



AHF Client Survey Result Statements 2016

About the Survey

During May – July 2016, the AHF conducted an online survey polling all of the groups and organisations we had supported with grants or loans since the year 2000 – some 540 groups in total.

The online survey was developed with the support of CAN Invest in order to help us measure the impact of our work across a range of outcomes identified in our [Theory of Change](#). For all new clients since 1 April 2016, completing this survey on an annual basis has formed part of their grant and loan terms and conditions.

To help encourage participation from older groups, we offered a prize draw mechanism – every charitable organisation that was still active who completed a survey was entered into a draw to win a one-off donation of £1,000 towards their charitable objectives. The winner, selected at random, was Gracehill Old School Trust in Northern Ireland.

About the Results

Of the list of 540 organisations in total, we received 130 completed responses from a wide range of organisations.

The results below assume that the sample of responses that we received is representative of the whole group. This report and its results is intended to be a baseline against which to monitor progress in future years.

Profile of Respondents

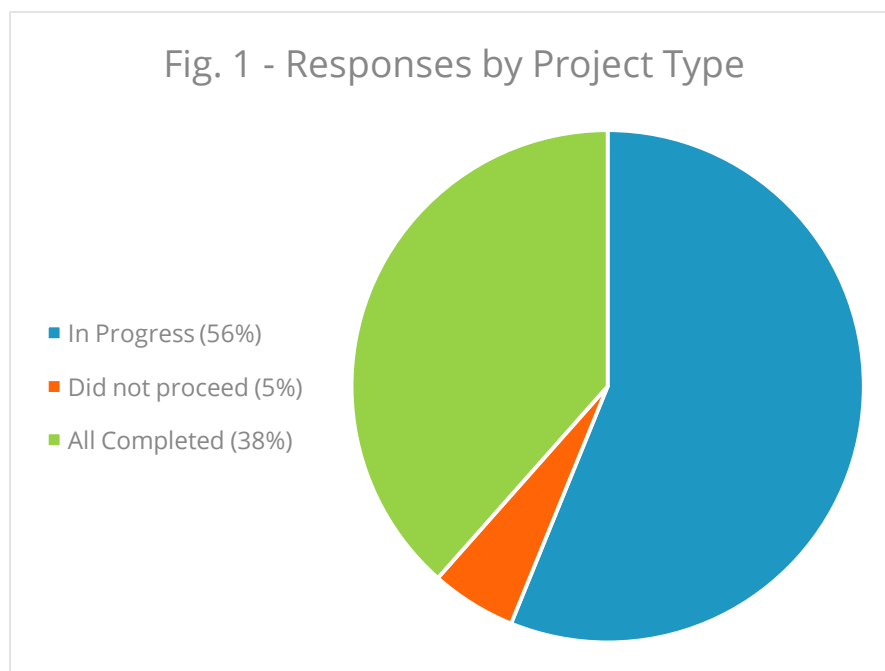




Fig. 2 - Location of Respondents

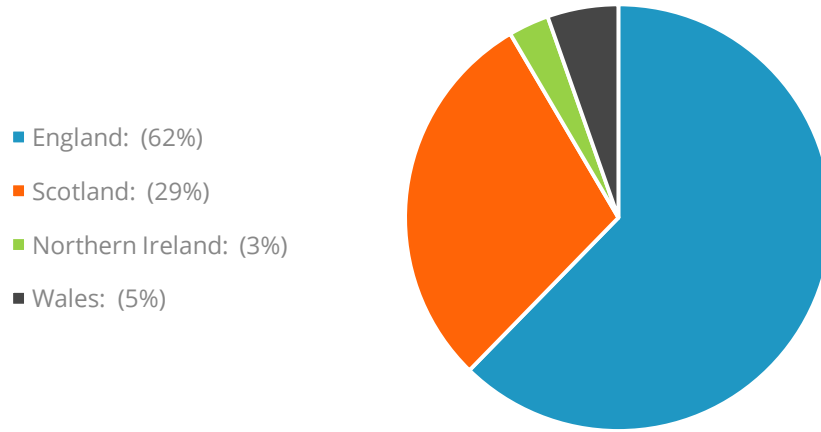
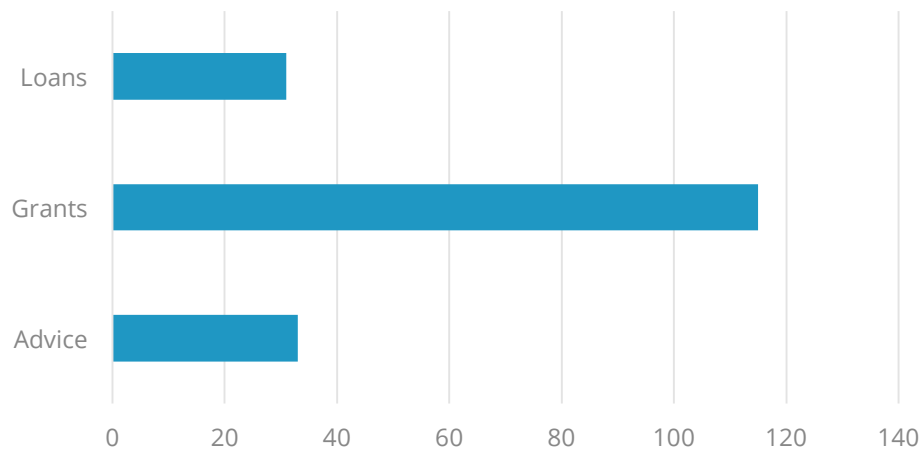


Fig. 3 - Types of Support Provided



Completing the Survey

We also asked participants to tell us about their experiences completing the form, and feedback from this will be used to improve the process in the future. 80% of respondents were able to complete it in under an hour, but over half (54%) also said they had difficulty completing at least part of the form.



Fig 4. - Length of time to complete the form

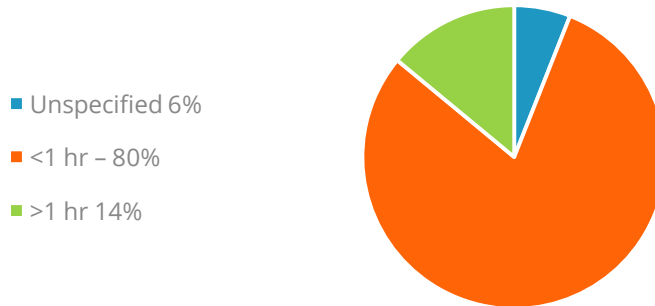
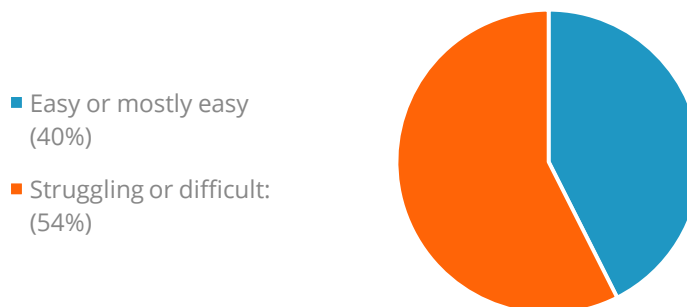


Fig. 5 - Ease of completion of the form?



Methodology

Levels of confidence in the numbers of organisations/people that achieved a certain outcome are quoted as a 'Margin of Error' (MoE) for a sample of a larger population.

We use these tools to estimate the degree of confidence in the sample when extrapolating impact to the wider population. The tool is based on three key pieces of information: 1) the size of the population, i.e. the number of people/organisations in the stakeholder group; 2) the size of the sample, i.e. the number of people/organisations who were surveyed; 3) % sample achieving the outcome.

