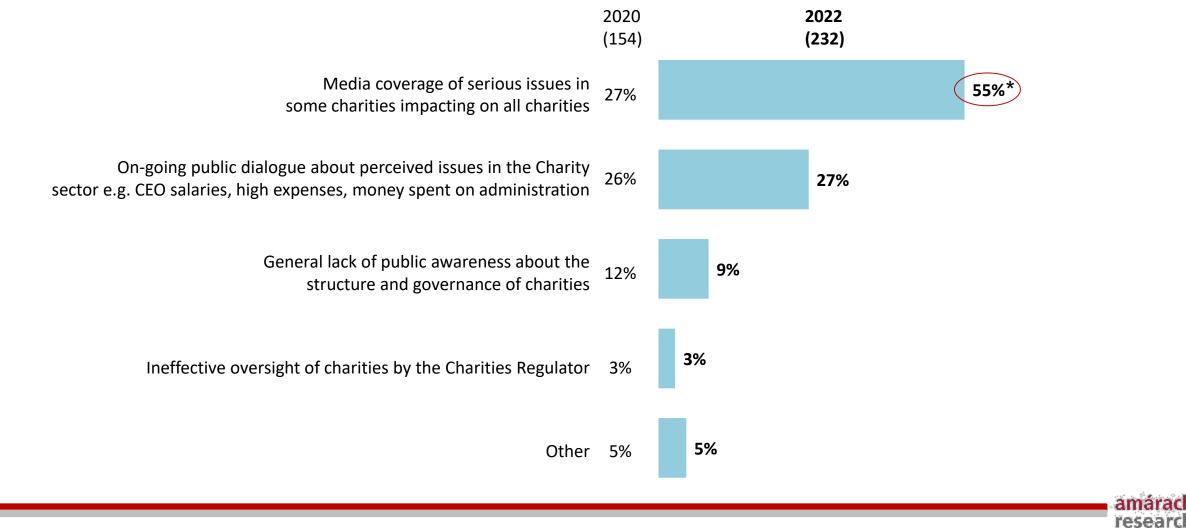
Q17. Over the last 12 months do you think public trust and confidence in charities has:

Charity Survey 31

amarach research

Those who believe public trust has declined, cite media coverage as the main cause of this change

(Base: All who believe public trust and confidence has decreased)



*'Negative media coverage about charities generally' was recorded at 21% in 2020. This response option was removed in 2022 and may account for the increase in Media coverage above (55%).

Q17a What do you think has been the main cause of this decrease in public trust and confidence

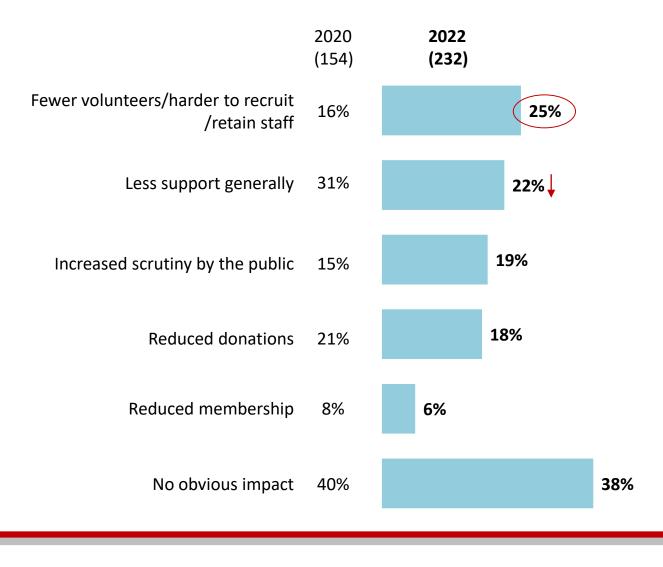
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Charities Regulator For those who have been impacted by lower trust levels, fewer volunteers and difficulty recruiting/retaining staff is most widely mentioned, up 9%pts since **2020.** However 38% reported no obvious impact to their charity.



(Base: All who believe public trust and confidence has decreased)



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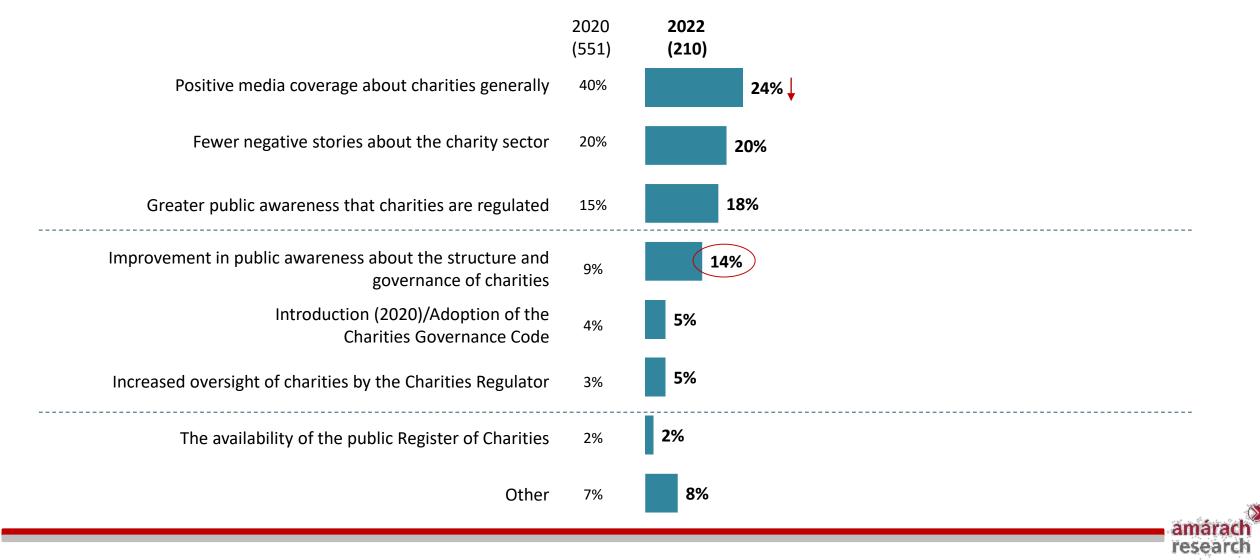
Q17b What impact do you think this decrease in public trust and confidence has had on your charity?

Charity Survey 33

Positive media coverage was most widely mentioned by the 23% who feel there has been an increase in public trust and confidence. An improvement in public awareness of the structure and governance of charities was also noted.



(Base: All who believe public trust and confidence has increased)

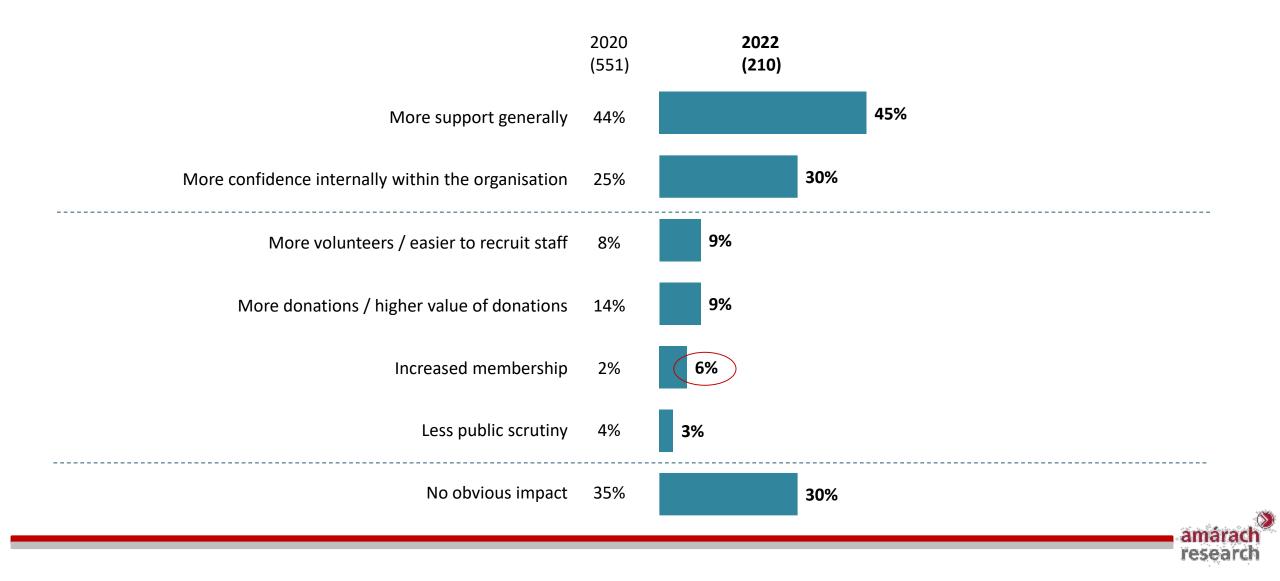


Q17c What do you think has been the main factor behind this increase in public trust and confidence?

