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Customer satisfaction survey for the CYPFEIF & ALEC Fund 2020

In July 2020 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.

1. Information sharing across the CYPFEIF & ALEC Fund.

We asked funded organisations and policy officers to rate the information they received from the Corra Foundation’s CYPFEIF & ALEC Fund team, the timeliness of the information they received and how satisfied they were that they received all the information they needed. These results are summarised in figures 1 - 3, with the breakdown between funded organisations and policy officers shown for each question.

Figure 1: How would you rate the content of the general fund information we have sent to you?

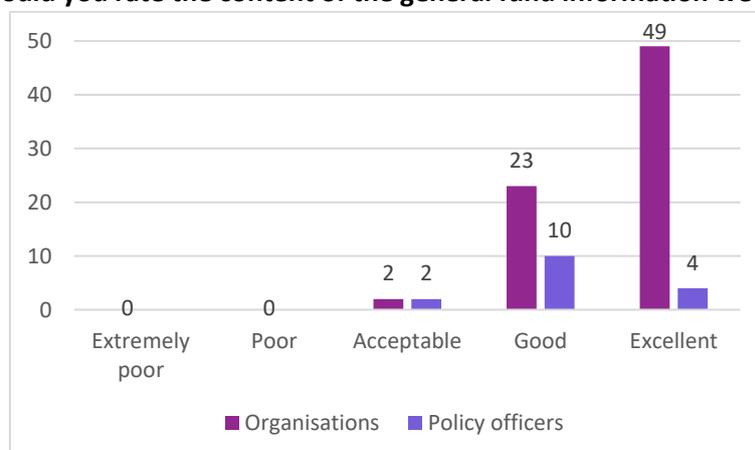


Figure 2: How would you rate the timeliness of the information you receive from us?

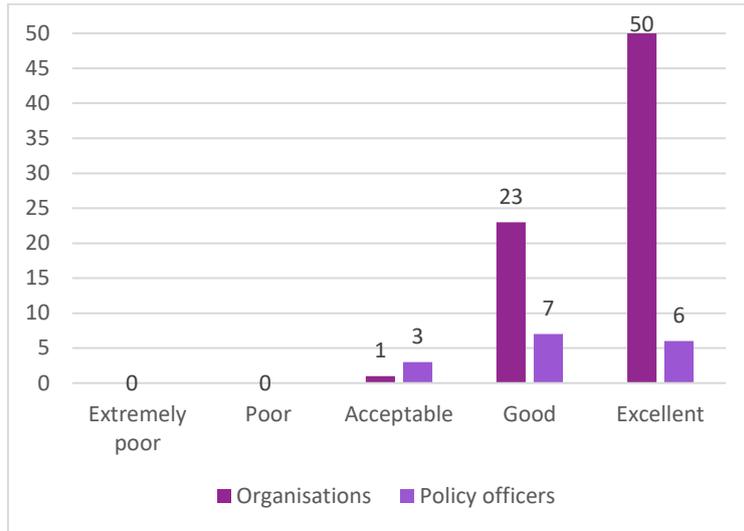
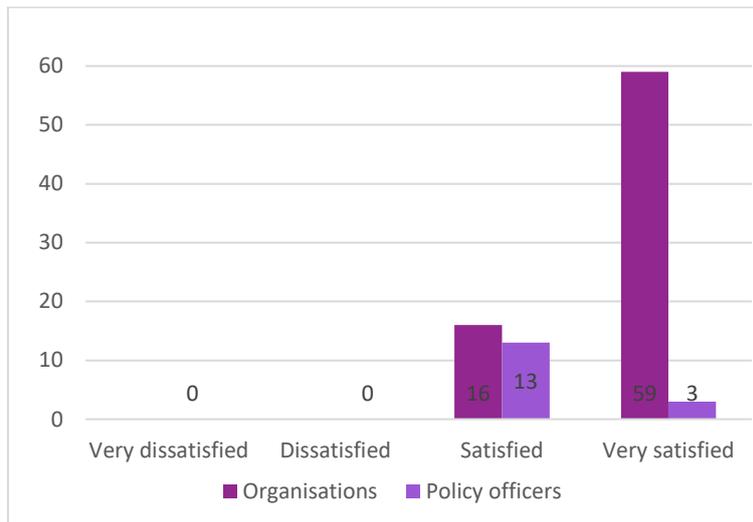


Figure 3: How satisfied are you that you receive all the information you need about the CYPFEIF & ALEC Fund?



