

**WYCAS**

**User Evaluation**

**2009**

# WYCAS EVALUATION 2009

## DISTRICT RESULTS – BRADFORD

**Responses received from 48 users** (of which 12 stated a turnover of under £10k, 19 stated a turnover of £10k-£100k, 9 stated a turnover of £100k-£250k and 6 stated a turnover of over £250k).

### Quality of service

Service Used	Excellent	Good	Average	Poor	Unacceptable
One to one support visits	32	3			
Preparation/examination of accounts	30	9			
Telephone advice	23	9	1		
Newsletter	21	13	2		
Good Practice leaflets	20	10	1		
Remedial Work	12	3			
Group Training Courses	12	3			

### Assessment of benefit to your organisation

Please tick if you think that the input from WYCAS has enabled your organisation to improve the following:

Financial Record-keeping	34
Financial Planning	23
Financial decision-making	14
Costing for fund-raising bids	11
Annual accounts	37
Financial procedures	26
Reports to Funders	17

### What have you found most useful about WYCAS services?

- Helpfulness of staff at Head Office when you ring especially Susan Szamakowicz and Dave Collins who comes to the office and helps me sort out any problems we have.
- Annual Audit
- It's easy to get in touch and talk to someone.
- Accessibility of staff.
- Advising about accounts.
- Friendly and helpful.
- Dave works at a pace you can keep up with and is very knowledgeable.
- Lower cost compared to others. Friendly help and patience.

- ❑ One to one support.
- ❑ The ability of the staff to quickly understand our systems and to advise accordingly.
- ❑ The helpful and friendly nature of the staff.
- ❑ Preparation of annual accounts.
- ❑ Very friendly.
- ❑ Accounts.
- ❑ One to one help and training for QuickBooks.
- ❑ Courses and knowing that they are there if you need them. Have previously assisted with recruitment.
- ❑ WYCAS inspect our accounts and prepare balance sheet and reports. We receive a good service and backup telephone help.
- ❑ Annual accounts; training courses; newsletter.
- ❑ Help when needed.
- ❑ Setting up and using QuickBooks.
- ❑ Bookkeeping.
- ❑ Preparation of accounts and information over the telephone/email regarding this.
- ❑ The services are very accessible and the staff are friendly which helps to demystify such an unpopular yet surprisingly interesting area of our work.
- ❑ The group training; answering individual queries.
- ❑ Their helpfulness.
- ❑ Very friendly helpful and down to earth advice.
- ❑ Someone available to talk to with professional understanding.
- ❑ Training and remedial bookkeeping.
- ❑ The quality of one to one support.
- ❑ The wages department and the auditor. Easy access to information and help.
- ❑ Personalised, patient and supportive help.
- ❑ Straight talking and clear useful advice.
- ❑ Training provided on QuickBooks; Training – Full cost recovery; helpline; staff.
- ❑ Auditing of Annual Accounts.
- ❑ Affordability.
- ❑ Advice given re annual accounts.
- ❑ Resourceful people, easy to talk to.
- ❑ The one to one service and the telephone advice has been brilliant, it would be very difficult without this.
- ❑ Having our annual account done and prepared in format required by Charity Commission. One to one sessions computerising our accounts.
- ❑ We use QuickBooks and they have provided excellent training in moving our manual accounts to computer.
- ❑ Information leaflets.
- ❑ Friendly, thoughtful service which is helpful and well delivered.
- ❑ The expert knowledge combined with friendliness and patience! Also willing to be of help at quite short notice.

### **What could be improved/or changed?**

- We are satisfied with things as they are.
- Nothing
- Can't think of anything.
- None.
- Our response to your requests for early preparation.
- Regular visits.
- Just continue to provide the service currently available.
- We are very happy with the service and have found it invaluable allowing us to have more control and understanding of our finances.
- WYCAS is a great service. The only improvement I can think of is to have a collection point in Keighley (not only Bradford).
- The cloning of certain staff members comes to mind!
- A named contact person for each group!
- None, its just right!
- The free help we have had from your group has been excellent. Can't think how you could improve.
- Was very happy with service delivered. Would perhaps benefit from regular quarterly or 6 monthly email with training details.
- Nothing we can think of.
- More of the above – WYCAS is so busy we sometimes have to wait a while for a visit.
- More contact times when need help.
- Nothing!
- I think the service works great as it is.
- Can't think of anything.
- Not much!

### **What do you see as your organisation's long-term benefit gained through your contact with WYCAS?**

- Our ability to keep good accounts
- Peace of mind and financial transparency
- The training of QuickBooks has been a long term benefit as we use it on a regular basis and keeps our finance information up to date.
- Becoming more efficient.
- Increasing our competence and skill in managing our finances, budgeting, fundraising and in convincing funders we are financially viable.
- Information and help.
- Understanding legal implication of both funders and charity commission.
- Better accounts no need to do them by hand then do on computer. They can be done on computer as you go.
- Improved Accounting.
- More awareness of how to present finance.
- Better financial procedure.
- Continued improvement through a thorough understanding of the financial practices required to manage a first class organisation.
- Certified Accounts.
- Good Financial practices.

- We have made financial savings using the service instead of our previous accounting service.
- Training and advice which can be used into the future.
- Development of financial systems enabling us to report and budget.
- Accounts and trust.
- Continuity.
- Better financial procedures.
- The support and suggestions made to us to amend, update etc of accounts has better prepared us.
- Ongoing support.
- It is a very good service to have for when things are unclear or complicated.
- Bookkeeping; accounts procedures; Newsletter.
- Improving our financial procedures.
- Accounts always accurate.
- By not having to pay expensive charges for accounts being as we only receive £5k grant for all our expenses.
- Knowing how to manage accounts better.
- Annual Account under imprint of established inspector.
- WYCAS is a key partner for Bradford CVS. The breadth and depth of knowledge available from WYCAS on all matters financial makes them a vital resource for the VCS in West Yorkshire.
- Our organisation now has good financial procedures and controls, I don't think we would have had these without the help from WYCAS.
- Having used WYCAS for years we have built a good relationship. WYCAS will keep us up to date with any changes or new requirements. We know there is someone if we need help or advice.
- They give us up to date accounting information.
- Improved financial management.
- Stability and sustainable through WYCAS support.
- Improved knowledge and security knowing help is there when you need it.

**Are there any other services, relating to financial management, you would like WYCAS to offer?**

- None that we can think of.
- Educating a board on how to have a grip on them.
- None.
- I know how to do cash flows but I need help in making it easier.
- Maybe something for our management committee (People with learning disabilities) to understand more about account and financial choices.
- Advice on company tax.
- Audit of Accounts.
- Investment advice.
- The help already provided is sufficient.
- Not at this moment in time.
- Budget setting.
- We don't know as we are still learning from WYCAS.
- Reports back to funders.

