

The Quarter 3 2017-18 Centre Survey: What You Need to Know

[You Can Reach the Survey By Clicking Here](#)

First of all, thank you for taking the time to complete the quarterly survey. Every quarter we try and make it as short as possible, and to make the best use of the information you provide. As well as providing evidence for funders and stakeholders, your answers are used internally to help us offer the best possible support to the Online Centres Network. This document provides some essential information about the survey, plus a full list of questions - we recommend you read through these in advance, so that you can prepare your answers.

Centres should note that this survey asks about Quarter 3 of 2017-18 only - that is, activity between the beginning of October and end of December 2017.

Your Responses. If you'd like a copy of your responses, please ask your Network Specialist

Asking For Advice. Although we monitor survey responses as soon as the survey is launched, it is not the best place to ask for help and advice - you can get a much quicker response by contacting your Network Specialist by telephone on 0114 349 1666 or email at hello@goodthingsfoundation.org.

Multiple Centres. If you are responsible for more than one centre please provide a combined response for all the centres you're associated with; when you reach the centre code questions, you need to tell us how many centres you're providing an answer for, as well as the code for each centre. Please note that the centre code question is mandatory - this helps us to follow up with questions and suggestions, and get the best possible picture of what individual centres are doing.

Compulsory Questions. To direct you to the relevant page, and for some of the quicker and easier tick-box questions, a response is compulsory; these are marked with an asterisk (*) in the survey and *printed in italics* in the list below.

Prize Draw. All unfunded respondents from the wider network will be entered into a prize draw for a chance to win a brand-new iPad Air tablet. To be eligible for the prize draw, you must:

1. Complete all questions in the survey (we know that not all the questions will be relevant to your centre, in which case you should put 'n/a' or select 'don't know').
2. Complete the survey by midnight, **Friday 23rd February 2018.**
3. Provide your centre code and contact details at the end of the survey.
4. Not be in receipt of any of the following grant funding:
 - Future Digital Inclusion (FDI)
 - HMRC Advice Service
 - English My Way
 - Google Digital Garage

All of the information you provide will be treated in confidence. There are no 'wrong' answers, so please be as open as possible; this will help us to help you. We will not identify you in connection with any information you provide without seeking your permission first.

Returning To The Survey. You can leave the survey and come back to it later to complete it - Survey Monkey does this by putting a [cookie](#) on the computer. You need to click 'next' to save responses for the page you're working on before you exit. When you want to finish the survey, just click on the link again. Please note that you must use the same computer and internet browser as you did before.

Questions for the 2017-18 Q3 Network Survey

Page 1: Introduction

This page contains no questions.

Page 2: About Your Centre & What You Do

1. *Which of the following categories does your centre fall into?*
2. Do you have any interesting stories - of learners, volunteers or projects - that we can turn into case studies? We are looking for stories of people who have really changed their lives with your support.

Page 3: About Funding

3. *Did you receive any of the following funding from Good Things Foundation during the last quarter?*
 - a. *English My Way*
 - b. *Future Digital Inclusion (FDI)*
 - c. *HMRC Advice Service*
 - d. *Google Digital Garage*
 - e. *Lloyds Digital Inclusion Flagships*
 - f. *Money My Way*
 - g. *Princes Countryside Fund*
 - h. *Talk Talk*
 - i. *None of these*
4. Have you received any of the following funding this financial year, not provided by Good Things Foundation?
 - a. Local funding (e.g. Council funding)
 - b. National funding (e.g. Big Lottery, UK Government)
 - c. EU funding (e.g. ERDF)
5. How would you describe your centre's current financial outlook for the next 12-24 months, taking into account your current and future cashflow, and issues such as Brexit?
 - a. Positive
 - b. Just about managing
 - c. Uncertain
6. How much of your funding comes from your local authority?

- a. All of it
 - b. More than half
 - c. Less than half
 - d. None
7. Over the last 3 years, has the amount of funding you receive from your local authority...
- a. Increased a lot
 - b. Increased a little
 - c. Stayed the same
 - d. Decreased a little
 - e. Decreased a lot
 - f. Stopped completely
8. Does funding from Good Things Foundation contribute to your organisation's core costs, such as rent, utility bills, or central administration?
- a. Yes - we couldn't continue to operate without it
 - b. Yes - we'd have to make major changes without it
 - c. Yes, but we could continue as we are without it
 - d. No, not at all

Page 4: About Your Work

9. What are the biggest problems currently faced by the community you support, and how are you helping them to deal with these? Have these problems and the way you deal with them changed over the last 12 months, and why?
10. **Outside of digital inclusion**, do you offer support in any of the following areas? Please provide brief details.
- a. Health and wellbeing (e.g. healthy eating, exercise, counselling)
 - b. Getting back into work
 - c. Welfare and benefits advice
 - d. Financial capability
 - e. Maths, English, and English as a Second Language

Page 5: About Networking & Campaigns

11. *Did you attend our conference Digital Evolution: A Movement For Social Change?*
- a. *Yes*
 - b. *No*
12. *If you didn't attend, why was this? Please select all that apply.*
- a. *We weren't aware of it*

- b. Tickets were too expensive*
 - c. It was too far to travel*
 - d. We were too busy*
 - e. Didn't think it was relevant to what we do*
 - f. We'd been before and didn't like it*
 - g. Other reason (please specify)*
13. What would you like to see at a future Good Things Foundation / Online Centres Network conference?
14. Do you have any other feedback on the conference that you would like to share?
15. *Did you take part in Get Online Week (2-9 October 2017)?*
- a. Yes*
 - b. No*
16. *If you didn't take part, could you tell us why? Please select all that apply.*
- a. We weren't aware of it*
 - b. We didn't have the resources*
 - c. It was too soon after the Be Online campaign*
 - d. We're already engaging plenty of people*
 - e. We've taken part before and it wasn't successful*
 - f. It was too close to Libraries Week*
 - g. It was too close to other events in our calendar*
 - h. Other reason (please specify)*
17. What would make you more likely to take part in future campaigns like Get Online Week?

Page 6: About Digital Health Training

18. *Do you currently teach learners about digital health resources like the NHS Choices website and health apps?*

Page 7: About Digital Health Training (only asked if you currently teach learners about digital health resources)

19. During the last quarter, approximately how many learners have you made aware of digital tools and resources that can help them manage their health, such as the NHS Choices website and health apps?

Page 8: About How We Support & Communicate With You

20. Do you have any other comments around the support and communications you receive from your Network Specialist or the wider Network team?
21. How satisfied are you with the support you receive from the Network team?
22. Other than funding, what one thing could Good Things Foundation help you with?
23. *Overall, how satisfied are you with being a member of the Online Centres Network?*

Page 9: And Finally...

24. Are there any other comments that you would like to add about being a member of the Online Centres Network or about the websites, tools and support we provide?
25. *How many centre codes does this survey response cover?*
26. *Centre code(s)*
27. Your Name
28. Email address