

Evaluation of the Cumbria Flood Recovery Fund 2015 Groups/Organisations Survey

Prepared for the Cumbria Community Foundation by



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1.1 Introduction

As part of the overall evaluation of the Cumbria Community Foundation (CCF) Flood Recovery Fund, an online survey was developed for group/organisation applicants. An email invitation to complete the survey was sent to every applicant with a valid email address (152).

In total, 101 surveys were completed, a response rate of 66%.

All surveys are subject to some degree of statistical error. The size of this error varies with the sample size, population size and strength of response. The table below shows a range of sample sizes, and the margins within which you can be 95% certain that the figures will be true if the sample is a random one. For example, if you have a sample size of 500, and 80% of them answered 'yes' to a particular question, you could be confident that any repeat of the survey would generate between 76.5%-83.5% 'yes' answers.

Statistical Reliability					
Sample size	10% or 90%	20% or 80%	30% or 70%	40% or 60%	50%
500	±2.6	±3.5	±4.0	±4.2	±4.4
400	±2.9	±3.9	±4.5	±4.8	±4.9
250	±3.7	±5.0	±5.7	±6.1	±6.2
100	±5.9	±7.8	±9.0	±9.6	±9.8
50	±8.3	±11.1	±12.7	±13.6	±13.9

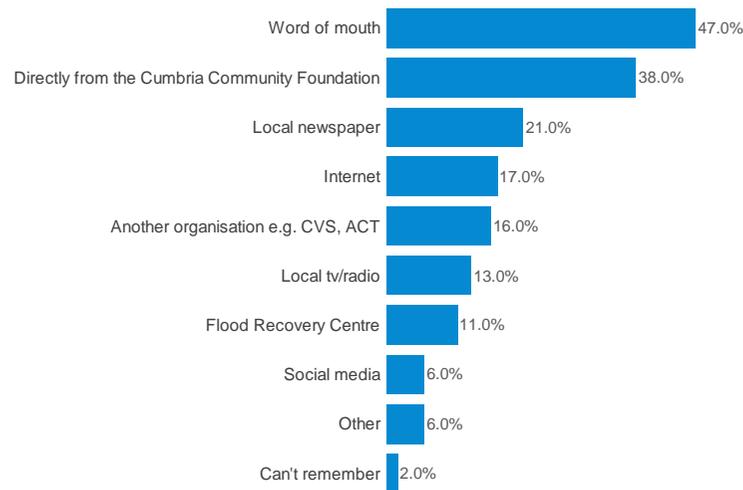
A sample of 101 from an overall population of 152 statistically produces answers at a 95% confidence level that will be accurate to +/-5.6% or better. It is generally accepted that an error level of around +/-5% is satisfactory for reliable and robust results, within accepted market research industry standards, and this sample is close enough to the industry standard for results to be reasonably reliable and robust.

1.2 Results

1.2.1 Awareness

Almost three quarters (73%) of survey respondents heard about the Flood Fund grants within a few months of the flood (before April 2016), 19% after this date, and 8% could not recall.

Most (47%) heard about the Flood Fund grants through word of mouth, and 38% heard directly from CCF. 21% found out via a local newspaper, 17% from the internet, and 16% from another organisation or group.



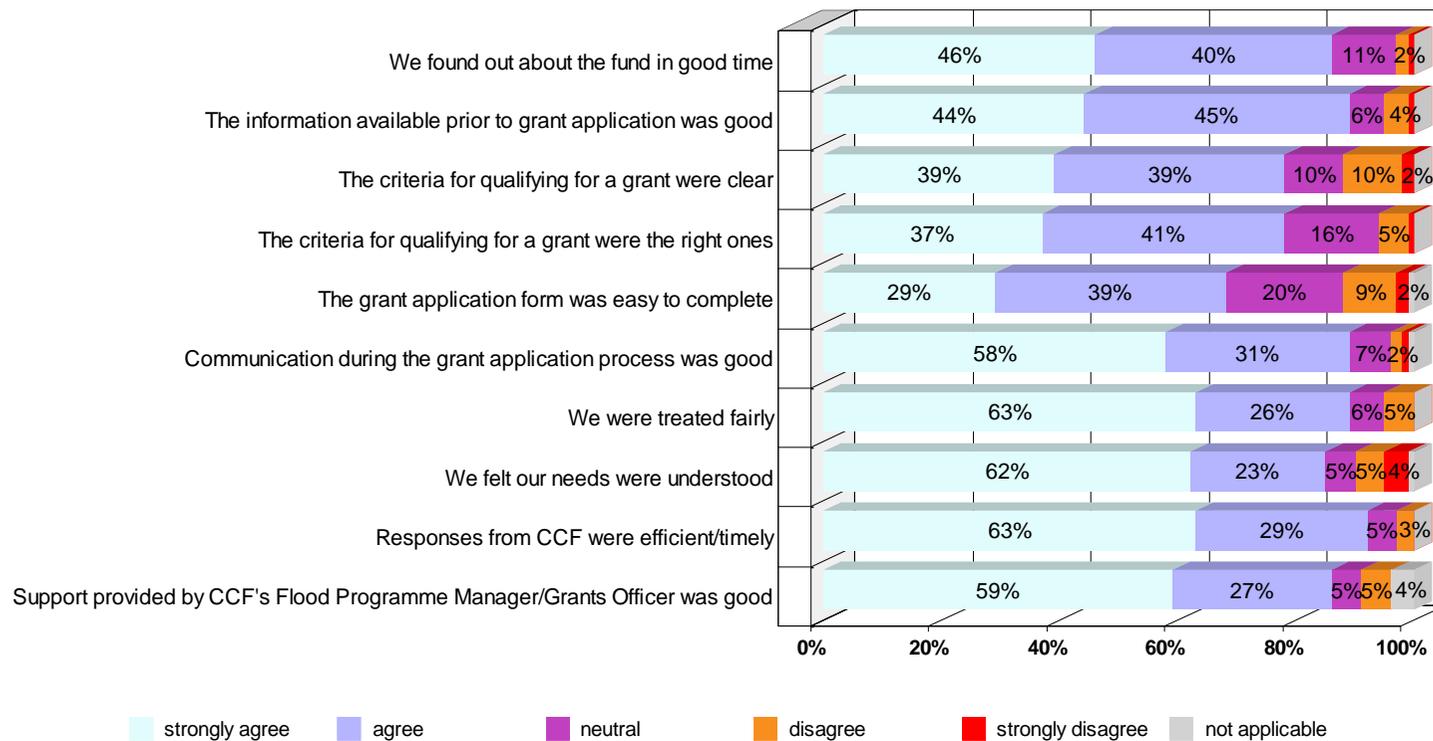
Others knew about grants from previous flooding events, and the local authorities were also useful sources of information.

1.2.2 Statements about CCF's Flood Recovery Fund

People were asked to what extent they agreed with several statements about CCF's Flood Recovery Fund (where applicable).

Results were positive, with the majority of respondents agreeing with each statement. Over 80% agreed, and over 58% agreed strongly that: communication during the grant process was good; they were treated fairly; their needs were understood; responses from CCF were efficient/timely; and support provided by CCF staff was good.

Over 85% agreed to some extent that they found out about the fund in good time, and that the information available prior to grant application was good.



Highest levels of disagreement were in response to the statements that: the criteria for qualifying for the grant were clear (12% disagreed to some extent); the grant application form was easy to complete (11% disagreed), and we felt our needs were understood (9% disagreed).

People were given the opportunity to comment on the grant application form and process. All comments are repeated verbatim in section 14.3.1.

Many comments were positive:

- people found the CCF team to be helpful and supportive
- they were dealt with efficiently .

"The whole process has felt supportive with a caring attitude - thank you"

"Cannot stress how helpful the grants officer was."

"The application process was easy to undertake with assistance provided from the grant officer excellent."

"Our own application was dealt with efficiently and in a timely fashion. However, appeared to be bids approved which were duplicating services/offer. Better linking with district level flood groups would have prevented this."

There were relatively few critical comments. Where there were criticisms, these tended to relate to:

- changing/conflicting advice about eligibility
- difficulties with completing the application form – a ‘one size fits all’ approach that didn’t always seem appropriate.

"Just after the flood happened and we were asking for support to renovate the damaged building we were initially told by CCF that the flood fund was not for local community organisations unless they were offering relief to flood victims. It was not until at least 4 / 5 months later after discussions with district Councillors that we were informed that it would be a good idea to ask CCF again."

"Felt we were encouraged to go through the process but CCF changed their advice halfway through and gave conflicting advice."

"The form we had to use was designed for bigger projects run by a community organisation rather than a collection of unaffiliated residents. Lots of the sections weren't applicable. That said, I was advised to fill it in best I could and the scheme was accepted."

"Lot of the questions had nothing to do with flooding"

"Some questions difficult to answer by just ticking boxes. I had to ring for guidance about how to answer some of them."

"We realise it is difficult to determine a form that is "one size fits all" but some of the questions were difficult to give proper answers to, particularly for the questions about who the funding will benefit because a rescue organisation is there for all."