- ❑ You should consider having a small pool of bookkeepers (with QuickBooks knowledge) who could be deployed around West Yorkshire organisation who would pay per hour for a bookkeeper.
- ❑ DVD with signing for the deaf and subtitles for deaf people starting as treasurer.
- ❑ Up to date government grants.
- ❑ VAT registration and management.

**What financial training courses would be useful to your organisation?**

- ❑ VAT for charities
- ❑ Costing for a funding bid; Management of funds.
- ❑ Forecasting; dealing with more complex funding.
- ❑ Separating classes e.g. Building/Café – to create 2 streams but still show as a whole.
- ❑ One to one with manager (have done basic session with staff member) with support combining finances of merged organisations; Financial awareness for Trustees.
- ❑ Day courses on accounts for small groups.
- ❑ Finding out what can be claimed back by your charity.
- ❑ Bookkeeping; budgeting (delivered to the whole group).
- ❑ QuickBooks training.
- ❑ I believe you cover the full range of courses and we have accessed all of them.
- ❑ Advanced Sage.
- ❑ We have found the one to one very useful as we have limited time to attend courses and this allows us to tailor learning outcomes to our organisation.
- ❑ Budget setting.
- ❑ How to interpret accounts and budgets.
- ❑ The help already provided is sufficient.
- ❑ Budgeting forecast; Cash flow; Full cost recovery.
- ❑ How to minimise corporation tax.
- ❑ Maybe something for our management committee (people with learning disabilities) to understand more about account and financial choices.
- ❑ Cash flow – forecasting.
- ❑ QuickBooks maybe.
- ❑ Introduction to QuickBooks.
- ❑ The one to one training has been fantastic as it has been designed to meet our needs.
- ❑ Further QuickBooks and management accounting course.
- ❑ Probably QuickBooks.
- ❑ Defining/streamlining categories in QuickBooks for use and connection with budgets in QuickBooks.

**We are re-designing our website, what would you like to see on it?**

- ❑ Policies, newsletter – it is fine as it is.
- ❑ We don't have a computer.
- ❑ I've only used website for contact numbers.
- ❑ Advertise "Raise your banners" Festival and have advice about company corporation tax.

- ❑ Perhaps a list of relatively safe investment funds showing annual returns.
- ❑ Have not accessed it.
- ❑ Possible a frequently asked questions link.
- ❑ Don't have a computer.
- ❑ More pictures – I don't think you currently have any on it and make the site more interactive with quizzes (financial) etc. How about an online chat room/finance forum too!
- ❑ Up to date courses in local area.
- ❑ Easy read.
- ❑ I suggest the website would needs some work to bring it up to modern standards and accessibility standards.
- ❑ I think it is very good.
- ❑ I like it as it is.
- ❑ Colour/Pictures (Daves face!!)

**Why do you think there is a need for the services WYCAS offers?**

- ❑ Because we would have difficulty in sorting some things out
- ❑ For a very small society with a constantly changing clientele – peace of mind
- ❑ We only use WYCAS for advice on QuickBooks, the service has been first class. If we didn't already have other services in place I would have no hesitation in using WYCAS more.
- ❑ It helps services to improve their financial procedures in an effective way.
- ❑ Yes a definite need. I personally have gained a lot of confidence through my one to one training.
- ❑ We would not have been able to cope with our financial systems without WYCAS's help. It is absolutely invaluable.
- ❑ We value your help and information.
- ❑ Finances are so complex!
- ❑ Especially t the third sector – understanding of legal implication and training around the use of computerised systems.
- ❑ Many 'amateurs' are trying to operate in a very complicated sphere. They need professional help and guidance.
- ❑ We are only a small group and most of our money from small grants. Help with grant application would be a good thing.
- ❑ We need a listening ear to voluntary organisations.
- ❑ Because small groups simply would not pass 1<sup>st</sup> base without the help of WYCAS services. Most groups do no have access to Accounting professional and WYCAS fills that gap!
- ❑ Because small organisation such as JOIN do not have the resources (people and financial) to produce the work of WYCAS.
- ❑ Because it does a job I can't do!
- ❑ Charity organisation would be unable to afford the services of 'professional' accountants.
- ❑ Good for community groups.
- ❑ Smaller groups and charities can access a professional organisation which is usually only accessible to larger groups to run a successful business.

- ❑ The support in preparation of accounts is excellent as it covers aspects of the requirements of the Charity Commission, which we did not receive previously.
- ❑ Because the voluntary sector and accountants are on the whole on different planets!
- ❑ To ensure quality and accountability of financial monitoring within the community and voluntary sector. To ensure best use of monies granted. Thank you!!
- ❑ Groups Small Income – WYCAS charge only small charges for work done.
- ❑ For small charities such as ours they are an invaluable asset for support and financial advice. They are very approachable and are happy to answer questions.
- ❑ A full understanding of the voluntary sector, how funds are raised and administered. The potential problems we may face you provide help and support. Access is no barrier.
- ❑ To provide support to Voluntary sector at a reasonable price.
- ❑ Many trustees find finance difficult and having WYCAS available to look at the books objectively has big benefits for small organisations.
- ❑ Otherwise we have to hire accountants and companies who charge large fees. WYCAS works on grassroots level without suit and tie!
- ❑ Community/Voluntary organisations do not have enough resources to use private auditors. WYCAS explains things.
- ❑ Very much so, it helps small groups develop and helps them avoid financial trouble.
- ❑ Groups need them. WYCAS offers all a group needs.
- ❑ Doing accounts for small groups who don't have the money to pay for services. Before we went with WYCAS the solicitors fees were nearly £300 which has made a big difference.
- ❑ Cheap and accessible.
- ❑ More personal touch – you know who is preparing your accounts. Reasonable cost.
- ❑ Small organisations have little money for core costs such as annual accounts but need good accounts to grow by raising more funds.
- ❑ As a charity, WYCAS seems to be more likely to help other charities in managing their finances: they are more aware of what it is to be a volunteer, with often little experience in finances, but nevertheless trying to manage the finances of a charity.
- ❑ A lot of voluntary organisation, especially the smaller groups have little or no knowledge of financial controls – the service that is offered from WYCAS is invaluable for these groups.
- ❑ Many smaller organisations do not have financial knowledge and expertise to prepare accounts etc. Even grass roots treasurers are hard to find! Without WYCAS and Bradford Community Payroll to support us we would really struggle.
- ❑ They have a specialist knowledge that voluntary groups do not always have.
- ❑ A gap in the market for these services for voluntary and community groups.

