



Customer satisfaction survey for the CYPFEIF & ALEC Fund 2017-18

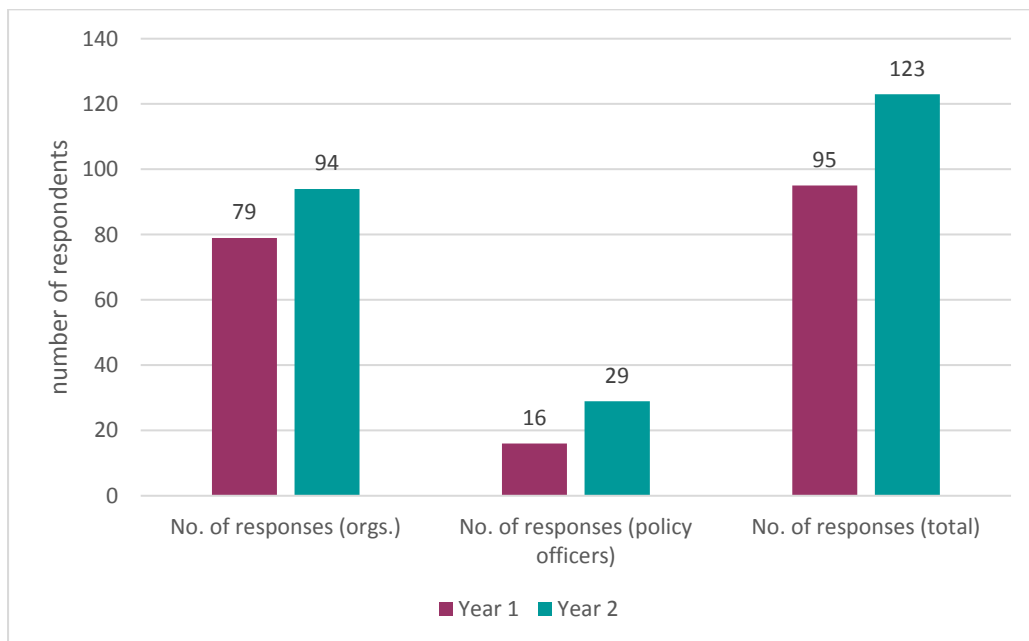
In June 2018 we carried out a customer satisfaction survey with core-funded organisations and policy officers across the CYPFEIF & ALEC Fund. This short survey covered three key areas:

- The information people receive, including content, timing and completeness.
- The way in which the Corra Foundation’s CYPFEIF & ALEC Fund team interacts with them, including the way we respond to requests for help or information and the time it takes to do that.
- The overall experience people have had of the Corra Foundation’s management of the CYPFEIF & ALEC Fund.

The results, grouped by these areas, are shown below.

There was a good response to this survey, with 123 responses in total, including 94 from funded organisations (of a possible 119) and 29 responses from policy officers (of a possible 54). Not all respondents answered every question, so for some questions there is a slightly lower response rate. We had 29 more responses in year 2, in comparison to year 1; figure 1 highlights this increase.

Figure 1: Responses as a comparison to year 1



All the results have been shared with Scottish Government and will be used to help inform the Corra Foundation’s ongoing management of the CYPFEIF & ALEC Fund.

