

# Information to help you fill in our online survey

**NPO Annual Survey**



**Easy read booklet**  
**Surveys from April 2023**

# About this booklet



We are **Arts Council England**. We help artists and arts organisations be creative and make art and culture.



You are 1 of our **National Portfolio Organisations**, also called **NPOs**. This means we give you money to help with projects and activities.



Every year we ask you to fill in a survey called our **NPO Annual Survey**.

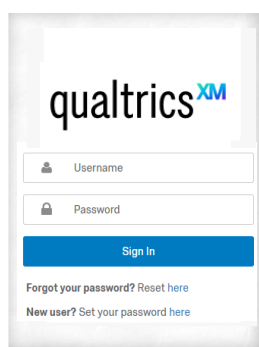


This booklet gives you information about how to fill in our survey.

# How to fill in our survey



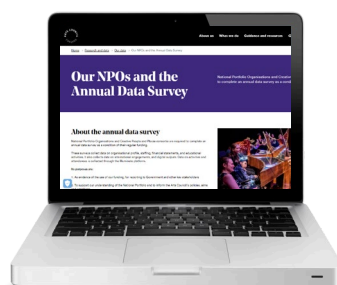
Our survey will be on an online system called **Qualtrics**.



We will send you a letter on 1st April to tell you how to log in to Qualtrics.



You must answer all the questions online by 30th June.

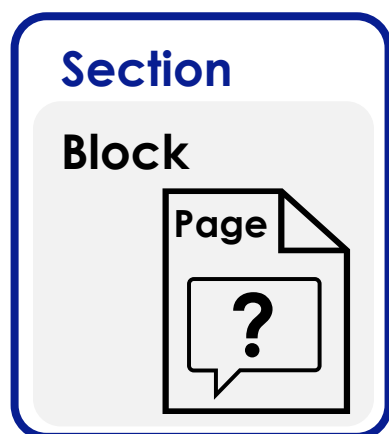


[Click here to find more information about our survey and to read the questions.](#)



If you have any questions send an email to this address  
[NPO.Survey@artscouncil.org.uk](mailto:NPO.Survey@artscouncil.org.uk)

# Find your way around



Our survey is split into sections A to G.



Each section is split into blocks.



Each block is split into pages where you will see the questions.

save and continue

back

contents

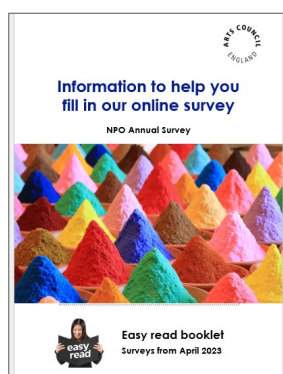
Each page has 3 buttons you can click to

- save and continue to the next page.
- go back to the last page.
- go to the contents.



You can answer the questions in any order, but you must answer them all, and click on

save and continue



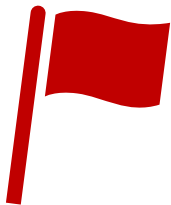
This booklet tells you about the sections and blocks in the order you will see them.



# Flags



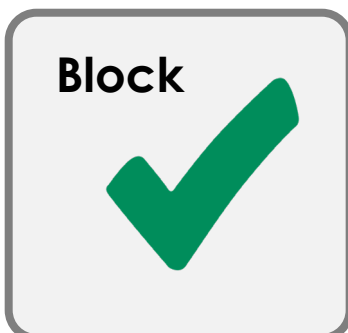
Our system will check some parts of your answers as you type them.



If there is a problem, a flag will appear.



You must fix any problems.



When all the problems are fixed in a block, the flags will disappear and there will be a tick by the block.

# Section A

## Workforce



Section A will ask you questions about your **workforce**. **Workforce** means the people who work for you.

You need to know the **contract types** of your workforce. This means the type of agreements you have with them.

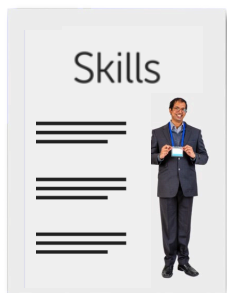


The **contract types** are

- **permanent staff.** These are people who have contracts to work for you for 52 weeks or more. You should count this number on 31st March.
- **contractual, freelance, and commissioned staff.** These are people who are paid to work for you for short projects. You should count people who work for at least 2 weeks, or at least 5 times in a year.
- **voluntary.** These are people who work for you but are not paid. You should count people who work for at least 2 weeks, or at least 5 times in a year.



