



Survey of mosques in England and Wales

Prepared for Charity Commission by BMG Research

Survey of mosques in England and Wales

Prepared for: Charity Commission

Prepared by: Lys Coleman

February 2009



Produced by BMG Research

© Crown copyright 2009. This publication may be reproduced free of charge in any format or medium provided that it is reproduced accurately and not in a misleading context. The material must be acknowledged as Crown copyright and the title of the publication specified.

www.bmgresearch.co.uk

Project: 7126

Registered in England No. 2841970

Registered office:

7 Holt Court North
Heneage Street West
Aston Science Park
Birmingham
B7 4AX
UK

Tel: +44 (0) 121 3336006

UK VAT Registration No. 580 6606 32

Birmingham Chamber of Commerce Member No. B4626

Market Research Society Company Partner

ESOMAR Member (The World Association of Research Professionals)

British Quality Foundation Member

Market Research Quality Standards Association (British Standards Institute) BS7911 for Market Research - Certificate No. FS76713

Investors in People Standard - Certificate No. WMQC 0614

Interviewer Quality Control Scheme (IQCS) Member Company

Registered under the Data Protection Act - Registration No. Z5081943

Table of Contents

1	Introduction	1
1.1	Background	1
1.2	Objectives	1
2	Summary of results	2
2.1	Size and structure.....	2
2.2	Range of activities	2
2.3	Funding and governance.....	3
2.4	Sources of advice and support	3
2.5	Interaction with Charity Commission	3
3	Survey method.....	5
3.1	Design of questions	5
3.2	Identification of contacts	5
3.3	Geographical distribution of responses	6
4	Results in detail	7
4.1	Size and structure.....	7
4.1.1	Length of establishment	7
4.1.2	Annual income.....	7
4.1.3	Size of regular attendance	8
4.1.4	Size of Eid attendance	9
4.1.5	Make up of attendance.....	10
4.1.6	Number of employees/volunteers.....	11
4.1.7	Number of sites/buildings	12
4.1.8	Registered as Place of Worship	13
4.2	Range of activities	13
4.3	Funding and governance.....	16
4.3.1	Management responsibility.....	16
4.3.2	Committees	18
4.3.3	Methods of fundraising.....	18
4.3.4	Policy implementation	19
4.4	Registered and unregistered organisations.....	20
4.5	Sources of advice and support	21

Survey of mosques in England and Wales

4.5.1	Membership/affiliation	22
4.6	Interaction with Charity Commission	23
4.6.1	Frequency of contact.....	23
4.6.2	Last contact	23
4.6.3	Rating of contact with Charity Commission.....	24
4.6.4	Suggestions for Charity Commission	24
5	Appendix 1 – The Questionnaire	25

1 Introduction

1.1 Background

The Charity Commission is the independent regulator of charities in England and Wales. Its aim is to provide the best possible regulation of charities in England and Wales in order to increase charities' effectiveness and public confidence and trust.

This report summarises the results of the independent survey of mosques commissioned by the Charity Commission. The survey was commissioned to further the Commission's understanding of mosques within communities and to help inform how the Commission can continue to support and advise this developing and growing part of the charitable sector.

Faith-based charities represent a significant proportion of the total number of registered charities in England and Wales and, over the past few years, the Charity Commission has built up its knowledge of these charities and their work. More recently, the Commission has established a Faith and Social Cohesion Unit to take this work a stage further.

The main aims of the Faith and Social Cohesion Unit are to:

- Engage with faith communities to identify and support organisations that could be but are not currently registered with the Commission;
- Assist faith-based charities to improve their standards of governance and accountability and thereby increase their effectiveness;
- Work collaboratively to achieve and promote well-run and effectively regulated faith-based charities;
- Improve the Commission's and society's understanding of faith-based charities.

The Unit's initial focus is working with Muslim charities to achieve the objectives set out above, and it is the need to explore, evaluate and fully understand the nature of Muslim charities that forms the basis of this research project.

1.2 Objectives

The main objective of the study is to provide baseline information on mosques to help evaluate the effectiveness of the Unit's work, and help promote a better understanding about the range and role of faith-based charities.

This information covers the following areas:

- Size and structure;
- Activities undertaken;
- Funding and governance;
- Sources of advice and support;
- Interaction with the Charity Commission.

Details about the survey methods are included in section three of the report.

2 Summary of results

This survey of mosques in England and Wales is believed to be the widest survey of its kind carried out to-date. The survey results have identified a number of areas for further research and exploration.

2.1 Size and structure

The majority of the organisations surveyed (83%) have been established for over ten years, and a further 14% have been established for between three and ten years. Just 3% report being established in the last two years.

The most common income band for the organisations surveyed is £10,001 to £100,000, with the average amongst those providing a response of £233,452.

Estimates as to the number of people who regularly attend Friday prayer meetings span a wide range: around a quarter of respondents estimate that between 101 and 200 attend (23%) and a similar proportion that 301 to 500 attend (24%). The mean number of attendees across all organisations is 421.

The estimated size of the congregation for Eid prayers is considerably higher, with over half (57%) of respondents estimating it to be over 500, and over a quarter (27%) estimating it to be over 1,000 people. The mean number of attendees for Eid prayers is 613.

Looking at who attends a mosque, almost all those surveyed report that their congregation includes men, younger people, and those aged over 60. Half (50%) of those surveyed report that women form part of the congregation.

Almost all organisations report having imams in some capacity (97%), with the majority having paid imams (85%), and close to half (44%) imams acting in a voluntary capacity (usually in addition to a paid imam).

Over four in five (83%) have teachers, and close to three in five (58%) have language teachers, and in both instances the balance between paid and voluntary workers is relatively even. In contrast, while around two in five organisations have youth workers (42%), community workers (38%), and women's project coordinators (43%), the majority of these roles are held in a voluntary capacity, with less than one in ten organisations having these as paid roles in each instance.

2.2 Range of activities

Onsite worship and educational programmes for children and young people are almost universally delivered (94%), and fund raising for the relief of poverty and hardship and offsite religious services are delivered by over three quarters (82% and 78% respectively). Mosques also deliver a range of community resources. Activities delivered by the organisations surveyed include:

- Legal advice services (20%);
- Accommodation/housing (20%);
- Welfare (27%);

- Health/healthy living (31%);
- Activities for senior citizens (31%);
- Imam training courses (31%).

2.3 Funding and governance

Respondents were asked how many people have management responsibility for their mosque, including the number of people that sit on the board, or the number of people that might be considered trustees or have a place on a management committee. The majority of organisations (87%) have trustees/boards or equivalent that comprise between 2 and 20 people, with an overall average of 11 people.

In terms of the make up of the trustees or equivalent, around half (52%) include people aged between 18 and 30, close to nine in ten (89%) include people aged between 31 and 50, and three quarters (74%) people aged over 50. While virtually all (99%) report having men as part of the trustee group, management sub committee or equivalent, 15% report that women form a part of that group.

Close to a third (31%) of the organisations surveyed report having a women's committee, and a similar proportion report having a youth committee (33%).

Close to nine in ten (87%) of all organisations surveyed report some form of fundraising, with the most common methods membership donations (57%) and fees from people using services (44%).

Over nine in ten (92%) of all organisations surveyed report having building insurance, 87% a health and safety policy, and 84% public liability insurance. Fewer report having a child protection policy (71%) and CRB checks (70%) in place.

2.4 Sources of advice and support

The main sources of advice and support are the local authority (68%) and other mosques (58%), although close to half (49%) report that they would go to Charity Commission staff, and 44% that they would go to the Charity Commission website. Close to a third (31%) report that they would approach the Mosques and Imams National Advisory Board (MINAB) for advice and support.

Around a third (32%) of the organisations surveyed report membership/affiliation with at least one of the listed organisations, with around a fifth (20%) mentioning the Muslim Council of Britain, and one in ten mentioning MINAB (13%) and the British Muslim Forum (10%).

Overall, half (51%) of all organisations surveyed report being aware of MINAB, and interest in having further information about MINAB is high at 70%.

2.5 Interaction with Charity Commission

Around two thirds (67%) of the organisations surveyed report having contact with the Charity Commission at all, with close to half (46%) reporting annual contact, and 15% more frequent contact.

Survey of mosques in England and Wales

Of those who do report contact with the Charity Commission, over four fifths (86%) report their last contact as being within the last year, and of these 55% report their last contact as being within the last few weeks or months.

Amongst those who have had contact with the Charity Commission, the rating of this contact is generally positive, with very few reporting any aspect of it as poor.

When asked whether they could think of any advice, guidance or services that they feel the Charity Commission could provide to help their organisation, close to a third (31%) mention something, with the provision of funding/grants mentioned by close to one in ten (8%), and advice on funding/grants by one in twenty (5%), both aspects that fall outside of the Charity Commission's remit.

3 Survey method

3.1 Design of questions

The questions for the survey were prepared in collaboration with the Faith and Social Cohesion Unit's external project board, which includes representatives of Muslim organisations. This was a very helpful process in refining the questions. If the survey is repeated, it is suggested that this process be carried out again in order to develop the questions further.

