An Assessment of Welsh Civil Society (2005)

CIVICUS CIVIL SOCIETY INDEX REPORT FOR WALES

Bryan Collis
Colwyn Bay 2005

FOREWORD

The Wales Council for Voluntary Action (WCVA) was formed over 70 years ago as a response to the effects of the great depression in the valleys of South Wales. It now represents, campaigns, and it supports and develops voluntary organisations, community action and volunteering in Wales. It has a unique role in representing a wide spectrum of voluntary organisations at the Wales and European level. It has developed and delivered grant schemes that reflect the needs of voluntary organisations and provides support and training to voluntary organisations and their partners. WCVA has also championed the concept of civil society within Wales, seeking alliances with other civil society organisations (CSOs) and working with them, when appropriate, to influence politics and policy in Wales.

The Civil Society Index project in Wales was born from this sense of the need to cross boundaries, to seek a consensus regarding the current strengths and future prospects of civil society in Wales. The work presented gathers relevant published information under a set of indicators, established at an international level by CIVICUS, the World Alliance for Citizen Participation. It builds upon a pilot project, also carried out by WCVA in 2003, using a survey of stakeholders, and represents the most comprehensive recent analysis of civil society in Wales.

The work has been carried out by Dr Bryan Collis, WCVA Research Officer, with the assistance of Dr Graham Day and Dr Charlotte Williams, both of the School of Social Sciences, University of Wales Bangor. It also involved a number of stakeholders in an assessment group, and their insights and contributions have been valuable.

I commend this report to you. You may not agree with all its conclusions, but its aim is to stimulate debate in Wales regarding the way forward for civil society, one of the greatest assets of Wales: the way its people act together to change things for the better for themselves and others.

Graham Benfield OBE
Chief Executive, WCVA

ACKNOWLEDGEMENTS

The Civil Society Index (CSI) project, using the CSI's Shortened Assessment Tool (CSI-SAT), was carried out by Wales Council for Voluntary Action (WCVA), in cooperation with Graham Day and Charlotte Williams from the School of Social Sciences, University of Wales Bangor. The project's approach and research methodology was developed by the international non-governmental organisation CIVICUS: World Alliance for Citizen Participation.

A Stakeholder Assessment Group (SAG) was established to guide the project implementation process and provide input into the research. The SAG met on two occasions, and helped to ground the information gathered in the reality of civil society groups in Wales. The SAG was composed of people with a diversity of background and experience, which prevented the information from being interpreted from one perspective in isolation. The time and effort of those who took part in the introductory meeting and the scoring workshop is gratefully acknowledged; they are listed in Appendix 1.

I would also like to thank the CSI team at CIVICUS, especially Volkhart Finn Heinrich, for their support and understanding throughout the project.

Bryan Collis
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Colwyn Bay
December 2005

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LIST OF ACRONYMS

ASPB	Assembly sponsored public body
BME	Black and minority ethnic
CIVICUS	CIVICUS: World Alliance for Citizen Participation
CS	Civil society
CSI	Civil society Index
CSI-SAT	Civil Society Index Shortened Assessment Tool
CSO	Civil Society Organization
Cytun	Churches together in Wales
ESS	European Social Survey
NCO	National Coordinating Organization
NGO	Non Governmental Organization
NIT	National Index Team
SAG	Stakeholder Assessment Group
UK	United Kingdom
VSPC	Voluntary Sector Partnership Council
WCVA	Wales Council for Voluntary Action

EXECUTIVE SUMMARY

INTRODUCTION

This report presents the findings of the Civil Society Index project in Wales. It seeks to provide an evidence base for informed discussion among people from different parts of civil society, public bodies, politicians and the private sector regarding the issues that are critical in building a healthy vibrant Welsh civil society. The report also aims to enable comparison of civil society in Wales with other countries. Civil society is seen as the space between the family and state and private sector organisations. As such it includes a large number of diverse organisations, including all voluntary organisations, professional bodies, trade unions, local informal and formal community and sports organisations and faith bodies.

This report seeks to provide a comprehensive assessment of the current state of Welsh civil society, with a particular focus on its strengths and weaknesses. It is part of an international project coordinated by CIVICUS: World Alliance for Citizen Participation in more than 50 countries around the world. It uses a tool, the Civil Society Index (CSI), which is a comprehensive participatory needs assessment and action-planning tool for civil society actors at the country level.

The CSI uses 74 indicators to score the strengths of civil society, which are grouped under four headings or dimensions: structure, environment, values and impact. The indicators are a mix of qualitative and quantitative ones, and are normalised to a score between 0 and 3. These are then averaged to give an overall score between 0 and 3 for the four key dimensions of civil society: structure, environment, values and impact - and represented using a diamond shape.

THE FINDINGS

The Civil Society Diamond for Wales is shown below (figure 1), and shows that, with scores between 1.9 and 2.7, civil society in Wales is relatively well developed, with a strong value base. It operates in a generally supportive environment, and has a high impact on society.

FIGURE 1: Civil society index diamond for Wales
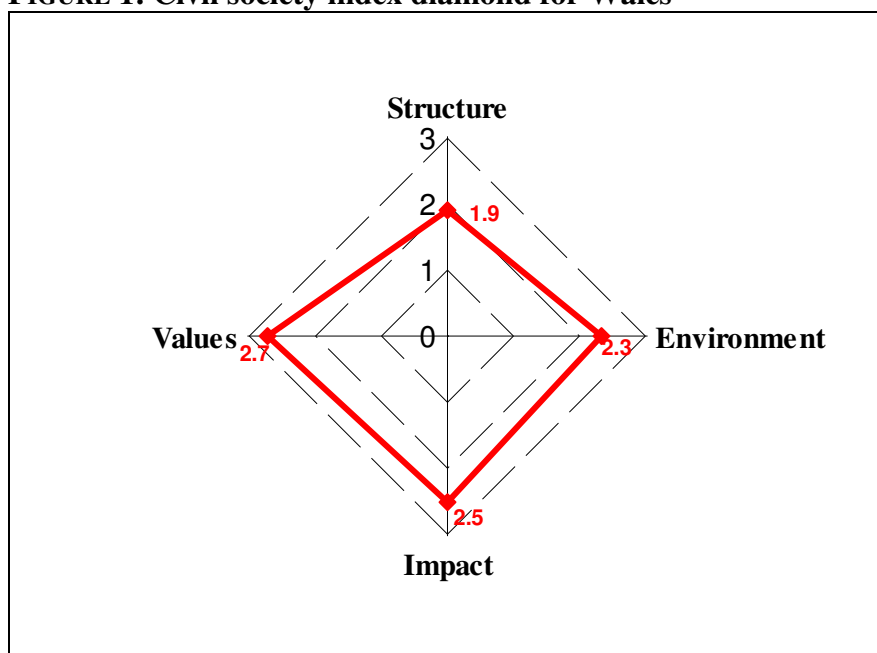
CIVICUS Civil Society Index Report for Wales

Wales is, in general, a positive environment for civil society, with a good socio-economic context and, since devolution, healthy state-civil society relationships. Relationships with the private sector are less well developed.

Strong points include civil society's ability to meet perceived needs in society, empower citizens, hold the state and private sector accountable and influence public policy in the impact dimension. Civil society also showed high scores in indicators that measured attitudes and actions to promote non-violence, gender equity, poverty eradication, environmental sustainability and internal democracy. Not all parts of civil society are equally active in all areas, but it was felt that significant contributions were made by civil society organisations in all these areas.

Civil society was seen as fairly well organised, including a diversity of participants, but there were also significant areas with room for improvement. The depth of involvement of people in civil society and the proportion of income that is donated to charitable causes had particularly low scores. This was reflected in other scores, where civil society organisations feel that they lack financial and human resources to meet the needs they see in society.

CONCLUSIONS

The main conclusions of the reports are:
- Civil society in Wales is generally healthy and diverse and has a positive impact on the lives of people living in Wales.
- Particular strengths include the values held by and practiced by many civil society organisations and changes in public attitudes and policy as a result of the work done by civil society organisations.
- There are some areas where improvements are possible, including the depth of involvement of people in civil society organisations, the links between different areas of civil society and relationships with some public bodies and the private sector in general.
- Opportunities exist for further cooperation and collaboration between organisations to improve civil society and increase its impact.

NEXT STEPS

There was a sense of expectation in the meeting of the project's Stakeholder Assessment Group (SAG) that there were links which could be made to make civil society stronger, that there were challenges that needed to be met, and that there is a basis for working together under a banner which is wider than the voluntary sector, trade union movement, or faith bodies. What was less clear was how to bring this about. The SAG did not include many decision-makers from different areas of civil society, so there was a reluctance to formulate strategic plans or promise to build alliances.

The findings of this study will be publicised as widely as possible. This will include a conference based on the findings of this report and ongoing dialogue with people from civil society, politicians, public and private sectors. This publication should also serve as a useful introduction for students of civil society and related themes.

In its English version, this publication will also serve as the basis for international comparisons within the framework of the Civil Society Index project as a whole, including a global CSI workshop. CIVICUS will then evaluate and refine the methodology employed on the basis of current experience and findings and plans to repeat the project in the future.

INTRODUCTION

This report has two aims. The first is to provide an evidence base for informed discussion among people from different parts of civil society, public bodies, politicians and the private sector regarding the issues that are critical in building a healthy vibrant Welsh civil society. The second is to enable comparison of civil society in Wales with other countries. To meet these aims, an approach has been used which combines local adaptability and international coordination: the CIVICUS Civil Society Index.

This document presents the results of the CIVICUS Civil Society Index Shortened Assessment Tool (CSI-SAT) application in Wales, carried out by the Civil Society Index (CSI) implementing partner in Wales, the Wales Council for Voluntary Action (WCVA). The project was carried out from January through July 2005, as part of the international CSI project coordinated by CIVICUS: World Alliance for Citizen Participation. The CSI is a comprehensive participatory needs assessment and action-planning tool for civil society actors at country level, which is currently being implemented in more than 50 countries around the world.

In 2004, CIVICUS developed the CIVICUS Civil Society Index – Shortened Assessment Tool, which is based on the original CSI design, but is a shorter, less extensive and less resource-intensive process to assess the state of civil society. The CSI-SAT is particularly relevant in countries, where there is a substantive amount of secondary data available on civil society, and it can also serve as a useful preparatory activity for a full CSI implementation at a later stage.

The CSI-SAT aims to:
1) Generate relevant knowledge on the state of civil society at a country level and
2) Provide an assessment of civil society's current state by civil society stakeholders.

In each country, the CSI-SAT is implemented by a National Coordinating Organisation (NCO), guided by a Stakeholder Assessment Group (SAG) and the CIVICUS CSI project team. The NCO collects and synthesizes data and information on civil society from a variety of secondary sources. This information is employed by the SAG to score the 74 CSI indicators, which together provide a comprehensive assessment of the state of civil society. The findings are then finalized and a final report is published to publicise the CSI-SAT at the national level. The international CSI project team at CIVICUS provides training, technical assistance and quality control to the NCO throughout the project implementation.

STRUCTURE OF THE REPORT

This report seeks to provide a comprehensive assessment of the current state of Welsh civil society, with a particular focus on its strengths and weaknesses. It is structured as follows. Section I, "The CSI-SAT Project: Background & Methodology", provides a detailed history of the CSI-SAT, its conceptual framework and research methodology.[1] Section II, "Civil Society in Wales", provides a background on civil society in Wales, and describes the use of the civil society concept in Wales and the definition employed by the CSI-SAT project. Section III, entitled "Analysis of Civil Society", is divided into four parts: Structure, Environment, Values and Impact, which correspond to the four main dimensions of the CSI. The presentation of the results, according to individual dimensions and subdimensions, is intended to act like a catalogue, and readers looking for an overall interpretation of the report should refer to the conclusion. The conclusion in Section

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[1] See also Appendix 2 List of indicators and technical notes.

IV maps the Civil Society Diamond and offers an interpretation on the report's implications for the overall state of civil society in Wales.[2]

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[2] The Civil Society Diamond is a visual tool developed by CIVICUS and Helmut Anheier, Director of the Center for Civil Society at the University of California, Los Angeles, which presents the overall findings of the CSI study in form of a Diamond-shaped graph.

I. CIVIL SOCIETY INDEX SHORTENED ASSESSMENT TOOL APPROACH

1. PROJECT BACKGROUND

The idea of a Civil Society Index originated in 1997, when the international non-governmental organisation CIVICUS: World Alliance for Citizen Participation published the *New Civic Atlas* containing profiles of civil society in 60 countries around the world (CIVICUS 1997). To improve the comparability and quality of the information contained in the *New Civic Atlas*, CIVICUS decided to embark on the development of a comprehensive assessment tool for civil society, the Civil Society Index (Heinrich 2004; Holloway 2001). In 1999, Helmut Anheier, the then director of the Centre for Civil Society at the London School of Economics, played a significant role in the creation of the CSI concept (Anheier 2004). The concept was tested in fourteen countries during a pilot phase, which lasted from 2000 to 2002. Upon completion of the pilot phase, the project approach was thoroughly evaluated and refined. In its current implementation phase (2003-2005), CIVICUS and its country partners are implementing the project in more than 50 countries (see Table I.1).

TABLE I.1.1: Countries participating in the CSI implementation phase 2003-2005 [3]

1. Argentina	18. Gambia	36. Northern Ireland
2. Armenia	19. Georgia*	37. Orissa (India)
3. Azerbaijan	20. Germany	38. Palestine
4. Bolivia	21. Ghana	39. Poland
5. Bulgaria	22. Greece*	40. Romania
6. Burkina Faso	23. Guatemala	41. Russia*
7. Chile*	24. Honduras	42. Scotland
8. China	25. Hong Kong (VR China)	43. Serbia
9. Costa Rica	26. Indonesia	44. Sierra Leone
10. Croatia	27. Italy	45. Slovenia
11. southern part of Cyprus	28. Jamaica	46. South Korea
12. northern part of Cyprus	29. Lebanon	47. Taiwan*
	30. Macedonia	48. Togo*
13. Czech Republic	31. Mauritius	49. Turkey
14. East Timor	32. Mongolia	50. Uganda
15. Ecuador	33. Montenegro*	51. Ukraine
16. Egypt	34. Nepal	52. Uruguay
17. Fiji	35. Nigeria	53. Vietnam*
		54. Wales*

* Represents the seven countries implementing the CSI-SAT.

In Wales, WCVA implemented the project from January through July 2005. WCVA applied to conduct the project because of the CSI's aim, to combine a comprehensive assessment on the state of civil society with the identification of concrete recommendations and actions on the part of civil society stakeholders. Also, the comparison of civil society's features in Wales with those of other UK nations and countries in Europe was seen as potentially useful for WCVA's work with sister organisations in those countries.

Prior to implementing the CSI-SAT, Wales took part in the pilot phase of the CSI in 2002, and produced a report (WCVA 2002a.)[4] During the pilot phase, a diverse group of stakeholders, consultants and advisors guided the project implementation in the form of a National Advisory

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[3] This list encompasses independent countries as well as other territories in which the CSI has been conducted, as of February 2006.

[4] This is available from the CIVICUS website at http://www.civicus.org/new/media/wales.pdf

Group (NAG). The group comprised representatives of CSOs and specialists in civil society research. This group agreed upon the definition of civil society used for the purpose of the pilot project and used the same definition for the current project. Resources, both time and financial, restricted the methodology that was used. A questionnaire was sent to a sample of stakeholders and the replies were used to determine the CSI indicator scores. In the end, the pilot phase process was a limited success, as the completion of a questionnaire gave limited information on the reasons for the responses and lacked real engagement in the process. A more participatory process was desired, rather than the academic, expert driven process, which was achieved.

In October 2004, WCVA applied to conduct the CSI-SAT project in Wales and was accepted by CIVICUS.

2. PROJECT APPROACH AND METHODOLOGY

The CSI uses a comprehensive project implementation approach and a structured framework to collect data on the state of civil society on the national level. At the core of the project approach is a broad and encompassing definition of civil society, which informs the overall project implementation process. To assess the state of civil society in a given country, the CSI examines four key dimensions of civil society, namely its structure, external environment, values and impact on society at large. Each of these four dimensions is composed of a set of subdimensions, which again are made up of a set of individual indicators. These indicators form the basis for the CSI data collection process. The indicators also inform the assessment exercise undertaken by a Stakeholder Assessment Group (SAG). The CSI project approach, conceptual framework, and research and assessment methodology are described in detail in the remainder of this section.[5]

2.1 Conceptual Framework

How to define civil society? At the heart of the CSI's conceptual framework is obviously the concept of civil society. CIVICUS defines civil society as the space between the family, state and the market, where people come together to pursue their interests (Heinrich 2004). In this respect, and different from most other civil society concepts, the CSI has two interesting features. First, it aims to go beyond the usual focus on formal and institutionalised CSOs, and takes account informal coalitions and groups. Second, while civil society is sometimes perceived as a sphere in which positive activities and values reign, CIVICUS seeks to also include negative manifestations of civil society in the assessment. The concept therefore covers not only charitable associations or environmental organisations, but also groups such as skinheads and aggressive sports fans. The CSI-SAT assesses the extent to which CSOs support democracy and tolerance, and also the extent to which they themselves are intolerant or even violent.

How to conceptualise the state of civil society? To assess the state of civil society, the CSI examines civil society along four main dimensions:
- The *structure* of civil society (e.g. number of members, extent of giving and volunteering, number and features of umbrella organisations and civil society infrastructure, human and financial resources);
- The external *environment* in which civil society exists and functions (e.g. legislative, political, cultural and economic context, the relationship between civil society and the state, as well as the private sector);
- The *values* practiced and promoted within the civil society arena (e.g. democracy, tolerance or protection of the environment) and

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[5] For a detailed description of the CSI approach, see Heinrich (2004).

- The *impact* of activities pursued by civil society actors (e.g. public policy impact, empowerment of people, meeting societal needs).

Each of these main dimensions is divided into a set of sub-dimensions that contain a total of 74 indicators.[6] These indicators are at the heart of the CSI and form the basis of the data presented in this report. The indicator—subdimension—dimension framework underpin the entire process of data collection, the writing of the research report and the SAG's assessment of Welsh civil society. It is also used to structure the primary component of this publication.

To visually present the scores of the four main dimensions, the CSI-SAT makes use of the Civil Society Diamond tool (see Figure I.1.1 for an example).[7] The Civil Society diamond graph, with its four extremities, visually summarises the strengths and weaknesses of civil society.

The diagram is the result of the individual indicator scores aggregated into subdimension and then dimension scores. As it captures the essence of the state of civil society across its key dimensions, the Civil Society Diamond provides a useful starting point for interpretations and discussions about what civil society looks like in a given country. Since the Diamond does not aggregate the dimension scores into a single score, it cannot, and should not, be used to rank countries according to their

Figure I.1.1: Civil Society Diamond Tool
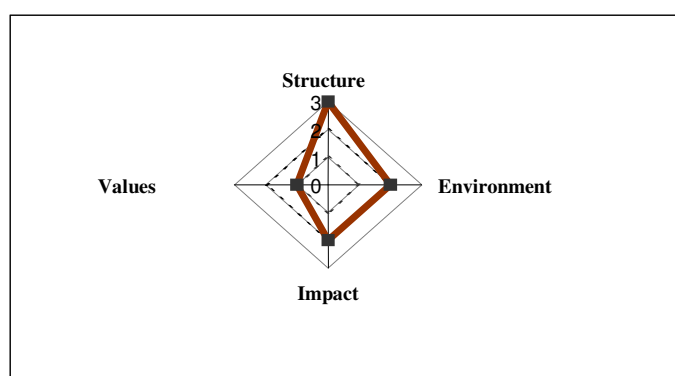
scores on the four dimensions. Such an approach was deemed inappropriate for a civil society assessment, with so many multi-faceted dimensions, contributing factors and actors. The Diamond also depicts civil society at a certain point in time and therefore lacks a dynamic perspective. However, if applied iteratively, it can be used to chart the development of civil society over time, and compare the state of civil societies across countries (Anheier 2004).

What is unique about the CSI-SAT? As stated above, the CSI-SAT is a substantially shorter version of the full CSI, as it uses a less participatory and less comprehensive approach to collecting the information on the state of civil society in a particular country. Different from the full CSI, the CSI-SAT relies on existing data only and does not include the consultative and action-planning stages of the full CSI. However, its conceptual framework and breadth of indicators is the same as in the full CSI.

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[6] See Appendix 2, List of indicators and technical notes.
[7] The Civil Society Diamond was developed for CIVICUS by Helmut Anheier (see Anheier 2004).

2.2 Project Methodology

This section describes the methods used to collect and aggregate the various data used by the CSI-SAT project.

Data Collection: In recent years there has been a proliferation in the amount of literature published on civil society; however, there is a lack of an analytical framework to help organise and systematize this information into a comprehensive picture of the state of civil society at the country level. The CSI seeks to provide such a framework, as it identifies and reviews relevant data sources that cover the full range of civil society organisations included in the study. Here a variety of national and international data sources are utilized and drawn together in accordance with the indicators' definitions provided by CIVICUS.

For the CSI-SAT study in Wales, a comprehensive study of secondary sources took place. The project team began with a review of information from the many existing studies and research projects on civil society and various related subjects. It also examined the grey literature and donor studies on civil society.