You also need to know the **role** of each person on 31st March. **Role** means the type of work they do.



The different **roles** are

- **specialist staff.** These are staff who have skills in 1 special area, like directors, producers and programmers.
- **managers.** These are the people who look after teams, like Chief Executives, Finance Directors and General Managers.
- **artists.** These are all artists, for example dancers, actors, musicians and writers.
- **other staff.** These are all other staff, for example the people who work in reception, the box office, finance or lighting.
- **board/governing body.** These are the people chosen to make sure the organisation is managed well.
- **leadership.** These are up to 4 of the top leaders, for example the Executive Director and Chair.

There are **5 blocks** in this section.

**Permanent staff**

**Contractual/Freelance staff**

**Volunteers**

**Board**

**Leadership**



In each block we will ask you

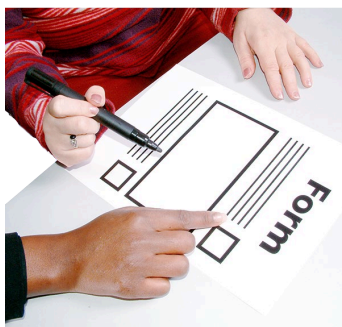
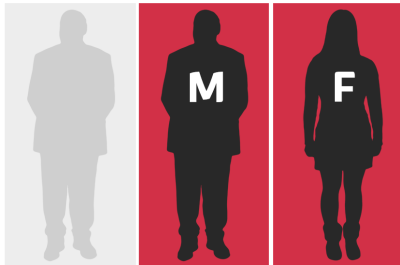
- about the contract types and roles of your staff.
- about the number of people who are **full-time** or **part-time**. **Full-time** means they always work a full week, **part-time** means they work part of the week.
- more questions about the number of people in different groups.





We will ask the same questions for each group.

We will ask questions about



- **sex** and **gender identity**.  
**Sex** means if your body is male, female or something different.  
**Gender identity** means if you think of yourself as male, female or something else.
- age.
- disability.
- **ethnicity**. This means your background and where your family comes from.
- **sexual orientation**. This means who you are attracted to.
- **socio-economic background**. This means your childhood, education, the money you earn and the type of job you do.

We will give you choices that should match the choices your workforce have already told you when they filled in forms for you.



Your answers will be kept **confidential**. This means we won't tell anyone about the answers for your organisation.



If you don't know the answers to our questions you can choose

not known



Your answers will help us understand the mix of people who work in our NPOs.



We will ask 1 question about volunteer hours. You will need to work out the total number of hours that all volunteers worked in 1 year.



We will ask 1 question about your leaders. This might mean your Chief Executive, Artistic Director, Executive Director and Chair.

# Section B

## Development



Section B will ask you questions about **development**. This means how your organisation will change and grow, including how you will find new staff and how you will train staff.

There are **5 blocks** in this section.

### Sponsorship



There are 2 questions asking about official forms that let you have workers from other countries. This is called **visa sponsorship**.



### Question B1

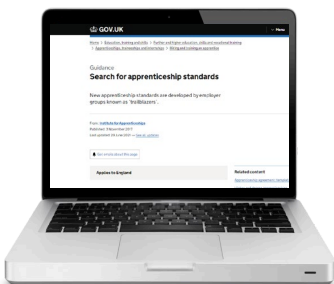
asks if you have the correct forms.



### Question B2

asks how many people in your organisation had visa sponsorship.

## Training, skills and recruitment



### Question B3

asks how many staff you have on official schemes called

- **paid internships.** An intern is someone who gets experience in a workplace that is separate from their training.
- **formal apprenticeships.** An apprentice is someone who works and has training at the same time. They will get an official certificate at the end.
- **unaccredited apprenticeships.** These apprentices don't get an official certificate at the end.
- **work experience.** This is usually for students from schools and colleges to find out what work is like.

If you have any apprentices, we will ask you more about the level of work they have to do called **standards.**

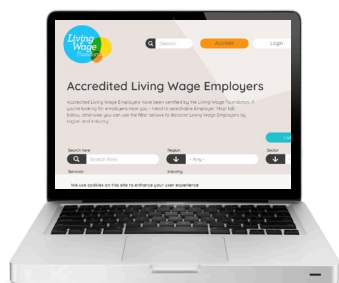
[Click here to find out more about standards for apprenticeships.](#)





### Question B4

asks about your plans to help your staff learn.



