

Third Sector Research Centre

Service Delivery Work Stream

Progress Update: May 2011 – January 2012

Introduction

We are delighted to provide this latest update on work in the TSRC Service Delivery workstream. We have been fortunate in the wide range of TSRC staff who have contributed to wider service delivery work and in the volunteers and honorary fellows who have enabled our impact to spread even further.

One of the main developments over the past year has been the consolidation of the team following the appointment of James Rees as full time research fellow, enabling excellent progress to be made on core projects on third sector partnerships and employment. Planning has also started for a third core project on commissioning, which has emerged as a dominant theme in many of the services covered by the workstream.

Another theme that has recurred across the policy fields is the strong drive for third sector organisations (TSOs) to measure their social value and impact. Critical work from the social and economic impact stream has gelled with more sector based work such as measuring the impact of community investment activities by housing organisations.

There has also been a stronger linkage of work in the different policy fields to inform policy debates such as the “Smaller government, bigger society inquiry” by the Public Administration Select Committee and the Open Public Services White Paper. A cross cutting contribution to the latter was provided by Rosie Meek, David Mullins and James Rees at the TSRC Showcase event in October and developed as an article for the Winter issue of [Research in Public Policy](#) Journal. This emphasis on relating research to policy debate continues with the ESRC Policy Seminar in March on “Marrying Scale and Responsiveness”, co-hosted with ACEVO.

We hope that you will find this latest update on our work informative. As usual it is full of news of people, projects, policy impacts and publications, and upcoming events. We hope there are things that you would like to engage with us on and look forward to receiving your comments or requests for further information.

David Mullins, Service Delivery Stream Lead and Naomi Landau, Knowledge Exchange Team, February 2012

People

Team members

Helen Dickinson is leaving TSRC to take up a new role leading the Public Service Academy being developed by the University of Birmingham in partnership with Birmingham City Council.

Robin Miller, Senior Fellow at the Health Services Management Centre is taking up stream leadership of health and social care within the service delivery workstream.

New Honorary Fellowships

Francesco Minora of the European Research Institute for Co-operative and Social Enterprises, University of Trento, Italy will be visiting TSRC in summer 2012. His PhD project is on 'production of habitability and conditions of effectiveness of social housing Initiatives'. He is planning to undertake three English case studies on 'the outcomes of spontaneous community self-organised actions' as part of a European wide study. He will be working with David Mullins on a TSRC working paper.

Tom Moore will be taking up an Honorary TSRC fellowship, following completion of his PhD on community land trusts at Sheffield Hallam University. Tom will author a TSRC working paper supervised by David Mullins on the support and knowledge exchange arrangements that exist for community land trust groups and how these may be applied to (or have influence on) the self-help housing sector. TSRC and partners have already conducted and disseminated research on self-help housing which has identified a possible role for intermediary bodies.

Volunteers

Chris Damm, one of our volunteers, has worked with James Rees and Rebecca Taylor to complete an evidence review of the third sector delivering employment services, as part of the Employment Services project. The working paper (WP 70) makes a fantastic contribution to the ongoing research of the Centre in this area and highlights important areas for further study.

Harry Clayton another volunteer, is now assisting James Rees in searching and reviewing internet-based literature on Commissioning. The intention is to produce a brief 'think piece' on commissioning and the third sector.

Mary Somerville assisted in the development of a database of community projects who expressed an interest in the empty homes programme working with David Mullins.

Partnerships for Public Service Delivery

The third sector increasingly works in partnership with public sector commissioners, as well as other providers in the public sector, private sector and rest of the third sector. This project has examined how these collaborative relationships actually work, what they offer to service commissioners, and what implications they have for the future of the third sector.

A briefing paper, and new working paper, reviewing the evidence around partnerships and outlining the TSRC project is [available here](#).

The final project report is in preparation and will be published on the website as a working paper in early 2012.

Employment Services

This research is exploring the role of the third sector in commissioned employment services. Already we know that the new Work Programme will involve TSOs who have traditionally worked in a range of sub-sectors, but we are exploring the role of the sector in more detail. We are looking at how subcontractors are experiencing it to date, and asking what, if anything, is distinctive about the approaches to delivery that subcontractors adopt.

A working paper reviewing literature around the sector's involvement in employment services has just been completed. The review examines many of the concerns around the Work Programme - including the exclusion of voluntary sector organisations from delivery, and whether there will be effective provision for the hardest to help. It highlights important areas for further study, and can be [found here](#).