As was the case with decreased trust, increased trust has no obvious impact for a cohort of charities though the confidence it generates within an organisation cannot be overlooked



(Base: All who believe public trust and confidence has increased)



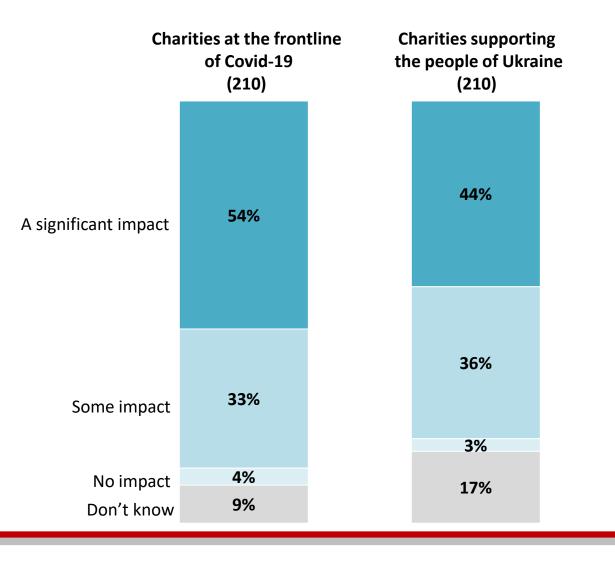
Q17d What impact do you think this increase in public trust and confidence has had on your charity?

Charity Survey 35

Survey participants cited the work done by charities during Covid-19 and in support of the people of Ukraine as having a positive impact on public perceptions of the sector



(Base: All who believe public trust and confidence has increased)



*New question in 2022

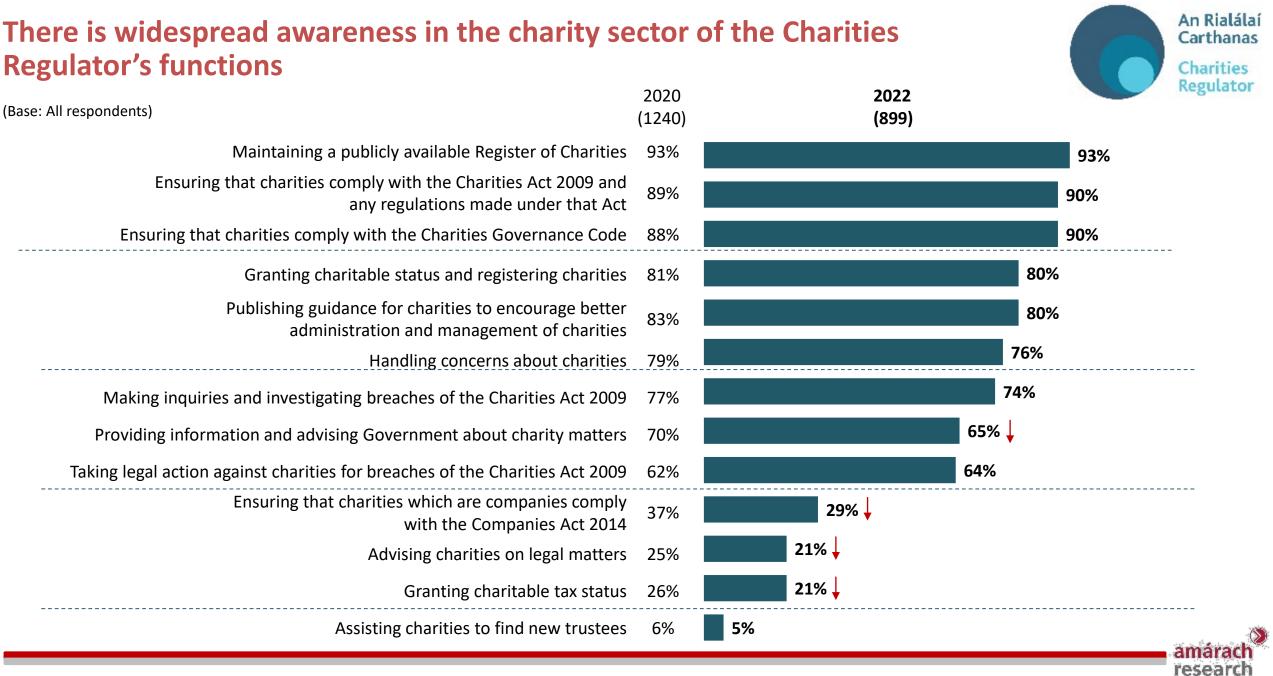
Q17e What impact has the increased public awareness of the role played by charities in the following had on this improvement in public trust and confidence in charities?

Charity Survey 36

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COMPLIANCE

The Charities Regulator



Q18 Which of the following functions do you think the Charities Regulator is responsible for?

Regulator's functions

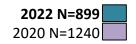
(Base: All respondents)

Charity Survey 38

More survey participants feel many of the governance and operational matters assessed should be the responsibility of the charity itself, with the Regulator responsible for improving trust & making information accessible to the public



(Base: All respondents)



	The Charity Itself	Equally Charities Responsible Regulator
Ensuring that a charity is well run	60%	5% 35%
	54%	6% 40%
Ensuring that a charity operates in an ethical way	55%	4% 41%
	48%	6% 46%
uring that a charity is transparent and accountable		50%
- · ·	41% 7%	52%
Ensuring that a charity operates within the law		9%
	31% 12%	57%
Publishing a list of the current charity trustees	40%	19% 41%
	36% 19	9% 45%
Ensuring that the public has access to information	30% 16%	54%
ut how a charity is providing a benefit to the public	26% 16%	58%
uring the public has access to charity accounts and financial reports	29% 22%	49%
	25% 24%	51%
Improving public trust in the charity sector	9% 34%	56%
	8% 30%	62%

Ensuring that a charity is t

Ensuring that the pub about how a charity is prov

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Charity Survey 39

research

Sentiment towards the Regulator remains positive though there is evidence of declining agreement with some statements

(Base: All respondents)

2022 N=899 2020 N=1240

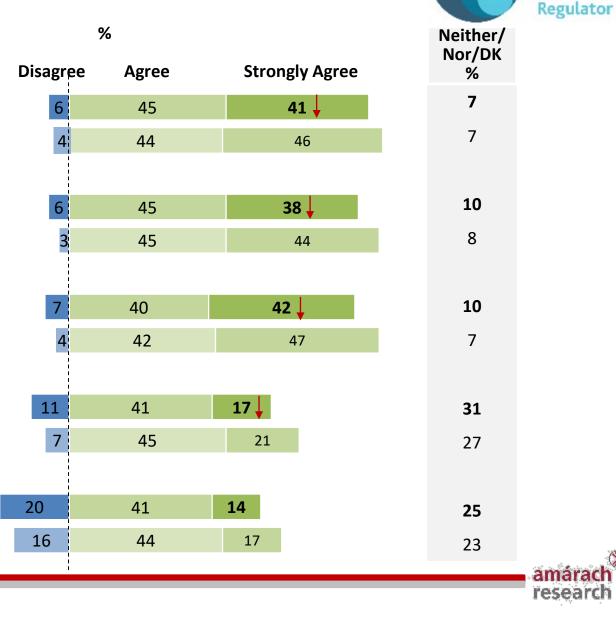
> I trust the Charities Regulator to act in the public interest when deciding whether to investigate or take legal action again

I trust the Charities Regulator to make effective decisions when granting or refusing charitable status/ applications for reg

I trust the Charities Regulator to treat charities fairly and proportionately

Increased regulation and the introduction of the Charities Governance Code is improving trust and confidence in the sector

Completing the annual report for the Charities Regulator is very straightforward

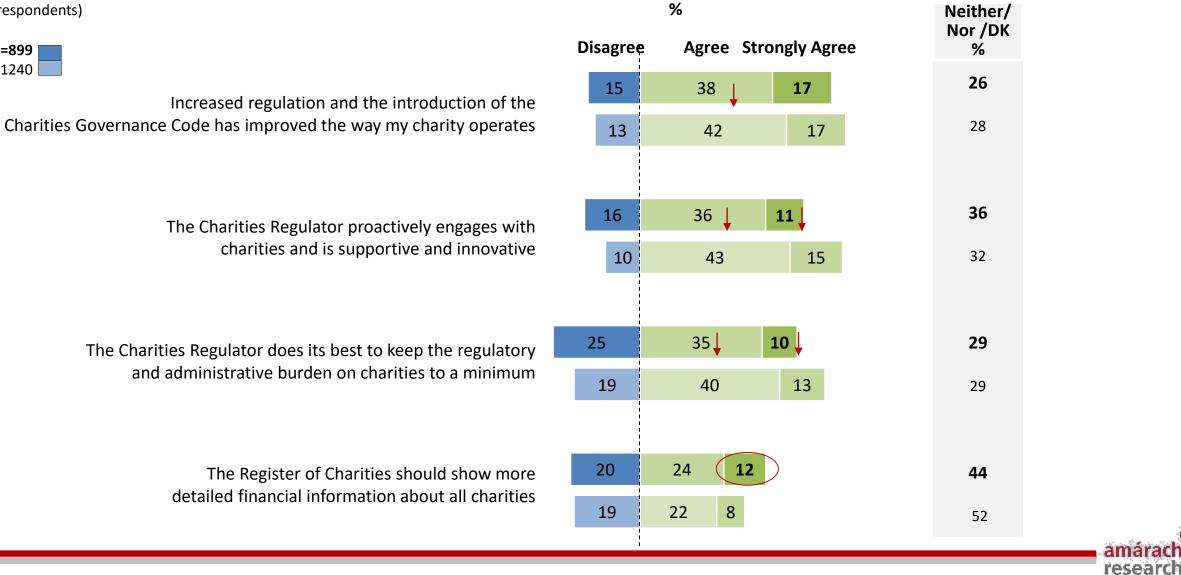


Q20 For each of the following statements select the response which most accurately reflects your opinion

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The impact of increased regulation remains positive and there is greater support for financial transparency. However 1 in 4 would like to see more done to ease the administrative burden.