### Question B5

asks if you give a Living Wage.

[Click here to read about the Living Wage.](#)



### Question B6

asks how many **vacant jobs** you have on 31st March. **Vacant jobs** are the jobs you have but no one does them at the moment.

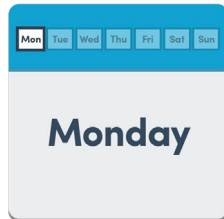
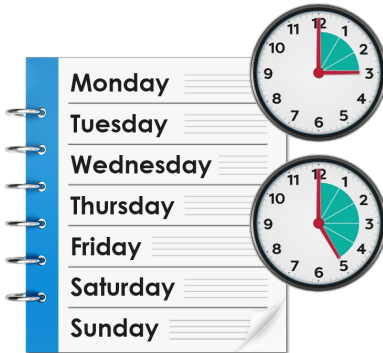


## Accessibility

We want to know how **accessible** your organisation is for your staff.

**Accessible** means how easy it is for everyone to work there.





## Question B7

asks you about the different times your staff can work. It asks about

- **annualised hours.** Staff have a number of hours to work in a year but can choose when to work.
- **compressed hours.** Staff have a number of hours to work in a week or month, but can work more hours on 1 day and less on another.
- **flexible start or end times.** Staff have a number of hours to work in a day, but can start and finish when they want.
- **flexible working days.** Staff can choose which days they don't work, it doesn't have to be Saturdays and Sundays.
- **job share or part-time reduction.** Staff can work less hours if they share their job with someone else.
- **shared parental leave.** Official time off called **parental leave** can be shared by both parents.
- **remote working.** Staff can work from home or somewhere else.
- **time off in lieu, or TOIL.** Staff can work extra hours to take time off later.



### Question B8

asks if you have quiet places or prayer rooms.



### Question B9

asks about the start and training for new staff, called **induction**.



### Question B10

asks about **reasonable adjustments** for new staff. These are changes to make things fair for disabled people.



### Question B11

asks which accessible things you have, like braille and lifts.

## Residencies



### Question B12

asks about **residencies** for people who live in the UK and people who visit for a short time.

**Residencies** are when an artist stays to work.

## Web-based



### Question B13

asks you about the number of **web-based activities** you made for people to take part in.



**Web-based activities** are any activity you made that people could only do online. This means things like blogs, vlogs, podcasts, games and apps.



# Section C

## Finance



Section C will ask you questions about **finance**. This means anything to do with money in your organisation.

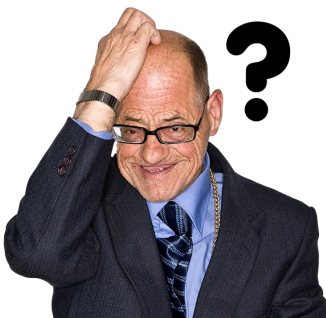
This includes the money you get, called **income**, and the money you spend, called **expenditure**.



You must give numbers for whole years that start on 1st April and end on 31st March.



For each question we will ask you to give 2 numbers. You must give numbers for the most recent whole year and the year before.



If you don't know the number for the most recent year yet, you can type what you think it will be. Please make sure your guess is as good as possible.

There are **6 blocks** in this section.

## Income

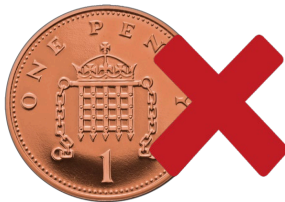


### Question C1

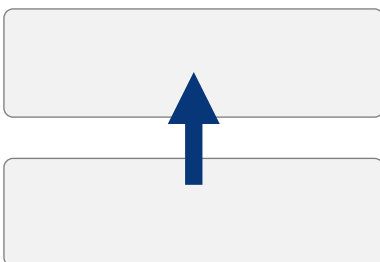
asks you to tell us about all the different types of income you have.



You will need to fill in a table. You must type something in every box, but you can put £0 if you need to.



You don't need to type the pennies, just put the nearest amount in pounds.



If a row says “of which”, this means the amount you type in this row is part of the number in the row just above.



