

# CORRA FOUNDATION

## Customer satisfaction survey for the CYPFEIF & ALEC Fund 2019

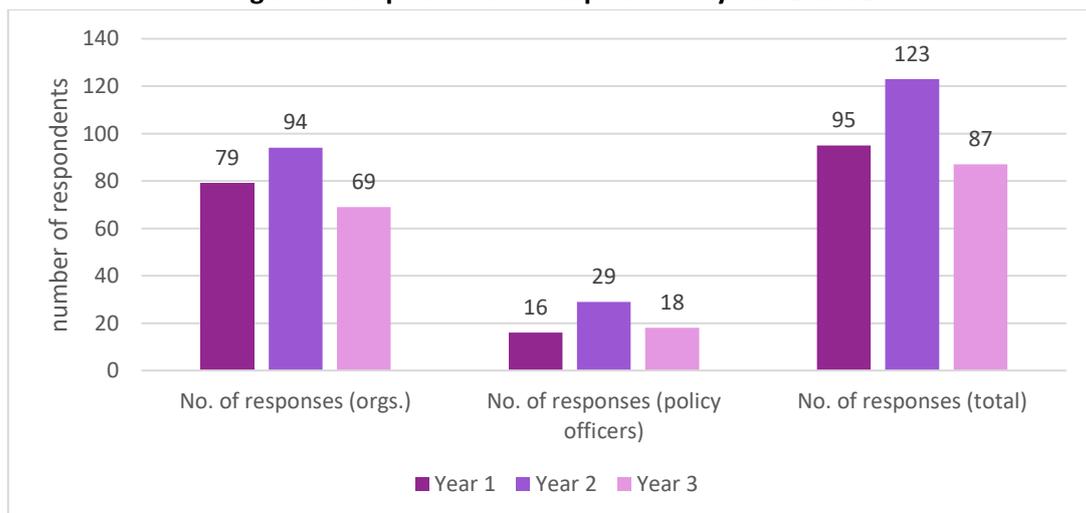
In June 2019 we carried out a customer satisfaction survey with core-funded organisations and policy officers across the CYPFEIF & ALEC Fund. This short survey covered three key areas:

- 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 87 responses in total including 69 from funded organisations (of a possible 119) and 18 responses from policy officers. Not all respondents answered every question, so for some questions there is a slightly lower response rate. We had fewer responses than in year 3, in comparison to years 1 and 2; figure 1 shows the comparison across the three years.

**Figure 1: Responses as a comparison to years 1 and 2**



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.

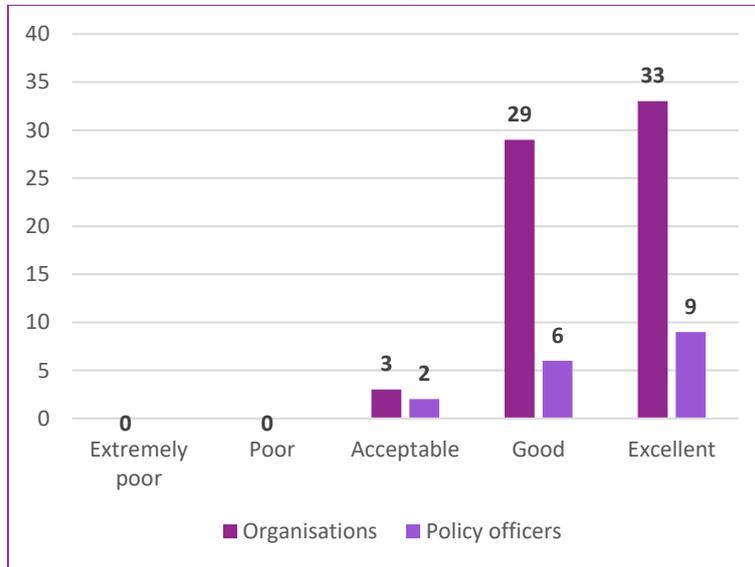
We asked funded organisations and policy officers to rate the information they receive from the Corra Foundation’s CYPFEIF & ALEC Fund team. In terms of content, 42 of 82 respondents chose the excellent rating, 35 rated it as good, and five rated it as acceptable. No respondents selected the poor or extremely poor options.