Data Scoring: The various data sources are collated and synthesized by the CSI project team in a first draft country report, which is structured along the CSI indicators, subdimension and dimensions. This report presents the basis for the indicator scoring exercise. In this exercise, each score is rated on a scale of 0 to 3, with 0 being the lowest assessment possible and 3 the most positive. The scoring of each indicator is based on a short description of the indicator and a mostly qualitatively defined scale of scores from 0 to 3.[8] The scoring exercise is modelled along a "citizen jury" approach (Jefferson Centre 2002), in which citizens come together to deliberate, and make a decision on a public issue, based on presented facts. The SAG's role is to give a score (similar to passing a judgement) on each indicator based on the evidence (or data) presented by the National Index Team (NIT) in form of the draft country report.

In Wales, the scoring process consisted of an initial score given by the researcher, which was then commented on by academic experts. This process produced a subset of 17 indicators where there was some disagreement on where a potential for alternative perspectives was identified. For the other 57 indicators, the researcher and the experts reached agreement on the score. The remaining 17 indicators were then scored by a meeting of stakeholders, which was widely advertised through various networks.

The scoring was conducted in small groups of six to eight, with at least two groups considering each indicator. Scores were agreed upon by consensus rather than voting, with participants being given the opportunity to register a 'minority report' if they felt the group had not taken their view seriously. Following this meeting, the comments of the stakeholders were incorporated into the draft report that was then circulated electronically to all who attended and to a wider group of stakeholders. Any comments received from this group were incorporated in the draft report, and the final score for each indicator obtained from the modal scores registered. Significant disagreements that still existed are noted in this report. Several stakeholders had concerns regarding the methodology. These concerns fell into the following groups:

1) Some stakeholders felt that the indicators were not worded in a clear way. They felt that people would interpret the indicators differently, and hence give different scores.

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[8] See Appendix 2, List of indicators and technical notes.

2) Some stakeholders felt that there should have been wider consultation, with meetings in different locations, so that more people could be involved. They were unhappy at what they perceived as their partial perspective being used for an analysis of this type.

3) Some stakeholders disagreed with the way that the concept of civil society was defined, and with some of the ways in which the dimensions were defined.

The first group of concerns was addressed by the process of considering the scores given by a number of subgroups within the scoring event. This meant that any extreme scores could be balanced by the perceptions of others, and the experiences of the researcher and experts. The second group of concerns stem from the implementation of the less consultative CSI-SAT instead of the full CSI, which includes a range of stakeholder consultation meetings. This was due to the lack of resources, and to some extent was unavoidable. The third group of concerns related to the fact that not many scoring meeting participants were present at the first SAG meeting, whose agenda included a discussion of adapting and changing the civil society definition, the CSI indicators and their descriptions.

The subdimension scores are arrived at by a simple averaging of the component indicator scores. The final scores of the four dimensions (structure, environment, values and impact) were plotted to generate the Civil Society Diamond for Wales.

2.3 Linking Research with Action
The CSI is not a strictly academic research project, since its declared objective is to include civil society stakeholders in the research and assessment process. This was limited in the current project. However, it is intended that the country report be used in a future meeting of stakeholders in 2006. This meeting will explore the implications of the report for civil society, seek to include all the major stakeholders, and will propose a plan of action regarding specific recommendations on how to strengthen civil society in Wales.

2.4 Project Outputs
The CSI-SAT implementation in Wales has resulted in a comprehensive country report on the state of civil society in Wales. This will be disseminated to a range of stakeholders, as well as the media and policy makers. In addition, it will be used in conjunction with reports from Northern Ireland and Scotland to inform the debate in the wider UK about the role of civil society.

II. CIVIL SOCIETY IN WALES

1. HISTORICAL OVERVIEW OF WELSH CIVIL SOCIETY[9]

Historically, the development of civil society in Wales has been intimately intertwined with the concepts of nationhood, nonconformity and the labour movement. Early modern day Wales was dominated by 20 or so land owning families, which controlled parliamentary representation and considered themselves part of the British gentry.[11] The growth of nonconformity, such as growing allegiance to churches other than the established Anglican Church, which accompanied the industrial revolution led to movements that sought the disestablishment of the Anglican Church and to a growth in the suffrage movement, which saw the vote given to more and more people over the 19th and first half of the 20th century.

FIGURE II.1.1: Country Information[10]

Country size: 20,640 sq km
Population: 2,903,085 (2001)
Population density: 143 per sq km
Population under 17 years: 20.1 %
Urban population: 68 %
Form of government: Devolved elected assembly. UK is a parliamentary democracy
Freedom House Democracy rating: Free
Seats in Assembly held by women: 48 %
Languages: Welsh and English. 16 % can understand, speak, read and write Welsh.
Ethnicity: White 97.9 %, Mixed 0.6 %, Asian 0.9 %, Black 0.2 %, Chinese 0.4 %.
Religion: Christian 71.9 %, no religion 18.5 %, Muslim 0.7 %, other 0.8 %, not stated 8.1 %
GDP per capita: $20,838 (2003)
Unemployment rate: 4.6 % (2005)

The Methodist expansion of the late 18th century led to the situation where, in the first half of the 19th century, a new chapel was opened in Wales every eight days. However, the religious landscape had limited effects on Welsh national institutions. Although the Calvinistic Methodists were organised upon all-Wales lines, the Established Church consisted of four westerly bishoprics of the Archdiocese of Canterbury, with the Congregationalists and Baptists having virtually no central organisation. Membership peaked in 1907 when the churches of Wales had 750,000 communicants and a host of occasional 'hearers'. By the end of the century, Wales had become one of the most secular societies in Europe, with less than 10% of the population having a formal association with a place of worship.

Trade unionism came to Wales in 1830 when Flintshire miners joined the Friendly Associated Coalminers' Union. Miners in Merthyr followed in 1831. Over the following 50 years, unionism had a chequered history. Attempts by the pioneer of co-operation, Robert Owen of Newtown, to establish comprehensive unionism collapsed in 1834. Craft unions came into existence in the 1850s, but they tended to be exclusive, rather than open to all people of a certain trade. In the early 1870s colliers sought to create an effective union, but were defeated by the enmity of employers. In the following decade, local unions struck root, particularly in the Rhondda. In the early 1880s there was a marked growth in 'New Unionism', especially among dockers and railwaymen. The key development was the establishment in 1898 of the South Wales Miners' Federation. The 'Fed' eventually had a larger membership than any other secular institution in the history of Wales. The Labour Representation Committee was formed in 1900. A joint

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[9] Much of the information in this section is to be found on the BBC Wales website: http://www.bbc.co.uk/wales /history/

[10] Sources: Statwales (http://www.statswales.wales.gov.uk/intro_eng/index.htm) July 2005, Freedom House 2004.

[11] In the general election of 1830, for example, not one of the Welsh constituencies was contested and all MPs were from the landowning families.

venture of trade unionists and members of socialist societies, it was the organisation from which the Labour Party evolved. The collapse of heavy industry and mining, and the attacks on unionism by Thatcher in the 1980s, led to a steep fall in union membership, though in recent years it has stabilised.

Charities have been a part of Welsh life since the 16th century, with almshouses and religious societies. Registration became part of law with the Charities Act of 1960. Since then, over 9,500 charities have been registered. Charities benefit from exemption from corporation tax, but trading is restricted. As a result many large charities have adopted the legal framework of a company limited by guarantee, where trustees are also company directors. Companies limited by guarantee are by definition non-profit distributing. There are over 1,000 of these in Wales.

Before the establishment of the National Health Service and the welfare state in 1948, welfare was largely delivered by friendly societies, which provided unemployment, sickness and death benefits to members based on membership payments. Hospitals were largely run by charities linked to churches or religious orders. The cooperative and mutual movements also flourished in the 19th and early 20th centuries, providing insurance and membership benefits. Building societies were also established as a means of enabling people to save money and borrow to purchase housing. Whilst most were set up as mutual societies, the majority are now public limited companies, which have changed from a membership to a shareholder ethos.

Professional associations have been largely organised at the UK level, with the Royal Society[12] being formed in 1660. In the early 19th century, apart from the Cymmrodorion Society, revived in 1820, and the Cambrian Archaeological Society, founded in 1846, there were no cultural or educational organisations at the national level, nor did Wales have any economic or professional associations which recognised its unity. The founding, in 1872, of the University College of Wales at Aberystwyth, and of colleges at Cardiff and Bangor in the 1880s, led to the establishment of the University of Wales in 1893. The National Library and the National Museum received royal charters in 1907. In 1880, the National Eisteddfod association was formed, with the aim of holding an annual festival of Welsh culture to be held in North and South Wales alternately. More recently, Churches together in Wales (Cytun) was formed in 1966, the Institute of Welsh Affairs was established in 1987, the Bevan Foundation in 2001 and an interfaith council in 2004.

Civil society infrastructure bodies, until relatively recently, have similarly been dominated by UK organisations. WCVA began in the 1930s, as an organisation to help unemployed people learn new trades. In the 1960s it changed its constitution, and became a Wales wide organisation with the aim of promoting voluntary action. County level organisations existed in some areas, but with the reorganization of local government in 1996, aid granted by the then Welsh Office enabled the establishment of County Voluntary Councils in each unitary authority area. A significant step forward was taken in 1998, when the Government of Wales Act put a statutory duty on the devolved Welsh Assembly to form three partnership councils: one for local government, one for business and employee organisations, and one for the voluntary sector. The latter consists of 23 representatives from networks that cover all areas of activity, and is supported by the voluntary sector scheme, which sets out how the Welsh Assembly Government relates to the voluntary sector.

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[12] The Royal Society was formed in 1660, and given royal assent by the second Royal Charter of 1663, as 'The Royal Society of London for Improving Natural Knowledge.'

Social movements have a long history in Wales. Important episodes in their history have been the Merthyr uprising in 1831, Chartist uprising in 1839 and more recently the activities of Welsh language activists and environmental campaigners. The cause of Welsh independence, or home rule, has advanced the democratisation of Wales. This has been seen in many areas of society: the emphasis given by the 19th century nonconformists to the difference of Wales from Anglican dominated England, the championing of Welsh Liberalism by Lloyd George through *Cymru Fydd* (Young Wales), the founding of *Plaid Genedlaethol Cymru* (Welsh National Party, now Plaid Cymru, the Party of Wales) in 1925, and the establishment in 1962 of *Cymdeithas yr Iaith Gymraeg* (the Welsh Language Society). *Cymdeithas yr Iaith Gymraeg* was prepared to break the law in order to secure an official status for the Welsh language. Among the developments in which the society's activities played a part were the provision of Welsh official forms and road signs, the establishment of the Welsh Language Board and the recognition of Welsh as a core subject in the National Curriculum.

Internationally, Wales has historic links with North America and Patagonia, due to past migrations. Welsh CSOs have influenced other cultures, through missionary activity by churches and the growth of the trade union movement. Currently, many organisations are learning from the experiences of community development in the global South and are looking to Canada and the United States of America for models of social enterprise.

Today, much of Wales is politically dominated by Labour policies, with public bodies controlling service provision, and local politics defined along party political lines. Rural areas have the lowest percentage of residents born in Wales, a result of significant emigration of young people and immigration of largely English people. Fewer people speak Welsh than a hundred years ago, though as a devolved nation[13], Wales currently has more powers of self-determination than it has during the last 700 years.

2. THE CONCEPT OF CIVIL SOCIETY IN WALES

Civil society is not a common term in Wales. The domination of Welsh life over the last two centuries, first by non-conformism, then by the labour movement, and now by consumerism, makes a definition difficult. Particularly since the church and trade unions are seen as being in opposition to each other. In relation to government, voluntary organisations are grouped together under the voluntary sector scheme, with trade unions being included in business partnerships. The traditionally used definition of voluntary organisation excludes faith-based organisations with no 'wider public benefit'. Cultural differences also exist between English speaking and Welsh speaking communities, sometimes with parallel organisations in existence in one location. It is within these different perspectives, with their contested definitions and validity, which are entrenched in many areas of Wales, which this report seeks to establish some kind of common ground among the various groupings that make up civil society.

2.1 The Concept of Civil Society Used in this Study

As mentioned in Section I.2.1, the civil society definition proposed by CIVICUS is characterised by a broad scope, encompassing 'positive' and 'negative' organisations and also informal forms

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[13] The Government of Wales Act 1998 established an elected assembly of 60 Assembly Members, 40 from constituency elections and 20 from party lists to give proportional representation. This National Assembly of Wales has responsibilities for education, health, social care, economic development, culture and local government. Control of the police, courts, immigration, defence and foreign policy remain with the UK parliament. The Assembly does not have tax raising powers, which the Scottish Executive does.

of citizen participation. Most of the research has focused on organisations, but some forms of informal groups were considered, for example environmental activists.

Additionally, decisions took place regarding a number of organisational types whose membership in civil society is unresolved in the literature, and strongly depends on country-specific historical factors. CIVICUS drafted a list of 20 types of CSOs to make the civil society definition usable. These were adapted to the Welsh context in the following ways:

- Political parties were excluded from the definition.
- Building societies and mutual societies were excluded. (Whilst these have been important instruments of social change in the past, most people regard them as financial institutions in the same way as banks or insurance companies.)
- Business federations and chambers of trade were excluded. (These are regarded as extensions of the business community, and hence part of the market.)
- Regeneration partnerships are included, where there is evidence of independence from public bodies, and involvement of community members. (These partnerships are made up of public, private and CSOs within an area with the explicit intention of enabling economic regeneration. This includes most Communities First partnerships, and other area based partnerships with social as well as economic objectives.)

Table II.1.1 provides a list of organisation types included in this research, which includes a number of legal forms.

TABLE II.1.1: Types of CSOs included in the study

1. Charitable organisations	15. Political initiatives not based on political parties
2. Civic action organisations	
3. Cooperatives and other social enterprises	16. Professional organisations and employees' federations
4. Credit unions	
5. Cultural organisations	17. Recreational and sports clubs, including supporters organisations
6. Educational organisations	
7. Environmental/Ecological organisations	18. Regeneration partnerships Residents and community associations
8. Ethnic, racial and traditional organisations	
9. Faith-based organisations	19. Social services organisations
10. Healthcare organisations	20. Sports organisations
11. Housing associations	21. Student and parent organisations at schools
12. Humanitarian organisations	22. Trade unions
13. Human rights organisations	23. Women's organisations
14. Informal local and neighbourhood organisations	24. Youth organisations

III. ANALYSIS OF CIVIL SOCIETY

In this section, the bulk of the information and data collected during the course of the project is presented. The analysis is structured along the individual indicators, sub-dimensions and dimensions. The use of secondary sources has meant that, for some indicators, the information is only available at a UK level.

This section is divided along the four dimensions: **Structure, Environment, Values** and **Impact**, which make up the CSI Diamond. At the beginning of each sub-section, a graph provides the scores for the sub-dimensions on a scale from 0 to 3. Findings for each sub-dimension are then examined in detail. Separate boxes also provide the scores for the individual indicators for each sub-dimension.[14]

1. STRUCTURE

This section describes and analyses the overall size, strength and vibrancy of civil society in human, organizational and economic terms. The score for the Structure Dimension is 2.0, indicating a relatively well structured and medium to large civil society in Wales. Figure III.1.1, below, presents the scores for the six subdimensions within the Structure dimension: extent of citizen participation; depth of citizen participation; diversity of civil society participants; level of organization; inter-relations and civil society resources. The low depth of citizen participation and the inadequate resource situation for CSOs in Wales clearly stand out as the two main areas of concern among an otherwise positive structure for civil society.

FIGURE III.1.1: Subdimension scores in structure dimension
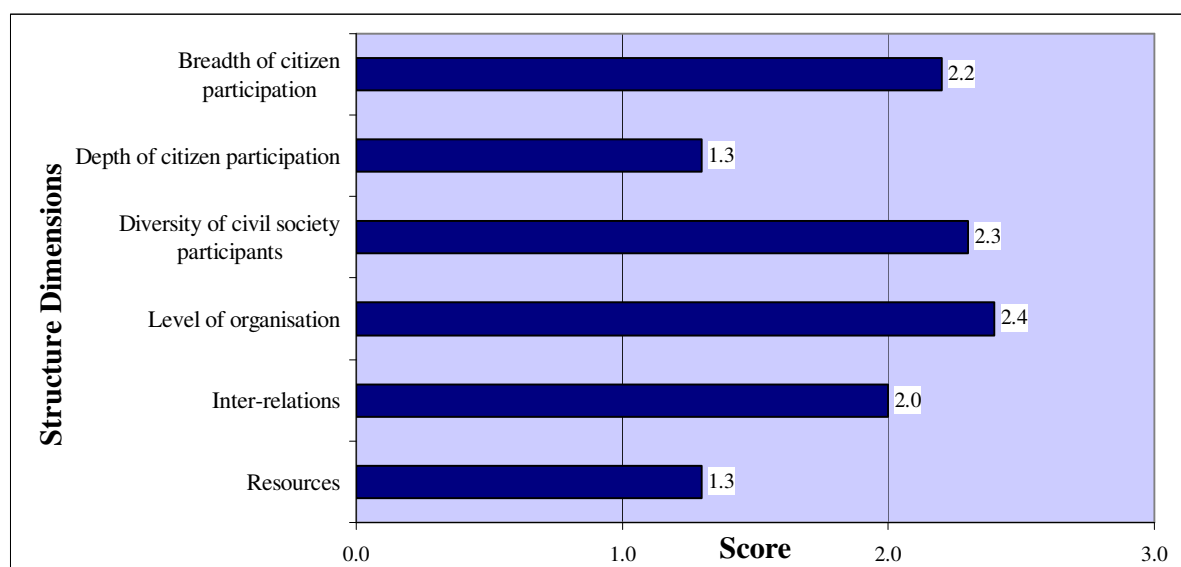
1.1 The Extent of Citizen Participation in Civil Society

This subdimension looks at the extent of various forms of citizen participation in Welsh civil society. Table III.1.1 summarizes the respective indicator scores.

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[14] See Appendix 2, List of indicators and technical noites, for a more detailed description of the indicator scores.

TABLE III.1.1: Indicators assessing the extent of citizen participation

Ref. #	Indicators	Score
1.1.1	Non-partisan political action	2
1.1.2	Charitable giving	3
1.1.3	CSO membership	3
1.1.4	Volunteer work	2
1.1.5	Community action	1

1.1.1 Non-partisan political action. The European Social Survey[15] indicated that, in 2003, 65% of UK citizens had undertaken some form of non-partisan political action[16]; however, the sample in Wales was not large enough to generate reliable estimates. The Citizenship Survey (Home Office 2003), which includes fewer activities, showed no significant differences between England and Wales.[17] In general, people from a higher socio-economic class, with higher educational achievement, from a less deprived area or who were more content about the area in which they lived showed higher levels of non-partisan political action.

1.1.2 Charitable giving. Seventy-one percent of adults donate money to a charitable cause (WCVA 2003), a percentage which has risen slightly from 64% in 1995. Whilst the largest percentages of people give through door-to-door or street collections (22% and 21 % respectively), the greatest value of donations is given through church collections and by tax efficient giving schemes.

1.1.3 CSO membership. The European Social Survey showed that, from 2002 to 2003, 77% of people were a member, participant or volunteer of a CSO. The involvement of UK citizens in different types of CSO is shown in Figure III.1.2 below. It shows a society where leisure or consumer based interests are more important than religious or work based interests. Organisations that are primarily focused on helping other people, animals or the environment are also poorly supported.

1.1.4 Volunteer work. The Citizenship survey (Home Office 2003) indicated that in England and Wales 73% of adults volunteer at least once a year, either informally or through an organisation, and 33% do both. The survey does not have exact figures for Wales, but they appear to be lower than in England. The indications are that this has fallen slightly since 2001. In Wales, people aged 45 to 59, or who are employed (but not full time), or who speak Welsh, or live in rural areas, are more likely to volunteer (WCVA 2003).

1.1.5 Community action. The Citizenship survey (Home Office 2003) indicated that 21% of adults in Wales definitely thought that people in their neighbourhood pulled together to improve the neighbourhood. Whereas this question does not measure behavioural traits of community involvement, it can be used as a proxy for the perceived level of community activity. Interestingly, this level was perceived as rather low by the participants in the scoring meeting, particularly as compared to other forms of citizen participation in public life from the same survey. It may reflect the perception that even in a neighbourhood people have their own agendas, and whilst they may be willing to support a cause the feel strongly about, they are less ready to do something 'for the good of the community'.

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[15] See: http://www.europeansocialsurvey.org/.

[16] See Appendix 2 for a list of included activities.

[17] The percentage of people who had engaged in civic participation in the last 12 months was 40% for Wales and 38% for England.

