

CORRA
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Customer satisfaction survey for the CYPFEIF & ALEC Fund 2021

In June 2021 we carried out a customer satisfaction survey with core-funded organisations and policy officers across the CYPFEIF & ALEC Fund. This short survey covered four 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.
- Grantholders’ experiences of using our online reporting system.
- 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 Scottish Government 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?

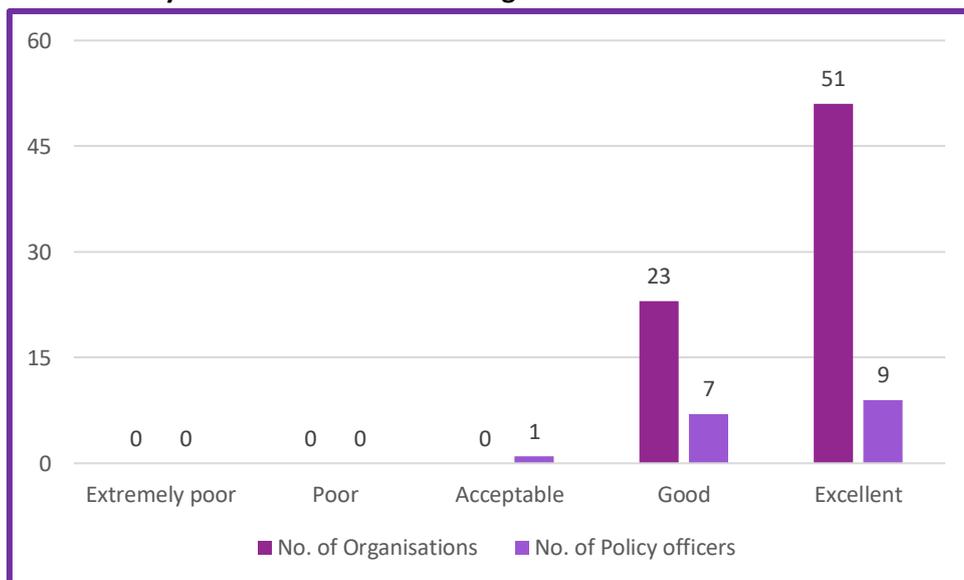


Figure 2: How would you rate the timeliness of the information you receive from us?

