



CUSTOMER SATISFACTION SURVEY

May 2009

PREFACE

This document details the results of the second FLAG Grant customer satisfaction survey which was undertaken in April and May 2009.

Customer Satisfaction questionnaires were sent to 26 successful grant applicants spanning financial years 2007/8 and 2008/9. During these two years more than £522,699 was awarded to 36 projects with a total value of £1,265,868.

- The 26 grant applicants that received surveys comprised:
 - 10 parish councils
 - 8 churches
 - 3 community groups
 - 2 charities
 - 2 borough/district councils
 - 1 aggregate operator

- The 36 projects comprised the following types of scheme:
 - 13 community building improvements
 - 4 energy saving (roof insulation and/or heating system)
 - 4 outdoor play facilities
 - 3 energy efficiency audits
 - 3 repairs to historic buildings
 - 2 biodiversity improvements
 - 2 biodiversity and access improvements
 - 2 landscaping schemes
 - 2 access improvements
 - 1 historic building repair combined with preservation of nationally important bat roost.

19 completed questionnaires (73%) were returned and the results show high levels of satisfaction with the FLAG programme and its operation.

CONTACTS

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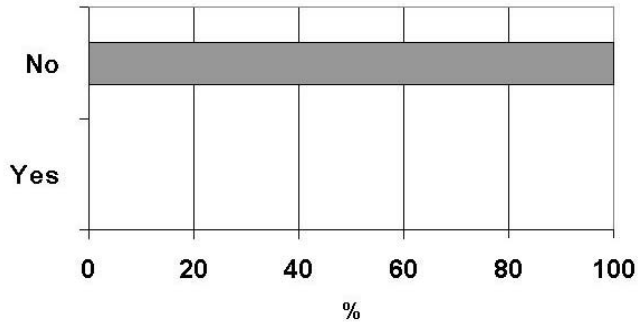
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SUMMARY OF RESPONSES

Q1. Was there any information you needed which wasn't included in the FLAG documentation?

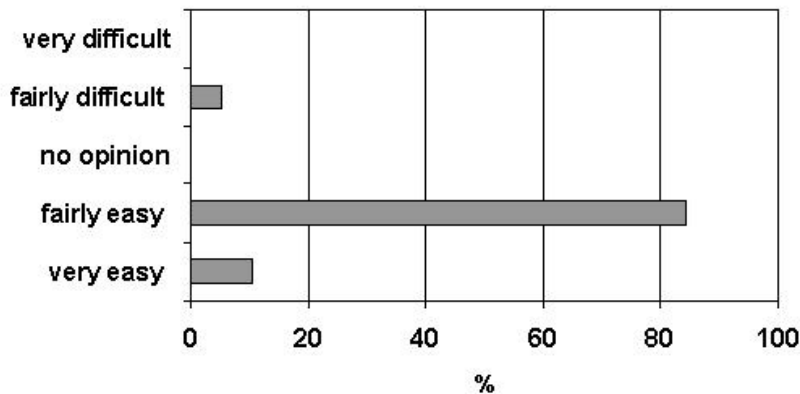


No	100%
Yes	0%

Applicants' comments:

- All information included although we had been through the process before so that helped and the guidelines were very useful
- The documentation is very good.

Q2. How easy was it to complete the application form?

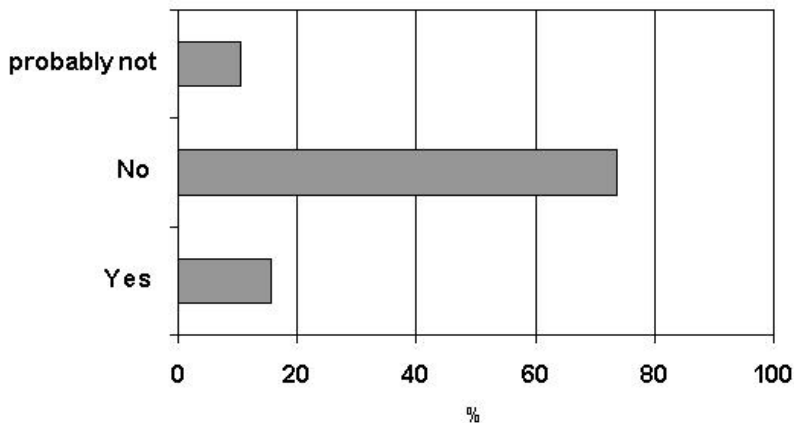


Fairly easy	84%
Very easy	11%
Fairly difficult	5%
Very difficult	0%
No opinion	0%

Applicants' comments:

- Quite straightforward
- Clear guidelines were provided
- Fairly easy as we had previously completed an application form.

