## Appendix 1: Brief

## HLF_logo

## CUSTOMER CARE SURVEY

## Call for tenders

| Organisation | Heritage Lottery Fund |
| --- | --- |
| Title of requirement | Post Project Completion and Customer Care Surveys |
| Estimated value | £90-120,000 (incl VAT and expenses) |
| Estimated duration | Survey work for the three financial years of 2015/16, 2016/17 and 2017/18 |
| Contact name and details | Amelia Robinson, Research Manager, Strategy & Business Development  [amelia.robinson@hlf.org.uk](mailto:amelia.robinson@hlf.org.uk)  020 7591 6258 |
| Timetable | Response deadline: 27 Feb 2015 Start date: 23 March 2015 First year report: June 2016 |

### 1 Introduction

* 1. The Heritage Lottery Fund (HLF) was set up in 1994 under the National Lottery Act and distributes money raised by the National Lottery to support projects involving the national, regional and local heritage of the United Kingdom. We operate under the auspices of the National Heritage Memorial Fund (NHMF). Since April 2013 we have been operating under our Fourth Strategic Framework: ‘A lasting difference for heritage and people’. See the HLF website for more details.
  2. The Framework lays out the programmes and criteria for funding projects between 2013 and 2018, along with the process of application, assessment, monitoring and evaluation. Under its Financial Directions HLF is required to have in place systems to assess the effectiveness of our processes for awarding and managing grants.
  3. We are inviting proposals to undertake the delivery of an online survey researching HLF’s customer care for grant recipients and grant applicants for the three financial years of **2015/16, 2016/17 and 2017/18.** This is a change from the current telephone survey approach.

### Table 1: Applicant and grantee online surveys – fieldwork timetable

| **Fieldwork month** | **Grantee - completions between** | **Applicant -**  **Decisions between** |
| --- | --- | --- |
| November 2015 | Apr15-Sep15 | Apr15-Sep15 |
| June 2016 | Oct15-Mar16 | Oct15-Mar16 |
| November 2016 | Apr16-Sep16 | Apr16-Sep16 |
| June 2017 | Oct16-Mar17 | Oct16-Mar17 |
| November 2017 | Apr17-Sep17 | Apr17-Sep17 |
| June 2018 | Oct17-Mar18 | Oct17-Mar18 |

* 1. The monitoring and evaluation programme we currently have in place to meet this direction includes two telephone surveys: -
  + A telephone survey of **grant recipients** whose funded projects have recently been completed. It intends to find out about their experience of working with HLF following the award of the grant. This is an anonymous survey.
  + A telephone survey of **grant applicants** who have recently received a decision about an application for funding to find out their experience of having a grant application assessed by HLF. This is an anonymous survey and results are presented by groups of project, under a number of headings including a) different programmes run by HLF b) regions/countries of the UK c) grant size bands d) types of applicant organisation e) types of heritage sector. It includes both applicants who were successful and projects that were rejected by HLF.

1. Page Content

### 2 The survey populations

* 1. This section summarises the grant programmes included in the various pieces of work and our estimate of the number of projects likely to be included in the research.
  2. The Applicant and Grantee surveys occur for all HLF funded programmes: Heritage Grants, Townscape Heritage Initiative, Landscape Partnerships, Parks for People, Our Heritage, Young Roots, Grants for Places of Worship, Transition Funding, Heritage Enterprise, Sharing Heritage, Catalyst Endowments, Catalyst umbrella, Catalyst small grants, Start-up grants and First World War then and now. A number of these programmes have a two round application process. The applicant survey includes both rounds.
  3. **Applicant online survey**. The programmes to be included in the survey are shown in the table below with the actual number of applications received in the last three financial years. The HLF annual grant budget for the period of the research contract is set to stay the same at £375m per year. On this basis we estimate the number of surveys that will need to be conducted each year is approximately 2,700.

#### Table 2: Summary of recent decisions by programme

| **DATE** | **CU** | **CE** | **CS** | **FWW** | **GPOW** | **HE** | **HG** | **LP** | **OH** | **PFP** | **SH** | **SUG** | **THI** | **YR** | **Total** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **2011-12** |  | 1 |  |  | 447 |  | 367 | 23 | 1278 | 27 |  |  | 35 | 203 | **2381** |
| **2012-13** |  | 29 | 5 |  | 539 |  | 340 |  | 1297 | 30 | 44 |  | 22 | 203 | **2509** |
| **2013-14** | 18 |  | 139 | 564 | 375 | 43 | 376 | 24 | 1099 | 33 | 679 | 67 | 26 | 132 | **3575** |

* 1. **Grantee online survey.** The number of project completions and the number of projects awarded funding in the previous 10 years for these programmes is shown below (Table 3). This indicates that the number of completed projects in any year is broadly similar to the number of projects that had been funded between three and four years previous. **On this basis we estimate the total number of projects in the research population will be around 1,900 in each year.**

#### Table 3: Projects funded and completing by year

| **APPLICATIONS AND AWARDS BY FINANCIAL YEAR** | **Number of Funded Projects** | **Number of projects completed** |
| --- | --- | --- |
| 2007-08 | 1,295 | 1,193 |
| 2008-09 | 1,004 | 1,507 |
| 2009-10 | 996 | 1,244 |
| 2010-11 | 1,134 | 1,070 |
| 2011-12 | 1,281 | 827 |
| 2012-13 | 1,900 | 845 |
| 2013-14 | 1,887 | 955 |
| 2014-Dec14 | 1,331 | 1,371 |
| 2015-16 | - | **e1900** |
| 2016-17 | - | **e1900** |
| 2017-18 | - | **e1900** |

### 3 Survey methodology in detail – applicant & grantee

* 1. These surveys will be undertaken entirely as an online survey instead of the previously conducted telephone interview. HLF’s identity as survey sponsor will be revealed.
  2. The contractor is required to distribute, manage and collate a self-completion online survey to the relevant applicant and grant recipients.
  3. The current telephone questionnaire for the applicant survey is attached as Appendix A and the grantee survey is attached as Appendix B. The questionnaire is predominantly closed questions, with an indication of a small number of open questions.
  4. The questionnaire will need to be updated in order to be made applicable as an online survey.
  5. HLF will supply contact details and other information per applicant and grantee contact including a brief description of the application/project.
  6. The contractor should cost for e-mail survey and follow up contact sufficient to generate a response rate of at least 75%.
  7. Details of the frequency and form of contact between the contractor and HLF applicant and grant recipients is for the contractor to propose. However we would anticipate that one suitable approach might be as follows: -
* Grant and applicant recipients to be e-mailed a questionnaire and given one calendar month from the date of despatch to complete and return.
* After one month, a reminder email should be sent to non-respondents giving them a further calendar month to either complete and return the questionnaire or make contact with an explanation for late/no participation.
* A second reminder should be emailed after a further month.
* Following this, in the event that there is still no response, this should be entered on the quarterly spread sheet returned to HLF.
  1. If the contact named on the contact sheet has been replaced by another – provided this person is sufficiently familiar with the application – they complete the survey instead.
  2. HLF is keen to have details of any ‘new’ contacts the contractor obtains –because these will be needed for other research projects.