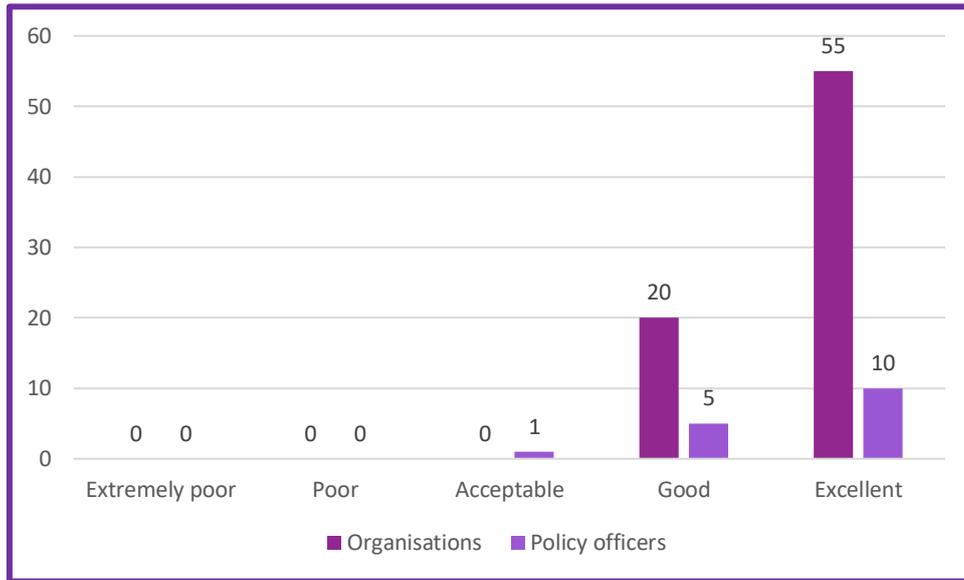
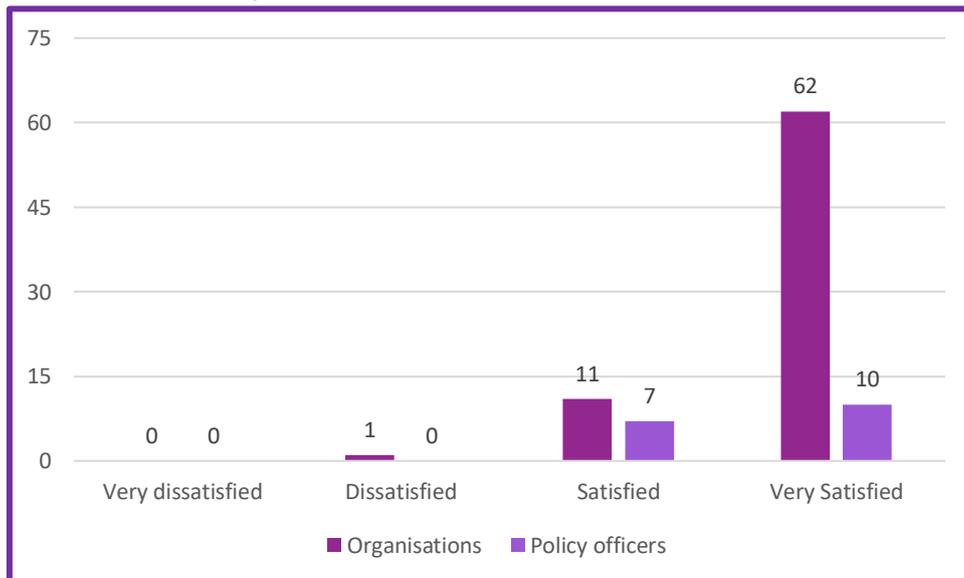


Figure 3: How satisfied are you that you receive all the information you need about the CYPFEIF & ALEC Fund?



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
Always clear.
All communication is clear, concise and relevant.
The emails we receive about payment and deadlines are very helpful.
Really clear emails with key information about reporting deadlines provided in advance.
Great reminder system.

Corra is completely on the ball with relevant information, reminders about deadlines in advance and nearer the submission time. This is great when trying to juggle lots of funding reports and deadlines.
Very clear information sent promptly.
Information is easy to follow and is informative.
Policy officers
Format of pdf summaries of monitoring reports sent to policy officers feel a bit hard to navigate.
The information is good but would prefer it was presented in an easier to read format.
Always shared.
The new reports are so much easier to read.

How would you rate the timeliness of the information you receive from us?
Funded organisations
Excellent.
Good and well timed information.
...and thank you for sending little reminders occasionally (I have been known to forget the fill in the odd schedule 2).
Received in a timely manner.
Gives me plenty time to prepare and appropriate reminders as the deadline approaches.
So helpful.
If only I were so quick :(
Usually in good time in advance of deadlines.
Reminder emails sent a fortnight in advance of deadlines are very helpful thank you.
Sent well in advance and helpful reminders issued.
The timing of information is always relevant, and reminders are much appreciated!!
Spot on!
There is always plenty of notice given which allows for diary planning.
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
Very satisfied.
Our grant advisor is very supportive and provides regular check ins. He responds very quickly to requests or signposts appropriately.
It would be great to get information about the future of the fund to help our organisation plan.
I appreciate that there are some things that can't be communicated - like the future of the fund and what its next iteration or timeline might be.
Staff great at explaining any issues and always on hand.
We receive the information required and are updated when required.
We feel that the annual meeting is hugely helpful and that yourselves as funders are very interested in our work.
I believe we are given as much information as it's possible to give. Main concern is, of course, future funding but I'm aware this is outwith Corra Foundation's control.
I would have been keen to understand the relationship and processes between CORRA and S Govt and how the triumvirate approach is assessed by S Govt for efficacy and outcome.
I feel the feedback on the reports we provide is very basic and the same each time, more nuanced and detailed feedback would be welcome.
Regular updates & quick response times.
Very satisfied, we contact our PO on the occasional occasion we need any further information.