The different types of income are

- **earned income.**  
This includes money you get for your activities, like for tickets or books. It also includes money you get for teaching others.
- **Arts Council England investment.**  
This is the money you get from us.
- **contributed income.**  
This is money from other organisations, money given at events, or other donations.
- **other public investment.**  
This means money from other organisations that are owned by the government.

## Expenditure

### Question C2

asks you to tell us about all your expenditure.

You will need to fill in a table. For some rows we will ask you to type how much was spent on activities for children and young people, which we call **CYP**.



The different types of expenditure are

- **artistic programme or other main activity.**
- **marketing.** This means things like adverts for your activity.
- **education programme.** This means the cost of teaching people if you do this.
- **overheads.** This means office costs like phone bills and postage.
- **generating funds.** This means the money you spend to try to get money, like the costs of fundraising.
- **governance.** This means costs for things like training and planning.
- **other costs.**
- **collections – care and conservation.** These are the costs to look after your collections, for example in a museum.
- **collections – acquisitions.** These are the costs to buy new things for your collections.



You might have to split some costs between different rows. For example if some staff have worked on different things, you will need to split their pay between those things.



### Question C3

asks you where your main office work happens.

## Financial information



### Question C4

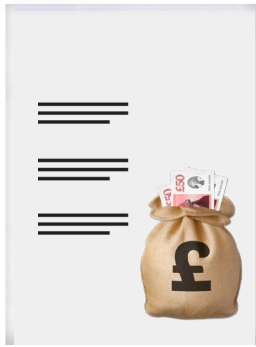
asks if your venue is run by the **Local Authority**. This means the local part of the government or council.



### Question C5

asks if your organisation is officially a charity.





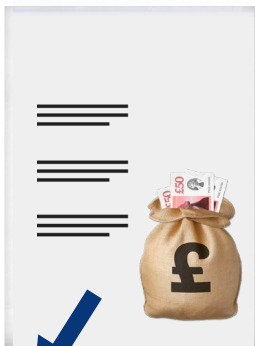
## Balance sheet

### Question C6

asks you about your **balance sheet**.



Your **balance sheet** is a document that shows how much money your organisation is worth. It shows what you own and how much you owe other people.



You will need to fill in a table. You can use the numbers from your balance sheet to fill in our table.



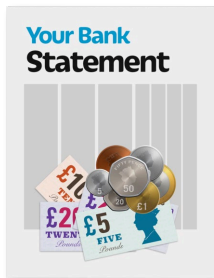
## Analysis of funds

### Question C7

asks you about your **funds**.



Your **funds** are the money that your organisation has. It includes money that you keep for a fixed reason.



The different types of funds are

- **endowment funds.** This is money that is put in a special account to earn more money.
- **restricted funds.** This is money that has been given to you and can only be used for certain things, for example a grant.
- **unrestricted funds: designated funds.** This is money that your organisation decided must be spent on certain things.
- **unrestricted funds: undesignated funds.** This is money that can be spent on anything.
- **current cash balance.** This is the amount of money you have in the bank and in cash.

## Tax relief and gift aid



### Question C8

asks about any tax you got back, including **Creative Industries Tax Relief**.

### Question C9

asks if you collect money called **gift aid** for your donations.

## Section D

### Learning and participation



Section D will ask you questions about **education**. **Education** means teaching or learning.

There are **2 blocks** in this section.

#### Development



#### Question D1

asks if you had a plan for your work with children and young people age 0 to 19 years old.



#### Question D2

asks if you had any staff whose only job was to organise your work with children and young people.



#### Question D3

asks how many artists you paid to work with children and young people.



## Educational engagements

We want to know how you **engage** with children, young people and adults when you teach. **Engage** means how you talk and listen to them.



You need to know the types of learning you gave, how many people used each, and how old they were.



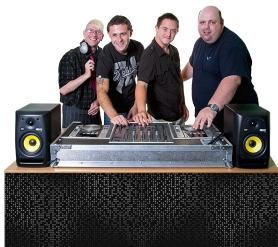
The different types of learning are

- **sessions or events**, like seminars, talks and lectures.
- **visits**, like visits to see an exhibition or performance.
- **workshops**.



### Question D4

asks you to fill in a table for the teaching you did where people had to be at an event to take part.



### Question D5

asks you to fill in a table for the teaching you did online.





### Question D6

asks about the places you worked with, like nurseries and schools.



You will need to tell us if you went to the place to do the teaching, or if people came to your venue to learn.