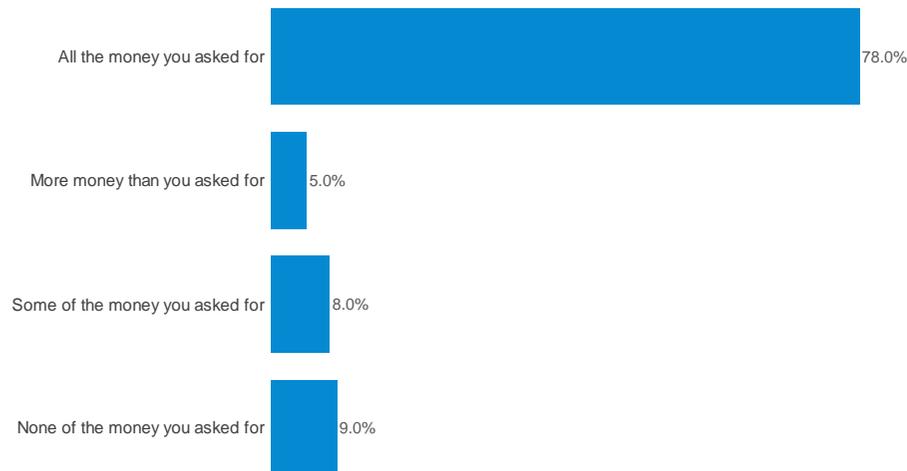
1.2.3 Applications

79% of respondents had made just one application to CCF's Flood Fund. 15% had made two applications.

54% were aware that it was possible to re-apply to the Fund, but almost half (46%) were unaware of this.

1.2.4 Awards

Over three quarters (78%) of respondents received all of the money they applied for. 8% received some of the money applied for, and 5% received more money than they applied for. 9% were unsuccessful in their applications.



Almost all (98%) thought they received the money quickly enough. 88% thought they were able to apply for enough funding, but 12% thought not.

People were given the opportunity to comment on their grant award. All comments are repeated verbatim in section 14.3.2.

Many comments were positive:

- people were grateful for the financial support
- the awards were very helpful and made a huge difference
- awards were generous.

"Very grateful, a much-needed cash injection"

"It was very generous. We got the vast majority of what we were looking for and it wasn't an insignificant amount of money"

"We are very grateful for the opportunity of grant award assistance and for the help given by the staff during the process.....faultless"

"The grants were crucial in enabling us to make as timely and effective a response as we have and we are truly grateful"

Some criticisms were about:

- timeliness
- conditions
- some groups felt that a larger grant would have been more useful.

"Monies were not requested for direct recovery from the effects of the flooding but to help with future resilience, so the answer to Q8 (did you get the money quickly enough) did not result in any hardship. The award of funds seemed to take ages, no indication was given on potential timescales."

"Was conditional depending on arts council funding, leaving the viability of the project in doubt until that decision is made. This seems unfair. If the arts council do not match the CCF grant, the project can't go ahead and our hard work will be for nothing."

"Although we received all the money asked for in the written application, we were advised what the likely maximum award would be, and advised to reduce our initial suggestion."

"The sum awarded was helpful but a fraction of the cost required to get the business up and running again."

61% of groups/organisations have spent all of their award. 39% still have funds to spend.

12 groups/organisations provided estimates of how much money is still left to spend, and this ranged from £150 to £30,000. These 12 respondents have £90,104 left to spend between them.

Money remains unspent because people have only just received money, because they are waiting on suppliers/builders/permissions, and because the intention was for a longer time frame on projects:

"Applied on behalf of another organisation - they are still providing the service"

"Only just received"

"The availability of equipment varies as does sizing and prices so ensuring best value is achieved."

"Our grant enabled us offer books of vouchers for free events at our centre. Most have been given out, but some vouchers are still unspent. The original scheme was till March 2017, but CCF have agreed to an extension till Sept 17, by which time we anticipate the remaining money will have been allocated."

"Multi-year grant"

"Certain items haven't been billed yet. Insurance premiums are spread over 3 years etc."

"The grant is for three years, supporting on-going costs"

"We have ordered waterproof doors that will not be fitted until October 2017. The balance of the payment will be paid on completion."

"Work still to do"

"We have been granted an extension. Additional problems came to light and are still being dealt with."

"The first grant is allocated and the item of expenditure is agreed. It will be spent soon, the latest grant is only very recent (April 2017)"

"Due to the specific seasonal needs of the club and we also set up a realistic monitoring period with the CCF"

"We are awaiting flood barriers to be fitted and once fitted all the money will have been spent"

"as this money was to replace the losses we incurred during the flood as in Q9 it has gone into the general fund and will be used for further support to the Local Flood Group by covering the cost of their meetings in The Hall"

"we have not been able to get relevant permissions in place quickly enough/"

"Awaiting for planning permission on a related project - this has delayed the CCF project but is not dependent so we will proceed shortly, whatever the decision."

"because the works have not been completed (planned for May)"

"Still waiting for E.A. approval ... they really are not fit for purpose when it comes to flood measures!!!"

"Being used to employ our Community Chaplain and Recovery worker."

"We are waiting for Cumbria highways to repair a wall that our flood wall joins into before ours can be built. A deposit has been paid for our barriers which should be fitted soon."

"Haven't returned to our flooded venue yet"

"Some teams in the organisation have are waiting to see what is the best equipment available"

"Work was delayed owing to a problem with the builder. Now scheduled for June 2017."

"The project is only part completed."

"The work is not yet completed and this is a real and urgent concern given as the end of June we are in danger of losing our Government Grant of £5,000"

"Money paid for free vouchers for events, and some have not been used yet. Deadline for use has been extended to Aug 31 2017"

"waiting trustee decisions after AGM and getting in the 3 quotes for everything."

"The project started June 16 and ran for a year - it will be spent by the end of Ma y17."

"We are currently 5 months into a 12 month project"

"We are involved in a 3 year project and the money is to help with ongoing costs for the lifetime of the group."

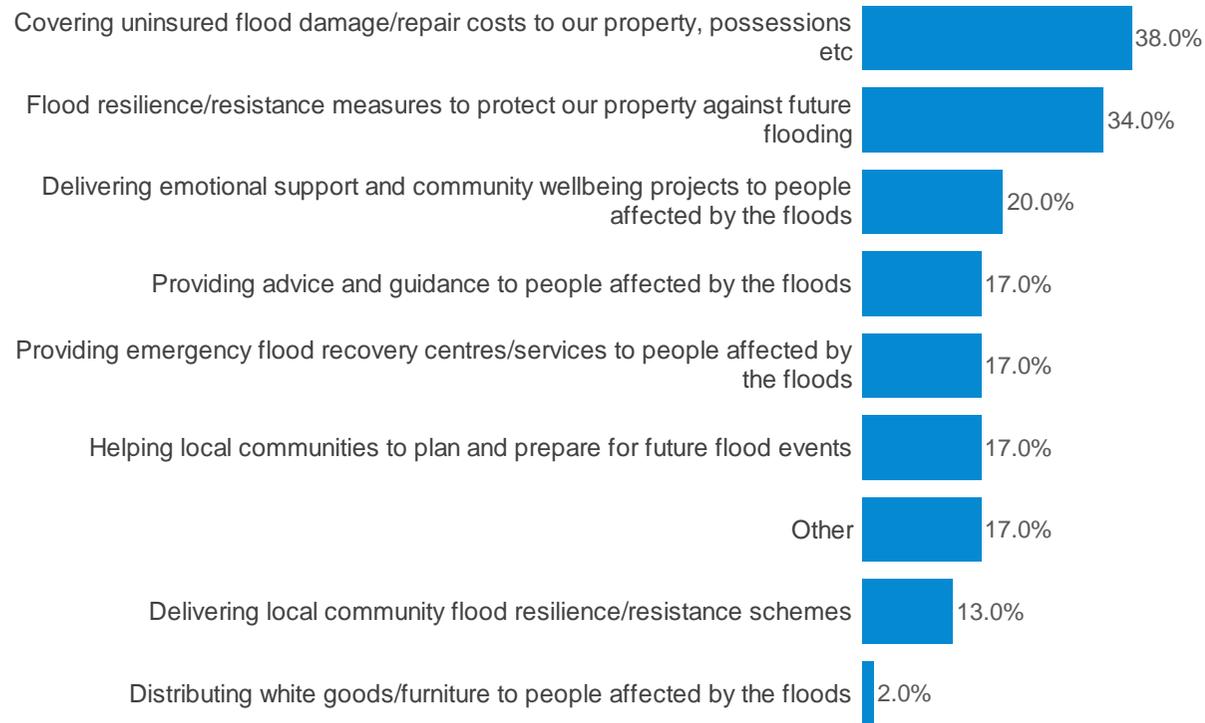
"as in question 9 it has gone into the village hall fund as it covered a loss"

"To provide ongoing services"

"Awaiting final materials...work to proceed very shortly and all of grant will be spent"

"As previously explained xxxx is working half time for the flood recovery centre so we are paying him at half the rate we originally envisaged. Also he is several months behind in sending us expenses claims."

38% of respondents used grants for covering uninsured flood damage/repairs to their own property, 34% for flood resilience/resistance measures. A fifth used money for delivering emotional support and community wellbeing projects to people affected by the floods.



Other uses included:

"Cleaning up of flood detritus"

"Damage to property and sports field"

"Delivering training for flood volunteers Involving Third Sector organisations in the community recovery structures."