Both myself and the other manager from our organisation joined after the initial funding application, but we have been given great information as well as direct contact with someone from the fund.

Regular email communication and opportunity to discuss fund with our Grants Officer.

With the extension updates we were provided with information as it became available from Scottish Government. While awaiting decisions Corra kept in touch which was very helpful. Never felt we were left hanging around waiting for information.

Policy officers

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 response times. 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?

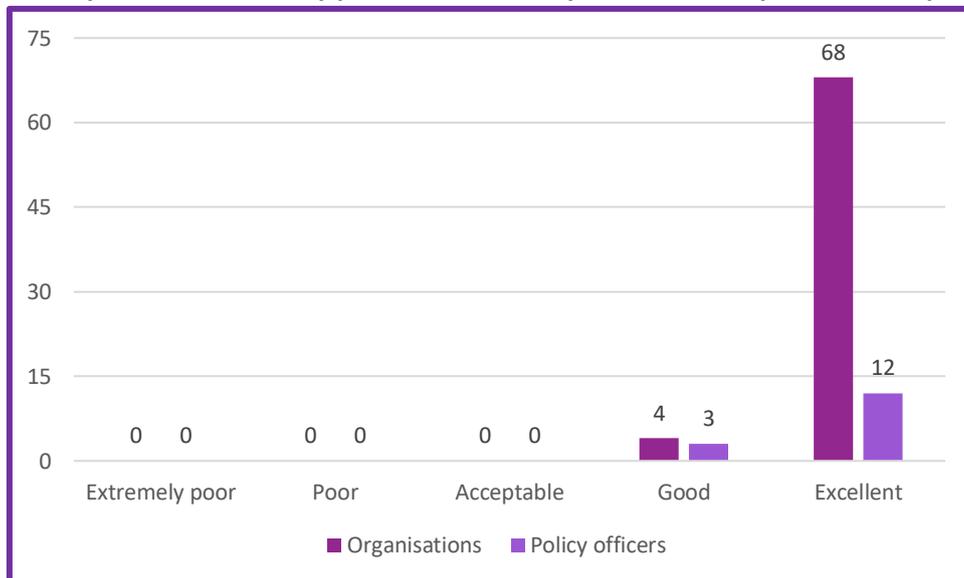
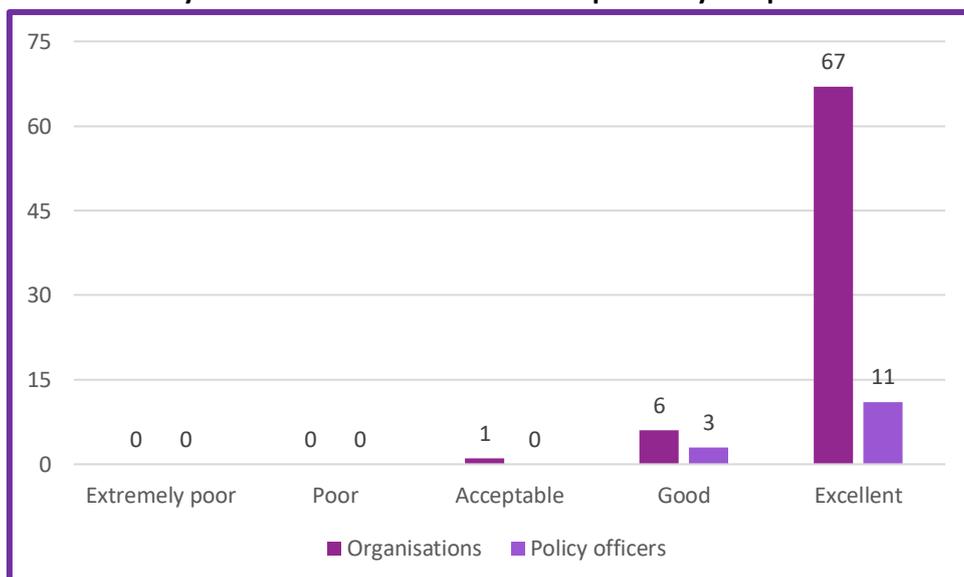


Figure 5: How would you rate the time it took us to respond to your questions or comments?



