Heritage Lottery Fund

Output Data Report 2017

Produced by BDRC Continental August 2017

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2 Introduction and methodology

2.1 Introduction

This report summarises the results of the Heritage Lottery Fund's Output Data survey, a programme of research which collects data from HLF-funded Heritage Grants projects (£100,000 and over) completed between April 2015 and March 2016 and Your/Our Heritage projects (under £100,000) completed between January 2016 and December 2016.

Eligible projects were contacted and invited to complete a short online questionnaire to report:

- The types and number of activities initiated as a result of the HLF funding

- Visitor numbers (Heritage Grants only)

- Volunteer involvement

- Training provided

Where the information was available, projects also reported on gender, ethnicity, disability and social grade.

2.2 Methodology

Projects were contacted by email from April 2016 to March 2017 and invited to complete a questionnaire online (please see questionnaire in appendix). Non-responders were given two email reminders and a further telephone reminder to complete the survey. The survey was redesigned in April 2015 to provide a more engaging respondent experience. All research and reporting has been conducted by BDRC Continental.

2.3 Sample Information

The table below summarises the sample information and response rate for Heritage Grants and Your/Our Heritage surveys. Responses in the previous fieldwork year are provided in brackets. Not all questions were applicable to each project and so the response number refers to the number of projects that provided *any 'pro-active answer'* during the survey. A *'pro-active answer'* is defined as any response that provides information about a project – don't knows and blank questions are not included in this calculation.

Heading	Heritage Grants	Your/Our Heritage
Projects population	120 (116)	481 (595)
Responses (no.)	92 (84)	378 (474)
Response rate (%)	77% (72%)	79% (80%)

Heading	Heritage Grants	Your/Our Heritage
Projects population	120 (116)	481 (595)

2.4 Reporting

The research summarised in this report is split into two sections

- **Section 1:** Heritage Grants projects that were completed between April 2015 and March 2016
- **Section 2:** Your/Our Heritage that were completed between January 2016 and December 2016

To avoid confusion, the dates in this report refer to the fieldwork period, *not the completion period.* The below table provides a guide on how the fieldwork dates relate to the project completion date.

Project type	Project completion period	Fieldwork period
Heritage Grants	April 2015 to March 2016	April 2016 to March 2017
Your/Our Heritage	Jan. 2016 to Dec. 2016	April 2016 to March 2017

Due to the significantly different make-up of projects year-on-year, results in charts are not compared to previous years. Written comparisons to the 2016-17 research are made where appropriate.

In a number of charts the figures reported are based on the total number of projects that completed in the project period, *not those that took part in the survey*. This method assumes 'non-contract compliance' of those who chose not to respond to the survey. These are marked as 'all projects' at the base of each chart. Where figures are reported on a base of all respondents, charts are labelled 'all who answered'. All demographics are reported as an average of the response given - therefore all projects are given equal weighting. This is to avoid the potentially distorting impact of outlier results based on large absolute numbers.

Where possible, comparisons have been made to industry benchmarks. For visitor demographics, comparisons have been made to the Association of Leading Visitor Attractions (ALVA) Benchmarking Survey. For volunteer data, comparisons have been made to the DCMS Taking Part Survey.

2.5 Survey methodology

To maximise responses, respondents were notified of the questionnaire requirements in the email invite and were given the option to print out the questionnaire at any point during the survey. The questionnaire was compulsory for SF4 and SP3 projects but optional for SP2 projects.

Some questions required granular levels of data - for example Q14i which asks respondents to give the social grade breakdown of individuals who received training. Not all projects had access to this information. With this in mind, the online questionnaire was set-up so that projects were able to skip any question in the survey. This ensured that those who did answer these questions were more likely to give accurate data. To further ensure accurate responses, projects were asked to leave questions for which they did not have any data blank. As a result, response rates vary according to the question and project type. The table below illustrates the response rates to each section of the questionnaire. 2016-17 figures are provided in brackets.

Question type	Heritage Grants	Your Heritage
Volunteer questions	52% (49%)	72% (75%)
Training questions	53% (46%)	69% (73%)
Visitor questions	70% (57%)	N/A (N/A)

3 Heritage Grants Projects

3.1 Project employment

Projects were asked to report on the amount of full-time and part-time jobs they have created as a result of their project.

Over half of Heritage Grants projects (55%) took on additional staff for the delivery of their project. 42% took on full-time staff, amounting to 338 full-time jobs and 43% took on part-time staff, totalling 219 part-time jobs. Projects were asked to convert the part-time jobs they provided into 'full-time equivalents' i.e. the number of 'full-time jobs' (in terms of hours) that all of their part-time roles would fill. 166 full-time equivalent jobs were provided, amounting to 504 full-time jobs in total.

3.1.1 Heritage Grants project employment infographic

55%

Heritage Grants projects took on staff for their project delivery

120;
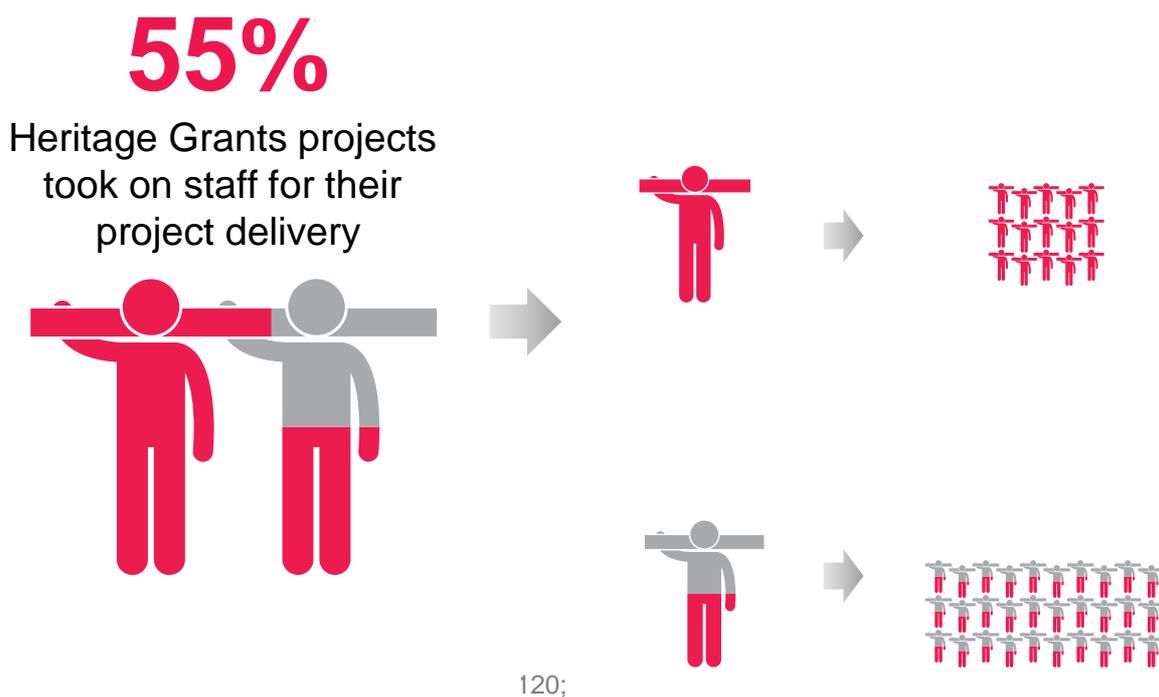
Projects were asked to state how many posts still exist after their project was completed. Of the 338 full-time jobs created within Heritage Grants projects, 80 (24%) were still in existence. Of the 219 part-time jobs created, 74 (34%) have been retained.