1. Information sharing across the CYPFEIF & ALEC Fund.

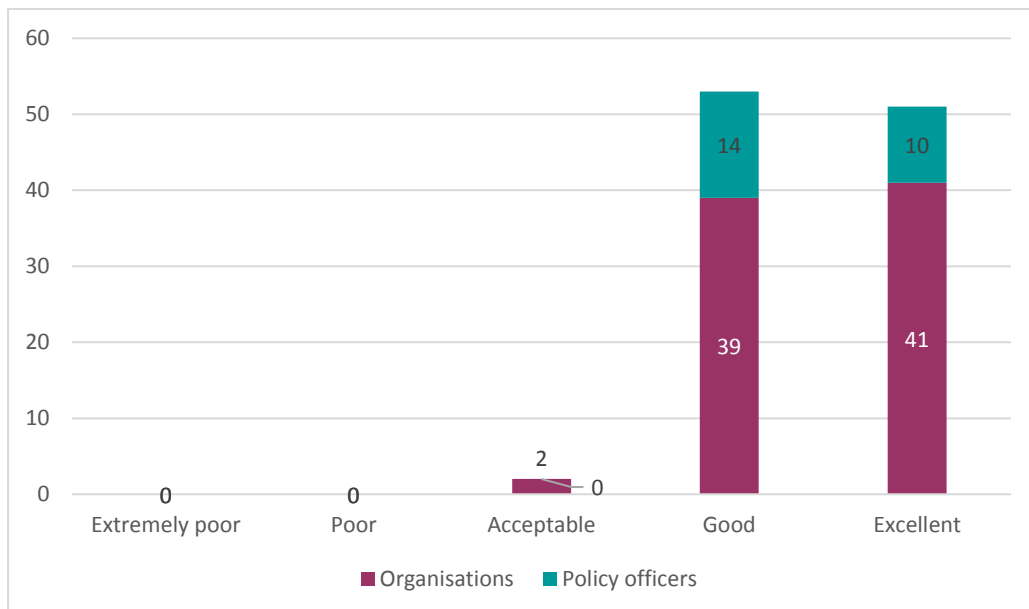
We asked funded organisations and policy officers to rate the information they receive from the Corra Foundation’s CYPFEIF & ALEC Fund team. For the content of the information, 51 of 107 respondents chose the excellent rating, 54 rated it as good, and two rated it as acceptable. No respondents chose the poor or extremely poor options.

For the timing of information, 57 of 110 respondents chose the excellent rating, 48 chose the good rating and five rated this as acceptable. Again, no respondents chose the poor or extremely poor options.

Respondents were also asked how satisfied they were that they received all the information they needed. From 113 responses, 64 reported being very satisfied and 48 reported that they were satisfied. Only one respondent (from a core funded organisation) chose the dissatisfied option and none chose the extremely dissatisfied option. The one dissatisfied respondent supplied the following additional comment: “I don't receive notifications, they appear to be blocked by our servers and neither Corra (Foundation) nor our IT team can resolve it so I have to request everything manually.” Unfortunately due to reasons which lie with the funded organisation’s servers they are unable to receive any automated emails generated from our grants management system. To get around this issue, we send all relevant information via alternative outlook channels.

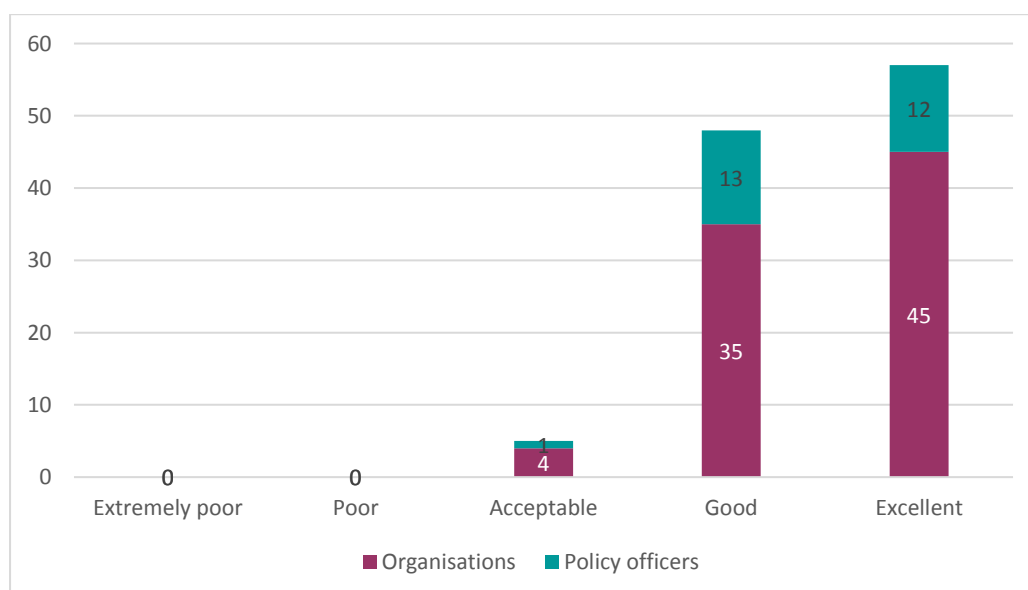
These results are summarised in figures 2 - 4, with the breakdown between funded organisations and policy officers show for each question. All the comments received from funded organisations and policy officers in relation to these three questions are shown below the figures.