FIGURE III.1.2: Involvement in different types of CSO
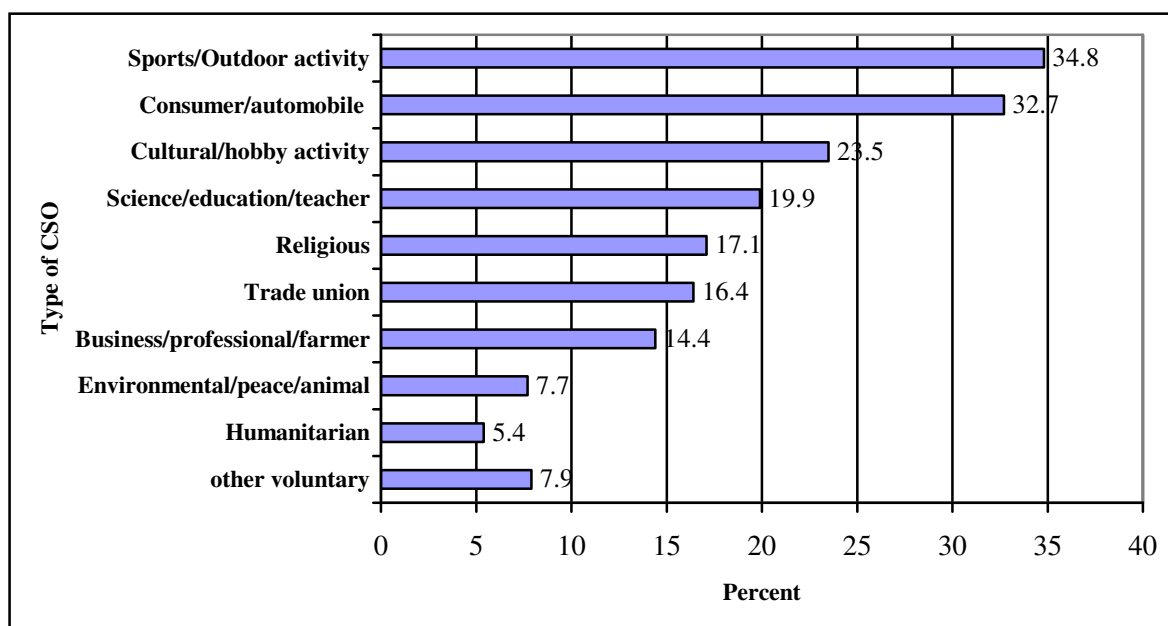
1.2 Depth of Citizen Participation in Civil Society

This subdimension looks at the depth of various forms of citizen participation in Welsh civil society. Table III.1.2 summarizes the respective indicator scores.

TABLE III.1.2: Indicators assessing depth of citizen participation

Ref. #	Indicators	Score
1.2.1	Charitable giving	0
1.2.2	Volunteering	2
1.2.3	CSO membership	2

1.2.1 Charitable giving. The WCVA almanac (WCVA 2003) reports that the average donation by those who give to charity is about £10 a month, which is less than one percent of the average adult's earnings in Wales. This has been rising since 1997, when it was about £6 per month, but is still a very low figure.

1.2.2 Volunteering. The Citizenship survey (Home Office 2003) showed that volunteers in Wales give an average of 5.4 hours per month. When combined with the number of people volunteering, it is estimated that voluntary effort is equivalent to over 100,000 full time equivalent posts. The types of voluntary activity included in the survey were giving advice, caring for children, pets or property, doing shopping or helping with household maintenance, providing transport or representing people.[18]

1.2.3 CSO membership. The European Social Survey showed that 69% of adults in the UK are a member of at least one CSO, whilst 42% are members of more than one organisation. This means that 60% of the members of CSOs belong to more than one organisation. Membership of more than one organisation was more prevalent among people with higher incomes.

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[18] The full list is given in Appendix 2, under indicator 1.2.2.

1.3 Diversity of Civil Society Participants

This subdimension examines the diversity and representative nature of the civil society arena. It analyses whether all social groups participate equitably in civil society or whether there are any groups which are dominant or excluded. Table III.1.3 summarizes the respective indicator scores.

TABLE III.1.3: Indicators assessing diversity of civil society participants

Ref. #	Indicators	Score
1.3.1	Representation of social groups among CSO members	2
1.3.2	Representation of social groups among CSO leadership	2
1.3.3	Distribution of CSOs around the country	3

1.3.1 Representation of social groups among CSO members. CIVICUS specified that the representation of five specific social groups amongst members of CSOs should be used to assess the diversity of civil society participants. These social groups are: (1) women, (2) rural dwellers, (3) ethnic/linguistic minorities, (4) religious minorities and (5) poor people. The European Social Survey showed that membership of CSOs was slightly lower amongst women in the UK (table III.1.4), higher amongst rural dwellers, higher amongst ethnic minorities and lower amongst low income households. Interestingly, people who indicated that they were discriminated against were more likely to belong to a CSO, suggesting that the perceived need to belong promotes CSO membership. People who indicated that they were significantly hampered by a physical disability, illness or mental problem were far less likely to be a member of a CSO. People who identified themselves with a distinct religion were more likely to belong to a CSO. In all social groups, the proportion of members of one CSO also belonging to another CSO was higher where more people were members of one CSO. No specific data for Welsh speakers was found.

TABLE III.1.4: Membership of CSOs by different social groups

Social group	Percentage
Women	67
Men	73
Rural	73
Town	68
City	69
Ethnic minorities	74
Others	70
Feel discriminated against	74
Not discriminated against	69
High income	83
Medium income	72
Low income	52
Hampered by limiting long-term illness a lot	54
Hampered by limiting long-term illness a little	67
Hampered by limiting long-term illness not at all	72
Person identified themselves with a religion	78
Person did not identify themselves with a religion	62

The results show that CSO membership is fairly common amongst all groups, but that it is weakest amongst the poor and those hampered 'a lot' by disability, illness or mental condition. The preponderance of multiple memberships amongst those groups already more likely to be

involved, multiplies the differences. The question of whether civil society, in general, represents all groups is a slightly different issue. Many groups feel they are disempowered by the larger, more influential organisations, which do not take on board their concerns. However, there are also very vocal minority groups present, eg Fathers for Justice.

1.3.2. Representation of social groups among CSO leadership. This indicator looks at the extent to which CSO leadership is representative of various social groups. In general, it was felt by the SAG that older men dominate CSO leadership, particularly the leadership of larger organisations.[19] This is less true of community level organisations. Leaders who are disabled, or from black and minority ethnic (BME) communities, tend to lead organisations working within their communities. The SAG felt that there is an expectation that leaders will be literate, which excludes some with learning difficulties or from deprived backgrounds.

1.3.3 Distribution of CSOs around the country. CSOs exist throughout Wales, with well-established large organisations (e.g. trade unions, large voluntary organisations) having several branch offices, and most UK organisations have a Welsh office. The Voluntary Sector Almanac (WCVA 2003) shows at least 500 voluntary organisations in each local authority area, with between 4.5 and 19 organisations per 1,000 population. There is a higher density of CSOs in rural areas, and 40% of national organisations are based in Cardiff.

1.4 Level of Organisation

This subdimension looks at the extent of infrastructure and internal organisation within Welsh civil society. Table III.1.5 summarizes the respective indicator scores.

Table III.1.5: Indicators assessing level of organisation

Ref. #	Indicators	Score
1.4.1	Existence of umbrella bodies	2
1.4.2	Effectiveness of umbrella bodies	2
1.4.3	Self-regulation within civil society	3
1.4.4	Support infrastructure	3
1.4.5	International linkages	2

1.4.1 Existence of umbrella bodies. There are representative or umbrella organisations in most areas of activity at a national and local level. These can be generic (e.g. County Voluntary Councils) or specific (local Cytun (inter-church) groups). Trade unions, development associations, cooperatives and women's and youth organisations all have national (Welsh) umbrella bodies. Professional bodies tend to be organised at a UK level. A survey of community groups (WCVA 2002b) showed that over 60% of respondents were part of a network or umbrella organisation. A survey of voluntary organisations (WCVA 2005a) has shown that over 40% of organisations are members of other groups or networks, identifying over 500 different groups, networks or umbrella bodies.

1.4.2 Effectiveness of umbrella bodies. Participants of the scoring meeting felt that whilst there was evidence from the perspective of the umbrella bodies themselves (such as Annual reports), there was little evidence from a stakeholder perspective. That said: umbrella organisations are able to demonstrate changes in government policy, effective use of grant funding and the support of member groups. It was felt by some that there might be too many umbrella bodies, which reduces their overall effectiveness.

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[19] Defined as, organisations with turnover greater than £1 million, or organisations with a national remit.

1.4.3 Self-regulation within civil society. There are many forms of external regulation present in Wales, as CSOs are able to register as a company, friendly society, industrial and providential society, charity, trade union or cooperative. All public funding requires some kind of constitution, an equal opportunity policy and a Welsh language policy. The law regulates many activities, such as lotteries, and trading and working with children and vulnerable adults. Thus, there are relatively few areas for possible self-regulation. Examples include: environmental policies, investment policies, quality standards (e.g. Investors in People) and fundraising, where efforts are made by umbrella organisations to encourage participation, such as the Chartered Institute of Fundraising and a code of practice on street collections and WCVA, which encourage the adoption of standards for volunteer managers.

1.4.4 Support infrastructure. There is a well-developed support infrastructure in Wales. Using training provision as an indicator, trade unions, voluntary sector bodies and the Wales Coop centre, collectively organised over 1270 courses in 2004 to 2005. A survey of community organisations (WCVA 2002b) showed that 57% of organisations received support from a local or national umbrella organisation. However, some groups appear to be less well supported than others, namely lesbian, gay and bisexual groups and BME groups.[20]

1.4.5 International linkages. A survey of CSOs identified over 300 groups that have international activities (WCVA 2005b). This is probably an underestimate, since most of the approximately 5,000 faith-based organisations have some international links, and sporting umbrella bodies are usually members of international bodies.

1.5 Inter-Relations within Civil Society

This subdimension analyses the relations amongst civil society actors in Wales. Table III.1.6 summarizes the respective indicator scores.

TABLE III.1.6: Indicators assessing inter-relations within civil society

Ref. #	Indicators	Score
1.5.1	Communication between CSOs	2
1.5.2	Cooperation between CSOs	2

1.5.1 Communication between CSOs. There are many networks, newsletters and e-mail groups within the voluntary sector. These may be generic at the local level or subject-based at the national (or UK) level. Trade unions and professional associations have periodicals at a UK level. Locally, Cytun groups link churches and County Voluntary Councils links the voluntary sector. An interfaith council was formed in 2003. Whilst networks are well established within sections of civil society, there are few cross sector linkages. One example is the selection of the Voluntary Sector Partnership Council (VSPC) representative for religious groups by the Interfaith Council.

1.5.2 Cooperation between CSOs. In Wales, there have been a number of common issues, such as the Welsh language, anti-poverty alliances, fair trade, protection of the countryside (hunting), environmental issues and campaigns for rural schools, which all gained widespread support from a number of CSO actors. For example, over 400 CSOs have signed up to the 'Make Poverty History' campaign in June 2005, including trade unions, professional associations, voluntary

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[20] Stonewall Cymru has recently been set up and is working to improve support for lesbian, gay and bisexual communities. There are a number of BME umbrella groups, but compared to the mainstream umbrella groups they appear to be under-funded.

organisations and faith groups. There is also a structure, within the voluntary sector partnership council and business partnership council, for CSOs to present a united front of voluntary and business organisations to the Welsh Assembly Government. However, these joint activities are mostly issue-based, and there is no 'civil society arena' where a common agenda could be formed. Several participants in the scoring workshop felt that there is a lot of competition between CSOs for influence, which is to the detriment of civil society as a whole.

1.6 Civil Society Resources

This subdimension examines the resources available for civil society organisations in Wales. Table III.1.7 summarizes the respective indicator scores.

TABLE III.1.7: Indicators assessing civil society resources

Ref. #	Indicators	Score
1.6.1	Financial resources	1
1.6.2	Human resources	1
1.6.3	Technical and infrastructure resources	2

1.6.1 Financial resources. The indicator relates financial resources to the goals of the organisation. Therefore, the perception is different for different types of organisations. A survey of health related organisations in Rhondda Cynon Taff (WCVA and Interlink 2005) showed that both the amount and the reliability of financial resources were the greatest barriers to adequate service provision. Membership organisations, with interests in the natural environment or culture, often have large public fundraising campaigns for new projects (e.g. Eisteddfodau and National Trust). Church membership (and consequently income) has been falling for the last 50 years, resulting in many chapels closing down. The total income of the voluntary sector was estimated at £1.12 million in 2003 (WCVA 2004), and relative to other nations, civil society in Wales is probably well funded. In general, however, the participants at the scoring workshop felt that financial resources were not adequate for what organisations wanted to do. This reflects the expectation that the voluntary sector should be as well funded as the private or public sector.

1.6.2 Human resources. A survey of voluntary organisations estimates that at least 30,000 people are employed in the sector (WCVA 2005c). However, many voluntary organisations find posts hard to fill, and lack the skills required to fulfil their objectives. In addition, many voluntary organisations find it difficult to recruit volunteers, citing recent regulations (e.g. the need for criminal record checks or certain levels of qualifications), or the decline in the number of unemployed women as reasons for their lack of volunteers. Trade union membership has stabilised recently, following a fall over the last 20 years, due to the loss of heavy industry. When measured as a percentage of those employed, membership is higher in Wales than other parts of the UK. Over the past 50 years, there has been a growth in the number of professional associations, as well as a growth in the number of work-based qualifications. Many churches are reducing the number of ministers or clergy, and grouping congregations together to cope with the fall in financial resources. Thus, whilst there may be some areas of growth, overall, there are inadequate human resources to meet the objectives of many CSOs. This was agreed upon by the scoring workshop.

1.6.3 Technical and infrastructure resources. Society in general has a relatively high level of internet access and computer usage, which given the greater involvement of richer people means that most volunteer-based CSOs have a reasonable level of IT infrastructure. Grants exist for the development of websites and training for volunteers in ITC skills. Most national level organisations, particularly voluntary organisations, trade unions, professional associations and

faith groups, have a website. Yet, several issues of concern were mentioned in the scoring workshop. There is a need for resources to maintain community buildings and chapels, where current membership and community participation are unable to provide the resources without outside help. There is also a lack of infrastructure in rural areas, and grants are less likely to be available. There is a digital divide growing between those who have access to new technology and those who do not. This often means that those who are already excluded are likely to become more excluded.

Conclusion

A substantial proportion of the population, varying between one-half to three-quarters, show some degree of involvement in civil society activity. High proportions of people are prepared to give some time to volunteering, to make charitable donations or to engage in some form of political or civic expression. Based on our broad definition of civil society organisations (see pages 16 and 17), more than half the population could claim formal membership in at least one CSO. At the same time, the depth of citizen participation is less extensive in terms of the amount of time and investment the average individual is prepared to commit. There have been improvements in the level of representation and involvement of some key groups (women, people with disabilities, ethnic minorities) since the 1960's, but there is still a general view that certain groups are less represented and involved, such as the poor or socially marginalized, including less well-educated or the illiterate, and that leadership continues to be disproportionately male, and especially relatively elderly. The participants in the scoring meeting felt that young people are less engaged with civil society activity than is desired.

The level of organization of Welsh civil society is quite high with CSOs dispersed throughout the nation, as well as strong networks and multiple umbrellas CSOs. Basic support structures are adequate, and CSOs exercise a high degree of self-regulation. In some areas of activity there are several coordinating bodies, leading to confusion and inefficiencies. There are concerns that CSOs are drawn into competition with one another to secure funding; that funding is insecure (often short-term) and that this can make organisations over-dependent on state support. In general, however, Welsh civil society is based on a solid basis of citizen involvement and organisational infrastructure.

2. ENVIRONMENT

This section describes and analyses the overall political, social, economic, cultural and legal environment in which Welsh civil society exists and functions. The score for the Environment Dimension is 2.1, indicating an environment that is conducive for civil society. Figure III.2.1 presents the scores for the seven subdimensions within the Environment Dimension. It shows that only the low support from the corporate sector detracts from the otherwise positive context for Welsh civil society.

FIGURE III.2.1: Subdimension scores in environment dimension
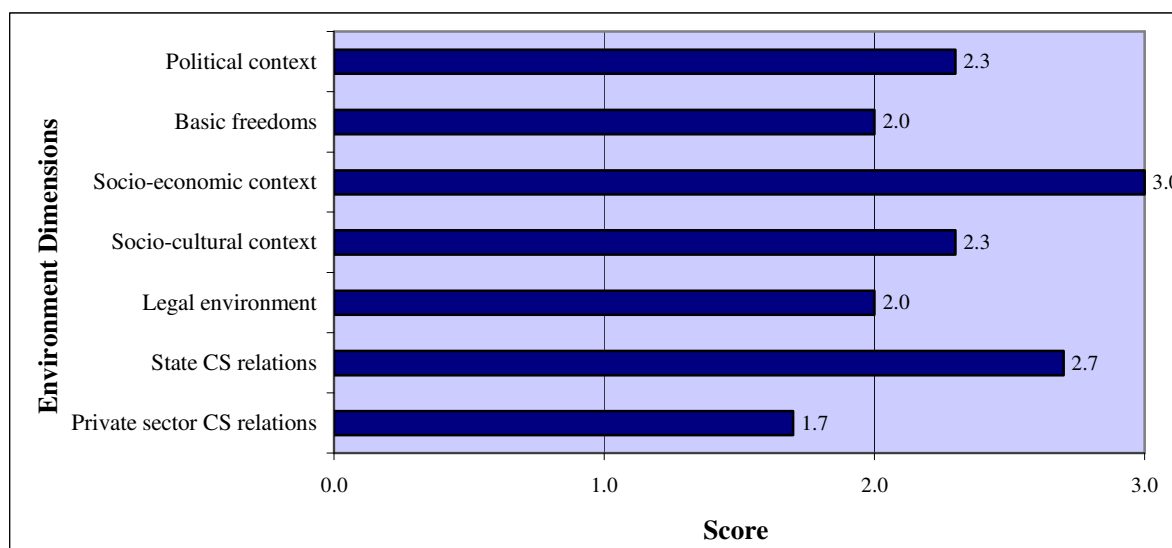
2.1 Political context

This subdimension examines the political situation in Wales and its impact on civil society. Table III.2.1 summarizes the respective indicator scores.

TABLE III.2.1: Indicators assessing political context

Ref. #	Indicators	Score
2.1.1	Political rights	3
2.1.2	Political competition	2
2.1.3	Rule of law	3
2.1.4	Corruption	3
2.1.5	State effectiveness	2
2.1.6	Decentralisation	1

2.1.1 Political rights. Citizens of the UK can freely elect their representatives, organise themselves into political parties, and have full freedom of assembly, association and petition. The international organisation Freedom House (2004) assigns the UK to the most positive category ('1') on political rights.[21]

2.1.2 Political competition. At present there are four main parties in Wales: Labour, Liberal Democrat, Conservative and Plaid Cymru. There are also minority parties: Green Party, UK Independence Party and Independent Labour. The parties compete for the middle ground, with

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[21] On a scale of 1 to 7, where 1 is the best.

little polarisation. At the local level, many councils are dominated by labour, which consequently restricts the role that CSOs play. Also, some local councils have a large number of independents, which form loose and changing alliances. The score of 2 represents the SAG's feeling that there is a lack of an ideological distinction among the major political parties.

2.1.3 Rule of law. Wales is governed under the legal system of England, with primary legislation being passed in Parliament. The Welsh Assembly is able to pass secondary legislation when it does not conflict with primary legislation (student fees, payment for care of older people etc). The judicial system is independent of the state. Apart from some notable exceptions (e.g. exceeding the speed limit on roads), the rule of law is accepted by state and citizens alike.

2.1.4 Corruption. According to Transparency International, the UK is the 11th least corrupt country in their survey of 146 countries, with a score of 8.6, on a 10-point scale, indicating a very low level of corruption (Transparency International 2005).

2.1.5 State effectiveness. Recently there was a review of the constitutional arrangements in Wales, due to the feeling of dissatisfaction with the way the legislative power of the Assembly is restricted. The Richard Commission summarised the situation of the Welsh Assembly recently (Richard Commission 2004):

> *New legislation has already conferred upon the Assembly considerable permissive powers in the key policy areas of health, education and the environment, including powers to amend by order UK primary legislation. These are important precedents which could be expanded to cover progressively all devolved services.*
>
> *The Assembly has used its powers of secondary legislation to reflect its own policy choices and priorities. Some of the most popular decisions of the past four years, nationwide free bus passes for the elderly and disabled, and free prescriptions, have been introduced by statutory instrument and not primary legislation.*
>
> *We have been impressed by the breadth and depth of the Assembly's consultation processes, linked to a growing civic Wales. The Assembly has drawn on expertise across Welsh society and beyond in formulating policy. A large number of witnesses testified to the openness and accessibility of the process. The civil service has responded positively to the new agenda.*
>
> *By contrast, we also found an extensive lack of understanding of the settlement and the role of the Assembly and the Assembly Government, which cannot be wholly attributed to its complexity. We have been struck by the contrast between the enthusiasm of those actively in contact with the Assembly, and a seemingly wider public indifference expressed by the particularly low turnout at the two elections.*

The score of '2' reflects the assessment of the participants at the scoring meeting: the Welsh Assembly was seen as remote from them; it did not respond to the perceived needs of communities and showed, at times, a degree of in competency.

2.1.6 Decentralisation. In the UK government's 2005 budget, 28 % of expenditure was devolved to local authorities, in England, and the devolved administrations in Scotland, Northern Ireland and Wales. In the Welsh Assembly government's 2005 budget, 28 % of the budget was devolved to local government. There is dissatisfaction in Wales with the formula for distributing devolved expenditure, that it does not take sufficient account of the relative deprivation of Wales, and (for some) a desire for Wales to attain tax raising powers.