3.1.2 Infographic showing Heritage Grants jobs created

Jobs created due to HLF funding during / after project

Heritage Grants

TIME
)STS
338

TIME
)STS
219
(117 of 166 *full-time equivalents maintained*)

■ Maintained post-project ⬚ Created during project
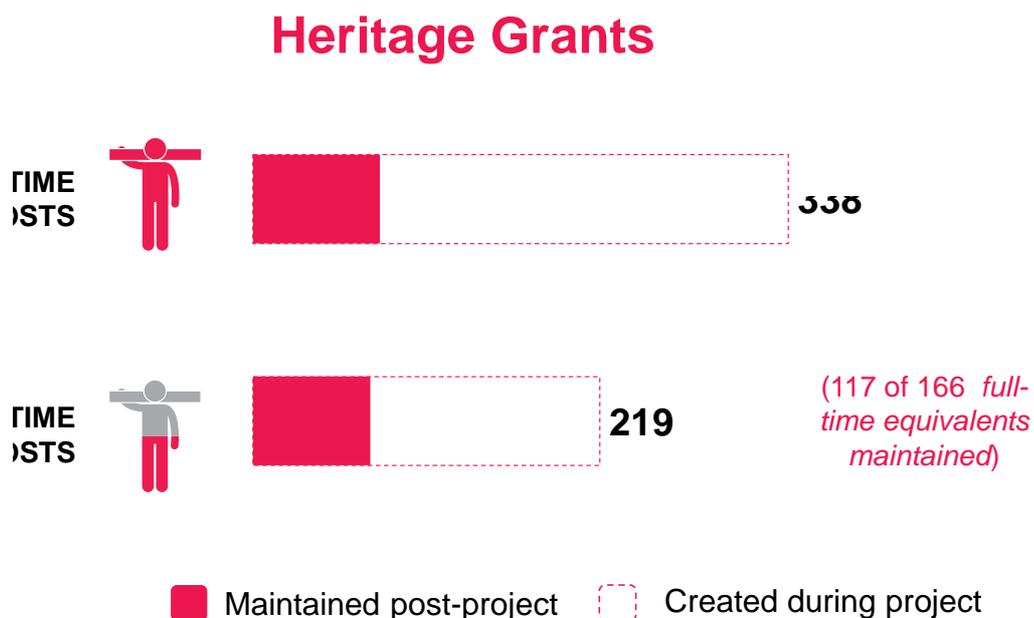
rojects 2016-17. Heritage Grants n=160;

9

3.2 Project activities

Projects also provided detail on the amount of activities they ran during the project lifecycle. Please note that – unless stated otherwise - the figures below are taken as a percentage of the sample population (not those that responded to the survey). Therefore, percentages and numbers are likely to be a conservative reflection of the activities that took place. The chart right describes the percentage of Heritage Grants projects that ran each activity, along with the number they ran and the number of participants that took part in each.

- Heritage Grants projects were most likely to have provided 'visits from schools or colleges' (44%), 'guided tours or walks' (42%) and 'temporary exhibitions and displays' (39%).
- 'Visits from schools or colleges' were provided in the highest number (1,797 provided across all projects in total) followed by 'guided tours or walks; (1,754 provided in total).
- 'Publication or IT apps' generated the highest number of participants, 1,262,458 in total. This was followed by 'Temporary exhibitions and displays' (1,250,938 in total, including casual visitors).

All of the Heritage Grants projects **that completed this part of the questionnaire** stated they ran an activity during their project.

Heritage Grants project activities summary

Number of Participants	56,785	43,188	1,250,938	59,755	1,262,458	55,171	40,028	199,634	92,787
Number provided	1,797	1,754	631	983	459	1,020	113	1,953	2,738
	44	42	39	38	33	32	18	33	37

Visits from schools or colleges	Guided tours or walks	Temp exhibitions + displays	Open days	Publication or IT Apps	Outreach in schools/ colleges	Festivals	Other outreach or off-site activities	Other on-site activities

ants n=120;

3.3 Project volunteers

Projects were asked to report on the volunteers that were used to help with the delivery of their project.

- Half (50%) of Heritage Grants projects used volunteers to help deliver their project, marginally higher than the 47% that reported doing so in 2015-16. 9,030 volunteers were used in total, at an average of 75 volunteers per project (of all projects).
- Heritage Grants volunteers produced 315,946 volunteer hours, amounting to around 329 volunteer days per project.

3.3.1 Infographic showing Heritage Grants volunteer summary
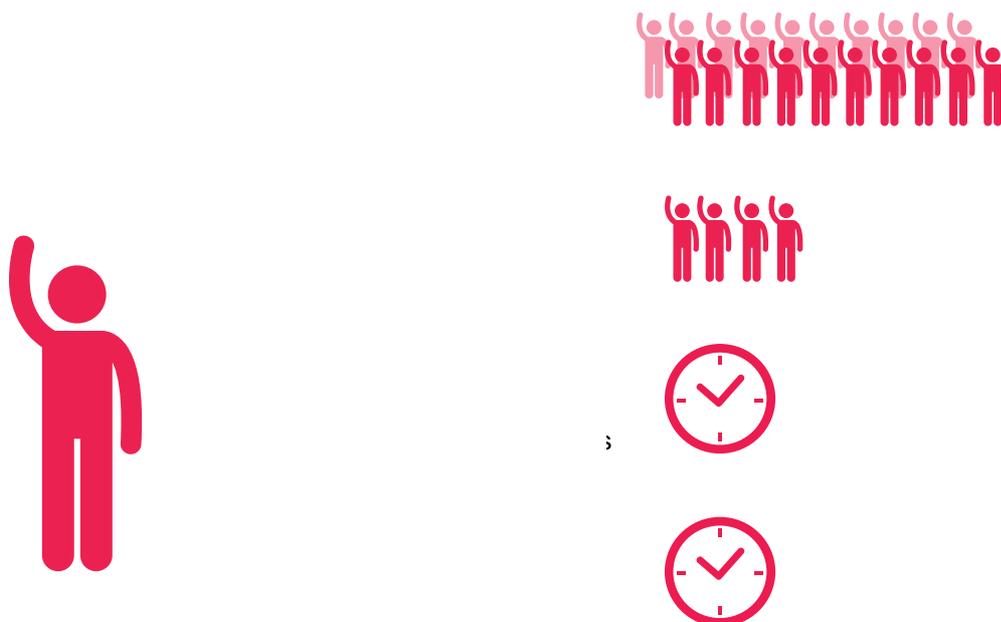
3.4 Volunteer demographics

Projects outlined the demographics of their volunteers. ONS answer options were provided, but to aid clarity in this report, options have been grouped into wider categories where appropriate. Demographics are calculated as an average of the percentages provided by each project. This method gives each project equal weight, providing a general picture of the demographic breakdown of projects. The alternative method of calculating by absolute numbers, can bias results to projects with high numbers of volunteers.

Consistent with previous years, gender participation was split relatively evenly amongst Heritage grants volunteers, 49% male and 51% female. Volunteers were most likely to be aged over 60 (53% falling into this category), of a White ethnicity (89%) and from a higher social grade (75%).

3.4.1 Infographic showing demographics of Heritage Grants volunteers

Demographics of Heritage Grants volunteers (%)

GENDER

| 49 | 51 |

ETHNICITY

AGE

26-59   60+

SOCIAL GRADE

High

Low
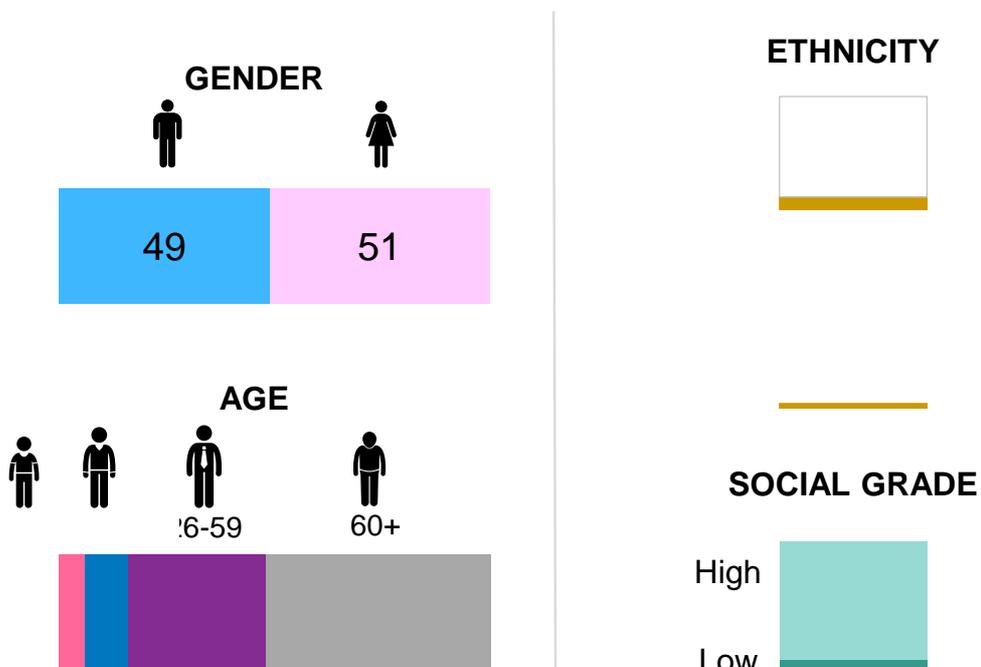
...ach question. Heritage Grants range from n=14 to n=40.

