



Shire Grants Customer Satisfaction Survey

You applied for a Shire Grant. As part of the County Councils on going commitment to providing good customer service and value for money we would be grateful if you would complete the following questionnaire.

We will use the results to ensure we provide an efficient and helpful application system for the Shire Grant schemes. We need your help to do so – please spare 10 minutes of your time, and return this questionnaire either by post or email to your shire grant contact officer.

Thank you for your assistance.

Some questions about your application...

Shire grant reference:

Scheme Title:

Which type of grant did you apply for? Community Environmental / Historic Building Village Hall / Independent Museums / Arts / Voluntary Youth /Community +/- Climate Change

	Under £2000	£2,000 - £5,000	£5,001 - £10,000	Over £10,000
What was the size of grant you requested/ were allocated?				

Was your application successful?

Yes / No

How did you hear about the Shire Grant scheme?

	Please give details
Local newspaper	
Local radio	
Leaflet	
Parish Council	
Council Officer	
Web site	
Other	

Some questions about the application process...

	Excellent	Good	Satisfactory	Poor	Very poor
How do you rate the information provided within the grant pack?					

Was there any other information that you needed which could have been included in the pack?

	Very easy	Fairly easy	No opinion	Fairly difficult	Difficult
How easy was it to complete the application form?					

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

Did you request any assistance from County Council Staff? Yes /No

Did a County Council Officer contact you about your application? Yes / No

	Excellent	Good	Satisfactory	Poor	Very poor
How do you rate the support you were provided by the Shire Grant Officer?					
How do you rate the speed with which your application was dealt?					
How do you rate the quality of written information you received? Letters etc					

Please add any further comments.

Was there any other information that could have been requested in the application form that could have speeded up your application? If yes, please give details.

Was there any information requested on the application form that you found difficult to provide? If yes, please give details.

If supplied, how helpful did you find the Self Assessment Form?

Some questions about the payment of your grant...

Was your grant paid in full, or was an interim payment made? Full / Interim

	Excellent	Good	Satisfactory	Poor	Very poor
How do you rate the speed that your grant was paid?					
How do you rate the support you were provided in making your claim?					

Please add any further comments.

Some questions about the grant scheme...

The grants currently fund a variety of projects. Please specify which areas you anticipate requiring funding for in the future.

Shire Grant Name	Grant Purpose	Are likely to require funding for in the future.
Community Environmental Improvement	diverse range of improvements to public open space	
Historic Building	essential repairs, restoration to listed buildings and structures	
Village Hall	extend, major repair, refurbish village halls or to create new halls	
Independent Museum	improve care for and access to museum collections	
Arts Development	promotion of arts activities	
Voluntary Youth Organisation	premises running, rental costs, provision of equipment	
Climate Change	community building energy efficiency	

Are there any other areas you would wish the scheme to cover?