Figure 2: How would you rate the content of the general fund information we have sent to you?



Q1 - How would you rate the content of the general fund information we have sent you? (This includes emails with links to organisation's monitoring reports, templates for your feedback on funded organisations, fund newsletters.)	
Funded organisations	Policy officers
Always relevant, current and helpful.	Excellent quality of information.
Information has always been relevant and sufficient - making it clear about when deadlines are and what content is required.	I have been regularly up-dated and fully involved.
We find the communication resources useful, they are brief and accessible. The reporting information (monitoring form, schedule 2 and reminders) are helpful too and I wouldn't change anything.	All the information so far has been fine and relevant.
It is always very timely and has what is required. (Tiny thing - please check that the telephone numbers of our key contact are correct in the footer.	Great, plenty notice for reports and timely reminders which is fab.
The emails are excellent but the important thing is that they have contact details and if I get stuck on something I know I can phone for help and advice.	
It's got better, but we did have problems with info being repeatedly to wrong people within the organisation.	
Everything has been sent on time with all details required.	
Always welcome, helps keep us on track.	
info is accessible and friendly.	
It was all relevant and timeous.	
Very high-quality information which is greatly appreciated.	

Figure 3: How would you rate the timing of the information you receive from us?



Q2 - How would you rate the timing of the information you receive from us?	
Funded organisations	Policy officers
Bit more help with understanding different deadlines.	It would be helpful if POs could get an infographic of the reporting schedule and what they need to do for the whole year.
Always received in plenty of time.	Information is always given in good time.
As above.	The rate and timing are perfect.
Timing of info is good as it provides a reminder that I'm due to do a return etc.	As above.
My only comment is that some things come from various email addresses and that can be confusing if the topic is the same.	
Always find lead time given to be more than generous.	
It would be helpful to have the electronic link to the report as early as possible to enable us to begin completing.	
I find the reminders very useful, I have submission dates in my diary but it is good to get that timely reminder also.	
As above.	
Plenty of time to respond.	
Good and timely, with lots of notice.	

Figure 4: How satisfied are you that you receive all the information you need about the CYPFEIF & ALEC fund?

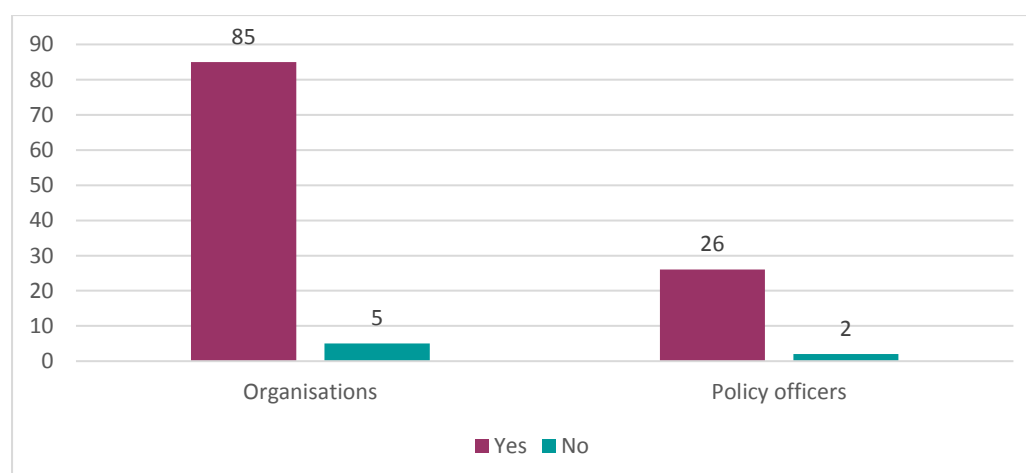


Q3 - How satisfied are you that you receive all the information you need about the CYPFEIF & ALEC Funding?	
Funded organisations	Policy officers
All the emails are very comprehensive.	Would like to know more about the future of the fund.
Kept well informed.	Excellent information.
Sometimes not sure that I have received information but that is my organisation not circulating not Corra (Foundation)!	
I don't receive notifications, they appear to be blocked by our servers and neither Corra (Foundation) nor our IT team can resolve it so I have to request everything manually.	
No problems encountered.	
I feel informed and up to date about the fund.	
Not aware of any issues requiring any information you had not already provided.	
Very detailed and thorough.	