3.5 Project training

The graphic below illustrates the employees and volunteers that received training by projects. Over half (53%) provided training for their staff to carry out the HLF-funded project, 5,531 trained in total. 35% trained existing staff (525 staff trained in total), 43% trained new staff taken on for the project (237 in total) and 45% volunteers (4,769 in total).

3.5.1 Infographic showing Heritage Grants training summary

Heritage Grants projects that trained staff and volunteers

53%

Projects trained staff/volunteers to carry out projects

Training

35%
Trained existing staff
(525 staff in total)

Training

43%
Trained new staff
(237 in total)

Training

45%
Trained volunteers
(4,769 in total)

3.6   Type of training delivered

Heritage Grants projects were most likely to have delivered staff training in 'delivering learning or interpretation' (62% of those that provided training), 'delivering participation' (52%) and 'media skills' (52%). Volunteers were most likely to have been trained in 'collections – including oral history' (54%) and 'learning or interpretation' (52%).

Staff were significantly more likely than volunteers to be trained in 'project management' (41% compared to 9, 'media skills' (52% v 36%),'delivering participation' (52% v 38%) and 'construction' (16% v 9%).

3.6.1   Infographic showing types of training provided by Heritage Grants projects

Types of training provided by Heritage Grants projects

ers n=56;
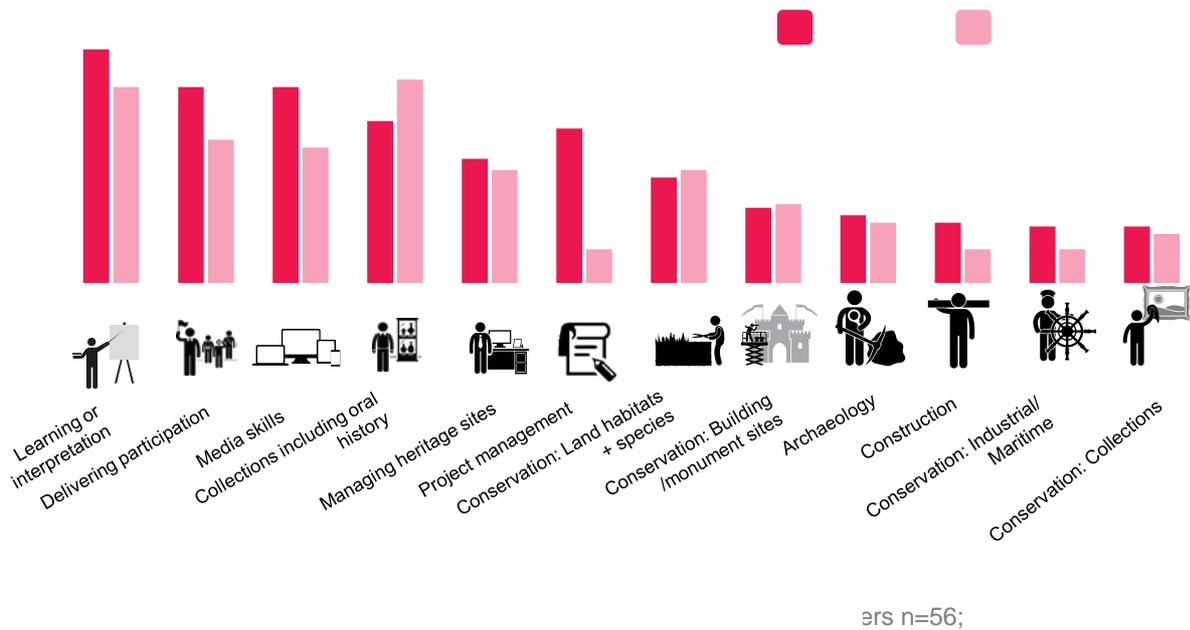
3.7 Trainee demographics

Heritage Grants trainees were typically 'white' (89%), aged 26-59 (44%) and from a higher social grade (56%). Trainees were more likely to be female (56%). On average, 3% of Heritage Grants trainees had a disability.

3.7.1 Infographic showing demographics of trainees

Demographics of Heritage Grants trainees (%)

GENDER

44	56

AGE

6-59   60+

ETHNICITY

DISABILITY

SOCIAL GRADE

High

Low

ion.
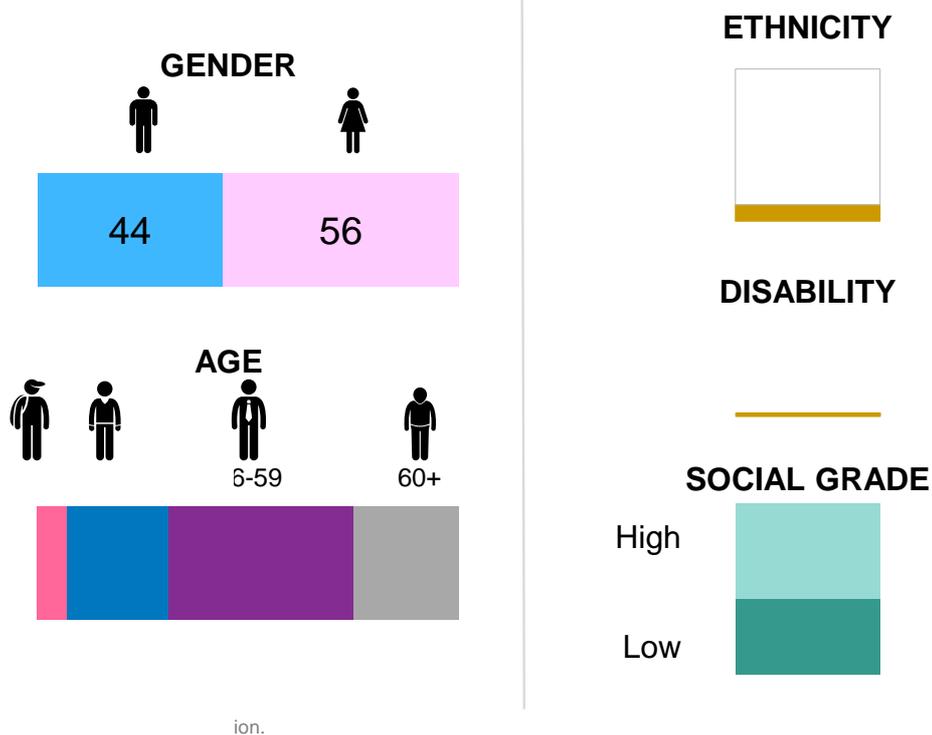
3.8   Visitors and opening hours

Heritage Grants projects were asked a series of questions about the visitor numbers they had recorded during and after the HLF project.

More than two thirds (71%) of Heritage Grants projects stated that they receive visitors all year round. As in previous years, around a third (30%) of these stated they charge visitors an entry fee.

3.8.1   Infographic showing visitor percentages

Heritage Grants: Visitors

71%
of projects receive
visitors all year round

30%
of which charge
an entry fee
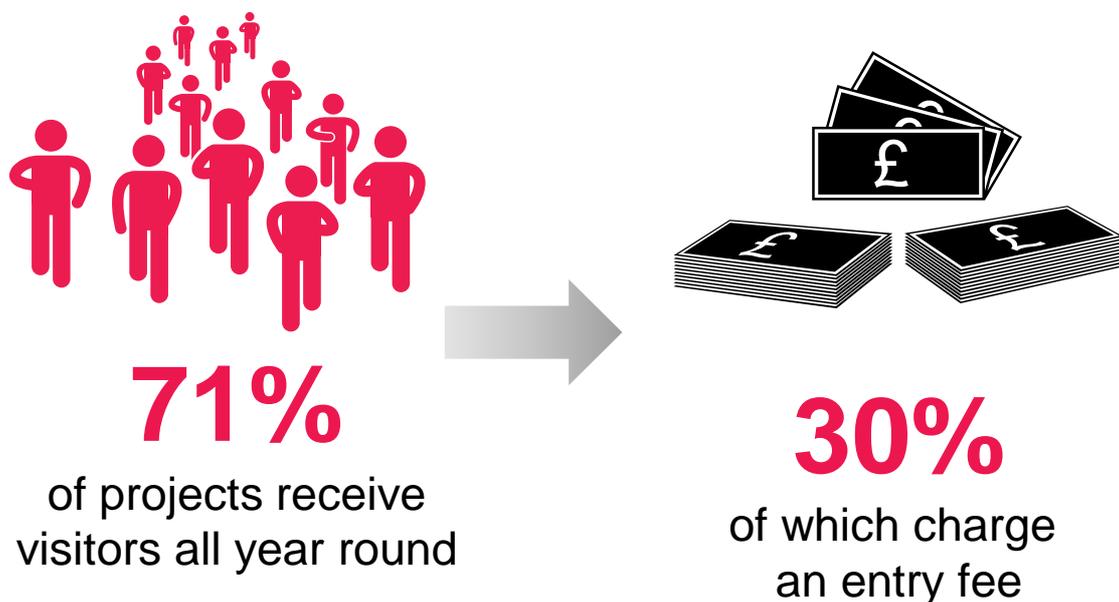
13 of the 74 projects that receive visitors all year round stated they are open longer as a result of the HLF funded project. Cumulatively, projects were open for 12,093 extra hours a year.