For example, if 71% ($\pm 6\%$) achieve an outcome, then we estimate that 71% of organisations achieved the outcome, but are 95% confident that it is somewhere between 65%-77%, as the margin of error is 6%. Likewise for projected ranges, we also use an MoE calculator to estimate the range of beneficiaries that were supported by AHF's organisations. For example, using a 90% confidence level, we estimate that between 1,000-2,000 people were supported, or that at least 1,000 people were supported.



Note that the tool used for these calculations assumes that a random sample of organisations have responded. It also assumes a homogeneous population - in other words, the population should be made up of people who are 'the same'. A normal distribution of those achieving the outcome is also assumed, as is a 95% confidence for the MoE itself for % calculations and 90% confidence for projected ranges. We also recognise that: *a.* not all of these outcomes have been achieved solely as a direct result of our support, and that *b.* some of these outcomes would likely have been achieved without our support.

Wider Sector Issues Raised

Based on the responses received, we estimate that:

Not a single Trust that responded reported having more than 25% of its Trustees coming from BAME backgrounds.

Only 30% ($\pm 6\%$) of organisations had performed evaluations of their projects and/or their impacts.

Only 16% ($\pm 5.5\%$) of organisations had undertaken any residents surveys.



Outcome Statements

Client Outcomes:

1. *Client becomes more capable, confident and connected:*
 - Improved skills: business planning, finances and fundraising, project management, governance
 - Confidence to meet challenges
 - Formal and informal partnerships
 - Community engagement and legitimacy

We estimate that:

- **89%** (±6%) of AHF clients are more confident about the future of their organisation as a result of the AHF support.
- **90%** (±4%) of clients either *agree* or *strongly agree* that they are more confident in meeting the challenges of delivering their project as a result of engaging with the AHF.
- **88%** (±5%) of clients have developed new formal or informal partnerships thanks to AHF support.
- At least 1,000 new partnerships have been created (*Extrapolated range: 1,000-2,000*)
- **63%** (±6%) of clients are confident they would undertake a similar project in the future.
- **71%** (±6%) say they are confident they could secure financial resources for a similar project in the future.
- **27%** (±6%) have members that have already started another similar project.
- **87%** (±5%) of organisations have engaged with a wider audience (different ages, backgrounds, cultures) than before as a result of their project.
- As a result of AHF support, **at least 1,000** people have developed new skills in business planning (*Extrapolated range: 1000-2,000, rounded to the nearest 1000*)
- As a result of AHF support, **at least 1,000** people have developed new skills in strategic development (*Extrapolated range: 1000-2,000*)
- As a result of AHF support, **at least 1,000** people have developed new skills in finance (*Extrapolated range: 1000-2,000*)
- As a result of AHF support, **at least 1,000** people have developed new skills in fundraising (*Extrapolated range: 1000-2,000*)
- As a result of AHF support, **at least 2,000** people have developed new skills in community engagement (*Extrapolated range: 1000-2,000*)



- As a result of AHF support, **at least 1,000** people have developed new skills in project management (*Extrapolated range: 1000-2,000*)

2. Client secures additional funding

We estimate that:

- **71%** (±6%) of clients say that AHF support helped them secure additional funding from other organisations.
- **67%** (±6%) of clients secured additional funding from three or more different sources
- Over £96,000,000 of additional funding was raised over 122 organisations. Extrapolating to the complete 540 groups it is estimated that additional total funding was raised of **at least £479 million**, with an average ranging from £887,000 to £1.7M per project.

3. Client gains credibility with other funders

We estimate that:

- **91%** (±4%) of clients either *agree* or *strongly agree* that AHF support has increased their credibility to other potential funders.

4. Project progresses on multiple fronts

- Access/ownership secured
- Project designed and planned
- planning permissions obtained

- **69%** (±6%) of projects have a freehold or long-term lease on their project building or structure.
- **67%** (±6%) of projects have resulted in the re-use of a historic building

5. Client becomes a more commercial and resilient community enterprise

- more strategic in focus/decisions (business plan)
- more commercial – increased financial surpluses
- increased ability to survive challenges

- **71%** (±6%) of AHF clients consider themselves more financially sustainable as a result of the AHF support
- **36%** (±6%) of clients have less than one month's reserves to cover operational expenses – this is slightly better than the wider charitable sector where average ([NCVO data](#)) suggests 42% of operating charities have no free reserves.