2.2 Basic Rights and Freedoms

This subdimension examines to what extent basic freedoms are ensured by law and in practice in Wales. Table III.2.2 summarizes the respective indicator scores.

TABLE III.2.2: Indicators assessing basic rights and freedoms

Ref. #	Indicators	Score
2.2.1	Civil liberties	2
2.2.2	Information rights	2
2.2.3	Press freedom	2

2.2.1 Civil liberties. Basic freedoms are ensured by law. In British law, the Human Rights Act of 1998 places obligations on public service providers to ensure that they act in accordance with the 'Convention rights', for example, those rights drawn from certain articles of the European Convention on Human Rights. However, since 2000 and 2001 UK civil liberty watchdogs have found a considerable increase in ethnic minorities being stopped and searched by police. They have also noted the very different ways in which the civil liberties of British and foreign nationals are treated in respect of the 'terrorism' laws (Statewatch 2005). Overall, the index of civil liberties in the UK according to Freedom House (2004) scores 1 (the best score).[22] The score given by the SAG reflects their concerns regarding asylum seekers and suggested new anti-terrorism and incitement to religious hatred laws.

2.2.2 Information rights. The UK Freedom of Information Act of 2000, led by a UK Commissioner, covers Wales and was implemented in early 2005. Not all information is available under the act; public bodies have to provide information and/or a reason for information being unavailable within six weeks of the request. Access to information has improved greatly since devolution in 1999, though many people find it hard to find the information they want, due to their lack of familiarity with the process of government, or poor web site design.

2.2.3 Press freedom. The British media are free, and largely independent from government interference. The UK has a strong tradition of public broadcasting, and the UK-based British Broadcasting Corporation (BBC) is one of the world's leading public service broadcasters. The regional and local newspaper sector is highly concentrated. There are four terrestrial television broadcasters, one of which is state owned, and cable is dominated by two companies. The state radio accounts for about half of all radio listeners. Freedom House (2005) awarded the freedom of the press in the UK a score of 18, which indicates a free media.[23] The SAG felt, however, that the private media were controlled by a small number of individuals, and therefore gave a score of two.

2.3 Socio-Economic Context

This subdimension analyses the socio-economic situation in Wales. Table III.2.3 shows the respective indicator score.

TABLE III.2.3: Indicator assessing socio-economic context

Ref. #	Indicators	Score
2.3.1	Socio-economic context	3

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[22] On a scale of 1 to 7, where 1 is the best.

[23] Scale is: 0-30 means a free media, 31-60 means a partially free media, and 61-100 means the absence of free media.

To measure the concept of 'socio-economic environment', eight indicators were selected, which represent the different means through which the socio-economic context can potentially impact on civil society: 1) poverty; 2) civil war; 3) severe ethnic or religious conflict; 4) severe economic crisis; 5) severe social crisis; 6) serious socio-economic inequities; 7) illiteracy and 8) lack of IT infrastructure.

For each of these indicators a specific benchmark was defined which indicated that the respective indicator presents a socio-economic barrier to civil society. The benchmarks and data for these eight indicators for Wales are presented below:

1. *Widespread poverty - do more than 40% of Welsh people live on less than 2 US$ a day?* No[24] (World Bank 2004a).
2. *Civil war - did the country experience any armed conflict during the last five years?* No (PRIO 2004).
3. *Severe ethnic or religious conflict in the last five years?* No[25] (Marshall & Gurr 2003).
4. *Severe economic crisis – is the external debt more than the GDP?* No. Wales is not in a severe economic crisis[26] (World Bank 2004b)
5. *Severe social crisis?* No. In the last two years Wales has not experienced any serious social crisis.
6. *Severe socio-economic inequities, i.e. is the Gini-coefficient > 0.4?* No. While there are social and economic inequities in Wales, the Gini coefficient for the UK in 1999 was 0.36 (World Bank 2004a).
7. *Pervasive illiteracy - are more than 4 % of the adult population illiterate?* No. Illiteracy is not widespread in Wales. Ten percent of 19 year olds have no educational qualifications (Kenway et al 2005).
8. *Lack of IT infrastructure – are there less than 5 IT hosts per 10,000 inhabitants?* No. The UK has a good IT infrastructure, with 545 hosts per 10,000 inhabitants (International Telecommunications Union 2003).

The analysis of civil society's socio-economic environment showed that none of these socio-economic barriers is presented in Wales. Thus, Welsh civil society is operating in a very conducive socio-economic context.

2.4 Socio-Cultural Context

This subdimension examines to what extent socio-cultural norms and attitudes are conducive or detrimental to civil society. Table III.2.4 summarizes the respective indicator scores.

TABLE III.2.4: Indicators assessing socio-cultural context

Ref. #	Indicators	Score
2.4.1	Trust	3
2.4.2	Tolerance	2
2.4.3	Public spiritedness	2

2.4.1 Trust. The European Social Survey suggests that the level of trust in the UK is fairly balanced. On a scale of 0 to 10, 43% err towards generally trusting other members of society, compared to 34% who err towards mistrust. However, amongst those with the strongest views,

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[24] The table cited has no data for the UK, so it is assumed that the answer is no.
[25] The index quoted in Marshall and Gurr (2003) is '2', indicating self-determination movements that have not been accommodated since 1980 for the UK as a whole. This refers to the conflict in Northern Ireland, whilst self-determination movements in Wales have been accommodated.
[26] The table cited has no data for the UK, so it is assumed that the answer is no.

5% have a total lack of trust compared to 1.5% who believe most people can be trusted. Data from the citizenship survey (Home Office 2003) shows that 51% of people in Wales felt that 'many' people in the neighbourhood could be trusted. This compared with 47% for England and Wales. This contrasts with the World Values Survey, which indicates that 84 % of people in the UK feel that they 'need to be very careful'. [27] Data on trust is very prone to variation due to the question, and the preceeding question in the survey, and this may explain the differences. The scoring reflects the more generous attitudes revealed in the Home Office survey, which are specific to Wales.

2.4.2 Tolerance. The Citizenship survey (Home Office 2003) reports that 47% of people in England and Wales thought that racial discrimination had increased over the last five years, mostly aimed at refugees, new immigrants and asylum seekers. The statement that 36% of people had a friend from a different ethnic background complements this, indicating that there is not a great amount of social mixing. The World Values Survey showed a low tolerance score overall, with intolerance aimed specifically at homosexuals and people with HIV/Aids. Participants at the scoring meeting highlighted that tolerance was more than acceptance of people with a different lifestyle or background. A number of participants felt that people were very intolerant of ideas that are not their own. The score reflects the ambivalence of the scoring meeting participants, with a mixture of views on the extent of tolerance in Welsh society.

2.4.3 Public spiritedness. Members of the SAG understood this in terms of being willing to help others or getting involved in community action, whereas the indicator question is phrased with a different emphasis, considering whether people evade taxes or fares on public transport. A survey published in 2004 (TV Licensing 2004) found that 55% of people admitted to dishonest behaviour including not paying road taxes, not paying TV licences, damaging items and returning them to get a refund, parking in a disabled car parking places, fare-dodging, paying in cash to avoid tax and knowingly pocketing too much change. People with higher incomes were more likely to admit to one of the offences. The World Values Survey shows a high degree of public spiritedness, with a mean index of 1.2, based on similar questions to the TV licensing survey. The score of 2 reflects the rather positive results from the World Values Survey, as this enables comparison between a number of countries.

2.5 Legal Environment

This subdimension examines the legal environment for civil society and assesses to what extent it is enabling or disabling to civil society. Table III.2.5 summarizes the respective indicator scores.

TABLE III.2.5: Indicators assessing legal environment

Ref. #	Indicators	Score
2.5.1	CSO registration	2
2.5.2	Freedom of CSOs to criticise the government	2
2.5.3	Tax laws favourable to CSOs	2
2.5.4	Tax benefits for philanthropy	2

2.5.1 CSO registration. There are several legal forms of registration for CSOs, including: a charity, a friendly society, an industrial and provident society, a cooperative, a company limited by guarantee or limited by shares, a trade union and a credit union. Processes vary with each type of legal form. It takes a few weeks to register a company, but up to 18 months to register a credit union. Charity registration takes about six weeks. Fees are generally small, with the requirement

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[27] The World Values Survey can be accessed from www.worldvaluessurvey.org.

that signatures be witnessed by a solicitor. A score of two reflects the SAG's assessment that the registration processes could be streamlined, and that in their current form they are often seen as daunting for organisations run by volunteers.

2.5.2 Freedom of CSOs to criticise the government. There are no formal barriers to CSOs criticizing the government and public administration; however, there are guidelines for registered charities with regard to political campaigning. Many local groups feel that they cannot publicly criticise the local council, as they are often their main funder.[28] Recently the government over-ruled the award of a lottery grant on the basis that it was not in the public interest. The organisation had advocated on behalf of asylum seekers.

2.5.3 Tax laws favourable to CSOs. The tax system has some benefits for CSOs, with exemption from corporation tax for charities. However, charities are not exempt from value added tax, which private businesses are able to reclaim. Donations, endowments, grants, membership fees and contributions from public funds are not subject to income tax.

2.5.4 Tax benefits for philanthropy. Certain tax benefits are available for gift aid, payroll giving, gifts of shares and property and legacies by individuals. Companies making donations can write them off against corporation tax. The phasing out of advanced corporation tax relief, since 1997, has undermined charitable investments and consequent income. Charities in Wales reclaimed £15.2 million from gift aid donations in 2004 to 2005, indicating that about a fifth of public giving was conducted in this tax efficient way (WCVA and Inland Revenue 2005).

Overall the tax laws are somewhat complicated and unclear in respect of CSOs. Problems include: various definitions of favoured organisations in various Acts, inconvenient administrative procedures and problematic differentiation between main and auxiliary activities.

2.6 State-Civil Society Relations

This subdimension describes and assesses the nature and quality of relations between civil society and the Welsh Assembly Government, assembly sponsored public bodies (ASPBs) and local government. Table III.2.6 summarizes the respective indicator scores.

TABLE III.2.6: Indicators assessing state-civil society relations

Ref. #	Indicators	Score
2.6.1	Autonomy of CSOs	2
2.6.2	Dialogue between CSOs and the state	3
2.6.3	Support for CSOs on the part of the state	3

2.6.1 Autonomy of CSOs. The autonomy of the voluntary sector is established in the voluntary sector scheme of the Welsh Assembly. This includes faith groups (the Church in Wales is disestablished, i.e. its leaders are not appointed by the state, and it is not supported by taxes) and other not-for profit associations. Trade unions are regulated by legislation in such a way that their activities are restricted. If an organisation is in receipt of public funding then there are often certain policies or procedures that must be in place. This is seen as promoting good practice by some and as interference by others.

2.6.2 Dialogue between CSOs and the state. Extensive dialogue occurs between different levels of government and civil society:

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[28] Opinions expressed in the SAG meeting.

- Local government: Local authorities have been charged with a community leadership role, which involves wide consultation with stakeholders regarding the local 'Community Strategy'. This has had a mixed effect in Wales, with some examples of good practice and others that are not so good. Local authorities established written rules of engagement, called a Compact, with the local voluntary sector, which guides how they will relate to each other. This is monitored by a joint liaison committee of elected members and representatives from the sector. Local authorities have been forced into working in partnership with other service providers by legislation requiring the formation of Children's and young people's partnerships to decide on local expenditure of Assembly money (eg Children's First)

- ASPBs and National Parks: ASPBs, National Parks and Local Health Boards are overseen by boards which have to include lay members, or members of the public. The appointment of these is sometimes more transparent than at other times. Compacts have been and are being agreed upon with major public bodies and the voluntary sector: Education and learning Wales, Welsh Develpoment Agency and Environmental bodies.

- Welsh Assembly Government: The voluntary sector scheme was brought in as a result of the Government of Wales Act of 1998, which established the Voluntary Sector Partnership Council (VSPC), and bi-annual meetings of voluntary sector representatives with the Welsh Assembly Government ministers. The scheme replaces the compacts which the UK and other devolved governments have with the voluntary sector in their nations, and is unique. The VSPC includes five Assembly Members and 22 representatives of different sections of the voluntary sector. A similar Partnership Council exists for business, which has representatives of the Confederation of British Industry Cymru, social economy organisations (Wales Coop centre) and trade unions. The Assembly has established an Interfaith Council, which has representatives from all of the major faith groups with adherents in Wales.

There exists no natural place for professional associations in the structures established, but the Welsh Assembly Government does consult widely in policy development, which has been positively received by many groups. Particular government departments and ASPBs have advisory bodies and working groups on which CSOs are represented as experts or representatives of special interest groups. Several ASPBs have a compact with the voluntary sector.[29] An important incentive to dialogue with civil society was the EU accession process, since the principle of partnership between the public administration and CSOs had to be applied at all levels of the public administration. Representatives of several CSOs are also on monitoring committees, where they may be in a position to act as watchdogs.

2.6.3 Support for CSOs on the part of the state. Funding from public bodies has largely been restricted to particular sections of civil society. There are a variety of different funding mechanisms and schemes in place; also, funding is available from various levels of government, from the local to the EU. For instance, latest figures show that the Welsh Assembly Government, Assembly Sponsored Public Bodies, Local Authorities and Local Health Boards provided over £300 million in grant and contract funding in 2003-04.[30] Overall, it is estimated that public

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[29] Currently there are four, covering Education and Learning Wales, Welsh Development Agency, The Arts Council for Wales and one for environmental agencies, which includes the Environment Agency, Forestry Commission and Countryside Council for Wales.

[30] Fourth Annual Report of the Voluntary Sector Scheme (WAG 2005) and For Mutual Benefit, local government support for the voluntary sector 2003-04. (Local Government Data Unit – Wales 2005)

funding of the voluntary sector is in excess of £400 million each year, or between 30 and 35 percent of total income.

The following presents a brief description of the main funding sources for specific types of CSOs:

- Charities have for many years provided health, social care and education services, and have been funded to do so by local authorities, the Welsh Assembly Government and the government of the UK.
- Housing Associations received a significant boost in the 1980's, when there was a shift in funding from from local authorities from social housing to not-for-profit associations, mostly friendly societies. There is a 50% grant for purchase of property to provide social housing. Currently there are moves to transfer large parts of local authority housing stock to community led associations.
- Organisations promoting the Welsh language. For many years the Welsh language issue was a political one, which meant no government funding. However, with the passing of the Welsh language Act, it became a statutory duty, and the Welsh language board has funded CSOs to promote the use of the language and meet the requirements of the Act. More recently, European funding has enabled adult learning opportunities to be subsidised, and support for groups like Menter Iaith has increased.
- Archaeological trusts receive core funding from the Welsh Assembly Government, which has also funded preservation and regeneration projects through the Royal Commission for Ancient and Historic Monuments and Cadw.
- Professional associations have been funded solely from membership subscriptions, though some may have worked in partnership with public bodies on workforce development projects that have support from European Obj 1,2 and 3 funds.
- Trade Unions are wholly supported by membership subscriptions.
- Sporting bodies have traditionally been self-funding, particularly at the local level. Recently the promotion of inclusion in sport has been accepted as a charitable aim, and in Wales, sports organisations that are 'open to all' are considered part of the voluntary sector. National sports bodies are now supported by substantial sums from the Welsh Assembly Government and Sportlot, part of the National Lottery. Many sports clubs in Communities First areas have received funding from the Welsh Assembly Government.
- Civic Societies, heritage organisations and others have had limited public funding.
- Cooperatives have, for many years, received little attention, in both policy terms and with funding. Recently, Wales Coop Centre obtained funding to support development of coops and credit unions in EU Obj 1 areas and in Community First areas.
- Similarly, funding is now more available for development trusts than it was ten years ago. These are not-for-profit community trusts which aim to establish community ownership of assets and service provision. They generally work with a business model, seeking to develop social enterprise activity.
- Environmental organisations receive little funding from the state, though the Countryside Commission for Wales operates grant schemes and funds some organisations to manage nature reserves (eg Royal Society for the Protection of Birds). However, Friends of the Earth and the Campaign for the Protection of Rural Wales have no government support.
- Rescue organisations. The Royal National Lifeboat Institution (RNLI) receives no public funding. However, local lifesaving groups may have a small grant, or receive payment for providing a service. Mountain rescue services are supported by in kind support from the armed services and police forces.
- Foreign Aid/development organisations. These sometimes work with UK government funding, but receive no support for UK core costs.

2.7 Private Sector-Civil Society Relations

This subdimension describes and assesses the nature and quality of relations between civil society and the private sector. Table III.2.7 summarizes the respective indicator scores.

TABLE III.2.7: Indicators assessing private sector – civil society relations

Ref. #	Indicators	Score
2.7.1	Private sector attitude to civil society	2
2.7.2	Corporate social responsibility	1
2.7.3	Corporate philanthropy	2

2.7.1 Private sector attitude to civil society. Many small and large businesses support local charities, often linked to employee fundraising. Other businesses sponsor particular charities, and larger companies have established charitable trusts that give grants. These amounted to about £15 million in giving in 2003 to 2004. However, CSOs that seek to campaign against business interests do not receive such sponsorship, particularly in the area of employment rights or environmental issues.

2.7.2 Corporate social responsibility. The concept of corporate social responsibility has three main aspects: a responsible approach to employees, a responsible approach to the environment and a responsible approach to the community within which a company operates. There is a tradition of socially responsible business through Quaker based companies, such as Rowntree and Cadbury, who saw business as a way of providing decent living conditions for their workers, and built model towns to house their workforce. Profits from the business also went into providing social services and sanatoriums. There seems to have been little impact of this in Wales.

The history of the mining industry suggests widespread exploitation of workers, who set up trade unions and welfare institutes wholly on their own. However, there are some instances of better practice, such as a trust fund that was set up with a donation from Shell when it closed its oil terminals in Anglesey and Corus. It established funds to help the local area when it closed the steelworks in Ebbw Vale.

Business in the Community was formed 22 years ago by a group of British companies that decided to improve the way that business affects society. It now has 700 member companies, including 85 of the FTSE 100, and has a further 1,600 participants in its programmes and campaigns.

In the 2003 index (Business in the Community 2003), the overall Index average score was 80%, up from 68% last year. An 80% score suggests that for many companies corporate responsibility is now an integral part of the way the company thinks, but it is not yet an integral part of the way in which the business operates across all of its operations.

Participants at the scoring workshop were largely unimpressed by the attempts at corporate social responsibility, questioning whether companies which appear responsible in the UK are being responsible elsewhere in the world, and whether it was simply a public relations exercise.

2.7.3 Corporate Philanthropy. Support from businesses, for the voluntary sector, amounted to £36 million in 2002 to 2003 (WCVA 2003). This does not include gifts in kind which many small businesses (the largest part of the private sector in Wales) give for local fundraising events, or the £15 million estimated from private trusts, the majority of which have been set up from the

proceeds of business. However, major sponsorship is seen to go to large national organisations, and those working with 'deserving' causes, rather than many less popular causes, such as mental health or advocacy groups.

Conclusion

Welsh civil society enjoys an environment conducive for its activities. Wales is part of a liberal democracy, in which basic freedoms are protected and guaranteed, and there is freedom to participate in the political process at all levels. There are high levels of trust in the basic institutions of government and media (though not always in the politicians and journalists who work in these institutions). Recent developments show efforts to devolve decision-making from the centre and to enable better access to information. However, informants expressed concern that information and involvement are restricted in practice, to those who choose to be engaged with civic and political processes, and that a large part of the population may not have the same access to, or understanding of, the political process. Recent events, such as the London bombings in July 2005, have put pressure on the safeguarding of civil liberties[31] and there are some reservations as to whether Welsh society is widely tolerant towards all minority groups.[32]

Legal and financial regulations provide encouragement for civil society bodies, and there has been a definite movement towards developing more formal partnerships between governmental and civil society organisations.[33] State funding varies between different civil society sectors, but in general there is considerable direct and indirect support for CSOs amounting to over £400 million per annum. Whereas certain private sector organisations have made major contributions to developments in civil society, more generally there is a limited connection between large businesses and civil society. However, at the local level, business has played an important part in assisting charitable and voluntary groups.

The environment within which civil society exist is never static. The changing age structure of Wales, towards a far greater proportion of older people, will cause increased stress on pension and health and social service provision. Movements with the government to centralise functions, with an increased emphasis on citizen centred services, may have mixed effects. The bringing together of equalities bodies under one roof, concerned with discrimination on the grounds of gender, disability, ethnicity, sexual orientation, age and religion, should have positive long term effects on the strength of the voice of minorities. The proposed changes to devolution may result in greater legislative powers for the Welsh Assembly, which will accelerate the divergence of social policy between England and Wales. This will act to reinforce the need for Welsh specific CSOs, as UK bodies are perceived to be more distant. There are interesting times ahead with a number of conflicting drivers for change. This makes it important for civil society organisations to work together to make the best of any changes.

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[31] The Home Secretary proposed a number of changes to legislation following the bombings, including closure of places of worship if their teaching was judged to promote terrorism and extending the time limit on the power of the police to detain terrorist suspects without charge from 30 to 90 days. The former has been abandoned after consultation; the latter was not passed by Parliament.

[32] The incidence of racially motivated crime has increased since July 2005.

