

# CORRA FOUNDATION

## Customer satisfaction survey for the CYPFEIF & ALEC Fund 2017

In June 2017 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 95 responses in total including 79 from funded organisations (of a possible 117) and 16 responses from policy officers (of a possible 47). Not all respondents answered every question, so for some questions there is a slightly lower response rate.

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.

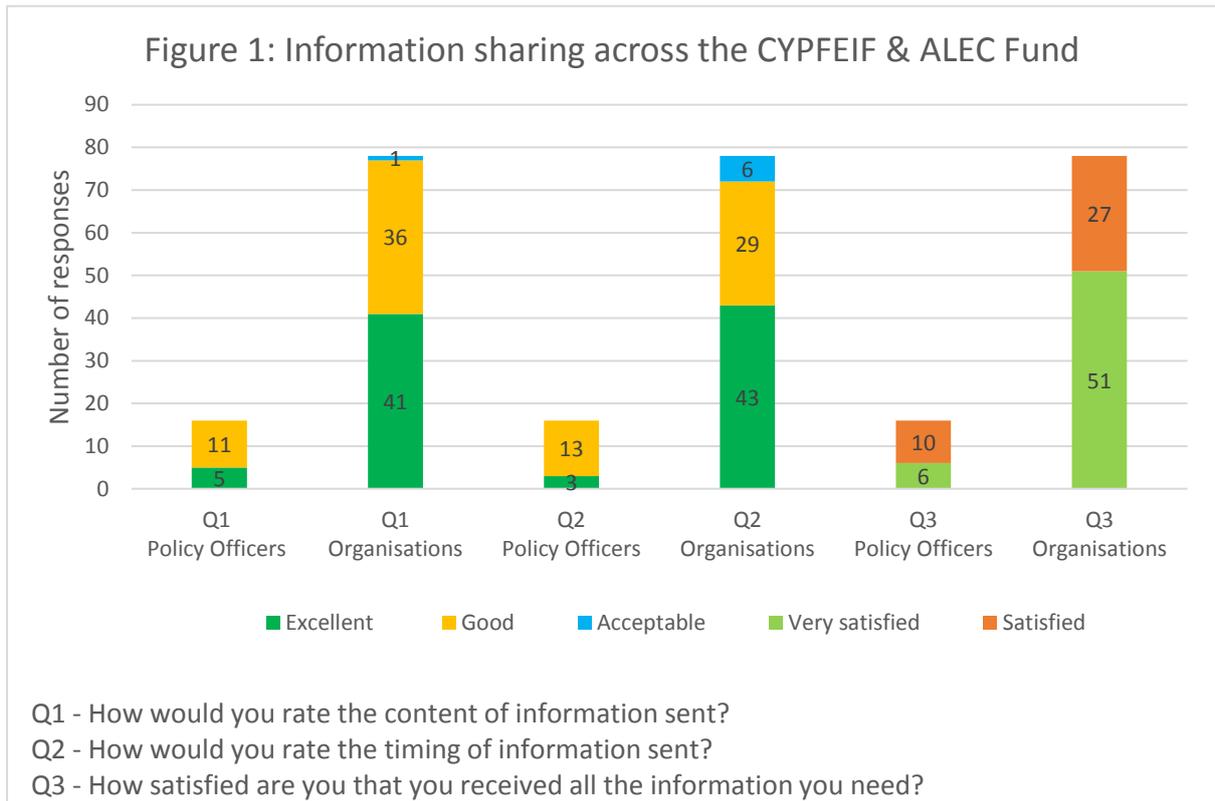
### **1. Information sharing across the CYPFEIF & ALEC Fund.**

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, 46 of 94 respondents chose the excellent rating, 47 rated it as good, and one rated it as acceptable. No respondents chose the poor or extremely poor options.

For the timing of information, 46 of 94 respondents chose the excellent rating, 42 chose the good rating and six 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 94 responses, 57 reported being very satisfied and 37 reported that they were satisfied. No respondents chose the dissatisfied or extremely dissatisfied options.

These results are summarised in figure 1, 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.

<b>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.)</b>
<b>Funded organisations</b>
Timings are quick for turn around-2 weeks after the quarter end is tight in the summer and Christmas periods, perhaps a month to take account of annual leave etc., would help.
It's really helpful to have a schedule of dates at the start of the year.
Easy to read and understand.
Excellent and extremely useful.
Always given plenty of lead time, very helpful for planning.
Advance overviews of timescales are helpful - and it's also great to get rolling reminders nearer the time!
It is really helpful to have all the deadlines in advance.
The frequency and content of communications are both helpful - thank you.
Very clear and timely.
The balance is good; not overload and relevant.
Generally the information and communication is good.
The frequency and content of communications are both helpful - thank you.
Very good.