- ❑ It would help groups survive, flourish and help themselves to be independent.
- ❑ Yes Definitely – I would not wish to see a return to pre WYCAS days very difficult to find help.

## DISTRICT RESULTS- CALDERDALE

**Responses received from 26 users** (of which 6 stated a turnover of under £10k, 11 stated a turnover of £10k-£100k, 2 stated a turnover of £100-£250k and 1 stated a turnover of over £250k).

### Quality of service

Service Used	Excellent	Good	Average	Poor	Unacceptable
One to one support visits	15	6			
Preparation/examination of accounts	9	2	1		
Telephone advice	12	4	1		
Newsletter	5	11	2		
Good Practice leaflets	5	8	1		
Remedial Work	4	1			
Group Training Courses	6	4			

### Assessment of benefit to your organisation

Please tick if you think that the input from WYCAS has enabled your organisation to improve the following:

Financial Record- keeping	21
Financial Planning	16
Financial decision-making	5
Costing for fund-raising bids	6
Annual accounts	18
Financial procedures	13
Reports to Funders	6

### What have you found most useful about WYCAS services?

- The friendly and helpful staff; the fact that they have a good understanding of the voluntary sector.
- Availability of telephone, email, one to one support. Being able to build a great working relationship with Helen Galvin who knows all about our finances and the environment we work in. Understanding of VCS.
- It is so prompt, efficient and reliable.
- Telephone support and one to one visits.
- The friendly common sense approach; Totally non-judgemental with an appreciation of how hard it can be to compile all the accounts on top of the day job.
- Recent course on expenses run by Helen Galvin; One to one support sessions.
- The turn around time for writing the report with need for corrections.

- ❑ Plain English.
- ❑ Excellent courses, very informative course instructions, willing to be contacted after course completion.
- ❑ Having someone who is willing to help outside of accounts time i.e. if I need advice.
- ❑ Friendly advice availability.
- ❑ We begun using QuickBooks recently and it was very useful that WYCAS was well informed about this, after all, you use it yourselves! Also the Community Account visits were a huge help and benefit.
- ❑ Subsidised Independent examination fees. One to one support with specific financial queries.
- ❑ One to one support visits.
- ❑ Short, practical helpful session.
- ❑ Helen has been absolutely brilliant – she has explained things to us in a way we can understand and set up computerised systems for us.
- ❑ Accessibility and readiness to help. Expert advice in good practice.
- ❑ A big help putting a budget together.
- ❑ Advice on QuickBooks as and when needed on-site training when available.
- ❑ I found the training courses and the Good Practice Guides and ‘Money Management for Community Groups’ invaluable. I know now that I need to find out even more. The help that was provided in answering my specific questions meant that I could approach the tasks with more confidence.
- ❑ Individual help from Helen Galvin.
- ❑ One to one – when it was community focussed.
- ❑ Quick response to queries; efficient preparation of accounts.
- ❑ Advice and support.
- ❑ Because of our size we have had little use of your services other than a visit to discuss 100% cost recovery.
- ❑ Availability – ease of access

#### **What could be improved/or changed?**

- ❑ Nothing – we are very satisfied with WYCAS services and delighted that funding is available for Calderdale.
- ❑ A PDF file of the report should be offered as this can be sent to the Charity Commission – it is the only format they accept.
- ❑ More intermediate courses.
- ❑ Courses could be run in evenings or weekends.
- ❑ Better telephone service.
- ❑ I really couldn’t think of anything – your service is excellent.
- ❑ So far WYCAS has met all our needs.
- ❑ More sessions like this for volunteer members – especially working with excel.
- ❑ Courses closer to Halifax.
- ❑ Only found out about it by chance through Todmorden Together. Possibly I didn’t look in the right place.
- ❑ Having the same contact involved.
- ❑ All our experience so far has been positive.

- Increase in the annual turnover figure to £330,000 which would make us eligible for your service.

**What do you see as your organisation's long-term benefit gained through you contact with WYCAS?**

- We know that our accounts will be accurately checked and recorded and that the feedback will be constructive. We also feel that the cost is reasonable. It is excellent to have accounts which are easily understood and accurate.
- Financial planning – ability to forecast and anticipate cash flow problems, budgeting control and ability to justify full cost recovery to funders and in applications.
- We have been able to set up clear and simple electronic processes from the outset, giving reliable management information (QuickBooks) and building up a good pattern of working.
- Ensuring the financial side of the business is kept up to date. Sound professional advice and assistance.
- Improved funding bids; clear and concise procedures which stand up to scrutiny; sound advice and local knowledge.
- Good financial practice now in place, based on one to one session in summer last year.
- A good service and advice service.
- Training has built our capacity.
- Enables people attending courses to understand and operate a financial system in their organisations.
- Better understanding of accounts.
- Informal word of mouth contacts around voluntary sector and funders.
- Much more organised financial record-keeping. I feel much more professional because of your help.
- Support with good practice financial management.
- Well kept accounts, which will enable us to move forward to further projects with clear view of our financial situation.
- Good recommendation of accountants to deal with our end of year.
- Professional accounting procedures and accounts.
- The transition from non-charitable to charitable status will require the expert guidance available from WYCAS and our organisation trusts in that service.
- Future funding and budgets.
- Having skills and knowledge to do accounts.
- Contact has allowed me to setup the 'financial systems' for our new group. It helped me to tackle both the budget and annual accounts both of which I have always relied on others to do. This means that we should be on sound financial footing for the next few years if the procedures are followed.
- Support for us re financial planning issues as and when we need it.
- Competent and fully accountable bookkeeping methods.
- Budgeting, forecasting and support with financial accounting systems.
- The knowledge that we have assistance on things if we have a problem.

**Are there other services, relating to financial management, you would like WYCAS to offer?**

- Not that we can think of.
- Sage training course would be useful.
- Offer in-house training courses for treasurers of voluntary organisations.
- I really couldn't think of anything your service is most comprehensive.
- Possibly budgeting, forward planning session.
- Independent audit year-end.
- Not sufficiently experienced yet to know what we need.
- More one to one detailed involvement.