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

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
You are certainly one of the more informative agencies.
We are always kept informed.
Clear information and guidance at all times.
Clear and straightforward.
Always clear and if any questions, always answered by one of the team.
Staff have kept in touch and have always been helpful when needed.
Very valuable when I first arrived a year and a half ago and continues to be really informative.
Information is always sent in good time, clear and concise.
The information has been very clear and relevant.

It would be good to have a reminder of reporting deadlines as a footer to each email, particularly as dates are changing frequently due to current situation.
Very rarely had to ask a question.
It's always clear and straightforward. Corra also helpfully demonstrate patience and understanding when grantees struggle with deadlines!
I particularly value reminders re deadlines!
With change in personnel, we haven't always been the quickest at responding!
It is all very clear information and reminders sent in advance.
Policy officers
I find this to be quite sporadic - there are generic emails that are of less interest along with the project specific ones. As a policy officer outwith the main funding team, I feel on the periphery of this work and that more needs to be done to include policy officers in the process rather than them being passive receivers of information.
Content is fine, the format is not good. It is not an easy read.

How would you rate the timing of the information you receive from us?
Funded organisations
Ideal.
Not bombarded with information and not too often.
Always plenty of advanced warning which is very helpful in terms of organisation of time.
The dates are provided in advance which is extremely helpful.
Reminders close to deadlines are particularly helpful.
We understand that the covid-19 lockdown must have made communication difficult as the situation changes quickly.
Policy officers
There were no comments from policy officers.

How satisfied are you that you receive all the information you need about the CYPFEIF & ALEC Funding?
Funded organisations
As project manager I receive info direct but we also receive info through our grants team.
Info is always comprehensive, and appreciate that it goes beyond basic reporting/timeline info etc with lots of added value opportunities for learning and engagement.
I feel that Corra are informative and always happy to answer any questions.
In general terms very happy but that delay to the future fund has been disappointing and has left us with real issues around future staffing needs.
Receive information regarding funding in advance.
Nothing is left out.
And you are helpful if we do not 'understand'.
Policy officers
I suppose the issue is you don't know what you don't know. Some of the information feels a bit ad hoc and disjointed - more could be done to streamline this and make connections.

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 figures 4 and 5 below.

Figure 4: If you contacted us by phone how would you rate the way our staff responded?