The two main project researchers, James Rees and Rebecca Taylor have completed a number of key informant stakeholder interviews and the main period of fieldwork involving case study research with Work Programme subcontractors will begin in early 2012.

Commissioning

Still very much in the planning stage, this research will be the Service Delivery flagship project in 2012-13. It is set to explore the new commissioning landscape 'in the round' seeking to better understand the third sector's engagement with the state and private sectors through commissioning, and the impact it is having on TSOs. Case studies from several of the policy fields covered by the Service Delivery stream are likely to be included together with some locality based studies.

TSRC held a seminar with Public Management and Policy Association in November 2011 to explore the new commissioning agenda and the role of councillors. [Details here](#).

James Rees, Ross Millar and Helen Dickinson are planning the research on Commissioning, including early steps in conducting an academic and policy literature review on Commissioning and the Third Sector. There will be further discussion with the SD reference group in February 2012 on aims and objectives of the research.

Health and Social Care

We are continuing to develop work around the personalisation and commissioning agendas.

Building on the recent working paper examining the [impact of personalisation on carers](#), a round table discussion is being planned in April. It will bring together academics, third sector organisations and policy makers to discuss the future research agenda in relation to the implication of personalisation for family carers.

A programme of work is in progress exploring the commissioning relationship between statutory and third sector bodies. An article on GP commissioning, by Helen Dickinson and Robin Miller, was recently published in [Voluntary Sector Review](#).

TSRC has recently been involved in researching a collaborative arrangement which brings together statutory, voluntary and community sector bodies which was designed to help improve and strengthen the planning and commissioning of services from the third sector to support health and social care needs. The Conwy Collaborative approach was intended to provide planners with a single reference point for procurement of service packages from a combination of statutory, independent and third sector organisations for specific regional and local service user groups. [See details](#).

Reflecting the UK wide dimension of TSRC, work is underway to produce a review of the approaches of the four home nations regarding the development of social enterprises within health and social care. This will seek to draw out the similarities and differences and how these are related to the historical and current policy approaches and to identify potential learning that can be shared.

Criminal Justice

The second stage of TSRC's criminal justice research project involved conducting 293 interviews with prison and probation staff, third sector agency representatives and offenders in contact with third sector organisations. These interviews have enabled us to examine the value and impact of third sector involvement in the resettlement of offenders, from the perspectives of those who manage and deliver resettlement provision, as well as those who receive it. [See our article exploring the relationship between the voluntary sector and the state in Voluntary Sector Review, 2011](#).

Through secondary analysis of existing datasets, we explored the prevalence and scope of the third sector in Criminal Justice ([see paper 57](#)). Through a national survey of 680 offenders, we looked at the levels of awareness that offenders have of third sector organisations. [Working paper 61](#) highlighted a lack of awareness by

prisoners of the third sector organisations operating within their prisons. It called for more awareness raising among prisoners and prison staff.

A journal article based on the findings of working papers 57 and 61 is currently under review and a Working Paper entitled “Accommodation for ex-offenders: Third sector housing advice and provision” is about to be published.

Rosie Meek conducted further research within Portland Young Offender Institution in Dorset. She evaluated the Portland Prison Sports Academy – an initiative developed by Bristol-based organisation the 2nd Chance Project. She found that the project was effective in using sport as a vehicle for change. Those involved in the project had an 18 per cent reconviction rate, a huge reduction on the prison average of 48 per cent after one year.

Housing

A case study for the ‘Third Sector Partnerships for Service Delivery’ project on housing partnerships in Northern Ireland was undertaken by David Mullins in collaboration with Dr Nick Acheson at University of Ulster (TSRC’s Northern Ireland partner) and Dr Jenny Muir at Queens University Belfast (a housing, planning and regeneration expert). The case study focused on the two largest publicly funded programmes delivered by third sector organisations in Northern Ireland - Supporting People and new social housing. It attracted the interest of the Northern Ireland Housing Executive who have now funded a fuller follow up study by David, Nick and Jenny, which will be completed in 2012.

The project is extremely timely in exploring the impact of policy changes under devolved government on the shape of the third sector in housing and the changing nature of partnerships. As yet there has been little research into the impact of either Supporting People or procurement changes on third sector partnerships in NI except the baseline study by this project team. The research will provide analysis and recommendations specific to the region, to inform policy and practice, while also making use of and contributing to the UK literature. The project provides an opportunity to deepen our understanding of partnership impact by exploring the perspectives of large and small associations within procurement groups and different types of support and housing providers within Supporting People partnerships. This will provide a fuller understanding of the policy options and consequences of the NI Government’s role in relation to third sector housing partnerships.