**What financial training courses would be useful to your organisation?**

- VAT for charities
- Possibly more QuickBooks courses.
- Explaining full cost recovery to statutory organisation and justifying our costs.
- What Trustees need to know to monitor and govern finances (would need to be evening training).
- None that we can think off – we have attended several over the years.
- Excel, basic bookkeeping – useful also for our individual artist members for their own small business bookkeeping – although this may not be your remit!
- For us the one to one service is more useful, as it would be very difficult for our volunteer treasurer to attend a training course (unless there was a crèche).
- I think you are offering them already.
- QuickBooks beginners, intermediate and advanced; basic budgeting and cash flow forecasting.
- We are too small.
- Budgeting; departmental analysis.

**We are re-designing our website, what would you like to see on it?**

- Links to relevant sites like Inland Revenue, charity Commission etc when discussing requirements, changes etc.
- Some more of the guidance for Social Enterprises e.g. trading, corporation tax, financial record keeping etc.
- Perhaps one or two pictures, images would enhance the appearance.
- Please just keep it up to date – it looks good at the moment.
- Cannot comment yet.
- We prefer one to one.
- Online help and information downloads.

**Why do you think there is a need for the services WYCAS offers?**

- We think WYCAS is excellent because they fully understand voluntary organisations. Accountants in general have no understanding.
- WYCAS understands the VCS – its financial services are geared towards supporting VCS organisations with an awareness of lack of security, multiple funding streams and nightmare budget allocations that private sector accountants would flinch at.

- Every organisation handles money in some way. Using and applying the correct procedure, saves stress, increases effectiveness and provides transparency.
- For additional support and advice. We are extremely happy and appreciative of the assistance we have had from our WYCAS representative Helen Galvin. Thank you!
- Help small organisations feel more confident.
- The WYCAS accountant also comes to our premises which is very important. They have a good idea of what we do and an understanding of how we operate financially.
- Its an essential resource for local businesses and is free which is imperative to a not-for-profit charity such as ourselves.
- Because it relates to the field of charities specifically.
- There is no other organisation who offers and understands specialised advice to voluntary organisations.
- Smaller voluntary groups cannot afford private accountants.
- 1. Statutory compliance. 2. Reasonable costs for accountancy costs.
- You are a huge help to charities with their finances. As many of us are volunteers we really appreciate you being there. You are indispensable to us now!
- WYCAS has experience of working with the voluntary sector, in particular with grant funded organisation and can offer the relevant low cost support. Many voluntary organisations would not be able to afford commercial accountancy rates.
- Due to the shortage of people coming forward prepared to take on jobs such as treasurer, amateurs like me find themselves elected Treasurer and therefore need all the help they can get!
- Because small groups such as ours cannot afford to pay accountants we are capable of doing our own accounts – we just needed help to find the best way to do it.
- WYCAS manages to bridge the knowledge gap for those willing to work in small organisations but without the confidence or financial backing to come forward. Essential manpower is therefore not lost through accident of ignorance.
- A need for all the organisation of charitable organisations will benefit as a WYCAS service user.
- Voluntary organisation need training and access to trouble shooting services.
- I think it provides a vital service to organisation such as ours especially as we were last year when they are just starting up.
- Because in the voluntary sector there is a need for easy accessing community focus, reasonably price (we are Calderdale) and open minded information, which is essential to the support that local groups need to carry on. There is no alternative.
- It offers a cheaper alternative to mainstream accountants for smaller charities.
- Accountability is very necessary for voluntary groups (charities funded by grant aid or donations). The support and guidance from WYCAS is of great help in ensuring that accountability is met to everyone's

satisfaction, and is a reassurance to volunteers of the groups, especially those of relatively new groups.

- Smaller organisations do not have the staff or resources to carry out complex financial analysis therefore any help offered would be well received. More so as most organisations work on very tight finances themselves.

## DISTRICT RESULTS- KIRKLEES

**Responses received from 17 users** (of which 4 stated a turnover of under £10k, 8 stated a turnover of £10k-£100k, 2 stated a turnover of £100k-£250k and 0 stated a turnover of over £250k).

### Quality of service

Service Used	Excellent	Good	Average	Poor	Unacceptable
One to one support visits	8	1			
Preparation/examination of accounts	12	2			
Telephone advice	9	2			
Newsletter	4	9	1		
Good Practice leaflets	4	4			
Remedial Work	1	3			
Group Training Courses	1	2			

### Assessment of benefit to your organisation

Please tick if you think that the input from WYCAS has enabled your organisation to improve the following:

Financial Record- keeping	12
Financial Planning	4
Financial decision-making	2
Costing for fund-raising bids	2
Annual accounts	8
Financial procedures	4
Reports to Funders	2

### What have you found most useful about WYCAS services?

- Support for a charity rather than just a business – having someone who knows about grants and funding etc.
- How to set out our books and record transactions.
- All aspects as mentioned, responsive and flexible service geared to specific needs of client (not too generic).
- Ease of being able to drop off and collect accounts at VA-K.
- Excellent staff.
- Almost instant response.
- Friendly and sector specific knowledge.
- The ability to have face to face discussion about our needs. The easy access to an advisor and speed of contact.
- Good practice guides – easy accessible and easy to understand.

- ❑ Delivering our social accounts on time.
- ❑ Good communication.
- ❑ The staff understand our problems.
- ❑ Auditing our accounts.
- ❑ Promptness to respond.
- ❑ Independent examination of accounts.
- ❑ Being able to approach someone easily and receiving information quickly and professionally.
- ❑ It has made a real difference to us. The one to one help has been invaluable and we have kept everything you have ever sent us or we have downloaded ..... newsletters, good practice guides etc because they have all been very clear readable and helpful. It is easy to take the service for granted but trying to imagine what trawling the internet for information would be like or working with an accountant who did not understand the voluntary and community sector makes you aware of how lucky we have been to have WYCAS providing help and being at the end of a telephone

**What could be improved/changed?**

- ❑ Our tenant and resident associations tell us that your training and advice is too complex for their needs which puts them off asking for your help.
- ❑ Proper funding for Kirklees branch.
- ❑ The lady was really nice and very approachable.
- ❑ More free training.
- ❑ WYCAS having accountants/knowledge to guide on taxation and higher turnover accounts enabling an organisation to maintain consistent relationship and progress together.
- ❑ More free hours available when charities are in financial straits.

**What do you see as your organisation's long-term benefit gained through your contact with WYCAS?**

- ❑ Good practice.
- ❑ Get our finances in order and set up QuickBooks.
- ❑ Up to date and accurate accounts.
- ❑ Formal accounting procedures now in place due to back up of WYCAS.
- ❑ Clearer financial procedures and policy. Full cost recovery systems. Sustainability through long term financial planning.
- ❑ Easily contacted via phone or email.
- ❑ A clearer accounting system and help and support when we need it. Also updates on any changes in regulation and info about implementing changes.
- ❑ Improved knowledge of our accounting requirements, improving our business acumen and therefore our chances of continuity.
- ❑ Ongoing assistance as our charity grows.
- ❑ We have had support whenever we have required it.
- ❑ We know our accounts are in order.
- ❑ Regular audit checks.
- ❑ Independent examination of accounts.
- ❑ Managing finances.

