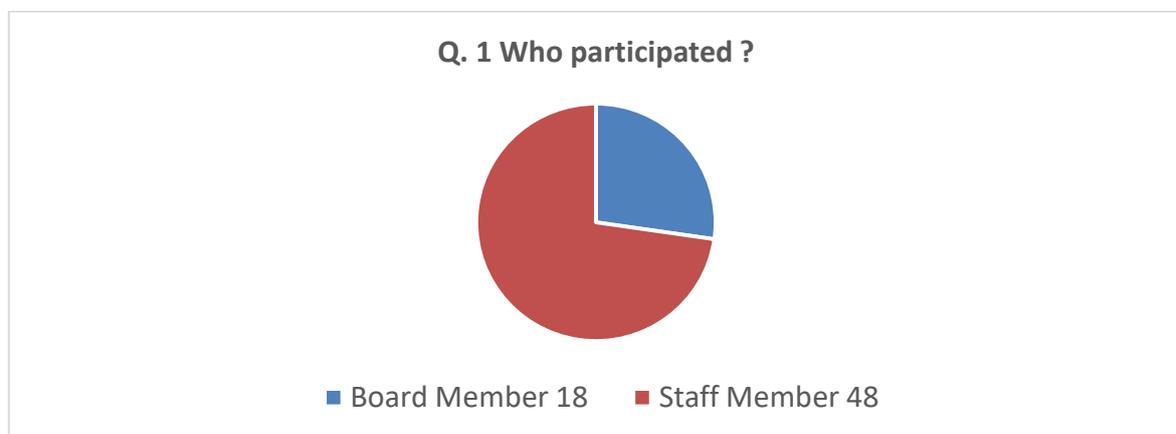


# MONKEY SURVEY : Summarised feedback from FRC Projects on support received in 2017

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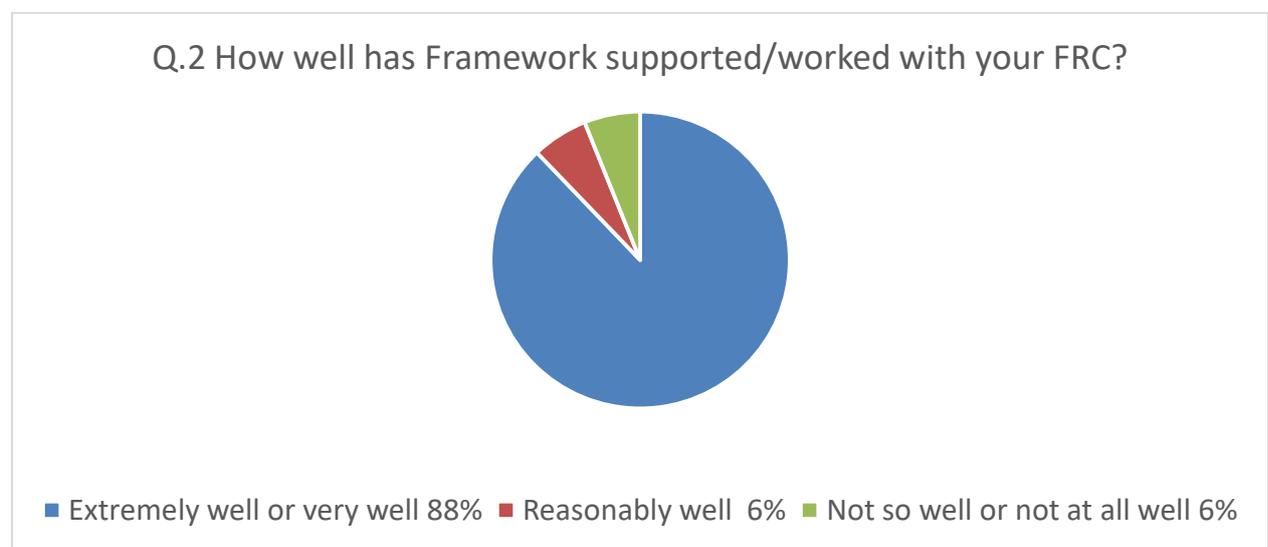
An anonymous survey was conducted with 54 Family Resource Centres (FRCs) in May 2018 with the purposes of getting feedback on how Framework delivered its programme of support. A survey monkey link was sent to all Managers with a request to share it with voluntary board members and the staff of the FRC. The following charts show the results from Projects' engagement with the Survey Monkey.

## Q1: Who participated



Sixty-six people responded to the survey. **73%** (48 of 66) were staff members and **27%** (18 of 66) were board members.