3.9 Visitor numbers

As in previous years, HLF projects had a positive impact in generating an increase in visitor numbers. The most notable uplift took place from before the projects started to the final year of the projects, this growth consolidated after projects were completed. 60% of projects recorded an increase in visitor numbers in the 12 months after their project completed on the year before. 90% of projects recorded an increase on visitor numbers in the 12 months after their project completed on the 12 months before their HLF project.

Cumulatively, Heritage Grants sites attracted 6,966,200 visitors in the year before their project started, 8,649,908 during the final year of their project and 9,115,552 in the 12 months after their project had completed. Please note, to ensure a fair comparison the figures below only include the projects that produced visitor numbers for each of the three timeframes.   It is worth noting that blank responses in earlier time frames may be due to venues being closed to the public at this time. It is reasonable to assume that some of the figures we have excluded could justifiably be included, and that the numbers reported below are a conservative estimate. In particular we would expect to see an increase in the figures reported for the 'last 12 months'.

3.9.1 Infographic showing visitor numbers

Heritage Grants projects visitor numbers
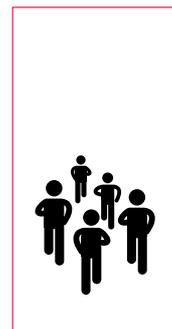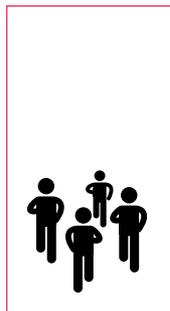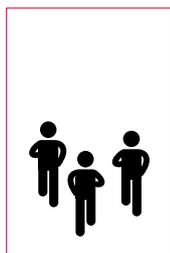
Visitors in the
last 12 months

3.10 Visitor demographics

Projects were also asked to provide feedback on the demographic breakdown of visitors. There is a slight bias towards female visitors at Heritage Grants venues (55% compared to 45% males). 9% of visitors to Heritage Grants projects were of a 'non-white' ethnicity. This marks a decrease compared to the previous year. Around a third were from a lower social grade. 8% of Heritage Grants visitors had a disability.

The Association of Leading Visitor Attractions (ALVA) Visitor Benchmarking Survey reveals some similarities in the demographic breakdown of visitors to its heritage sites. In the corresponding time-frame, slightly over half (53%) of visitors were female. Heritage Grants projects are as likely to be non-white (9% compared to the 8% ALVA average) but more likely than attraction visitors to be from a low social grade (29% compared to a 22% ALVA average).

3.10.1 Infographic showing demographics of Heritage Grants visitors

Demographics of Heritage Grants visitors (%)
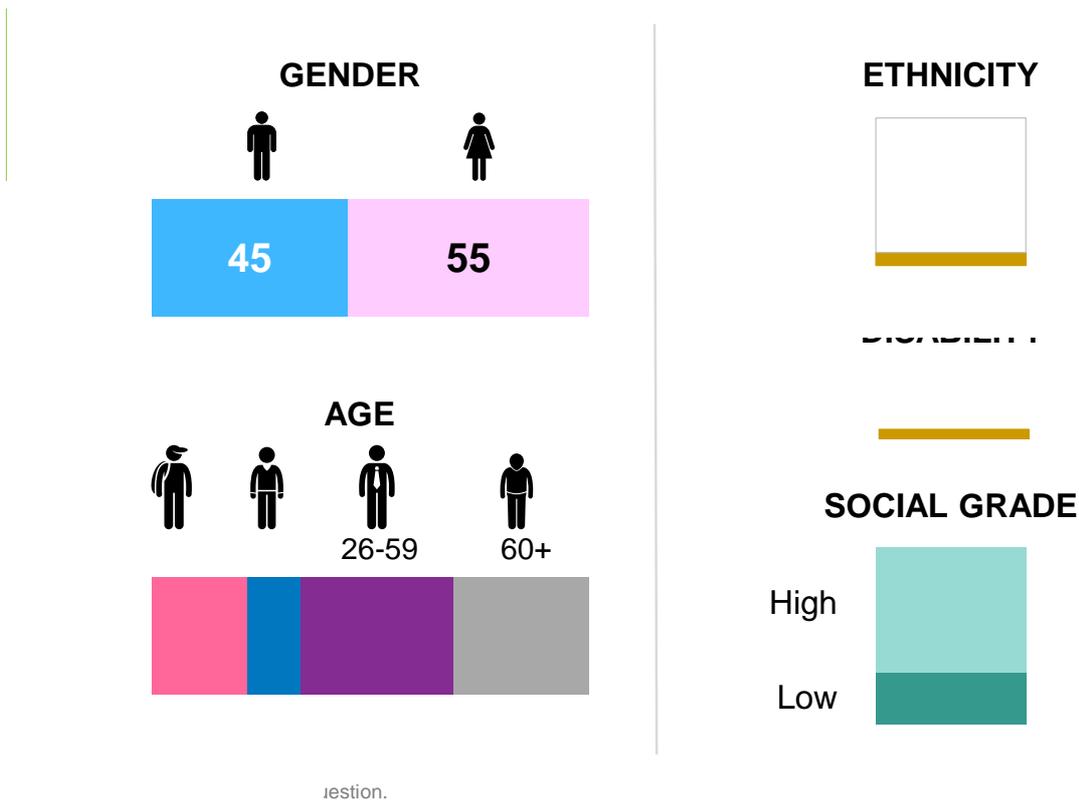
4 Your/Our Heritage Projects

4.1 Project employment

Projects were asked to report on the amount of full-time and part-time jobs they have created as a result of their project. Around half (52%) of Your/Our Heritage projects took on staff for the delivery of their project. 19% took on full-time staff creating 216 full-time jobs. 44% took on part-time staff, creating 745 part-time jobs. Projects were asked to convert the part-time jobs they provided into 'full-time equivalents' i.e. the number of full-time jobs part-time roles would fill. 431 full-time equivalent jobs were provided, amounting to 647 full-time jobs/equivalents in total.

4.1.1 Infographic showing Your/Our Heritage employment summary

Your/Our Heritage project employment summary

52%
Your Heritage projects took on staff for their project delivery

19%
took on full-time staff

216
full-time jobs created

44%
took on part-time staff

745
part-time jobs Created
(431 full-time equivalents)
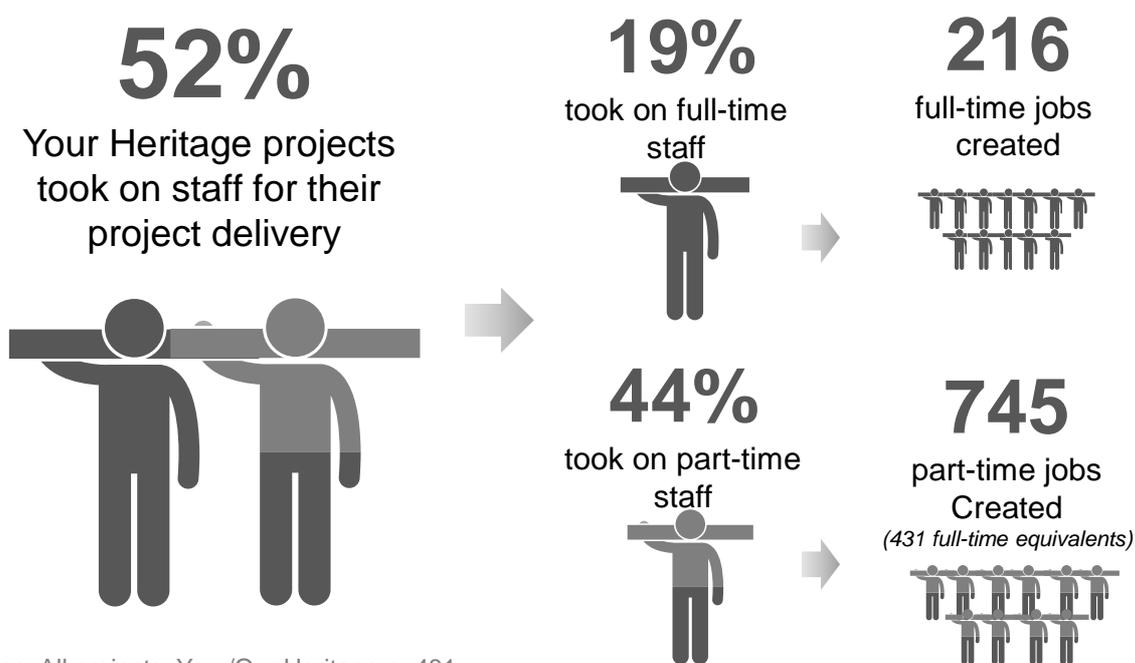
Base: All projects. Your/Our Heritage n=481

105 (49%) of the 216 full-time jobs created are still in existence, as are 287 (39%) of the 745 part-time posts.