"Emergency repairs to the roof of a community building following weather damage"

"Gravel clearance from Parish Council Land"

"Helping people with insurance claims and grant applications via the Carlisle Flood Recovery Centre."

"Helping recover financial costs which were incurred."

"Provided accommodation for a person living with a life limiting illness and their family after they had been flooded and it they couldn't go to emergency centre due to complex needs."

"Providing office space and a depot for the flood recovery"

"Providing transport to other venues as the local venue is unusable following the flood"

"Purchase of equipment to assist with access to flooded football pitches. Also, some funds to assist with bringing in maintenance contractor"

"Re design and printing of our new marketing resources due to relocation. Supported some of our volunteers wellbeing who were directly affected."

"Repair to public footpath"

"Restoring a Community Facility"

"Signposting, Advocacy and Building Community Confidence and Resilience"

"Support to enable people to tell their stories of the flood through the medium of plays they wrote and later acted about it."

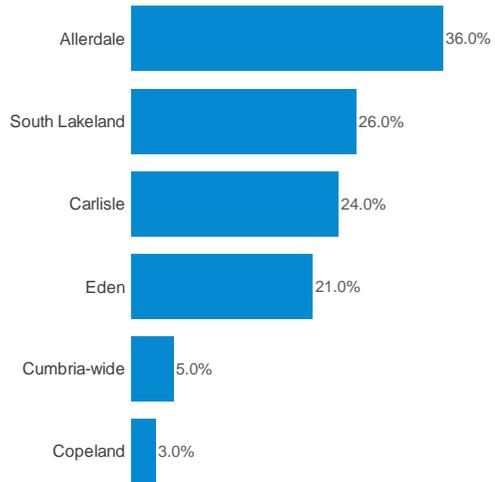
"the grant was for loss of income and running costs of the hall"

"The property was a common wall along the riverbank/street."

"We are a fishing club and we believe it provided solace and relaxation"

"we used the funds to reinstate our allotment site helping individuals and the overall state of the area"

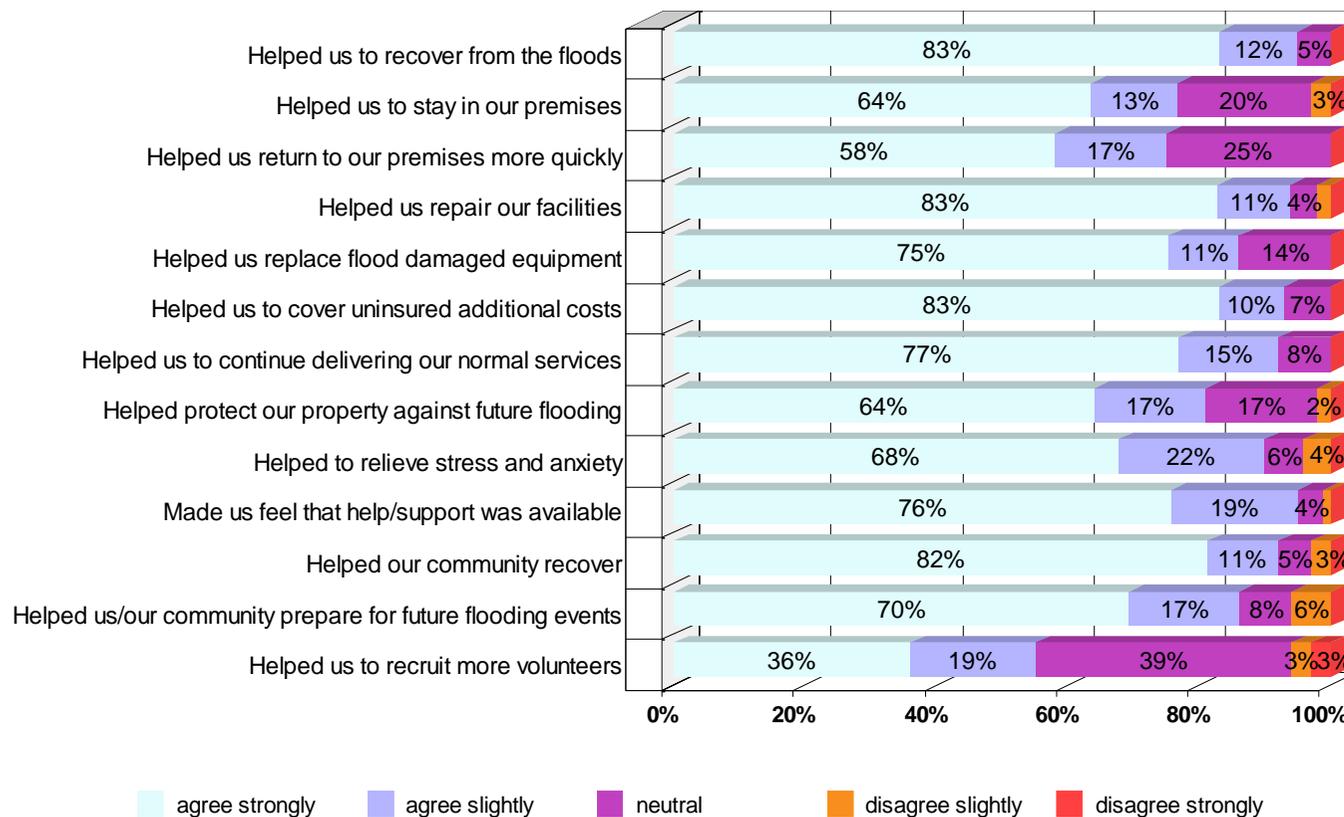
36% used grants in Allerdale district, 26% in South Lakeland, 24% in Carlisle, and 21% in Eden.



1.2.5 The difference made by grants

Questions were divided into two sections – one for groups and organisations responding as a flood affected group or flood action/emergency response group, and one for groups and organisations funded to provide a service to, or support flood affected people.

For flood affected groups or flood action/emergency response groups, people were asked to what extent they agreed with statements about the difference the grant made to them (where applicable).



There was very little disagreement with any of the statements. Highest levels of agreement (over 90%) were with the statements that the grant 'helped us to recover from the floods', 'made us feel that help/support was available', 'helped us repair our facilities', 'helped our community recover', 'helped us to cover uninsured additional costs' and 'helped us to continue delivering our normal services'.

Over 80% of all respondents agreed to some extent that the grant 'helped us to replace flood damaged equipment', 'helped to relieve stress and anxiety', 'helped us/our community prepare for future flooding events' and helped protect our property against future flooding'.

Other uses for the grants were:

"We were used as an evacuation centre and a grant helped to repair and maintain the facilities that got well used during the 3 weeks we were open as a centre"

"Helped the town amenities for locals and visitors recover"

"It has helped our flood action group with plans for the whole village"

"This should enable our buildings to be used as a refuge on the North side of the Eden in future flooding events."

"Helped us to move premises and relocate the charity."

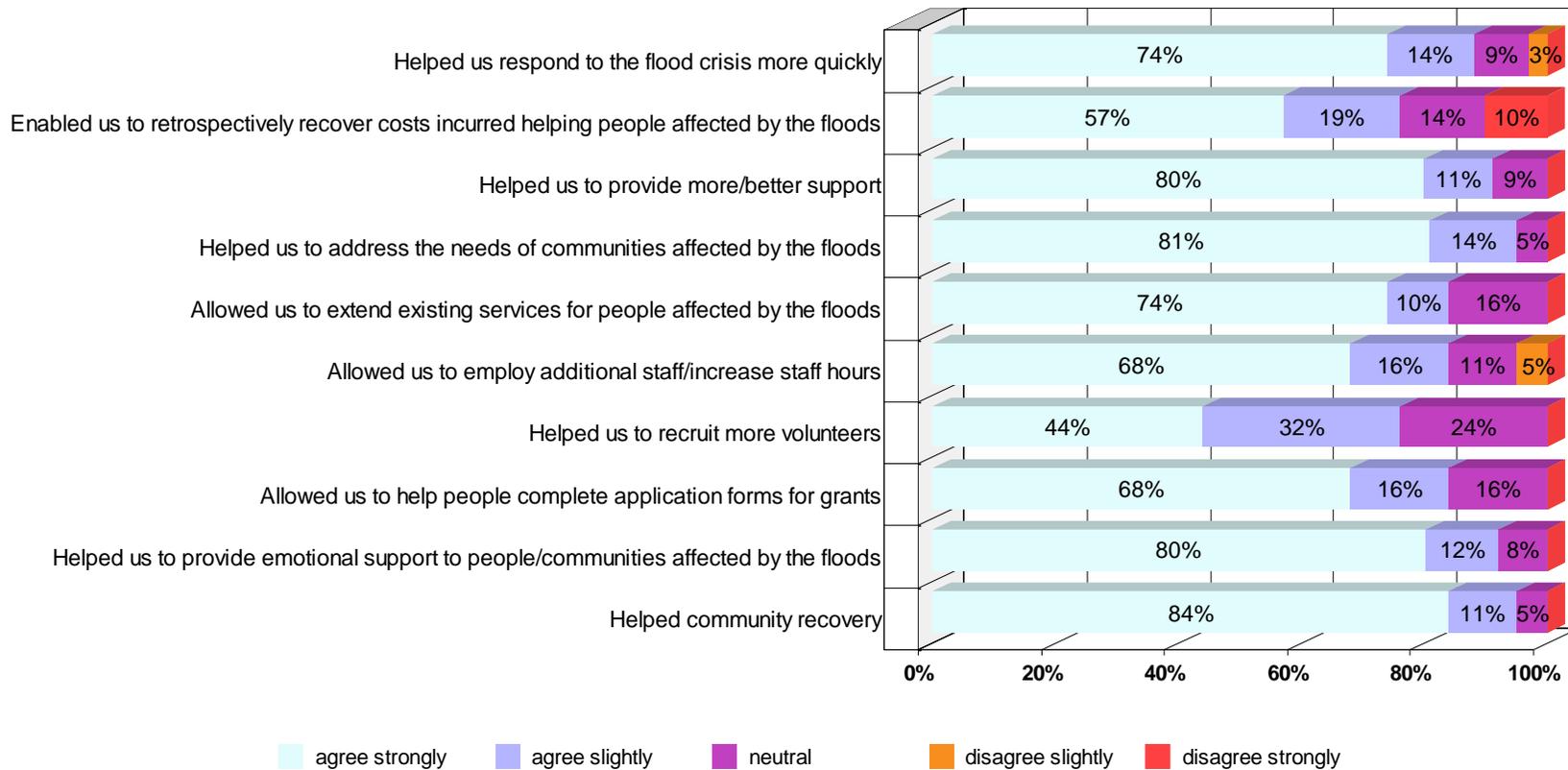
"Helped us provide advice to people affected by flooding."