#### Compilation of results – applicant and grantee surveys

* 1. The data from the surveys will need to be inputted into an electronic format by the contractor and supplied to HLF in a suitable format on an annual basis. The schedule of data supplied should be: -

**December 2015**

* Applicant survey: Results from surveys of applicants who received a decision during Apr15-Sep15
* Grantee survey: Results from surveys of projects that completed during Apr15-Sep15

**June 2016**

* Applicant survey: Results from surveys of applicants who received a decision during 2015/16
* Grantee survey: Results from surveys of projects that completed during 2015/16

**December 2016**

* Applicant survey: Results from surveys of applicants who received a decision during Apr16-Sep16
* Grantee survey: Results from surveys of projects that completed during Apr16-Sep16

**June 2017**

* Applicant survey: Results from surveys of applicants who received a decision during 2016/17
* Grantee survey: Results from surveys of projects that completed during 2015/16

**December 2017**

* Applicant survey: Results from surveys of applicants who received a decision during Apr17-Sep17
* Grantee survey: Results from surveys of projects that completed during Apr17-Sep17

**June 2018**

* Applicant survey: Results from surveys of applicants who received a decision during 2017/18
* Grantee survey: Results from surveys of projects that completed during 2017/18
  1. Results from both surveys are used to compile two aggregate ‘customer satisfaction’ scores. Details of the calculation of the score will be made available to the successful bidder. The contractor will then be expected to calculate the aggregate scores.
  2. Within the datasets supplied the contractor should break the results from both surveys down according to the following sub-sets: -
  + Grant Award band
  + Programme
  + Region / country
  + Decision maker
  + Heritage Area
  + Organisation type
  + Decision type (i.e. Round 1/Round 2)
  + Whether the project had a monitor (grantee survey only)
  1. The contractor will also be expected to produce an **annual report** summarising the results of the previous financial year’s applicant and grantee survey results (on the same schedule as laid out above for the data tables) and comparing them to results from previous financial years. This report will be due by the end of **June** each year in 2016, 2017 and 2018. Reports from previous years will be made available to the contractor. The structure of the reports, including any appendices, will need to be agreed in advance with HLF.
  2. We would be interested in whether comparative data could be provided in order to give a benchmark against other organisations/grant givers performance where possible.
  3. Results broken down by sub-set should be included in the report. It is unlikely that research samples will be large enough to compile statistically valid results for sub-sets in any one year, but three year moving average data could be compiled. The reports should be made available in both hard copy and electronic format, and should be produced in accordance with HLF style guidance (Appendix C). Results will be confidential to HLF. HLF may prepare or commission summary reports and other materials for subsequent wider distribution, based on the results.

### Procurement

* 1. The proposal for undertaking the work should include:-
* Executive summary
* Contact details including name, address, telephone and email details
* Quality of the Project Team: - details of the project team and who will be directly involved, with CV’s of those managing the projects attached.
* Technical Proposal: - methodology for delivering each of the surveys with a timetable, including intermediate milestones such as fieldwork dates and response targets. The methodology should also include a statement about the number of interviewers/technicians and other IT resources that will be allocated to each of the surveys and how the associated outputs will be delivered to a suitable standard. In addition, the proposal should consider the best means to avoid possible risks of non-completion and how to maximize response rates for the survey.
* Proposals for dealing with people with disabilities should that arise and associated costs.
* Proposals for dealing with people wanting to respond to the surveys in Welsh and associated costs
* Pricing Schedule: - A lump sum cost will need to be calculated to show how you would meet our brief to achieve our response rates as given above. In addition please provide a breakdown of the overall pricing regime (including daily rates). The pricing of the bid should reflect actual costs as the contract will not be subject to indexation.
  1. The procurement is by competitive tender. Tenders will be assessed against the following criteria – the weighting in % terms is listed in brackets: -
* Quality of technical proposal (35%)
* Quality of project management team put forward (10%)
* Track record in public sector quantitative research; (10%)
* Understanding of HLF processes (10%)
* Ability to handle requirements for offering equivalent services in Welsh so that HLF can meet its statutory obligations (5%);
* Cost (30%).
  1. The anticipated budget for the research over three years is likely to be between £90,000-120,000 including all expenses and VAT.
  2. Payment stages are planned as follows:
  + no more than 25% in 2015/16
  + no more than 33% in 2016/17
  + no more than 33% in 2017/18
  + the remainder in 2017/18
  1. HLF reserves the right not to appoint and to achieve the outcomes of the evaluation through other methods.
  2. The procurement timetable is:
* Completed proposal to be returned to HLF by Midnight 27 Feb 2015
* Confirmation of award week of 16 March 2015
* Start up meeting week of 23 March 2015
  1. Proposals can be sent to the following address or e-mailed: -

Heritage Lottery Fund

7 Holbein Place

London

SW1W 8NR

[amelia.robinson@hlf.org.uk](mailto:amelia.robinson@hlf.org.uk)

* 1. The procurement is being managed by: -

Amelia Robinson

Research Manager

Heritage Lottery Fund

7 Holbein Place

London

SW1W 8NR

0207 591 6258

* 1. Please visit the HLF website for further information about the organisation.

**APPENDIX A**

**HLF GRANTEES QUESTIONNAIRE – FINAL DRAFT**

**INTRODUCTION**

Good morning/afternoon, could I speak to [CONTACT NAME]? My name is [OWN NAME] from BDRC Continental, an independent market research organisation. We have been commissioned by the Heritage Lottery Fund to carry out a survey amongst organisations that have recently completed projects where they received a grant from the Heritage Lottery Fund

l. I would like to ask you a few questions about your experience of working with the Heritage Lottery Fund, referred to throughout the interview as the HLF, to deliver your project, known as [INSERT PROJECT TITLE]. This interview will take less than 10 minutes and your answers will be confidential

IF NECESSARY TO CLARIFY SAY: The HLF project reference number for this project was [HLF PROJECT REFERENCE NUMBER] and was for [PROJECT DESCRIPTION]

Can I just confirm that you are the best person to speak to about the Heritage Lottery Fund’s service in administering this grant; can I just ask whether you…?

* Experienced all stages of the project – GO TO Q2
* Experienced most stages of the project – GO TO Q2
* Experienced no stages of the project – GO TO Q1

Q Could you please give me the name, job title and telephone number of the person that would be sufficiently familiar with the project management of [PROJECT TITLE] to answer questions about the HLF’s service?

* Yes – RECORD DETAILS
* No – THANK AND CLOSE

IF NECESSARY MAKE ARRANGEMENTS TO CALL BACK AT A MORE CONVENIENT TIME AND LOG ALL DETAILS

**QUESTIONNAIRE**

BEFORE BEGINNING PLEASE SAY: Before I begin, I must advise you that my Supervisor may listen in to all or part of the interview in order to ensure that I am working to quality standards set by the company, in adherence to the MRS Code of Conduct.

**SECTION 1 - PERMISSION TO START**

ASK ALL

**Q Was permission to start your project given in the timescale you expected?** DO NOT READ OUT. SINGLE CODE

* Yes
* No
* Don’t know/Can’t remember

IF ‘NO’ AT Q2, PLEASE ASK Q3. ALL OTHERS GO TO Q4.

**Q On reflection, do you think the reasons for the delay were justified?**

DO NOT READ OUT. SINGLE CODE

* Yes
* No
* Don’t know/Can’t remember

**SECTION 2 - CONTACT WITH YOUR GRANTS OFFICER**

ASK ALL

**Q Did you contact your Grants Officer at any time whilst your project was being implemented?**

DO NOT READ OUT. SINGLE CODE

* Yes
* No
* Don’t know/Can’t remember

ASK Q5 TO THOSE SAYING ‘YES’ AT Q4. ALL OTHERS GO TO Q6

**Q Overall, how helpful or unhelpful was your Grants Officer on these occasions?**

READ OUT. SINGLE CODE. ALLOW DK.