Jobs created due to HLF funding during / after project

Your/Our Heritage

FULL-TIME POSTS   105   216

PART-TIME POSTS   287   745

■ Maintained post-project   ⬚ Created during project
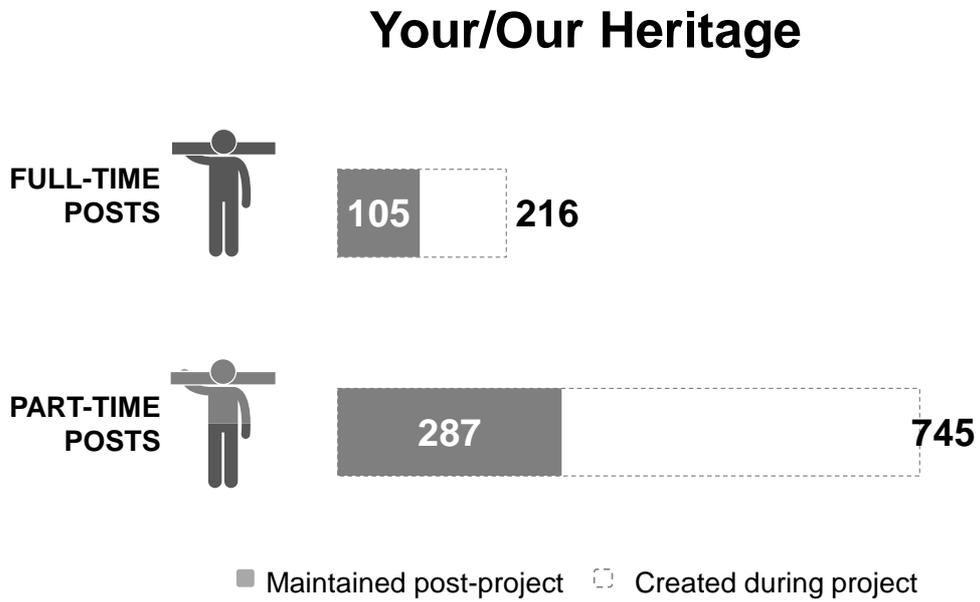
Base: All projects. Your/Our Heritage n=481

4.2 Project activities

Projects were asked to provide detail on the amount of activities they ran during the project lifecycle. The figures below are calculated as a percentage of all projects (regardless of response in the survey). Percentages and numbers are likely to be a conservative reflection of the activities that took place. 91% of Your Heritage projects **that completed this part of the questionnaire** stated they ran an activity during their project.

As in previous years, Your/Our Heritage projects were most likely to have run 'temporary exhibitions and displays' (53%) and 'publications or IT applications' (50%).

Similar to 2015-16, 'Publications or IT applications' were the activity provided most frequently (20,883 during the project cycle), followed by 'guided tours or walks' (12,488 provided).

Projects were asked how many participants (including 'visitors') were generated by their projects. 'Temporary exhibitions and displays' generated the highest number of participants, 2,673,237 during projects, followed by 'publication or IT apps' (727,178).

4.2.1   Infographic showing Your/Our Heritage project activities summary

Your/Our Heritage project activities summary

2,673,237	76,740	48,247	79,913	217,040	727,178	283,537	77,822	124,802
1,344	3,342	1,847	12,488	2,143	20,883	841	5,698	4,102
53	38	36	34	34	50	19	41	37

| | | | | Open days | Publication or IT Apps | Festivals | Other outreach or off-site activities | Other on-site activities |
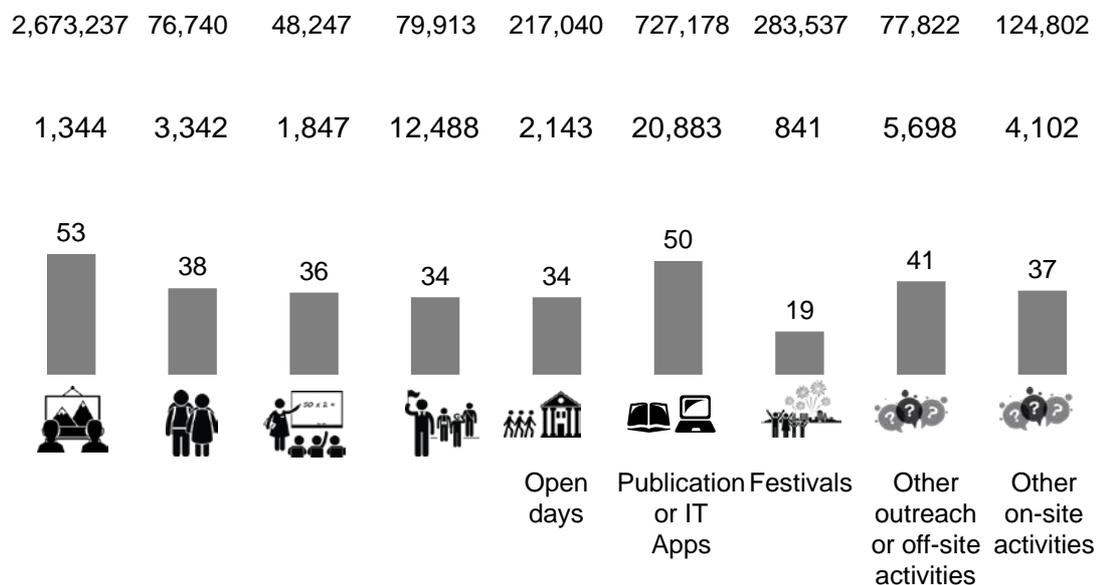
4.3 Project volunteering

68% of Your/Our Heritage projects used volunteers to deliver their project, 24,360 volunteers in total. Your/Our Heritage projects used an average of 51 volunteers per project. Projects generated 1,346,006 volunteer hours in total, amounting to 350 volunteer days per project.

4.3.1   Infographic showing Your/Our Heritage project volunteer summary

Your/Our Heritage volunteer summary

68%
Used volunteers to deliver their project

24,630
Volunteers in total

51
per project
(mean by all projects)