3.2 Identification of contacts

One of the difficulties in compiling the list of contacts was the absence of a definitive list of mosques in England and Wales. The Charity Commission supplied BMG with a list of 331 registered charities that had been identified as mosques. BMG were also supplied with a list of mosques, compiled from a combination of lists and face-to face visits made by the Faith & Social Cohesion Unit. In total, telephone contact details were identified for 1102 organisations.

After an initial process of verification during which a number of the contacts supplied were identified as being out of scope, or the telephone contact was 'unobtainable' 716 verified contacts were identified. Interviews were successfully completed with 247 mosques by telephone. A further 8 mosques completed the survey by post.

The interviews were carried out over a six week period in October and November 2008, following a pilot survey carried out over two weeks in which the questions were tested and refined.

The telephone survey achieved an encouraging response rate of 34% once out of scope contacts were excluded.

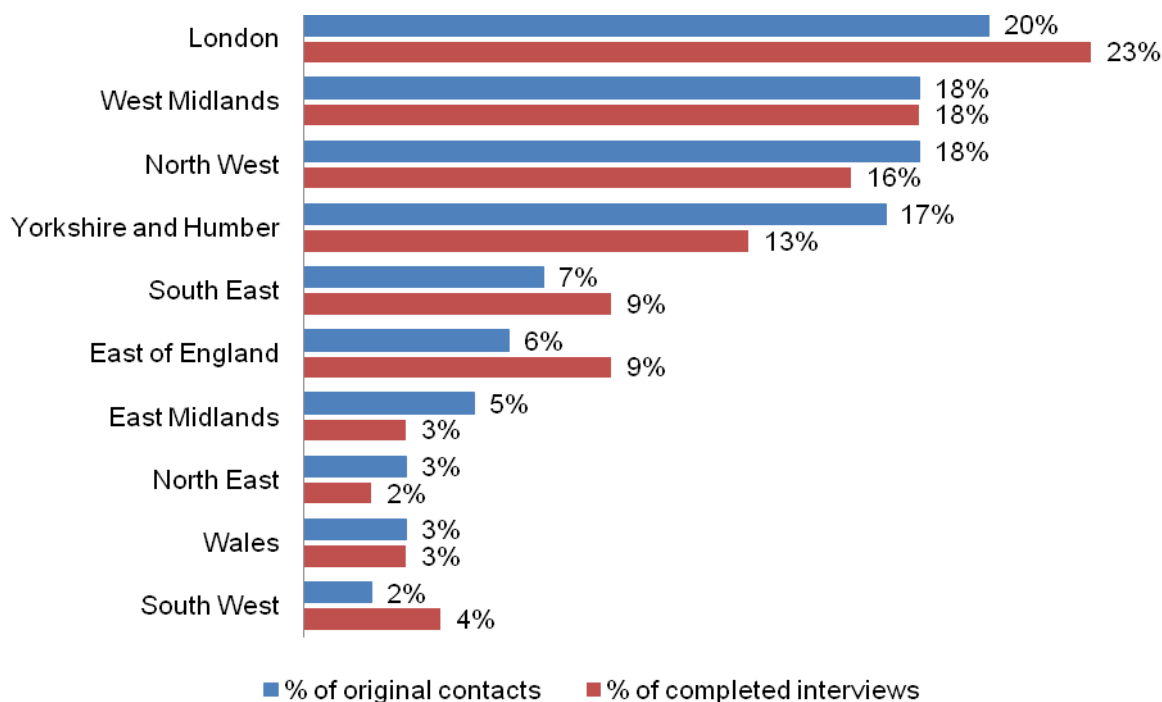
Calls were made throughout the week during the day and in the evenings, and at the weekend.

3.3 Geographical distribution of responses

The graph below indicates the geographical distribution of the original sample frame, and the distribution of responses, by Government Office Region.

The pattern of response closely reflects the distribution of the original sample frame, indicating that the total sample results are a good reflection of the geographic distribution of mosques as identified in the original sample frame.

Figure 1: Geographical distribution of responses



4 Results in detail

4.1 Size and structure

4.1.1 Length of establishment

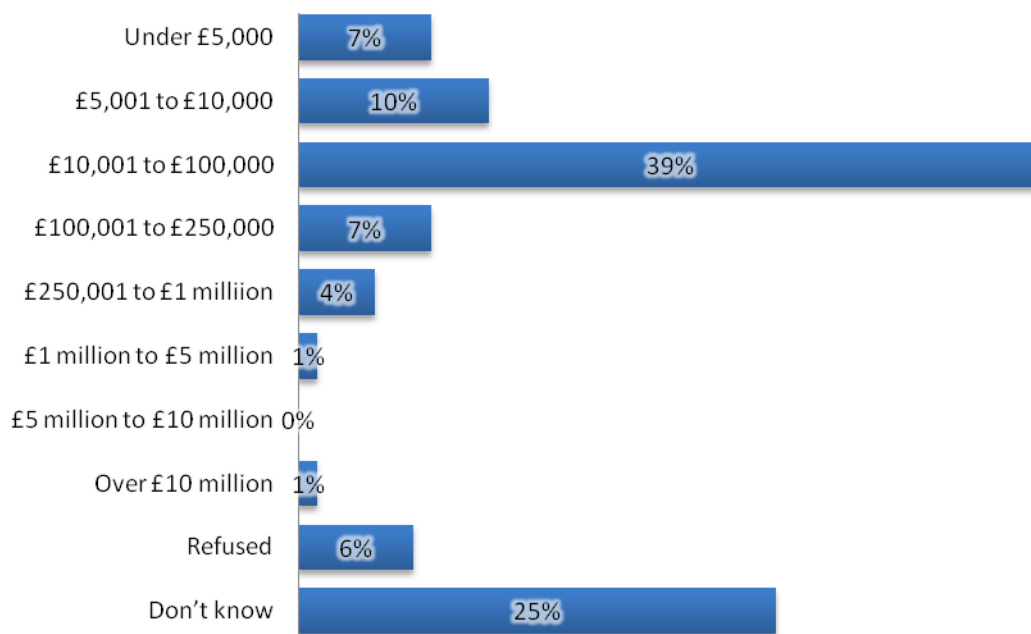
The majority of the organisations surveyed (83%) have been established for over ten years, and a further 14% have been established for between three and ten years. Just 3% report being established in the last two years.

4.1.2 Annual income

When asked to estimate the annual income of the organisation a quarter of the individuals responding (25%) report that they do not know, and one in twenty (6%) refuse to provide a response. This level of 'refusal' is not unusual for this type of survey.

The most common income band is £10,001 to £100,000, with the average amongst those providing a response of £233,452.

Figure 2: (Q21) What is the estimated annual income of your mosque? (This includes income from sources such as membership donations, fundraising, legacies and trading)

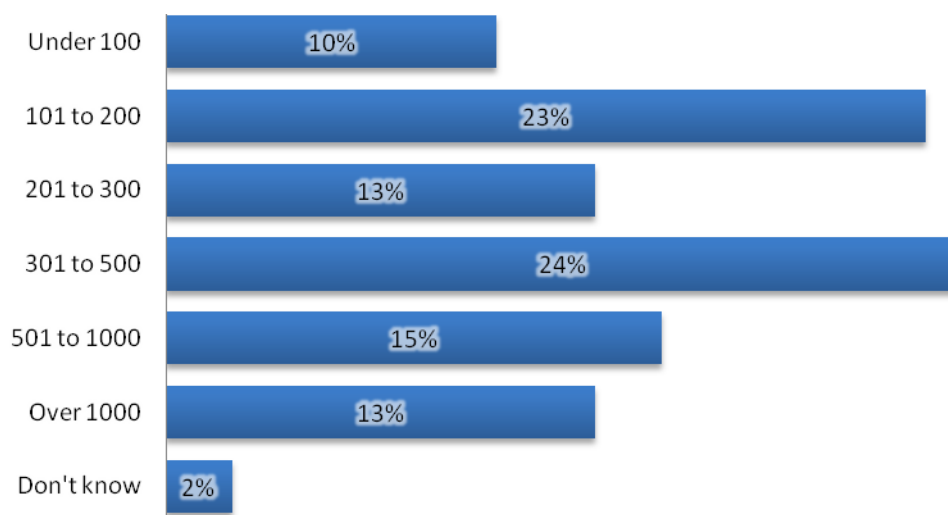


Sample base = 255

4.1.3 Size of regular attendance

Estimates as to the number of people who regularly attend Friday prayer meetings span a wide range, as shown in the graph below. Around a quarter estimate that between 101 and 200 attend (23%) and a similar proportion that 301 to 500 attend (24%).

Figure 3: (Q3) How many people do you estimate regularly attend your Friday prayer meetings?



Sample base = 255

The mean number of attendees has been calculated using the mid-point of each of the ranges shown in the graph above, with values of 50 and 1,000 given to the lowest and highest categories. On this basis the average number of attendees across all organisations is 421.