**Are there other services, relating to financial management, you would like WYCAS to offer?**

- Not as yet but maybe as we grow bigger.
- Free 1 to 1 training
- Fundraising.
- Regular bookkeeping at an affordable cost. Help with budgets
- Regular audit checks.
- Meeting of similar organisations to swap ideas on cost savings e.g. energy, insurance, group purchasing, licenses etc.

**What financial training courses would be useful to your organisation?**

- Beginners level info on budgets/finance for our management committee.
- QuickBooks course.
- QuickBooks; Full cost recovery.
- Simple bookkeeping.
- Courses about producing reports for Boards and management committees and for management committees.
- When we move to our new community facility, guidance on Managing our accounting info, processes etc. Bookkeeping of different elements of income café, room hire etc.
- Have not attended any yet, but as our finances grow advice on preparing for the auditor would be useful.
- I think those offered are adequate.
- QuickBooks.

**We are re-designing our website, what would you like to see on it?**

- Not sure as not seen your website maybe have details of the person for each area i.e. Kirklees.
- Links to info on requirements for formal/governing accounts i.e. Companies House, charity commission.
- Advice for smaller charities and those just starting up.
- Checklists.
- No opinion.
- Help pages.

**Why do you think there is a need for the services WYCAS offers?**

- Sector specific needs of vol/comm/charities.
- Because charitable organisation do not always have people with the relevant skills in bookkeeping etc and do not always have the funds to pay for training etc so WYCAS has been invaluable to our organisations.
- Provides valuable support for small voluntary organisation and most importantly is affordable.
- This area is under provided for at a time when financial management needs to be at its best. WYCAS offers top quality assistance and advice tailored to clients needs.
- Where else would small voluntary organisations go?!
- Offer affordable services to local charities and organisations.

- Yes
- Committees of organisation need financial guidance and practical support as their main priority is delivering their services. Lack of resources and capacity, skills etc often prevent sound financial management which could and does cause eventual failure to continue and sometimes issues with formal and mandatory bodies. Invaluable resource in these instances.
- From my point of view as someone who has had the role of treasurer thrust upon them with no previous experience, the guidelines and advice offered by WYCAS has been valuable and supportive.
- Affordable for social enterprises at a time when funding is non existent.
- As a voluntary organisation we need to keep costs down and we also need proper advice regarding charity status and any other advice which would help us.
- Voluntary run community centres are under severe pressure. Expected to run to high legal/professional standards with no assured financial income. The finances are the greatest worry and using voluntary help is problematic. We have help from petty cash stage to preparation for accountants at year end would be marvellous.
- Small organisations need assistance in complying with all the legal and financial requirements.
- A trusted support for small organisation run by volunteers.
- Cost benefit; contact with similar organisations.
- Affordability and a community based service.
- Financial management is a real headache for the untrained and WYCAS, without compromising standards, have worked so effectively to make it intelligible so thank you so much. We are very overstretched here and Alison will know we are not brilliant on deadlines but I wanted to you to know how much we appreciate your service which has developed our 'financial capacity' and the skills of workers and volunteers.

## DISTRICT RESULTS – LEEDS

**Responses received 52 from users** (of which 8 stated a turnover of under £10k, 24 stated a turnover of £10k-£100k, 15 stated a turnover of £100k-£250k and 2 stated a turnover £250k+).

### Quality of service

Service Used	Excellent	Good	Average	Poor	Unacceptable
One to one support visits	26	6			
Preparation/examination of accounts	24	1	1		
Telephone advice	24	8			
Newsletter	16	23	1		
Good Practice leaflets	11	15	1		
Remedial Work	10	5			
Group Training Courses	2	6	1		

### Assessment of benefit to your organisation

Please tick if you think that the input from WYCAS has enabled your organisation to improve the following:

Financial Record- keeping	39
Financial Planning	10
Financial decision-making	7
Costing for fund-raising bids	4
Annual accounts	32
Financial procedures	26
Reports to Funders	6

### What have you found most useful about WYCAS services?

- In one to one session the advice has been so easy to understand it has been brilliant.
- Timely and accurate updating of accounts. Financial information ready for funders returns.
- Specialist help and support for the non-specialist from those who really understand the voluntary sector!
- Efficient and timeous, very cost effective and value for money.
- Accessibility to advise information and problem solving.
- Dependable and trustworthy.
- Easy to contact costs for services are transparent. Expertise in QuickBooks.

- ❑ One to one direct support with computerised accounts.
- ❑ Getting initial accounts prepared to send to Lodge Accountants
- ❑ The opportunity to telephone and speak with a member of the team who is always helpful.
- ❑ Advice on use of quicken and adhoc financial advice
- ❑ Full cost recovery
- ❑ Home visits as I am disabled. Also telephone and email support.
- ❑ Tailored advice for setting up computerised accounts.
- ❑ Available for support at short notice
- ❑ It is a very approachable service which is able to understand the financial/accounting needs of voluntary and charitable groups and tailor the service delivered to match these needs.
- ❑ Payroll.
- ❑ Easily contactable, work to time restrictions.
- ❑ WYCAS has prepared out Annual Accounts for both the Yorks region and Leeds Branch. We have had a great amount of help and advice from Mike Withers who has helped me to tighten up on accounting procedures.
- ❑ This year, telephone support.
- ❑ Helpful staff.
- ❑ I have only just taken over the treasurer role (Nov 08) and therefore have had limited contact with WYCAS. I have made 2 telephone calls both of which were handled professionally and very competently.
- ❑ Audit services.
- ❑ Friendly and helpful and easily accessible – able to give reliable and expert advice.
- ❑ Newsletter.
- ❑ Excellent and efficient service, very competitively priced! Readiness to offer advice. Understanding of charitable organisation.
- ❑ Newsletter.
- ❑ Preparation of accounts.
- ❑ My organisation did not benefit yet I have received Sage Line 50 and account information.
- ❑ The one-to-one support visits.
- ❑ Being a newcomer to QuickBooks systems the good one-to-one training services and group training.
- ❑ Efficiency and friendly assistance.
- ❑ Friendly service.
- ❑ Opportunity to get one to one support and advice; access to resources e.g. good practice leaflets.
- ❑ Professional, helpful, flexible and on site support.
- ❑ Keeping of accounts.
- ❑ Good straight forward accounts.
- ❑ Readily available and cooperative; special charges to charities; advice; one to one training where appropriate.
- ❑ Improved accounting systems – more streamlined capacity to keep on top of bookkeeping.
- ❑ They always seem to have a wide range of experiences personnel to give advice and assistance on financial matters – it's the one stop shop for voluntary organisations.