"Funded the Carlisle Flood Recovery Centre"

For groups and organisations funded to provide a service to, or support flood affected people, respondents were asked to what extent they agreed with statements about the difference the grant made to them (where applicable).

Again, there was very little disagreement with any of the statements. Over 90% agreed to some extent that the grant ‘helped us to address the needs of communities affected by the floods’, ‘helped community recovery’, ‘helped us to provide more/better support’ and ‘helped us to provide emotional support to people/communities affected by the floods’.

Over 80% of all respondents agreed to some extent that the grant ‘helped us respond to the flood crisis more quickly’, ‘allowed us to extend existing services for people affected by the floods’, ‘allowed us to employ additional staff/increase staff hours’, and ‘allowed us to help people complete application forms for grants’.



One in ten disagreed that their grant 'enabled them to retrospectively recover costs incurred helping people affected by the floods'.

Respondents were invited to make comments about the difference their grant made to their organisation/local communities. All answers are shown in section 14.3.3. Many made comments about the practical things that the grant had funded. Others said their grant had made a difference to locals and communities, been a 'life-saver', brought back pride, peace of mind, and confidence in the future.

"It has been transformational and has undoubtedly enabled us to open quickly after the flood."

"Helped us to develop our centre as a community hub, and reach people who would not necessarily have previously engaged on our community activities"

"Without the support of the CCF grants our community would still be struggling to recover from the effects of Storm Desmond. With the grants, we have recovered and are working on future resilience."

Our Community has members who were also flooded in 2009. The grant and the individual grants (£5k) gave everybody confidence we can take control of flooding ourselves and plan for the future."

"The grant was a life-saver for our small not-for-profit arts trust. Our heritage site and buildings had been completely trashed by the rains and gales and needed heavy equipment and skilled professionals to put everything to rights."

"Brought back a sense of pride rebuilding a flood damaged riverside wall, and peace of mind as the wall acts as a barrier to the river."

1.2.6 Monitoring

People were asked what they did to monitor the impact of their flood fund award activity. All responses are shown in section 14.3.4. Some had collected data on the number of members, users, participants, volunteers, or beneficiaries, while others had sought feedback directly from these groups. Some have been discussing progress during regular management meetings, some have been reporting directly back to CCF, and others have yet to be completed.

Respondents were then asked what evidence (if any) they had about the benefit of their activity on individuals, local organisations or communities. All responses are shown in section 14.3.5. Again, some recorded footfall, and numbers of users, others referred to anecdotal evidence, direct feedback, and feedback on social media. Some said the fact that their facilities/services were open and available demonstrated benefit, and others said their evidence collection was not yet complete.

"Evidence is clear by the usage of the facilities. For example, we have over 50 junior football kids playing on a Saturday morning as opposed to circa 30 previously. The croquet members have increased by 15% and cricket team now operates a mid-week team."

"The facility is still open. The footfall has increased. We continue to employ local staff and have increased our workforce."

"We have anecdotal evidence taken from parents, support groups and schools which shows the transformational support we were able to give young people in Carlisle during this chaotic time."

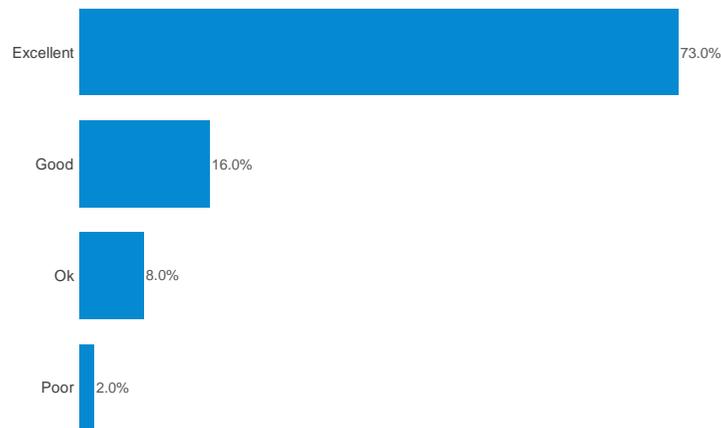
"The grant has enabled us to re-open the site to our community, and run residencies and workshops for artists, including children, young people, students, refugees and asylum seekers, and artists of all ages, and to encourage local people to take part in our activities as participants and volunteers."

"We receive regular expressions of thanks and gratitude from members of the public on various social media platforms (e.g. Facebook), after we update them with details of each rescue we attend."

"We are building evidence which will be complete at the end of the project in 7 months time, using the monitoring tools above"

1.2.7 CCF's Role

The groups and organisations were asked to rate CCF's role in providing support to them after the floods. Results were very positive, with 73% rating as 'excellent', and 16% as 'good'.



They were then asked to think if anything could have been done better. Comments are repeated verbatim in section 14.3.6. Many people said no, there was nothing that could have been done better, they were very happy with the process and service.

Those that did offer suggestions were focused on simpler, more relevant application forms, better advice on eligibility, clearer criteria, better promotion of the fund, and also information on the possibility of re-applying.

"No, the process and service was excellent."

"No, this is a very experienced organisation."

"No. We received the warmest encouragement from the word go, and were actually moved to tears by the swiftness of the response and the help provided."

"No. It was brilliant and at a time when we were battling hard to restore our award-winning ground and cricket pavilion it provided invaluable assistance. It was also fantastic from a morally supportive perspective. We were not alone."

"Although we had no problems filling in the application form, a simpler form more specific to emergency situation would be better."

"Better advice for us as a rivers trust in what was applicable, we weren't going to apply for this but were advised to by CCF only to be told it was ineligible"

"Clarity about what type of organisation you need to be to apply."

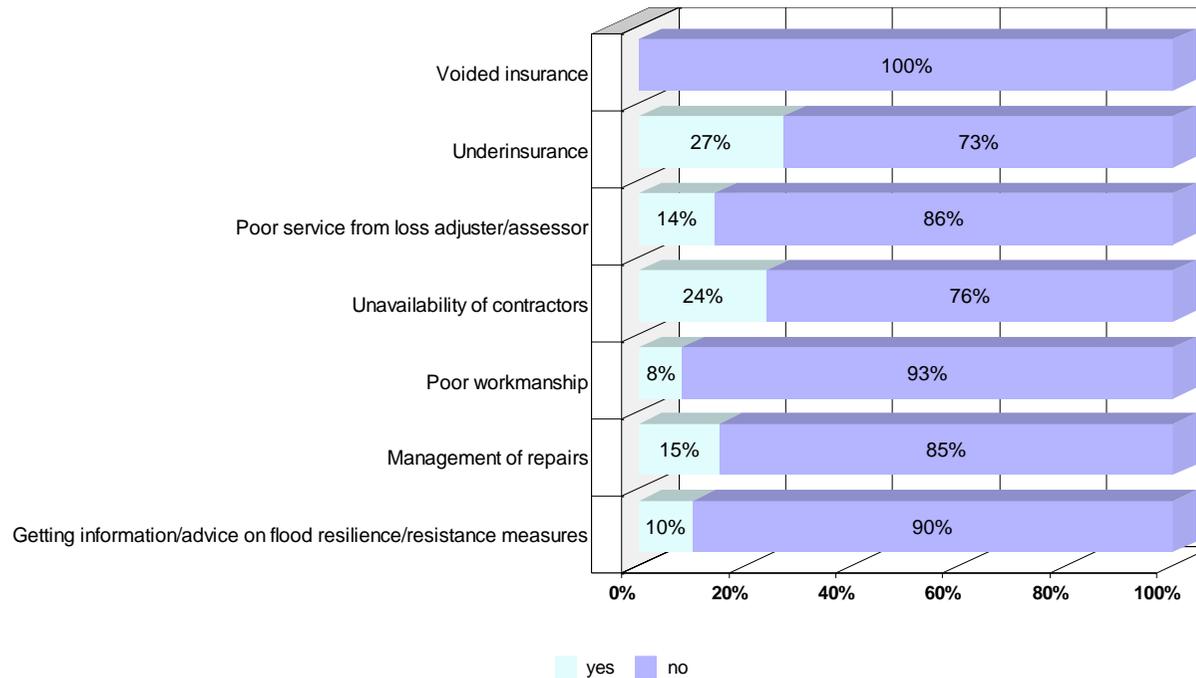
"Clearer guidelines of criteria to be met at the very onset of the application by the assessing officer."