(Base: All respondents)

2022 N=899 2020 N=1240

Q20 For each of the following statements select the response which most accurately reflects your opinion

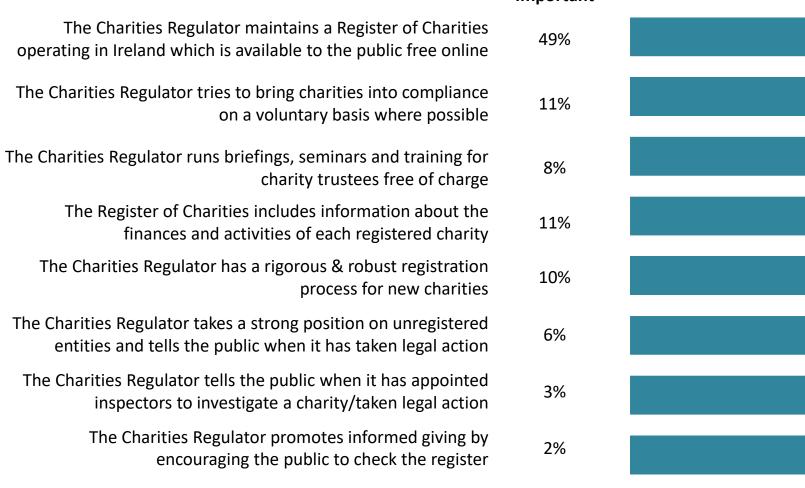
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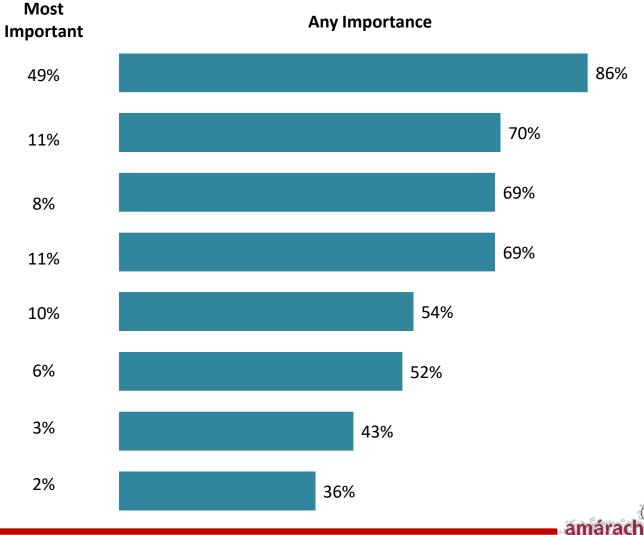
Charities

Regulator

Maintaining the Register of Charities and its approach to regulation are considered the most important aspects of the Charities Regulator operations

(Base: All respondents)





*New question in 2022

Q21. Thinking about how the Charities Regulator operates, please rank the statements below in what you think are the 5 most important, in order of importance.

research

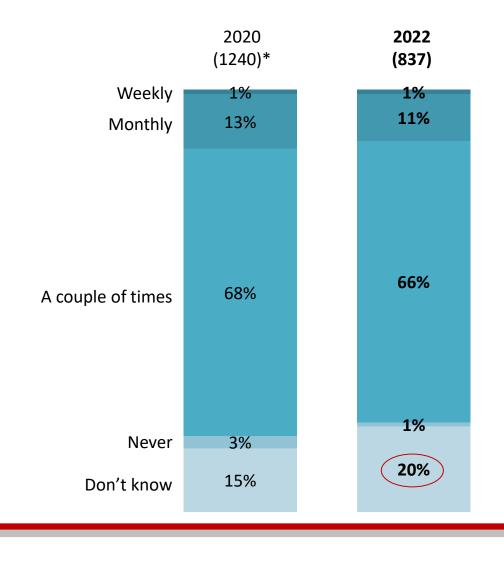
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8 in 10 said the authorised filer for their charity had logged into MyAccount at least a couple of times in the last 12 months

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(Base: All authorised filers/aware of authorised filer for charity)

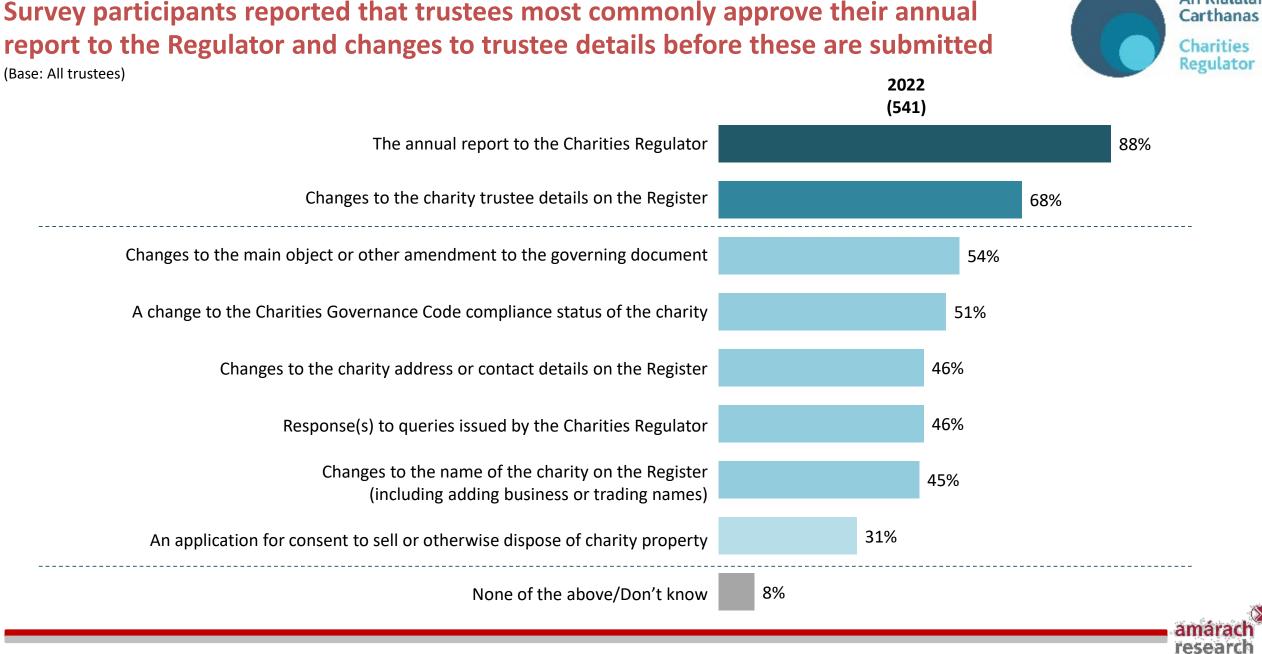


*Asked of all respondents in 2020

amárach research

Q23. Approximately how often in the last 12 months has the authorised filer logged into your charity account on MyAccount (the online system)

Charity Survey 43



*New question in 2022

Q24: Which of the following, if any, do the trustees of your charity approve before submission to the Charities Regulator (select all which apply)

Charity Survey 44

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Almost half (46%) have not contacted the Regulator (or were not aware of any contact) in the past year. Those who have been in contact had a range of reasons, the most common being the online annual report

(Base: All respondents)

	(1240)	(899)		
Query about completing the online annual report	32%	2	24%	
Query about updating or appointing charity trustees*	N/A	14%		
Seeking information about making changes to your charity record such as amending the constitution or changing the name of the charity	16%	13%		
Technical issues with the online system	14%	12%		
Query about completing an online form (other than the annual report)	16%	12%		
Seeking information about the Charities Governance Code	24%	11%		
Providing information or clarification about a new application for charitable status (registration)	10%	5% 🔶		
To provide information in response to a concern raised about your charity		4%	No other individual answer provided by	
Other query	5%	4%	more than 3% of respondents in 2022	
We haven't needed to contact the Charities Regulator	33%		35%	
Not sure/don't remember*	N/A	11%	_ 46% amára	ch
*New response option in 2022			resear	ch

2020

2022

*New response option in 2022

Q25. For which of the following reasons has someone from or representing your charity contacted the Charities Regulator within the last 12 months? (Select all that apply)