[33] The UK government has supported social enterprise and the voluntary sector as a whole through a number of legal and administrative initiatives such as Compacts. In Wales, the Voluntary Sector Scheme was required to be created by the Government of Wales Act 1998. Charitable status confers a numerous fiscal and tax benefits e.g. exemption form Corporation and Income Tax, rate relief and various Value Added Tax concessions and exemptions. More recently, a new legal form for socials enterprises, the Community Interest Company was introduced on 1 July 2005 by the Companies (Audit, Investigation and Community Enterprise) Act 2004.

3. VALUES

This section describes and analyses the values promoted and practiced by Welsh civil society. The score for the Values Dimension is 2.5, reflecting an overall positive value basis of Welsh civil society. Figure III.3.1 presents the scores for the seven subdimensions within the Values dimension. Only the subdimensions relating to civil society's tolerance and, to a lesser extent, transparency receive moderate scores.

FIGURE III.3.1: Subdimension scores in values dimension
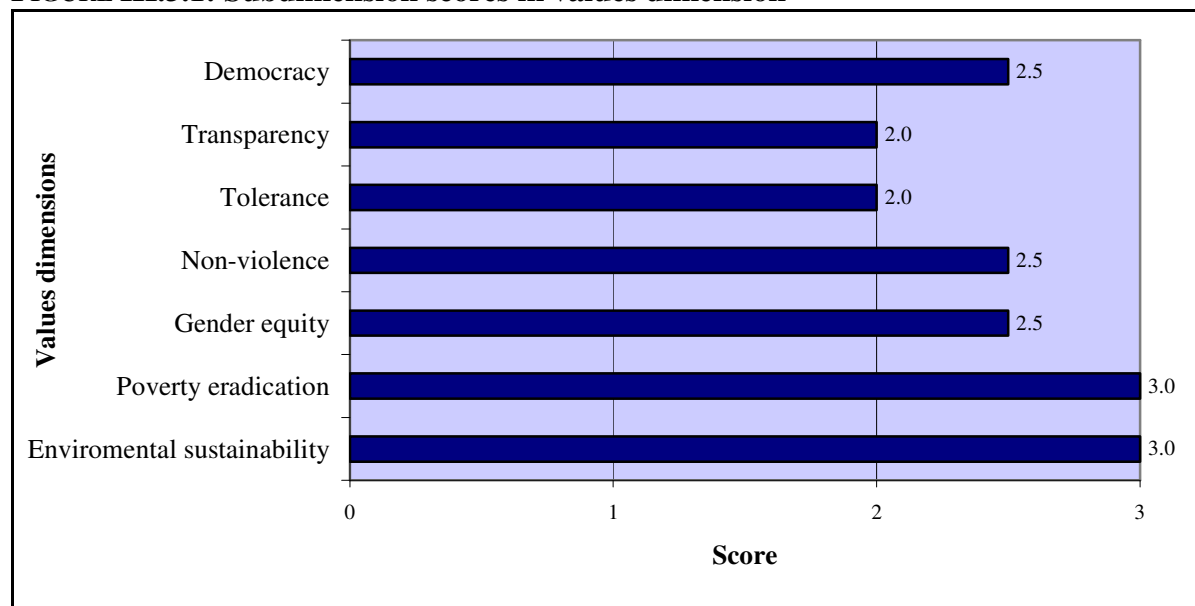
3.1 Democracy

This subdimension examines the extent to which Welsh civil society actors practice and promote democracy. Table III.3.1 summarizes the respective indicator scores.

TABLE III.3.1: Indicators assessing democracy

Ref. #	Indicators	Score
3.1.1	Democratic practices within CSOs	3
3.1.2	Civil society actions to promote democracy	2

3.1.1 Democratic practices within CSOs. The template documents for many forms of CSOs (registered charities, Community cooperatives, Credit Unions, Companies limited by guarantee, Friendly societies, Trade Unions, community associations, Professional associations) require: definitions of membership, details of management committee or trustees, the forms of election of officers, rules regarding the calling of meetings and the quorum and the proportion of voters required for different types of decisions. In a similar way most community associations and sports clubs require the annual election of the management committee. These CSOs make up the vast majority of CSOs in Wales.

In addition, where organisations are providing services, there is a range of service user input into decision making, ranging from situations where the service user is a member (self help groups), to organisations where there is no service user or carer input. For some organisations, democratic accountability to their members is highly valued as a source of legitimacy. However, others question whether democratic accountability is appropriate or sufficient (NCVO 2004). The governance structures of large charities are seen, by many chief executives, as cumbersome. They

are also viewed as not enabling them to connect with stakeholders, because of changing patterns of allegience, since people are less likely to join an organisation and more likely to have a consumer attitude to the organisation: supporting it as long as it fulfils what they want it to.

Regarding the selection of trustees, the Charity Commission (2002) estimates that 31% of charities recruit trustees annually, whilst NCVO (2001) estimates that 80% of charities recruit trustees informally. This suggests that whilst a democracy form exists, in many cases it has fallen into disrepair. This is often due to the lack of candidates for trusteeships.

3.1.2 Civil society actions to promote democracy. This issue produced some debate during the scoring workshop, with some participants seeing the promotion of democracy as an essential feature of civil society, whilst others felt it was not an activity of any consequence. Objectively, activity by trade unions and other voluntary organisations has taken place to promote voting and to bridge the gap between young people and politicians. The effectiveness of this is questioned, as the election turnouts continue to fall. Also, many CSOs are single-issue groups, and some see this as a threat to democracy. Finally, one participant questioned whether democracy was a value, seeing it more as the product of the values of our society. Overall, participants agreed to a somewhat positive score of 2.

3.2 Transparency

This subdimension analyses the extent to which Welsh civil society actors practice and promote transparency. Table III.3.2 summarizes the respective indicator scores.

TABLE III.3.2: Indicators assessing transparency

Ref. #	Indicators	Score
3.2.1	Corruption within civil society	2
3.2.2	Financial transparency of CSOs	2
3.2.3	Civil Society actions to promote transparency	2

3.2.1 Corruption within civil society. The issue of using a position within a CSO for personal benefit is difficult to quantify. The receipt of direct financial benefit is rare, and charity trustees are forbidden by law to benefit from their position. However, improving the status of a person in the community (with resultant better service from public bodies) and using a community association to further personal agendas is seen from time to time. Following complaints, the charity commission investigates about 0.1% of charities each year, suggesting that corruption is not that common.

3.2.2 Financial transparency of CSOs. Civil society organizations must provide an annual report if they have particular legal forms: registered charities, companies limited by guarantee, housing associations, friendly societies, cooperatives and credit unions.[34] In addition professional associations and trade unions have to make them available if requested, and many community associations and sports clubs will produce an annual statement for their members. For registered charities, the charity commission reports that it receives approximately 90% of charity accounts. However, the reporting of finances is not consistent between organisations, and some choose

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[34] Registered charities must submit a financial statement to the Charity Commission if their annual income is above £10,000, with a standard return (SORP) used for charities with an income of £250,000 or more. All companies must register with Companies House and provide an annual return. Housing associations are registered as Registered Social Landlords with the Welsh Assembly Government, and many have the legal form of a friendly society, and provide the XXX with an annual return. Credit Unions are registered with the Financial Services Authority, the regulator of all financial institutions.

procedures that keep expenditure on 'non-charitable activities' (fundraising and administration) within 'acceptable limits' (Charity Finance Director's Group 2002). The score reflects the feeling that whilst most organisations produce accounts, SAG members did not feel that enough were publicly available (eg on the internet).

3.2.3 CSOs actions to promote transparency. Only a relatively limited number of large CSOs are explicitly concerned with the transparency of public administration and companies. The Consumer's association is a powerful lobbying body that has brought a number of issues to the public's attention. Many national organisations respond to Welsh Assembly Government consultations and are involved in policy development. This improves transparency, as they are able to report to others about how decisions are being made. The Voluntary Sector Partnership Council acts as a conduit for concerns to be raised with government; here, also government spending on the voluntary sector is reported and discussed. Trade unions and professional associations are active in drawing government's attention to the consequences of their policies, such as the UK government's resistance towards the European Union working day time limits (TUC 2005).

3.3 Tolerance

This subdimension examines the extent to which Welsh civil society actors and organisations practice and promote tolerance. Table III.3.3 summarizes the respective indicator scores.

TABLE III.3.3: Indicators assessing tolerance

Ref. #	Indicators	Score
3.3.1	Tolerance within the civil society arena	2
3.3.2	Civil society activities to promote tolerance	2

3.3.1 Tolerance within the civil society arena. Single issue groups are often portrayed as intolerant of the views which they are working against,and often there are CSOs on both sides of a debate (eg the banning of hunting with dogs, the right to abortion vs the rights of the unborn child, the promotion of religion in schools). Civil society actors generally support the right to express an opinion, whilst denouncing discriminatory behavior or speeches. The general reaction of many civil society actors against the British National Party, and expressions of solidarity following the recent bombings in London support a high score for tolerance. However, recently a Welsh language group picketed a community association's fun day in Northern Wales, complaining that it was dominated by 'English speaking incomers', and there are widespread community reactions against traveller groups, which show that things are not all good.

3.3.2 CS activities to promote tolerance. There are CSOs that have as their specific goal the development of tolerance in society, particularly in respect to discrimination due to ethnicity, religion, age, sexuality, gender and disability. There are examples in the voluntary sector, trade unions and organisations, such as race equality councils. Historically, campaigns for the right to vote, the introduction of legislation regarding fair pay and, more recently, the impetus for the Disability Discrimination Act of 1995 are examples of CSOs campaigning across sectors to achieve change. Many other organisations do not have it as a specific goal, but attempt to promote the values of tolerance in the way that they work. There is, however, a general backlash against 'political correctness', where individuals feel forced to change the way they speak or behave regarding things they see as trivial. This is hampering progress in some areas.

3.4 Non-violence

This subdimension describes and assesses the extent to which Welsh civil society actors and organisations practice and promote non-violence. Table III.3.4 summarizes the respective indicator scores.

TABLE III.3.4: Indicators assessing non-violence

Ref. #	Indicators	Score
3.4.1	Non-violence within the CS arena	2
3.4.2	CS actions to promote non-violence	3

3.4.1 Non-violence within the Civil Society arena. There are a number of causes which are associated with peaceful direct action or violence against property or people, such as animal rights organisations, anti-hunt campaigners, Welsh language protestors, environmental campaigners, May ay protests and anti-abortion campaigners. A survey of environmental direct action events in North Wales (1992 to 2000) showed that 32% involved occupation of property or blockades and 5% involved property damage. In general, civil society actors denounce these activities, but often reference is made to the strength of the views held by the campaigners. In other areas of civil society, violence is seen as gratuitous and unacceptable (e.g. football hooliganism and youth gangs in deprived areas).

3.4.2 CS actions to promote non-violence. Many CSOs have been set up in reaction to some form of violence in society, for example: women's aid groups acting against domestic violence, National Society for the Prevention of Cruelty to Children (NSPCC) against cruelty to children, Royal Society for the Prevention of Cruelty to Animals (RSPCA) against cruelty to animals, victim support groups, mediation groups between tenants and landlords and trade unions, between workers and employers. Other groups promote peace and international exchange (e.g. twinning associations). Overall, it was felt, by scoring workshop participants, that civil society was a driving force for non-violence in Welsh society.

3.5 Gender Equity

This subdimension analyses the extent to which Welsh civil society actors practice and promote gender equity. Table III.3.5 summarizes the respective indicator scores.

**TABLE III.3.5: Indicators assessing gender equality**

Ref. #	Indicators	Score
3.5.1	Gender equity within the CS arena	2
3.5.2	Gender equitable practices within CSOs	3
3.5.3	CS actions to promote gender equity	3

3.5.1 Gender equity within the CS arena. Within the voluntary sector, women predominate at all levels except in the leadership of larger, national organisations (Figure III.3.2, WCVA 2003, 2005d). Statistics were not found for faith groups, trade unions or other CSOs, but the picture is likely to be similar. This shows that women are under represented in leadership roles both when compared to the population as a whole, and when compared to participation in CSOs.

3.5.2 Gender equitable practices within CSOs. A survey of voluntary organisations showed that 86 % of organisations with staff have an equal opportunity policy. This is to be expected, since most organisations with staff are supported by grants from public bodies, which, in general, require such a policy to be in place. The SAG meeting revealed some doubt that this statistic was a true representation of practice, given the lack of progression of women to leadership

demonstrated in figure III.3.2.

FIGURE III.3.2: Proportion of women in different roles in the voluntary sector
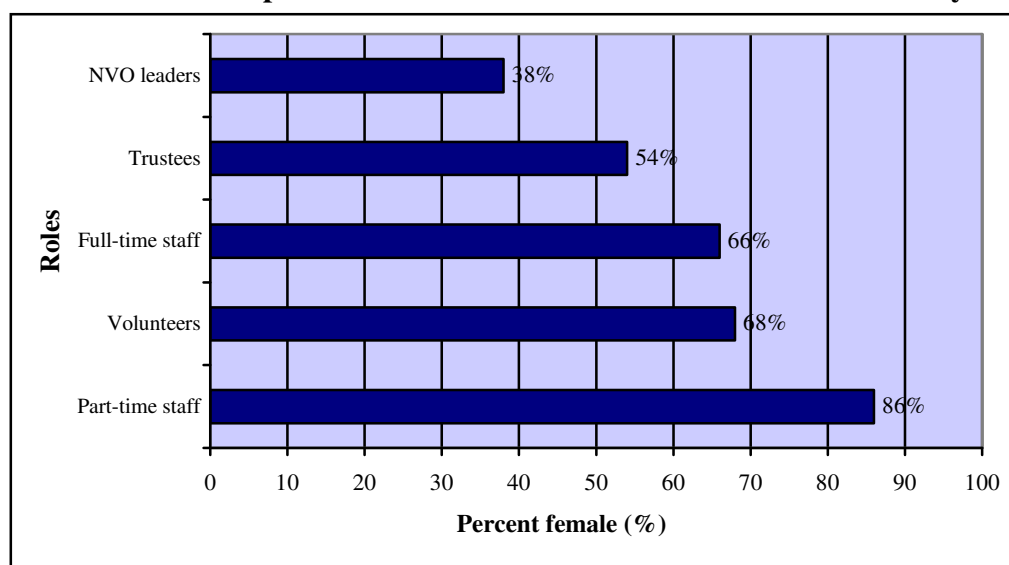
3.5.3 CS actions to promote gender equity. There is a long history of CSOs campaigning and working towards gender equity, from equal voting rights a century ago, to current requests for gender budgeting to be included in policy evaluations of government. Trade unions and professional associations have promoted equal pay; the recent legislation on equal rights for part-time staff and the national minimum wage are all products of a concerted drive for equality. In other areas, equality for men in the area of paternal rights has challenged the societal assumption that mothers are the automatic place for children to be brought up.

3.6 Poverty Eradication

This subdimension examines to what extent Welsh civil society actors promote poverty eradication. Table III.3.6 presents the indicator score.

TABLE III.3.6: Indicator assessing poverty eradication

Ref. #	Indicators	Score
3.6.1	CS actions to eradicate poverty	3

In 2001 31% of children in Wales lived in households with less than 60% of the median income for the UK.[35] This had fallen to 22% by 2005 showing the greatest improvement of any region of the UK. This has been the result of an improved economic situation, government policy and the work of CSOs. Historically, trade unions have campaigned for better wages for many worker groups to relieve poverty. The miner's welfare institutes in the Valleys provided education and support, and charities were active in providing much needed services to people who could not afford to pay for them. More recently, much of the Communities First's activities have been underpinned by the activity of voluntary organisations at the national level, providing support and expertise, and has worked through local community associations and activities.[36] There are also

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[35] This measure is the official definition of 'income poverty' used in the UK. Poverty is seen as multidimensional, other dimensions being health, education and access to services.

[36] Communities First is a government programme to target the most deprived neighbourhood areas in Wales. Based on electoral wards of 2,000 to 10,000 people, local multi-sectoral partnerships have been set up to determine actions by consensus and bring about improvement.

specific groups that aim to alleviate poverty worldwide, including large NGOs that raise funds in Wales, smaller country specific support groups that organise short term teams that visit the country to provide specific services or training, and a broad based social justice movement seeking cancellation of non-repayable debt, increased foreign aid and fair trade.

3.7 Environmental Sustainability

This subdimension analyses the extent to which Welsh civil society actors practice and promote environmental sustainability. Table III.3.7 presents the indicator score.

TABLE III.3.7: Indicator assessing environmental sustainability

Ref. #	Indicators	Score
3.7.1	CS actions to sustain the environment	3

3.7.1. Civil Society actions to sustain the environment. Sustainable development is an urgent need of today's society in Wales. The Welsh Assembly has a duty to promote it, and is supporting local and national initiatives by CSOs. A recent report by the Sustainable Development Commission (2001) states that:

> 'The major environmental NGOs have always provided strong leadership in the policy debate at national and international level on key environmental themes: World Wildlife Fund on climate change; Friends of the Earth on air quality / transport; Royal Society for the Protection of Birds on sustainable agriculture and protected areas and the Council for the Protection of Rural England on integrated transport. To some extent each of these major NGOs has embraced sustainable development, but maintained a focus on their key themes within this framework. In addition a more recently established set of NGOs have been established with a specific sustainable development remit either at the regional level or at a sectoral level. At a local level there is more evidence of NGOs successfully bringing together the positive linkages between social, environmental and economic issues.'

Sustainable development is one of the major 'cross-cutting themes' of the Welsh Assembly Government, and as such CSOs are actively involved in promoting sustainable development both from an environmental perspective and development that is sustainable from the perspective of local communities (local supplier networks, farmer's markets, etc).

Conclusion

Welsh civil society is active in practising and promoting a set of key values. Most CSOs observe principles of democracy and accountability in their formal internal structures. CSOs are also subject to legal and financial regulations to ensure that examples of serious fraud or corruption are relatively uncommon. Many CSOs take an active part during national government election campaigns, by issuing statements on particular issues, and certain CSOs make it their business to monitor government and corporate conduct and increase accountability to the public. The range and variety of CSOs is sufficient to maintain a degree of pluralism within Welsh civil society, though certain bodies exist to promote specific positions, and by definition are intolerant of rival viewpoints. However, most CSOs operate within the limits of peaceful action and lawful behaviour. Certain CSOs have been prominent in working to achieve gender and other forms of equality, to overcome problems of social exclusion and to promote concern for the environment and sustainability, although the majority of CSO activity in broad terms is 'non-political' and uncontroversial. This contrasts with the nineteenth and early twentieth centuries, when CSO activity was definitely both political and controversial. The change is possibly due to changes in social structure, the decline in the power of unions and the chapels and a growing consumer culture. The values of civil society appear to have general public and government support, and so

are likely to continue. Major challenges for the future include the survival of Welsh rural culture and environmental sustainability.

4. IMPACT

This section describes and analyses the extent to which civil society is active and successful in fulfilling several essential functions within Welsh society. The score for the Impact Dimension is 2.7, reflecting the scoring workshop's assessment that civil society in Wales has a large impact on society. Figure III.4.1 presents the scores for the five subdimensions within the Impact dimension where only the moderate score on civil society's responsiveness slightly clouds the civil society's strong impact.

FIGURE III.4.1: Subdimension scores in impact dimension
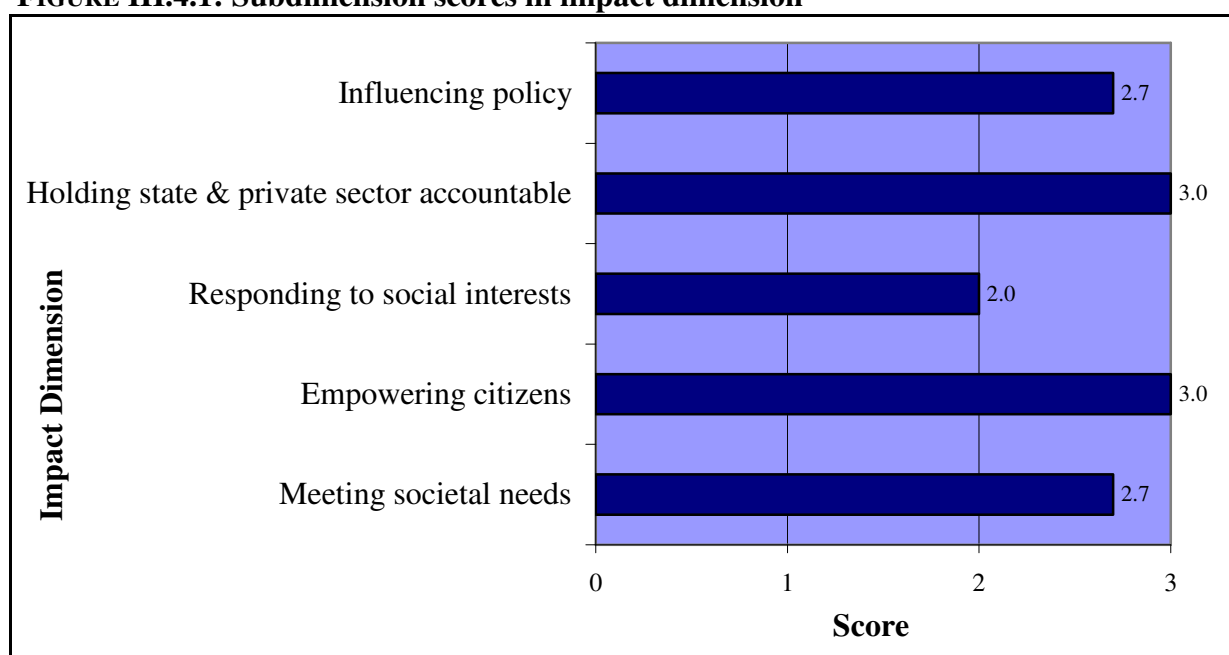
4.1 Influencing Public Policy

This subdimension describes and assesses the extent to which Welsh civil society is active and successful in influencing public policy, in the fields of social policy and human rights policy as well as its impact on the national budgeting process. Table III.4.1 summarizes the respective indicator scores.