- ❑ Being available for one to one sessions. Responsiveness if query raised by telephone.
- ❑ The locality; the friendly advice and the clarity of the information given – very good.
- ❑ One to one support for specific issues.
- ❑ One to one support meant we could focus on areas most needed.
- ❑ We have in the past five years been very happy with the preparation and examination of accounts. This is the only service we have used.
- ❑ Your experience and expertise; your friendly support.
- ❑ Advice on operational and financial procedures and regulation.
- ❑ Clear advise on accounting practices.

**What could be improved/or changed?**

- ❑ Greater availability of support visits.
- ❑ Twice a year financial health check.
- ❑ Can't think of anything that could be improved.
- ❑ Some of the courses to do with budgeting and writing application for funding have been very basic. Would like the opportunity to work round more complicated problems and hear how other people do things – could be anonymous case studies or a supportive open meeting.
- ❑ Would like to have our accounts examined by WYCAS but prevented as just over the threshold for an IPS.
- ❑ Nothing very satisfied.
- ❑ Nothing – its excellent.
- ❑ Not aware of anything at the moment.
- ❑ I can't think of anything.
- ❑ Limited knowledge to advise on this.
- ❑ Take up Sage.
- ❑ Very happy as is.
- ❑ We have had a excellent service no suggestions.
- ❑ Nothing good as it is.
- ❑ We probably don't utilise your services enough – so maybe improved marketing of what you offer.

**What do you see as your organisation's long-term benefit gained through your contact with WYCAS?**

- ❑ Better governance by our directors.
- ❑ Consistent financial records. Financial skills, knowledge experience and added capacity.
- ❑ More confidence in getting to grips with financial control and monitoring.
- ❑ Problem solving.
- ❑ As a charity we must produce independently audited accounts. Knowing that we can trust WYCAS to undertake this piece of work is very reassuring.
- ❑ Continuity of service.
- ❑ Information on grants.
- ❑ Access to free finances consultancy accounts.

- ❑ Cheaper annual examination than previous accountancy firm. Advisory service on tap, very approachable.
- ❑ Continuity of audit services and support for new treasurer on QuickBooks.
- ❑ Ability to keep good financial records.
- ❑ Being kept up to date with changing finance, legal and charitable requirements.
- ❑ Efficient service they provide.
- ❑ Helping with consistency for the lone finance administrator role.
- ❑ A good continuing understanding of our organisations financial accounting and a good working relationship.
- ❑ Correctly audited accounts.
- ❑ Reliable service.
- ❑ Professionalisation of our accounting process and ability to provide information for our funding organisations and business planning.
- ❑ Best practice.
- ❑ The ability to produce per-fund accounts.
- ❑ The survival of the organisation. We wouldn't be able to manage without the excellent input through training, support and publications of WYCAS.
- ❑ Financial viability through forward planning.
- ❑ To continue having the high standard of service you presently provide.
- ❑ Improved financial procedures.
- ❑ Prompt accounts produced.
- ❑ Financial stability, procedures, skills and knowledge of financial matters.
- ❑ Setting accounts.
- ❑ Well organised financial works.
- ❑ Excellent understanding of computerised accounts.
- ❑ Being able to undertake my financial work with good WYCAS backing.
- ❑ Haven't had contact long yet but for us as a new organisation and for trustees it is a vital support to set up and govern properly for our long term.
- ❑ An efficient and up to date financial system for the company and its staff.
- ❑ We have gained support with our financial bookkeeping systems and for workers who from time to time required guidance.
- ❑ Good clear accounts produced – reflects well on us.
- ❑ Keeping of accounts.
- ❑ Improved financial systems.
- ❑ We owe our continued existence to WYCAS. They advised us on all our financial obligations and went on to train us and help us in filing the relevant accounts. The future now looks bright for us.
- ❑ Ever improving financial procedures – we have more we want to do and knowing WYCAS is there is incredibly reassuring.
- ❑ We mainly used the IT servicing but we have now moved to another organisation since its closure.
- ❑ A more professional financial management system that helps us develop as an organisation.

- Finances more accurate and clear to understand – can look back and project future costings based on past expenditure.
- Use of QuickBooks; improved financial skills; more professional business accounts.
- That we will adhere to financial regulations that are required and receive the advice we need to maintain transparency.
- Good transparency and other accounting/bookkeeping requirements.
- Flexibility/approachability/Availability.
- Structured framework to benefit young service users.

**Are there other services, relating to financial management, you would like WYCAS to offer?**

- No
- Financial planning in a recession.
- Not at the moment – although a beginners guide to some accounting language would be helpful i.e. what is annual turnover/net worth etc and simple ways of calculating.
- Fundraising is our greatest financial problem – convincing potential funders of the work of our services and the need for them.
- Don't know.
- Not at the moment.
- I will probably have to do accounts for auditing for first time this year and am not sure what is required.

**What financial training courses would be useful to your organisation?**

- VAT for charities.
- None at present.
- Financial management.
- Financial planning in a recession.
- Not sure at the moment.
- I've attended several in previous years.
- Understanding accounts.
- Something relating to budgeting.
- The ones on offer look good, it is up to us to access them.
- Benefit most from one to one support.
- Group Training for our leaders focussing on financial planning and decision making.
- This may already exist? Overview of Charitable and Company financial reporting requirements. What to report to trustees. What audited/examined accounts look like.
- Budgeting and budget monitoring.
- Basic QuickBooks for all employees.
- Master class for Quicken! Or maybe intermediate! We do not utilise our bookkeeping package effectively.
- Bookkeeping – part electronic packages.

**We are re-designing our website, what would you like to see on it?**

- Have not looked at it, but perhaps Q and A stuff or reference topics.
- Contact details, model templates.