## Q2: How well did Framework support FRCs



**88%** of FRCs, which is clearly the vast majority of respondents, said that they were extremely well or very well supported by Framework.

**6%** of FRCs said they were not so well or not at all well supported by Framework.

The following are some quotes from respondents in relation to how well they felt supported by Framework:

*“Framework are available for support on the phone throughout the year, they also facilitate our annual planning and review weekend. In 2017, they also supported the board and the staff when the coordinator was on leave”.*

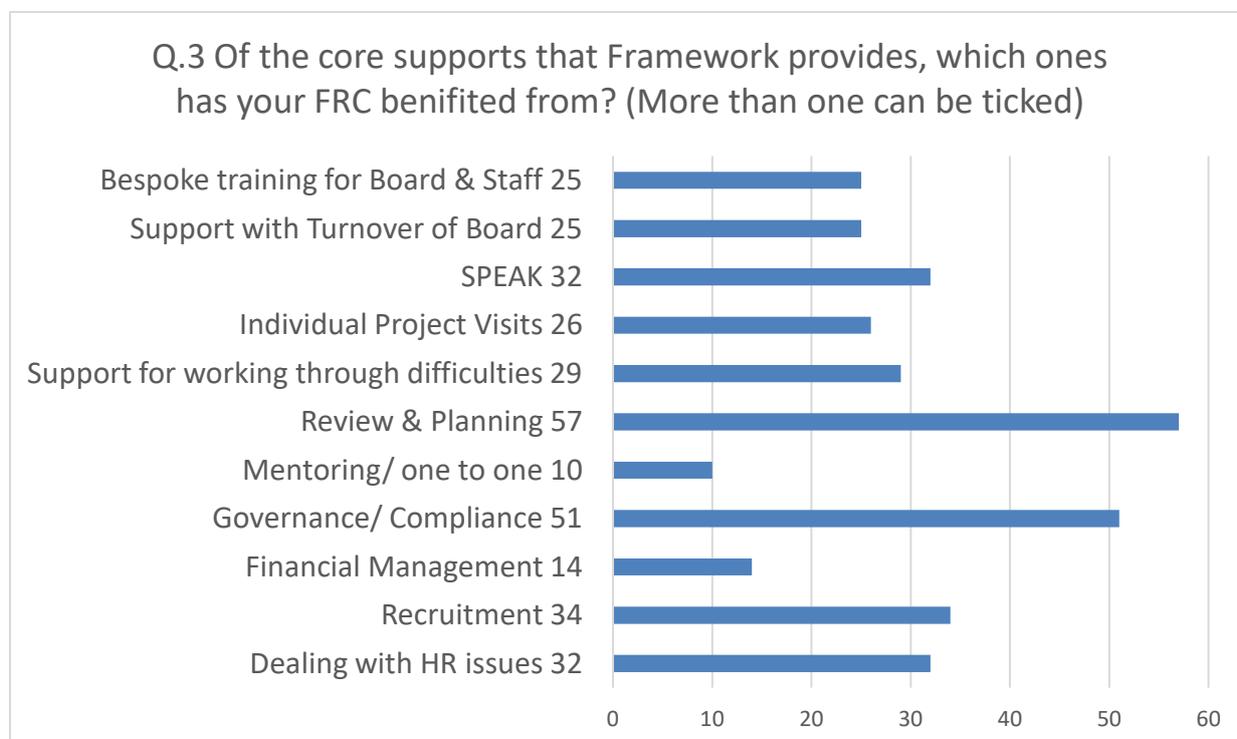
*“Framework has been a great support to our board”*

*“Our support worker has always been at the end of the phone to take a call in relation to pieces of work required. For example the support we receive in relation to strategic planning, evaluation of plans and action plans is invaluable.....Framework are always up to speed with what has to be done and they link in with projects in plenty of time. There is great trust between Framework and staff and likewise with VBOM and all work well as a team”.*