Charity Survey 45

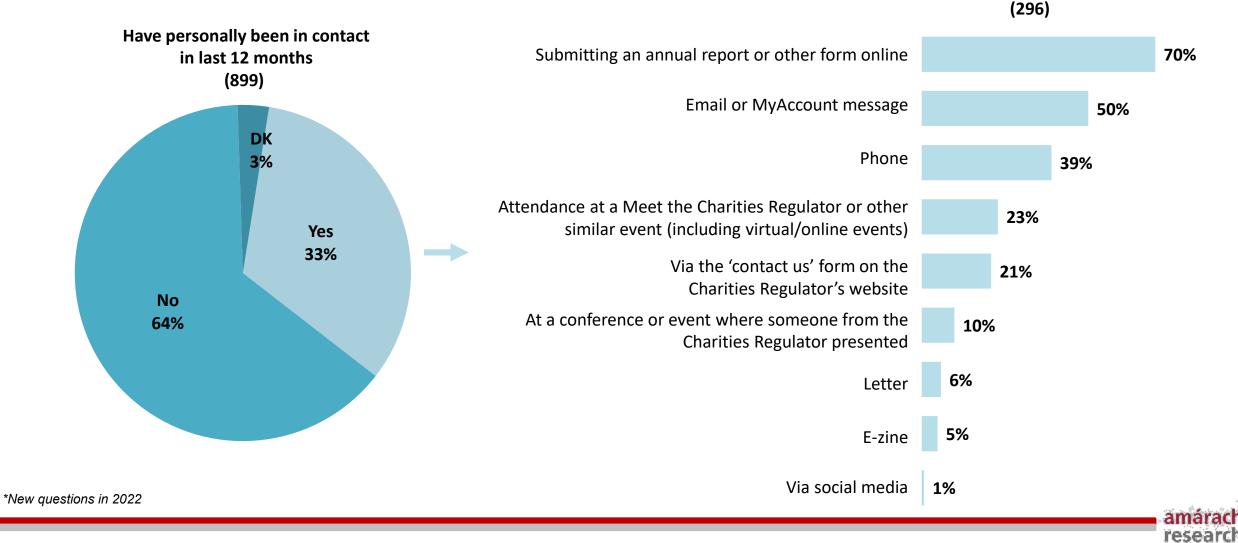
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Charities

Regulator

One third of respondents had personally been in contact with the Regulator, primarily to submit their charity's annual report or another form online.

(Base: All respondents)



Q26: Have you personally been in contact with the Charities Regulator in the last 12 months?

Q26a. What type of contact have you personally had with the Charities Regulator in the last 12 months? (Select all that apply)

Charity Survey 46

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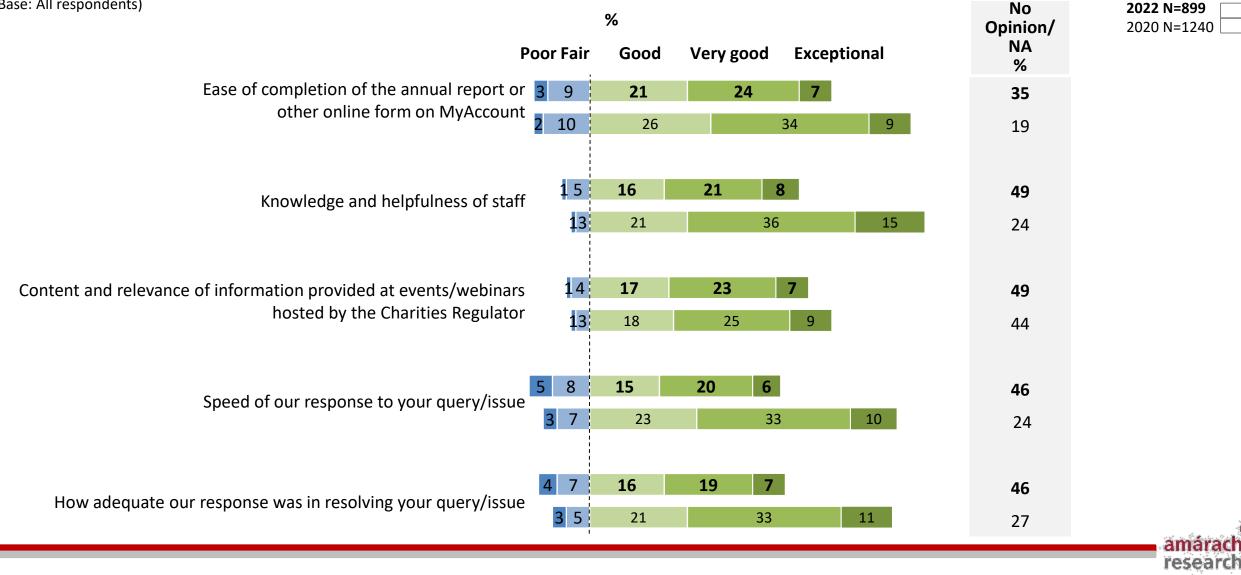
Carthanas

Charities Regulator

Reasons for Contact

For those able to express an opinion, the ease of completing online forms and knowledge/helpfulness of staff are most positively rated aspects of their contact with the Regulator in the past year

(Base: All respondents)



Q27. Thinking about the contact you or your charity has had with the Charities Regulator in the last 12 months, how would you rate its performance in relation to each of the following -

Charity Survey 47

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Charities

Regulator

Though some of the activities of the Regulator are relevant to a small number of charities, these activities are positively rated amongst those who expressed an opinion (Base: All respondents) %

Opinion/ 2020 N=1240 NA **Poor Fair** Good Very good Exceptional % * 3 19 15 2 61 Content of the Ezine 14 4 21 18 52 34 3 10 11 Granting of consent to changes e.g. constitution amendments, 70 change of name, mergers etc 15 5 19 23 47 23 3 11 10 72 Granting of charitable status (the registration process) 24 5 20 30 39 Dealing with an application for charity services e.g. authorisation of *14 4* 90 a sale or other disposal of charity property* N/A * New in 2022 amaraci

Q27. Thinking about the contact you or your charity has had with the Charities Regulator in the last 12 months, how would you rate its performance in relation to each of the following -

Charity Survey 48

research

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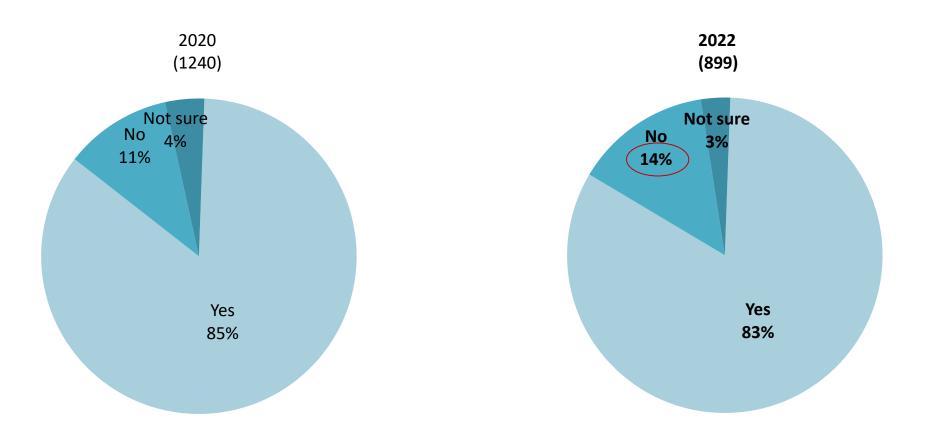
Charities

Regulator

2022 N=899

Use of the Regulator's website remains high

(Base: All respondents)





Charity Survey 49

amárach research

Although there was little change to the most widely mentioned reasons for visiting the site, the number who reported searching the Online Register of Charities has increased

2020

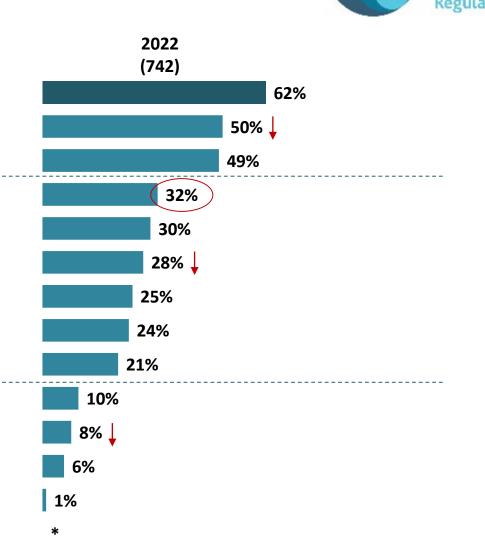
*

(Base: Visited the website of the Charities Regulator in the last 12 months)