* Very helpful
* Fairly helpful
* Not very helpful
* Not all helpful

ASK ALL

**Q How many times, if at all, did you have a change of Grants Officer during the course of your project?**

DO NOT READ OUT. SINGLE CODE. ALLOW DK.

* None
* One
* Two
* More than two

ASK ALL

**Q Taking everything into consideration, how would you rate the service provided by the HLF during the implementation of your project? Please give me a score on scale of 1-10, 1 is very poor and 10 is very good.**

DO NOT READ OUT. SINGLE CODE. ALLOW DK/NULL.

* 1 – very poor
* 2
* 3
* 4
* 5
* 6
* 7
* 8
* 9
* 10 – very good

**SECTION 3 - MONITORING FORMS**

ASK ALL

**Q At the time you received your formal contract you would also have received several monitoring and grant payment forms. How did you send these monitoring and grant payment forms back to the HLF?**

DO NOT READ OUT. MULTICODE. ALLOW DK.

* Online/electronically
* Hard copy
* Other

ASK ALL

**Q Overall, how would you rate the monitoring forms for…?**

READ OUT. SINGLE CODE FOR EACH STATEMENT. ALLOW DK/NULL.

DP - PLEASE ROTATE

* Clarity of information
* Ease of adding attachments [THIS STATEMENT ONLY TO BE ASKED OF THOSE SAYING ‘ONLINE/ELECTRONICALLY’ AT Q8]
* Layout and design
* Length of time required to complete them
* Overall ease of use

ANSWER SCALE (READ OUT)

Very good

Fairly good

Neither good nor poor

Fairly poor

Very poor

ASK ALL

**Q How much do you agree or disagree with the following statement…?**

READ OUT: **“The type and amount of information asked for in the monitoring documents was appropriate and proportionate”**

ANSWER SCALE. READ OUT. SINGLE CODE. ALLOW DK/NULL

Strongly agree

Tend to agree

Neither agree nor disagree

Tend to disagree

Strongly disagree

**SECTION 4 - GRANT DRAWDOWN**

ASK ALL

**Q It is the HLF’s practice to make payments to grantees within 15 working days of receiving all correct information in support of a grant payment drawdown. How effective would you say the HLF has been in making payments to you within this time?**

READ OUT. SINGLE CODE. ALLOW DK/NULL

* Very effective
* Fairly effective
* Not very effective
* Not all effective

**SECTION 5 - EXTERNAL MONITORS.**

ASK ALL PROJECTS WITH AN EXTERNAL MONITOR (INFO FROM SAMPLE)

**Q Can I just confirm, following your grant award decision did the HLF appoint an external monitor to your project?**

DO NOT READ OUT. PROBE FULLY THOUGH: “IS THAT ONE OR MORE THAN ONE?”. SINGLE CODE. ALLOW DK/NULL

* Yes – one consultant/monitor
* Yes – more than one consultant/monitor
* No

ASK Q13 TO THOSE SAYING ‘YES – ONE CONSULTANT/MONITOR’, OR ‘YES – MORE THAN ONE CONSULTANT/MONITOR’ AT Q12.

IF RESPONDENT SAID ‘YES – MORE THAN ONE CONSULTANT/MONITOR’ AT Q12 THEN PLEASE SAY:

*FOR THE PURPOSES OF THE NEXT COUPLE OF QUESTIONS PLEASE THINK ABOUT THE HLF APPOINTED CONSULTANTS/MONITORS OVERALL.*

**Q Over the time of your project, to what extent was it easy or not to contact your consultant or monitor?**

READ OUT. SINGLE CODE. ALLOW DK/NULL

* Very easy
* Fairly easy
* Not very easy
* Not at all easy

ASK Q14 TO THOSE SAYING ‘YES – ONE MONITOR’, OR ‘YES – MORE THAN ONE MONITOR’ AT Q12.

**Q And generally speaking, how helpful or unhelpful was your consultant or monitor?**

READ OUT. SINGLE CODE. ALLOW DK/NULL

* Very helpful
* Fairly helpful
* Not very helpful
* Not at all helpful

**SECTION 6 – MENTORS**

ASK ALL

**Q Did you have an HLF mentor working with you on your project?**

DO NOT READ OUT. SINGLE CODE. ALLOW DK/NULL

* Yes
* No

ONLY ASK Q16 IF ‘YES’ AT Q15.

**Q Over the time of your project, to what extent was it easy or not to contact your project mentor?**

READ OUT. SINGLE CODE. ALLOW DK/NULL

* Very easy
* Fairly easy
* Not very easy
* Not at all easy

ONLY ASK Q17 IF ‘YES’ AT Q15.

**Q And generally speaking, how helpful or unhelpful was your project mentor?**

READ OUT. SINGLE CODE. ALLOW DK/NULL

* Very helpful
* Fairly helpful
* Not very helpful
* Not at all helpful

**SECTION 7 – PROJECT COSTS AND EXTENDED COMPLETION DATES**

ASK ALL

**Q Thinking now about your project costs, did these costs increase during the implementation of your project, i.e. after the award of your HLF grant?**

DO NOT READ OUT. SINGLE CODE. ALLOW DK/NULL

* Yes
* No

ASK Q19 IF ‘YES’ AT Q18.

**Q By approximately how much do you think the project costs increased by?**

PLEASE PROBE THE RESPONDENT FOR AN APPROXIMATE VALUE RATHER THAN A PERCENTAGE FIGURE. RECORD ANSWER FULLY.

ASK Q20 IF ‘YES’ AT Q18.

**Q How much additional funding did the HLF provide, if at all, to cover this?**

READ OUT. SINGLE CODE. ALLOW DK/NULL

* None of it
* Some of it
* Most of it
* All of it

ASK Q21 OF THOSE SAYING ‘YES’ AT Q18, EXCEPT IF SAYING ‘ALL OF IT’ AT Q20.

**Q How did you meet the balance of the increased project costs not covered by additional HLF funding?**

DO NOT READ OUT. MULTICODE. ALLOW DK/NULL.

* Secured funding from a separate grant-making organisation
* Donations from the general public
* Donations from members
* Event fundraising
* We didn’t meet the increased project costs
* Other (please specify)

ASK Q22 OF THOSE SAYING ‘YES’ AT Q18, EXCEPT IF SAYING ‘ALL OF IT’ AT Q20.

**Q Which if any of the following were reasons for encountering project cost increases…?**

READ OUT. MULTICODE. ALLOW DK/NULL.

Difficulty in raising the partnership funding needed

Partnership funding fell through

Underestimated the time/cost involved

Difficulty recruiting the required staff

Difficulty in attracting/maintaining volunteer help

Faced by events that we had not anticipated

More time and effort to was needed to manage the project

Inflation

ASK Q23 IF SAYING ‘FACED BY EVENTS WE HAD NOT ANTICIPATED’ AT Q22.

**Q You mentioned that there were events you had not anticipated which were at least partly involved in your encountering project cost increases. Could you briefly tell me what these events were?**

DO NOT PROMPT. RECORD RESPONSE FULLY.

ASK Q24 OF THOSE SAYING ‘YES’ AT Q18, EXCEPT IF SAYING ‘ALL OF IT’ AT Q20.