1,346,006
Total volunteer hours

350
Volunteer days* per project
(mean by all projects)
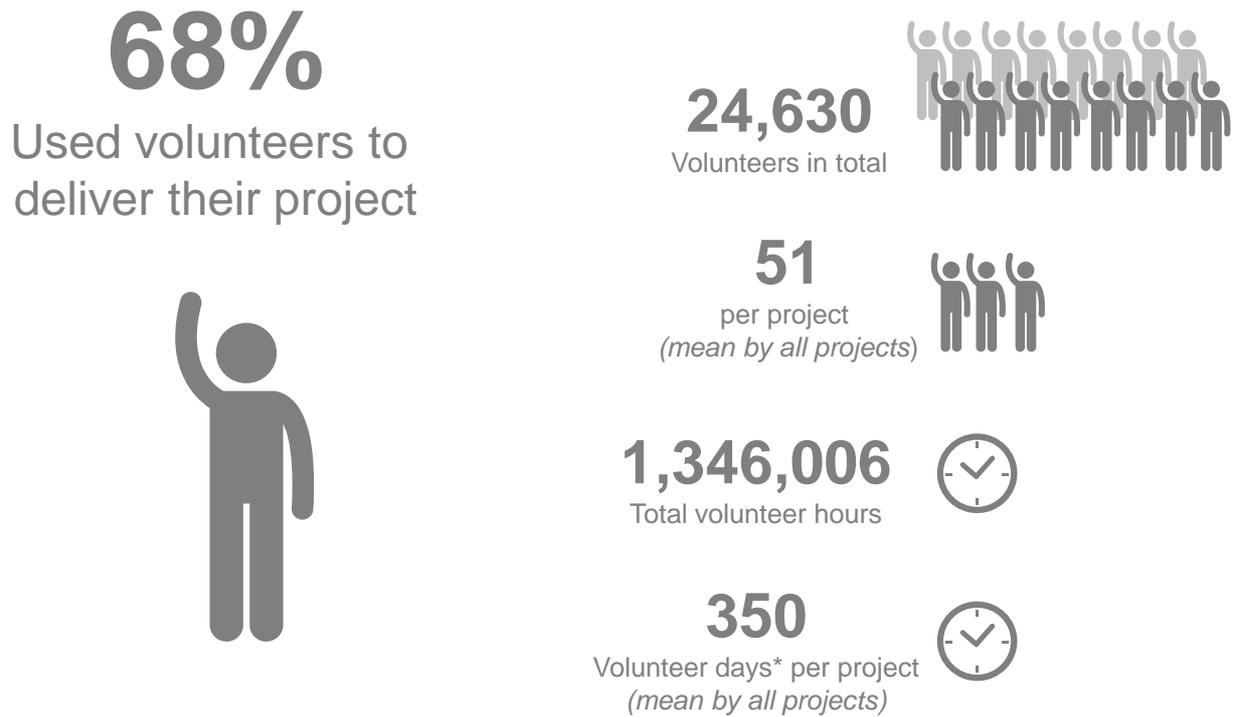
Base: All projects. Your/Our Heritage n=481 *assumes 8 hour day

4.4 Volunteer demographics

Projects were asked to provide detail on the gender, ethnicity, social grade and age of their volunteers.

Consistent with previous years, gender participation was split fairly evenly with a slight skew towards females. Around 1 in 5 volunteers (22%) were aged 11-18, nearly 2 in 5 aged 60+. Over 4 in 5 volunteers were from a white background and around two thirds (65%) from a higher social grade. 10% of Your/Our Heritage volunteers had a disability.

4.4.1 Infographic showing demographics of Your/Our Heritage volunteers

Demographics of Your/Our Heritage volunteers (%)

GENDER

| 49 | 51 |

ETHNICITY

AGE

5   26-59   60+

SOCIAL GRADE

High

Low

estion.
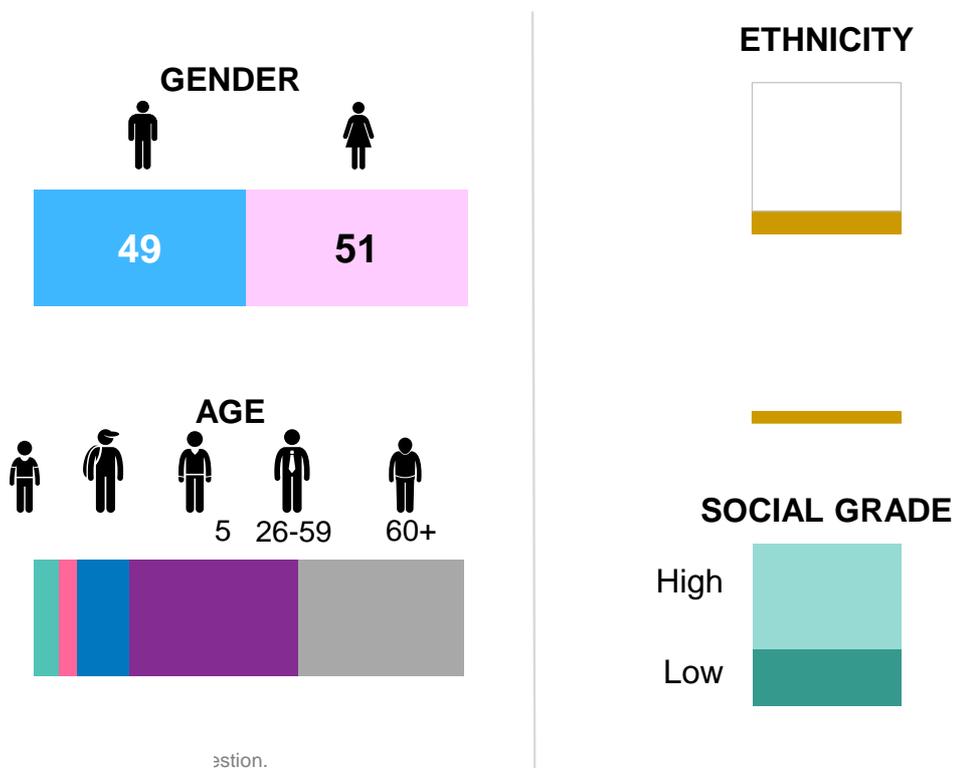
4.5 Project training

The graphic below illustrates the proportion of employees that received training overall and according to different types of staff.

Around 3 in 5 projects (62%) trained staff or volunteers to carry out their project - 28% trained existing staff (769 staff trained in total), 32% new staff taken on for the project (360 in total) and 57% volunteers (11,605 in total)

4.5.1 Infographic showing Your/Our Heritage project training

Your/Our Heritage projects that trained staff and volunteers

62%

Trained staff or volunteers
To carry out projects

28%
Trained existing staff
(769 staff in total)

32%
Trained new staff
(360 in total)

57%
Trained volunteers
(11,605 in total)
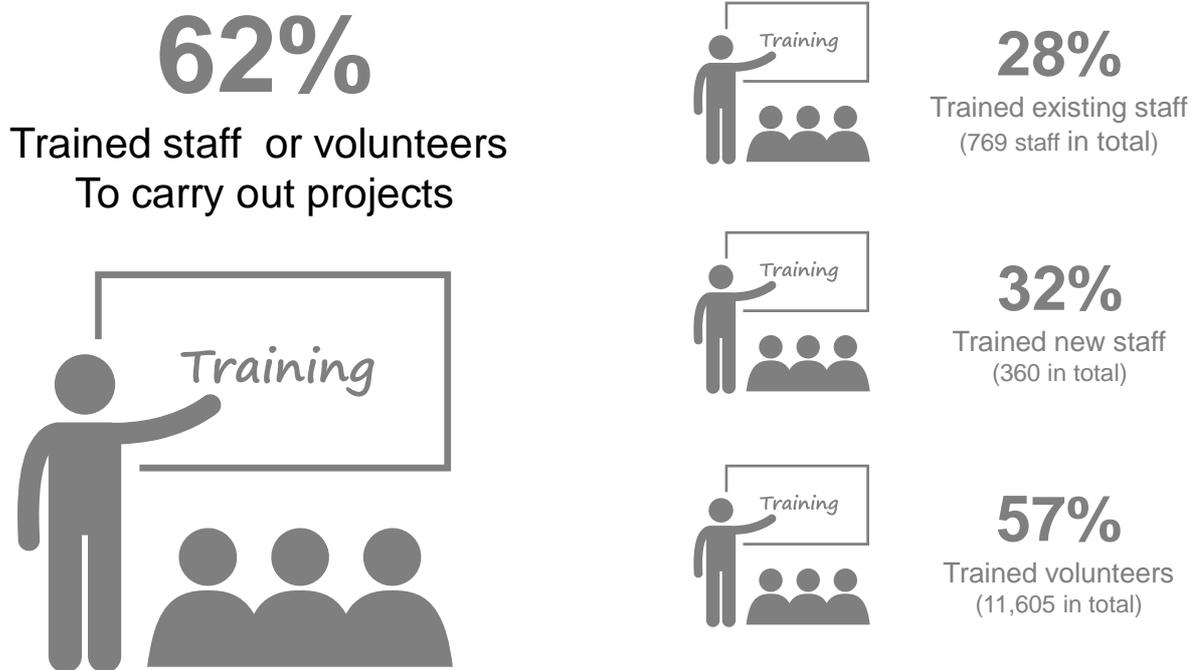
Base: All projects. Your/Our Heritage n=481

4.6 Type of training delivered

Projects were asked to state the types of training they had provided as part of their project. As in 2015-16, they were asked to give the types of training they had given to staff and volunteers separately.