TSRC has continued to work with self-help housing.org to monitor the involvement of community based self-help organisations within the £10million empty homes programme. The impact of earlier work has been highlighted by the large number of new community based groups expressing an interest in the Empty Homes Programme, and agreement by CLG and HCA to a Community Grants fund to enable such groups to be directly funded, rather than having to work through a registered housing provider. Further research is being undertaken on self-help housing including an Honorary Fellowship with Tom Moore, now of Building and Social Housing Foundation, drawing lessons from his work on community land trusts for application to the self-help housing sector. Further papers by David Mullins, Simon Teasdale and Patricia Jones are forthcoming on self-help housing.

David Mullins is editing a special issue of the journal *Housing Studies* on social enterprise and hybridity in the housing sector. This is due for publication in Summer 2012. It builds on a plenary session chaired by David on the same topic at the European Network for Housing Research in Toulouse in July 2011.

Vanessa Wilkes, who is undertaking a PhD with David Mullins, has been researching how housing organisations are measuring the social impact of their community investment activities.

- A working paper on tensions of measurement in the housing sector was prepared by David and Vanessa for the TSRC Impact of Evaluation conference in 2011 and is currently being finalised as a TSRC Working Paper.
- Vanessa and David recently completed a survey for HACT on approaches to measuring impact of community investment activities by social landlords. The report will be published by TSRC and HACT in February 2012. 'We hope that this research will prove useful to the social housing sector. There is a lot of interest in the sector on this area at present and there is a clear benefit in more collaborative sharing of ideas. At a time of political scepticism about the role of social housing it is important to establish what evidence there is of a wider community impact.'

David Mullins was commissioned by HACT to produce a think piece on community investment and community empowerment. The draft think piece was presented at the TSRC/HACT seminar in June 2011 and was later presented at events held with the Centre for Social Impact in Sydney, Australia and The Community Housing Providers Forum and Swinburne Foundation in Sydney, Australia. Back home the think piece is informing HACT's new Strategic Framework and is at the core of a Knowledge Transfer Partnership application being developed by TSRC and HACT.

Related projects

Real Times

A [working paper](#) introducing the Real Times case studies was published in November 2011. The report introduces some of the key emerging issues from the first wave of research, including how organisations are dealing with cuts, repositioning themselves in the policy environment, and forming new relationships. A further paper, offering a more detailed analytical account, will be published soon.

Workforce

TSRC, NCVO and Skills Third Sector produced a workforce almanac 2011, which highlighted a decade of growth within voluntary sector employment.

Latest statistics from the Labour Force Survey, produced by TSRC in partnership with NCVO and Skills-Third Sector, show a recent downturn in this trend. Employment in the voluntary sector has fallen by nearly 9% over the past 12 months, which equates to a fall of 70,000 (8.7% of the workforce).

Economic and Social Impact

TSRC is exploring how third sector organisations measure their social value and report their achievements.

[A recent paper](#) looked at why organisations embark on impact measurement; what guides their decisions about how to measure this impact, and how they use the results. It notes that while many organisations are motivated to measure impact due to funding demands, the process itself allows them to shape measurement and can therefore be a source of power and influence.

TSRC has also been exploring the '[marketisation](#)' of charities. Data shows that charities' commercial revenue has increased relative to other income sources in England and Wales. As commercial revenue has risen, grants and donations have fallen, showing a certain amount of 'marketisation' of charities.

Policy work

Public Administration Select Committee: evidence submission

TSRC submitted evidence to the Public Administration Select Committee Inquiry "Smaller government, bigger society". The committee report mentioned TSRC evidence on a number of occasions, specifically highlighting evidence from the service delivery evidence review, conducted by Rob Macmillan.

David Mullins, James Rees and Rosie Meek contributed an article on Open Public Services to a special issue of the [Research in Public Policy](#) Journal published by the Centre for Market and Public Organisation at Bristol University in January 2012. ([Download PDF](#)) The article built on their presentation at the TSRC Showcase event in October 2011, challenging some of the assumptions of the White Paper in relation to the role of third sector organisations. The special issue included articles from researchers at the London School of Economics, Social Market Foundation, Third Sector Research Centre and the Institute for Government, tackling issues raised by the Open Public Services White Paper.