**Q Was there any other reason not already mentioned just now that was the main cause of encountering costs increases in your project?**

DO NOT READ OUT. SINGLE CODE

Yes

No

ASK Q25 IF ‘YES’ AT Q24

**Q What was the reason?**

**DO NOT PROMPT. RECORD ANSWER FULLY**

ASK ALL

**Q Was the completion date of your project extended or delayed at all?**

DO NOT READ OUT. SINGLE CODE. ALLOW NULL/DK

Yes

No

ASK Q27 IF ‘YES’ AT Q26

**Q Which if any of the following were reasons for your project encountering a delay or extension to its completion date?**

READ OUT. MULTICODE. ALLOW DK/NULL.

Difficulty in raising the partnership funding needed

Partnership funding fell through

Underestimated the time/cost involved

Difficulty recruiting the required staff

Difficulty in attracting/maintaining volunteer help

Faced by events that we had not anticipated

More time and effort to was needed to manage the project

Inflation

ASK Q28 IF SAYING ‘FACED BY EVENTS WE HAD NOT ANTICIPATED’ AT Q27.

**Q You mentioned that there were events you had not anticipated which were at least partly involved in your project encountering a delay or extension to its completion date. Could you briefly tell me what these events were?**

DO NOT PROMPT. RECORD RESPONSE FULLY.

ASK Q29 IF ‘YES’ AT Q26

**Q Was there any other reason not already mentioned just now that was the main cause of a delay or extension in your project completion date?**

DO NOT READ OUT. SINGLE CODE

Yes

No

ASK Q30 IF ‘YES’ AT Q29

**Q What was the reason?**

**DO NOT PROMPT. RECORD ANSWER FULLY**

**SECTION 8 – ISSUES DURING IMPLEMENTATION**

ASK ALL

**Q Thinking now about the delivery of your project, how much do you agree or disagree with the following statements…?**

READ OUT. SINGLE CODE FOR EACH STATEMENT

* The HLF provided effective support to promote delivery to time and cost
* The grant officer showed good knowledge and understanding of our project

**SMALL GRANTS (FROM SAMPLE) ONLY ALSO ASKED:**

* The HLF mentor showed good knowledge and understanding of our project

**EXTERNAL MONITORED PROJECTS (FROM SAMPLE) ONLY ALSO ASKED:**

* The HLF appointed project monitor(s) showed good knowledge and understanding of our project

ANSWER SCALE. READ OUT. SINGLE CODE. ALLOW DK/NULL

Strongly agree

Tend to agree

Neither agree nor disagree

Tend to disagree

Strongly disagree

**SECTION 9 – SUPPORT**

ASK ALL

**Q During the implementation of your project, did you speak to any people involved in an HLF-funded projects similar to yours?**

READ OUT. SINGLE CODE. ALLOW DK/NULL.

Yes

No

ASK Q33 IF ‘YES’ AT Q32

**Q Was this person (or people) suggested by the HLF at all?**

READ OUT. SINGLE CODE. ALLOW DK/NULL.

Yes

No

ASK Q34 IF ‘YES’ AT Q32

**Q How, if at all, do you think your project benefited from this contact?**

DO NOT READ OUT. PROBE FULLY. MULTICODE. USE ‘OTHER SPECIFY’ IF RESPONSE DOES NOT CLOSELY FIT ANY OF THE PRECODED OPTIONS.

Provided support

Someone to discuss things with

Share experiences

Share tips/advice/best practice

Other (specify)

ASK Q35 IF ‘YES’ AT Q32

**Q Overall, to what extent did you find this contact with people involved in a project similar to yours beneficial or not?**

SINGLE CODE. READ OUT. ALLOW NULL/DK

* Highly beneficial
* Slightly beneficial
* Neither beneficial nor detrimental
* Detrimental

**SECTION 10 - EVALUATION**

ASK ALL

**Q Thinking now about your completed project and what it has achieved, how much do you agree or disagree with the following statements…?**

READ OUT. SINGLE CODE FOR EACH STATEMENT.

Undertaking the evaluation at the completion of our project was useful to us

The evaluation HLF has requested about our project since its completion is appropriate in terms of depth and scope

ANSWER SCALE. READ OUT. SINGLE CODE. ALLOW DK/NULL

Strongly agree

Tend to agree

Neither agree nor disagree

Tend to disagree

Strongly disagree

ASK ALL

**Q How much, if at all, has your project shared the results of its evaluation with others?**

READ OUT. SINGLE CODE . ALLOW NULL/DK.

* A lot
* A little
* Not very much
* Not at all

**SECTION 11 – ACCESS REQUIREMENTS**

ASK ALL

**Q In respect of an event or meeting you attended with HLF staff did you request any particular access requirements, e.g. induction loop, BSL interpreter, language interpreter, wheelchair access etc.?**

DO NOT READ OUT. SINGLE CODE. ALLOW DK/NULL.

Yes

No

ASK Q39 IF ‘YES’ AT Q38

**Q Were your access requirement needs appropriately met?**

DO NOT READ OUT. SINGLE CODE. ALLOW DK/NULL.

Yes

No

**SECTION 12 – ALTERNATIVE FORMATS FOR APPLICATION FORMS**

ASK ALL

**Q In respect of the HLF application and monitoring forms, did you request any of them in an alternative format (e.g. Large Print, Braille, audio tape, a language other than English), or request any help in completing them due to any personal circumstance (e.g. a disability, English not being your first language)?**

DO NOT READ OUT. SINGLE CODE. ALLOW DK/NULL.

Yes

No

ASK ALL SAYING ‘YES’ AT Q40

**Q What help or alternative format did you request?**

DO NOT READ OUT. MULTICODE ALL THAT APPLY. ALLOW DK/NULL.

Large Print

Braille

Audio tape

Alternative language

Other (specify)

ASK Q42 IF ‘YES’ AT Q40

**Q How long did it take the HLF to provide you with the help or alternative format you requested?**

READ OUT. SINGLE CODE.

Within a week

More than a week but within a fortnight

More than a fortnight but within a month

More than a month

(DO NOT READ OUT)

Never got it

Don’t know/can’t remember

ASK Q43 TO ALL EXCEPT THOSE SAYING ‘NEVER GOT IT’ OR ‘DON’T KNOW/CAN’T REMEMBER’ AT Q42.

**Q Was the help or alternative format you requested helpful to you?**

DO NOT READ OUT. SINGLE CODE. ALLOW DK AND NULL

Yes

No

**Q The Heritage Lottery Fund would like to ensure that they have the correct contact details for you, would you be happy to confirm that these contact details are correct? If any details are incorrect these will be passed onto the HLF. In doing so you will be identified as having taken part in the research, however your responses will remain anonymous.**

Yes

No

IF YES:

[INSERT NAME, ADDRESS, PHONE NUMBER AND EMAIL ADDRESS FROM SAMPLE FILE]

Contact Name:

Organisation:

Contact Address 1

Contact Address 2

Post town

County

Postcode

Contact Phone day:

Contact email:

**Could you please tell me if these contact details are correct?**

**Thank you very much for taking the time to help us answer these questions**.

**CLOSE**

**APPENDIX B**

**11689 HLF APPLICANT QUESTIONNAIRE – FINAL DRAFT**

**INTRODUCTION**

Good morning/afternoon, could I speak to [CONTACT NAME]. My name is [OWN NAME] from BDRC Continental, an independent market research company. We have been commissioned by the Heritage Lottery Fund to carry out a survey amongst organisations who have contacted the Heritage Lottery Fund about the possibility of a grant.

