

Organiser Feedback Form 2010

We hope you had a successful Heritage Open Days (HODs) weekend. Thank you for all your hard work. It has been a great pleasure to work with you. Please let us know how it went. The information you provide us with by completing this questionnaire will help us produce our post-event report. It will also give you the opportunity to wrap-up your event, celebrate your success and consider how you – and we – could make next year even better.

Please return the completed form together with examples of your programme and publicity items. Feel free to share your experiences on an additional sheet and attach it to this form. You can also fill in this form online by going to the Evaluation Tool Kit section of your HODs Organiser Portal. The online form will go live on 9 September.

This year, every organiser submitting their feedback form and visitor numbers by 1 October will enter a prize draw. For terms and conditions see www.heritageopendays.org.uk/organisers/feedback/

Name of organisation (Local authority, civic society etc. as registered with HODs)	County
Your name	Telephone

Please tick all boxes that apply.

A. Staffing

1. How many volunteers/paid staff took part in planning and running your event/programme?

Volunteers: _____ Paid Staff: _____

2. From what sources/organisations did you draw your volunteers?

- Own staff Civic Society members Members of other local societies
 Members of religious community Students, young people Other, please specify: _____

3. Did you train/brief your volunteers/staff specifically for HODs? Yes No

4. Which skills, if any, did your volunteers or paid staff improve through participating in HODs?

	Volunteers	Paid Staff
Event management skills	<input type="checkbox"/>	<input type="checkbox"/>
Fundraising skills	<input type="checkbox"/>	<input type="checkbox"/>
Marketing skills	<input type="checkbox"/>	<input type="checkbox"/>
Presentation skills	<input type="checkbox"/>	<input type="checkbox"/>
Skills in delivering education and outreach activities	<input type="checkbox"/>	<input type="checkbox"/>
Volunteer management skills	<input type="checkbox"/>	<input type="checkbox"/>
Other skills (please specify) _____	<input type="checkbox"/>	<input type="checkbox"/>
N/A – no skills improved	<input type="checkbox"/>	<input type="checkbox"/>

B. Funding

5. How much money did you spend on organising your HODs event (approximately)? £ _____

6. How many hours did you and your volunteers spend on HODs (approximately)? _____ hours

7. Did you receive any sponsorship/funding for HODs? No Yes, from: _____

8. Did you use any of the following methods to raise money during HODs? Refreshments Souvenirs Guide books Membership Other, please specify: _____

9. To what extent were you able to recover any lost income?

- Full recovery Over 50% Less than 50% Not applicable



If you are providing information for more than one property or event, you can also photocopy this part of the form and ask the individual property owner or event organiser to answer questions 10 to 12.

C. Visitor response

10. How many visitors did your property/event attract?					
Property/event name	Maximum visitor capacity	Total visitor number	Number of adult visitors	Number of children	Estimate? Yes/No

11. Please sum up the visitors' response to your HODs programme (please enclose copies of quotes, visitor book etc.)

12. Did you offer any of the following children's activities?

Quiz
 Story-telling
 Trail/ treasure hunt
 Musical activities
 Costumes/ dressing up
 Role plays
 Crafts/ arts activities
 Other, please specify (continue on separate sheet if necessary):

D. Your organisation

13. To what extent do you agree or disagree with the following statements: "Participating in HODs has..."

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Made me more aware of the benefits of partnership working with local organisations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Made no difference to the contacts I have with other local organisations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Increased the skills of my organisation's staff.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Made no difference to the skills of my organisation's volunteers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Increased my knowledge about my local heritage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14. What age group do you belong to?

15-19
 20-24
 25-34
 35-44
 45-54
 55-64
 65+

15. To which of the ethnic groups listed below do you consider you belong?

Asian
 Black-African
 Black-Caribbean
 Chinese
 White
 Mixed
 Other

E. Your verdict on our performance

English Heritage registered your event/s, provided you with newsletters, guidance, organiser forums and marketing materials, promoted Heritage Open Days to the media and listed your entry/ies in the online directory.

16. Please let us know what you liked or disliked and how we could improve our service in the future

17. Do you intend to take part in Heritage Open Days 2011? Yes No, please indicate reason:

Thank you very much for completing this form!

Please return your evaluation to HODs, English Heritage, 14-16 Cowcross Street, London EC1M 6DG