

Digi-Board FAQs

Why should our charity consider using the Digi-Board survey?

The Digi-Board survey has been designed as an online self-assessment tool for the Board of Trustees (or equivalent) and the senior management team of charities and not-for-profit organisations. This team has ultimate responsibility for governance and the survey provides the team with valuable insights, e.g.

- Preparation for an off-site Board meeting to review performance and discuss forward plans
- Board review of your governance practices
- As part of the due diligence process ahead of a merger or acquisition.
- Where decision-making is becoming increasingly deadlocked
- Where visible yet unspoken tensions are emerging amongst trustees
- When experiencing difficulty recruiting new trustees
- When an “out of the ordinary” number of trustees resign
- Seeking to appoint a new Chair
- Fundraising performance is in decline
- Stakeholders are asking questions about your governance

There are many more reasons why a detailed examination of the charity’s governance is important and not least of all, to quote the Charity Commission:

‘The bottom line is, good governance is no longer an optional extra. It’s essential to charities’ effectiveness and probably their survival too.’

What does the survey assess?

The survey is a detailed questionnaire that analyses the responses from its participants to assess the effectiveness of the Board of Trustees in its governance of the charity.

The questionnaire has been formulated using the principles of the charity code of governance now in its 3rd edition and published July 2017.

Why use a questionnaire?

Simply put – it's an easy way to obtain an independent quantitative and qualitative assessment of how the Board of Trustees governs the charity where the benchmark is the principles of the charity code of governance referred to above. It is quick and cost-effective compared to any alternative. The report that is generated from the questionnaire remains confidential to the Board.

Who are the participants to the survey?

The survey is specifically designed for the Board of the charity/organisation. This includes the chair individual Trustees and anyone who is a member of the Board or their equivalents such as the Chief Executive Officer, Chief Financial Officer and Company Secretary.

There is no upper limit to the number of participants.

Who decides on who will participate?

This is at your sole discretion. An administrator should be nominated who will be responsible for overseeing the survey for your organisation.

What about confidentiality?

The survey is confidential. Individual responses to the questionnaire will not be seen by, nor be identifiable to any other participant. This anonymity encourages participants to be authentic in their responses.

How long does it take to complete the survey?

Typically 25 to 30 minutes and it does not have to be completed in a single sitting. You can pause and return at anytime to edit or finish the survey up until the agreed cut off date for completion.

When will we get the results?

As soon as the administrator closes the survey the report is produced and will be available to be viewed online or downloaded.

How can we use the results?

The results are presented in an easy to understand report that compiles all responses from the participants in aggregate as graphs with commentary. As the results reflect all those participating in the questionnaire it delivers in the round a view of the charity's governance and flags aspects for attention as well as those that are satisfactory.

How do you complete the survey?

All that is required is a computer, tablet or mobile phone with a browser and access to the Internet. A unique link to access the survey will be sent via email to each participant that includes instructions on how to complete the survey. The survey is quick and easy to complete by clicking on the multiple-choice responses to each question with an option to add comments.

Here is a screenshot of a question.

The screenshot shows a survey interface for '1. Organisational Purpose'. The question is 'How well do we...?' with a rating scale from 1 to 4. The scale is defined as: 1 = Not well enough, 2 = OK - but could be better, 3 = This works well, 4 = I can't judge. The current selection is 2. Below the scale, there are three sub-questions with checkboxes: 'Assessing the charity's impact for our beneficiaries' (unchecked), 'Reviewing the external environment to ensure our charity remains relevant' (unchecked), and 'Communicating our charity's aims to all stakeholders' (checked). At the bottom, there is a 'Comments:' section with a text area containing the comment: 'I have seen some reporting about our charity in the local newspaper and it did not IMO properly reflect how we meet our beneficiaries needs. This affects public opinion towards our charity. Suggest we invite the local newspaper in to meet the board.' A 'hide' link is visible next to the comments section.

1. Organisational Purpose	
How well do we...?	
	1 = Not well enough 2 = OK - but could be better 3 = This works well 4 = I can't judge
1.1 Determine our aims so we meet our beneficiaries needs	<div>1 2 3 4</div> <div><input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/></div> <div>Assessing the charity's impact for our beneficiaries <input type="checkbox"/></div> <div>Reviewing the external environment to ensure our charity remains relevant <input type="checkbox"/></div> <div>Communicating our charity's aims to all stakeholders <input checked="" type="checkbox"/></div>
<div>Comments:</div> <div>I have seen some reporting about our charity in the local newspaper and it did not IMO properly reflect how we meet our beneficiaries needs. This affects public opinion towards our charity. Suggest we invite the local newspaper in to meet the board.</div> <div>hide</div>	

What about data protection?

All data will be processed in accordance with prevailing Data Protection law, currently The Data Protection Act 1998 and General Data Protection Regulation (GDPR) in its succession. Please contact us if you have questions as our team includes a person qualified to give advice on data protection.

What happens if some of the Trustees choose not to complete the survey?

That is not a problem as the analysis can be completed for all those who do respond. In this case the report will not reflect the collective view of the Board participants.

We recommend that the evaluation is discussed and agreed by the Board prior to committing to the survey, so that any reservations can be addressed beforehand. The survey is a tool to protect the Board and help it to achieve the standard of governance that is expected by the Charity Commission and the general public; which is best achieved by the commitment of the entire Board.

How often do we need to do this?

It is often said that governance is a process and not a one-time event. To assist the Board in understanding its progress, an annual survey will provide a year on year comparison of its governance practices and also satisfy the reporting requirement as defined by the code (larger charities only).

This is an off the shelf product – how is this relevant to our organisation?

It is a bespoke product for the charity and not-for-profit sector designed by experts in governance who have specifically aligned the survey to the Charity Governance Code.

Do you work with consultants who specialise in governance for the third sector?

Digi-Board partner with consultants who use the survey in the delivery of their services. Use the Contact Us form indicating your town and county and we will gladly make an introduction.

[Home](#)[About Us](#)[Packages](#)[Contact Us](#)[MyDigiBoard](#)

Can we benchmark ourselves with other charities/not for profit?

It is the ambition of Digi-Board to provide a benchmark using anonymised data collected from surveys. To achieve this will however require the consent of charities before we use the anonymised data for benchmarking purposes.

About DigiBoard Limited



Digi-Board is a provider of digital innovation for the improvement of the governance of charities and not-for-profit organisations.

We specialise in delivering 'governance for good' for charities like yours.

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