Q3. Was there anything that could have made the form easier to complete?

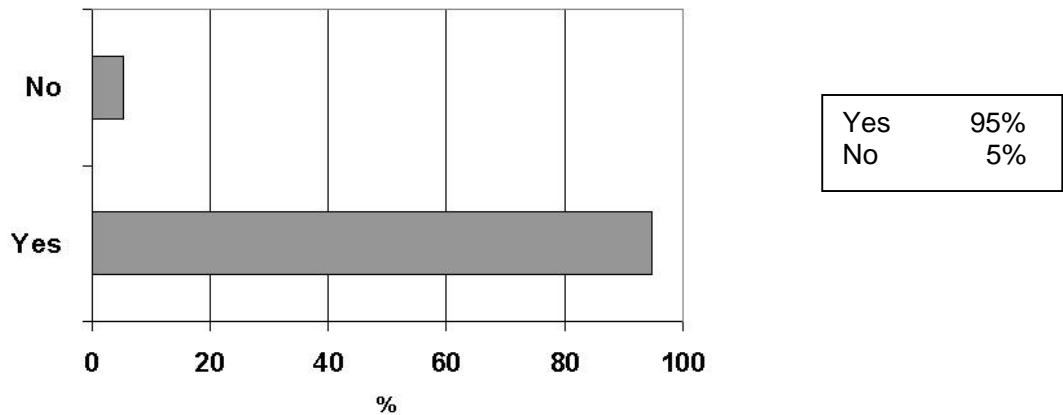


No	74%
Yes	16%
Probably not	10%

Applicants' comments:

- The question of VAT seems to present a problem often but this was clarified when seeking advice.
- Probably not as form designed for many different types of applicant
- Clearer instruction re. legal bit
- Less questions!
- Only possibly if the breakdown of costs you require were easier.

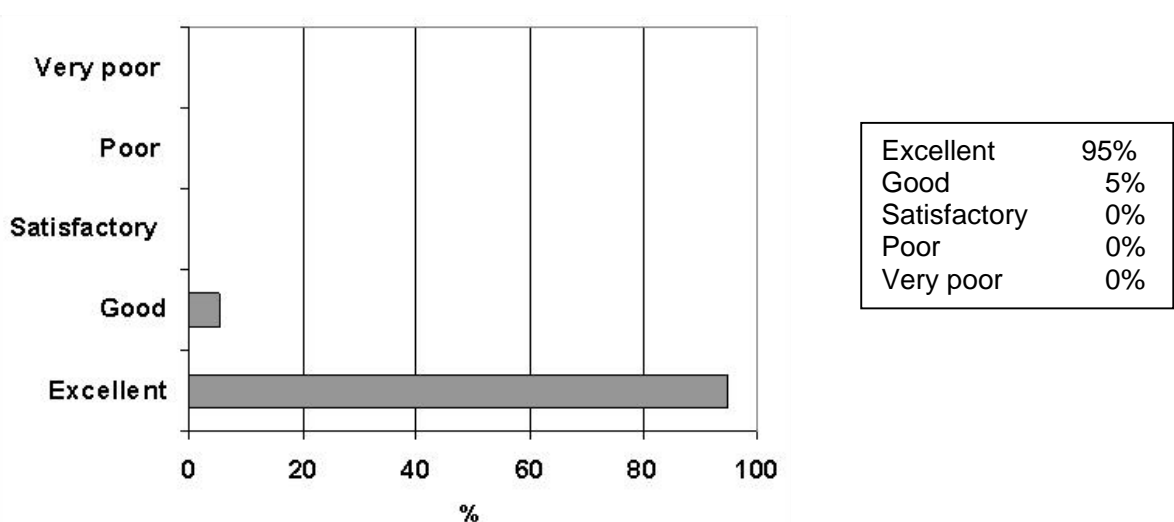
Q4. Did you request any assistance from the FLAG Officer/County Council staff?



