

# **NICVA Governance Support Impact Report**

## **Stronger Governance, Stronger Organisations: How NICVA Makes It Happen**

### **Executive summary**

The NICVA Governance Support survey was sent to 706 individuals who had received support, with a 13% response rate. Findings reveal strong positive impacts in building confidence, strengthening governance practices, and improving organisational effectiveness.

- 95% improved understanding of regulations.
- 94% applied NICVA's tools practically.
- 86% believe governance investment builds beneficiary confidence.
- 84% reported considerable or moderate impact.
- 93% reported support had strengthened their governance practices.

### **Key findings**

#### **Improved understanding and confidence**

- 95.5% agreed NICVA advice improved understanding of regulations.
- 95.4% agreed advice increased confidence.
- 93.1% agreed advice helped resolve issues.

#### **Practical application**

- 94.3% applied NICVA's information, tips, and tools practically.
- 93.1% reported strengthened governance practices.

#### **Governing document support**

- 48.3% received help reviewing/drafting governing documents.
- Positive impacts included easier to understand documents, better board skills, and improved charitable objects.

#### **Beneficiary confidence**

- 86.4% believe investing in governance increases beneficiary confidence due to transparency and accountability.

#### **Impact of NICVA support**

- 84.1% reported considerable or moderate impact directly from NICVA's governance support.

## **Quality of support and staff expertise**

At NICVA, we're proud to have a Governance Team with over 35 years of combined experience in good governance and charity law. This depth of expertise means organisations receive clear, practical, and trusted guidance every time.

Our team doesn't just provide advice—they build confidence and clarity for boards and staff. Here's what organisations told us:

Survey feedback consistently highlighted the professionalism, responsiveness, and expertise of NICVA staff. Respondents praised their clarity, knowledge, and dedication to the sector. Selected comments include:

- *"Donna's guidance was invaluable."*
- *"Denise is so knowledgeable and clear."*
- *"The knowledge and expertise of NICVA staff is invaluable, and their dedication to the sector is evident."*
- *"Always responsive and clear in communication."*

## **Recommendations**

- Continue tailored governance training.
- Expand support for rural and remote organisations.
- Maintain high standards of staff responsiveness and expertise.

## **Conclusion**

The survey demonstrates that NICVA Governance Support has had a considerable positive impact on organisations, strengthening governance, building confidence, and enhancing trust with beneficiaries.