(There were no comments from policy officers for this question.)

<b>Q2 - How would you rate the timing of the information you receive from us?</b>	
<b>Funded organisations</b>	<b>Policy officers</b>
Invitations to events can be tight and could benefit from having a longer lead in time. Small organisations don't have the staff to field events like the larger ones do.	Having longer to review things would be ideal, but I realise that's out of your hands!
There are clear payment/deadline schedules, with reminders in ample time.	
Plenty of time before deadlines, etc.	
Always perfect timing.	
As above, and with direct named contact, also very helpful.	
It's very good practice to get event dates well in advance, as per the most recent update, with this survey.	
Sometimes forms for our returns are available later than we would wish.	
As a part-timer, it can sometimes be struggle to synch with updates/opportunities.	
Receive it in advance which is extremely helpful.	
We have found that the timing of info, especially in relation to reporting activity, is ideal.	
It would be good to have the monitoring report links earlier.	
Information appears to be well timed.	
Information received in good time to allow the work to be completed and good to receive reminders to keep us on track.	
Very good.	

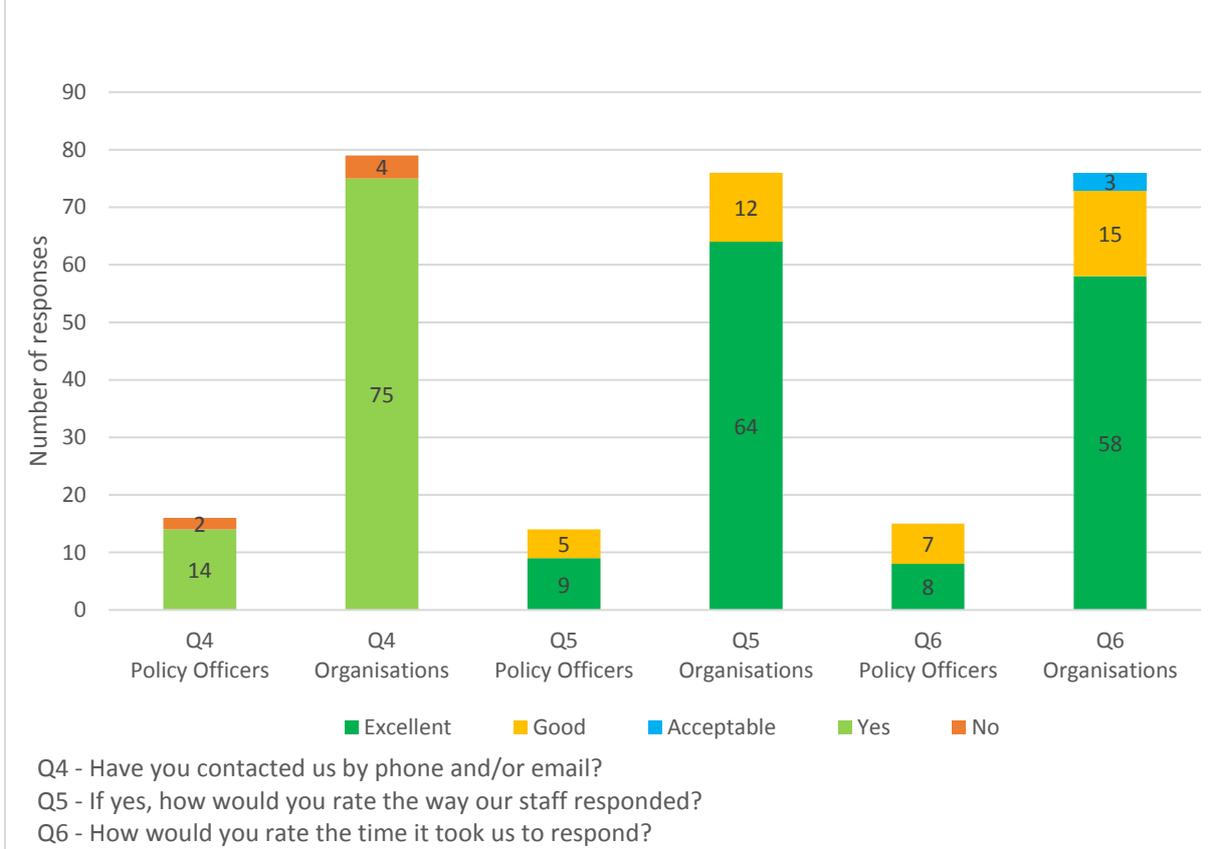
<b>Q3 - How satisfied are you that you receive all the information you need about the CYPFEIF &amp; ALEC Funding?</b>	
<b>Funded organisations</b>	<b>Policy officers</b>
Always timely and plenty of notice given for reports required.	Although I am slightly concerned that I have missed out on information for unknown reasons.
The newsletter is beneficial to hear about other projects supported by the CYPEIF fund.	
The information and resources we receive or access in the website has indeed contributed to build the organisation's capacity and staff knowledge, particularly in community development and adult learning policies.	
Only blip has been some discrepancies/typos in event dates in some emails.	
We have found that there is no difficulty whatsoever in getting information or having our queries answered from time to time.	