For the timing of information, 41 of 84 respondents chose the excellent rating, 37 chose the good rating and six chose the acceptable rating. 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. Of 83 responses, 53 reported being very satisfied and 30 reported that they were satisfied. No respondents chose either the dissatisfied or extremely dissatisfied option.

These results are summarised in figures 2 - 4, with the breakdown between funded organisations and policy officers shown for each question.

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



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



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



All the comments received from funded organisations and policy officers in relation to these three questions are shown below.

<b>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>	<b>Policy officers</b>
Clear, concise communication and monitoring formats.	Perfect level of interaction and helpfulness. This also reflects colleagues' views.
The content is great but the format of reports is poor.	
Very happy with the level of communication although sometimes emails come from different places and it would be useful if it could be consistent.	
Corra provides a really good broad range of relevant information.	
Excellent.	

<b>How would you rate the timing of the information you receive from us?</b>	
<b>Funded organisations</b>	<b>Policy officers</b>
Perfect timing with information and reminders helpful as well.	Excellent.
Advance notice and reminders are really helpful.	
No Issues at all.	
Timing is spot on. With lots of funders to report to a timely reminder of the upcoming deadline is very much appreciated.	
Excellent.	
Sometimes notification of events is tight.	

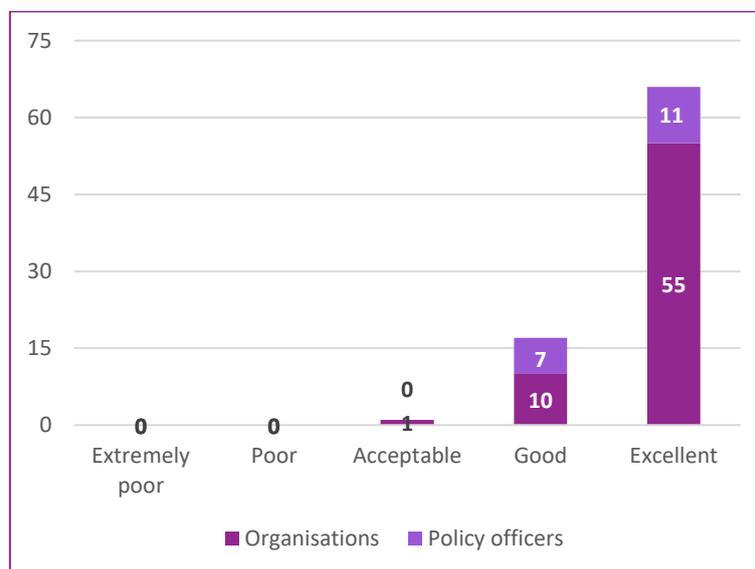
<b>How satisfied are you that you receive all the information you need about the CYPFEIF &amp; ALEC Funding?</b>	
<b>Funded organisations</b>	
Very satisfied, the timing of information and opportunities is regular and relevant.	
Very much appreciated.	
Very satisfied.	

There were no comments from policy officers.

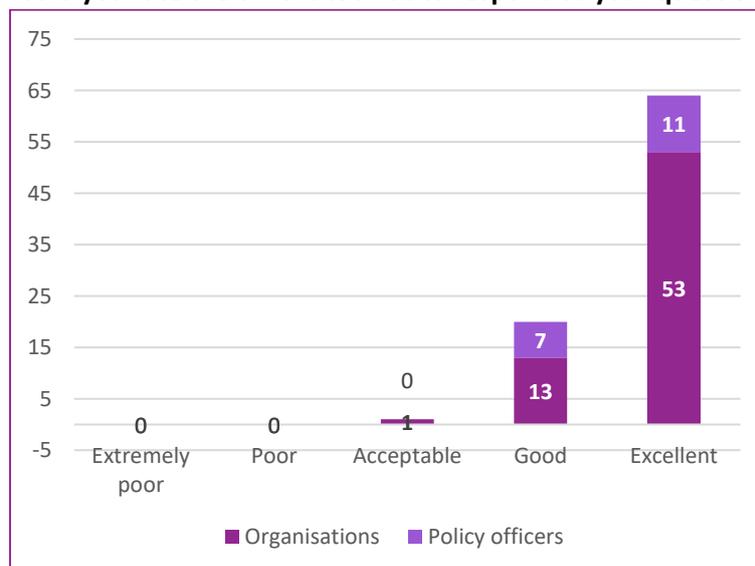
## 2. Communication across the CYPFEIF & ALEC Fund.

