# Charity Governance Code survey questions

## About the survey

The Charity Governance Code Steering Group is undertaking a consultation about the Code’s content, structure, applicability to different sizes of charity, language and accessibility. As part of the consultation process, we are keen to learn about your relationship with the Code, whether as a user or a non-user.

The survey is open to Trustees and charity Chairs, staff working in leadership or governance roles in charities, and a wide range of professionals working in the sector and connected stakeholders.

Completed surveys are confidential and will be reviewed by the Steering Group in a form that is anonymised and seeks to outline patterns and differences in responses. Personal information will only be used to contact you if you indicate (at the end of the survey) that you would like to participate further and offer your contact details.

For users of the Code, the survey has the following sections:

* About you and your organisation
* Using the Code
* Evolving the principles of the Code\*
* Outcomes and recommended practice\*
* Accessibility of the Code\*
* Barriers
* Sustainability of the Code
* General feedback

\*Respondents who do not use the Code will not have to respond to these sections.

## How to take part

[**Complete the online survey**](https://eu.surveymonkey.com/r/KXXYKVK)

The deadline to complete the survey is **11th August 2024**.

We estimate it will take no more than 30 minutes. **There is no option to save responses and return to the survey**. When you start, you’ll need to complete it in one sitting. We’ve included the survey questions below so you can prepare your answers.

When you finish the survey, you must click ‘submit’ to send us your response.

If you have any technical issues with the survey or questions, contact [charitygovernancecode@ncvo.org.uk](mailto:charitygovernancecode@ncvo.org.uk).

# Survey questions

1. Name of your organisation or association

## About you and your organisation

1. Are you responding on behalf of an organisation?
   * Yes
   * No
2. What best describes the organisation you are representing?
   * Charity
   * Social enterprise
   * Infrastructure body
   * Other (please specify)
3. What is the annual income of your organisation?
   * Less than £10K
   * £10k-£100k
   * £100k-£1M
   * £1M-£10M
   * £10M-£100M
   * More than £100M
4. What best describes your role in the organisation you represent?
   * Chair of Trustee Board
   * Trustee
   * Trustee secretary
   * Governance staff lead
   * Independent company secretary
   * CEO
   * Senior Manager (not CEO)
   * Other (please specify)

## Using the Code

1. Do you currently use the Charity Governance Code?
   * Yes, we have used the Code in the last year
   * Yes, we have used the Code in the last three years
   * Yes, we have used the Code but not for over three years
   * No

(Non-Users are redirected to question 21)

1. How satisfied are you with the current version of the Charity Governance Code?
   * Very satisfied
   * Somewhat satisfied
   * Somewhat dissatisfied
   * Very dissatisfied
2. The Code is designed as a tool for continuous improvement. To what extent would you describe the principles, outcomes and practice in the Code as stretching?
   * Very stretching
   * Somewhat stretching
   * Somewhat easy
   * Very easy
3. How difficult have you found it to implement the Code?
   * Very difficult
   * Somewhat difficult
   * Manageable
   * Somewhat easy
   * Very easy
4. We want to explore ways of demonstrating the value of the Code. Would your organisation be willing annually to declare whether you use this Code?   
   (e.g. stated in your Annual Report, as part of the return to the Charity Commission, or through your audit)
   * Yes
   * No
   * Don’t know
   * Not applicable (as not answering on behalf of an organisation using the Code)

## Evolving the principles of the Code

1. How satisfied are you with the content and expectations of the current principles?

|  |  |  |
| --- | --- | --- |
|  | Satisfied | Dissatisfied |
| Foundation: the trustee role and charity context |  |  |
| Organisational purpose |  |  |
| Leadership |  |  |
| Integrity |  |  |
| Decision making, risk and control |  |  |
| Board effectiveness |  |  |
| Equality, diversity and inclusion |  |  |
| Openness and accountability |  |  |