"Easier forms to complete and less forms / questionnaires subsequently, especially more than 15 months later. Surely enough is enough."

"Perhaps made it clear earlier to people that they could re-apply after an initial crisis response."

1.2.8 Other Issues

Respondents were asked if they had other problems. 27% were underinsured, and 24% suffered from the unavailability of contractors. 15% encountered problems with managing repairs, and 14% had poor service from loss adjusters/assessors. One in ten struggled with getting information/advice on flood resilience/resistance measures.



69% have insurance against future floods.

People were invited to comment about the problems they encountered:

"On management repairs, as representatives of an amateur cricket club (I myself am a writer/publisher, journalist) our knowledge on the actual execution of the work for the project was bound to be somewhat limited and there was one issue regarding existing drainage which led to some discussion."

"There were a lot of opportunists out there who were looking to make money and contracts from our situation. This wasted a lot of time and diverted what precious resources we had away from the recovery operation."

"Our insurer and loss adjuster were very positive, and repair work undertaken by a Kendal firm was excellent."

"All work in connection with Q23 was and continues to be handled in house (assessment, bid information, application, administration, finance, works project coordination, undertaking and project management of works etc)"

"Everyone was doing their best, but of course all the contractors were having to work round the clock so things naturally took longer than expected. We do think SLDC might try to give planning decisions more quickly where damage is the result of emergencies, but of course they too are under pressure."

"Our Loss Adjusters, Insurance Company and Builders were all second to none"

"We were under insured in that our equipment was housed in a different organisation's property and not covered by their insurance"

"Agreeing the value of reinstatement works v value of enhancement."

"Thanks to our loss adjuster's excellent service we were able to engage contractors early. Some more minor repairs are still waiting for our joiner to 'get round to them'"

"The lengthy period of reinstatement has resulted in prolonged loss of business."

"Overspend on the budget due to unforeseen drainage and other replacement costs. The committee members are currently funding the 2k overspend."

"Inability to get jobs done"

"They were resolved without huge difficulty"

"Our flood excess has increased very significantly which means that future events will be much more difficult to recover from. The loss adjuster has been inconsistent and went back on an earlier agreed division of insured/uninsured costs resulting in higher net cost to our organisation."

1.2.9 Respondent Profile

Leaving contact details was optional, but responses were received from:

1127 (Kendal) Squadron RAF Air Cadets
1st Appleby Scout Group
ADFG
Age UK South Lakeland
Age UK West Cumbria
Armitt Library and Museum
Aspatria Town Council
Benson & Sandes Local Flood Action Group
Blennerhasset School and Community Fund
Border Harriers
Braithwaite History Group
Bridge Street Close Residents Association
CACE
CADAS
Carlisle Snowsports Club
Carlisle Youth Zone
Chatsworth Tennis Club
Chestnut Events Charity
Churches Together in Carlisle & District
Citizens Advice Allerdale
Cleator Moor Celtic Football Club
Cockermouth Civic Trust
Cockermouth Emergency Response Group
Cockermouth United Reformed Church
Colby Village Hall
Cumbria CVS
Downagate Community Centre
Eamont Bridge Village Hall

Fire Fighters Charity
Fitz Park Bowling Club, Keswick, Cumbria
Friends of Rickerby Park
Greystone Community Centre
Helsington and Brigsteer Village Hall
Kendal Boys Brigade
Kendal Community Emergency Planning Group
Kendal Community Theatre
Kendal Lads & Girls Club
Keswick & District First Responders
Keswick Community Emergency Recovery Partnership
Keswick Cricket Club
Keswick Flood Action Group
Keswick Mountain Rescue Team (KMRT)
Kirkbampton Village Hall
Kirkgate Arts
Lake District Calvert Trust
Lake District Search and Mountain Rescue Association (LDSAMRA)
Lakeland Arts
Langwathby & Edenhall Sports Field
Littoral Arts
Millhouse Flood Action Group
Mind in West Cumbria/Red Cross
North East Kendal FLAG / Sandylands Residents Association
Orthodox Community of St Bega, St Mungo & St Herbert
Patterdale Community Flood Group
Penruddock village hall
Quaker Tapestry
Riversmeet
Sands Methodist Church
Sandylands Methodist Church/ Encouragement Cabin
St Aidan's Allotments
Staveley and Dist. Angling Association.

Tennant House Trust
The Guinness Partnership on behalf of residents at Willow Park, Carlisle
The Melbreak Communities.
West Cumbria Rivers Trust
Wigton Baths
Wigton Town Council
WordForWord Theatre
Yew Tree Hall Management Committee
YHA

1.3 Verbatim comments from the groups survey

1.3.1 The grant application form or process

"No. We were a bit confused about the number of available funds"

"Extremely happy and proud at the response the Foundation made after the floods and the work still being done."

"Our own application was dealt with efficiently and in a timely fashion. However, appeared to be bids approved which were duplicating services/offer. Better linking with district level flood groups would have prevented this."

"Just after the flood happened and we were asking for support to renovate the damaged building we were initially told by CCF that the flood fund was not for local community organisations unless they were offering relief to flood victims. It was not until at least 4 / 5 months later after discussions with district Councillors that we were informed that it would be a good idea to ask CCF again."

"We were advised by CCF to apply for this but the response from the committee was that we were ineligible"

"I think it was very well put together. Having worked in regeneration I have seen some less good ones!"

"Felt we were encouraged to go through the process but CCF changed their advice halfway through and gave conflicting advice."

"Dr Jenny Benson was extremely helpful throughout the process. She understood our needs and her support was invaluable."

"CCF's approach contrasted sharply with SLDC's."

"Whole process was flawless"

"Nigel provided excellent support"

"Difficult and time consuming to complete"

"We were advised verbally that our project met the criteria for the Fund, but it was later rejected as "not meeting the criteria"."

"For emergency funding such as this, the general criteria for finding need not be applied. Requests should just be considered individually."

"More communication / support would have been appreciated."

"I guess the form is very generic so lots of the questions were not particularly relevant"

"It has been excellent, especially with Jenny being out and about with flood groups and at the Cumbria Floods Partnership. This has helped build a feeling of community and support. I also learnt from Jenny about other Cumbrian groups and was able to copy an idea from Cockermouth. Thank you."

"The form didn't show a summary of what attachments had been successfully uploaded. I mentioned this to the officer during the application period."

"As this was my first experience in obtaining a grant (septegenarian) staff extremely helpful."

"The form we had to use was designed for bigger projects run by a community organisation rather than a collection of unaffiliated residents. Lots of the sections weren't applicable. That said, I was advised to fill it in best I could and the scheme was accepted."

"Lot of the questions had nothing to do with flooding"

"Pressure for groups to apply in partnerships rather than as individual organisations was understandable, but added significant pressure at a time when organisations were very busy. We ended up submitting a "partnership" application but it was really just two Independent pieces of work in the same application. Pressure to keep costs down led/guidance on max acceptable value of application to too little time being allocated for the work in the bid, and so underfunding for the work - although I'm not entirely clear how much fault for this lies with CCF rather than my organisation (I did not write the application, and the staff member who did has now left)"

"The first time I saw the grant form it was very long but this changed and the new form was much easier to use"

"All CCF staff were very helpful"

"Helpful and co-operative throughout."

"Some questions difficult to answer by just ticking boxes. I had to ring for guidance about how to answer some of them."

"It was difficult to answer some of the questions by simply ticking boxes."

"Still a bit early to complete this survey as, although grant approved, work not yet done and will undoubtedly be more complex than we anticipated."

"The general application form wasn't entirely appropriate for flood grants. For example because of the nature of the incident and the damage incurred some of the expenditure had already of necessity been incurred."

"The form was a bit of a one size fits all (which is seldom true) so some questions became confusing to complete."

"The whole process has felt supportive with a caring attitude - thank you"

"Cannot stress how helpful the grants officer was."

"The only problem I had with the form was uploading attachments. The support from the CCF staff was very good"

"The application process was easy to undertake with assistance provided from the grant officer excellent."

"We realise it is difficult to determine a form that is "one size fits all" but some of the questions were difficult to give proper answers to, particularly for the questions about who the funding will benefit because a rescue organisation is there for all."

"As usual CCF were excellent. Giving maximum approval is not flattery, one can do nothing else and be honest."

"Before making contact with your Officers there were problems in finding the right boxes which applied to a local Church or other community building. You were much better than the staff in the Wakefield Road Portacabin who initially asked "What's a Church"?"

"The person who completed the form is no longer a member of our group so I cannot answer some of the questions however she is a very competent person so would not find completion etc. difficult."

"initially we were told we could not apply due to a unique situation of being part of a building we rented that was flooded by another charity that owned the building, therefore they could apply but we could not. Later after further inquiries 6 months later we were told we could apply."