James Rees was invited to attend a DCLG roundtable event on Local Government Commissioning the VCS, in January 2012.

James has also been invited to be part of an 'expert panel' on Serco research into performance managing of co-ordinated networks for public service delivery.

Media coverage

In July, we received coverage for our criminal justice research, based on a survey of prisoners on their experiences of engaging with third sector organisations. The paper, and coverage, highlighted that while there are a large number of voluntary organisations working in prisons, prisoners' knowledge of them is limited. It called for more awareness raising of their role within prisons.

Coverage included sector media, such as [Third Sector Magazine](#), and Local government media, such as [E-Gov monitor](#).

It was also highlighted on various voluntary sector and relevant websites, e.g. [Drug Scope Daily](#), [Faith Action.net](#).

Rosie Meek, who leads the criminal justice research, was interviewed on Prison Radio Association on 5 August 2011.

In August, Helen Dickinson and Rob Miller were interviewed in [Third Sector Magazine](#) talking about health commissioning reforms, and urging third sector organisations to link with GPs.

In September, Tony Bovaird was interviewed for the University of Birmingham weekly podcast just before the Conservative Party Conference in Manchester. He talked about findings of the Policy Commission on the future of public services and the 'Big Society', which was the subject of a fringe event at the conference.

In January 2012, we published a new working paper on third sector delivery of employment services. Coverage highlighted valid concerns around third sector being excluded from delivery of the Work Programme whether the programme would threaten provision for the most disadvantaged, e.g. [Guardian Voluntary Sector Network](#).

Other TSRC coverage has included:

Statistics highlighting level of reliance on public funding in the voluntary sector. It showed that organisations operating in deprived areas and with particular vulnerable groups are more likely to be reliant on public funding, e.g. [Politics.co.uk](#), [Charity Times](#).

Commentary on policy, such as giving white paper, cuts and social value bill; e.g.:

- blog by John Mohan on giving white paper, [Third Sector Magazine](#), 14-Jun-11;
- Radio 4, [You and Yours](#), 16-Jun-11, John Mohan on public spending cuts;
- Civil Society, [Government seeks to remove social enterprise from social value Bill](#), 18-Oct-11;
- Pete Alcock article in [Public Service](#) on The Big Society: a new direction for the third sector?, 26-Oct-11.

Coverage around quantitative work in relation to Big Society – including patterns of volunteering, highlighting a 'civic core' of volunteers, and revealing that there are more local voluntary organisations in less deprived areas. Coverage featured highly

across sector media, via voluntary organisations, and was quoted in the Observer, Financial Times and Radio Four; e.g. [Charities Direct](#), 02-Aug-11 / [The Observer](#), 02-Oct-11, [Guardian](#), 20-Sep-11.

Coverage of Below the Radar work, e.g. [Guardian Voluntary Sector](#), Hidden in the community: micro-mapping the big society, 17-Dec-11.

Workforce figures and release of a voluntary sector almanac, joint work with NCVO and Skills Third Sector. E.g. [Guardian Voluntary Sector Network](#), 26-Oct-11 / [Third Sector](#), 01-Nov-11.

Launch of new Knowledge Portal, e.g. [Civil Society](#), 17-Oct-11, [Engage](#), 08-Nov-11.

Impact measurement, and how it can be used as a tool to raise profile and build trust; e.g. [Guardian Public Leaders Network](#), 05-Dec-11.

Impact Events

ESRC/AHRC DCLG workshop on Neighbourhood and Community Involvement in Public Services

13 December 2011

Tony Bovaird led the workshop with a paper on “Who is really creating neighbourhood level outcomes – self organising communities, co-production, local government or public agencies?”

Big Society: a critical reappraisal

12 December 2011

Part of a series of seminars being held by TSRC and ESRC, this seminar reviewed the impact of Big Society politics and policies 18 months on from the election.

The Commissioning Agenda and the New Role for Councillors

28 November 2011

TSRC and Public Management and Policy Association (PMPA) held a seminar aimed at local Councillors. It discussed the new commissioning agenda, looked at the role of the third sector, and discussed how councillors and officers can work together to achieve desired social outcomes through good commissioning

This house believes that ‘co-operatives’ provide the best hope for social care in the 21st Century

20th October 2011

TSRC chaired a debate at the annual conference of the Directors of Adult Social Services and Children’s Services exploring the potential of co-operatives within social care. A packed audience enjoyed a lively discussion between leading speakers representing the co-operative movement, unions and social enterprises.