Applicants' comments:

- Yes. If I was unsure about quotations, volunteer work etc. this was always dealt with promptly and a full explanation given.
- Yes, we had a visit from a FLAG advisor
- Yes; occasional advice for clarification on some points
- Only advice on products, if she had knowledge from other schemes, and financial advice.
- Yes, this was quite a complicated application for financial assistance to support a land purchase.
- Yes, general advice and support

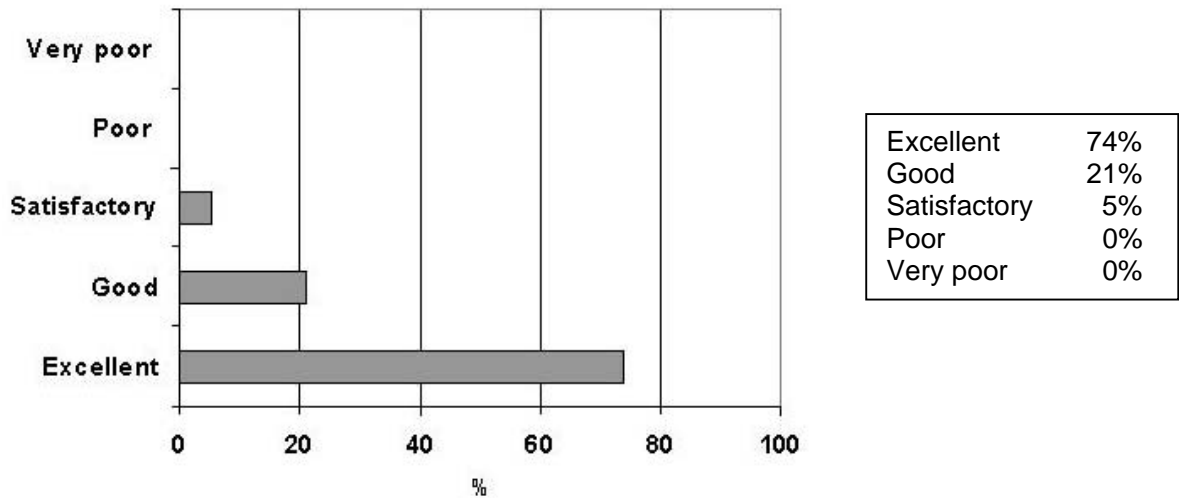
Q5. How do you rate the support provided by FLAG Officers/CC staff?



Applicants' comments:

- The support is excellent and most helpful and constructive
- The support given throughout the process was excellent.
- Excellent- always very supportive and well informed. Do their utmost to help and make the process as easy as possible.

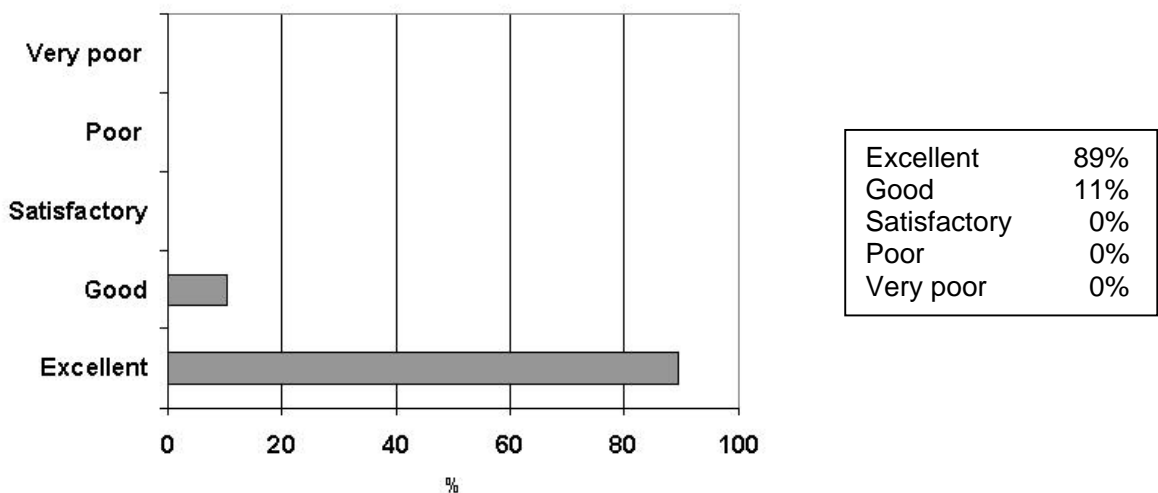
Q6. How do you rate the speed with which your application was dealt?