### Question D7

asks about the number of people who were from places called

- **Music Education Hubs, or MEHs.**
- **Local Cultural Education Partnerships, or LCEPs.**



# Section E

## International



Section E will ask you questions about international work. This means work you do that includes other countries, but it does not include **touring**.



**Touring** is when you take your art to different places. This includes things like shows, workshops, exhibitions and work in other countries.

There is **1 block** in this section.

### International Activity



### Question E1

asks about the types of activities you did, and if it was the first time you did them.



For each type of activity you did, we will ask you some extra questions.



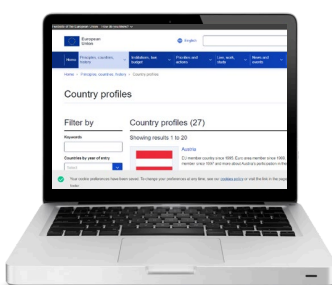
We need to know if your work included **exporting**, **importing** or both.



**Exporting** is when you sell something so it leaves our country and goes to another country.

**Importing** is when you buy something so it leaves another country and comes to our country.

We need to know which countries you exported to or imported from, and if the work was digital or physical work.



[Click here to see which countries are in the European Union.](#)

[Click here for a map and list of other countries.](#)

## Section F

### IPSOs only

#### IPSOs



Section F is only for **IPSOs**, or **Investment Principle Support Organisations**. This section will only show if your organisation is an IPSO.

There is **1 block** in this section.

#### IPSO engagement



##### Question F1

asks which NPOs you worked with and what type of work you did with them.



##### Question F2

asks which other organisations you worked with and what type of work you did with them.

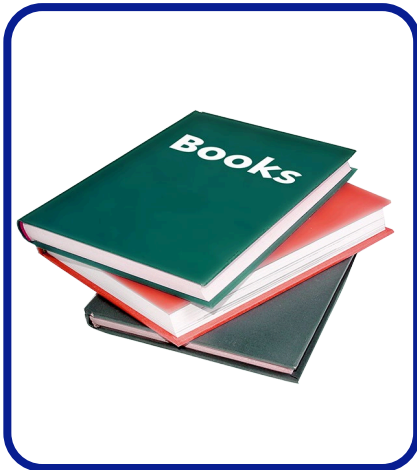


##### Question F3

asks which artists you worked with and what type of work you did with them.

# Section G

## Literature organisations only



Section G is only for literature organisations.

There is **1 block** in this section.

### Publications



#### Question G1

asks what types of **publications** you made in the year. **Publications** means things like books, e-books, magazines and journals.



#### Question G2

asks about the numbers of each publication.



#### Question G3

asks about publications that were only digital.

# How to send your survey to us



You can keep changing any answers you want until you are ready to send your survey to us.



You must get permission from your board before you send the survey to us.



When it is ready, you can click to confirm you have permission from your board and to send your survey to us.



Qualtrics will make an electronic copy of your survey for you to keep.



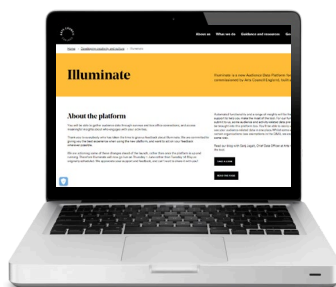
# What happens next



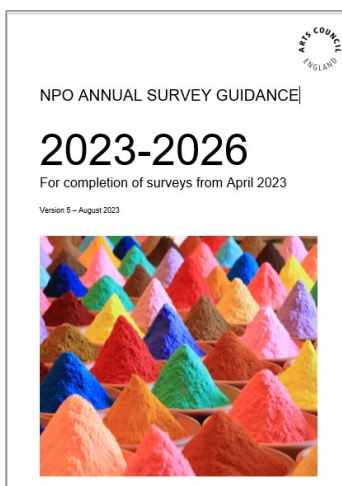
We will look at the answers you gave in your survey, and we will contact you if we need any more information.

**Illuminate**

You must also send other information to us every 3 months on another online system called **Illuminate**.



[Click here to find out more about Illuminate.](#)



Thank you to A2i for the words  
**www.a2i.co.uk** (reference 37685a)

The full version of this document is called  
**“NPO Annual Survey Guidance 2023-2026  
For completion of surveys from April 2023  
Version 5 – August 2023”**