Staff were most likely to have been trained in 'media skills' (52% trained in this area), followed by 'learning or interpretation' (50%) and 'delivering participation' (44%). Volunteers were most likely to be trained in the same areas – 'media skills' (52%), 'learning or interpretation' (50%) or 'delivering participation' (44%).

Volunteers were generally more likely to have been trained in conservation. Staff were more likely to have been trained in 'project management'.

4.6.1 Infographic showing types of training for Your/Our Heritage projects

Types of training provided by Your/Our Heritage projects
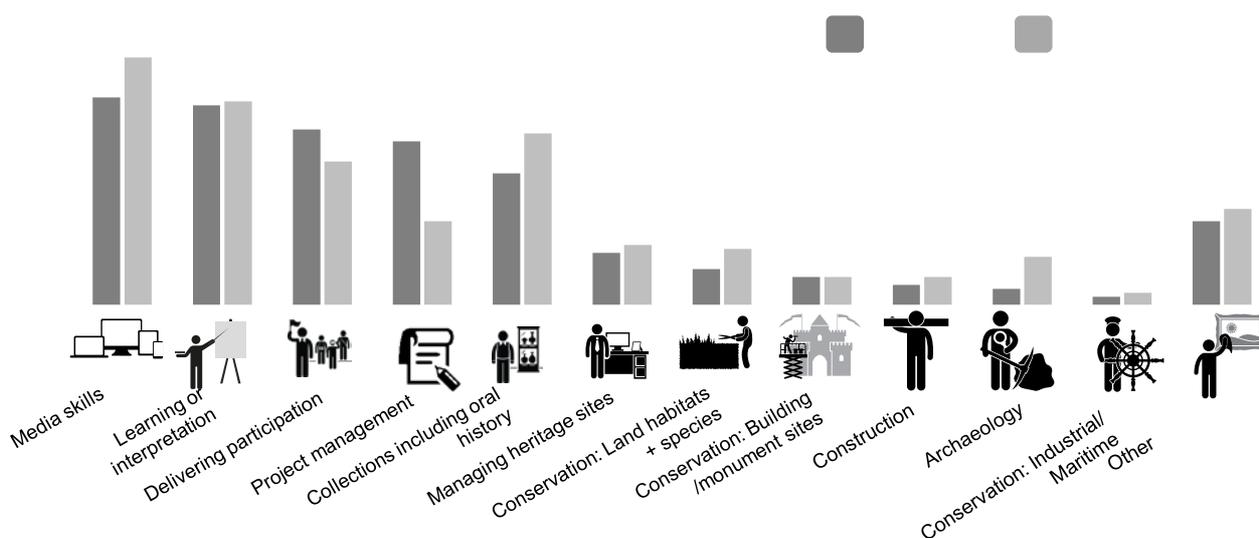
Base: All projects that received training. Your/Our Heritage Staff n=205; Volunteers n=274

4.7 Trainee demographics

On average, the majority of Your/Our Heritage projects' trainees were female (53%), white (84%) and from a high social grade (62%). Around 2 in 5 trainees (43%) were aged 26-59, around a third (31%) aged over 60. 10% of trainees had a disability.

4.7.1 Infographic showing demographics of trainees

Demographics of Your/Our Heritage trainees (%)

GENDER

| 47 | 53 |

ETHNICITY

AGE

26-59   60+

SOCIAL GRADE

High

Low

uestion.

5 Appendix A – Definitions

5.1 National Statistics Socio-Economic Classification (NS-SEC)

As in previous years, socio-economic information has been collected using the National Statistics Socio-Economic Classification (NS-SEC). Given the difficulty of recording and reporting this type of information for respondents, the question categories were changed mid-way through this evaluation period (October 2012). The different categories and definitions used for the research are outlined below:

April 2012 to September 2012

1. Higher managerial and professional occupations
2. Lower managerial
3. Intermediate occupations
4. Small employers and own account workers
5. Lower supervisory and technical occupations
6. Semi-routine occupations
7. Routine occupations
8. Long-term unemployed/never worked

For the purposes of analysis, categories 1-4 have been used to denote higher social grades, and 5-8 lower social grades.

October 2012 to March 2013

1. Higher managerial, administrative and professional occupations
2. Intermediate occupations
3. Small employers and own account workers
4. Lower supervisory and technical occupations
5. Semi routine and routine occupations
6. Long-term employed/never worked

Categories 1-3 have been used to denote higher social grades, and 4-6 lower social grades.

6 Appendix B –questionnaire example and guidance

6.1 ACTIVITIES QUESTIONS

Q10a) Which of the following activities listed in the table below were carried out through your project?

1. Open days
2. Festivals
3. Temporary exhibitions and displays
4. Guided tours or walks
5. Visits from schools and colleges
6. Outreach sessions in schools and colleges
7. Other on-site activities
8. Other outreach or off-site activities
9. None of the above

Q10b) For each of the activities chosen in question 10a, please say how many times they were provided throughout your project.

Q10c) For each of the activities chosen in question 10a, please state the approximate total number of participants.

6.1.1 BUILDING USE QUESTIONS

Q11) If your project led to a historic building being used in a different way, please tell us who uses it by putting a cross in one of the boxes below. You may mark more than one box if more than one group uses it. **Select all that apply**

1. Private-sector business
2. Community or voluntary group
3. Public sector or government
4. Residential
5. Project involved a historic building but not being
6. used in a different way
7. Project did not involve a historic building

6.1.2 VISITORS QUESTIONS

Q12a)   Was your project associated with a heritage attraction or facility that receives visitors all year round?

1. Yes
2. No

Q12b)   Do you charge visitors an entry fee?

1. Yes
2. No

Q12c)   How many visits have you had in the last 12 months?

Q12d)   How many visits did you have in the 12 months before that?

Q12e)   How many in the 12 months before your Heritage Lottery Fund project started?

Q12f) Of the visitors in the last 12 months, approximately what percentage were aged

1. Five or under?
2. Six to 10?
3. 11 to 16?
4. 17 to 18?
5. 19 to 25?
6. 26 to 59?
7. 60 and over?

Q12g) Again of the visitors in the last 12 months, approximately what percentage were:

1. Male?
2. Female?

Q12h) Of the visitors in the last 12 months, approximately what percentage were from the following ethnic groups?

1. Asian (Bangladeshi, Indian, Pakistani, other)
2. Asian (Chinese)
3. Black (Caribbean, African, other)
4. Mixed ethnic group
5. White
6. Irish traveller (in Northern Ireland only
7. Other

Q12i) Which community background were your visitors from?

Select one only

1. Mainly from Catholic communities
2. Mainly from Protestant communities
3. From communities that are Protestant and
4. Catholic in equal number
5. Mainly from communities that are neither
6. Neither Protestant nor Catholic

Q12j)   Of the visitors in the last 12 months, what percentage regarded themselves as having a disability?

Q12k)   Of the visitors in the last 12 months, approximately what percentage were from the following socio-economic groups?

1. Higher managerial, administrative and professional occupations
2. Intermediate occupations
3. Small employers and own account workers
4. Lower supervisory and technical occupations
5. Semi-routine and routine occupations
6. Long-term unemployed /Never worked

Q12l)   How did you get the information we asked for in questions 12a to 12k?

Select all that apply

1. Face-to-face survey
2. Questionnaire
3. Admission ticket
4. Recording visits manually or electronically
5. Admission ticket
6. Other

6.1.3 OPENING HOURS QUESTIONS

Q13)   How many extra hours are you open each year compared to before your Heritage Lottery Fund project started?

6.1.4 VOLUNTEERS QUESTIONS

Q14a) How many volunteers worked on your project, from its start to its finish?

Q14b) How many volunteer hours did they deliver in total?

Q14c) How many volunteers have worked with you in the last 12 months?

Q14d) Of the volunteers who worked on your HLF project, approximately what percentage were aged:

1. 11 to 16?
2. 17 to 18?
3. 19 to 25?
4. 26 to 59?
5. 60 and over?

Q14e) Of the volunteers who worked on your HLF project, approximately what percentage were:

The percentages should add to 100%

1. Male

2.   Female

Q14f) And what percentage were from the following ethnic backgrounds?

1. Asian (Bangladeshi, Indian, Pakistani, other)
2. Asian (Chinese)
3. Black (Caribbean, African, other)
4. Mixed ethnic group
5. White
6. Irish traveller (in Northern Ireland only
7. Other

Q14g) Which community background/s were your volunteers from?