I would like to ask you a few questions about your experience of requesting a grant from the Heritage Lottery Fund, referred to throughout as HLF, for [PROJECT TITLE]. This interview will take 10-15 minutes and your answers will be confidential.

For Group 2 projects: For the purposes of this interview we are talking about your stage 1 application.

For Group 3 projects: For the purposes of this interview we are talking about your stage 2 application.

IF NECESSARY TO CLARIFY SAY: The HLF project reference number for this project was [HLF PROJECT REFERENCE NUMBER] and was for [PROJECT DESCRIPTION]

Can I just confirm that you are the best person for me to speak to about the project application process to answer questions about the Heritage Lottery Fund’s service in administering this application?

* Yes – Go to Q2
* No – Go to Q1

Q Could you please give me the name, job title and telephone number of the person that would be sufficiently familiar with application process for [PROJECT TITLE]?

* Yes – RECORD DETAILS
* No – THANK AND CLOSE

IF NECESSARY MAKE ARRANGEMENTS TO CALL BACK AT A MORE CONVENIENT TIME AND LOG ALL DETAILS

**QUESTIONNAIRE**

BEFORE BEGINNING PLEASE SAY: Before I begin, I must advise you that my Supervisor may listen to all or part of the interview in order to ensure that I am working to quality standards set by the company, in adherence to the MRS Code of Conduct.

SECTION 1 ASKED TO GROUP 1 AND 2 APPLICANTS ONLY

**SECTION 1 – BEFORE YOU APPLIED**

**Q How did you first learn about HLF?**

READ OUT IF NECESSARY. SINGLE CODE ONLY. ALLOW DK/NULL

* Through newspapers
* In a magazine article
* Word of mouth
* HLF leaflet
* Television programme
* Radio
* Met a member of HLF staff
* Through someone else advising on funding (e.g. local authority lottery officer)
* Through my work
* Through the HLF website
* Through a website (non-specific)
* Other (specify)

**Q Where did you find information about HLF grant schemes?**

DO NOT READ OUT. MULTICODE ALLOWED. ALLOW DK/NULL

* The HLF website
* HLF literature
* Through a website (non-specific)
* Word of mouth
* Workshop
* Newspaper or magazine article
* Other (specify)

**Q Did you have contact with HLF staff in any of the following ways before making your application?**

READ OUT. MULTICODE. ALLOW DK/NULL

* Response from HLF to our pre-application
* Formal meeting/grant surgery
* Telephone call to/from HLF
* Email correspondence
* Informal contact at an event organised by HLF
* Informal contact at an event organised by another organisation
* None of these

ASK ALL EXCEPT THOSE SAYING ‘NONE OF THESE’ OR DK/NULL AT Q4.

**Q In terms of preparing your application how helpful or unhelpful did you find the contact you had with HLF staff overall?**

READ OUT. SINGLE CODE. ALLOW NULL/DK.

* Very helpful
* Quite helpful
* Neither helpful nor unhelpful
* Quite unhelpful
* Very unhelpful

ASK ALL EXCEPT THOSE SAYING ‘NONE OF THESE’ OR DK/NULL AT Q4.

**Q And how helpful or unhelpful did you find the contact you had with HLF for each of the following parts of your application…?**

READ OUT. SINGLE CODE FOR EACH STATEMENT. ALLOW NULL/DK.

* Thinking about our heritage and how it is looked after
* Planning conservation activities
* Planning other activities - for example, to help people take part in heritage or to learn about heritage
* Identifying project benefits and beneficiaries
* Making our project environmentally sustainable
* Planning the project's development and management
* Identifying realistic costs
* Thinking about long-term financial viability
* Future management and maintenance

ANSWER SCALE. SINGLE CODE FOR EACH STATEMENT. ALLOW NULL/DK.

Very helpful

Quite helpful

Neither helpful nor unhelpful

Quite unhelpful

Very unhelpful

ASK ALL EXCEPT THOSE SAYING ‘NONE OF THESE’ OR DK/NULL AT Q4.

**Q Overall, how much do you agree or disagree with the following statement**

READ OUT. SINGLE CODE. ALLOW NULL/DK.

* HLF advice helped us to produce an improved application

ANSWER SCALE. ALLOW NULL/DK

Strongly agree

Tend to agree

Neither agree nor disagree

Tend to disagree

Strongly disagree

ASK ALL EXCEPT THOSE SAYING ‘NONE OF THESE’ OR DK/NULL AT Q4.

**Q If you had not had this contact with HLF staff, how likely or unlikely is it that you would have submitted an application to HLF anyway?**

READ OUT. SINGLE CODE. ALLOW NULL/DK.

* Very likely
* Quite likely
* Neither likely nor unlikely
* Quite unlikely
* Very unlikely

SECTION 2 ASKED TO GROUP 1 AND 2 APPLICANTS ONLY

**SECTION 2 – APPLICATION**

ASK ALL

**Q Did you submit your application for this project online?**

DO NOT READ OUT. SINGLE CODE. ALLOW NULL/DK.

* Yes - online
* No – in hard copy

ASK ONLY TO THOSE SAYING ‘YES’ AT Q9. IF ‘NO’ GO TO Q12

**Q Overall, how would you rate the online application process for…?**

SINGLE CODE FOR EACH STATEMENT. ALLOW NULL/DK.

* Presentation of questions and help notes
* Speed of use
* Ease of adding attachments
* Overall ease of use
* Layout and design

ANSWER SCALE (READ OUT). ALLOW DK/NULL

Very good

Fairly good

Neither good nor poor

Fairly poor

Very poor

ASK ONLY TO THOSE SAYING ‘YES’ AT Q9

**Q What, if anything, would have improved the online application for you?**

DO NOT READ OUT. DO NOT PROMPT. MULTICODE ALL THAT APPLY AND USE ‘OTHER SPECIFY’ IF RESPONSE DOES NOT EASILY FIT INTO ANY OF THE PRECODES.

* Better/easier to read
* Better online guidance notes
* Saving the application before submitting it
* Making it shorter/faster
* Other (specify)
* Can’t think if anything/nothing would have improved it
* Don’t know/Null

ASK ONLY TO THOSE SAYING ‘NO’ AT Q9

**Q Overall, how would you rate the application form for…?**

SINGLE CODE FOR EACH STATEMENT. ALLOW NULL/DK.

* Layout and design
* Overall ease of understanding

ANSWER SCALE (READ OUT). ALLOW DK/NULL

Very good

Fairly good

Neither good nor poor

Fairly poor

Very poor

ASK ONLY TO THOSE SAYING ‘NO’ AT Q9

**Q What, if anything, would have improved the application form for you?**

DO NOT READ OUT. DO NOT PROMPT. RECORD RESPONSE FULLY.

* Can’t think if anything/nothing would have improved it
* Don’t know/Null
* Other (specify)

ASK ALL

**Q How would you rate the ease with which you were able to find information on the HLF website that you needed to make your application?**

READ OUT. SINGLE CODE. ALLOW NULL.

* Very easy
* Fairly easy
* Neither easy nor difficult
* Fairly difficult
* Very difficult

(DO NOT READ OUT)

* Didn’t look on/use the website

ASK ALL

**Q HLF provides various guidance notes to help applicants in preparing their applications. Do you recall looking at any guidance notes when you were preparing your application?**

DO NOT READ OUT. SINGLE CODE. ALLOW NULL

* Yes
* No
* Don’t know/Can’t remember

ASK ALL SAYING ‘YES’ AT Q15

**Q Do you recall which guidance notes you read or used?**

DO NOT READ OUT. MULTICODE ALL THAT APPLY. ALLOW DK/NULL.