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
Excellent.
Friendly, approachable. I don't feel concerned about speaking openly, even about more challenging aspects.
Emails always receive a swift and helpful response in my experience.
We have always received quick and detailed responses.
Always approachable, supportive, and accommodating.
Staff are always quick to respond in a really friendly, warm and knowledgeable way. We know any time we have a question that it will be answered so never any hesitation at getting in touch.
Staff response is great and in a friendly open manner to e-mails and phone calls.
Always responds very quickly to any request.
We are extremely grateful for the timely support provided to us by our grant officers, especially on matters which require urgent attention.
Staff are always quick to respond when I have emailed them.
I have always found the staff team to be extremely helpful and respond in good time.
E mail communication is always responded to and in a timely manner. Phone calls are well handled and directed.
Helpful, courteous and friendly. Queries answered as promptly as possible.
Promptly, friendly, professional and helpful.
Response is always quick and thorough. We feel very supported by the Corra team.
We have always felt that staff have responded positively and have provided us with the information/support we have been looking for.
I haven't had a lot of phone contact but email contact is always very efficient and staff have always been very helpful.
Always very helpful responses.
Staff have always responded positively to all enquiries. Providing information in a timely way, providing support when things were difficult. Especially this year when we faced a number of difficult challenges.
Always get ack quickly and efficiently and with a personal touch feel as though funders know us and what we do :)
I have had excellent experience of this. When my support coordinator was in annual leave, another member of staff contacted me immediately and was very helpful.
Policy officers
Excellent, always quick responses.

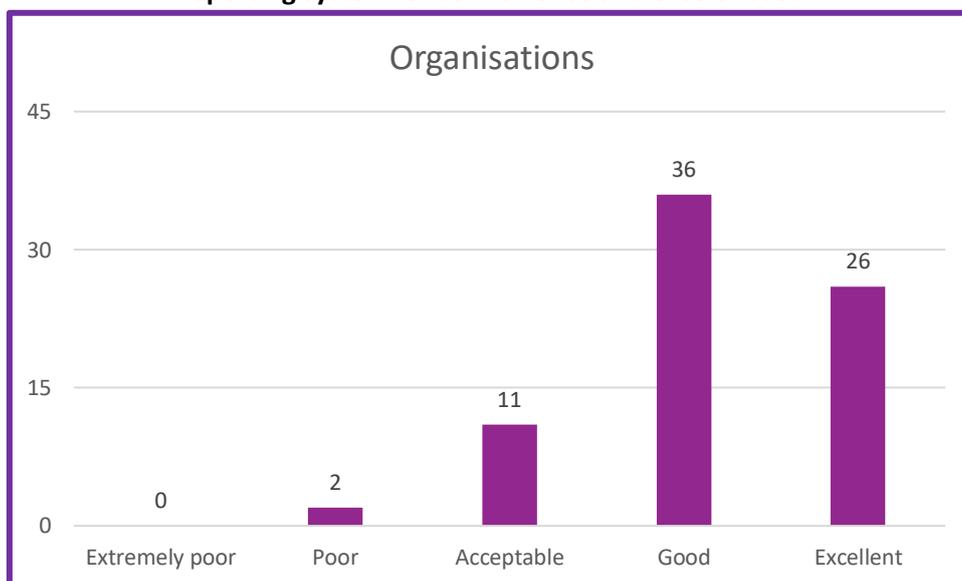
How would you rate the time it took to respond to your questions or comments?
Funded organisations
Excellent.
Almost by return.
We have always received quick and detailed responses.
Enquiries are always dealt with promptly.
If staff not around they always call back.
Queries are responded to very quickly.
I often received a response within a day or two of emailing.
Very swift and in friendly responses and offers of support are appreciated.

