



ANGUS COUNCIL COMMUNITY GRANT SCHEME CUSTOMER SURVEY

As a previous applicant to the Angus Council Community Grant Scheme we would be grateful if you could take a few moments to complete this survey. The results will help us improve our service and will be important in reviewing our grant scheme to ensure it meets your needs. Thank you for your cooperation.

APPLICATION FORMS AND GUIDANCE NOTES

1. How did you hear about the Angus Council Community Grant Scheme?

- External Funding team
- Other council staff
- Newspaper
- Word of mouth
- Funding event
- Local councillor
- Angus Council website
- Angus Funding website
- Other

2. How did you access an application form and/or guidance notes?

- Phoned/e-mailed and asked for a form/guidance notes to be sent out
- Phoned/e-mailed and asked for a form/guidance notes to be e-mailed out
- Given them during a meeting with external funding team
- Picked them up at a funding event
- Downloaded them from the internet
- Access officer
- Other

3. Did you contact the external funding team for help completing the form?

YES
NO

If yes, was the advice useful?

4. Do you agree with the following statements?

a) The application form is easy to understand and complete

Strongly agree *Agree* *Neither* *Disagree* *Strongly disagree*

b) The level of information requested is about right

Strongly agree *Agree* *Neither* *Disagree* *Strongly disagree*

c) The short guidance notes beside each question on the application form are useful

Strongly agree *Agree* *Neither* *Disagree* *Strongly disagree*

d) The number of supporting documents requested is reasonable

Strongly agree *Agree* *Neither* *Disagree* *Strongly disagree*

e) The Guidance Notes are useful

Strongly agree *Agree* *Neither* *Disagree* *Strongly disagree*

f) The level of information provided in the Guidance Notes is about right

Strongly agree *Agree* *Neither* *Disagree* *Strongly disagree*

Please provide any additional comments on the application form, supporting documents and guidance notes

APPLYING FOR FUNDING

5. How would you rate the following:

easiness of the application process? excellent good average fair poor

level of correspondence from the external funding team excellent good average fair poor

quality of correspondence from the external funding team excellent good average fair poor

length of time from applying to getting a decision excellent good average fair poor

Please provide any additional comments on the application process.

MONITORING

6. Do you agree with the following statements?

a) The monitoring form is necessary

Strongly agree Agree Neither Disagree Strongly disagree

b) The level of information requested is about right

Strongly agree Agree Neither Disagree Strongly disagree

c) The additional information requested (copy of receipts/publicity etc) is fair

Strongly agree Agree Neither Disagree Strongly disagree

d) The monitoring form is easy to complete

Strongly agree Agree Neither Disagree Strongly disagree

INFORMATION

7. Have you accessed information on the Angus Council Community Grant Scheme via the Internet?

<http://www.angus.gov.uk/externalfunding/communitygrant/default.html>

YES

NO

If yes :

How useful do you find the content?

Very useful Quite useful Not very useful

How useful do you find the information on successful/unsuccessful grants?

Very useful Quite useful Not very useful

Please provide any additional comments on the information available

THEMES

8. The following are the current themes of the Angus Council Community Grant Scheme:

- Maximise the Tourism and Heritage Potential in Angus
- Bring People Together
- Increase Involvement
- Improve Quality of Life
- Help Groups to Become Well Organised

Do you think that these are relevant and appropriate? Do you think the grant scheme should be targeting other themes or groups?

Please let us have your views.