This figure varies considerably by Government Office Region, length of establishment and income:

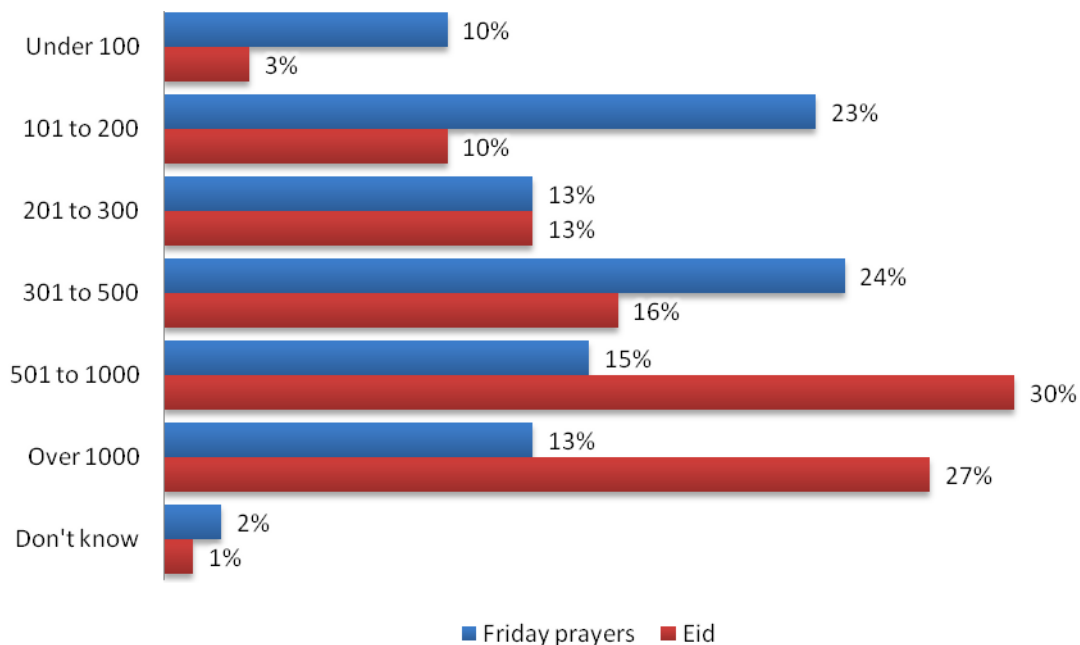
- Government Office Region: North = 368, Midlands = 425, South = 464;
- Length of establishment: up to 10 years = 313, over 10 years = 443;
- Income: up to £10,000 = 228, £10,001 to £100,000 = 402, £100,001+ = 709.

4.1.4 Size of Eid attendance

The estimated size of the congregation for Eid prayers is considerably higher, with over half (57%) estimating it to be over 500, and over a quarter (27%) estimating it to be over 1,000 people.

Again the mean number of attendees has been calculated using the mid-point of each of the ranges shown in the graph below, with values of 50 and 1,000 given to the lowest and highest categories. While the average number of attendees for Friday prayers is 421, the average for Eid prayers is 613.

Figure 4 (Q3) How many people do you estimate regularly attend your Friday prayer meetings? (Q4) How many people do you estimate attend the mosque for Eid prayers?



Sample base = 255

4.1.5 Make up of attendance

The table below shows how the regular congregation breaks down into key demographic groups. The first row of the table shows the proportion of organisations who report attendance by each group at all, and the second row shows the average number of attendees that fall within each group.

While younger people, over 60s and men almost universally attend, women form part of the congregation in half (51%) of the organisations surveyed.

Figure 5: (Q3) How many people do you estimate regularly attend your Friday prayer meetings? (Q6) Of all the people that regularly attend your mosque, how many, or what proportion would you say are...?

	TOTAL	Under 18	18 to 25	Over 60	Female	Male
	%	%	%	%	%	%
Any	100	95	96	96	51	98
Average	421	163	116	134	89	412
Sample base	255					

The regular attendance of women does vary according to Government Office Region, and by overall size of congregation:

- Government Office Region: women attend in 44% of organisations surveyed in the North, 48% in the Midlands, and 60% in the South;
- Overall size of congregation: women attend in 44% of organisations surveyed who have up to 200 regular attendees, 48% with 201 to 500 attendees, and 61% with over 500 attendees.

4.1.6 Number of employees/volunteers

The graph below shows the proportion of organisations surveyed who have individuals in specific roles either as employees or as volunteers, and overall.

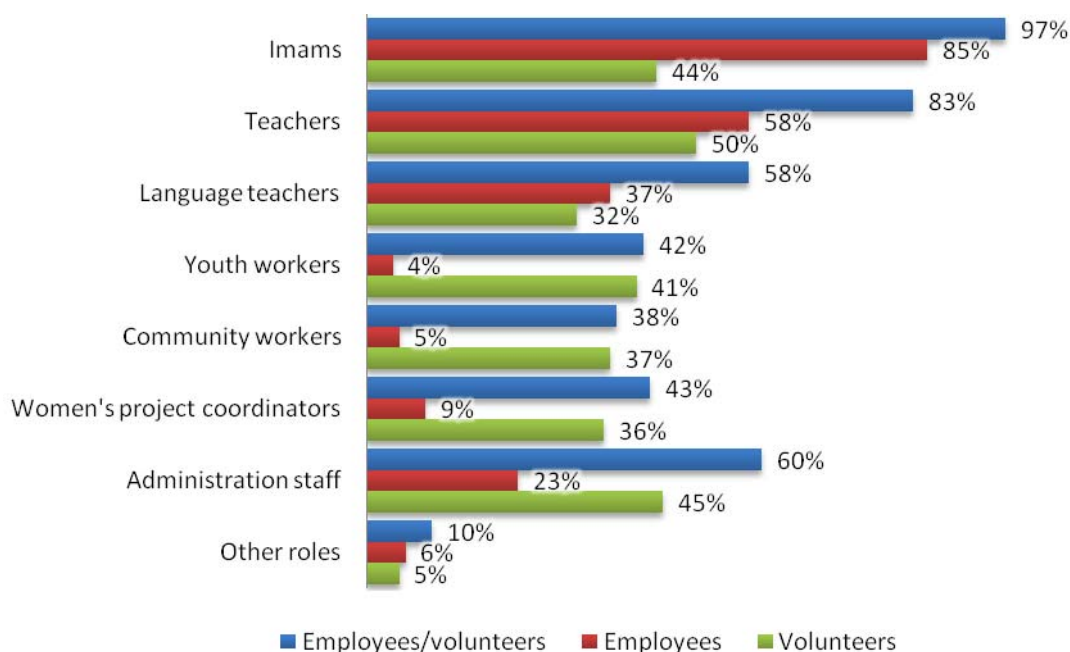
Almost all organisations report having imams in some capacity (97%), with the majority having paid imams (85%), and close to half (44%) imams acting in a voluntary capacity (usually in addition to a paid imam).

Over four in five (83%) have teachers, and close to three in five (58%) have language teachers, and in both instances the balance between paid and voluntary workers is relatively even. In contrast, while around two in five organisations have youth workers (42%), community workers (38%), and women's project coordinators (43%), the majority of these roles are held in a voluntary capacity, with less than one in ten organisations having these as paid roles in each instance.

Three in five (60%) organisations report having administration staff in some capacity, with a quarter (23%) having paid administration staff, and close to half (45%) having such staff as volunteers. However, it should be noted that it is not possible to identify through this survey the extent to which such staff are full- or part-time, nor how formal such roles may be.

One in ten (10%) report having individuals in other roles, and these are largely caretakers and cleaners.

Figure 6: (Q7) Please tell me how many employees (i.e. paid individuals) and how many volunteers there are in your organisation who fulfil the following roles – % any



Sample base = 255

The table overleaf shows the average number of people holding each role overall, as employees and as volunteers. To summarise, on average across the organisations surveyed there are higher numbers of teachers (mean 5.5) and community workers (mean 4.0), with lower numbers of women's project coordinators (mean 1.4).

Figure 7: (Q7) Please tell me how many employees (i.e. paid individuals) and how many volunteers there are in your organisation who fulfil the following roles – results shown as ‘means’/averages

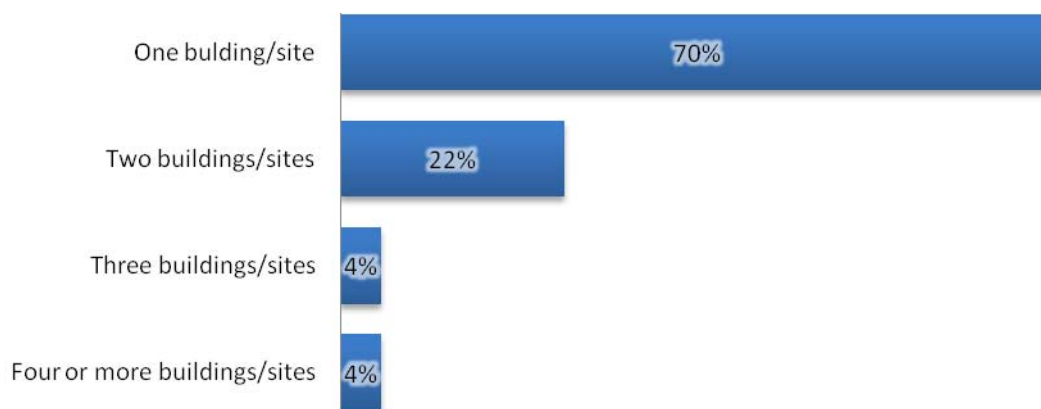
	Mean number in total	Mean number of employees	Mean number of volunteers
Imams	3	2	1
Teachers	6	3	3
Language teachers	2	1	1
Youth workers	2	<1	2
Community workers	4	<1	4
Women’s project coordinators	1	<1	1
Administration staff	3	1	2
Other roles	1	<1	1
Sample base	255		

The proportion of organisations that have people in paid positions increases as the size of the organisation increases and as income increases. This is reflected in the fact that organisations in the North, which are smaller on average, are less likely to have paid imams (79% compared to 90% in the Midlands and 85% in the South), although they are equally likely to pay people to fulfil the other roles.