One respondent did not feel well supported by Framework and said that there was

*“No contact or support from Framework during 2017”*

### Q3: What supports Projects have availed of



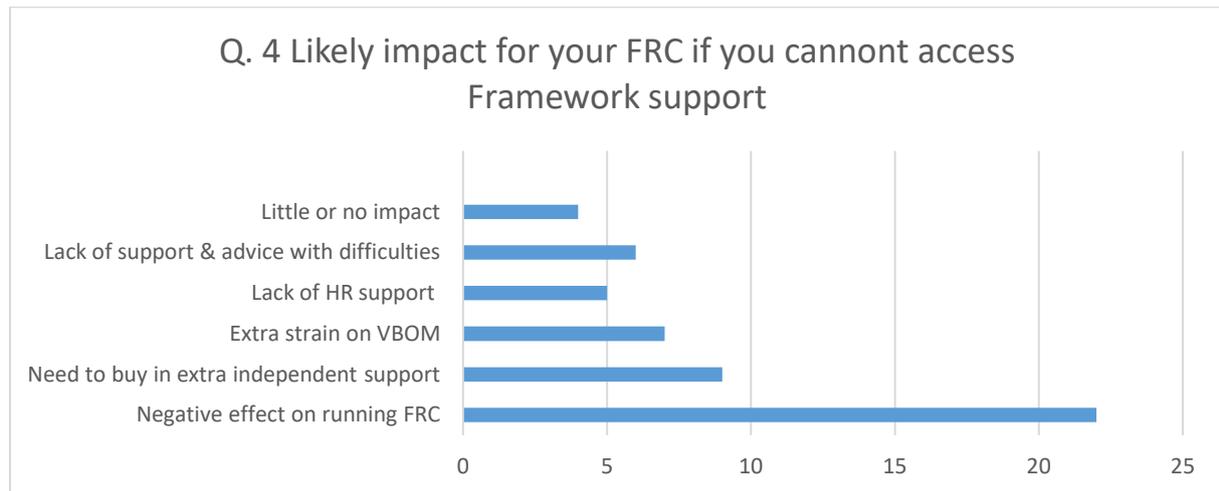
The highest three areas, which FRCs felt they benefited from were:

**86%** of FRCs stated review and planning;

**77%** stated support for governance;

**53%** stated support for recruitment.

#### **Q 4: What would be the impact on FRCs of not having access to Regional Support Structure**



There were sixty-three responses to Q4 about likely impact on the FRC if support provided through the Regional Support Agency was no longer available. Almost all of those who responded described individual negative impacts for their FRCs. A very small group of five respondents described little or no impact with one respondent being unsure as to the impact.

Some of those who described various negative impacts were concerned about the cost of funding external work, while others accepted it would be a cost that would have to be met.

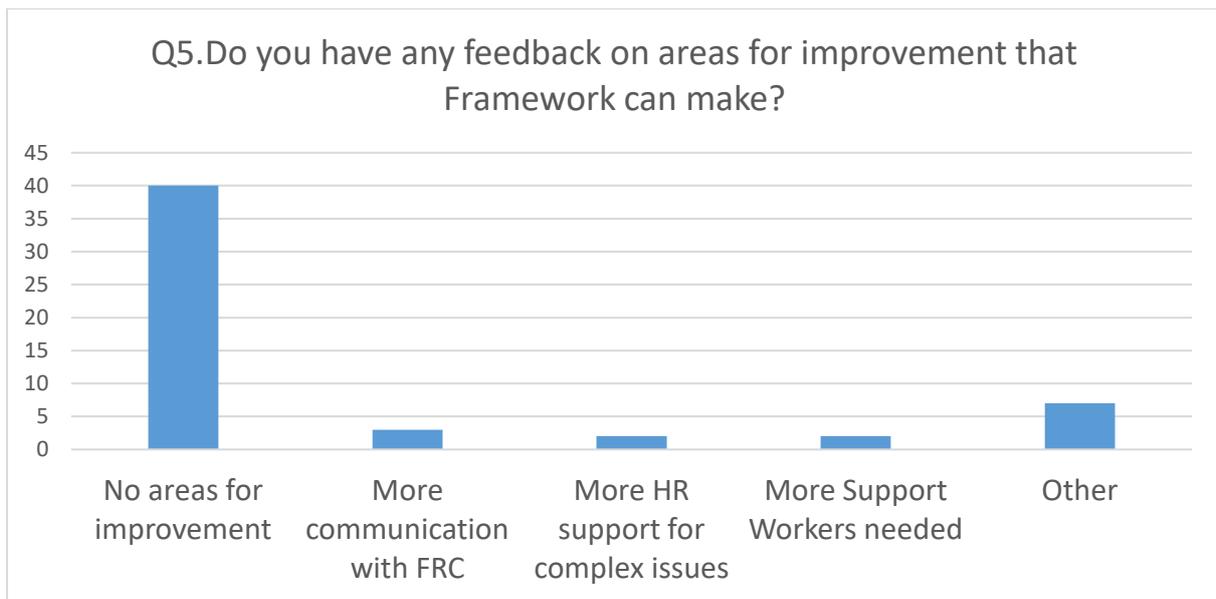
*“It will be detrimental to the project as the manager will have to take a bigger role in supporting the board and the board will feel further marginalised as volunteers without access to an informed, impartial service. There are no available resources to fund engagement of private experts”*