- (1059)To log into MyAccount to file the annual report 64% To look for guidance on the Charities Governance Code 58% To view/check my charity on the Register of Charities 48% To search for another charity on the Register of Charities 23% To download a document 28% To log into MyAccount to file a form (other than the annual report) 35% To find out more about the Charities Regulator or charity legislation and regulation* N/A To attend an online event or view a webinar or video* N/A To look for guidance on a topic other than the Charities Governance Code 23% To find out more about Irish charities 9% To find out how to contact the Charities Regulator 14% To subscribe to the Ezine or look at the Charities Regulator's latest news 7% To raise a concern about a charity or unregistered organisation operating as a charity 1%
 - To make a complaint about the Charities Regulator

research

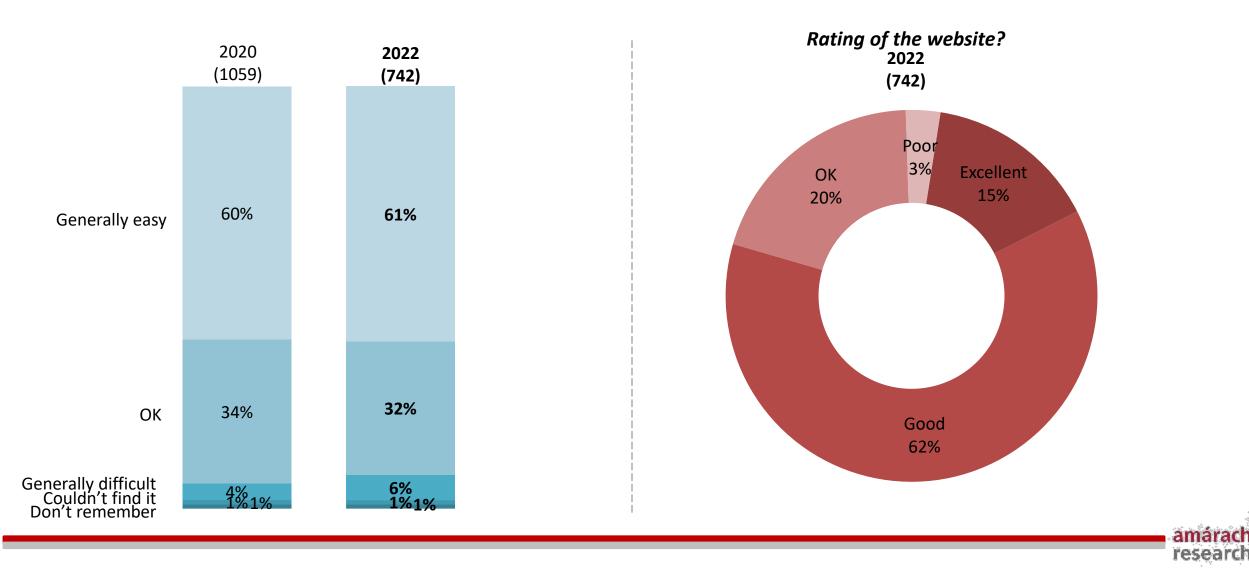
Charity Survey 50





6 in 10 found it easy to find what they needed which may correlate to the 3 in 4 users (77%) who rated the website as good or excellent

(Base: Visited the website of the Charities Regulator in the last 12 months)



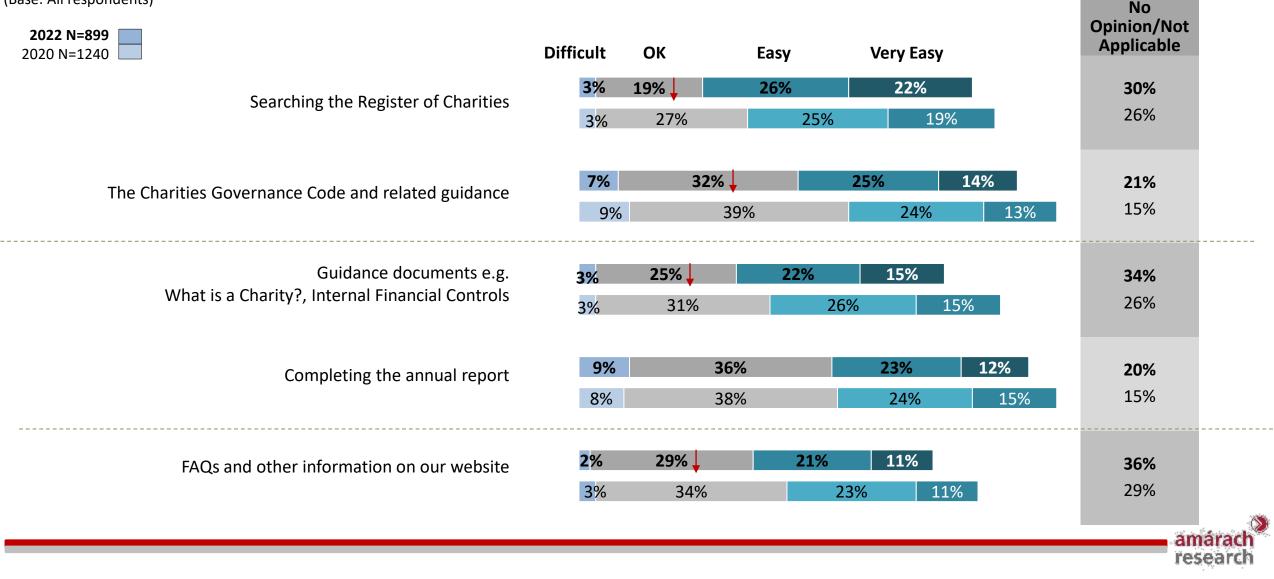
Q28b. How easy or difficult was it to find what you needed? Q28c. Overall, which of the following statements is the best summary of what you think of the website?

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For those with a view on the website and MyAccount system, accessing the Register and the Governance Code has become easier

(Base: All respondents)



Q29. Thinking about the information and documentation available on our website and in the MyAccount online system, how easy or difficult to understand do you find the following

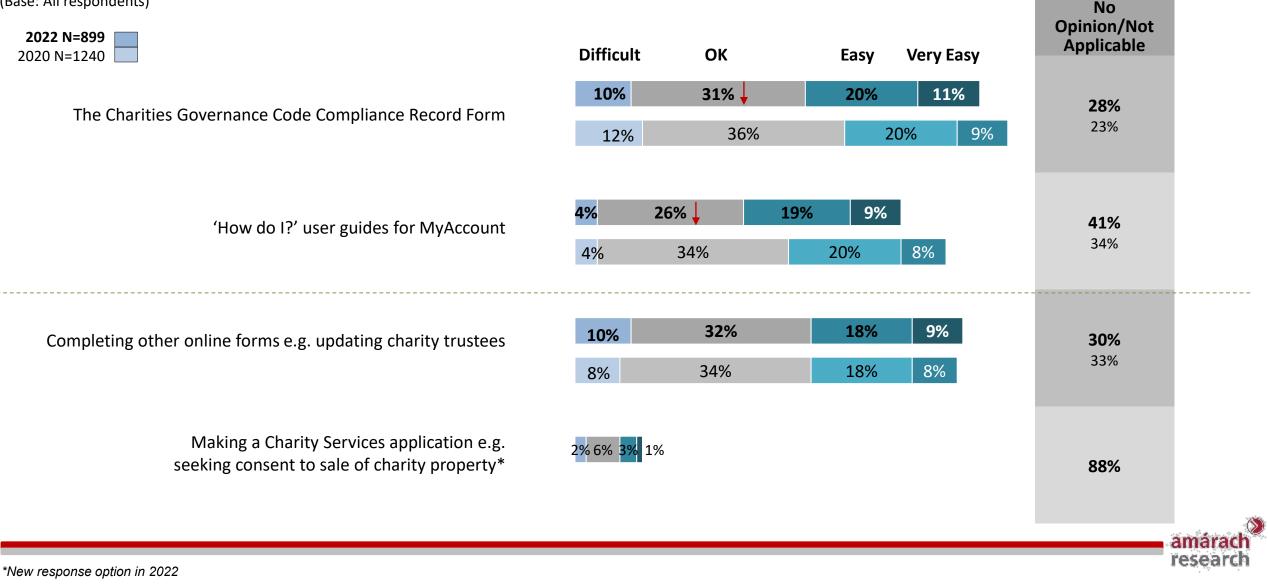
Charity Survey 52

An Rialálaí

Carthanas

While modest, a consistent 1 in 10 respondents find the Compliance Record Form and other online forms difficult to understand

(Base: All respondents)



Q29. Thinking about the information and documentation available on our website and in the MyAccount online system, how easy or difficult to understand do you find the following

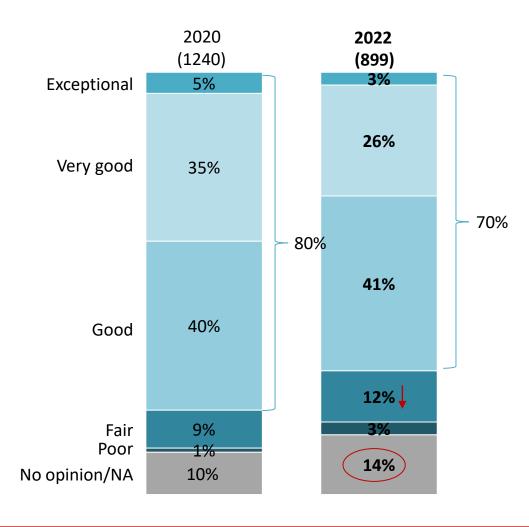
Charity Survey 53

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Carthanas

Communications from the Regulator continue to be rated positively though there is a little slippage amongst those who expressed an opinion

(Base: All respondents



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Carthanas

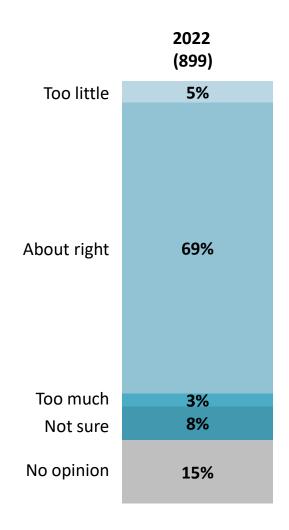
Charities Regulator

Q30. Thinking about how we have communicated with you during the last 12 months, how do you rate it overall?