As above, don't think it could be improved upon.
As above- very swiftly.
Again, I haven't had a lot of questions but when I do the response are very quick and helpful.
Never left hanging around waiting for someone to get back.
I have always had a very quick response.
Policy officers
Staff team at Corra are excellent - very knowledgeable and responsive to queries.

3. Online reporting

Funded organisations only were asked about their experience of completing reports online.

Figure 6: How would you rate the CYPFEIF & ALEC Fund online reporting system for convenience and ease of use?



All the comments from funded organisations relating to their use of the online reporting system for the CYPFEIF & ALEC Fund are shown below.

How would you rate the CYPFEIF & ALEC Fund online reporting system for convenience and ease of use?
Funded organisations
I think the new system works well. We find it difficult to quantify numbers of beneficiaries for some of our outcomes, but that isn't related to the system.
Acceptable, not sure, I do find it a bit 'clunky', perhaps because for us it relates to a small and very straight forward grant.
The new system with the password is little less user friendly. The PDF is horrible to read as the format changes. It must be hard for the staff to read at the other end.
It isn't always clear which outcome and indicator each point relates to.
Definite improvements from the previous format.
The latest update made it harder to attach files and required a link to a shared folder and was not that helpful.
The online reporting has always been a fairly simple process. I have usually typed reports in a document and copied them across as this is easier for me to view and edit what I am working on.
Reporting every six months is better!

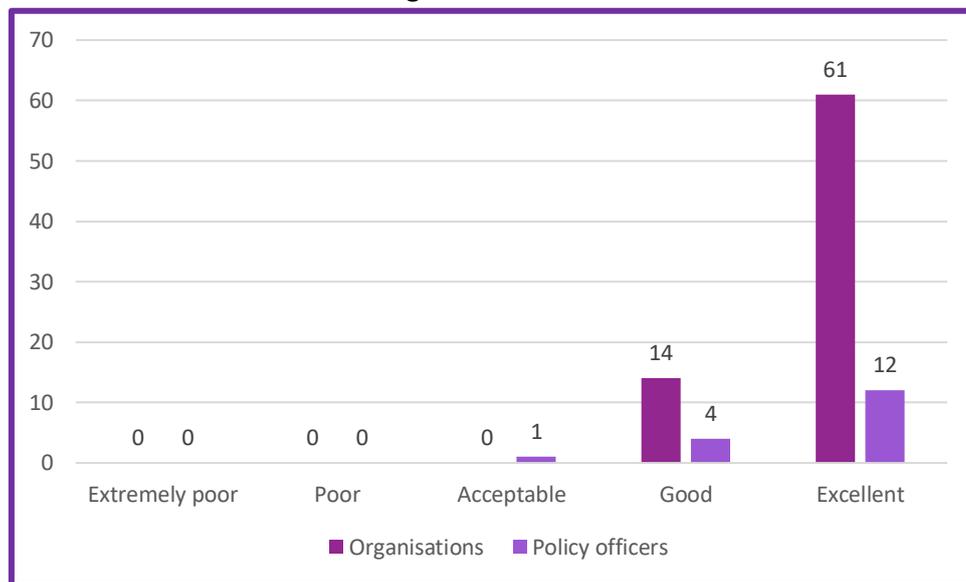
Less repetition of questions.
Slightly clunky in regards to saving in progress submissions.
The online reporting system is very good and it is good that it is bi-annually now.
I would be so much better if the reporting form beneficiary numbers allowed for text rather than just numbers. We struggle to provide definitive numbers in these cases but could give rough estimates with explanations for them in these parts of the form, if they allowed text. It would be good to be able to distinguish direct and indirect beneficiaries. Since we're not providing direct services to children, our numbers of direct beneficiaries will almost always be quite small, but our advocacy work potentially indirectly benefits thousands of children. A different format would ensure that was better captured.
That you don't need to get a new link every time you save the draft - I may be confused with another funder's system, but I'm pretty certain it requires this and it is inefficient and confusing.
I think the new system is much better than the last with the ability to see more of what we are submitting in an easier to use format.
I understand the system has changed recently, we had some teething problems, in terms of adding photographs and other attachments. However, we understand these are minor issues.
Our Fundraising team have never raised any concerns with me. We requested an adjustment to a statistic that we'd been asked to provide and this was adjusted in line with our request.
Formatting is always slightly awkward.
I prefer being able to simply attach forms. Linking to Dropbox or similar platforms caused unnecessary hassle.
Have a repository and draft function that works.
Make it shorter.
That's more to do with me rather than you!
Options to have a larger word limit for certain sections if necessary.
The template word document was laid out differently to the on-line form - so when you transferred your information across from your saved word version to the online version - it didn't read as well. The word template was the better/easier format.
It's a small thing, as generally it's absolutely fine. The column approach to inputting progress against indicators. I input in word then cut and paste across. It's less readable reading and writing in columns but I appreciate why it is done this way. Not sure of a way around this, but thought I'd flag it in case you have a way. I appreciate the word count limit. That helps me stay focussed on substance.
Better ability to save and continue later. Better match between "online" and Word versions.
Wee bit tricky to upload but once used to it it's fine!
We prefer the 6 monthly format we now use, we feel it avoids any potential repetition and helps us to be more effective at reflecting and demonstrating the difference made linked to outcomes.
More guidance about how to report user numbers in order to achieve consistency and clarity.
The new system is better than the old one.
Better layout.
The format is better than previously with wider columns.
Pre-populate the information that doesn't change from reporting quarter to reporting quarter. Perhaps also have what we said in the last report included in another column so that we are adding to it rather than re-reporting.
Good now that it has been changed in the last reporting cycle. The previous version was a bit of a nightmare to use.
I preferred the previous reporting format but it works ok.
I struggled with this. There were questions that didn't quite fit with our recording so made populating the form difficult to submit. Corra staff helped out when I couldn't progress with the form.