* The Application Guidance for the programme you were applying to
* Archaeology guidance
* Audience development
* Business survival toolkit
* Community participation
* Digital technology in heritage projects
* Evaluation guidance
* How to involve young people in heritage projects
* Incorporating the Welsh language into your project
* Interpretation guidance
* Learning guidance
* Making your project accessible for disabled people
* Natural Heritage
* Oral history
* Reducing environmental impacts
* Training
* Volunteering
* Activity plan guidance
* Management and maintenance plan guidance
* Conservation plan guidance
* Project business plan guidance
* Landscape Conservation Action Plan guidance (Landscape Partnerships only)
* Legacy planning (Landscape Partnerships only)

ASK Q17 ONLY TO THOSE MENTIONING AT LEAST ONE OF THE GUIDANCE NOTES/ANSWER RESPONSES FROM Q16

COMPUTER LIST – ONLY SHOW ANY RESPONSE FROM THE ANSWER LIST BELOW THAT WAS MENTIONED AT Q16.

**Q On a scale of very good, fairly good, neither good nor poor, fairly poor or very poor, how you would you rate the HLF guidance notes on…?**

DO NOT READ OUT. MULTICODE ALL THAT APPLY. ALLOW DK/NULL.

* The Application Guidance for the programme you were applying to
* Archaeology guidance
* Audience development
* Business survival toolkit
* Community participation
* Digital technology in heritage projects
* Evaluation guidance
* How to involve young people in heritage projects
* Incorporating the Welsh language into your project
* Interpretation guidance
* Learning guidance
* Making your project accessible for disabled people
* Natural Heritage
* Oral history
* Reducing environmental impacts
* Training
* Volunteering
* Activity plan guidance
* Management and maintenance plan guidance
* Conservation plan guidance
* Project business plan guidance
* Landscape Conservation Action Plan guidance (Landscape Partnerships only)
* Legacy planning (Landscape Partnerships only)

ANSWER SCALE (READ OUT). ALLOW DK/NULL

Very good

Fairly good

Neither good nor poor

Fairly poor

Very poor

ASK ALL

**Q Thinking now back to when you were writing your application, how much do you agree or disagree with the following statements…?**

READ OUT. SINGLE CODE FOR EACH STATEMENT. ALLOW NULL/DK

* We clearly understood the type and amount of information that HLF required us to provide in our application
* The type and amount of information that HLF required us to provide in our application was appropriate and proportionate
* Applying for HLF funding imposed unnecessary burdens upon our organisation

ANSWER SCALE

Strongly agree

Tend to agree

Neither agree nor disagree

Tend to disagree

Disagree strongly

ASK ALL WHO STRONGLY/TEND TO AGREE AT Q18

**Q18b What one thing do you think HLF could have done so that the funding application did not impose unnecessary burdens on your organisation?**

PLEASE WRITE IN

ASK ALL

**Q How many people were involved in preparing your application?**

DO NOT READ OUT. SINGLE CODE. ALLOW DK/NULL.

* One/self
* Two
* Three
* Four or more

ASK ALL

**Q Did you use any professionals from outside your organisation to help prepare your application?**

DO NOT READ OUT. SINGLE CODE. ALLOW DK/NULL.

* Yes
* No

SECTION 3 ASKED TO GROUP 1 AND 2 APPLICANTS ONLY

**SECTION 3 – THE ASSESSMENT PERIOD**

ASK ALL

**Q Did your Grants Officer contact you with any questions about your application whilst it was being considered?**

DO NOT READ OUT. SINGLE CODE. ALLOW DK/NULL.

* Yes
* No

ASK ALL

**Q On balance, do you think there were any unacceptable delays in the assessment process?**

DO NOT READ OUT. SINGLE CODE. ALLOW DK/NULL.

* Yes
* No

SECTION 4 ASKED TO GROUP 1 AND 2 APPLICANTS WHOSE APPLICATIONS WERE REJECTED ONLY (SOURCED FROM SAMPLE)

**SECTION 4 – REJECTED APPLICATIONS**

ASK ALL

**Q Our records show that your application for HLF funding was rejected. With this in mind, how much do you agree or disagree with the following statements…?**

SINGLE CODE FOR EACH STATEMENT. ALLOW DK/NULL.

* Our project will still go ahead without HLF funding
* HLF clearly stated why our application was unsuccessful
* The reasons given by HLF for our application being rejected were reasonable
* HLF provided useful feedback on how we could amend our project to make it more likely to succeed if we decide to make another application
* Preparing our application was of value to our organisation, even though the project was not funded

ANSWER SCALE. READ OUT. ALLOW DK/NULL

Strongly agree

Tend to agree

Neither agree nor disagree

Tend to disagree

Disagree strongly

SECTION 5 ASKED TO GROUP 3 APPLICANTS ONLY

**SECTION 5 – THE DEVELOPMENT PHASE**

ASK ALL

**Q Did you have an HLF appointed mentor for your development phase?**

DO NOT READ OUT. SINGLE CODE. ALLOW DK/NULL.

* Yes
* No

ASK OF THOSE SAYING ‘YES’ AT Q24

**Q Overall, how helpful or unhelpful was the HLF appointed mentor to the development of your project?**

READ OUT. SINGLE CODE. ALLOW DK/NULL.

* Very helpful
* Fairly helpful
* Neither helpful nor unhelpful
* Fairly unhelpful
* Very unhelpful

ASK ALL SAYING ‘FAIRLY UNHELPFUL’ OR ‘VERY UNHELPFUL’ AT Q25

**Q Why do you feel the HLF appointed mentor was unhelpful?**

DO NOT READ OUT. MULTICODE ALL THAT APPLY. USE ‘OTHER SPECIFY’ IF RESPONSE DOES NOT EASILY FIT INTO ANY OF THE PRECODED RESPONSES. ALLOW DK/NULL

* The advice they gave wasn’t helpful
* Their attitude was poor
* They didn’t respond quickly enough to our enquiries
* They were difficult to get hold off
* Other (specify)

ASK ALL

**Q Overall how helpful or unhelpful were HLF grants staff in the development phase of your project?**

READ OUT. SINGLE CODE. ALLOW DK/NULL.

* Very helpful
* Fairly helpful
* Neither helpful nor unhelpful
* Fairly unhelpful
* Very unhelpful

ASK ALL

**Q Overall how much do you agree or disagree with the following statements…?**

READ OUT. SINGLE CODE FOR EACH STATEMENT. ALLOW NULL/DK

* + The type and amount of information that HLF required us to provide in progress reports during the development phase was appropriate and proportionate
  + HLF adopted a challenging but fair approach when assessing our proposed project costs
  + HLF showed sufficient technical knowledge and expertise to assess our conservation plans
  + HLF adopted a challenging but fair approach when assessing the amounts and sources of our proposed partnership funding
  + HLF showed sufficient technical knowledge and expertise to assess our activity plan

ANSWER SCALE

Strongly agree

Tend to agree

Neither agree nor disagree

Tend to disagree

Strongly disagree

SECTION 6 ASKED TO GROUP 3 APPLICANTS ONLY

**SECTION 6 – APPLICATION**

ASK ALL

**Q Did you submit your application for this project online?**

DO NOT READ OUT. SINGLE CODE. ALLOW NULL/DK.