"Good clear system and seems to be well managed with a minimum of beaurocracy"

"At first the grant form was very long and put me off applying but it was updated with a much shorter one which was much better"

"Whenever we had a problem we received the information we required from CCF their verbal assistance was brilliant"

"The form was lengthy but manageable"

"We found the form quite difficult as it seemed to be a general form with little adaptation for this particular programme. The way of presenting budget information could be improved as well."

1.3.2 The grant award

"We still have an outstanding grant in progress"

"Extremely efficient and helpful throughout the whole process."

"It was easy to understand the criteria and apply for the grant. It appeared very transparent"

"It was extremely helpful at a very difficult time for Keswick Cricket Club. Our building and ground were both badly affected by the floods and the grant enabled us to put in place a project which will be of long term benefit to the club."

"It will make a massive difference as the cadets will be able to do outdoor training again with the replacement equipment which is being purchased."

"Excellent"

"The funds were used to help pay for new front doors to the hall which are a great success."

"Very grateful, a much-needed cash injection"

"Monies were not requested for direct recovery from the effects of the flooding but to help with future resilience, so the answer to Q8 did not result in any hardship. The award of funds seemed to take ages, no indication was given on potential timescales."

"CCF are always extremely helpful"

"Was conditional depending on arts council funding, leaving the viability of the project in doubt until that decision is made. This seems unfair. If the arts council do not match the CCF grant, the project can't go ahead and our hard work will be for nothing."

"It has made a tremendous improvement following the damage caused by the weather"

"Useful in helping to restart our bowling club in a timely manner"

"It was very generous. We got the vast majority of what we were looking for and it wasn't an insignificant amount of money"

"We are very grateful for the opportunity of grant award assistance and for the help given by the staff during the process.....faultless"

"We were very impressed by all the staff, who went out of their way to help us in both grants"

"We were very happy to be allowed to defer the end date of the project as site restoration does take longer than one at first imagines."

"It helped a great deal with the success of the club and as a result generated a 30 percent increase in membership covering every age group from school pupils to retired people both male and female"

"Although we received all the money asked for in the written application, we were advised what the likely maximum award would be, and advised to reduce our initial suggestion."

"The grant was a pleasant surprise as it was more than asked for as it was to cover our losses whilst the Hall was used as a Community Centre"

"We were very grateful of the help"

"It was a lifesaver"

"We were very happy with it."

"We found it very helpful to be able to ring and discuss it."

"just extremely pleased to have been unsuccessful"

"The sum awarded was helpful but a fraction of the cost required to get the business up and running again."

"Still waiting for E.A. to approve implication of measures."

"The grants were crucial in enabling us to make as timely and effective a response as we have and we are truly grateful"

"We delayed our application until the extent of the costs were known."

"We were impressed with the speed with which we received the grant."

"just that we are extremely grateful for the support"

"It enabled us to replace rotting joist and floor that had been damaged by floods and subsequent floods."

"Once the award was approved, the efficiency of the team was great."

"It was discussed and supportively given."

"First: a sincere thank you to your Grants' Officers, especially Nigel Paterson Second, please keep the paper applications available, I found some of the on-line forms less easy to complete. Third I did not know about additional grants being possible. Getting work completed has been and is still a nightmare of broken promises by buiders etc"

"It was very generous and allowed us to reinstate our allotment site"

"It was well focussed towards meeting local needs"

"It was more than I applied for but as it was for loss of income and running costs of the village hall it was most welcome"

"the help we received has been tremendous"

"The award enabled a small charity dealing with vulnerable people to avoid a serious and entirely unexpected financial difficulty"

"We are very grateful to receive the award. We appreciate that CCF had a lot of applications, but we didn't feel CCF fully appreciated the extent and scale of our difficulties and needs following the flooding and the lengthy process of repair and re-instatement."

1.3.3 The difference the grant made to organisations and communities

"Support like this is invaluable to a community facility."

"Made a huge difference to local residents"

"Has helped to cement the amazing Community Spirit that was created during Storm Desmond"

"Helped us to complete flood resilience works to give our customers peace of mind against further flooding"

"The funding enabled us to repair/renew all the facilities and resources at the youth centre. We were able to open the facilities fully for use by local young people by July 2016"

"Together with our own money it helped to improve considerably the access to the building"

"It was extremely helpful at a very difficult time for Keswick Cricket Club. Our building and ground were both badly affected by the floods and the grant enabled us to put in place a project which will be of long term benefit to the club."

"It is enabling us to replace equipment collected or donated over many years. It will allow cadets to participate in outdoor activities that have been on hold since the flood"

"It has been transformational and has undoubtedly enabled us to open quickly after the flood."

"Helped us to develop our centre as a community hub, and reach people who would not necessarily have previously engaged on our community activities"

"Without the support of the CCF grants our community would still be struggling to recover from the effects of Storm Desmond. With the grants we have recovered and are working on future resilience."

"Our Community has members who were also flooded in 2009. The grant and the individual grants (£5k) gave everybody confidence we can take control of flooding ourselves and plan for the future."

"It will sustain our organisation for at least three years"

"We are a village hall, our funds are generated through hall hire. As a registered charity we feel it is important to ensure that we generate enough funds to enable us to provide sufficient resources to cover 3 years expenditure, this means we need reserves of at least £30,000 based on current year expenditure. We have still not reached this target. The grant award helped us to retain current resources."

"The grants have been a lifesaver for this small independent museum and library."

"Helped us to make progress with regards recovery from flooding we would otherwise have been unable to make use to lack of funds"

"It made us feel that our small community was not being left out even though the effects of flooding were small compared to likes of Cockermouth"

"It helped fund activities that helped people come to terms with their experience of the floods and tell their stories"

"The grant, if received, will help launch our pilot project, this will feed into an educational tour regarding the floods and further verbatim arts projects for the community."

"Allows the community to use the Village hall again following the weather damage"

"Helped that people saw things were being done, to repair the damage caused."

"Allowed the cricket club to continue to exist!"

"It enabled us to form as FLAG, work together to help our community (and work with and encourage adjoining communities), communicate with other flooded areas to understand our problems better, and engage with the authorities in a more organised and credible way."

"People have already started to see the small changes being made at our club and there is an air of returning community spirit. We can, after a lot of hard work this summer, only see this spirit growing to the point that it really gives us all something to look forward to when the ski season starts up again in mid September."

"It certainly helped us to get up and running again in time for our season opening in mid April 2016."

"The grant was a life-saver for our small not-for-profit arts trust. Our heritage site and buildings had been completely trashed by the rains and gales and needed heavy equipment and skilled professionals to put everything to rights."

"We lost a great deal of our fish and as a result of the moneys we were able to restock"

"The footpath repair removed unsightly flood damage as well as restoring an amenity for the overall good of the town."

"Brought back a sense of pride rebuilding a flood damaged riverside wall, and peace of mind as the wall acts as a barrier to the river."

"We were able to replace lost/damaged kit and recruit volunteers and make us more of an entity"

"Gave us the capacity to increase staff hours slightly, and support the involvement of third Sector groups in the main flood recovery structures. However, we were under the impression we could not claim retrospective costs."

"This enables the Village Hall to carry on by covering its losses"

"It has helped us enormously"

"The grant will help us secure the future of our rehab centre and associated housing from repeat flood events. This is the second such event since 2009."

"Without the grant our village hall would have ceased to function"

"We were able to replace lost equipment without dipping into funds needed elsewhere."

"We were able to make a practical difference to people's lives post-flood"

"We were able to provide emergency care to a person and their family who were unable to go to an emergency centre due to their life limiting illness."

"It helps protect our playing fields for future generations"

"A welcome contribution that helped us get back on our feet, that said the award relative to the cost was modest"

"The grant was very helpful in allowing us to not only recover from the flood and its aftermath but to plan for the future."

"Quite simply, it made our group flood defence scheme possible. It should not be our job to keep the river Kent out of our front rooms but the E.A. and the Lead Flood Authority (CCC) are, frankly, useless at this aspect of their jobs. Worse still, they obfuscate, frustrate and delay the efforts of groups such as ours by their inappropriate bureaucratic and hierarchical intransigence. It has been a steep and sad learning curve for our group."

"Significant; enabled and resourced."

"Critical in helping with cashflow and replacement of non-insured items and additional costs including staff costs incurred to deal with the effects of the flood event. This enabled us to continue to operate our services."

"The grant will ensure that Kendal will be far better prepared for any future Emergencies."

"Because we did not have to find this money to complete our flood resilience project then other improvements to our facilities will also be able to be made."

"We restored a car-park left unusable and repaired steps both damaged by the flood."

"Vital!"

"The grant enabled us to make full use of our facilities /allow full access to our visiting groups & local community RDA riders."

"It enabled us to return to our hut as we could not afford the repairs that were needed."

"Helped us make our perimeter safe and secure for children to play safely"

"The grant was essential to get the sports facilities back into operational use. Without it and other organisations support, we would not have been in a position to get the facilities back into operation for the benefit of the community."

"The grant increased the mountain rescue capability on a region-wide basis."

"Able us to repair our horse simulator which was excluded from insurance due to flooding"

"Helped us to promote our service within the areas which were affected by the floods in Cumbria"

"We are a small local Charity and this grant enabled this work to be funded."