4.1.7 Number of sites/buildings

Seven in ten (70%) of the organisations surveyed provide services from one building or site, with a further two in ten (22%) providing services from two buildings or sites. Less than one in ten (8%) operate from three or more buildings/sites.

Figure 8: (Q2) From how many buildings or sites are these services provided?



Sample base = 255

The number of sites increases as the size of congregation increases, as shown in the table below, such that close to one in five (17%) of those with a congregation of over 500 operate from three or more buildings/sites, as opposed to one in twenty (5%) of those with a congregation of up to 500.

Figure 9: (Q2) From how many buildings or sites are these services provided? – by size

	Size of regular congregation		
	Up to 200	201 to 500	500+
	%	%	%
One building/site	85	67	56
Two buildings/sites	11	27	28
Three buildings/sites	4	1	10
Four or more buildings/sites	1	4	7
Sample base	(84)	(95)	(72)

4.1.8 Registered as Place of Worship

Over nine in ten (92%) of the organisations surveyed report being registered as a Place of Worship, with this proportion rising with the size of the congregation, from 85% of those with up to 200 regular attendees, to 99% of those with 500 or more regular attendees.

4.2 Range of activities

Respondents were asked which of a number of programmes their mosque and any related sites deliver.

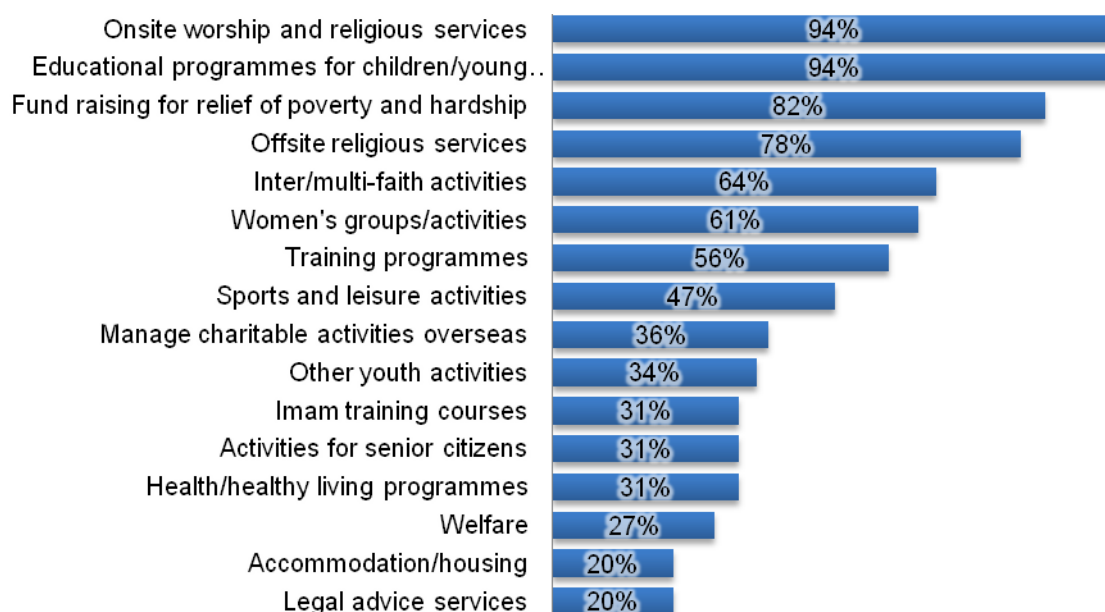
Onsite worship and educational programmes for children and young people are almost universally delivered (94%), and fund raising for the relief of poverty and hardship and offsite religious services are delivered by over three quarters (82% and 78% respectively).

Programmes delivered by a third or fewer of the organisations surveyed include:

- Legal advice services (20%);
- Accommodation/housing (20%);
- Welfare (27%);
- Health/healthy living (31%);
- Activities for senior citizens (31%);
- Imam training courses (31%).

It should be noted that it is not possible from this survey to identify the specifics of the services delivered, so further investigation may be required to understand fully the nature of these services.

Figure 10: (Q1) Could you tell me which of the following programmes your mosque and any of its related sites delivers.



Sample base = 255

A number of programmes are more likely to be delivered as the size of the regular congregation increases, as shown in the table below.

Figure 11: (Q1) Could you tell me which of the following programmes your mosque and any of its related sites delivers – by size

	Size of regular congregation		
	Up to 200	201 to 500	500+
	%	%	%
Fund raising for relief of poverty and hardship	75	80	93
Offsite religious services	61	85	90
Inter/multi-faith activities	45	65	86
Women's groups/activities	42	64	79
Training programmes	35	60	74
Other youth activities	27	33	43
Manage charitable activities overseas	24	38	47
Activities for senior citizens	19	34	42
Health/healthy living programmes	19	31	44
Welfare	17	31	36
Legal advice services	15	14	31
Sample base	(84)	(95)	(72)

Similar differences to those described above are seen as the size of the management committee increases. Similarly the proportion offering specific programmes also increases as income increases, although in this instance the differences are directional rather than statistically significant.

Organisations that have child protection policies in place are more likely than those without to deliver the following programmes:

- Training programmes (60% compared to 40% of those without child protection policies in place);
- Imam training courses (37% compared to 12%).

Organisations that have CRB checks are more likely than those without to deliver the following programmes:

- Educational programmes (96% compared to 87% of those without CRB checks);
- Inter/multi-faith activities (72% compared to 53%);
- Women's groups/activities (67% compared to 49%);
- Sports and leisure activities (54% compared to 30%);
- Imam training courses (36% compared to 21%);
- Health/healthy living programmes (36% compared to 19%).

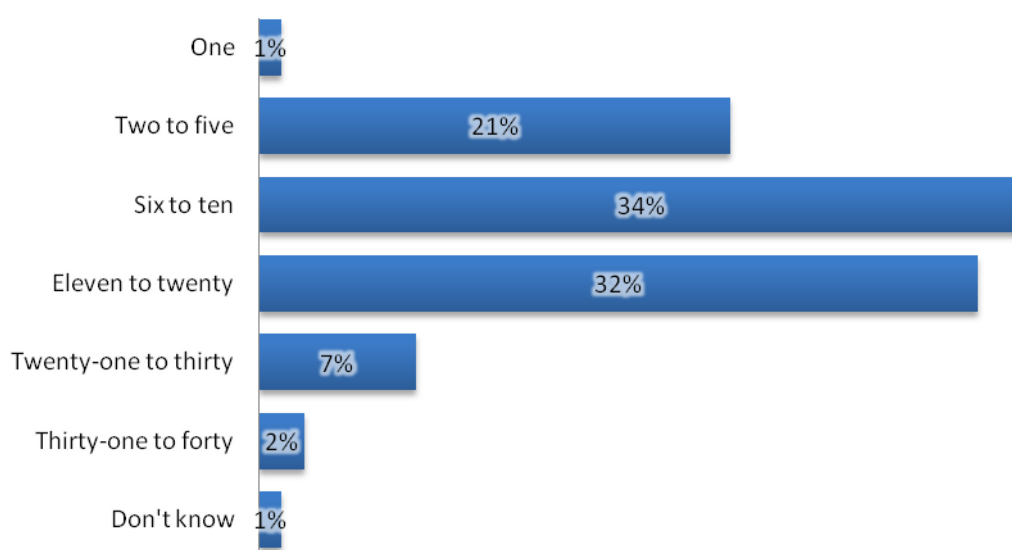
4.3 Funding and governance

4.3.1 Management responsibility

The graph below shows how the number of people who have management responsibility for their mosque, including the number of people that sit on the board, or the number of people that might be considered trustees or have a place on a management committee, of the organisations surveyed varies.

The majority of organisations (87%) have trustees/boards or equivalent that comprise between 2 and 20 people, with an overall average of 11 people.

Figure 12: (Q8) How many people have management responsibility for the mosque? This includes the number of people who sit on your board, or the number of people who might be considered trustees or have a place on a management committee.