Applicants' comments:

- Our application was dealt with very quickly
- Excellent; we were surprised how quickly it was processed
- Excellent; it was particularly impressive when compared with other grant schemes which take many months and some even exceed one year

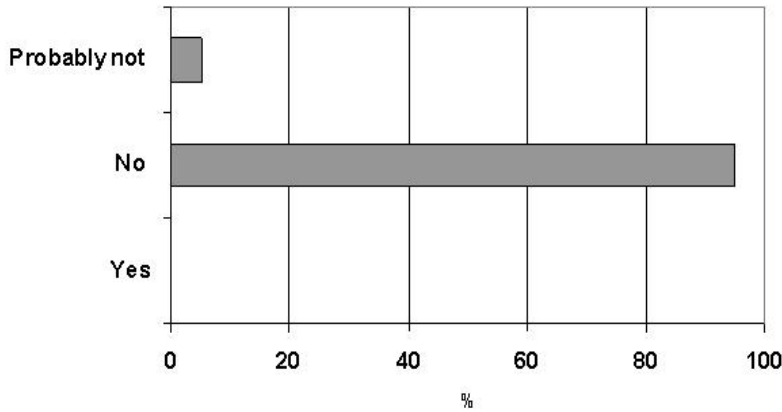
Q7. How do you rate the quality of written information you received (letters, emails etc.)?



Applicants' comments:

- Both written information, when necessary, and e-mails were used as appropriate, which speeded up the process considerably.
- Excellent- always very informative and helpful.

Q8. Was there any other information that could have been included in the application form or guidance notes that could have speeded up your application?

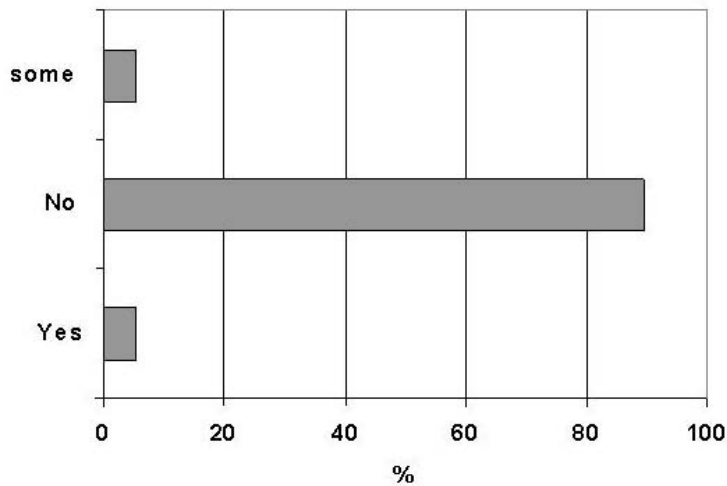


No	95%
Probably not	5%
Yes	0%

Applicants' comments:

- Apart from the VAT, which needed to be sorted out separately anyway, I cannot think of anything further that could have been included.

Q9. Was there any information requested on the application form that you found difficult to provide?

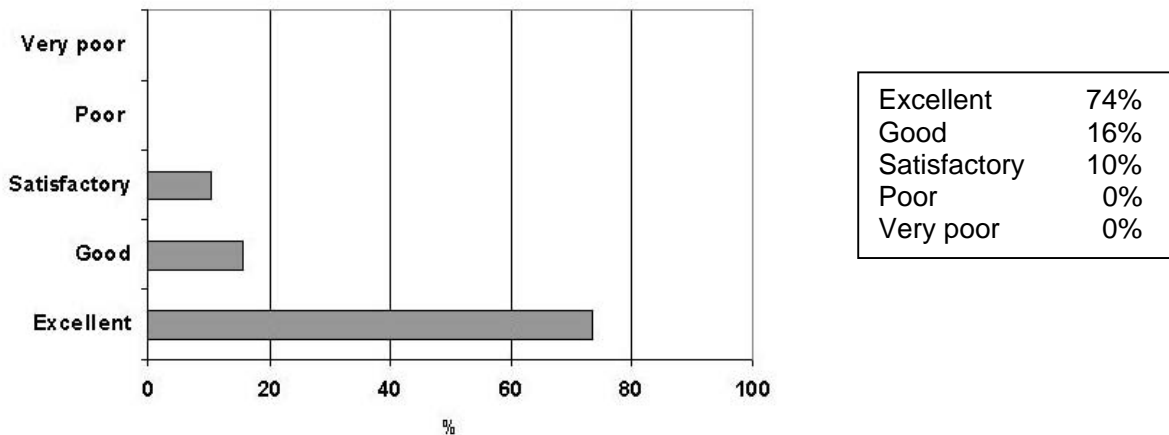


No	90%
Yes	5%
Some	5%

Applicants' comments:

- No difficulties beyond awkward builders!
- Only time waiting for invoices.
- No. Not specifically on the application, but following the award certain information requested was not available to us (Registered Title Deeds) although we were able to provide copies of the Land Registry Entry.
- Yes - Deeds of Property
- Not for the latest application.