Informing civil society: the work of the Third Sector Research Centre

14 October 2011

TSRC presented findings from their first three years of research, at the British Library in London.

A co-operative approach to social care

30th June 2011

This explored the development of co-operative models and spin-out services within social care.

The future of the third sector

15th-17th June 2011

A Cumberland Lodge conference based on the research of the Third Sector Research Centre. It brought together leaders in the sector alongside influential researchers to interrogate the impact of recent policy changes.

Housing and community empowerment

9th June 2011

TSRC and HACT held a national conference to explore the role that housing providers and voluntary and community organisations can play in building empowered communities.

ESRC seminar: Beyond the state: third party government in comparative perspective

University of Birmingham, 9-10 June 2011

Tony Bovaird gave a paper on “Contracting out, procurement, commissioning: international comparisons and academic challenges”.

Co-Production Roadshow

University of Birmingham, March 2011.

Organised by Tony Bovaird for University of Birmingham, in conjunction with NESTA, New Economics Foundation and Governance International.

Office of National Statistics Wellbeing Consultation Event

Birmingham, March 2011

Tony Bovaird gave a presentation on “Can ‘Big Society’ help deliver better wellbeing?”.

Upcoming events

Marrying scale and responsiveness

March 2011, 12 – 4.30pm

Birmingham

Policy Seminar by TSRC and the Economic and Social Research Council
Part of a series of policy seminars by TSRC and ESRC, this seminar will explore service delivery by third sector organisations.

The seminar will address developments in policy and practice resulting from the Localism Bill, Commissioning Green Paper and the Public Services Reform White Paper. It will contribute to our understanding of recent attempts to improve economic

performance and efficiency of public service delivery through partnerships, improved supply chain management, spin-outs and co-production. The seminar will critically examine the effect of these developments on third sector organisations and the services they deliver.

Published papers

Overview of service delivery working papers published since May:

Paper 70: The third sector delivering employment services: an evidence review, Christopher Damm (January 2012)

[Summary](#) | [Briefing paper](#) | [Working paper](#)

Paper 64: Personalisation: what will the impacts be for carers?, Dr Mary Larkin and Dr Helen Dickinson (July 2011)

[Summary](#) | [Working paper](#)

Paper 61: Offender engagement with third sector organisations: a national prison-based survey

Dr Dina Gojkovic, Dr Rosie Meek and Dr Alice Mills (July 2011)

[Summary](#) | [Working paper](#)

Paper 60: Third sector partnerships for service delivery: an evidence review and research project, Dr James Rees, Professor David Mullins and Professor Tony Bovaird

[Summary](#) | [Working paper](#) | [Briefing paper](#)

Related papers also include:

Hureai kippu – lessons from Japan for the ‘Big Society’ (INLOGOV Briefing Paper, March 2011, with Rosario Laratta and Sachiko Nakagawa)

Other TSRC papers published:

Paper 71: Little big societies: micro-mapping of organisations operating below the radar, Dr Andri Soteri-Proctor (December 2011)

[Summary](#) | [Working paper \(PDF, 825KB\)](#)

Paper 69: The marketisation of charities in England and Wales, Stephen McKay, Domenico Moro, Simon Teasdale and David Clifford (November 2011)

[Summary](#) | [Working paper \(PDF, 510KB\)](#)

Paper 67: First impressions: introducing the ‘Real Times’ third sector case studies, Dr Rob Macmillan, Dr Malin Arvidson, Dr Sobrina Edwards, Dr Andri Soteri-Proctor, Dr Rebecca Taylor and Dr Simon Teasdale (November 2011)

[Summary](#) | [Working paper \(PDF, 405KB\)](#)

Paper 66: Social impact measurement as an entrepreneurial process, Professor Fergus Lyon and Dr Malin Arvidson (November 2011)

[Summary](#) | [Briefing paper](#)

Paper 65: Voluntary sector organisations working at the neighbourhood level in England: patterns by local area deprivation, Dr David Clifford (August 2011)

[Summary](#) | [Briefing paper](#) | [Working paper](#)

Scoping report: BIG as a Policy Actor: Exploring BIG's impact on third sector policy and practice, Angela Ellis Paine, Rebecca Taylor and Pete Alcock (May 2011)

[Introduction](#) | [Report](#)

Paper 63: UK Gypsies and Travellers and the third sector, Dr Andrew Ryder (July 2011)

[Summary](#) | [Briefing paper](#) | [Working Paper](#)