Table III.4.1: Indicators assessing influencing public policy

Ref. #	Indicators	Score
4.1.1	Human rights impact	3
4.1.2	Social policy impact	3
4.1.3	Impact on national budgeting process	2

4.1.1 Human rights impact. There have been many human rights campaigns in both the international and domestic policy areas that have been led by civil society actors. Some examples include:

- The Make Poverty History campaign, allied with Live8 concerts led by Bob Geldorf, has resulted in an agreement by G8 nations to cancel the transnational debt of 18 of the poorest nations and a doubling of promised aid. This movement has broad civil society support, and is the latest result of activity that has been ongoing for the last 20 years.

- The Disability Discrimination Act brought about by pressure from many disability groups, which included direct action and demonstrations. Not all targets were met, but an act was passed.
- Asylum seekers: The UK government, due to the pressure brought on it, has been unable to implement some policies. Also, individual decisions are challenged by advocacy given by voluntary organisations and faith groups. Some repatriations have been reversed.
- Welsh language activists forced the passing of the Welsh Language Act of 1993 after many years of pressure, some direct action and letter bombing campaign.

These examples show that civil society in Wales has, by working with others at a UK level, or through perseverance, brought about major changes for the better for people in Wales and elsewhere.

4.1.2 Social policy impact. Social policy covers many areas, and can be looked at on a UK, Wales or more local level. At the UK level, there are campaigns in many activity areas around particular white papers, which focus on things such as, spending plans and ways of working:
- Animal rights groups have influenced policy on experimentation on animals, with an ethical code and funding to find alternative methodologies.
- Animal protection groups have succeeded in making trade in protected species illegal.
- Direct action against road developments in England has led to changes in the policy of planning authorities and government spending on new roads.

In Wales, recent policy initiatives include:
- Inclusion of Building Strong Bridges (involvement of voluntary organisations in health service provision) into the Wanless Action Plan for the National Health Service in Wales.
- Cymorth, the umbrella organisation for social housing providers, has campaigned for the fair distribution of funding for voluntary sector providers, as opposed to local authority provision. Transfer of funding from the Welsh Assembly to local government has been postponed pending a review.
- Inclusion of voluntary organisations into local emergency disaster plans.

At a local level, there is a mixed picture:
- Advocacy and access groups for physically disabled and learning disabled people have campaiged for better and more appropriate services. Many have succeeded, whilst others have had years of frustration.
- Voluntary sector involvement in Community Strategies has been patchy, but some good examples exist.
- Funding for particular health services has been achieved in a number of instances due to pressure brought by support groups, eg mental health service, sexual health support services.

4.1.3 Impact on national budgeting process. The national budgeting process in Wales is fairly open, with a consultation document released in July, a second draft in November and the final announcement in February. WCVA responds to the budget in its generality, and other CSOs comment on specific parts. CSOs have not been able to change the overall direction of the budget, but have been able to influence changes in the allocation of funding streams within overall departmental budgets.

4.2 Holding the State and Private Corporations Accountable

This subdimension analyses the extent to which Welsh civil society is active and successful in holding the state and private corporations accountable. Table III.4.2 summarizes the respective indicator scores.

TABLE III.4.2: Indicators assessing holding state and private corporations accountable

Ref. #	Indicators	Score
4.2.1	Holding the state accountable	3
4.2.2	Holding private corporations accountable	3

4.2.1 Holding the state accountable. There is a large amount of monitoring and lobbying activity by a range of CSOs. Policy work can take up a substantial part of the work of UK and Wales Umbrella groups. Many groups conduct their own research to give an independent view of the effects of government policies, for example::

- Joseph Rowntree Foundation is working on social policy, especially tracking changes in poverty,.
- Shetler and the Big Issue producing accurate statistics on homelessness, which are not affected by changes in the definitions used by public bodies.
- Learning disability advocacy groups monitoring the changes in working practices brought about by direct payments.

Umbrella groups often consult on new legistlation, and present a case for changing clauses, or altering an approach, for example:

- Consultation regarding Charities bill, many suggestions were incorporated and
- New National Lotteries Bill (main thrust of bill not altered, but a number of alterations achieved).

The involvement of local groups is often limited to particular activists who become part of policy networks supported by Wales and UK umbrella organisations.

4.2.2 Holding private corporations accountable. There have been some high profile cases that have demonstrated the power of CSOs to alter the behaviour of private corporations:

- Demolition or disposal of Shell oil rig in the North Sea, which was halted by Friends of the Earth and others.
- Consumers Association successfully campaigned for compensation for people who had been sold a mortgages without clear information. This led to all providers bringing in new traing for their staff.
- Boycotting banks which are known to invest in the arms trade, or support oppressive regimes or do not operate bilingually in Wales.
- A range of environmental groups have prevented large scale planting of genetically modifiedbcrops in UK.
- Campaign to stop the Fur trade and whaling, which have focussed on international treaties (e.g. Coalition to abolish the fur trade, Royal Society for the Prevention of Cruelty to Animals, Whalewatch).
- Campaigns to make supermarkets sell local produce (e.g. Friends of the Earth)

The impact from these actions is frequently not predictable, and often there are other CSOs that disagree with the intervention due to conflicting values or perspective.

4.3 Responding to Social Interests

This subdimension analyses the extent to which Welsh civil society actors are responsive to social interests. Table III.4.3 summarizes the respective indicator scores.

TABLE III.4.3: Indicators assessing responding to social interests

Ref. #	Indicators	Score
4.3.1	Responsiveness	2
4.3.2	Public trust in CSOs	2

4.3.1 Responsiveness. A sub-group of scoring workshop participants had a particular issue with this indicator, arguing that to measure the effectiveness of civil society by how often it takes up a cause was not possible. Others felt it was reasonable, but were unsure of the perspective, believing that medium to large CSOs would see themselves as responsive, but many service users would see large, service providing CSOs as being as unresponsive to local needs as the government. This has been seen recently in Wales in two cases: the sale of a block of sheltered housing by a UK national charity due to financial pressures and the withdrawal from Wales by a UK (now only England) charity providing a youth advocacy service. The first action forced disabled adults to move hundreds of miles to obtain equivalent accommodation and the second resulted in the Welsh Assembly Government helping to set up a new voluntary organisation. However, it has been shown that community associations often respond quickly to changes in local circumstances, and advocacy groups are able to identify the problems with a change in government policy more quickly than planned evaluations. Overall, scoring meeting participants felt that whilst effective in most cases, there could be voices that were not being heard by current civil society actors, such as small rural organisations or asylum seeker groups.

4.3.2 Public trust in CSOs. A public opinion poll (Mori 2003) indicates that 63 % of people trust voluntary organisations, with fewer people trusting trade unions, religious organisations and NGOs. These are higher than the trust placed in public institutions, but lower than the trust placed in the Army, television, police and radio (Table III.4.4). The score of 2 was given, as it was felt that the majority of CSOs in Wales are voluntary organisations. The differences between different types of CSO are probably due to public perception of their role. Trade unions are often seen as concentrating solely upon their members, and hence influenced by self interests. NGOs are seen as overseas aid organisations in the UK, which are discussed when support is needed for disaster relief for people in need. Clergy are trusted by 71% of people, and trade union officials by 33%. This perhaps shows the difference between trust in people who you know (such as the clergy in your community), and representatives of more remote institutions (such as trade unions), where the media strongly influences public perception.

4.4. Empowering Citizens

This subdimension describes and assesses the extent to which Welsh civil society is active and successful in empowering citizens, especially traditionally marginalized groups, to shape decisions that affect their lives. Table III.4.5 summarizes the respective indicator scores.

4.4.1 Informing/educating citizens. Significant activity in informing people of their rights, advocating on their behalf, or facilitating service user input into service provision are some of the successes of civil society in Wales. Trade unions, citizen advice bureaus, disability advice centres, access centres, Welsh refugee council, women's aid centres and many others make a daily difference in many lives. There are examples of misinformation, for example over the safety of the mumps, measles and rubella (MMR) vaccination, but in general the effect is positive.

TABLE III.4.4: Trust in institutions and individuals

Organisation/people	Percentage who trust them
Army	82
TV	71
Police	65
Radio	65
Voluntary organisations	63
Government	43
Trade unions	41
Religious organisations	38
NGOs	31
Big companies	22
Press	20
Political parties	16
Doctors	91
Clergy	71
Police	64
Civil servants	46
Trade union officials	33
Business leaders	28
Government ministers	20
Journalists	18

TABLE III.4.5: Indicators assessing empowering citizens

Ref. #	Indicators	Score
4.4.1	Informing/educating citizens	3
4.4.2	Building capacity for collective action and resolving joint problems	3
4.4.3	Empowering marginalized people	3
4.4.4	Empowering women	3
4.4.5	Building social capital	3
4.4.6	Supporting/creating livelihoods	3

4.4.2 Building capacity for collective action and resolving joint problems. This is the core purpose of many community development organisations working at the local and national level. Professional associations, trade unions and faith groups also provide training and the environment for people to develop skills. Umbrella organisations give opportunities for networking and for building consensus around issues that can then be addressed. The history of community development activity in South Wales since the 1970s has included many projects that were led by the communities, addressed their perceived needs and campaigned, often by peaceful protest, for changes in their areas (Clarke et al 2002). The scoring meeting was unanimous in giving the highest score possible for this indicator.

4.4.3 Empowering marginalized people. Empowering people is enabling people to help themselves. Informing people of their rights and helping them to realise immediate goals are often the first steps, which have been shown as examples in 4.4.1 above. Participants at the scoring workshop felt that whilst CSOs were able to facilitate this and had a large part to play, that sometimes they consciously undermine further empowerment, as this would threaten the position and influence of the organisation. For example, an adult with a learning disability may be encouraged to be an advocate in group consultation until he or she starts to question the monopoly

the CSO has on empowering people, or addresses the difficulties involved in being an advocacy provider and service provider at the same time. Despite this caveat, a high score is given, since the impact of civil society is seen as great.

4.4.4 Empowering women. Women's organisations operate in many sectors: health, family and childcare, violence against women, the professional development of women and the position of women in the labour market and the status of women in society in general. The feminist movement has brought about great changes since the 1960s, but still much is needed to be done in terms of ensuring that the legal frameworks are implemented, and that women from different ethnic backgrounds are enabled to make their own choices as well. Organisations are active in of all these areas, and their impact over the last forty years has been tremendous.

4.4.5 Building social capital. Civil society can be regarded as a source of social capital, which was assessed by comparing the level of general trust of CSO members, with that of individuals who are not members of any CSO. The European Values Survey shows that 38% of people in the UK, who are members of a CSO, think that most people can be trusted, compared to 24% of those who do not belong to a CSO. This suggests that in the UK, participation in a CSO is strongly linked to an increase in social capital, particularly the element relating to stronger group cohesion.

4.4.6 Supporting livelihoods. As the opportunities for service provision have grown, due to the changes in local government procurement policies, and the reduction in funding available from EU structural funds, many CSOs are looking at developing social enterprise activities to provide an income stream. Already, many major charities dominate the rag trade (recycling textiles from clothing), and have set up chains of shops selling donated goods. Other organisations are providing supported employment for adults with learning difficulties or mental health problems. Also, organisations have been running employment schemes, job training and intermediate labour market enterprises for the long-term unemployed, using government and EU funding. Overall, there are at least 650 CSOs with an interest in providing employment in Wales.

The financial contribution of CSOs should also be noted. CSOs constitute 2.4% of all VAT registered organisations (1,700), accounting for 1.7% of their turnover (£860 million) and employ 43,835 people (6.5% of all VAT registered enterprises; Interdepartmental Business Register 2004).

4.5 Meeting Societal Needs

This subdimension examines the extent to which Welsh civil society is active and successful in meeting societal needs, especially those of poor people and other marginalized groups. Table III.4.6 summarizes the respective indicator scores.

TABLE III.4.6: Indicators assessing meeting societal needs

Ref. #	Indicators	Score
4.5.1	Lobbying for state service provision	3
4.5.2	Meeting societal needs directly	3
4.5.3	Meeting the needs of marginalized groups	2

4.5.1 Lobbying for state service provisions. There has been success in Wales in getting the state to provide for pressing needs, though the result has not always been what was desired. Two examples illustrate this:
- Addressing deprivation: this has been a subject of civil society lobbying for at least 30 years, and has resulted in a number of government programmes: the Urban Fund,

Supporting Communities and now Communities First. Often the approach of government has been top-down community development, when CSOs have advocated a bottom up approach.

- Support for carers: over the last fifteen years there has been a growing realisation that carers need support from social services in order to provide care in the home, which reduces the overall spending of social service departments on service provision. Carers' support groups have been active in advocating for the need to be met by government, and in Wales. Currently there is a grant from the Assembly, which is granted to local authorities and is only to be spent on services to support carers. This is accompanied by the requirement of each local authority to have a carers' plan, detailing how it will spend the money. This is an example of a success, but current plans for plan rationalisation means that the grant may well be added to general funding, so the lobbying begins again.

A sub-group of scoring workshop participants questioned the impact that CSOs have had in this area, arguing that policies may well have changed anyway. This was mirrored by a stakeholder who asserted that lobbying is successful within the government's agenda, but was not as successful in putting new things on the agenda. However, the general consensus was that there were significant successes.

4.5.2 Meeting societal needs directly. CSOs provide services on behalf of the state to many groups. However, often the state does not fund the whole cost of the service. It is estimated that the voluntary sector brings in two pounds in income from other sources, for each pound the state provides (WCVA 2005c). To illustrate this, CSOs directly meet needs in the following ways:

- The hospice movement provides palliative care based on hospices provided by voluntary contributions and fundraising. Patients may be supported by payments from public sector health and social care providers.
- Care and repair services provide adaptations to enable people to continue to live at home, are run by voluntary agencies, and are grant aided by the Welsh Assembly. They receive payments based on the work done from the benefits system and grants for individuals from local authorities.
- Citizens Advice Bureaux provide free legal and debt advice to the general public. They currently deal with over 20,000 cases of indebtedness each year in Wales. They receive grant support from local authorities, but this varies among areas, with consequential effects on the services offered.
- Youth clubs provide services to young people, including advice, opportunities for community action and developing skills, and are beneficial to the area in terms of reduced vandalism and disturbance. Over two thirds of youth workers in Wales work within a voluntary organisation.
- Development trusts often seek a source of income by providing a service using supported employment as a vehicle. Thus people with learning disabilities are enabled to work in a safe environment and contribute to the economic sustainability of their area.
- A host of organisations have been set up to provide kerb side collection of items to be recycled. This is vital to achieving a reduction in the rate of landfill sites filling up.
- Credit Unions provide people from deprived areas the ability to save and borrow, avoiding unofficial lenders. In addition, local people learn the skills involved in managing a banking service, which enables some to seek employment.
- Many voluntary organisations, trade unions and professional associations provide training in many areas of activity. This may be specific to particular roles for people in employment, such as health and safety training, or the encouragement of basic skills training for young apprentices.

- The Royal National Lifeboat Institute provides lifeboats and crew around the whole of Britain's coastline. It works with Naval and Coastguard services to provide a service that is well respected. It receives no funding from public bodies.

Thus CSOs are involved in many areas of direct service provision. Often the service model is taken on board by statutory bodies, or receives public funding once the benefits have been demonstrated, eg services to carers and young families.

4.5.3 Meeting the needs of marginalized groups. Generally it is said that CSOs are more effective at providing services to marginalized groups than the state. Effective is defined as better value for money, since the costs for client care are seen as lower in NGO facilities. A second aspect is the higher satisfaction with the quality of services provided, through higher commitment of employees, in the case of CSO-administered services. The Welsh Assembly Government funded evaluation of services provided to substance abusers says:

> *It was clear that the voluntary sector is making an invaluable contribution to the treatment of substance misuse in Wales. Its strengths include awareness of and sensitivity to local needs; dedication to meeting the needs of individual clients; a strong focus on developing services and flexibility in responding to the diverse ad changing needs of a number of funders. Most organisations had in place good or developing systems of quality assurance. Collectively they are custodians for a substantial element of the skilled resource required to address the growing needs of people experiencing problems of substance misuse. Government presently depends in large measure on the contribution of this sector to help deliver its objectives.*
>
> (WAG 2004)

Another evaluation of a secular prison chaplain scheme showed that reduced re-offending by ex-prisoners, who used the service, saved the public an estimated £6 million over three years (Welsh Assembly Government 2004).

These examples show that services provided by CSOs have the capability to better serve the target group than state provided services. However, scoring workshop participants were less sure, citing examples where CSOs were not providing a better service than the state. Several people questioned whether the organisation mattered, feeling it was the people who provided the service, and the relationships that they formed, which made the difference between a good and a poor service. Certainly, as some CSOs have become larger, they have become less flexible, whilst some public sector projects are able to be innovative and service-user led.

Conclusion

Welsh CSOs are influential in setting the agenda and achieving a number of definite outcomes by influencing policies and debates on social, political and economic matters and exerting pressure on government and decision-makers. Those involved in such activities tend to be aware of the further progress they would like to make rather than the successes they have achieved. CSOs engage in wide-ranging educational and information providing activity, and the increased use of the World Wide Web has increased the scale of information provided by civil society. Much of this activity is directed at special interest groups, eg people with specific medical conditions or who might feel excluded from society in different ways. At the same time, there is anxiety that large sections of the population remain are not making use of the information and support available, either due to the lack of easy access to the internet, distrust of people from outside their communities or from fear that CSOs will pass information to public bodies, eg the police or social

services. Many CSOs aim to help different groups develop their capacities and secure greater access to decision-making.

Views differ as to how far civil society should go in taking on responsibilities which belong to government, or the state, and there are fears that energies, which should go into advocacy and other critical roles, may be absorbed into managing and administering various projects and schemes, 'plugging the gaps' on behalf of government. On balance, most people see CSOs as making a very positive contribution, and one that probably compares quite favourably when compared internationally; but it is in the nature of civil society activists to always see more that needs to be done, and to be aware of the limitations of the existing work. Hence, while measures of devolution and the new role of the Welsh Assembly are generally welcomed, there are also criticisms of its effectiveness, and pressure to see greater public involvement and debate, and a more engaged civil society.

IV. CONCLUSION

The conclusion seeks to draw together the main findings and recommendations of the CSI project in Wales. It offers an interpretation of the state of Welsh civil society as depicted in the Civil Society Diamond and then engages with some of the key findings resulting from the CSI-SAT project.

1. THE GENERAL PICTURE

The Civil Society Diamond for Wales is shown below (figure III.4.7), and shows that, with scores between 1.9 and 2.7, civil society in Wales is relatively well developed, with a strong value base. It operates in a generally supportive environment, and has a high impact on society.

The diagram is fairly symmetrical, suggesting that there are no dramatic overarching weaknesses in any of the four dimensions, and that civil society in Wales, as studied and assessed in this project, is a relatively balanced and stable sphere.

Strong points include the meeting of perceived needs in society, empowering citizens, holding the state and private sector accountable and influencing public policy in the impact dimension. Civil society also showed high scores in indicators that measured attitudes and action to promote non-violence, gender equity, poverty eradication, environmental sustainability and internal democracy. Not all parts of civil society are equally active in all areas, but it was felt that significant contributions were made by civil society organisations in all these areas.

Wales is, in general, a positive environment for civil society, with a good socio-economic context and, since devolution, healthy state-civil society relationships. Relationships with the private sector are less well developed.

FIGURE IV.1.1: The Civil Society Index Diamond for Wales
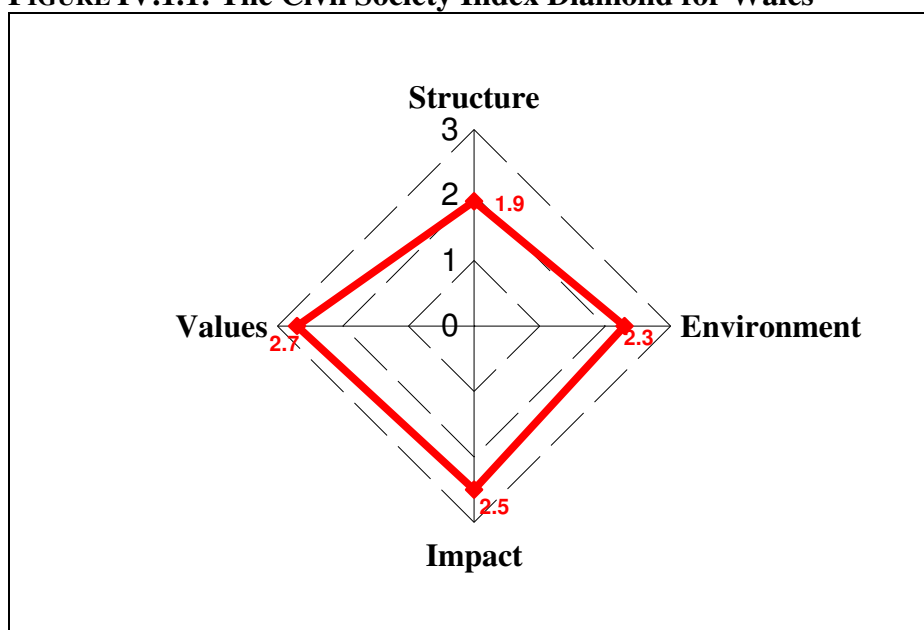
Civil society was seen as fairly well organised, including a diversity of participants, but there were also significant areas with room for improvement. The depth of involvement of people in

civil society and the proportion of income that is donated to charitable causes had particularly low scores. This was reflected in other scores, where civil society organisations feel that they lack financial and human resources to meet the needs they see in society.