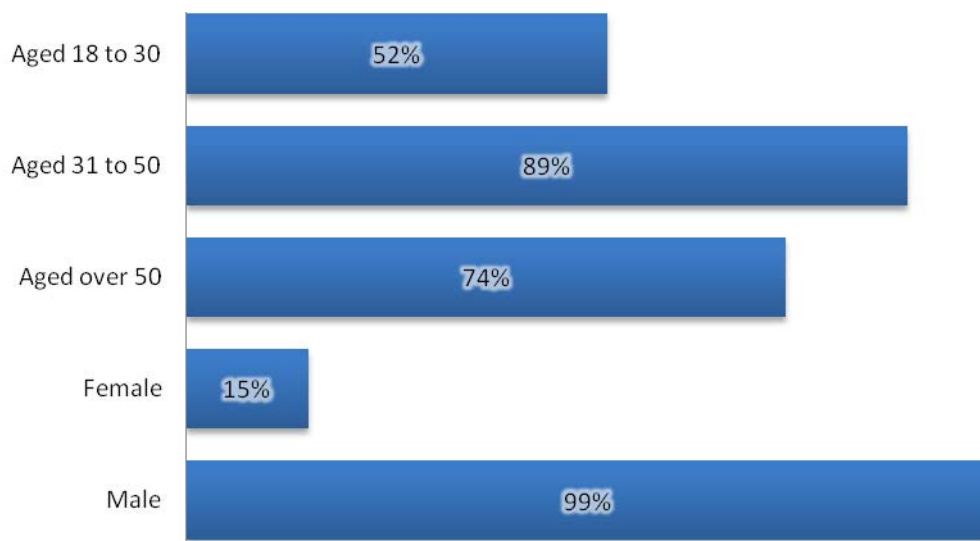
Sample base = 255

The average size of the trustee board or equivalent varies somewhat but not significantly by the size of the congregation, from 11 for those with up to 200 regular attendees, 10 for those with between 201 and 500 regular attendees, to 14 for those with over 500 regular attendees.

In terms of the make up of the trustee boards or equivalent, around half (52%) of respondents report that they include people aged between 18 and 30, close to nine in ten (89%) that they include people aged between 31 and 50, and three quarters that they include (74%) people aged over 50.

While virtually all (99%) report having men in positions of management responsibility, only 15% report that women form a part of a trustee board or management committee of some kind.

Figure 13: (Q9) And of these people with management responsibility, can you estimate the number or proportion that fit into the following categories? - % any



Sample base = 255

4.3.2 Committees

Close to a third (31%) of the organisations surveyed report having a women’s committee, but again it should be noted that it is not possible via this survey to establish how formal or otherwise such committees may be. The proportion who report having a women’s committee does vary by Government Office Region and level of income:

- Government Office Region: North = 23%, Midlands = 28%, South = 40%;
- Income: Up to £10,000 = 31%, £10,001 to £100,000 = 30%, over £100,000 = 53%.

A similar proportion report having a youth committee (33%), and this varies by size of congregation and level of income:

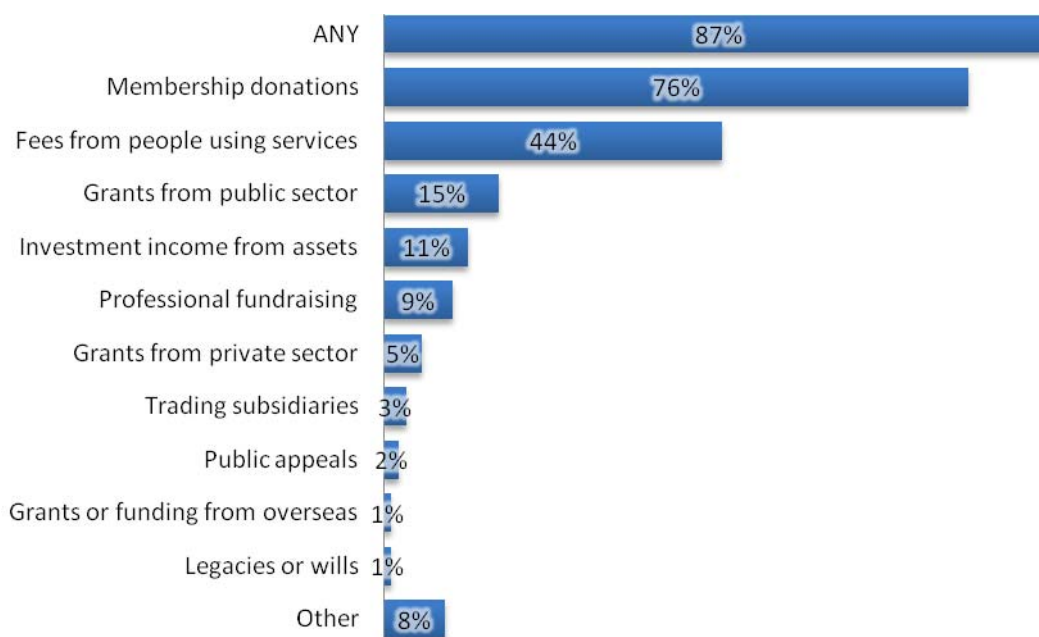
- Size of congregation: up to 200 = 20%, 201 to 500 = 34%, over 500 = 46%;
- Income: Up to £10,000 = 29%, £10,001 to £100,000 = 32%, over £100,000 = 56%.

Just over one in ten (13%) report having other committees, and these are largely made up of education, funeral/death, funding and Da’wah (promoting the faith to the wider community) committees.

4.3.3 Methods of fundraising

Close to nine in ten (87%) of all organisations surveyed report some form of fundraising, with the most common methods membership donations (76%) and fees from people using services (44%).

Figure 14: (Q22) Does your mosque use any of the following methods to raise funds?



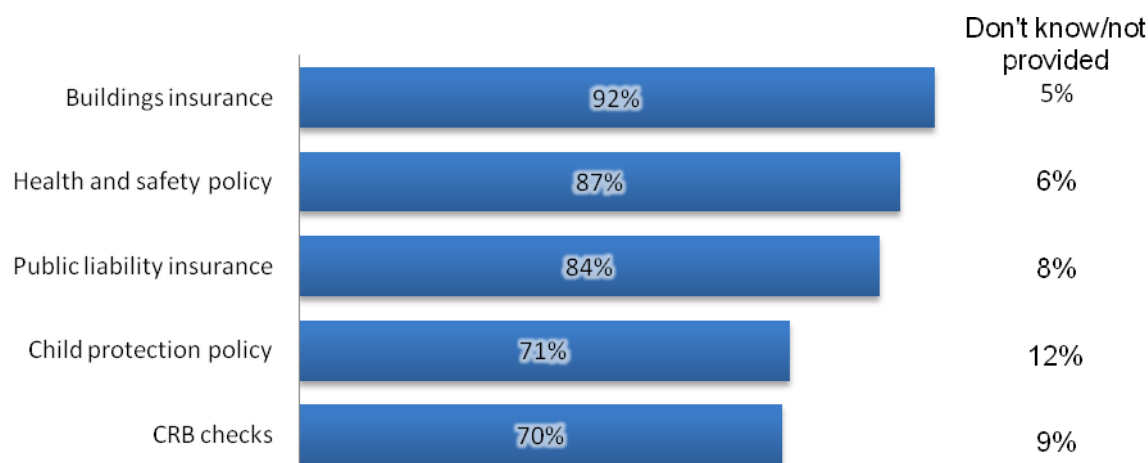
Sample base = 255

Those organisations with higher incomes (more than £100,000) are more likely than those with lower incomes to mention all of the listed fundraising methods.

4.3.4 Policy implementation

Over nine in ten (92%) of all organisations surveyed report having building insurance, 87% a health and safety policy, and 84% public liability insurance. Somewhat fewer report having a child protection policy (71%) and CRB checks (70%) in place.

Figure 15: (Q24) Does your organisation have any of the following policies in place for staff and volunteers?



Sample base = 255

There are differences between those organisations that have had contact with the Charity Commission and those that have not, with organisations that have had contact more likely to have the following:

- Child protection policy (77% compared to 58% of those who have not);
- CRB checks (75% compared to 60%);
- Buildings insurance (94% compared to 85%).

Larger organisations (over 500 regular attendees) are also more likely to report having

- CRB checks (81% compared to 62% of those with up to 200 regular attendees and 69% of those with between 201 and 500 regular attendees);
- Public liability insurance (92% compared to 80% of those with up to 200 regular attendees and 83% of those with between 201 and 500 regular attendees).

The likelihood of organisations **not** having such policies decreases as income increases:

- Child protection policy (29% of those with an income up to £10,000, 17% of those with an income of £10,001 to £100,000 and 9% of those with an income of over £100,000);
- CRB checks (31% of those with an income up to £10,000, 22% of those with an income of £10,001 to £100,000 and 6% of those with an income of over £100,000);
- Public liability insurance (16% of those with an income up to £10,000, 9% of those with an income of £10,001 to £100,000 and 0% of those with an income of over £100,000).

4.4 Registered and unregistered organisations

Overall, eight in ten (81%) of all respondents said that their organisations are registered with the Charity Commission. This figure is higher than anticipated. There are a range of reasons for this. It may, for example, reflect organisations who believe they are registered as part of an umbrella group. Some organisations may also believe themselves to be registered with the Charity Commission because they are registered as Places of Worship, so there is likely to be some over-claiming within this.

Of those who report that they are not registered, half (50%) had considered registering with the Charity Commission, three in ten (29%) had not considered registering, and the remaining two in ten (21%) are unsure.