"Without it the Church building which has been on its site since 1653 would be closed"

"Helped us to consolidate our position as an organisation that has the community at its heart"

"It allowed us to replace lost items that our allotment community would have take years to be able to replace"

"Helped us to sustain our charities work giving us some breathing space to apply for further funding for our projects. As a staff member having a new more professional space has helped me to work more efficiently with a smile on my face as I look out of the window to the river Kent! Knowing that CCF has supported the community locally has firmly established themselves as an organisation to assist/manage such a devastating time, being there when the people of Cumbria needed them most."

"It has greatly helped improve KMRTs flood response and resilience capabilities."

"It is helping to make a difference to flood-affected communities. The project still has 7 months left to run, when the impact can be better evaluated."

"We were able to employ a part time member of staff to assist with the day to day admin of the Group and ensure that the aims and objectives of the Group are widely publicised."

"The grant has met the effect of losing rent whilst incurring energy costs for the village hall"

"The grant enabled us to keep going through the re-fitting of our accommodation by allowing us to use an area that had not been affected by the floods & allowing us to get some of the games and equipment to keep all the boys from 7 to 17 year old some where to go 2 nights a week plus some weekends"

"It has given us confidence to react to similar future events in the knowledge that there may be funds to cover some of the additional costs incurred by our organisation."

"Allowed us to visit more community groups affected by flooding to promote services"

"provided much needed reassurance that we will be safer in the event of future flooding"

"Helped reduce the net cost of the flooding to our organisation. Helped us with the re-instatement and repair, which will enable us to re-start community programmes and bring them back onto our site."

"Overall, I am very happy with the grant and the process. It has enabled Paul Hendy and his team to commit to the process for the hours required per week and the length of time required."

"allow us to use the football pitches much quicker than previous ties"

1.3.4 How the impact of flood fund award activity was monitored

"We had 12 specific events which the award contributed to. Participants and volunteers attending the events were monitored"

"Took advice on what to buy. Sought quotes to get the best value. Spent the grant only on what we listed on the application."

"arranged for suitable flood resilience measures to be implemented"

"We have regular management meetings where all aspects of the centre and funding are discussed and reviewed"

"Used our normal client and activity monitoring processes."

"Not started on site yet"

"Very little. The benefits of the award were obvious"

"We responded promptly to requests from CCF regarding the progress of the project."

"The number of outdoor training events being planned."

"Recorded the young people who used the service, where they were coming from and what supported they received."

"We have monitored the take-up of voucher booklets and conducted renewed marketing at strategic points throughout the year."

"Various depending on the grant."

"This is the responsibility of the Bridge Street Close Residents Association via the Management Committee. It is part of our ongoing meeting agenda embodied in our Constitution"

"Collect feedback from service users and other stakeholders."

"Number of volunteers, training sessions"

"Each hall user group was issued with a new key for the hall, a new key holder register was set up with contact details of each group, this has improved the security of the hall."

"all our work and expenditure is project managed to professional standards."

"We kept data relating to numbers of people involved and audiences etc. We also had some direct feedback from those involved."

"Compared invoices from suppliers to grant claimed"

"Parish councillors received comments from parishioners."

"Kept a note of the number of adults and juniors taking part in cricket at the ground"

"We do have figures that relate to the first grant and will submit them once we have spent all the money."

"We are still at the forefront of changes being made so at this stage are unable to monitor any activity."

"We made extensive use of social media (FaceBook), direct emails, and our website to show what had happened, and what was being done to put everything to rights."

"I think the resultant 30percent increase in membership is an excellent indication"

"Inspected satisfactory repair work and viewed footpath usage, non quantitatively."

"Listened to comments of thanks from neighbours."

"Monitor spend versus acquisition of kit"

"Part of the work was to involve Third Sector organisations in the Flood Recovery Debrief. This involved a questionnaire (completed by about 40 organisations) and embedding Third Sector groups in the main flood recovery structures was seen as hugely positive, and a step change from previous flood events."

"We have been working closely with the EA and have been trying to work alongside them for better impact on problems"

"The new flood resistance measures are yet to be installed but feedback from our residents indicates this will give them much needed reassurance about avoiding a repeat of the events of 2015, when they all had to vacate their properties."

"Noted how much the equipment was relied on."

"Spoke to people benefiting from the grant"

"We were recovering costs already incurred."

"Impact of staff (personal - emotional/wellbeing and financial impact) Impact on the business (customers, loss of business, time to recover to previous levels of business, length of time for the business to reopen and function again)"

"Photographic evidence. Feedback from villagers"

"Not yet in place, but we will manage our flood defences actively in the future and hold the official bodies to very critical account we have lost respect for the official channels of flood protection and will protect our own vulnerability as best we can."

"Reflected, recorded, reported"

"Monthly and bi-monthly reports to CCF via grant manager"

"We are preparing an Action Plan and because of the grant we are now able to employ someone to work towards training and preparing communities within Kendal for future emergencies."

"Simple gravel clearance"

"We asked car-park users after the re-surfacing work."

"Safeguard jobs and continued levels of community activities"

"Checked the completed work was up to the required standard and that the flooded field was returned to its original standard but with the inclusion of flood resilience measures"

"We have been monitoring the impact on the organisations members using the facilities. For example, there has been a substantial increase in usage by members since the facilities have re-opened."

"We hold quarterly regional meetings and this is a topic on the agenda."

"We are working with long term emotional problems and our work has been greatly valued by its recipients but its long term success will take time to fully appreciate and confirm."

"Personal experience of the community and acute awareness of our situation"

"Record use of vouchers/attendance at events. We will do more evaluation in September, at the end of the project."

"We monitored responses from people when they heard we had managed to secure funding to relocate and have items lost replaced. When visitors come to the new building and office suites we note their comments."

"Over the short-term we have carefully controlled our expenditure of the grant funds. Over the medium term, we will record each and every use of the vehicle asset in flood and other water-based rescues / responses."

"We reviewed the numbers of clients receiving advice and the outcomes."

"We keep individual client records on our Charity Log database; keep records of attendance at activities; conduct initial and repeat assessments to measure outcomes (recorded as ladder outcomes on Charity Log; collect case studies; collect thank you letters, comments and other feedback"

"ongoing activity, Treasurer appointed (Voluntary) and accounts are monitored at regular meetings"

"Just by watching the numbers of members attending"

"The work had been undertaken and the award represented recovery by the charity of the uninsured expenditure. We would have encountered difficulties recovering from the sudden and unexpected expenditure which would have interfered with our continuing to deliver Almshouse accommodation to elderly vulnerable clients."

"We created a local code on our case management system to be able to record issues directly relating to floods. However, we are now also assisting clients with more indirect issues that they and/or the adviser may not initially have recognised as been indirectly caused by the floods."

"We collect information to allow us to monitor in a variety of ways. Number of referrals attending 1-1 and group sessions - each referral then asked for feedback about how support has helped/made a difference"

"Still ongoing as flood gates still to be fitted as we wanted to be sure of getting the best cost effective materials and labour"

"Robust control of the project and project costs. We will monitor the impact further once the works are completed and we are able to re-occupy the areas affected."

"amount of games played after the floods"

1.3.5 Evidence of benefit

"The numbers attending our events rose from previous year. We are an athletics club and one of our teams achieved promotion in their league"

"The facility is still open. The footfall has increased. We continue to employ local staff and have increased our workforce."

"Hopefully we will not flood again!"

"We have 33,000 people a year using the facilities we have, so the grant to repair the parts damaged during the flood have been tremendously well received and we are proud to be associated with the community foundation and their amazing work throughout this period."

"We have client feedback available"

"The car park is now more user friendly and less of a health and safety hazard"

"The improvement is obvious. It has vastly improved the land in the immediate vicinity of the cricket pavilion. This land was susceptible in any case to boggy conditions pre-flood. But we now have a permanently solid and level base which will make it far easier to remove expensive machinery and other valuable items from the building in the event of repeat flooding."

"Fieldcraft is a key part of the cadet syllabus and requires the equipment and replacement uniform for the principles of the training to be conducted."

"We have anecdotal evidence taken from parents, support groups and schools which shows the transformational support we were able to give young people in Carlisle during this chaotic time."

"Take up of the books of vouchers has been positive. We will conduct an evaluation of the project in September, when our scheme ends."

"Various depending on the grant."

"Subjective evidence in the form of confidence from our members. Objective evidence when we have our next flood"

"We reported back to CCF fully on this."

"The Armit is an important cultural institution in the Lake District. Apart from holding important collections, it also holds important archives. Had it been forced to close, the collections would have had to be dispersed, the most important to London museums."

"We are open and being well used"

"Increased use of the village hall by the community following the repairs"

"Continuation of club"

"Feedback from parishioners."

"As above, will submit this in the near future"

"Once again we will not be able to provide any evidence at this stage until the works are completed and the season starts up again. We are confident that the flood grant will without doubt benefit all mentioned in your question."

"All visiting players, commented how we got back in time to start the season and also what a difference the club house and green looked thanks to the grants given to us."

"The grant has enabled us to re-open the site to our community, and run residencies and workshops for artists, including children, young people, students, refugees and asylum seekers, and artists of all ages, and to encourage local people to take part in our activities as participants and volunteers."

"Members expressed their feelings regarding the damage done to the river and the fact that contractors repairing riverbank flood damage also polluted the Gowan killing 150 fish (reported to Environment Agency) which prevented restocking last autumn until spring this year which hopefully will restore our river and provide sport and promote outdoor pursuits for young and old."