2. AREAS OF STRENGTH

The values and impact dimensions are the strongest dimensions of the diamond, reflecting the relatively long history of civil society in Wales, with its roots in cooperative movements, socialism and non-conformist Christianity. Welsh society has been greatly affected by these values, being proud to be the birthplace of Aneurin Bevan, the engineer of the welfare state, and seeing in the National Assembly the opportunity to show how Wales can lead the way again. The impact of civil society is also contemporary, with the SAG meeting feeling that there are many examples of local community based activities, which are responsive to local needs and effective in bringing about change. There is, however, also the acknowledgement that there are areas with intractable problems, where years of development work have seemingly changed little, and where issues of state control and local power struggles hamper real progress. This was revealed in the SAG where every assertion that things are going well was matched by, 'but we could do better'. Even in a relatively small nation such as Wales, as a result of the diversity of the local geography, population, culture and local governance, it is possible, from a few case studies, to come away with several very different pictures. Care is needed to ensure that the more positive scoring is not due to 'picking the best bits.' Further consultation may either validate the results of this report, or refine and sharpen some findings and interpretations as we begin to better understand what is working well and where.

3. AREAS FOR IMPROVEMENT

The further development of civil society in Wales will require a particular focus on the structure dimension, which is the weakest score of the four dimensions. Particular indicators that negatively affected this score were:
- 1.1.5: The proportion of people who have taken part in collective community action (score = 1)
- 1.2.1: The proportion of income donated to charitable causes (score = 0)
- 1.6.1: Financial resources (score = 1)
- 1.6.2: Human resources (score = 1)

The first two indicators showing a low score, collective community action and the proportion of income donated to charitable causes, test participation in civil society by citizens in personal ways. Collective community action requires more than just a shared activity (e.g. sport), or a shared experience or life stage (e.g. having children). It requires agreeing with an action, and joining with others, who you may not know very well, to do something to affect change. The proportion of income donated to charitable causes is similar, in that for giving to be a noticeable proportion of a person's income, it requires more than responding to a street collection, or a television appeal; it requires personal choice and planning (if giving is to be tax efficient). There is no evidence that they have declined recently, so the low score is based on international comparison. Therefore, the low score suggests that people in Wales are more individualistic than elsewhere.

The second two indicators relate to the financial resources and human resources of CSOs. They are perception-based measures, indicating the relative resources available compared to those that are needed to achieve the aims of civil society or CSOs. This tells us that the scoring meeting felt that organisations are saying that they do not have the resources to change the way things are.

Of the other 70 indicators, only two other indicators scored below a two, both of which are in the environment dimension:

- 2.1.6: The extent to which government expenditure is decentralised (score = 1)
- 2.7.2: The extent of the development and implementation of corporate social responsibility (score = 1)

The decentralisation of UK government expenditure to Wales is an important issue. The Richard Commission[37] recommended an increase in the powers of the Welsh Assembly, and with time, it is likely to happen. If this does occur, then the ability of Welsh CSOs to influence spending should grow, if the structures for dialog and consultation remain well used and at least as effective as they are today.

The implementation of corporate social responsibility is increasingly distant from Wales. Most large industry in Wales is controlled from beyond the borders of the UK, making the decisions remote from Welsh people, and engendering a sense of powerlessness amongst people who would like to see change. There are large public campaigns regarding the use of child labour, or the fur trade, but they lack to local activism and appeal to people as consumers, to use their buying power, rather than appealing for activists to get directly involved.

4. THE MAIN CONCLUSIONS

- Civil society in Wales is generally healthy and diverse and has a positive impact on the lives of people living in Wales.

- Particular strengths include the values held by and practiced by many civil society organisations and changes in public attitudes and policy as a result of civil society organisations.

- There are some areas where improvements are possible, including the depth of involvement of people in civil society organisations, the links between different areas of civil society, and relationships with some public bodies and the private sector in general.

- There are opportunities for further cooperation and collaboration between organisations to improve civil society and increase its impact.

5. NEXT STEPS

There was a sense of expectation in the SAG meeting, that there were links which could be made to make civil society stronger, that there were challenges that needed to be met, and that there is a basis for working together under a banner which is wider than the voluntary sector, trade union movement or faith bodies. What was less clear was how to bring this about. The SAG did not include many decision makers from the different areas of civil society, so there was a reluctance to formulate strategic plans or promise to build alliances. This has affected the strategy for the next steps, with the realistic hope that the report will be useful in engaging with the influential players in civil society. This does not happen in a vacuum, however, and the ongoing concerns regarding the promotion of the Welsh language, how Welsh society handles international terrorism and migrant workers from counties that have recently joined the European Union and how public services are delivered will influence how the strategy develops.

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[37] The findings of the Richard Commission are discussed in section 2.1.5 above.

WCVA will make every attempt to publicise the findings of this study as widely as possible, to popularise this publication both amongst CSOs and amongst that part of the public which is less familiar with the topics discussed here – the government, civil servants and politicians both at the national and local levels. This publication should also serve as a useful introduction for students of civil society and related themes. WCVA will also initiate meetings with those members of civil society who are interested in being involved in building on the findings of the CSI project.

In its English version, this publication will also serve as the basis for international comparisons within the framework of the Civil Society Index project as a whole. A global CSI workshop is planned for 2006, which will convene all of the national teams, which participated in the Civil Society Index as well as other project partners. CIVICUS will then evaluate and refine the methodology employed on the basis of current experience and findings and plans to repeat the project in the future.

APPENDIX 1: LIST OF SAG MEMBERS

Constance Adams, Powys Association of Voluntary Organisations
Rita Bartlett, Baha'I Council for Wales
Vivian Bartlett, Baha'I Council for Wales
Celia Bond, Torfaen Voluntary Alliance
Daniel Boucher, GWENI
Sarah Bower, Swansea Council for Voluntary Services
Trish Buchan, Powys Association of Voluntary Organisations
Teresa Cooper
Shirley Doveton, Homestart
Andy Edwards, City and County Of Swansea (local government)
Bill Edwards, University Of Wales Aberystwyth
Bill Fear, Wales Funders Forum
Keith Fletcher
Katy Harris, Centre for Alternative Technology
Ann Holder, Volunteer, Cardiff Womens Institute
Erys Hughes, Royal Agricultural Benevolent Society
Gethin Jones, Swansea Council for Voluntary Services
James Maiden, Welsh Centre for International Affairs
Eirwen Malin, NIACE Dysgu Cymru
John Matthews, Wales Green Party
Julie Morgan, Swansea Council for Voluntary Services
Colin Palfry, Gofal Cymru
Tom Penny, Brecon Volunteer Bureau
Sian Phipps, The Arts Council Of Wales
Martina Athelstan-Price, Brecon Volunteer Bureau
Martin Price, Martin Price Associates
Sian Richardson, Swansea Council for Voluntary Services
George Stephens, SOVA Cymru
Michael Shepherd, Sports Council of Wales
David Smith, Public Health Alliance Cymru
Bethan Thomas, NUS Wales
Julie Thomas-Stock, Swansea Council for Voluntary Services
Eleanor Thorne, Swansea Council for Voluntary Services
Margaret Underwood, Private consultant
Richard Wells, Aberystwyth West & Penparciau Communities First
Merfyn Williams, Cynnal Cymru
Omer Williams, Black Environment Network

APPENDIX 2: LIST OF INDICATORS AND TECHNICAL NOTES

Structure: breadth of citizen participation

1.1.1.Non-partisan political action	What percentage of people has ever undertaken any form of non-partisan political action (e.g. written a letter to a newspaper, signed a petition; attended a demonstration)? List of non-partisan political actions included: contacted politician or government official, worked in political party or action group, worked in another organisation or association, worn or displayed campaign badge/sticker, signed petition, taken part in lawful public demonstration, boycotted certain products, bought product for political/ethical/environment reason, donated money to political organisation or group, Participated illegal protest activities last 12 months	
Score	☑	
0	☐	A very small minority (less than 10%).
1	☐	A minority (10% to 30%).
2	☐	A significant proportion (31% to 65%).
3	☐	A large majority (more than 65%).
1.1.2 Charitable giving	What percentage of people donates to charity on a regular basis?	
Score	☑	
0	☐	A very small minority (less than 10%).
1	☐	A minority (10% to 30%).
2	☐	A significant proportion (31% to 65%).
3	☐	A large majority (more than 65%).
1.1.3 CSO members	What percentage of people belongs to at least one CSO?	
Score	☑	
0	☐	A very small minority (less than 10%).
1	☐	A minority (10% to 30%).
2	☐	A significant proportion (31% to 65%).
3	☐	A large majority (more than 65%).
1.1.4 Volunteering	What percentage of people undertakes volunteer work on a regular basis (at least once a year)?	
Score	☑	
0	☐	A very small minority (less than 10%).
1	☐	A small minority (10% to 30%).
2	☐	A minority (31% to 50%).
3	☐	A majority (more than 50%).
1.1.5 Collective community action	What percentage of people has participated in a collective community action within the last year (e.g. attended a community meeting, participated in a community-organised event or a collective effort to solve a community problem)?	
Score	☑	
0	☐	A small minority (less than 30%).
1	☐	A minority (30% -50%)
2	☐	A majority (51% to 65%).
3	☐	A large majority (more than 65%)

Structure: depth of citizen participation

1.2.1 Charitable giving	How much (i.e. what percentage of personal income) do people who give to charity on a regular basis donate, on average per year?	
Score	☑	
0	☐	Less than 1%
1	☐	1% to 2%
2	☐	2.1% to 3%
3	☐	More than 3%

1.2.2 Volunteering		How many hours per month, on average, do volunteers devote to volunteer work? This includes (Home Office 2003): giving advice, looking after children, property or pets, transporting or escorting someone, keeping intouch with someone who is housebound, doing shoppingh or payiong bills for someone, writing letters or filling in forms, household or garden jobs, home or car maintenance, representing someone, sitting with someone, raising money or taking part in sponsored events, organising or helping to run an event or meeting, leading a group or being a committee member, visiting people, secretarial or administrative work, befriending or mentoring people, campaigning and other practical help.
Score	☑	
0	☐	Less than 2 hours
1	☐	2 to 5 hours
2	☐	5.1 to 8 hours
3	☐	More than 8 hours.
1.2.3 CSO members		What percentage of CSO members belongs to more than one CSO?
Score	☑	
0	☐	A small minority (less than 30%)
1	☐	A minority (30% to 50%)
2	☐	A majority (51% to 65%)
3	☐	A large majority (more than 65%)

Structure: diversity of civil society participants

1.3.1 CSO membership		To what extent do CSOs represent all significant social groups (e.g. women, rural dwellers, poor people, and minorities)?
Score	☑	
0	☐	Significant social groups are absent / excluded from CSOs.
1	☐	Significant social groups are largely absent from CSOs
2	☐	Significant social groups are under-represented in CSOs.
3	☐	CSOs equitably represent all social groups. No group is noticeably under-represented.
1.3.2 CSO leadership		To what extent is there diversity in CSO leadership? To what extent does CSO leadership represent all significant social groups (e.g. women, rural dwellers, poor people, and minorities)?
Score	☑	
0	☐	Significant social groups are absent / excluded from CSO leadership roles.
1	☐	Significant social groups are largely absent from CSO leadership roles
2	☐	Significant social groups are under-represented in CSO leadership roles.
3	☐	CSO leadership equitably represents all social groups. No group is noticeably under-represented.
1.3.3 Distribution of CSOs		How are CSOs distributed throughout the country?
Score	☑	
0	☐	CSOs are highly concentrated in the major urban centres.
1	☐	CSOs are largely concentrated in urban areas.
2	☐	CSOs are present in all but the most remote areas of the country.
3	☐	CSOs are present in all areas of the country.

Structure: level of organisation

1.4.1 Existence of CSO umbrella bodies		What percentage of CSOs belongs to a federation or umbrella body of related organisations?
Score	☑	
0	☐	A small minority (less than 30%)
1	☐	A minority (30% to 50%)
2	☐	A majority (51% to 70%)
3	☐	A large majority (more than 70%)

1.4.2 Effectiveness of CSO umbrella bodies		How effective do CSO stakeholders judge existing federations or umbrella bodies to be in achieving their defined goals?
Score	☑	
0	☐	Completely ineffective (or non-existent).
1	☐	Largely ineffective.
2	☐	Somewhat effective.
3	☐	Effective.
1.4.3 Self-regulation		Are there efforts among CSOs to self-regulate? How effective and enforceable are existing self-regulatory mechanisms? What percentage of CSOs abides by a collective code of conduct (or some other form of self-regulation)?
Score	☑	
0	☐	There are no efforts among CSOs to self-regulate.
1	☐	Preliminary efforts have been to self-regulate but only a small minority of CSOs are involved and impact is extremely limited.
2	☐	Some mechanisms for CSO self-regulation are in place but only some sectors of CSOs are involved and there is no effective method of enforcement. As a result, impact is limited.
3	☐	Mechanisms for CSO self-regulation are in place and function quite effectively. A discernible impact on CSO behaviour can be detected.
1.4.4 Support infrastructure		What is the level of support infrastructure for civil society? How many civil society support organisations exist in the country? Are they effective?
Score	☑	
0	☐	There is no support infrastructure for civil society.
1	☐	There is very limited infrastructure for civil society.
2	☐	Support infrastructure exists for some sectors of civil society and is expanding.
3	☐	There is a well-developed support infrastructure for civil society.
1.4.5 International linkages		What proportion of CSOs has international linkages (e.g. are members of international networks, participate in global events)?
Score	☑	
0	☐	Only a handful of "elite" CSOs has international linkages.
1	☐	A limited number of (mainly national-level) CSOs have international linkages.
2	☐	A moderate number of (mainly national-level) CSOs have international linkages.
3	☐	A significant number of CSOs from different sectors and different levels (grassroots to national) have international linkages.

Structure: inter-relations

1.5.1 Communication		What is the extent of communication between CS actors?
Score	☑	
0	☐	Very little
1	☐	Limited
2	☐	Moderate
3	☐	Significant
1.5.2 Cooperation		How much do CS actors cooperate with each other on issues of common concern? Can examples of cross-sectoral CSO alliances/coalitions (around a specific issue or common concern) be identified?
Score	☑	
0	☐	CS actors do not cooperate with each other on issues of common concern. No examples of cross-sectoral CSO alliances/coalitions can be identified / detected.
1	☐	It is very rare that CS actors cooperate with each other on issues of common concern. Very few examples of cross-sectoral CSO alliances / coalitions can be identified / detected.
2	☐	CS actors on occasion cooperate with each other on issues of common concern. Some examples of cross-sectoral CSO alliances / coalitions can be identified / detected.
3	☐	CS actors regularly cooperate with each other on issues of common concern. Numerous examples of cross-sectoral CSO alliances / coalitions can be identified / detected.

Structure: resources

1.6.1 Financial resources		How adequate is the level of financial resources for CSOs?
Score	☑	
0	☐	On average, CSOs suffer from a serious financial resource problem.
1	☐	On average, CSOs have inadequate financial resources to achieve their goals.
2	☐	On average, CSOs have most of the financial resources they require to achieve their defined goals.
3	☐	On average, CSOs have an adequate and secure financial resource base.
1.6.2 Human resources		How adequate is the level of human resources for CSOs?
Score	☑	
0	☐	On average, CSOs suffer from a serious human resource problem.
1	☐	On average, CSOs have inadequate human resources to achieve their goals.
2	☐	On average, CSOs have most of the human resources they require to achieve their defined goals.
3	☐	On average, CSOs have an adequate and secure human resource base.
1.6.3 Technological and infrastructural resources		How adequate is the level of technological and infrastructural resources for CSOs?
Score	☑	
0	☐	On average, CSOs suffer from a serious technological and infrastructural resource problem.
1	☐	On average, CSOs have inadequate technological and infrastructural resources to achieve their goals.
2	☐	On average, CSOs have most of the technological and infrastructural resources they require to achieve their defined goals.
3	☐	On average, CSOs have an adequate and secure technological and infrastructural resource base.

Environment: political context

2.1.1. Political rights		How strong are the restrictions on citizens' political rights (e.g. to participate freely in political processes, elect political leaders through free and fair elections, freely organise in political parties)?
Score	☑	
0	☐	There are severe restrictions on the political rights of citizens. Citizens cannot participate in political processes.
1	☐	There are some restrictions on the political rights of citizens and their participation in political processes.
2	☐	Citizens are endowed with substantial political rights and meaningful opportunities for political participation. There are minor and isolated restrictions on the full freedom of citizens' political rights and their participation in political processes.
3	☐	People have the full freedom and choice to exercise their political rights and meaningfully participate in political processes.
2.1.2 Political competition		What are the main characteristics of the party system in terms of number of parties, ideological spectrum, institutionalisation and party competition?
Score	☑	
0	☐	Single party system.
1	☐	Small number of parties based on personalism, clientelism or appealing to identity politics.
2	☐	Multiple parties, but weakly institutionalised and / or lacking ideological distinction
3	☐	Robust, multi-party competition with well-institutionalised and ideologically diverse parties.

2.1.3. Rule of law		To what extent is the rule of law entrenched in the country?
Score	☑	
0	☐	There is general disregard for the law by citizens and the state.
1	☐	There is low confidence in and frequent violations of the law by citizens and the state.
2	☐	There is a moderate level of confidence in the law. Violations of the law by citizens and the state are not uncommon.
3	☐	Society is governed by fair and predictable rules, which are generally abided by.
2.1.4. Corruption		What is the level of perceived corruption in the public sector?
Score	☑	
0	☐	High
1	☐	Substantial
2	☐	Moderate
3	☐	Low
2.1.5. State effectiveness		To what extent is the state able to fulfil its defined functions?
Score	☑	
0	☐	The state bureaucracy has collapsed or is entirely ineffective (e.g. due to political, economic or social crisis).
1	☐	The capacity of the state bureaucracy is extremely limited.
2	☐	State bureaucracy is functional but perceived as incompetent and / or non-responsive.
3	☐	State bureaucracy is fully functional and perceived to work in the public's interests.
2.1.6. Decentralisation		To what extent is government expenditure devolved to sub-national authorities?
Score	☑	
0	☐	Sub-national share of government expenditure is less than 20.0%.
1	☐	Sub-national share of government expenditure is between 20.0% and 34.9%.
2	☐	Sub-national share of government expenditure is between 35.0% than 49.9%.
3	☐	Sub-national share of government expenditure is more than 49.9%.

Environment: basic freedoms & rights

2.2.1. Civil liberties		To what extent are civil liberties (e.g. freedom of expression, association, assembly) ensured by law and in practice?
Score	☑	
0	☐	Civil liberties are systematically violated.
1	☐	There are frequent violations of civil liberties.
2	☐	There are isolated or occasional violations of civil liberties.
3	☐	Civil liberties are fully ensured by law and in practice.
2.2.2. Information rights		To what extent is public access to information guaranteed by law? How accessible are government documents to the public?
Score	☑	
0	☐	No laws guarantee information rights. Citizen access to government documents is extremely limited.
1	☐	Citizen access to government documents is limited but expanding.
2	☐	Legislation regarding public access to information is in place, but in practice, it is difficult to obtain government documents.
3	☐	Government documents are broadly and easily accessible to the public.
2.2.3. Press freedoms		To what extent are press freedoms ensured by law and in practice?
Score	☑	
0	☐	Press freedoms are systematically violated.
1	☐	There are frequent violations of press freedoms.
2	☐	There are isolated violations of press freedoms.
3	☐	Freedom of the press is fully ensured by law and in practice.

Environment: socio-economic context

2.3.1. Socio-economic context		How much do socio-economic conditions in the country represent a barrier to the effective functioning of civil society?
Score	☑	
0	☐	Social & economic conditions represent a serious barrier to the effective functioning of civil society. More than five of the following conditions are present: Widespread poverty (e.g. more than 40% of people live on $2 per day) Civil war (armed conflict in last 5 years) Severe ethnic and/or religious conflict Severe economic crisis (e.g. external debt is more than GNP) Severe social crisis (over last 2 years) Severe socio-economic inequities (Gini coefficient > 0.4) Pervasive adult illiteracy (over 40%) Lack of IT infrastructure (i.e. less than 5 hosts per 10.000 inhabitants)
1	☐	Social & economic conditions significantly limit the effective functioning of civil society. Three, four or five of the conditions indicated are present.
2	☐	Social & economic conditions somewhat limit the effective functioning of civil society. One or two of the conditions indicated are present.
3	☐	Social & economic conditions do not represent a barrier to the effective functioning of civil society. None of the conditions indicated is present.