Charity Survey 54

7 in 10 feel the amount of communications received from the Regulator is about right

(Base: All respondents)





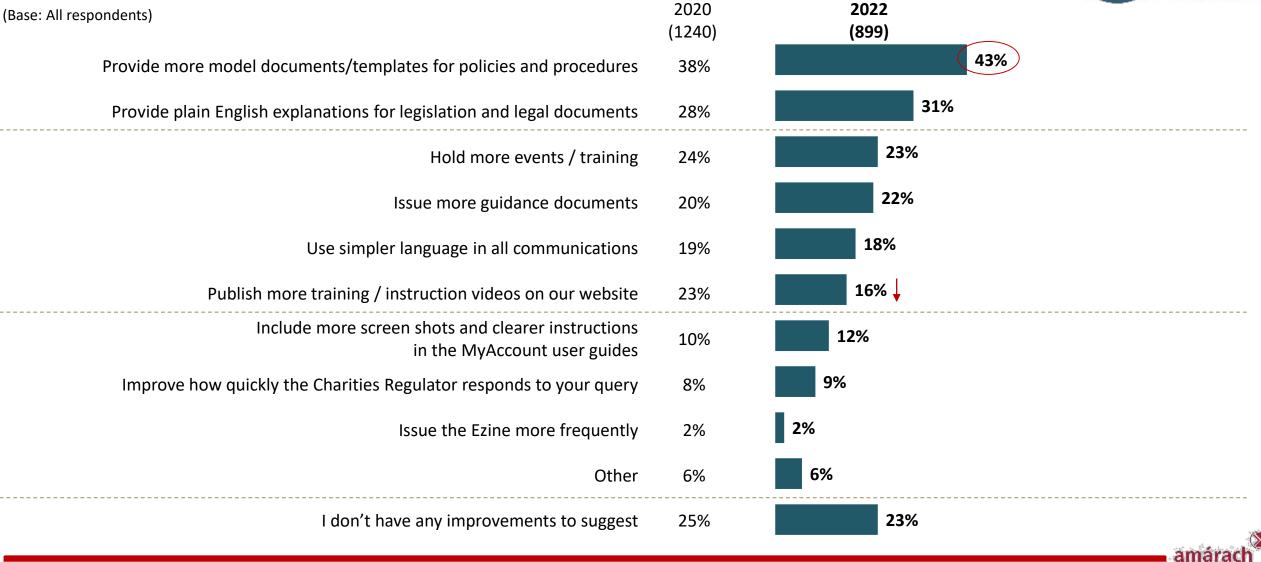


* New question in 2022

Q30a Do you feel the number of communications you get from us each year is? (select one only)

Charity Survey 55

Availability of more templates and simple explanations of legal documents are of most interest to those who would like to see improvements to the Regulator's communications



Charity Survey 56

research

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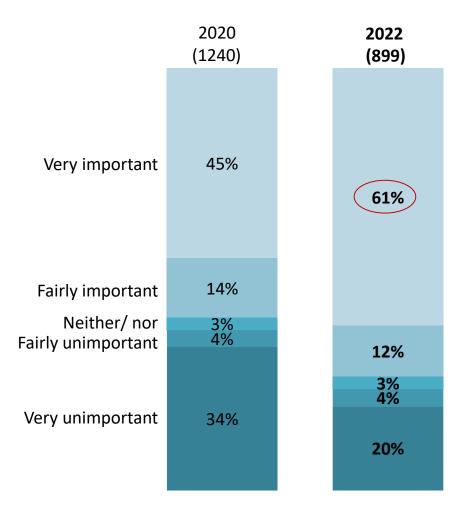
Charities

Regulator

Being a Registered Charity

Being a registered charity is believed to be much more important now than it was two years ago

(Base: All respondents)





Q32. Thinking about the status of your organisation as a registered charity, how important is this status? (Please select one)

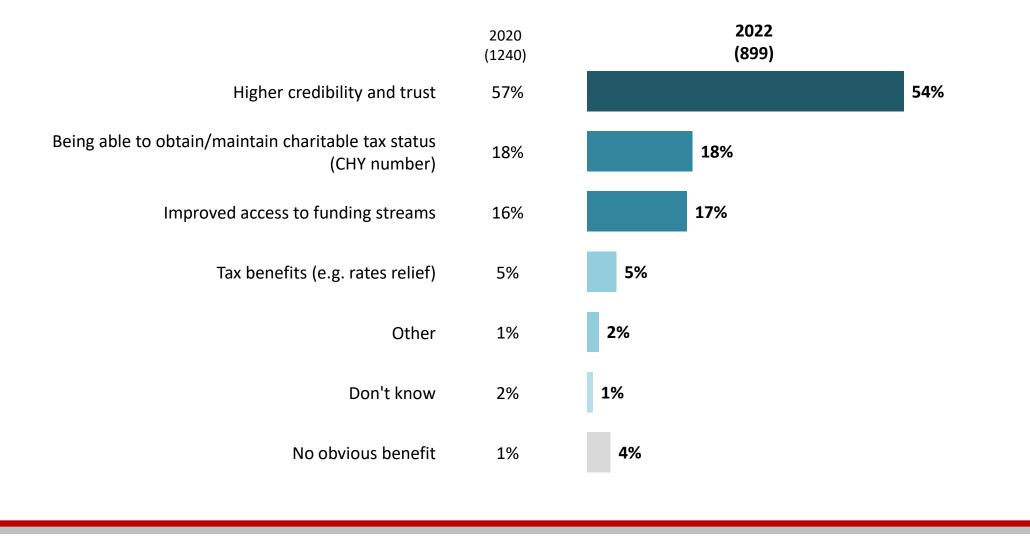
Charity Survey 58

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Higher credibility and trust continue to be the single greatest benefit of being a registered charity

(Base: All respondents)

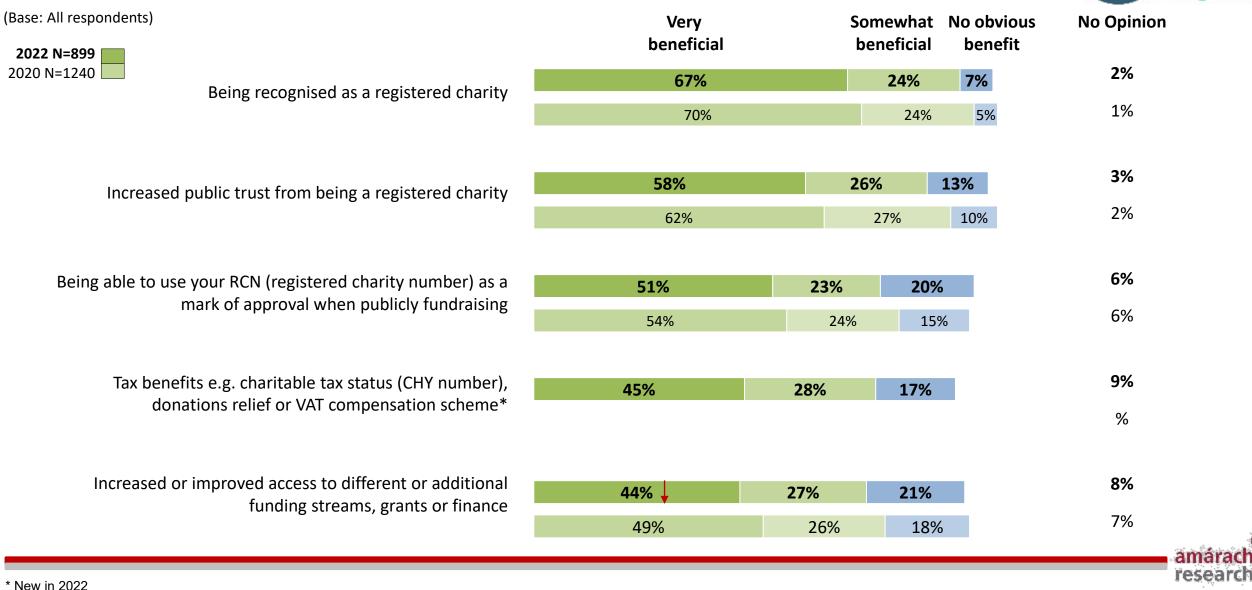


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Q33. Which of these do you think is the greatest benefit of being a registered charity? (Please select one)