Organisations registered with the Charity Commission are significantly more likely than unregistered organisations:

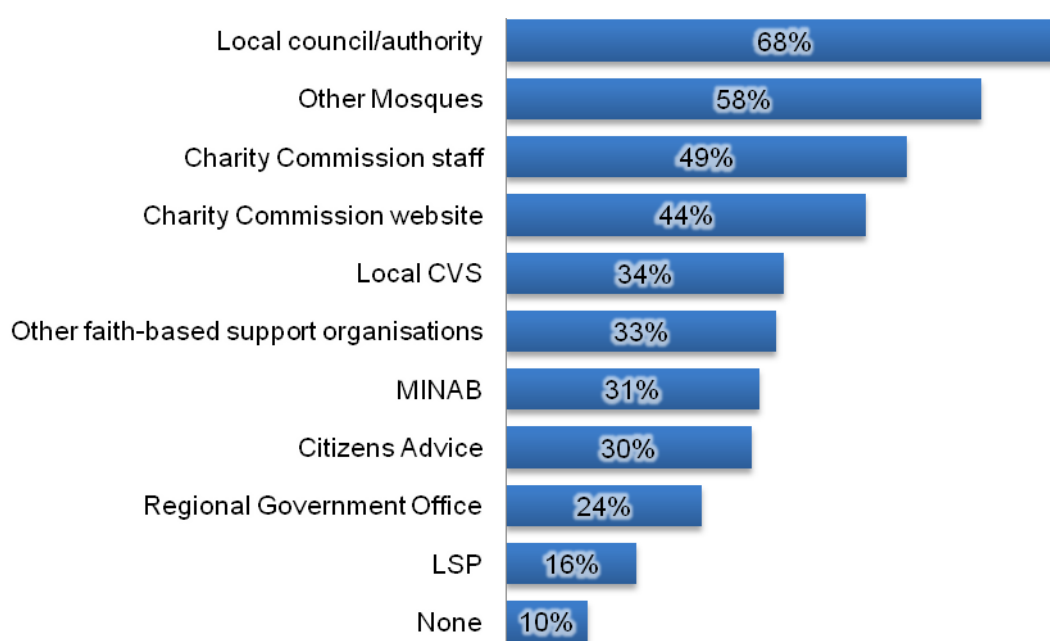
- To be involved in fundraising for relief of poverty and hardship (89% compared to 77%);
- To consider approaching Charity Commission staff (61% compared to 42%) and visiting the Charity Commission website (56% compared to 37%) for advice and support; and
- To have had contact with the Charity Commission (79% compared to 59%).

4.5 Sources of advice and support

The main sources of advice and support are the local authority (68%) and other mosques (58%), although close to half (49%) report that they would go to Charity Commission staff, and 44% that they would go to the Charity Commission website.

Close to a third (31%) report that they would approach MINAB for advice and support. (MINAB - The Mosques and Imams Advisory Board - is an independent, community led initiative that has been set up to enable and empower its membership with tools to improve governance and provision of services.)

Figure 16: (Q11) Thinking about occasions when you need advice and support from outside your mosque, which of the following types of agencies or other sources would you go to for advice and support?



Sample base = 255 (All others mentioned by 3% or less)

In general organisations in the South and Midlands are more likely than those in the North to mention sources of advice and support they would go to, and the key differences by geography are summarised in the table overleaf.

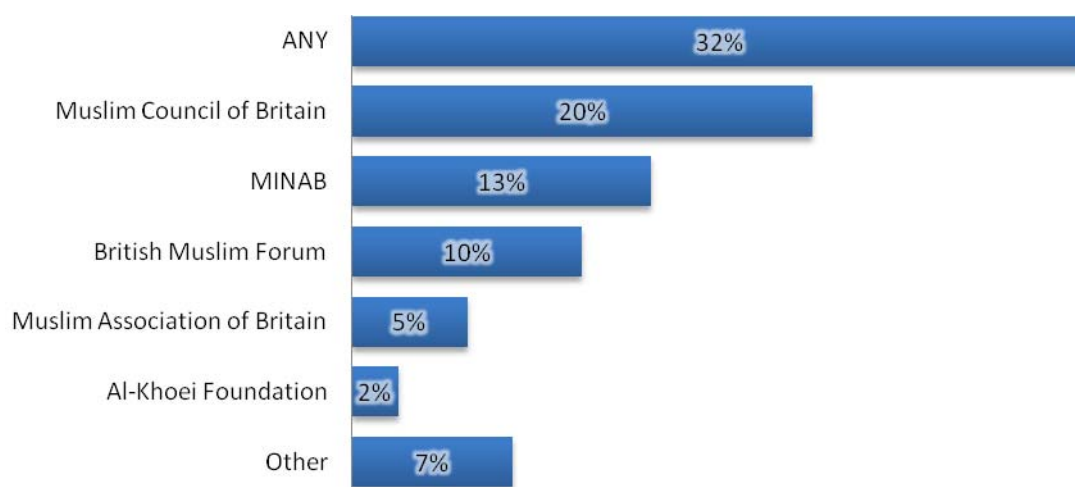
Figure 17: (Q11) Thinking about occasions when you need advice and support from outside your mosque, which of the following types of agencies or other sources would you go to for advice and support? – by Government Office Region

	North %	Midlands %	South %
Local council/authority	62	63	77
Other mosques	54	51	68
Charity Commission staff	39	55	53
Charity Commission website	30	48	53
Local CVS	27	33	41
Other faith-based support organisations	29	26	44
MINAB	21	35	37
Citizens Advice	26	33	32
Regional Government Office	18	28	24
LSP	5	17	24
None	11	13	5
Sample base	(82)	(82)	(91)

4.5.1 Membership/affiliation

Around a third (32%) of the organisations surveyed report membership/affiliation with at least one of the listed organisations, with around a fifth (20%) mentioning the Muslim Council of Britain, and one in ten mentioning MINAB (13%) and the British Muslim Forum (10%).

Figure 18: (Q12) I am going to read out a list of organisations. Can you indicate if your organisation is affiliated to, a member of, or receiving funding from any of them.



Sample base = 255

Membership/affiliation varies by size of congregation, with larger mosques (over 500 regular attendees) more likely to mention at least one organisation (43% compared to 27% of those with up to 200 attendees and 25% of those with between 201 and 500 attendees), and more likely to mention the following specifically:

- Muslim Council of Britain: 33% compared to 14% of those with up to 200 attendees and 16% of those with between 201 and 500 attendees
- British Muslim Forum: 17% compared to 5% of those with up to 200 attendees and 7% of those with between 201 and 500 attendees;
- MINAB: 17% compared to 7% of those with up to 200 attendees and 13% of those with between 201 and 500 attendees.

Overall, half (51%) of all organisations surveyed report being aware of MINAB, and this increases with size of congregation (from 42% of those with up to 200 regular attendees to 65% of those with over 500 regular attendees), and with income (from 36% of those with an income of up to £10,000 to 75% of those with an income over £100,000).

Awareness of MINAB is also higher amongst those organisations that have had contact with the Charity Commission (57% compared to 42% of those that have not).

Interest in having further information about MINAB is high at 70%.

4.6 Interaction with Charity Commission

4.6.1 Frequency of contact

Around two thirds (67%) of the organisations surveyed report having contact with the Charity Commission at all, with close to half (46%) reporting annual contact, and 15% more frequent contact.

Organisations in the South are more likely than those elsewhere to report any contact (77% compared to 68% of those in the Midlands and 56% of those in the North).

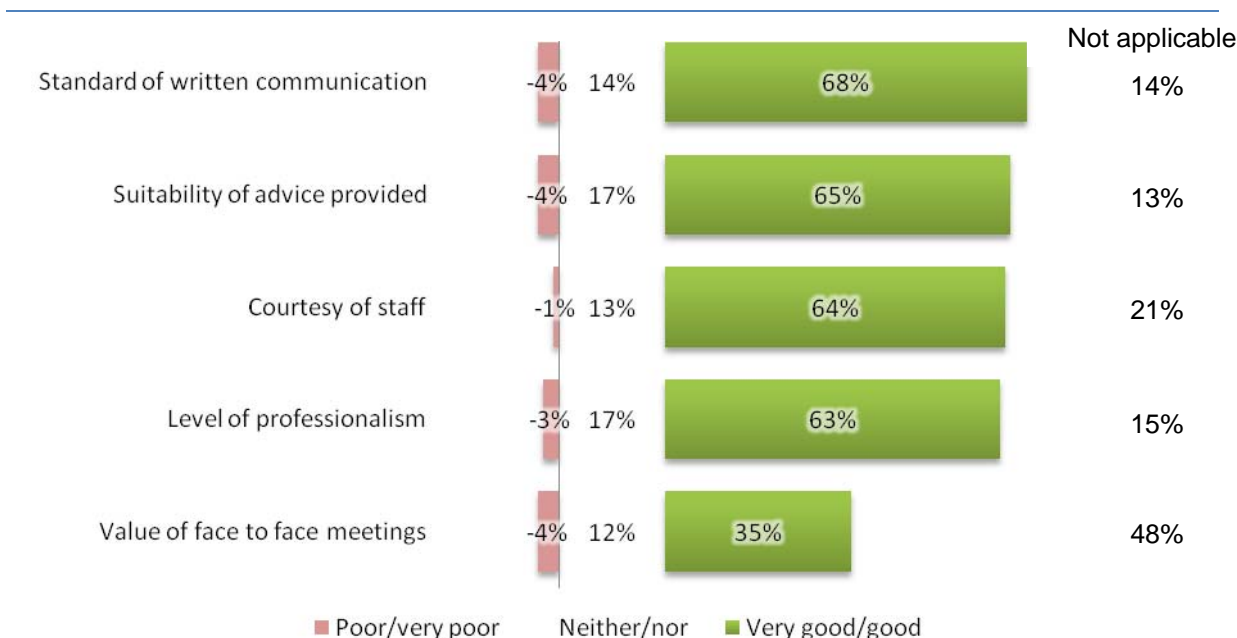
4.6.2 Last contact

Of those who do report contact with the Charity Commission, over four fifths (86%) report their last contact as being within the last year, and of these 55% report their last contact as being within the last few weeks or months.