2. Communication across the CYPFEIF & ALEC Fund.

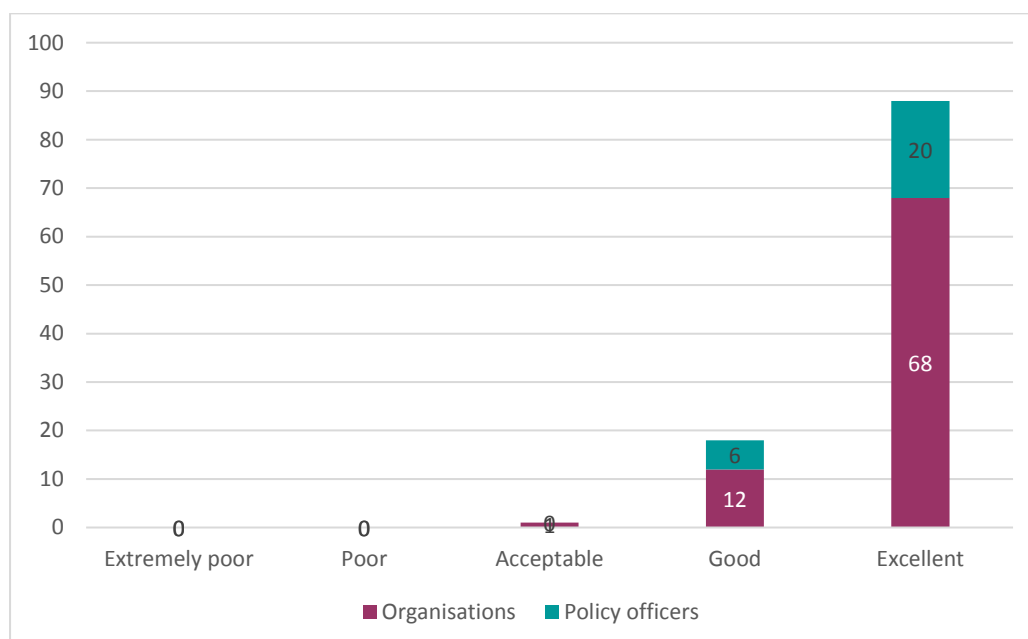
We asked three questions about the way we interact with funded organisations and policy officers to find out more about people's views on the way the Corra Foundation's CYPFEIF & ALEC Fund team interacts with our key customers, and the timeliness of our responses. The results are shown in figure 5 below. Of the 118 respondents to the question on whether they had contacted us by phone and/or email, 111 reported that they had and only seven that they had not. For the way the Corra Foundation's CYPFEIF & ALEC Fund team responded, 88 of 107 respondents rated this as excellent, 18 rated this as good, and one other as acceptable. For the time it took us to respond, 73 of 106 respondents chose the excellent rating and the remaining 33 chose good. No respondents chose the poor or extremely poor options for either of these questions. All the comments from funded organisations and policy officers relating to these three questions are shown below the respective figures.

Figure 5: Have you contacted us by phone and/or email?



Q4 - Have you contacted us by phone and/or email?	
Funded organisations	Policy officers
just for reminders of agreed outcomes and indicators at the beginning of the project and once to ask for an extension to our report, due to staff illness.	Always had a speedy reply to emails.
Always get a great response.	Very helpful and timely.
Really good support from all my contacts when asking questions and flagging delays from our end in submitting reports.	
Always really helpful and well informed.	
Always got a positive and speedy response.	
Very helpful every time.	
Yes, to check information, ask for assistance and always receive a positive response.	
Enquiry was sorted immediately.	
Regarding quarterly report.	
Excellent - response rate from staff terrific.	
Prompt and helpful.	

Figure 6: If you answered yes, how would you rate the way our staff responded?



Q5 - If you answered yes, how would you rate the way our staff responded?	
Funded organisations	Policy officers
Very quick to respond.	Always helpful and timely.
All questions were answered and additional information was provided. I have always been very happy with communication to/from Corra (Foundation)!	Have emailed and phoned a few times and have always had a very good positive and quick response.
Always very polite, friendly and knowledgeable.	Good relationship with staff.