Charity Survey 59

Being recognised as a registered charity and increased public trust remain the key benefits of being a registered charity, although both are at slightly lower levels than in 2020



Q34. In the following, to what extent does being a registered charity benefit your organisation

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Charities

Regulator

The ability to avail of discounts or lower bank charges as a registered charity is not considered to be as beneficial as was the case two years ago

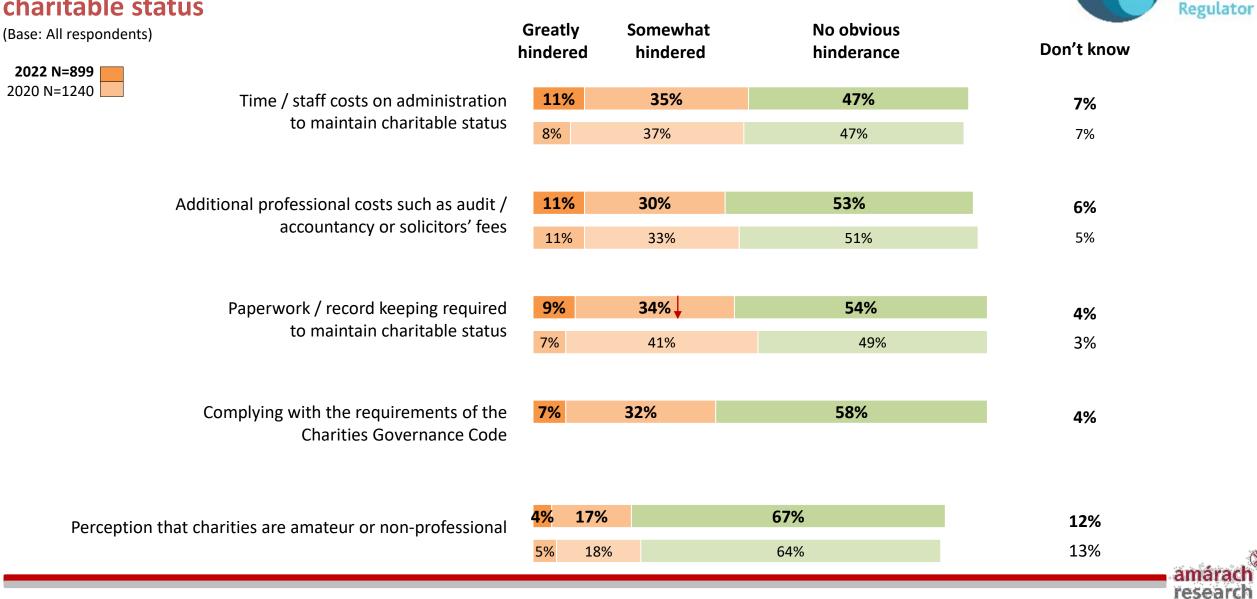
(Base: All respondents) 2022 N=899	Very beneficial		Somewhat beneficial	No obvious benefit	s No Opinion
2020 N=1240 Being an organisation which is regulated by a State body	42%		34%	18%	6%
	50%		31%	13%	5%
Being able to seek support and guidance from the Charities Regulator	40% 🗸		42%	13%	5%
	48%		38% 1		4%
Having details about your charitable purpose, finances and activities made available on the Register of Charities	40%		33%	23%	4%
	43%		35%	18%	4%
					16%
Being able to avail of lower bank charges or other discounts on fees/services	23%	29%	32%	6	
	31%	299	%	26%	13%
					amárach research

Q34. In the following, to what extent does being a registered charity benefit your organisation

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While most do not see any obvious hindrance to being a registered charity, for those who do the main drawbacks are the costs and resources associated with maintaining charitable status



Q35. Do you think the work of your organisation is hindered in/by the following because it is a registered charity?

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Charities

Other potential impediments are recorded at lower levels

(Base: All respondents) 2022 N=899		Greatly Somewhat hindered hindered			Don't kn	Regulator Don't know	
2020 N=1240	Meeting expectations of the public because they are unrealistic	<mark>2%</mark> 3%	12%	71% 72%	15% 12%		
	Ensuring trustees fulfil their responsibilities	<mark>3%</mark> 3%		75% 76%	5%		
	Recruiting and retaining trustees	<mark>5%</mark> 3%		77% 78%	5% 7%		
	Restrictions on activities or operations		11% 11%	78% 77%	9% 9%	amárach	
		_				research	

Q35. Do you think the work of your organisation is hindered in/by the following because it is a registered charity?

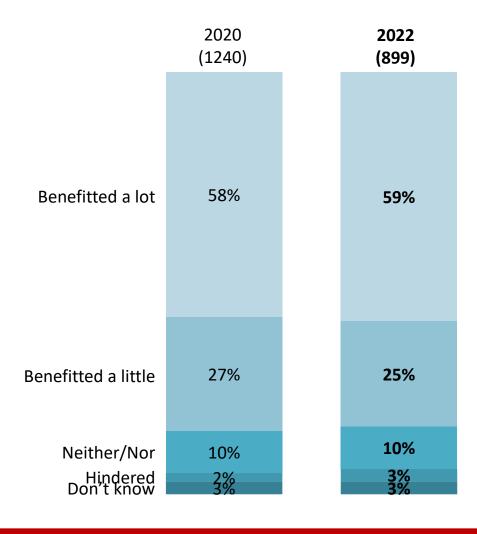
Charity Survey 63

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Charities

The majority of respondents (84%) feel their charity has benefitted from being registered

(Base: All respondents)





Q36. Overall, what impact has having charity status had on your organisation? (Please select one)

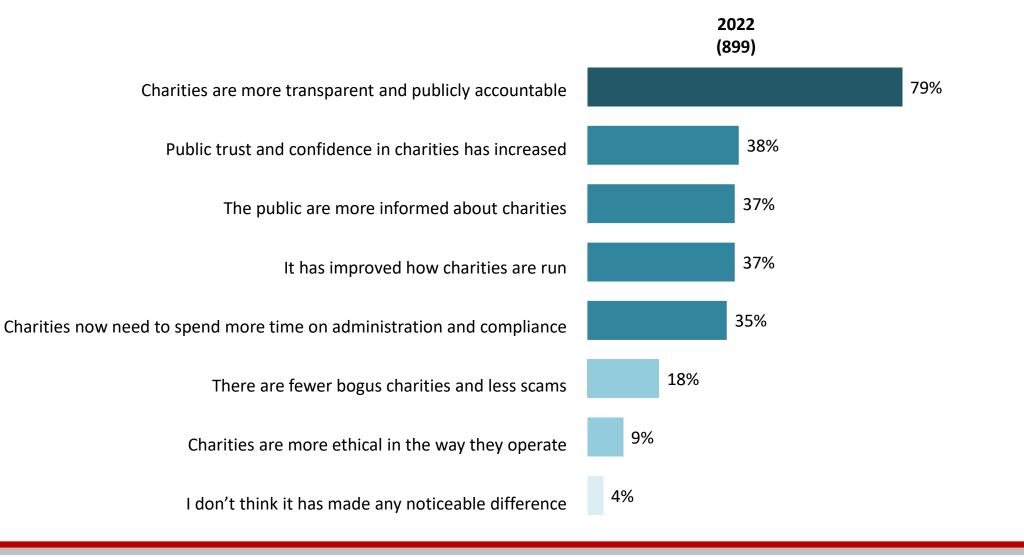
Charity Survey 64

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And the Charities Regulator has positively impacted the sector by making it more transparent and accountable

(Base: All respondents)

* New question in 2022



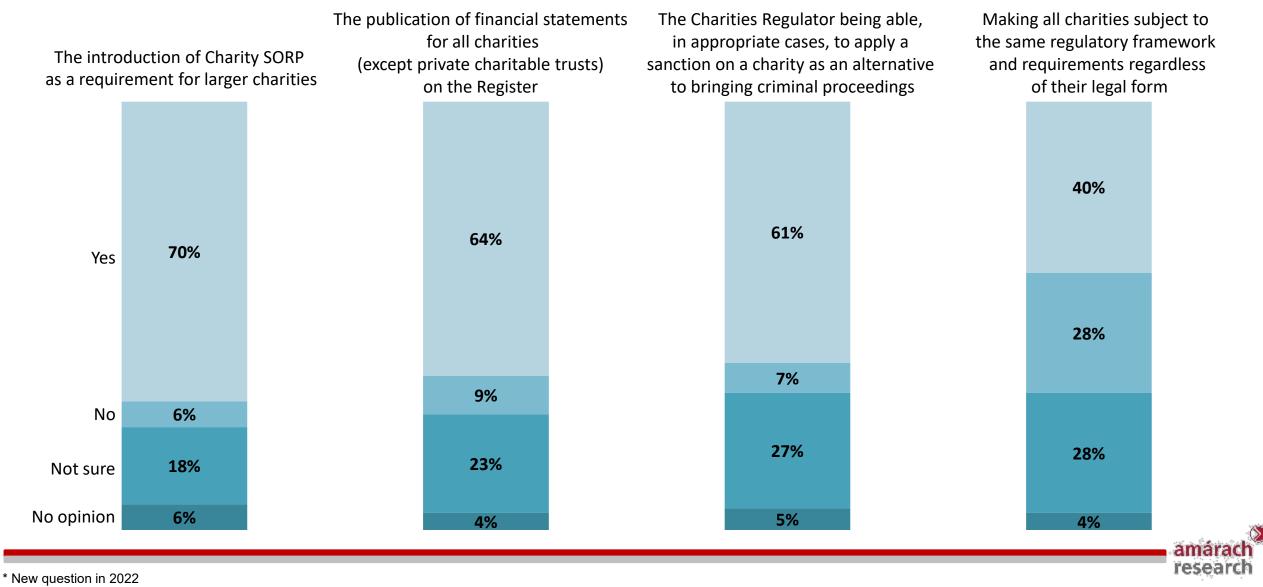
Q37. What difference has the Charities Regulator made to the charity sector? (Please select up to 3 responses)

research



Overall, there is widespread support for the potential initiatives evaluated apart from making all charities subject to the same regulatory framework