"Locals and visitors are actively using the repaired footpath."

"Anecdotal from neighbours. Children no longer put themselves at risk from climbing over a broken-down wall."

"We have been told"

"By word of mouth the residents affected in the village were very grateful for the support that the Hall was able to offer"

"Statements from individuals involved."

"The grant will fund flood resistance measures that have been mapped by the Environment Agency - once installed their study indicates a decrease in risk of further flooding in our grounds."

"Our hall is now back up and running and is attracting more users as the hall floor is beautiful thanks to CFF"

"The equipment was used to respond to medical emergencies."

"Local feedback"

"Having only just reopened (April 17) it is too early to fully assess the evidence"

"Feedback from villagers"

"None yet ... measures not yet in place. We do hope that this question is asked critically of all the 'soft-nosed' services who have pounced on funds (not only from Cumbria Foundation but from Lottery etc. etc.). They seem to have 'grown' salaried jobs at an exponential rate with no checks on actual hard impact"

"Records of activity: footfall, databases; testimonials"

"See reports"

"We are at the beginning of our process having recently advertised and appointed someone as an Administrator to support the Community Emergency Planning Group."

"We will not really know the answer to this until the next floods occur."

"The car-park is now in daily use and the steps now in a safe condition for community use"

"Footfall and user feedback"

"That the facility is back to regular use without the restrictions caused by the flooding"

"It was beneficial as we would have had to do lots of fundraising to continue with the repairs so we were able to get the group/community back together quicker."

"Photos of children playing football without the ball or children running straight out onto the busy main road as the old perimeter fence was washed away with the floods"

"Evidence is clear by the usage of the facilities. For example, we have over 50 junior football kids playing on a Saturday morning as opposed to circa 30 previously. The croquet members have increased by 15% and cricket team now operates a mid week team."

"Social media"

"No evidence but with continued support and awareness the organisation continues to provide care"

"We use regular testing to seek objective feedback but also clients are monitored at each consultation."

"The Church's presence and keeping the building open for some 40 other groups"

"At present, anecdotal, but see above."

"Our site is now looking better than ever and the plots are almost all let to enthusiastic gardeners who find their allotment a fulfilling pastime."

"we have photos of the new building, equipment and celebration moments so far in the year we have received funding. We have initiated new marketing resources."

"We receive regular expressions of thanks and gratitude from members of the public on various social media platforms (e.g. Facebook), after we update them with details of each rescue we attend."

"Actual gains for clients - financial and otherwise - are recorded by our advisers and noted on our electronic database."

"We are building evidence which will be complete at the end of the project in 7 months time, using the monitoring tools above"

"Launch event held in December, attended by Sue Hayman MP and a leaflet drop to all affected properties."

"It has helped to keep the village hall viable"

"The grant benefited every member of our B.B. organisation and when we were able to gain access to our own accommodation we acquired the rest of the equipment we required through the grant."

"It has allowed the elderly occupants to continue to live normally at Tennant House and will allow the trustees to continue future repair and maintenance at Tennant House which would not have been possible in the short to medium term had the uninsured loss been allowed to impact on the charity finances (which it would have done without the award)."

"We have had positive feedback from local individuals and organisations regarding our ability to react quickly to the needs of local residents and the on-going support we are able to provide. We are also maintaining contact with local flood recovery groups and other third sector agencies about the on-going support advice we are able to provide."

"feedback from participants both 1-1 and groups."

"As we had minimal actual flood damage, no specific evidence but being in a risk area we have peace of mind about the future"

"As outlined in our application, our organisation is an important community facility in Kendal and the benefits extend to over 30,000 people per annum."

"more games played after floods"

1.3.6 Could anything have been done better?

"Although we had no problems filling in the application form, a simpler form more specific to emergency situation would be better."

"As previously stated I think closer liaison with District Flood Groups would have helped prevent duplication of some services"

"Better advice for us as a rivers trust in what was applicable, we weren't going to apply for this but were advised to by CCF only to be told it was ineligible"

"Clarity about what type of organisation you need to be to apply."

"Clearer guidelines of criteria to be met at the very onset of the application by the assessing officer."

"Completely satisfied with the process and completion. Thank you."

"Contacted us soon after the flooding and been more pro-active in understanding the need for the grant. The help with the process was good and we were encouraged to apply, once we knew about it."

"Easier application form and process"

"Easier forms to complete and less forms / questionnaires subsequently, especially more than 15 months later. Surely enough is enough."

"Funding approval timetable could be more regular."

"I found the process accessible due to previous experience in completing funding forms when working in public sector regeneration."

"Information is always a massive part of getting to those affected but I truly believe that everyone using the centre was aware of the flood fund and indeed the City Council response with their grants available so an amazing job well done by all."

"It must have been difficult knowing how much was coming in, to then know who to support at the early stages. A suggestion would be to keep the details of organisations on a waiting list that made initial inquiries so you can go back to them if more details of funding or opportunities came available."

"It seemed unclear initially as to whether a place of worship / registered charity would be considered for a grant, so maybe clearer category information"

"It was stressful waiting several weeks for a decision regarding the funding."

"It would be useful for CCF staff to have clear guidelines on who could access the grants from the day it was advertised to avoid confusion by different groups as to if they were eligible or not."

"Keep the application form simple and keep your Officers able to respond to the various levels of awareness of the needs of those making the application"

"Maybe got quotes in quicker, but this was dependent on subcontractors"

"Might have been worth going out to all communities affected in the first month after the event to help identify the issues that needed sorting and assist in application for grants to get them sorted. So a proactive and personal approach from the start."

"More awareness of the workload of organisations already involved in recovery - underwhelmed by the suggestion from CCF (to CCC during a meeting) that other Third Sector organisations had been slow to "get their act together and submit coordinated actions". Developing partnerships takes time,

and if that was the approach that was desired (and I can understand the benefits) then support for that should have been resourced (by CCF or by a grant to another organisation)."

"More understanding of the arts. Direct communication with board and company that is applying."

"No as any help or information you required was just a phone call away"

"No it is excellent and administered well."

"No" x6

"No, as I said earlier all the staff at CCF were wonderful to our needs and helped in any way they could, we cannot thank them enough."

"No, the process and service was excellent."

"No, this is a very experienced organisation."

"No. We received the warmest encouragement from the word go, and were actually moved to tears by the swiftness of the response and the help provided."

"No. A great professional service. Thank you."

"No. It was brilliant and at a time when we were battling hard to restore our award-winning ground and cricket pavilion it provided invaluable assistance. It was also fantastic from a morally supportive perspective. We were not alone."

"None"

"Not at all, the whole process was efficient and helpful - a big thank you to CCF staff"

"Not in my experience"

"Not in my experience, but our group was only a very small part of the local flood recovery and the Sandylands Encouragement Team may have more useful feedback on this"

"Not in our experience."

"Not in relation to our application."

"Not really. Promoting the good causes the fund has supported would be of interest (simple graphics of how the funds have been used)?"

"Nothing springs to mind."

"Nothing to do with CCF but other organisations could have worked faster to get permissions in place, more work could have been done to support organisations helping with applications, we feel we have done things by the book and by doing so have been penalized, other areas went ahead without permissions and got things done quicker."

"Nothing"

"Our experience was good. It is not our business but funds seem to be going to 'services' organisations with questionable, soft-nosed aims rather than to actual future protection measures. O.K., so that is not the Foundations responsibility, but perhaps you could add your weight to the critical review of E.A. and CCC activity, or lack of it? Just a feeling that there is a 'chumocracy' of mutual, uncritical comment amongst flood bodies."

"Overall, general understanding that you look at a family as a unit, not as a sole issue. The needs of that unit are complex and diverse and should have been treated as a whole and not a single issue."

"Perhaps made it clear earlier to people that they could re-apply after an initial crisis response."

"Perhaps more information about the ability to apply more than once."

"Perhaps taken a view on the level of support needed based on the level of disruption/impact on the business. A light touch for those who needed little support and greater help for those who suffered significant damage/disruption/ major impact."

"Prepared a simpler form for smaller resident's group applications."

"Reduce reference to non-flood measures e.g. ethnicity of village"

"Some further thought might have been given to the what "community recovery" actually meant as time passed after the floods."

"Some of the content of the application form was not applicable to our circumstances but did not cause any issues."

"That was already done by the reduction in the size of the grant form"

"The criteria were applied in a manner that did not enable some organisations where other funders apply some common sense around outcomes and teach record there seemed to be little leeway with this funds administration."

"The form although its generic due to what we were applying for a lot of it was not applicable therefore was confusing and difficult to fill in."

"The reason our application was refused (primarily) was that the committee believed the building work was a statutory responsibility for the Local Authority. Perhaps the information we provided to refute that was inadequate. But I believe we were entitled to apply and that there was not a conflict with the LA duty towards schools. I think that perhaps more information or a conversation directly with the LA would have resolved this."

"Too much emphasis on restoring buildings and property, we needed funds for townscape"

"We were unaware of the fund, perhaps could have been advertised better"

"We would say no, but this was because Dr Jenny Benson was so professional"

"Without CCF Flood Recovery Fund we could not have set about doing the work we are now embarking on. I cannot speak more highly of the support and assistance that CCF have provided throughout."