- **36%** ($\pm 6\%$) of clients have more than six months' worth of reserves to cover operational expenses – average wider charitable sector ([NCVO data](#)) suggests the average is 7.1 months of reserves.
 - **80%** ($\pm 7\%$) of clients have a business plan
6. *Negative Outcomes:*
- *Client disempowered and members leave*
 - *Time / £ saved for other clients / activities*

We estimate that:

- Of projects that did not proceed, **25%** ($\pm 5\%$) said that the decision to stop was as a direct result of AHF funded studies
- We estimate that **at least £51 million** has been saved that would otherwise have been spent on projects that did not go ahead (*Extrapolated range: £51M - £877M*).

7. *Community Outcomes - Positive*

- Greater community empowerment*
- Improved physical environment to live, work visit*
- Increased volunteering, apprenticeship & employment*
- Increased local economic activity*
- Provision of services in active demand*
- Improved physical/mental wellbeing*
- Different groups mix and integrate*
- More positive attitudes and behaviours*
- Improved understanding of local heritage*

- **93%** ($\pm 3\%$) of AHF clients have an increased appreciation of heritage as a result of their project
- **96%** ($\pm 2\%$) of clients know some or a lot about their local heritage.
- **89%** ($\pm 4\%$) of respondents said heritage was very important to them personally
- **77%** ($\pm 22\%$) of respondents felt that that their community is a better place to live/work in as a result of the project.
- **Over 350** not-for-profit community services are being provided from buildings restored thanks to AHF support (*Extrapolated range: 380-900*)
- **Over 500** businesses are being run from buildings restored thanks to AHF support (*Extrapolated range: 500-2000*)
- **Over 19,000** local community members have been involved in projects over the last year (either coming to meetings or volunteering their time) (*Extrapolated range: 19,000-36,000*)
- **Over 7,000** community events have been held in the last year (*Extrapolated range: 7,000-14,000*)



- **Over 12,000** volunteering opportunities have been created (*Extrapolated range: 12,000-21,000*) with an average of 117 days per each organisation
- **Over 4,000** training opportunities have been created, of which over 1,000 were for young people (*Extrapolated range: 4,000-10,000*)
- **Over 2,000** FTE employment opportunities have been created during project works, with an additional 1,000 FTE opportunities ongoing once works are complete (*Extrapolated range: 2,000-3,000*)
- **Over 261,000** people have attended events held as a result of an AHF supported project, of which at least 20,000 are children or young people, and at least 9,000 are adults from disadvantaged groups. (or 480 per project) (*Extrapolated range: 261,000-761,000*)
- **Over 31,000** people have visited an AHF-supported project in the last 12 months for reasons of training and education (or 57 per project) (*Extrapolated range: 31,000-68,000*)
- **Over 283,000** people have visited an AHF-supported project in the last 12 months for community events (or 520 per project) (*Extrapolated range: 283,000-1,484,000*)
- **Over 646,000** people have visited an AHF-supported project in the last 12 months for leisure or recreation purposes (or 1200 per project) (*Extrapolated range: 646,000-2,479,000*)
- **Over 178,000** people have visited an AHF-supported project in the last 12 months for sport purposes (or 330 per project) (*Extrapolated range: 178,000-1,531,000*)
- AHF supported projects have **added at least £106M** GVA (Gross Value Added) to local businesses during the building works phase (*Extrapolated range: £106M-£225M*).

8. *Community Outcomes - Negative* *Potential competition with other services*

We estimate that:

- Of the not-for-profit *community services* being provided from AHF-supported project buildings, only 11% have 'competitors' in the local area.
- Of the *businesses* being run from AHF-supported project buildings, 67% have 'competitors' in the local area.