Colleagues at Lloyds and Scottish Government are always very responsive and extremely helpful.	
Hard to answer as we don't know what we're missing if we're not getting it. It would be very useful to know of any shortfalls SG might have that would alleviate some of the stresses on the organisation or any other funding opportunities that may link to the aims of the CYPFEIF.	
Satisfied but don't know what we don't know if that makes sense.	
Definitely a good amount of information - you don't know what you don't know though!	

## 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 2 below. Of the 95 respondents to the question on whether they had contacted us by phone and/or email, 89 reported that they had and only six that they had not. For the way the Corra Foundation's CYPFEIF & ALEC Fund team responded, 73 of 90 respondents rated this as excellent, with the remaining 17 rating this as good. For the time it took us to respond, 66 of 91 respondents chose the excellent rating, 22 chose good and three chose acceptable. No respondents chose the poor or extremely poor options for either of these questions.

Figure 2: Rating of communication



The comments from funded organisations and policy officers relating to these three questions are shown below.

Q4 - Have you contacted us by phone and/or email?
<b>Funded organisations</b>
Very quick responses and also met staff in person.
Your responses have always been pretty prompt
Service from team and response always excellent.
We have contacted by phone and email to report issues with the online reporting, having lost data on one of the returns. Staff have always been helpful although weren't able to retrieve the lost data.
Email and positive.
Extremely supportive, encouraging and informative.
Just to speak to my grant officer and I was helped on every occasion.
email
Both - regular email contact and occasional phone call.
Always very prompt and helpful.
Always very helpful, understanding and quick to respond.

(There were no comments from policy officers for this question.)

<b>Q5 - If you answered yes, how would you rate the way our staff responded?</b>
<b>Funded organisations</b>
Very helpful on the one occasion contacted.
Informative and friendly.
I have always found staff to be extremely helpful.
Have waited sometimes for replies but others its been timely.
Staff are helpful and friendly.
The support is always fantastic.
Very approachable staff.
We were particularly impressed with the help that we received when trying to submit our bid for project funding (the online form was a bit difficult) and also the very helpful level of feedback that we received (over the phone) on our (unsuccessful) submission. Thank you.
Very Knowledgeable and speedy response.
Gordon has been excellent with support and answering my questions. I am new to my role and he has made things a great deal easier for me. Always quick to respond and very approachable.
Helpful, interested, keen to understand our work and prompt in responding to requests.
Ffyona is always very helpful.
Always had a quick and helpful response.
Very professional and approachable. Feels like a real partnership.
Always good.
Always very helpful and informative.
Staff are extremely supportive and helpful.
Gordon and Ffyona are always willing to help with any queries.
Helpful and positive approach.