It works well - I put any big bits of text into a Word doc then copy and paste.
The system is really easy to use.
The electronic forms remain a bit fiddly but are manageable.
Policy officers
Not applicable.

4. 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 7: 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
Our grants advisor is always extremely helpful and exceptionally knowledgeable.
This has been an extremely positive funding relationship. Corra staff have been approachable, flexible and strive to understand the issues of their projects. We feel supported and nurtured by the team. Thank you.
This has been a great experience. Flexible and realistic funders that are always available to offer advice and support, which is greatly appreciated, especially in this last year! Thanks as ever to all staff that we have worked with over the years at the Corra Foundation.
Excellent. Communication is clear and staff are quick to respond. They are always very helpful. Learning and networking session topics are useful and it is helpful that there are recordings of past ones available as reminders. The support of Corra has continued but the engagement of the Policy Officer from SG is non-existent. It would be useful to know what their role is.
Our experience has been that Corra are excellent partners and manage the fund excellently. Corra staff always listen, are helpful, professional and empathetic. Corra training events are relevant and engaging and staff are able to answer queries quickly and knowledgably. We also feel Corra understand and champion the sector and have made reporting as easy as it can be. Thank you!

Very impressive and competent support from the whole Corra team.
We feel very lucky to have you as funders - great communication and positive working relationships, alongside access to really informative and useful webinars, which both myself and our organisation have benefitted greatly from over the past year. Keep up the great work!
The fund is managed extremely well, very supportive Team.
Really helpful to have moved to 6 month reporting, as it has enabled us to respond to the work itself at such a busy time. Would also be great to have the feedback on outcomes set out differently e.g. Outcome: "Tell us about your activities and progress against the indicators in this outcome, include any monitoring and evaluation information here". It would mean the form is easier to fill in. It is a bit repetitive asking for progress against the outcomes which is pretty much the activities (obviously all the word counts will need to be merged too). Would be good also to feedback about your conference, as it's great that you bring organisations together to look at good practice and to share practice etc.
I can't fault it - your learning and development programme is great too. We feel supported and valued at the same time. Thank you.
This is such a good fund not just for the funding but for how the funders relationally work with us by supporting, encouraging and signposting us towards networks and resources of use to us.