We asked two 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 84 respondents who had contacted us by phone and/or email, 66 rated the way the Corra Foundation's CYPFEIF & ALEC Fund team responded, as excellent, 17 rated the response as good, and one other as acceptable. For the time it took us to respond, 64 of 85 respondents chose the excellent rating, 17 selected good and one chose acceptable. No respondents chose the poor or extremely poor options for either of these questions.

**Figure 5: If you contacted us by phone and/or email, how would you rate the way our staff responded?**



**Figure 6: How would you rate the time it took us to respond to your questions or comments?**



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

If you contacted us by phone or email how would you rate the way our staff responded?	
Funded organisations	Policy officers
In good time, with clear information.	We have found the staff extremely helpful and knowledgeable.
Very responsive Grants Officers.	
Excellent.	
Best feature is the staff.	

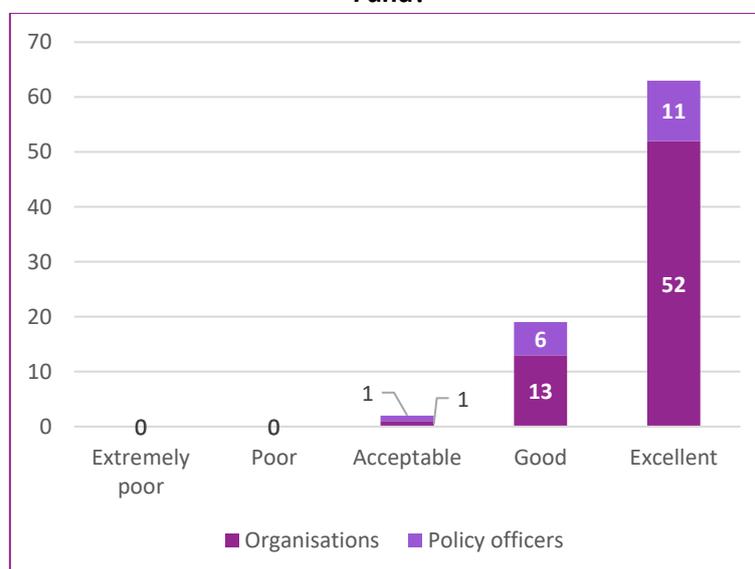
How would you rate the time it took to respond to your questions or comments?	
Funded organisations	
Almost immediate.	
Excellent.	
Very quick and responsive.	

There were no comments from policy officers.

### 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 84 respondents rating their experience as excellent, 19 rating it as good and two 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.

<b>Q6 - Overall, how would you rate your experience of the way we manage the CYPFEIF &amp; ALEC Fund?</b>	
<b>Funded organisations</b>	<b>Policy officers</b>
Delighted to hear that you will be managing the new fund and your staff are reliable, friendly, supportive and engaging.	Keep up good work.
Information is timely and informative, Corra staff are friendly, helpful and supportive.	I have found Corra to be extremely helpful in every engagement I have had. I also found the support from [one of the team] incredibly helpful, [their] sharing of knowledge and support through some sensitive conversations is greatly appreciated.
Always timely in all aspects. Clearly laid out. Clear targets. Clear reporting. Great team who respond quickly and helpfully. Glad you've won the contract again.	
Best yet of all the Scottish Govt. early intervention funding over the past 6-7 years.	
Excellent.	

**The Corra Foundation**

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