Paper 62: Mapping the Big Society: perspectives from the Third Sector Research Centre, Professor John Mohan (August 2011)

[Summary](#) | [Working paper](#)

Paper 59: Low-carbon practices: a third sector research agenda, Milena Büchs, Graham Smith and Rebecca Edwards (May 2011)

[Summary](#) | [Working paper](#)

Paper 58: The black minority ethnic third sector: a resource paper, Lucy Mayblin and Andri Soteri-Proctor (June 2011)

[Summary](#) | [Working paper](#)

Journal articles

Miller, R., Millar, R. & Hall, K. (2012 forthcoming). Spin outs and social enterprise: the Right to Request programme in the English NHS, *Public Money & Management*.

Mullins, D., Meek, R. and Rees, J. (2011) Open Public Services and the Third Sector. What's the Evidence? [Research in Public Policy](#) Journal, Issue 13, Winter 2011 p.15-17, published by the Centre for Market and Public Organisation.

Teasdale, S. (2012 forthcoming) Negotiating tensions; how do social enterprises in the homelessness field balance social and commercial goals? *Housing Studies*.

Teasdale, S., Alcock, P., and Smith, G. (2012 forthcoming) Legislating for the Big Society: The case of the Public Services (Social Value) Bill, *Public Money and Management*.

Smith, G. and Teasdale, S. (2012 forthcoming) Associative democracy and the social economy: Exploring the regulatory challenge, *Economy and Society*.

Book chapters

Bovaird, T. and Löffler, E. (2012 forthcoming) “From Engagement to Co-production: How Users and Communities Contribute to Public Services” in Taco Brandsen and Victor Pestoff (Eds), *New Public Governance, the Third Sector and Co-Production*. London: Routledge.

Bovaird, T. and Löffler, E. (2012 forthcoming) “User and community co-production of public services: bringing the public back into the state” in F. Araujo (Ed), *Handbook of Public Administration*, Portugal.

Bovaird, T., Dickinson, H. and Allen, K. (2012) “New Models of Strategic Commissioning” in Jon Glasby (ed), *Commissioning for Health and Well-being*. Cheltenham: Edward Elgar.

Willis, M. and Bovaird, T. (2012) “Commissioning for quality and outcomes” in Jon Glasby (ed), *Commissioning for Health and Well-being*. Cheltenham: Edward Elgar.

Bovaird, T. (2011) “Outcome-based service commissioning and delivery – does it make a difference?” in Sandra Groeneveld and Steven van de Walle (eds), *New Steering Mechanisms in Public Management*, IPMN Research in Public Policy Analysis and Management. Rotterdam: Emerald Press.

Bovaird, T. and Löffler, E. (2011) “Innovation in public services: a strategic management approach” in Helfried Bauer, Peter Biwald and Elisabeth Dearing (eds), *Public Governance: New Directions and Methods*, NWV-KDZ: Austria.

Bovaird, T. (2012) “Community rights to challenge and take over services and to buy public assets” in J. W. Raine and C. Staite (eds), *The World Is Your Oyster? Perspectives from Inlogov on the Localism Bill*. Birmingham: Institute of Local Government Studies.

Mullins, D. (2012) “The Localism Act and the reform of Social Housing”, in J. W. Raine and C. Staite (eds), *The World Is Your Oyster? Perspectives from Inlogov on the Localism Bill*. Birmingham: Institute of Local Government Studies.

Mullins, D. and Murie, A. (2012) “Housing” in P. Alcock, M. May and S. Wright (eds) *Student’s Companion to Social Policy*, Chichester: Wiley-Blackwell.

About the Centre

The third sector provides support and services to millions of people. Whether providing front-line services, making policy or campaigning for change, good quality research is vital for organisations to achieve the best possible impact. The Third Sector Research Centre exists to develop the evidence base on, for and with the third sector in the UK. Working closely with practitioners, policy-makers and other academics, TSRC is undertaking and reviewing research, and making this research widely available. The Centre works in collaboration with the third sector, ensuring its research reflects the realities of those working within it, and helping to build the sector's capacity to use and conduct research.

Third Sector Research Centre, Park House, 40 Edgbaston Park Road,
University of Birmingham, Birmingham, B15 2RT

Tel: 0121 414 3086

Email: info@tsrc.ac.uk

www.tsrc.ac.uk

Contact

Professor David Mullins

Service delivery stream lead

D.mullins@tsrc.ac.uk

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