The level of clarity, care and communication with everyone at the CYPFEIF & ALEC Fund is outstanding, thank you.
Not just efficient but friendly too - which has been particularly well received during the covid year.
My one and only concern is the online platform.
Helpful colleagues who are supportive of and to award recipients, providing info on the fund but also training and development opportunities for those receiving funding to build knowledge & capacity.
Corra are always so approachable and understanding to the needs of the orgs they work with. Our experience with all members of the team has been brilliant since we started work on CYPEIF.
Very effectively. Learning sessions are welcoming, inclusive and very useful - thank you for your support.
Experience has been very positive indeed. We wish other funders were as pro-active and communicative!
The experience we have had with the team who manage the CYPFEIF and ALEC fund has always been really good.
Management of fund has been very good. Good training opportunities. Good support from our Grants Officer.
An exemplar.
Staff are excellent in providing good knowledge, providing connections with people as well as links to documents which may be helpful and, importantly, they are very supportive on a personal level also.
Honestly, the Corra team have been brilliant. We're treated like partners, everything is clear and consistent, and there are no barriers from Corra to delivering what we need to, despite changing circumstances and practice during the pandemic. Thank you!
Great fund managers. Efficient, professional, knowledgeable, supportive, give good critical friend feedback. Thanks.
It has been a very tough year for our charity as the pandemic has meant a lot of re-organising our service. I think the CYPFEIF & ALEC staff team at Corra have taken the trouble to understand from our perspective. I have felt able to report accurately and in full, but never felt under pressure. A lot of pressure falls on the CEO role in a time of crisis and it is a great help to feel understood and supported by our funders.
Your expectations are always clear and you have been so flexible during a very uncertain period for all of us. We really appreciate that! Thank you!

I feel supported and well informed. If I have any queries I receive a very quick response and I value the relationship based approach taken by the staff, thank you.

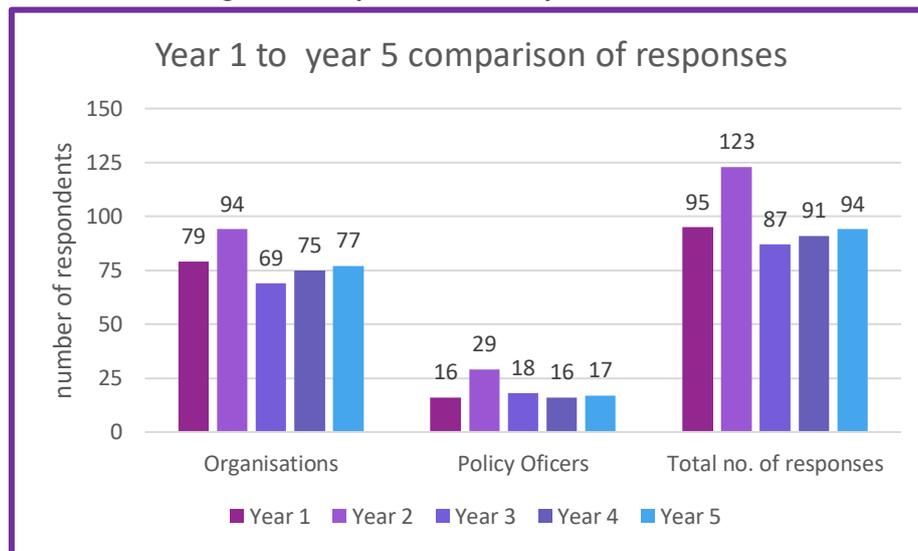
Policy officers

Always seem very efficient.

5. Overall response rates for this survey

There was a good response to this survey, with 94 responses in total - 77 from funded organisations (of a possible 116) and 17 responses from policy officers (of a possible 62). Not all respondents answered every question, so for some questions there is a slightly lower response rate. Figure 8 below shows the level of returns across the four years of the fund.

Figure 8: 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.

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