- ❑ Case studies form local charities who benefit from their involvement with WYCAS.
- ❑ No other suggestions other than glossary of financial terms as mentioned above.
- ❑ Just how much you can offer help to all organisations and age groups.
- ❑ Examples of annual accounts of any small charity organisation.
- ❑ Would be useful to have to Good Practice guides available for download.
- ❑ FCR template.
- ❑ Would be good to have photos of staff.
- ❑ Links to all good practice leaflets; links to newsletters and relevant articles (if still up to date); links to grant information, sign posts to other useful websites.
- ❑ Perhaps more step by step guides to electronic accounts.
- ❑ Info resource links are all useful.
- ❑ I have no suggestions to make it seems comprehensive to me.
- ❑ How to guides – create a budget, create reports for Trustees etc.
- ❑ Tutorials

**Why do you think there is a need for the services WYCAS offers?**

- ❑ No one else provides such accessible information. You (WYCAS) are excellent value for money.
- ❑ Limited capacity of small-medium vol sec organisations. WYCAS brings specific, trained financial skills and experience to organisation where staff have to be 'generalists'
- ❑ Vol organisations cannot usually afford to employ a trained finance person because turnover is small so WYCAS has been essential for the sector.
- ❑ Financial management advice tends to be costly so WYCAS is a vital resource and support for small organisations.
- ❑ For small charities it is essential that we can use WYCAS to professionally audit our accounts at reasonable cost. There is no fuss; we know that this work will be done on time and the format will be easy to understand.
- ❑ Yes – there is nowhere else to go – main point of information.
- ❑ Most organisation are required to produce year end accounts and it is very expensive to use commercial accountancy firms. Also, many people find themselves elected treasurer without having bookkeeping experience and knowledge.
- ❑ Vital for small organisations with only one financial administrator to help with the odd problem (always done with patience and kindness, thank you!) and excellent training for new finance administrators (in small organisations this person may not have huge background in finance.
- ❑ They understand the voluntary sector and needs of our organisations.
- ❑ Excellent for small charities such as ours with volunteers doing the accounts.
- ❑ Small groups such as ours cannot afford full audit fees.
- ❑ Very important for small voluntary organisations.
- ❑ Yes definitely.

- Useful, keeps charities up to date. Whilst I don't use some services I think they are valuable to others and would use them if I needed them.
- Good value payroll and other functions for community groups.
- Because commercial accountants are way too expensive.
- Absolutely.
- Because organisations like ours don't have the resources to employ trained accountancy professionals. We have to learn to do it ourselves, further complicated by funders requirements.
- Voluntary organisations do not have the capacity to be able to deal with irregular work patterns. Also briefings on current practices.
- Yes
- Trustworthy and unbiased advice and a cost effective accountancy service.
- Its unique in the area and excellent and what it does.
- New guidelines got updated by WYCAS.
- I would not be where I am at my work without their backing.
- Because its helping the company to establish its accounts and remain up to date with all the records of the company.
- More and more voluntary/charitable organisations do not just have to meet the needs of their communities in a practical sense but also have to show accountability and return on money invested as with any business WYCAS helps us achieve this essential skill to maintain our services.
- A lot of organisations cannot afford to employ finance specialists so WYCAS helps to skill those of us who need these skills for our organisations.
- Small organisations usually do not have financial expertise or much experience of accounting and guidance is most important in your service.
- I could not find anyone else to do it!; Gives "accountability" to smaller charities; gives "moral support" and encouragement – very useful for a small charity.
- Sector knowledge and expertise.
- Yes! Definitely. Please keep going. We would be lost without you!
- Charities need external auditors – Accounts should not be examined by 'a friend' as is so often the case.
- It is the nature of our work that we have many volunteers and workers who need guidance and support without the company incurring unaffordable charges.
- Charities/small organisation sometimes struggle with staff capacity and skills to do financial bookkeeping – WYCAS bridges that gap!
- There are a lot of organisations which are established focussing only on their objectives but without a full and well informed appreciation of their financial obligations and have to rely on WYCAS for help because it has affordable rates as compared to offers.
- Voluntary sector orgs often run on such limited funds that accountancy support, other than the essential, can't be afforded. Requirements and penalties are so important that affordable independent support is essential.
- Yes, especially for very small organisations.

- Specialist knowledge; fees appropriate to the sector.
- Without it small organisations like ours would struggle to keep accurate records – we wouldn't be able to afford training and it is even possible we might have had to close as it was through WYCAS support we noticed some larger errors.
- Most definitely.
- To support small organisations that don't have the expertise.
- Yes – definitely. For small voluntary businesses like us run by volunteers it is crucial to have someone to turn to regards financial regulations.
- Yes – the clear and practical advise is very valuable.
- To allow small community projects to stand alongside larger statutory agencies.

## DISTRICT RESULTS – WAKEFIELD

**Responses received from 20 users** (of which 5 stated a turnover of under £10k, 8 stated a turnover of £10k-£100k, 2 stated turnover of £100k-£250k and 3 stated turnover over £250k).

### Quality of service

Service Used	Excellent	Good	Average	Poor	Unacceptable
One to one support visits	8	2			
Preparation/examination of accounts	2	1			
Telephone advice	8	2			
Newsletter	7	5			
Good Practice leaflets	8	2		1	
Remedial Work	3	1			
Group Training Courses	6	1			

### Assessment of benefit to your organisation

Please tick if you think that the input from WYCAS has enabled your organisation to improve the following:

Financial Record- keeping	6
Financial Planning	4
Financial decision-making	4
Costing for fund-raising bids	4
Annual accounts	5
Financial procedures	5
Reports to Funders	3

### What have you found most useful about WYCAS services?

- Training courses and financial info
- Able to speak with someone asap without a problem.
- Training accounts.
- Its good to have backup.
- Advice from your representative (Julie Haley).
- First class support and advice always available; one to one support and trainings.
- We haven't used the services recently.
- Helpful advice when needed. It has not been necessary for us to use the financial support, but it probably will be in future.
- One to one support and clear communication which we can understand.

- The help it gives to help with bookkeeping.
- 1-1 support.
- Gaining understanding of basic bookkeeping (absolutely essential); budgeting and cash flow; support from tutor especially around my genuine deep rooted panic round working with figures; learning to read accounts – invaluable.
- Helpful and efficient service.
- Talking with Julie on the phone was very helpful.
- Knowing that there is someone to contact when financial assistance is required.
- Knowing who to contact for advice.
- Accurate examination of the accounts and very cost effective.
- Invaluable training courses. Our Community Accountant is fully available for help at all times and so far has helped enormously.
- Telephone advise; Good Practice Guides and Newsletter. One to one support changing over from spreadsheets to QuickBooks.
- I have accessed training/publications and advice sheets and have found them useful and informative for groups whilst being easy to understand and read.