Environment: socio-cultural context

2.4.1. Trust		How much do members of society trust one another?
Score	☑	
0	☐	Relationships among members of society are characterised by mistrust (e.g. less than 10% of people score on the World Value Survey (WVS) trust indicator).
1	☐	There is widespread mistrust among members of society. (e.g. 10% to 30% of people score on the WVS trust indicator).
2	☐	There is a moderate level of trust among members of society. (eg 31% to 50% of people score on the WVS trust indicator).
3	☐	There is a high level of trust among members of society (e.g. more than 50% of people score on the WVS trust indicator).
2.4.2. Tolerance		How tolerant are members of society?
Score	☑	
0	☐	Society is characterised by widespread intolerance (e.g. average score on WVS-derived tolerance indicator is 3.0 or higher).
1	☐	Society is characterised by a low level of tolerance (e.g. indicator between 2.0 and 2.9).
2	☐	Society is characterised by a moderate level of tolerance (e.g. indicator between 1.0 and 1.9).
3	☐	Society is characterised by a high level of tolerance (e.g. indicator less than 1.0).
2.4.3. Public spiritedness[38]		How strong is the sense of public spiritedness among members of society?
Score	☑	
0	☐	Very low level of public spiritedness in society (e.g. average score on WVS-derived public spiritedness indicator is more than 3.5)
1	☐	Low level of public spiritedness (e.g. indicator between 2.6 and 3.5)
2	☐	Moderate level of public spiritedness (e.g. indicator between 1.5 and 2.5)
3	☐	High level of public spiritedness. (e.g. indicator less than 1.5)

[38] The score is derived by averaging the means for the three variables (1. claiming government benefits, 2. avoiding a fare on public transport, 3. cheating on taxes).

Environment: legal environment

2.5.1. CSO registration	How supportive is the CSO registration process? Is the process (1) simple, (2) quick, (3) inexpensive, (4) Following legal provisions (5) consistently applied?
Score	☑
0	☐ The CSO registration process is not supportive at all. Four or five of the quality characteristics are absent.
1	☐ The CSO registration is not very supportive Two or three quality characteristics are absent
2	☐ The CSO registration process can be judged as relatively supportive. One quality characteristic is absent.
3	☐ The CSO registration process is supportive. None of the quality characteristics is absent.
2.5.2. Allowable advocacy activities	To what extent are CSOs free to engage in advocacy / criticize government?
Score	☑
0	☐ CSOs are not allowed to engage in advocacy or criticise the government.
1	☐ There are excessive and / or vaguely defined constraints on advocacy activities.
2	☐ Constraints on CSOs' advocacy activities are minimal and clearly defined, such as prohibitions on political campaigning.
3	☐ CSOs are permitted to freely engage in advocacy and criticism of government.
2.5.3. Tax laws favourable to CSOs	How favourable is the tax system to CSOs? How narrow/broad is the range of CSOs that are eligible for tax exemptions, if any? How significant are these exemptions?
Score	☑
0	☐ The tax system impedes CSOs. No tax exemption or preference of any kind is available for CSOs.
1	☐ The tax system is burdensome to CSOs. Tax exemptions or preferences are available only for a narrow range of CSOs (e.g. humanitarian organisations) or for limited sources of income (e.g., grants or donations).
2	☐ The tax system contains some incentives favouring CSOs. Only a narrow range of CSOs is excluded from tax exemptions or preferences and/or exemptions or preferences are available from some taxes and some activities.
3	☐ The tax system provides favourable treatment for CSOs. Exemptions or preferences are available from a range of taxes and for a range of activities, limited only in appropriate circumstances.
2.5.4. Tax benefits for philanthropy	How broadly available are tax deductions or credits, or other tax benefits, to encourage individual and corporate giving?
Score	☑
0	☐ No tax benefits are available (to individuals or corporations) for charitable giving.
1	☐ Tax benefits are available for a very limited set of purposes or types of organisations.
2	☐ Tax benefits are available for a fairly broad set of purposes or types of organisations.
3	☐ Significant tax benefits are available for a broad set of purposes or types of organisations.

Environment: state-civil society relations

2.6.1. Autonomy	To what extent can civil society exist and function independently of the state? To what extent are CSOs free to operate without excessive government interference? Is government oversight reasonably designed and limited to protect legitimate public interests?
Score	☑
0	☐ The state controls civil society.
1	☐ CSOs are subject to frequent unwarranted interference in their operations.
2	☐ The state accepts the existence of an independent civil society but CSOs are subject to occasional unwarranted government interference.
3	☐ CSOs operate freely. They are subject only to reasonable oversight linked to clear and legitimate public interests.

2.6.2. Dialogue		To what extent does the state dialogue with civil society? How inclusive and institutionalised are the terms and rules of engagement, if they exist?
Score	☑	
0	☐	There is no meaningful dialogue between civil society and the state.
1	☐	The state only seeks to dialogue with a small sub-set of CSOs on an ad hoc basis.
2	☐	The state dialogues with a relatively broad range of CSOs but on a largely ad hoc basis.
3	☐	Mechanisms are in place to facilitate systematic dialogue between the state and a broad and diverse range of CSOs.
2.6.3 Cooperation / support		How narrow/broad is the range of CSOs that receives state resources (in the form of grants, contracts, etc.)?
Score	☑	
0	☐	The level of state resources channelled through CSOs is insignificant.
1	☐	Only a very limited range of CSOs receives state resources.
2	☐	A moderate range of CSOs receives state resources.
3	☐	The state channels significant resources to a large range of CSOs.

Environment: private sector-civil society relations

2.7.1. Private sector attitude		What is the general attitude of the private sector towards civil society actors?
Score	☑	
0	☐	Generally hostile
1	☐	Generally indifferent
2	☐	Generally positive
3	☐	Generally supportive
2.7.2 Corporate social responsibility		How developed are notions and actions of corporate social responsibility?
Score	☑	
0	☐	Major companies show no concern about the social and environmental impacts of their operations.
1	☐	Major companies pay lip service to notions of corporate social responsibility. However, in their operations they frequently disregard negative social and environmental impacts.
2	☐	Major companies are beginning to take the potential negative social and environmental impacts of their operations into account.
3	☐	Major companies take effective measures to protect against negative social and environmental impacts.
2.7.3. Corporate philanthropy		How narrow/broad is the range of CSOs that receives support from the private sector?
Score	☑	
0	☐	Corporate philanthropy is insignificant.
1	☐	Only a very limited range of CSOs receives funding from the private sector.
2	☐	A moderate range of CSOs receives funding from the private sector.
3	☐	The private sector channels resources to a large range of CSOs.

Values: democracy

3.1.1 Democratic practices within CSOs		To what extent do CSOs practice internal democracy? How much control do members have over decision-making? Are leaders selected through democratic elections?
Score	☑	
0	☐	A large majority (i.e. more than 75%) of CSOs do not practice internal democracy (e.g. members have little / no control over decision-making, CSOs are characterised by patronage, nepotism).
1	☐	A majority of CSOs (i.e. more than 50%) do not practice internal democracy (e.g. members have little/no control over decision-making, CSOs are characterised by patronage, nepotism).
2	☐	A majority of CSOs (i.e. more than 50%) practice internal democracy (e.g. members have significant control over decision-making; leaders are selected through democratic elections).
3	☐	A large majority of CSOs (i.e. more than 75%) practice internal democracy (e.g. members have significant control over decision-making; leaders are selected through democratic elections).
3.1.2 CS actions to promote democracy		How much does CS actively promote democracy at a societal level?
Score	☑	
0	☐	No active role. No CS activity of any consequence in this area can be detected.
1	☐	Only a few CS activities in this area can be detected. Their visibility is low and these issues are not attributed much importance by CS as a whole.
2	☐	A number of CS activities can be detected. Broad-based support and / or public visibility of such initiatives, however, are lacking.
3	☐	CS is a driving force in promoting a democratic society. CS activities in this area enjoy broad-based support and / or strong public visibility.

Values: transparency

3.2.1 Corruption within civil society		How widespread is corruption within CS?
Score	☑	
0	☐	Instances of corrupt behaviour within CS are very frequent.
1	☐	Instances of corrupt behaviour within CS are frequent.
2	☐	There are occasional instances of corrupt behaviour within CS.
3	☐	Instances of corrupt behaviour within CS are very rare.
3.2.2 Financial transparency of CSOs		How many CSOs are financially transparent? What percentage of CSOs makes their financial accounts publicly available?
Score	☑	
0	☐	A small minority of CSOs (less than 30%) make their financial accounts publicly available.
1	☐	A minority of CSOs (30% -50%) make their financial accounts publicly available.
2	☐	A small majority of CSOs (51% -65%) make their financial accounts publicly available.
3	☐	A large majority of CSOs (more than 65%) make their financial accounts publicly available.
3.2.3 CS actions to promote transparency		How much does CS actively promote government and corporate transparency?
Score	☑	
0	☐	No active role. No CS activity of any consequence in this area can be detected.
1	☐	Only a few CS activities in this area can be detected. Their visibility is low and these issues are not attributed much importance by CS as a whole.
2	☐	A number of CS activities in this area can be detected. Broad-based support and/or public visibility of such initiatives, however, are lacking.
3	☐	CS is a driving force in demanding government and corporate transparency. CS activities in this area enjoy broad-based support and / or strong public visibility.

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Values: *Tolerance*

3.3.1 Tolerance within the CS arena		To what extent is CS a tolerant arena?
Score	☑	
0	☐	CS is dominated by intolerant forces. The expression of only a narrow sub-set of views is tolerated.
1	☐	Significant forces within civil society do not tolerate others' views without encountering protest from civil society at large.
2	☐	There are some intolerant forces within civil society, but they are isolated from civil society at large.
3	☐	Civil society is an open arena where the expression of all viewpoints is actively encouraged. Intolerant behaviour are strongly denounced by civil society at large.
3.3.2 CS actions to promote tolerance		How much does CS actively promote tolerance at a societal level?
Score	☑	
0	☐	No active role. No CS activity of any consequence in this area can be detected.
1	☐	Only a few CS activities in this area can be detected. Their visibility is low and these issues are not attributed much importance by CS as a whole.
2	☐	A number of CS activities in this area can be detected. Broad-based support and/or public visibility of such initiatives, however, are lacking.
3	☐	CS is a driving force in promoting a tolerant society. CS activities in this area enjoy broad-based support and / or strong public visibility.

Values: *non-violence*

3.4.1 Non-violence within the CS arena		How widespread is the use of violent means (such as damage to property or personal violence) among CS actors to express their interests in the public sphere?
Score	☑	
0	☐	Significant mass-based groups within CS use violence as the primary means of expressing their interests.
1	☐	Some isolated groups within CS regularly use violence to express their interests without encountering protest from civil society at large.
2	☐	Some isolated groups within CS occasionally resort to violent actions, but are broadly denounced by CS at large.
3	☐	There is a high level of consensus within CS regarding the principle of non-violence. Acts of violence by CS actors are extremely rare and strongly denounced.
3.4.2 CS actions to promote non-violence and peace		How much does CS actively promote a non-violent society? For example, how much does civil society support the non-violent resolution of social conflicts and peace? Address issues of violence against women, child abuse, violence among youths etc.?
Score	☑	
0	☐	No active role. No CS activity of any consequence in this area can be detected. Some CS actions actually contribute to societal violence.
1	☐	Only a few CS activities in this area can be detected. Their visibility is low and these issues are not attributed much importance by CS as a whole.
2	☐	A number of CS activities in this area can be detected. Broad-based support and / or public visibility of such initiatives, however, are lacking.
3	☐	CS is a driving force in promoting a non-violent society. CS actions in this area enjoy broad-based support and / or strong public visibility

Values: Gender equity

3.5.1 Gender equity within the CS arena		To what extent is civil society a gender equitable arena?
Score	☑	
0	☐	Women are excluded from civil society leadership roles.
1	☐	Women are largely absent from civil society leadership roles.
2	☐	Women are under-represented in civil society leadership positions.
3	☐	Women are equitably represented as leaders and members of CS. .
3.5.2 Gender equitable practices within CSOs		How much do CSOs practice gender equity? What percentage of CSOs with paid employees have policies in place to ensure gender equity?
Score	☑	
0	☐	A small minority (less than 20%).
1	☐	A minority (20%-50%)
2	☐	A small majority (51% - 65%)
3	☐	A large majority (more than 65%)
3.5.3 CS actions to promote gender equity		How much does CS actively promote gender equity at the societal level?
Score	☑	
0	☐	No active role. No CS activity of any consequence in this area can be detected. Some CS actions serve to reinforce unsustainable practices.
1	☐	Only a few CS activities in this area can be detected. Their visibility is low and these issues are not attributed much importance by CS as a whole.
2	☐	A number of CS activities in this area can be detected. Broad-based support and / or public visibility of such initiatives, however, are lacking.
3	☐	CS is a driving force in protecting the environment. CS activities in this area enjoy broad-based support and / or strong public visibility.

Values: poverty eradication

3.6.1 CS actions to eradicate poverty		To what extent does CS actively seek to eradicate poverty?
Score	☑	
0	☐	No active role. No CS activity of any consequence in this area can be detected. Some CS actions serve to reinforce unsustainable practices.
1	☐	Only a few CS activities in this area can be detected. Their visibility is low and these issues are not attributed much importance by CS as a whole.
2	☐	A number of CS activities in this area can be detected. Broad-based support and / or public visibility of such initiatives, however, are lacking.
3	☐	CS is a driving force in protecting the environment. CS activities in this area enjoy broad-based support and / or strong public visibility.

Values: environmental sustainability

3.7.1 CS actions to sustain the environment		How much does CS actively seek to sustain the environment?
Score	☑	
0	☐	No active role. No CS activity of any consequence in this area can be detected. Some CS actions serve to reinforce unsustainable practices.
1	☐	Only a few CS activities in this area can be detected. Their visibility is low and these issues are not attributed much importance by CS as a whole.
2	☐	A number of CS activities in this area can be detected. Broad-based support and / or public visibility of such initiatives, however, are lacking.
3	☐	CS is a driving force in protecting the environment. CS activities in this area enjoy broad-based support and / or strong public visibility.

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Impact: influencing public policy

4.1.1 Civil society's impact on Human Rights Issues		How active and successful is civil society in influencing human rights policy & practice at national level? Can CSO actions/campaigns to influence human rights policy & practice be detected? How significant were these actions/campaigns? Have the defined goals of identified CSO actions/campaign been achieved? Did they result in discernible impact? How significant was this impact?
Score	☑	
0	☐	No CS activity of any consequence in this area can be detected.
1	☐	CS activity in this area is very limited and there is no discernible impact.
2	☐	Civil society is active in this area, but impact is limited.
3	☐	Civil society plays an important role. Examples of significant success / impact can be detected.
4.1.2. Civil society's impact on social policy		How active and successful is civil society in influencing social policy at national level? Can CSO actions/campaigns to influence social policy be detected? How significant were these actions/campaigns? Have the defined goals of identified CSO actions/campaign been achieved? Did they result in discernible impact? How significant was this impact?
Score	☑	
0	☐	No CS activity of any consequence in this area can be detected.
1	☐	CS activity in this area is very limited and focused only on specific budget components[39].
2	☐	Civil society is active in the overall budgeting process, but impact is limited.
3	☐	Civil society plays an important role in the overall budgeting process. Examples of significant success / impact can be detected.
4.1.3. Civil Society's Impact on National Budgeting process Case Study		How active and successful is civil society in influencing the overall national budgeting process?
Score	☑	
0	☐	No CS activity of any consequence in this area can be detected.
1	☐	CS activity in this area is very limited and focused only on specific budget components.[40]
2	☐	Civil society is active in the overall budgeting process, but impact is limited.
3	☐	Civil society plays an important role in the overall budgeting process. Examples of significant success / impact can be detected.

Impact: Holding state & private corporations accountable

4.2.1. Holding state accountable		How active and successful is civil society in monitoring state performance and holding the state accountable?
Score	☑	
0	☐	No CS activity of any consequence in this area can be detected.
1	☐	CS activity in this area is very limited and there is no discernible impact.
2	☐	Civil society is active in this area, but impact is limited.
3	☐	Civil society plays an important role. Examples of significant success / impact can be detected.

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[39] The term "specific budget component" refers to a single issue or sub-section of the budget, such as the defence budget or welfare grants. Higher scores are assigned for those civil society activities, which provide an analysis, input and advocacy work on the overall budget.

[40] The term "specific budget component" refers to a single issue or sub-section of the budget, such as the defence budget or welfare grants. Higher scores are assigned for those civil society activities, which provide an analysis, input and advocacy work on the overall budget.

4.2.2. Holding private corporations accountable		How active and successful is civil society in holding private corporations accountable?
Score	☑	
0	☐	No CS activity of any consequence in this area can be detected.
1	☐	CS activity in this area is very limited and there is no discernible impact.
2	☐	Civil society is active in this area, but impact is limited.
3	☐	Civil society plays an important role. Examples of significant success / impact can be detected.

Impact: responding to social interests

4.3.1 Responsiveness		How effectively do civil society actors respond to priority social concerns?
Score	☑	
0	☐	Civil society actors are out of touch with the crucial concerns of the population.
1	☐	There are frequent examples of crucial social concerns that did not find a voice among existing civil society actors.
2	☐	There are isolated examples of crucial social concerns that did not find a voice among existing civil society actors.
3	☐	Civil society actors are very effective in taking up the crucial concerns of the population.
4.3.2 Public Trust		What percentage of the population has trust in civil society actors?
Score	☑	
0	☐	A small minority (< 25%)
1	☐	A large minority (25% - 50%)
2	☐	A small majority (51% – 75%)
3	☐	A large majority (> 75%)

Impact: empowering citizens

4.4.1 Informing/ educating citizens		How active and successful is civil society in informing and educating citizens on public issues?
Score	☑	
0	☐	No CS activity of any consequence in this area can be detected.
1	☐	CS activity in this area is very limited and there is no discernible impact.
2	☐	Civil society is active in this area but impact is limited.
3	☐	Civil society plays an important role. Examples of significant success / impact can be detected.
4.4.2 Building capacity for collective action		How active and successful is civil society in building the capacity of people to organise themselves, mobilise resources and work together to solve common problems?
Score	☑	
0	☐	No CS activity of any consequence in this area can be detected.
1	☐	CS activity in this area is very limited and there is no discernible impact.
2	☐	Civil society is active in this area but impact is limited.
3	☐	Civil society plays an important role. Examples of significant success / impact can be detected.
4.4.3 Empowering marginalized people		How active and successful is civil society in empowering marginalized people?
Score	☑	
0	☐	No CS activity of any consequence in this area can be detected.
1	☐	CS activity in this area is very limited and there is no discernible impact.
2	☐	Civil society is active in this area but impact is limited.
3	☐	Civil society plays an important role. Examples of significant success / impact can be detected.

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4.4.4. Empowering women	How active and successful is civil society in empowering women, i.e. to give them real choice and control over their lives?
Score	☑
0	☐ No CS activity of any consequence in this area can be detected.
1	☐ CS activity in this area is very limited and there is no discernible impact.
2	☐ Civil society is active in this area, but impact is limited.
3	☐ Civil society plays an important role. Examples of significant success / impact can be detected.
4.4.5. Building social capital	To what extent does civil society build social capital among its members? How do levels of trust, tolerance and public spiritedness of members of CS compare to those of non-members?
Score	☑
0	☐ Civil society diminishes the stock of social capital in society.
1	☐ Civil society does not contribute to building social capital in society.
2	☐ Civil society does contribute moderately to building social capital in society.
3	☐ Civil Society does contribute strongly to building social capital in society.
4.4.6 Supporting livelihoods	How active and successful is civil society in creating / supporting employment and/or income-generating opportunities (especially for poor people and women)?
Score	☑
0	☐ No CS activity of any consequence in this area can be detected.
1	☐ CS activity in this area is very limited and there is no discernible impact.
2	☐ Civil society is active in this area, but impact is limited.
3	☐ Civil society plays an important role. Examples of significant success / impact can be detected.

Impact: meeting societal needs

4.5.1 Lobbying for state service provision	How active and successful is civil society in lobbying the government to meet pressing societal needs?
Score	☑
0	☐ No CS activity of any consequence in this area can be detected.
1	☐ CS activity in this area is very limited and there is no discernible impact.
2	☐ Civil society is active in this area, but impact is limited.
3	☐ Civil society plays an important role. Examples of significant success / impact can be detected.
4.5.2 Meeting pressing societal needs directly	How active and successful is civil society in directly meeting pressing societal needs (through service delivery or the promotion of self-help initiatives)?
Score	☑
0	☐ No CS activity of any consequence in this area can be detected.
1	☐ CS activity in this area is very limited and there is no discernible impact.
2	☐ Civil society is active in this area, but impact is limited.
3	☐ Civil society plays an important role. Examples of significant success / impact can be detected.
4.5.3 Meeting needs of marginalized groups	To what extent are CSOs more or less effective than the state in delivering services to marginalized groups?
Score	☑
0	☐ CSOs are less effective than the state.
1	☐ CSOs are as effective as the state.
2	☐ CSOs are slightly more effective than the state.
3	☐ CSOs are significantly more effective than the state.

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