

Charities in the Cloud

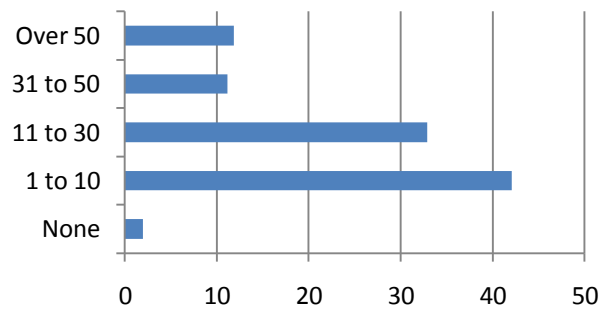
Lasa and Civic Regeneration, in partnership with RegenerateIT

Survey Responses

This survey received feedback from 157 charitable organisations. The majority of these organisations were small, 77% having less than 30 employees, and 88% of these organisations also had under 30 computers.

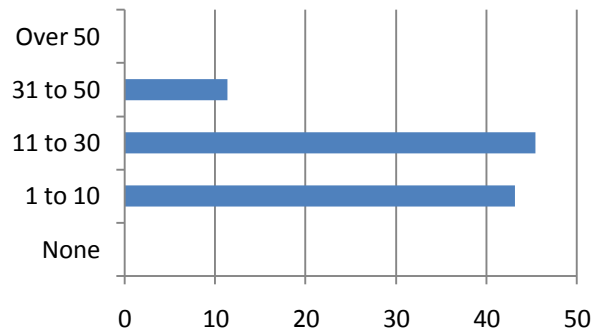
How many paid members of staff are there in your organisation?

Response	Proportion
None	2%
1 to 10	42%
11 to 30	33%
31 to 50	11%
Over 50	12%



How many computers are there in your organisation?

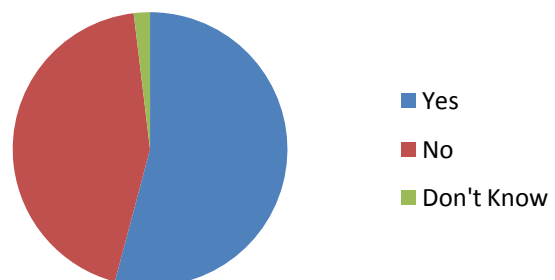
Response	Proportion
None	0%
1 to 10	43%
11 to 30	45%
31 to 50	11%
Over 50	0%



The first series of questions asked about perceptions of the cloud, and whether organisations used it, if they intended to use cloud services in the future, and the rationale behind these responses.

Do you use cloud services within your organisation?

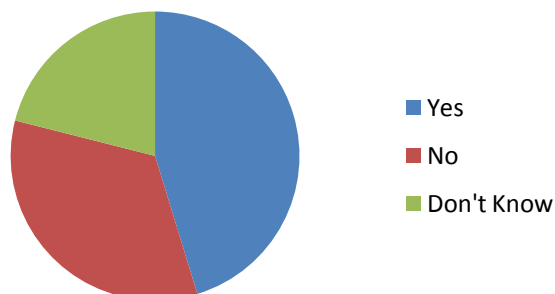
Response	Proportion
Yes	54%
No	44%
Don't Know	2%



When asked whether they were considering using cloud services in the future, 45% reported that they intended to use cloud services, while 55% reported that they were either not planning on using the cloud or were unsure that they would.

Are you considering using the cloud in the next financial year?

Response	Proportion
Yes	45%
No	34%
Don't Know	21%



Of those who were not using the cloud, and were not planning on using it, the main reason cited was a lack of understanding of the cloud and what it has to offer charities. A perceived lack of security with cloud services and the implications this has for online data safety was an important factor. Many charities hold a considerable amount of sensitive information about their service users.

Why are you not using the cloud?

Unsuitable broadband coverage	4%
Not enough knowledge / understanding about what is available	21%
IT advisors don't recommend it	3%
Concerns about data protection and/or security	16%
Not convinced it will save money	11%
Concerns about service availability	11%
Others in organisation resistant to change	7%

Respondents were also asked to highlight what benefits they thought the cloud offers. The vast majority (84%) suggested that being able to access information and data from anywhere with an internet connection is a key advantage. These were followed up by the perception that it would save time and money; very important factors in a period when budgets are increasingly constrained.

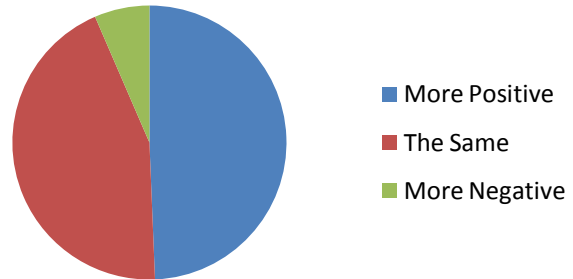
What advantages do you think your organisation gains or could gain from using the cloud?(tick all that apply)

Save us money	54%
Save us time	50%
Access our data and software from anywhere	81%
Save on infrastructure costs (we don't need to install our own hardware)	55%
Fixed budget (we know what we will be paying each month)	29%
Support costs and upgrades taken care of	47%
Wide range of cloud services available to pick and mix from	40%
Affordable (many cloud services are free or low cost)	44%

The questions then focused on the degree to which the perceptions of cloud services had changed over the previous year: 93% of respondents said that their perception had not changed or was more positive.

How has your perception of the cloud changed over the last year?

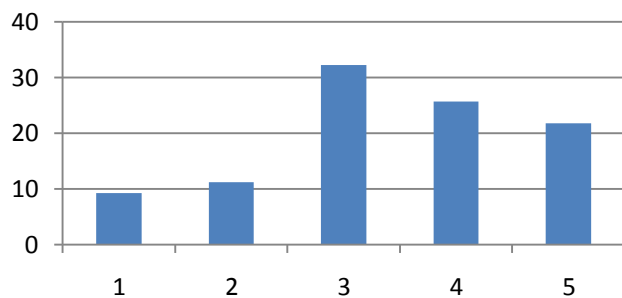
Response	Proportion
More Positive	49%
The Same	44%
More Negative	7%



Two thirds (70%) of respondents felt that technology had a medium to strong role in delivering the Big Society. Charities need to be able to take advantage of new technology so that it delivers greater efficiency and does not hinder service delivery.

How much of a role do you believe that technology has to play in the delivery of the Big Society? (Please rank on a scale of 1-5 with 5 being a very strong role)

Response	Proportion
1	9%
2	11%
3	32%
4	26%
5	22%



Looking more broadly at the wider economic environment and its implication on the confidence of charities to make the most of these advantages, there was a less positive response. Nearly half (46%) of respondents suggested that their organisations were unlikely to have the confidence to try new technological solutions at the moment.

With the funding cuts affecting the charity sector, do you believe that charities have the confidence and the time to try new technological solutions such as the cloud?

Response	Proportion
Yes	29%
No	46%
Don't Know	25%