4.6.3 Rating of contact with Charity Commission

Amongst those who have had contact with the Charity Commission, the rating of this contact is generally positive, with very few reporting any aspect of it as poor.

Figure 19: On a scale of 1 to 5, 1 being very poor and 5 being very good, could you rate the following aspects of your contact with the Charity Commission.



Sample base: all who have had contact = 170

4.6.4 Suggestions for Charity Commission

When asked whether they could think of any advice, guidance or services that they feel the Charity Commission could provide to help their organisation, close to a third (31%) mention something.

The provision of funding/grants is mentioned by close to one in ten (8%) of all organisations, and advice on funding/grants by one in twenty (5%). Other issues are mentioned at low levels:

- Governance (8 mentions);
- Focus on the local community (6 mentions);
- Increased knowledge of what they do (5 mentions);
- Organise events/workshops (5 mentions);
- Take a more active role (4 mentions);
- Better communication (4 mentions);
- Legal advice (4 mentions);
- More leaflets (4 mentions).

Other issues are mentioned by 3 respondents or less.

5 Appendix 1 – The Questionnaire

Pro_7126

Faith and Social Cohesion Unit

INTERVIEWER _____ ID NO. _____ DATE _____

INTRODUCTION:

Good morning/good afternoon. My name is and I am calling from BMG Research, an independent market research company. We are undertaking a piece of work on behalf of the Charity Commission.

Please can I speak to the leader of your organisation, a member of its senior management, or a member of the trustee board or management committee, who are responsible for running or coordinating the activities of the organisation?

Any information you provide will be treated in strictest confidence, and the answers you give will not be attributed to you or your organisation. Calls may be monitored for training purposes.

The Charity Commission is the regulator of charities in England and Wales, and it aims to provide regulation that increases the efficiency and effectiveness of charities.

The Faith and Social Cohesion Unit (FSCU) has recently been set up by the Charity Commission to provide support and expert advice to faith-based charities.

To increase its understanding of Muslim organisations, charities and Mosques it has commissioned BMG Research to carry out a survey to help us understand the specific needs facing organisations like yours.

The survey is completely anonymous and all responses will be dealt with confidentially.

IF REQUIRED: It would really help us, if you could take a few minutes to complete this survey. Completing the survey will give you the opportunity to:

- tell us what you think of the Commission, and the services it provides; and to
- let us know what services you would like to get from the Commission.

The survey results will also help the Commission:

- to deepen its understanding of faith-based charities so it can provide tailored support;
- get a better understanding of Muslim charities and their activities; and
- design advice and guidance tailored for Muslim charities.

IF REQUIRED: The Unit, which is headed up by Ghulam Rasool, coordinates the Commission's work in providing a range of expert guidance and support to faith-based charities, whether that is helping charities through the registration process, or assisting them with governance issues such as promoting awareness of trustee duties and responsibilities.

RESULT	1	AGREE TO INTERVIEW		
	2	REFUSED. ASK – WOULD YOU BE PREPARED TO COMPLETE THE INTERVIEW AT A MORE CONVENIENT TIME?	1	YES – WRITE IN DATE AND TIME OF R/B BELOW
			2	NO
	3	REFUSED. – WOULD YOU BE PREPARED TO COMPLETE IT IF WE MAILED OR EMAILED IT TO YOU?	1	YES – MAIL (CHECK ADDRESS DETAILS)
2			YES – EMAIL (COLLECT EMAIL ADDRESS)	
4	REFUSED – LOG CALL OUTCOME			

Pro_7126

IF RESPONDENT REQUESTS CONTACT DETAILS FOR THE FAITH AND SOCIAL COHESION UNIT:

Tel: 0207 674 2442.

Email: FSCUinfo@charitycommission.gsi.gov.uk

SECTION A: WHAT DO YOU DO?

READ: The first few questions are to enable us to understand the kind of services you offer to your community.

Q1. Firstly could you tell me which of the following programmes your mosque and any of its related sites delivers? **READ OUT AND CODE ALL THAT APPLY**

- | | | | |
|---|--|----|---|
| 1 | Onsite worship and religious services (daily prayers, jumu'ah, funerals and festivals) | 10 | Activities for senior citizens e.g. <i>Langer</i> or <i>food services</i> |
| 2 | Offsite religious services (nikah, births or deaths ceremonies etc) | 11 | Inter faith – multi faith activities |
| 3 | Accommodation / housing | 12 | Welfare (e.g. benefits advice, housing advice) |
| 4 | Training programmes (for adults over 18) | 13 | Legal advice services |
| 5 | Educational programmes (for children and young people under 18) eg madrassa or supplementary schools | 14 | Health. healthy living programmes |
| 6 | Fund raising for relief of poverty and hardship (zakah, sadaqa, fitrana) | 15 | Sports and leisure activities |
| 7 | Manage charitable activities overseas e.g. schools, water programmes or relief of poverty | 16 | Women's groups / activities |
| 8 | Imam training courses | 17 | Other youth activities i.e. not educationally based activities |
| 9 | Manage charitable activities overseas e.g. schools, water programmes or relief of poverty | | |

Q2. Are there any other activities or services your mosque provides that you do not feel have been covered here? If so, please can you tell me what they are. **TYPE IN BOX BELOW**

Q3. From how many buildings or sites are these services provided? **READ OUT AND CODE ONE ONLY**

- 1 ONE BUILDING/ONE SITE
- 2 TWO BUILDINGS/TWO SITES
- 3 THREE BUILDINGS/THREE SITES
- 4 FOUR OR MORE BUILDINGS/SITES
- 5 DON'T KNOW
- 6 REFUSED

Pro_7126

SECTION B: SIZE AND STRUCTURE

READ: The next few questions are to help us understand how many people visit your mosque.

Q4. How many people do you estimate regularly attend your Friday prayer meetings?

READ OUT AND CODE ONE ONLY

1 Under 100 2 101-200 3 201-300 4 301-500 5 501-1000 6 Over 1001 **SPECIFY BELOW** 7 Refused

--

Q5. Similarly, how many people do you estimate attend the Mosque for Eid prayers?

READ OUT AND CODE ONE ONLY

1 Under 100 2 101-200 3 201-300 4 301-500 5 501-1000 6 Over 1001 **SPECIFY BELOW** 7 Refused

--

Q6. Of all the people that regularly attend your Mosque, how many or what proportion would you say are: **PROBE FULLY FOR BEST ESTIMATES AND EXPLAIN THAT RESPONSES ONLY HAVE TO BE ESTIMATES**

	Number	Proportion	Refused
1 Aged under 18			
2 Aged 18 to 25			
3 Aged over 60			
4 Female			
5 Male			

Q7. Please tell me how many employees (i.e. paid individuals) and how many volunteers there are in your organisation who fulfil the following roles? **TYPE IN ESTIMATED NUMBERS IN BOXES BELOW. ASK RESPONDENT TO PROVIDE BEST ESTIMATE**

	Employees	Volunteers	Refused
1 Imams			
2 Teachers (general education)			
3 Language teachers			
4 Youth workers			
5 Community workers			
6 Women's project co-ordinators			
7 Administration staff			
8 Any other roles			

Pro_7126

SECTION C: GOVERNANCE AND DAY TO DAY MANAGEMENT

Q8. How many people have management responsibility for your Mosque? This includes the number of people that sit on your board, or the number of people that might be considered trustees or have a place on a management committee. Please provide the best estimate that you can.
TYPE IN BOX BELOW

--

Q9. And of these xx people with management responsibility, can you estimate the number, or proportion, that fit into the following categories? **TYPE IN ESTIMATED NUMBERS IN BOXES BELOW. ASK RESPONDENT TO PROVIDE BEST ESTIMATE**
IF RESPONDENT GIVES PROPORTION/PERCENTAGE, PLEASE NOTE THAT RESPONSES TO 1 TO 3 SHOULD ADD UP TO 100%, AND RESPONSES TO 4 AND 5 SHOULD ADD UP TO 100%

	Number	Proportion	Refused
1 Age 18-30			
2 Age 31-50			
3 Age Over 50			
4 Female			
5 Male			