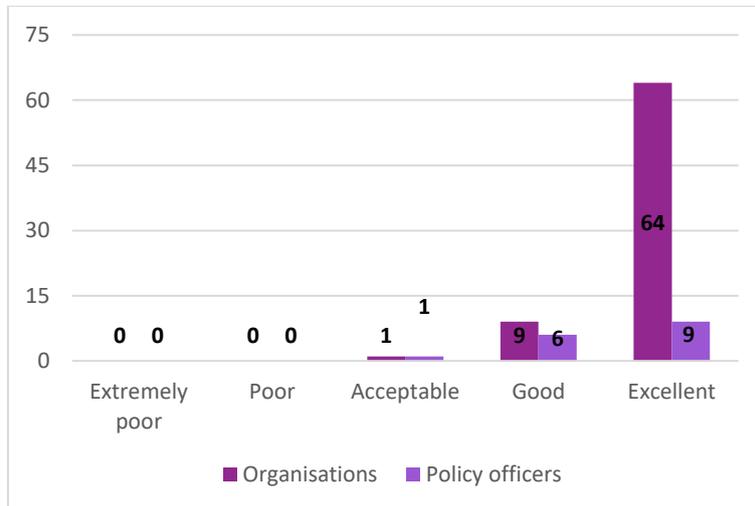
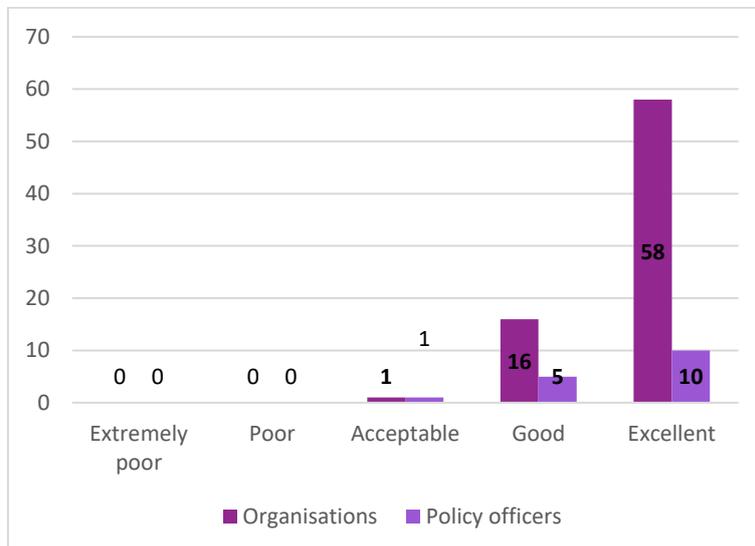


Figure 5: How would you rate the time it took us to respond to your questions or comments?



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

If you contacted us by phone or email how would you rate the way our staff responded?
Funded organisations
Friendly is always nice.

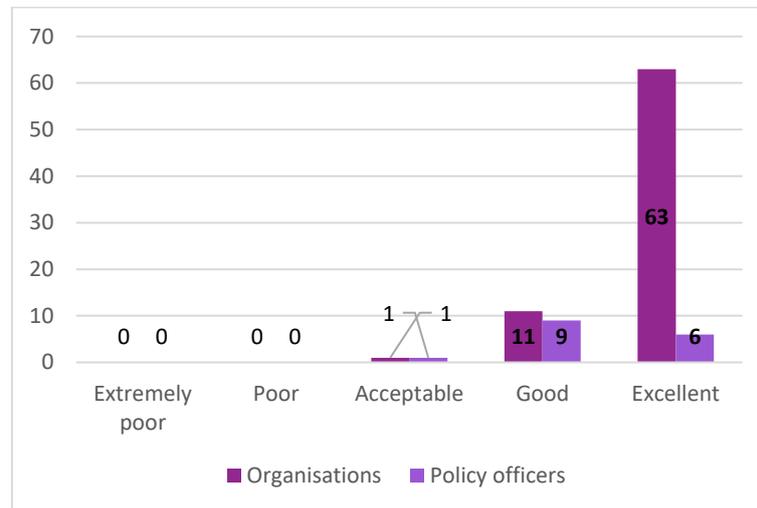
We have positive working relationships will all contacts.
Always prompt and helpful.
The team are very patient and knowledgeable... and fun!
Staff have always been extremely helpful and made everything as clear as possible.
Grant Advisor has provided us with excellent support over the years.
Staff are always helpful and respond as quickly as they can.
The team are friendly, focused and accessible. I have always found interactions to be helpful and supportive.
Staff are very helpful and accommodating and knowledgeable.
Immediate response - thank you.
As above - very helpful.
Particularly with the added challenge of home working!
Excellent service every time.
Excellent communication via our Grant Advisor, no concerns at all.
Communication is always swift, focused and polite.
Always provided with the information needed quickly.
Always courteous, pleasant and understanding.
Your staff team always reply quickly, and I find them all both helpful and friendly.
Always respond quickly, and good at following up if there is a query they cannot answer straight away.
We always receive prompt responses to any queries.
Staff respond very quickly by email with full and comprehensive answers. Staff also know our organisation well, which is remarkable given the number of charities involved.
Always helpful, actually extremely helpful.
Policy officers
There were no comments from policy officers.