(Base: All respondents)



Q38: Thinking about how the Charities Regulator could operate, would you be in support of the following: -

Charity Survey 66

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Register of Charities and the Charities Governance Code

On balance, the Charities Governance Code benefits charities and public perceptions of the sector though for some, complying with the Code is difficult and can act as a disincentive to submit the annual report

(Base: All respondents)

2022 Neither/Nor (899) & Don't know % **Strongly Disagree** Agree Agree Disagree Strongly 24 5 48 19 4 35 39 37 16 12 34 39 11 10 35 16 5 33 15 37 5 11 31 amarac research

The Charities Governance Code is assisting my charity to improve how it is run

Compliance with the Charities Governance Code is increasing public trust and confidence in my charity

The introduction of the Charities Governance Code has improved public understanding of how charities are run

Complying with the Charities Governance Code is too difficult

Having to report on compliance with the Charities Governance Code in the annual report is acting as a disincentive to submit

* New question in 2022

Q39: For each of the following statements select the response which most accurately reflects your opinion regarding the Charities Governance Code

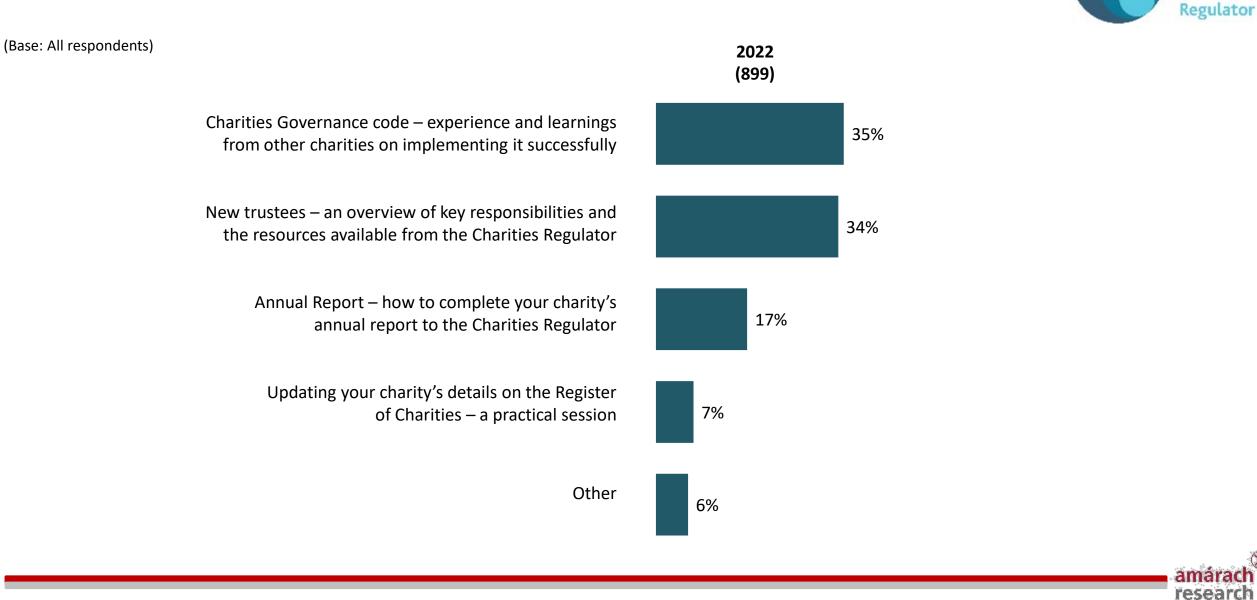
Charity Survey 68

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Charities

Regulator

Respondent suggestions for future webinars and guidance materials mainly focus on the Charities Governance Code and new trustees



* New question in 2022

Q40: We welcome suggestions for webinars and other guidance materials. Which of the following would assist you and the trustees of your charity in managing and administering your charity?

Charity Survey 69

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Charities





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Irish Charity Survey

Mandy Osborne

Research Manager

28 June 2023





Trust and confidence – public

 80% of public said having trust and confidence in a charity was very important when deciding to donate

(up from 65% in 2020)

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Charities Regulator

> 29% of public have high levels of trust and confidence in charities generally

> > (down from 36% in 2020)

 Public have highest level of trust and confidence in charities personally supported (63%)

(stable - 64% in 2020)

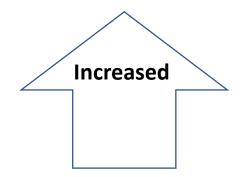


23% of charities

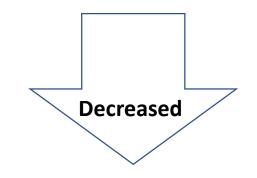
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15% of public
 (44% & 16% in 2020)



- 26% of charities
- 37% of public
 - (12% & 34% in 2020)





What has increased public trust?

Charities say

- more positive media coverage about charities generally (24%)
- fewer negative stories about the sector (20%)

Public say

- impact made by charities at Covid frontline (21%)
- more awareness of structure/governance of charities (15%)



What has decreased public trust?

Charities say

- media coverage of serious issues in some charities impacting on all (55%)
- ongoing public dialogue about perceived issues (27%)

Public say

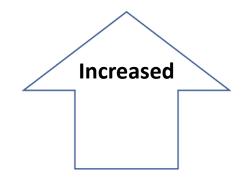
- not sure that money is going where meant to (27%)
- reports about CEO salaries (22%)



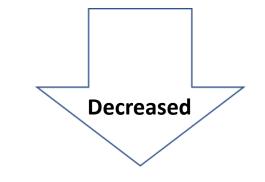
Impact of changes in trust and

confidence

- 45% more support generally
- 30% more confidence internally
- 30% no obvious impact



- 25% fewer volunteers or harder to recruit or retain staff
- 22% less support generally
- 38% no obvious impact



What would improve public trust?

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- 88% knowing what percentage of their donation actually goes to the cause
- 88% seeing evidence of what the charity has achieved
- 83% having more information on the charity's accounts and financial transactions
- 82% knowing a charity is well run by having access to information about compliance with the Charities Governance Code
- 78% knowing more about salary of CEO and senior staff



Who do you think is or should be responsible for....?

Ensuring that a charity is transparent and accountable

Charities say: the Charity 43%, the Regulator 50%, Equally 7% Public say: the Charity 23%, the Regulator 27%, Equally 51%

Improving public trust in the charity sector
 Charities say: the Charity 9%, the Regulator 56%, Equally 34%
 Public say: the Charity 27%, the Regulator 24%, Equally 49%



Who is responsible? Cont'd

Ensuring that a charity is well run

Charities say: the Charity 60%, the Regulator 35%, Equally 5% Public say: the Charity 30%, the Regulator 21%, Equally 49%

Ensuring that the public has access to charity accounts and financial reports

Charities say: the Charity 29%, the Regulator 49%, Equally 22% Public say: the Charity 25%, the Regulator 28%, Equally 47%



What can charities do?

Be openly transparent and accountable

 Keep your charity's information on the Register of Charities up to date (contact details, trustees, classification)

 Ensure your charity's website / social media is current and accurate



What can charities do?

- Tell your charity's story
- Who are your trustees more than just a name
- Promote and use your Registered Charity Number (RCN)



'10 steps' infographic



An Rialálaí

www.charitiesregulator.ie

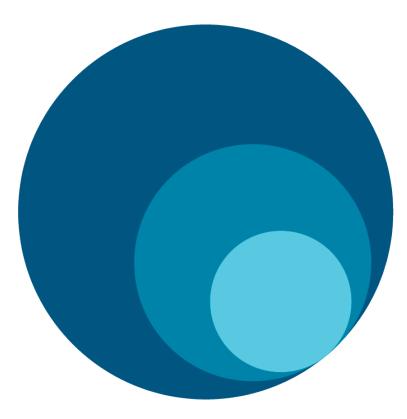
What can the Regulator do?

- Work to increase public awareness of:
 - Register of Charities

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- Registered Charity Number (RCN)
- Charities Governance Code
- the Regulator role and remit
- Publish guidance for charities to encourage best practice
- Ensure charities comply with the Charities Act 2009



An Rialálaí Carthanas

Charities Regulator