Q10. Do you have any of the following at your Mosque? **READ OUT AND CODE ONE ONLY**

- Women’s committee 1 Yes 2 No 3. Don’t know
- Youth committee 1 Yes 2 No 3...Don’t know

Other committees
SPECIFY IN BOX

--

SECTION D: RELATIONSHIPS WITH OTHER ORGANISATIONS

Q11. Thinking about occasions when you need advice and support from outside of your Mosque. Which of the following types of agencies or other sources would you go to for advice and support?
READ OUT AND CODE ALL THAT APPLY

- | | |
|---|---|
| 1 Charity Commission Staff | 7 Mosques and Imams National Advisory Board (MINAB) |
| 2 Charity Commission Website | 8 Regional Government Office |
| 3 Citizens advice | 9 Other Mosques |
| 4 Local council / authority | 10 Other faith based support organisations |
| 5 Local CVS (council for voluntary service) offices | 95 Other SPECIFY IN BOX BELOW |
| 6 Local Strategic Partnerships (LSPs) | |

--

96 None

Pro_7126

Q12. I am going to read out a list of organisations. Can you indicate if your organisation is affiliated to, a member of, or receiving funding from any of them. **READ OUT AND CODE ALL THAT APPLY**

- | | | | |
|---|-------------------------------------|----|---|
| 1 | Al-Khoei Foundation | 4 | Muslim Council of Britain (MCB) |
| 2 | British Muslim Forum (BMF) | 5 | Mosques and Imams National Advisory Board (MINAB) |
| 3 | Muslim Association of Britain (MAB) | 95 | Other SPECIFY IN BOX BELOW |

- 96 None
- 98 Refused

SECTION E: INTERACTION WITH THE CHARITY COMMISSION

READ: I would now like you to think about any contact you have had with the Charity Commission.

Q13. How often do you have any contact with the Charity Commission? **READ OUT. CODE ONE ONLY**

- | | | | |
|---|------------------|---|--------------------------------------|
| 1 | EVERY FEW WEEKS | 4 | EVERY COUPLE OF YEARS |
| 2 | EVERY FEW MONTHS | 5 | NEVER HAD CONTACT SKIP TO Q16 |
| 3 | EVERY YEAR | 6 | REFUSED SKIP TO Q16 |

Q14. And when was the last time you had any contact with the Charity Commission?

READ OUT AND CODE ONE ONLY

- 1 LAST FEW WEEKS
- 2 LAST FEW MONTHS
- 3 LAST YEAR
- 4 LONGER AGO THAN THIS
- 5 REFUSED

Q15. On a scale of 1-5, 1 being very poor and 5 being very good could you rate the following aspects of your contact with the Charity Commission? **READ OUT AND CODE ALL THAT APPLY**

	1 (very poor)	2 (poor)	3 (neither good nor poor)	4 (good)	5 (very good)	Not applicable
Suitability of advice provided	1	2	3	4	5	6
Level of professionalism	1	2	3	4	5	6
Standard of written communication	1	2	3	4	5	6
Value of face to face meetings	1	2	3	4	5	6
Courtesy of staff	1	2	3	4	5	6

Q16. Bearing in mind the role of the Charity Commission, can you think of any advice, guidance or services that you think the Charity Commission could provide to help your organisation?

SPECIFY IN BOX BELOW

Pro_7126

SECTION F: BACKGROUND DETAILS

READ: The final few questions are to help us to better understand the responses we have received from different types of organisation. Just to remind you, all of the information you have provided in the survey today will be treated in the utmost confidence, and will not be attributed to your organisation in any way at all, and will not be disclosed to the Charity Commission or any other body.

Q17. How long has your organisation been established? **READ OUT AND CODE ONE ONLY**

- 1 Less than a year
- 2 One to two years
- 3 Three to five years
- 4 Six to ten years
- 5 Over ten years
- 6 Don't know
- 7 Refused

Q18. Has your organisation registered as a Place of Worship (Places of Worship are registered under the Places of Worship Act 1855 and are normally registered with the local authority)? **CODE ONE ONLY**

- 1 Yes
- 2 No
- 3 Don't know
- 4 Refused

Q19. Can I just check, is your organisation registered with the Charity Commission? **CODE ONE ONLY**

- 1 Yes
- 2 No
- 3 Unsure
- 4 Refused

ASK Q20 IF NOT REGISTERED/UNSURE AT Q19

Q20. Have you considered registering with the Charity Commission? **CODE ONE ONLY**

- 1 Yes
- 2 No
- 3 Unsure
- 4 Refused

Q21. What is the estimated annual income of your Mosque? (This includes income from sources such as membership donations, fundraising, legacies, and trading) **READ OUT AND CODE ONE ONLY**

- 1 Under £5,000
- 2 £5,001-£10,000
- 3 £10,001-£100,000
- 4 £100,001-£250,000
- 5 £250,001-£1 million
- 6 Over £1 million- £5 million
- 7 Over £ 5 million - £10 million
- 8 Over £10 million
- 9 Refused

Q22. Does your Mosque use any of the following methods to raise funds?

READ OUT AND CODE ALL THAT APPLY

- 1 Membership donations
- 2 Fees from people using services
- 3 Trading subsidiaries
- 4 Professional fundraising
- 5 Investment income from assets (e.g. property owned by the Mosque)
- 6 Grants from public sector (e.g. local authority grants)
- 7 Grants from private sector
- 8 Grants or funding from overseas
- 9 Legacies or Wills
- 95 Other **SPECIFY IN BOX BELOW**

98 Refused

Q23. Do you have your accounts audited by either an independent professional auditor, or registered auditing firm? **CODE ONE ONLY**

- 1 Yes
- 2 No
- 3 Don't know
- 4 Refused

Pro_7126

Q24. Does your organisation have any of the following policies in place for staff and volunteers?
READ OUT AND CODE ONE PER POLICY

	Yes	No	Don't Know	Refused
Child protection policies	1	2	3	4
Criminal Records Bureau (CRB) Checks	1	2	3	4
Health and safety policies	1	2	3	4
Buildings insurance	1	2	3	4
Public liability insurance	1	2	3	4

SECTION G: MOSQUES AND IMAMS NATIONAL ADVISORY BOARD

READ:The Mosques and Imams National Advisory Board (MINAB) is an independent body launched on 27 June 2006 - comprising of Al-Khoei, BMF, MAB and MCB - which represents all Muslim traditions and schools of thought. MINAB is an advisory and facilitatory body.

It will facilitate self-regulation of organisations through getting consensus from members to develop quality standards which members will aspire towards. Its advisory role will be to provide guidance and build capacity of members to move towards achievement of the standards. MINAB supports and advises the newly established Faith and Social Cohesion Unit (FSCU) at the Charity Commission.

	Yes	No
Q25. Are you aware of MINAB ? CODE ONE ONLY	1	2
Q26. Would you like further info about MINAB ? CODE ONE ONLY	1	2

IF YES TO Q26 READ:

To register with MINAB go to: <http://www.minab.org.uk/> or send email to: info@minab.org.uk

SECTION H: CORRESPONDENCE DETAILS

READ: In the future the Charity Commission or MINAB may wish to send out information that may be of use to your organisation. It would be helpful if you could provide the contact details of the most appropriate person to send this information to. **TYPE IN BOXES BELOW**

Name

Address

Telephone number

Email address

Pro_7126

SECTION I: ADDITIONAL SUPPORT

READ IF NECESSARY: The Charity Commission produces a range of publications which provide information about charity law, recommended best practice, the duties of charity trustees, and their role as a charity regulator.

You can access these on their website www.charitycommission.gov.uk

Alternatively, you can contact the contact centre (see details below):

Charity Commission Direct (CCD)

Telephone 0845 3000 218 - General Enquiries
0845 3000 219 - Textbox service for hearing and speech impaired callers
0845 3000 197 – On Line Services Enquiries

Email: enquiries@charitycommission.gov.uk

Post: Charity Commission Direct
PO Box 1227
Liverpool L69 3UG

If you want to speak to the Charity Commission in a language other than English, their telephone interpreting service covers over 150 languages. Just tell them which language you wish to speak and within a minute or so an interpreter will be connected to your call. The Commission's publications page on its website also has details of the summary publications they produce in other languages.

You may find the following publications useful:

The Essential Trustee: What you need to know (Feb 2008) (CC3)

The Hallmarks of an Effective Charity (July 2008) (CC10)

Finding New Trustees - What charities need to know (CC30)

THANK AND CLOSE

Thank you. You have been talking to..... from BMG Research, working on behalf of the Charity Commission.

Because people matter, we listen.

With some 20 years' experience, BMG Research has established a strong reputation for delivering high quality research and consultancy.

Our business is about understanding people; because they matter. Finding out what they really need; from the type of information they use to the type of services they require. In short, finding out about the kind of world people want to live in tomorrow.

BMG serves both the social public sector and the commercial private sector, providing market and customer insight which is vital in the development of plans, the support of campaigns and the evaluation of performance.

Innovation and development is very much at the heart of our business, and considerable attention is paid to the utilisation of technologies such as portals and information systems to ensure that market and customer intelligence is widely shared.