How would you rate the time it took to respond to your questions or comments?
Funded organisations
Excellent.
We have always received very fast replies and communications.
Excellent.
I have never had an issue with waiting any length of time. If our Grant Advisor is off, another team member is happy to help.
Very happy.
Fast quick action
Always receive a response usually on the same day.
Always prompt and helpful.
Policy officers
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 are shown in figure 6 below.

Figure 6: 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.

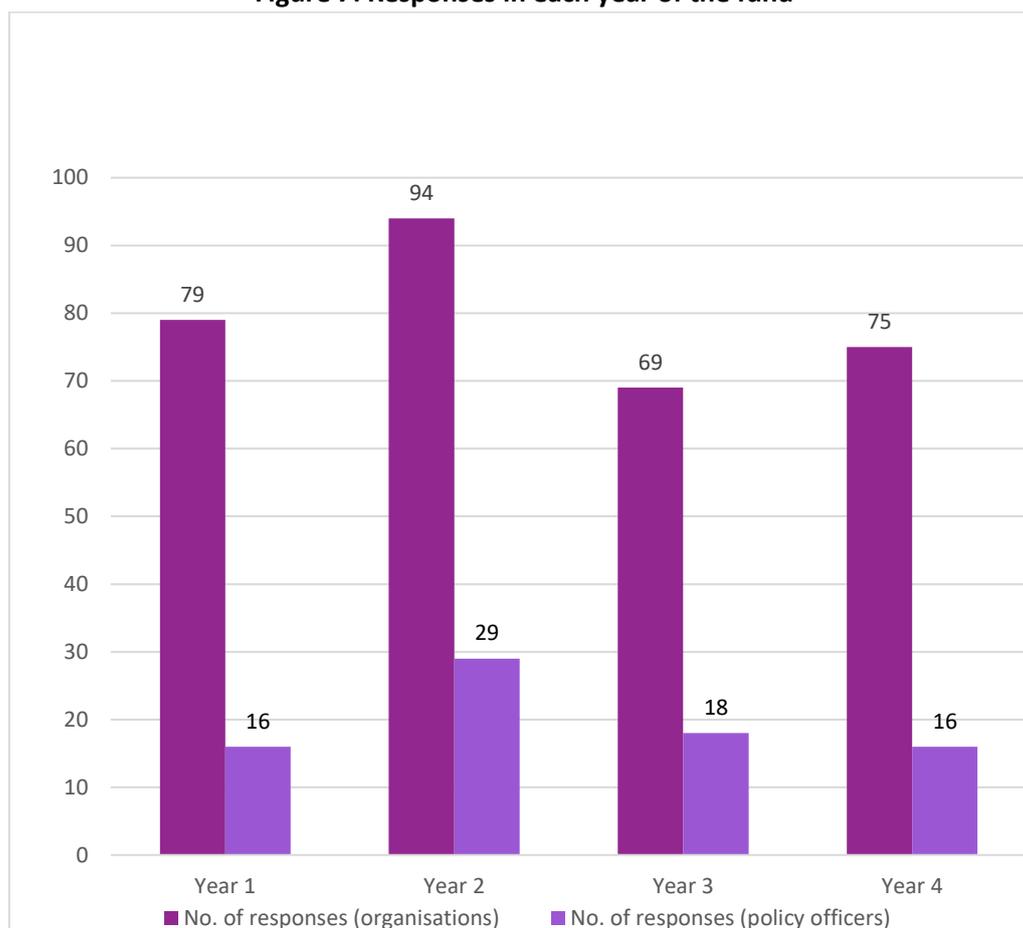
Overall, how would you rate your experience of the way we manage the CYPFEIF & ALEC Fund?
Funded organisations
As I have said many times overall very positive and great funder/support.
I think management of the Fund and dissemination of information has been excellent - especially given the changing circumstances of covid-19. Updated information and flexibility has been very much appreciated.
My only comment is the reporting can at time feel quite heavy. Of course, I appreciate the level of funding is high but although quarterly the reports are quite big and require a large amount of work. I wonder if in the future, 6 monthly may be considered.
I always felt there was someone at the end of the phone especially during COVID, even although we are all scrambling about and worried. Well done guys x
This has been a consistently great fund to be a part of. Many thanks as always to all staff involved.
Think your team are doing a great job! All very approachable and happy to help when they can. Not too onerous or time consuming.
I have been very happy with the developing professional relationship, clarity of communication and supportive approach. Also welcome the learning opportunities and experience exchanges made possible through Corra.
The additional training/sessions are hugely valuable and thank you for making such high quality support available.
The staff are excellent, they are supportive and very helpful. They are approachable and build excellent working relationships with grant holders and grant contact staff. Thank You!
We have been very happy with all our interactions Corra. Staff have always dealt with our queries in a prompt and efficient manner.