1. Please share any thoughts you have on how the content, presentation, or structure of the current principles could be improved.
2. Charites are focused on their purposes, but as organisations they do not operate in a vacuum. An emerging area for charities is how they engage with issues and changing trends in society, as well as navigate contentious debates. Is this something that you would say your charity has experienced?
   * Yes
   * No
   * Not applicable
3. Do you have any thoughts on how the Code could better support boards to navigate these issues?
4. The following topics have been raised as being relevant for inclusion in the Code. Yet, adding more to the Code increases workload for trustees and staff. For each of the topics below, please could you indicate whether or not in your view the Code needs to go further?

|  |  |  |  |
| --- | --- | --- | --- |
|  | Yes | No | Don’t know |
| Artificial intelligence (usage and application) |  |  |  |
| Boardroom behaviours |  |  |  |
| Cybersecurity and cyber risk |  |  |  |
| Climate change and environmental issues |  |  |  |
| Engaging with issues of cultural significance |  |  |  |
| Financial resilience |  |  |  |
| Fraud |  |  |  |
| Investments and their management |  |  |  |
| Lobbying and campaigning |  |  |  |
| Political engagement |  |  |  |
| Risk management |  |  |  |
| Senior staff pay |  |  |  |
| Technology and data |  |  |  |
| Trustee succession planning |  |  |  |

1. In addition to these topics are there any other omissions to the Code that seem significant to you? Please provide further information.

## Outcomes and recommended practice

1. How clear do you find the Code outcomes and recommended practice in terms of understanding what you need to do to implement the Code?
   * Mostly clear
   * Mostly unclear
2. How might the recommended practice be made clearer? *(Please refer to specific areas of the Code where you have examples)*

## Accessibility of the Code

The Code currently has a version for larger charities (over £1 million income), and smaller charities (under £1 million).

1. In your view does this approach work?
   * Yes
   * No
   * Don’t know
2. Do you have any comments about the appropriate tailoring of the Code to the different tiers?

## Survey for Non-Users

(This section should only be completed by those who responded ‘No’ to question 6)

1. What is your level of familiarity with the Charity Governance Code?
   * Very familiar
   * Somewhat familiar
   * I have heard of the Code, not familiar
   * No awareness or familiarity
2. Given your familiarity with the Code would you be willing to answer more detailed questions on the content?
   1. Yes
   2. No

(Respondents answering ‘No’ will be directed to the next section. Respondents answering yes will be directed to question 7)

## Barriers

1. What are the barriers to you using the Code?
   * Not aware of its existence
   * Internal staff resistance
   * Internal board resistance
   * Use another Code
   * Resource required
   * The demands of the Code content
   * Relevance of the contents to my organisation
   * No barriers
   * Other (please specify)
2. What, if anything, would make it easier for your organisation to use the Code?
   * A shorter Code
   * Fewer areas of recommended practice
   * An improved and interactive website
   * Greater focus on guidance (e.g. case studies, webinars, blogs, signposting)
   * A version which is more relevant to the size of organisation
   * Not applicable
   * Other (please specify)
3. Whether or not you have used the Code, if you would like to say more about the challenges it poses, please do so.

## Sustainability of the Code

The Code is led by a voluntary steering group of not-for-profit infrastructure bodies. In order to support the development of the Code, this group has to raise money from external sources. To enhance the Code in the future, with an engaging website and tools, the group will need to secure longer term funding.

1. In principle, were you to use the Code in future:

|  |  |  |  |
| --- | --- | --- | --- |
|  | Yes | No | Don’t know |
| Would you be willing to pay a small fee, based on your organisation’s size, to use the Code? |  |  |  |
| Are you open to the Code group seeking a corporate partner to support the Code? |  |  |  |
| Are you open to professional advisors being charged to use the Code? |  |  |  |

1. Do you have any other suggestions on how the Code could be funded?

## General Feedback

1. Please share any other thoughts or reflections in relation to the Code, its ease of use, content, or overall approach.
2. Are you happy to take part in any further aspect of the Code consultation process (e.g. taking part in a focus group)?
   * Yes
   * No

If yes, please enter email address

## Please note

The questions in this document are just for reference.

To take part you must [**complete the online survey**](https://eu.surveymonkey.com/r/KXXYKVK).