Only answer if projects based in Northern Ireland

Select one only

1. Mainly from Catholic communities
2. Mainly from Protestant communities
3. From communities that are Protestant and
4. Catholic in equal number
5. Mainly from communities that are neither
6. Protestant nor Catholic

Q14h) Of the volunteers who worked on your HLF project, what percentage considered themselves as having a disability?

Q14i) Of the volunteers who worked on your HLF project, what percentage were from the following socio-economic groups?

1. Higher managerial, administrative and professional occupations
2. Intermediate occupations
3. Small employers and own account workers
4. Lower supervisory and technical occupations
5. Semi-routine and routine occupations
6. Long-term unemployed /Never worked

6.1.5 TRAINING QUESTIONS

Q15a) How many of the following have received training through your project? **Write in a number**

1. Existing staff
2. Staff taken on for the delivery of the HLF project
3. Volunteers involved in the HLF project

Q15b) Please indicate if they have been trained in any of the following skills:

Select all that apply

1. Construction1
2. Conservation – land habitats and species
3. Conservation – buildings, monuments and sites
4. Conservation – industrial, Maritime and
5. Transport heritage
6. Conservation – collections, including oral history
7. Archaeology
8. Delivering learning or interpretation
9. Delivering participation, including participation and
10. volunteer management
11. Managing heritage sites, including customer
12. care and marketing
13. Media skills, including websites, films and recordings
14. None of the above skills

Q15c) Of the trainees approximately what percentage were aged:

1. 16-18?
2. 19-25?
3. 26-59?
4. 60 and over?

Q15d) Of the trainees approximately what percentage were:

1. Male
2. Female

Q15e) And approximately what percentage were from the following ethnic groups?

1. Asian (Bangladeshi, Indian, Pakistani, other)
2. Asian (Chinese)
3. Black (Caribbean, African, other)
4. Mixed ethnic group
5. White
6. Irish traveller (in Northern Ireland only
7. Other

Q15f) Which community background/s were your trainees from?

Select one only

1. Mainly from Catholic communities
2. Mainly from Protestant communities
3. From communities that are Protestant and
4. Catholic in equal number
5. Mainly from communities that are neither
6. Protestant nor Catholic

Q15g) Of the trainees, what percentage regarded themselves as having a disability?

Type in a percentage

Q15h) Of the trainees who worked on your HLF project, what percentage were from the following socio-economic groups?

The percentages should add up to 100%

1. Higher managerial, administrative and professional
2. Occupations
3. Intermediate occupations
4. Small employers and own account workers
5. Lower supervisory and technical occupations
6. Semi-routine and routine occupations
7. Long-term unemployed /Never worked

6.1.6 PROJECT STAFF QUESTIONS

Q16) How many staff were employed in delivering your project?

Type in a number for each group

1. Number of full-time staff
2. Number of part time staff
3. Number of full-time equivalents

Q17) How many of these staff posts are still in existence **within your organization**, since the completion of the project?

Type in a number for each group

1. Number of full-time staff
2. Number of part time staff
3. Number of full-time equivalents

6.2 QUESTIONNAIRE GUIDANCE

To aid respondents and to ensure robust responses, guidance is provided throughout the survey with a 'hover' option or has a separate downloadable document. The text below shows the written guidance provided.

6.2.1 Activities

In this section, we would like you to tell us only about the activities that were carried out using your HLF grant, the number of each provided and the number of participants involved.

Some of the activities you provide may fit into more than one of the categories. If this is the case, please choose one. Please do not put the same activity into more than one category.

Each activity has different guidelines on how to define the number provided. Please hover over the activity text for guidance.

By participants we are interested in the people who were actively involved in the activity.

- Open days are days either where you open a heritage site, collection or feature which cannot normally be visited, or where you provide free entry at a venue that usually charges an admission fee. You should count each day or part-day opening as one open day. An open weekend counts as two open days, and one evening opening counts as one open day.

- A festival is a programme of events or activities for the public, lasting one day or more, with a clearly defined theme or focus. Examples provided by other projects include 'a programme for Black History Month' or 'a local history festival'. Please count a festival only once, even if it takes place over more than one day.

- A temporary exhibition and display is one that is not a permanent feature of your site and lasts for less than 12 months. Please count an exhibition or display only once, no matter how long it lasts.

- Guided tours or walks can be guided by your staff or people outside your organisation, but must be based on your project. Please count the total number of walks and tours. For example, you should enter 100 if 5 tours took place each day for 20 days.

- For visits from schools and colleges please count the number of visits not the number of schools and colleges. For example, a visit each day in one week from the same school would be counted as five visits. Visits can include primary, secondary and higher levels of education. For number of visits to schools please count the number of visits made by your staff or the volunteers working with you on the project. If your staff visited the same school each day of the week, this would count as 5 visits.

- Other on-site activities are any activities that have taken place at your site that don't fit under the other headings. We may come back to you for more details on these.

- Other outreach or off-site activities are any activities that have taken place away from your site that don't fit under the other headings. We may come back to you for more details on these.

6.2.2 Building use

Please only tell us if the way the heritage building is used has changed, or if the building was not used before your project took place. You may mark more than one box if the building is being used by more than one organisation or group.

6.2.3 Visitors

These questions ask about people who regularly visit the attraction or facility associated with your project. You should not answer the question if your project only involved a one-off event, such as a temporary exhibition or festival.

If the attraction or facility we funded is part of a bigger attraction or facility (for example, if we funded a gallery within a larger museum), you should only respond in the context of the part of the attraction or facility which we have given money towards.

We have asked you to give us information about visits that have taken place in the last 12 months, not in the most recent calendar or financial year. This is because we want to treat all projects in the same way.

Question 12f and a number that follow require detail on the demographics of your visitors. We ask these questions to ensure that projects attract a range of members of society. Please include all the information you have available. Approximate figures are also sufficient, but please do not answer if you are not sure. Please give percentages not absolute numbers. Percentages must add up to 100.

Questions 12k-12m ask you to categorise social grades according to ONS classifications of occupation and employment status. We realise this may be a challenge, so if you do not have the detail at hand, please provide an approximate estimate. If you are not at all sure, feel free to skip the question.

Below are examples of professions that fall into each of the categories:

Higher managerial, administrative and professional occupation examples: Doctors, Lawyers, Dentists, Professors, Squadron leader, Professional engineers, environmentalist, school teachers, nurses, care home manager, journalists, web designers, social worker, actors, relate counsellor

Intermediate occupation examples: Airline cabin crew, secretaries, firemen, paramedic, computer service technician, auxiliary nurses, police sergeants

Small employers and own account workers examples: Non-professionals with fewer than 25 employees, self-employed builders, self-employed hairdressers, self-employed fishermen, self-employed car dealers, shopkeeper – owns own shop

Lower supervisory and technical occupation examples: Train drivers, plumbers, quality assurance technicians, construction & building trade supervisors, hotel housekeeper

Semi-routine and routine occupation examples: Shop assistants, postmen, security guards, beauticians, care assistants, bus drivers, waitresses, welder, butcher, cleaners, car park attendants, refuse collectors

The social grade of a household depends on the occupation of the main income earner. For anyone who is retired, this should be based on their previous occupation. For further explanation of the socio-economic groups, please refer to the Office of National Statistics website.

6.2.4   Opening hours

This question applies if you have some sort of restricted or gated entrance, even if entrance is free. You do not need to answer this question if your attraction or facility has open access all day.

6.2.5   Volunteers

We would like you to tell us only about volunteers who were involved with the project we funded. Please don't include volunteers who were only involved in non-project related aspects of your work or have helped since project completion.

6.2.6   Training

We would like you to tell us only about the trainees who were involved with the project we funded. You should not include trainees who were only involved in non-project related aspects of your work or have helped since project completion.   Please only record each trainee once, under the most appropriate skills heading. Training includes any structured programme of on-the-job training, skill-sharing, work-based learning and work experience.

We have included the types of skills that you are most likely to have provided. Please record training that doesn't match any of the options under 'other'.

6.2.7   Project staff

We would like you to tell us about those people who were employed in delivering your project, including people who were employed within your organisation or another organisation who you hired/employed to carry out parts of the project.

In the full-time staff box please put the number of staff employed full-time on your project.

In the part-time staff box, please include the number of staff employed part-time on your project. This may include full-time staff who shared their time between your project and other work.

The full-time equivalents box is there to calculate the total amount of work part-time staff have dedicated to your project. To generate this figure please calculate the percentage of full-time work each part-time staff member has provided.

For example, if 10 members of staff each dedicated 20% of their full-time job to your project this would amount to 2 'full-time equivalents' (10 staff x 20%). Please only include part-time staff in this calculation.