Friendly, knowledgeable and understanding of challenges.	The staff are friendly and professional at all times.
Always positive and pleasant and responded quickly to any requests.	
Prompt, helpful, friendly.	
Always prompt and clear responses.	
Staff at Corra are always very helpful.	
Relates to Q1.	
Always a quick response with answers given.	
Corra (Foundation) staff have always been extremely helpful.	
All staff have been friendly, helpful and very professional.	
The staff are knowledgeable and polite.	
Always helpful and flexible.	
Very personable team and always very helpful.	
Generally, very good, however there was some delay after the staff member I had been contacting left the organisation.	
Excellent customer service.	

Figure 7: How would you rate the time it took us to respond to your questions or comments?



Q6 - How would you rate the time it took to respond to your questions or comments?	
Funded organisations	Policy officers
I have always had prompt replies and feedback, very happy with this.	I've always had a quick response.
Always a very prompt response, even on the day of when reports are due! Very impressive!	Great.
Excellent - even when busy, staff (Catriona Henderson in particular) were great at replying	The responses were always prompt.

or giving me an option about when best to contact.	
Very quick turnaround on queries.	
Very quick response.	

3. Overall experience of the Corra Foundation’s management of the CYFEIF & ALEC Fund.

Finally, we asked how people would rate their overall experience of how the Corra Foundation manages the CYPFEIF & ALEC Fund. The results were overwhelmingly positive, with 80 of 118 respondents rating their experience as excellent, 37 rating it as good and one rating it as acceptable. No-one chose to rate their experience as poor or extremely poor. This is shown in figure 8 below.

Figure 8: Overall, how would you rate your experience of how we manage the CYPFEIF & ALEC Fund?



All the comments from funded organisations and policy officers relating to their overall experience of how the Corra Foundation is managing the CYPFEIF & ALEC Fund are shown below.

Q7 - Overall, how would you rate your experience of the way we manage the CYPFEIF & ALEC Fund?	
Funded organisations	Policy officers
Very understanding. Staff are approachable and happy to talk through issues and make suggestions.	Corra (Foundation) do an excellent job in managing the fund.
One of the best funding experiences I have had.	Great. One thing is the frequency of reports, but it can't be helped and I fully understand the need, although for projects in the midst, 6 monthly might be a more useful pattern.
Impressed and pleased - it makes running the project easier when not having stresses in	I especially appreciate the feedback on reports.

relation to funders. All additional networking and learning sessions have been useful and a of benefit.	
Extremely good - the biggest challenge is the turnaround time for the report at the end of each quarter. Whilst it is two weeks, the gathering of stats and reporting for this significant funding alongside other key funder reports is always a challenge and we want to provide the best information. A big thankyou to Corra Foundation for all that you do.	It is managed to the highest standard.
Keep up the magnificent work!	Reporting four times a year is somewhat onerous, but we're getting used to this, and it's a good amount of funding.
Professional, effective, efficient and approachable (not words I use lightly!) which makes things for us, thank you.	Can't fault it. Really good to get report feedback too. Thanks.
Corra (Foundation) are the best organisation that manages, administers, distributes or evaluates a fund that I have ever worked with (I started in a social housing team back in 2004!). They are understanding, professional, prompt and on our side!	
Very positive experience – thanks.	
The team are always very helpful.	
Reporting quarterly is quite onerous for our organisation. The online reporting system is not user friendly.	
This has been brilliantly organised. Clear expectations, clear guidance, great feedback, and prompt responses to every single query no matter what. I wish all our funders were as clear and supportive. Well done to the team.	
Thank you Corra (Foundation), we love working with you.	
Ffyona was always helpful quickly and not frustrated by my frequent requests for the same information.	
A good balance has been struck on the amount of contact and information required.	
I have absolutely no complaints about the management of the fund. it is a pleasure to work with CORRA (Foundation).	
Discussion and support from liaison staff [Catriona Henderson] has been very helpful. Catriona has been both supportive and proactive in her dealings with WEA and has also provided supportive and constructive feedback on our organisational changes and emerging plans.	

Quarterly reporting is a bit onerous, but we're getting used to this, and we've received enough funding from CYPFEIF to justify it!	
The approach from Corra (Foundation) to this fund has been excellent - long may it continue!	
Wonderful. I especially appreciate the feedback following reports.	

The Corra Foundation

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