* Yes - online
* No – in hard copy

ASK ONLY TO THOSE SAYING ‘YES’ AT Q29. IF ‘NO’ GO TO Q32

**Q Overall, how would you rate the online application process for…?**

SINGLE CODE FOR EACH STATEMENT. ALLOW NULL/DK.

* Presentation of questions and help notes
* Speed of use
* Ease of adding attachments
* Overall ease of use
* Layout and design

ANSWER SCALE (READ OUT). ALLOW DK/NULL

Very good

Fairly good

Neither good nor poor

Fairly poor

Very poor

ASK ONLY TO THOSE SAYING ‘YES’ AT Q29

**Q What, if anything, would have improved the online application for you?**

DO NOT READ OUT. DO NOT PROMPT. RECORD RESPONSE FULLY.

* Can’t think if anything/nothing would have improved it
* Don’t know/Null
* Other (specify)

ASK ONLY TO THOSE SAYING ‘NO’ AT Q29

**Q Overall, how would you rate the application form for…?**

SINGLE CODE FOR EACH STATEMENT. ALLOW NULL/DK.

* Layout and design
* Overall ease of understanding

ANSWER SCALE (READ OUT). ALLOW DK/NULL

Very good

Fairly good

Neither good nor poor

Fairly poor

Very poor

ASK ONLY TO THOSE SAYING ‘NO’ AT Q29

**Q What, if anything, would have improved the application form for you?**

DO NOT READ OUT. DO NOT PROMPT. RECORD RESPONSE FULLY.

* Can’t think if anything/nothing would have improved it
* Don’t know/Null
* Other (specify)

ASK ALL

**Q How would you rate the ease with which you were able to find information on the HLF website that you needed to make your application?**

READ OUT. SINGLE CODE. ALLOW NULL.

* Very easy
* Fairly easy
* Neither easy nor difficult
* Fairly difficult
* Very difficult

(DO NOT READ OUT)

* Didn’t look on/use the website

ASK ALL

**Q HLF provides various guidance notes to help applicants in preparing their applications. Do you recall looking at any guidance notes when you were preparing your application?**

DO NOT READ OUT. SINGLE CODE. ALLOW NULL

* Yes
* No
* Don’t know/Can’t remember

ASK ALL SAYING ‘YES’ AT Q35

**Q Do you recall which guidance notes you read or used?**

DO NOT READ OUT. MULTICODE ALL THAT APPLY. ALLOW DK/NULL.

* The Application Guidance for the programme you were applying to
* Archaeology guidance
* Audience development
* Business survival toolkit
* Community participation
* Digital technology in heritage projects
* Evaluation guidance
* How to involve young people in heritage projects
* Incorporating the Welsh language into your project
* Interpretation guidance
* Learning guidance
* Making your project accessible for disabled people
* Natural Heritage
* Oral history
* Reducing environmental impacts
* Training
* Volunteering
* Activity plan guidance
* Management and maintenance plan guidance
* Conservation plan guidance
* Project business plan guidance
* Landscape Conservation Action Plan guidance (Landscape Partnerships only)
* Legacy planning (Landscape Partnerships only)

ASK Q37 ONLY TO THOSE MENTIONING AT LEAST ONE OF THE GUIDANCE NOTES/ANSWER RESPONSES FROM Q36

COMPUTER LIST – ONLY SHOW ANY RESPONSE FROM THE ANSWER LIST BELOW THAT WAS MENTIONED AT Q36

**Q On a scale of very good, fairly good, neither good nor poor, fairly poor or very poor, how you would you rate the HLF guidance notes on…?**

DO NOT READ OUT. MULTICODE ALL THAT APPLY. ALLOW DK/NULL.

* The Application Guidance for the programme you were applying to
* Archaeology guidance
* Audience development
* Business survival toolkit
* Community participation
* Digital technology in heritage projects
* Evaluation guidance
* How to involve young people in heritage projects
* Incorporating the Welsh language into your project
* Interpretation guidance
* Learning guidance
* Making your project accessible for disabled people
* Natural Heritage
* Oral history
* Reducing environmental impacts
* Training
* Volunteering
* Activity plan guidance
* Management and maintenance plan guidance
* Conservation plan guidance
* Project business plan guidance
* Landscape Conservation Action Plan guidance (Landscape Partnerships only)
* Legacy planning (Landscape Partnerships only)

ANSWER SCALE (READ OUT). ALLOW DK/NULL

Very good

Fairly good

Neither good nor poor

Fairly poor

Very poor

ASK ALL

**Q Thinking now back to when you were writing your application, how much do you agree or disagree with the following statements…?**

READ OUT. SINGLE CODE FOR EACH STATEMENT. ALLOW NULL/DK

* We clearly understood the type and amount of information that HLF required us to provide in our application
* The type and amount of information that HLF required us to provide in our application was appropriate and proportionate
* Applying for HLF funding imposed unnecessary burdens upon our organisation

ANSWER SCALE

Strongly agree

Tend to agree

Neither agree nor disagree

Tend to disagree

Disagree strongly

ASK ALL WHO STRONGLY/TEND TO AGREE AT Q38

**Q38b What one thing do you think HLF could have done so that the funding application did not impose unnecessary burdens on your organisation?**

PLEASE WRITE IN

ASK ALL

**Q How many people were involved in preparing your application?**

DO NOT READ OUT. SINGLE CODE. ALLOW DK/NULL.

* One/self
* Two
* Three
* Four or more

ASK ALL

**Q Did you use any professionals from outside your organisation to help prepare your application?**

DO NOT READ OUT. SINGLE CODE. ALLOW DK/NULL.

* Yes
* No

ASK IF ‘YES’ AT Q40.

**Q Which, if any, of the following tasks did they provide help with…?**

READ OUT. MULTICODE ALL THAT APPLY. ALLOW DK/NULL.

* Conservation planning
* Activities planning
* Environmental sustainability
* Project cost planning
* Long-term financial viability
* Future management and maintenance planning

SECTION 7 ASKED TO GROUP 3 APPLICANTS ONLY

**SECTION 7 – THE ASSESSMENT PERIOD**

ASK ALL

**Q Did your HLF grants officer contact you during your second round assessment?**

DO NOT READ OUT. SINGLE CODE. ALLOW DK/NULL.

* Yes
* No

ASK ALL

**Q How many HLF grants officers did you deal with at HLF before any decision was reached on your application?**

DO NOT READ OUT. SINGLE CODE. ALLOW DK/NULL.

* One
* Two
* Three
* Four or more

ASK ALL

**Q Overall, how helpful or unhelpful were HLF officers during your assessment process?**

READ OUT. SINGLE CODE. ALLOW DK/NULL.

* Very helpful
* Fairly helpful
* Neither helpful nor unhelpful
* Fairly unhelpful
* Very unhelpful

ASK ALL

**Q On balance, do you think there were any unacceptable delays in the assessment process?**

DO NOT READ OUT. SINGLE CODE. ALLOW DK/NULL.

* Yes
* No

SECTION 8 ASKED TO GROUP 3 APPLICANTS WHO HAVE BEEN REJECTED ONLY

**SECTION 8 – REJECTED APPLICATIONS (AT SECOND ROUND)**

**Q Our records show that your application for HLF funding was rejected. With this in mind, how much do you agree or disagree with the following statements…?**

SINGLE CODE FOR EACH STATEMENT. ALLOW DK/NULL.