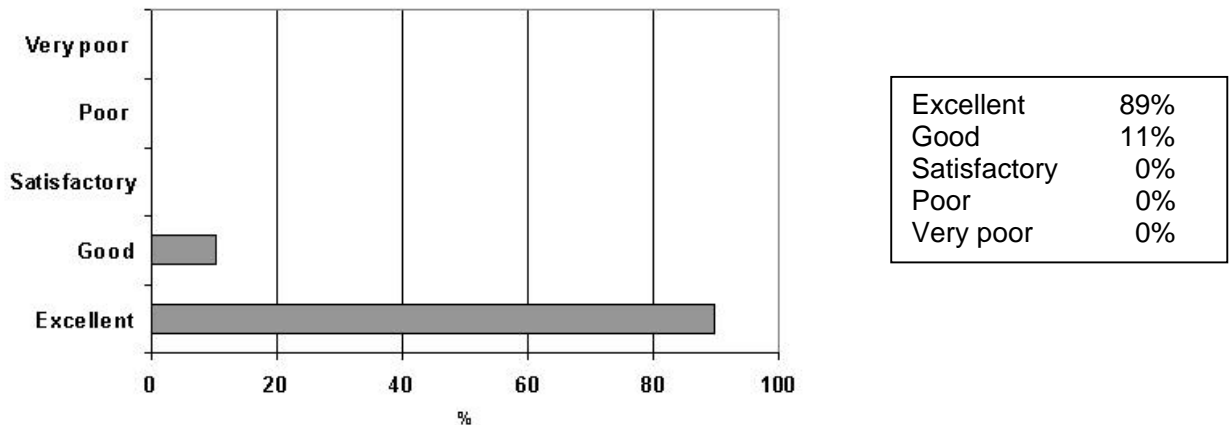
Q10. How do you rate the speed that your grant was paid?



Applicants' comments:

- The grant was paid very promptly after the work was completed and the invoice submitted
- Excellent; very helpful with the cash flow of our project
- There was a problem with the Council finance department which was closed for a few days. However the officer did her level best to ensure that I was paid as soon as possible.

Q11. How do you rate the support you were provided in making your claim?



Applicants' comments:

- The support offered by the FLAG administrator was always excellent being perceptive as to our project and supportive in assisting us to complete the paperwork and meet deadlines.

Further comments

- What can we say except thank you for helping us to preserve our community building for future generations as well as current users.
- Given the nature of this grant application, the support received from the team was exemplary. From the moment we met at County Hall to discuss the concept, right through to the grant award, the team were the ultimate professionals and very supportive of our project.

- We were very happy with the support and help we got from FLAG for this project. It assisted greatly with making an involved project easier for us to handle. We hope to use FLAG again at some point in the future as we make our Church building more accessible to the wider community.
- We were very grateful for the grant we received. The help given by Kate was always clear and helpful.
- We were very impressed with the support given. Mrs Nightingale the FLAG administrator was particularly helpful at all stages of the process and conducted herself in a professional manner whilst maintaining a friendly disposition at all times. Our bid was complicated by the site being a Scheduled Ancient Monument and thus involving English Heritage/DCMS and Leicester University archaeological services. However, with the support of the Assistant Planning Archaeologist (Lucy Griffin), the archaeological operation went smoothly and without causing any disruption to the construction process for which we were very grateful.
- No problems and thank you for your support.
- My experience of the grant scheme and support is all to be applauded. The whole scheme was dealt with efficiently, professionally and was not a stressful experience (which some grant applications are.)
- FLAG has provided tremendous support for the work of the LRWT in protecting wildlife and wild places in the Soar Valley and Charnwood Forest for everyone. The administrative support plus help and guidance from FLAG is excellent which is of great assistance to the Trust when applying for funding.
- Our application was dealt with in a thoroughly professional, helpful and considerate way with any queries answered promptly.
- Thank you for your help and guidance throughout the grant application and administration process.
- The help and the grant we received enabled our project to be completed in a way which we could not have imagined. We now have premises second to none and all users are delighted with the results.
- As a community organisation we found the support and encouragement a great help in applying for a FLAG grant.
- Staff dealing with the application were most informative and helpful.
- I don't think the application would have been so straight forward without the help and support of Kate Nightingale, the FLAG Administrator.
- The quality of service provided throughout the grant application process by the FLAG Officer was exemplary.
- We have always found FLAG staff extremely pleasant and supportive. In particular Kate Nightingale is very informative and goes to great lengths to make the whole experience as easy and smooth as possible. We are very grateful for all the support we have received from the FLAG scheme.