#### **What could be improved/or changed?**

- The sectors provided for.
- I have only used very general support so feel I cannot comment until I have used more specific services.
- Nothing.
- Sage support.
- More time on training to gain more experience on case studies to gain confidence and improve skills.
- Satisfactory as is.
- Not used WYCAS enough to comment as yet.
- Not sure.
- Nothing we note so far, we have only recently become aware of the superb services on offer.
- Nothing I can think of, all services received excellent.

#### **What do you see as your organisation's long-term benefit gained through your contact with WYCAS?**

- Good financial procedures.
- Our accounts are more informative.
- Training provided.
- Somewhere to get help if necessary.
- More professional control of finances by staff and committee.
- I think the benefit of financial services will be invaluable in the future.
- Invaluable support to enable grant bids.
- Overcoming the treasurers panic and lack of knowledge about working with figures – result ability to keep accurate books, year end accounts , budgeting and cash flow.
- Enable proper finance control of organisations.
- As our organisation develops we'll need a great deal of support with financial matters.

- Reassurance that there is someone to contact when support is required.
- Advisory service – financial procedures.
- Up to date accurate record keeping.
- Good thorough bookkeeping, clear and precise results at end of years etc.
- Good financial record keeping.

**Are there other services, relating to financial management, you would like WYCAS to offer?**

- Help with finding funding.
- Budget planning/forecasting.
- Not at the moment.
- Sage support.
- Funding sources and making applications.
- Don't know as yet.
- Financial planning/budgets.
- As much as possible for the novice! Bookkeeping, finance, HMRC, wage and salaries, budgets. Money movements and management.

**What financial training courses would be useful to your organisation?**

- Payroll
- Basic accounting.
- None we are not big enough.
- We are only a small organisation and hopefully this year we may be able to attend an accounts course (being carers as well as volunteers our time is limited).
- Advance QuickBooks.
- I need to know how things will develop when we leave Barnardos.
- Those already provided.
- Anything to improve chances of securing funding.
- Good courses to date; Julie Haley makes what I consider a dull subject interesting.
- Coping with Inland Revenue forms!
- Bookkeeping/accounting however difficult to get trustees in for training (need evenings!)
- Salaries & Wages – HMRC; Banking legislation; financial roles – small group.

**We are re-designing our website, what would you like to see on it?**

- Good Practice Guides, monthly Newsletter instead of paper version to save environment
- All you have to offer regarding financial accounting with names and tel no of whom to contact when you need it.
- Fact sheets.
- We found the website invaluable when looking for information and we received several of the information booklets. We do not use your website much as we are still with Barnardos.
- Perhaps links to your member organisations.

- ❑ Sample case studies to practice on – with answers; Q&A session; Forum page for networking between volunteer groups.
- ❑ No – provides comprehensive information in current format.
- ❑ Web site seems ok.
- ❑ Something like the HMRC CD Rom. Everything included on look up.

**Why do you think there is a need for the services WYCAS offers?**

- ❑ Because most services are either free or low cost and charities cannot afford to pay for the same services elsewhere.
- ❑ Because Community Groups and Charities need to have good financial accounting with transparency so Joe Public can understand them.
- ❑ The Voluntary sector have little or no finance and WYCAS offer affordable prices.
- ❑ Advice and help is there if needed.
- ❑ Yes. We have found the friendly approach by WYCAS helps build up the confidence of the smaller organisations. We do not feel intimidated.
- ❑ Quality service at affordable prices for voluntary sector.
- ❑ Definitely.
- ❑ Charities need excellent support at a reasonable cost and WYCAS offers great value.
- ❑ Accountants are very expensive and not cognisant of the needs of voluntary organisations.
- ❑ Peace of mind when all accounts are audited.
- ❑ Because people setting-up/managing voluntary groups are probably new to the role. Finances are a necessary and legal aspect to the future success of the groups. Training does not drain groups budgets of vital hard fought funds.
- ❑ Enables charities to minimise expenditure on examinations/audits to concentrate funds on core objectives.
- ❑ Don't know as yet.
- ❑ Because many voluntary groups lack financial skills and find it incredibly difficult to find treasurers/accountants.
- ❑ Because are familiar with Voluntary organisation needs/ways.
- ❑ Small companies like ourselves need a company that will provide a service that is accurate and cost effective.
- ❑ I personally do not know what I would have done without it, Julie Haley has been invaluable, keep up the great work!
- ❑ Third sector groups need someone approachable with one to one support and the ability and knowledge to support and train them.

## DISTRICT RESULTS – OTHER

**Responses received from 2 users** (of which 0 stated a turnover of under £10k, 0 stated a turnover of £10k-£100k, 1 stated a turnover of £100k-£250k and 1 stated a turnover £250k+).

### Quality of service

Service Used	Excellent	Good	Average	Poor	Unacceptable
One to one support visits		1			
Preparation/examination of accounts					
Telephone advice					
Newsletter	1	1			
Good Practice leaflets	1				
Remedial Work					
Group Training Courses					

### Assessment of benefit to your organisation

Please tick if you think that the input from WYCAS has enabled your organisation to improve the following:

Financial Record- keeping	
Financial Planning	1
Financial decision-making	
Costing for fund-raising bids	
Annual accounts	
Financial procedures	
Reports to Funders	

### What have you found most useful about WYCAS services?

- I have accessed training/publications and advice sheets and have found them useful and informative for groups whilst being easy to understand and read.
- One to one support.

### What could be improved / or changed?

- In our case it would be great if one of your advisers had expertise in MYOB accounting package.

### What do you see as your organisation's long –term benefit gained through your contact with WYCAS?

- Free and quality advice on accounting.

**Are there other services, relating to financial management, you would like WYCAS to offer?**

**What financial training courses would be useful to your organisation?**

- Accounting on MYOB package!

**We are re-designing our website, what would you like to see on it?**

**Why do you think there is a need for the services WYCAS offers?**

- As a charity, our resources are meagre and it is great that we can have free professional advice to enable us to meet our charitable requirements.
- Third sector groups need someone approachable with one to one support and the ability and knowledge to support and train them.

## SUMMARY OF RESULTS

Responses received from 165 users.

### Quality of service

Service Used	Excellent	Good	Average	Poor	Unacceptable
One to one support visits	89	19			
Preparation/examination of accounts	77	15	2		
Telephone advice	76	25	2		
Newsletter	54	62	6		
Good Practice leaflets	50	39	3	1	
Remedial Work	30	13			
Group Training Courses	27	16	1		

### Assessment of benefit to your organisation

Please tick if you think that the input from WYCAS has enabled your organisation to improve the following:

Financial Record- keeping	112
Financial Planning	58
Financial decision-making	32
Costing for fund-raising bids	27
Annual accounts	100
Financial procedures	74
Reports to Funders	34