*“It would leave a huge gap and our FRC would have to buy in the expertise”*

One respondent who said the impact would be minimal described their project in the following way;

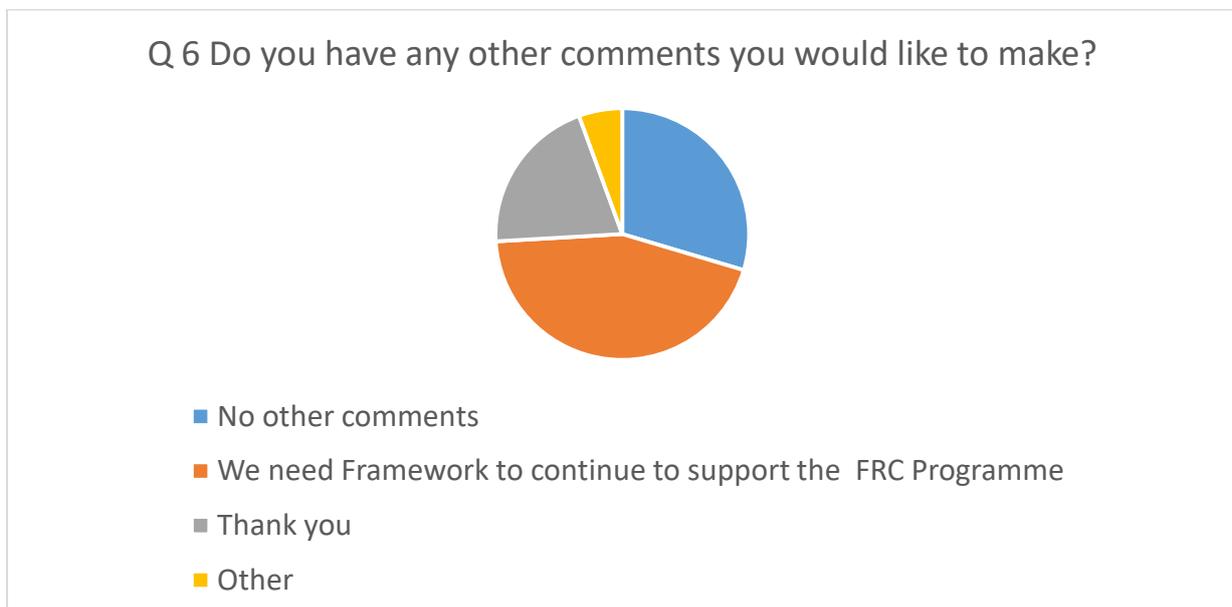
*“The FRC is a very well established project. The level of support needed is not large. The impact would be minimal.”*

### Q5: Feedback for improvements Framework could make



- The majority of respondents at **73%** said there were no areas for improvement. 20% of respondents gave written feedback on ways that Framework could improve its practice.
- **5%** described the need for more communication;
- **3%** would like more support for complex HR issues.
- There were a number of different improvements suggested and the following 3 are samples:
  - There should be periodic, as well as Annual Reviews;
  - One respondent stated that they had no communication with Framework;
  - There needs to be more training specifically for Directors;
- Framework needs to be aware of the time it takes for volunteers to receive support and work with a support agency and that this is difficult for a voluntary board of management.

### Q6: Any other comments



Finally, the survey respondents were asked if they had any further comments. 29% had no further comment to make. 44% said they need Framework to continue supporting the work of the FRC programme and working with FRC staff and voluntary boards. One respondent referred to Framework as being '**crucial in keeping this project healthy.**' Others speak of their reliance on the support and help from Framework on an ongoing basis. The fact that Framework is an external agency providing external support is also referred to below:

***“Framework is an external support that is part of the core National Programme, it is essential for the autonomy and sustainability of the Programme as a whole.”***

***“The FRC Programme is enhanced by the involvement of Framework and will be disadvantaged significantly without the support they provide.”***

***“The role of the Support Agency is vital for the boards and staff to ensure good practice and appropriate responses in matters relating to Project Management and HR.”***

**20%** of FRCs recorded their thanks to Framework for their work and commitment to the FRC programme in 2017 and over previous years.

***“Thank you Framework for all your support over the years and thank you to the staff within the organisation for individual support when requested”***