* Our project will still go ahead without HLF funding
* HLF clearly stated why our application was unsuccessful
* The reasons given by HLF for our application being rejected were reasonable
* HLF provided useful feedback on how we could amend our project to make it more likely to succeed if we decide to make another application
* Preparing our application was of value to our organisation, even though the project was not funded

ANSWER SCALE. READ OUT. ALLOW DK/NULL

Strongly agree

Tend to agree

Neither agree nor disagree

Tend to disagree

Disagree strongly

SECTION 9 ASKED TO GROUP 1 AND 3 APPLICANTS WHOSE APPLICATIONS WERE SUCCESSFUL (SOURCED FROM SAMPLE)

**SECTION 9 – SUCCESSFUL APPLICANTS**

**Q Our records show that your application for HLF funding was successful. If no HLF funding had been available, which one of the following statements do you think would best apply to your project…?**

READ OUT. SINGLE CODE. ALLOW DK/NULL.

* The project would have gone ahead as planned using alternative sources of funding
* The project would have been delayed whilst alternative sources of funding were sought
* The scope of the project would have been reduced to take account of the reduced funding available
* The project would not have gone ahead at all

**Q And if HLF had required greater partnership funding, which one of the following statements do you think would best apply to your project?**

READ OUT. SINGLE CODE. ALLOW DK/NULL.

* The project would have gone ahead as planned using alternative sources of funding
* The project would have been delayed whilst alternative sources of funding were sought
* The scope of the project would have been reduced to take account of the reduced funding available
* The project would not have gone ahead at all

SECTION 10 ASKED OF ALL

**SECTION 10– OVERALL**

**Q Taking everything into consideration, on a scale of 1 to 10, where 1 is ‘very poor’ and 10 is ‘very good’, how would you rate HLF’s handling of your application?**

SINGLE CODE. ALLOW DK/NULL.

* 1 – very poor
* 2
* 3
* 4
* 5
* 6
* 7
* 8
* 9
* 10 – very good

**Q Would you consider applying again to HLF for a grant?**

SINGLE CODE. ALLOW DK/NULL.

* Yes
* No
* Maybe

**Q How likely or unlikely would you be to suggest or recommend to another organisation that it apply to HLF for a grant?**

READ OUT. SINGLE CODE. ALLOW NULL/DK

* Very likely
* Fairly likely
* Neither likely nor unlikely
* Fairly unlikely
* Very unlikely

**Q51b Have you applied for a grant with an organisation other than HLF in the past 5 years?**

SINGLE CODE. ALLOW DK/NULL.

* Yes
* No

IF YES AT Q51B

**Q51c How much better or worse was the experience of applying for a grant with HLF than this organisation?**

SINGLE CODE. ALLOW DK/CAN’T REMEMBER.

* Much better
* Slightly better
* About the same
* Slightly worse
* Much worse

**Q51d Why do you say this?**

PLEASE WRITE IN

SECTION 11 ASKED OF ALL

**SECTION 11 – OVERALL**

ASK ALL

**Q In respect of the HLF application or guidance materials, did you request any of them in an alternative format (e.g. Large Print, Braille, audio tape, a language other than English), or request any help in completing the application form due to any personal circumstance (e.g. a disability, English not being your first language)?**

DO NOT READ OUT. SINGLE CODE. ALLOW DK/NULL.

* Yes
* No

ASK ALL SAYING ‘YES’ AT Q52

**Q What help or alternative format did you request?**

DO NOT READ OUT. MULTICODE ALL THAT APPLY. ALLOW DK/NULL.

* Large Print
* Braille
* Audio tape
* Alternative language
* Other (specify)

ASK Q54 IF ‘YES’ AT Q53

**Q How long did it take HLF to provide you with the help or alternative format you requested?**

READ OUT. SINGLE CODE.

* Within a week
* More than a week but within a fortnight
* More than a fortnight but within a month
* More than a month

(DO NOT READ OUT)

* Never got it
* Don’t know/can’t remember

ASK Q55 TO ALL EXCEPT THOSE SAYING ‘NEVER GOT IT’ OR ‘DON’T KNOW/CAN’T REMEMBER’ AT Q54.

**Q Was the help or alternative format you requested helpful to you?**

DO NOT READ OUT. SINGLE CODE. ALLOW DK AND NULL

* Yes
* No

ASK ALL

**Q Did you experience any difficulties in using the HLF website due to any personal circumstances (e.g. disability, English not being your first language)?**

DO NOT READ OUT. SINGLE CODE. ALLOW DK AND NULL

* Yes
* No

**Q The Heritage Lottery Fund would like to ensure that they have the correct contact details for you, would you be happy to confirm that these contact details are correct? If any details are incorrect these will be passed onto HLF. In doing so you will be identified as having taken part in the research, however your responses will remain anonymous.**

* Yes
* No

IF YES:

[INSERT NAME, ADDRESS, PHONE NUMBER AND EMAIL ADDRESS FROM SAMPLE FILE]

Contact Name:

Organisation:

Contact Address 1

Contact Address 2

Post town

County

Postcode

Contact Phone day:

Contact email:

**Could you please tell me if these contact details are correct?**

**Thank you very much for taking the time to help us answer these questions**.

**CLOSE**

**APPENDIX C**

**Accessibility and formatting guidance**

Reports and other documents created for HLF need to be clear, straightforward to use, and ready to circulate internally, externally and online, as well as suitable for use by screen reading software. Best practice in accessibility is summarised below:

**Readability**

In the final report, consultants should ensure that:

* The size of the font is at least 11pt;
* There is a strong contrast between the background colour and the colour of the text. Black text on a white background provides the best contrast. This also applies to any shading used in tables and / or diagrams;
* Italics are only used when quoting book titles for citations and items on the reference list should be arranged alphabetically by author; and
* Colour formatting and use of photos should be of a resolution size that is easily printable and does not compromise the printability of the document.

For further guidance on ensuring readability of printed materials, please refer to the RNIB Clear Print guidelines. These can be found on the [RNIB website](http://www.rnib.org.uk/).

**Accessibility**

Reports should adhere to the following guidelines:

* **Formatting**

Headings and content in your document should be clearly identified and consistently formatted, to allow easy navigation for users. Heading Styles should be used to convey both the structure of the document and the relationship between sections and sub-sections of the content.

* **Spacing**

Screen readers audibly represent spaces, tabs and paragraph breaks within copy, so it is best practice to avoid the repetitive use of manually inserted spaces. Instead, indenting and formatting should be used to create whitespace (e.g. use a page break to start a new page, as opposed to multiple paragraph breaks).

* **Alternative text**

Alt text is additional information for images and tables. This extra information is essential for both document accessibility (screen reading software reads the Alt text aloud) and for the web. Alt text should be concise and descriptive, and should not begin with ‘Image of’ or ‘Picture of’.

* **Images**

These should be formatted inline with text, to support screen readers. Crediting pictures may be necessary, usually in response to a direct request from a third party.

* **Tables**

These should be for used for presenting data and not for layout or design. They should also be simple, and include a descriptive title.

**Additional documents**

Any additional information, separate to the report, for example proformas and transcripts that may be used as standalone documents must be fully referenced to the piece of work being submitting and therefore dated, formatted and numbered appropriately.

**Acknowledgement**

All reports should acknowledge HLF. Our logo can be found on the [HLF website](http://www.hlf.org.uk/running-your-project/logos-acknowledgment).