The Fund is so well managed; staff are helpful and approachable, information is always timely and thorough; the opportunities for learning and networking are wonderful; and we always feel well-informed and well supported. Thank you so much!
The fund is well managed, the interaction is positive and the events and training opportunities superb, our Grants Advisor is a very good ambassador for Corra and the fund.
Corra is an excellent funder - a leader in the charity sector.
Receive very good information and support.
Overall the service provided by the team was excellent.
Staff without exception have been supportive, knowledgeable and quick to help. It genuinely feels like partnership working. Thank you!
It has been a very positive experience for our organisation working with Corra for several years now. We find all the staff at Corra to be helpful, proactive and friendly in our work with the foundation. Long may that continue!
As always, Corra have been really supportive during the year, especially during the last difficult few months. They have considered the difficulties we have faced and allowed us discretion in the delivery of our service and in reporting. This has been of great assistance to us.
We have a good relationship with the team, and feel very supported.
The service has been very responsive and empathetic. It has been a tough time for our organisation responding to the needs of families many of whom are shielding. We are extremely grateful for the extra support provided by the Corra Foundation staff.
Corra has been an excellent manager of the CYPF Fund from start until now. The individuals involved have been very aware of the aims and outcomes of our application but, impressively, have also been very aware, and understanding, of some of the pressures we have faced. Overall, we could not have asked for a better funding manager in terms of the level of awareness, understanding and provision of advice.
Our relationship with the full team and in particular with our Grants Advisor has been great. Extremely supportive and always available whenever we had questions or needed advice. Thank you!
The way the fund is managed maintains a healthy relationship between us and Corra.
Managing a fund like this must be complex and difficult in ways I haven't even thought of! Corra does extremely well and we feel listened to and supported.
I've noticed how it's improved as you've gotten to know and understand what we do. It's reflective, instinctive and now we trust you-which is always a bonus when working with funders. The exploratory discussions we have now feel they are about development. Thanks.
Policy officers
The external fund management seems to work well, but I think more needs to be done to increase cohesion of the fund internally across policy areas.
Always very helpful, very knowledgeable and very prompt in answering queries and giving advice
I'm new to this role so can only comment on the last year so don't know if it has changed from previous years.
I have always received copies of relevant documents, replies to emails and your organisation has been very helpful throughout.
In my experience, CORRA has managed this fund extremely well. I have found the support from several different members of the CORRA team to be consistently good. The team bring a wealth of experience and insight of the third sector to the role that is not available from Scottish Government/ Education Scotland staff. This enables them to provide very useful support and challenge to the third sector organisations in the Fund.

4. Overall response rates for this survey

There was a good response to this survey, with 91 responses in total including 75 from funded organisations (of a possible 117) and 16 responses from policy officers (of a possible 49). Not all respondents answered every question, so for some questions there is a slightly lower response rate. Figure 7 below shows the level of returns across the four years of the fund.

Figure 7: Responses in each year of the fund



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.

Corra Foundation, Riverside House, 502 Gorgie Road Edinburgh EH11 3AF
e: hello@corra.scot t: 0131 444 4020 www.corrascot

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