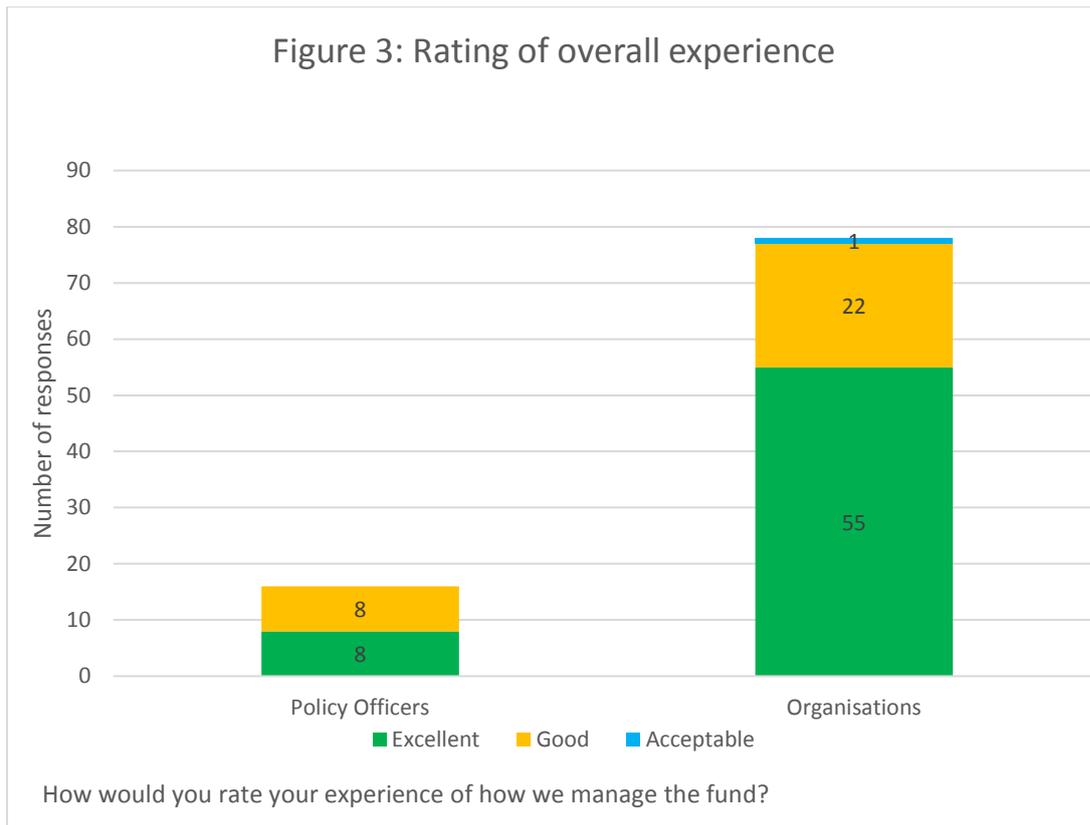
(There were no comments from policy officers for this question.)

<b>Q6 - How would you rate the time it took to respond to your questions or comments?</b>	
<b>Funded organisations</b>	<b>Policy officers</b>
All emails are answered within 48 hours, usually same day.	Colleagues in Lloyds TSB have been superb in their interaction with me.
Received responses immediately.	
Any queries that couldn't be helped by return, we have been advised of as such and final answer has come fairly quickly afterwards.	
Very quick response.	
Prompt and efficient.	

### **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 63 of 94 respondents rating their experience as excellent, 30 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 3 below.

Figure 3: Rating of overall experience



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
We know you're there for help and advice anytime and would be confident to access this if/when required - thank you for your support	It's felt to me like very good collaborative working. I have trust in the team and value their expertise and support.
Gordon has been really helpful when we have asked for support.	Colleagues are exceptional helpful, friendly and professional. There have been technical issues with receiving reports but this has had negligible impact due to colleagues' quick response to this.
It has been a positive experience in working with colleagues on the CYPFEIF Fund. There has been an understanding of organisational needs and cooperation offered which has been appreciated. Communications with grant officers have been particularly helpful and meaningful.	My only comments would be when sending documents to policy officers, e.g. the end of year reports, it would be easier to manage and file this end if each email subject contained the name of the organisation. A minor thing but I would find that helpful.
I feel supported and that I can access information when I need to.	
I cannot expect anything better or amazing than the help, service and support we received from Lloyds TSB Foundation regarding CYPFEIF	

& ALEC fund, we are satisfied, our community is developing and flourishing and we feel proud of being part of this wonderful programme.	
Thanks to all involved! Very supportive and approachable.	
Fantastic - great support and clear/concise information.	
Have found this to have been an excellent experience of fund management and administration. Worth mentioning that the proactive commitment to shared learning and networking opportunities for recipients via events has been valuable and appreciated.	
I hesitate to grade as Excellent - simply because we have had some slight confusions over some aspects (such as forms, timings) - but I would certainly tick Very Good, if that was a grade!	
Still not a fan of the online reporting template - but I guess we are stuck with it.	
We are finding the relationships and the systems to be extremely efficient, very supportive and there is plenty of scope for us, as an organisation, to be creative and have a voice in shaping the processes. Thank you!	
Quarterly reporting is more than for most funders, and the larger 6-monthly reports take a great deal of time to complete.	
Staff at the Lloyds TSB Foundation for Scotland are extremely supportive and friendly and understand the work from a 3rd sector point of view which is very helpful.	
We are very pleased with the role LTSB has in administering the fund.	
Very helpful team, who take an interest in the joint work we are undertaking.	

#### The Corra Foundation

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The Corra Foundation is a charity registered in Scotland (No SC009481) and is also a company limited by guarantee (No SC096068). Fortify Social Enterprise CIC is a community interest company registered in Scotland and is also a company limited by guarantee (No SC507457). The Corra Foundation was previously called Lloyds TSB Foundation for Scotland.