

[Organisation name] 2021-22 face-to-face questionnaire

We're carrying out this survey to help us learn more about our audiences/visitors and how we can give them the best possible experience. The survey should take around five minutes to complete. Anything you tell us will be kept confidential, is anonymous and will only be used for research purposes. The information you provide will be held by [Organisation name] and The Audience Agency, who are running the survey on our behalf.

1. Have you visited [Organisation name] before? (Tick one only)

- | | |
|---|--|
| <input type="checkbox"/> Yes, in the last 12 months | <input type="checkbox"/> Yes, between three and five years ago |
| <input type="checkbox"/> Yes, between one and two years ago | <input type="checkbox"/> Yes, but more than five years ago |
| <input type="checkbox"/> Yes, between two and three years ago | <input type="checkbox"/> No, this is my first visit |

1a. (If yes in the last 12 months) Including today, how many times have you visited [Organisation name] in the last 12 months?

These questions are used to understand the extent to which your organisation is engaging with repeat and new audiences. Question 1a is used to identify repeat visitation over a 12 month period but will also be used to calculate your unique visitor total. We will automatically update this question if your organisation is based on annual visitation i.e. you are a festival.

2. Which of the following best describes the performance/event you saw? (Tick one only)

- | | | |
|--|--|---|
| <input type="checkbox"/> Plays/Drama | <input type="checkbox"/> Dance | <input type="checkbox"/> Contemporary Visual Arts |
| <input type="checkbox"/> Christmas Show | <input type="checkbox"/> Music | <input type="checkbox"/> Film |
| <input type="checkbox"/> Musical Theatre | <input type="checkbox"/> Workshops | <input type="checkbox"/> Museum/Exhibition |
| <input type="checkbox"/> Children/Family | <input type="checkbox"/> Literature | <input type="checkbox"/> Outdoor arts |
| <input type="checkbox"/> General entertainment | <input type="checkbox"/> Traditional Visual Arts | |

You can choose any of the listed artforms that are relevant to your programme. If you are a single-artform organisation, this question will not be included on your questionnaire but responses will automatically be tagged with your artform.

3. Are you visiting with other people today? (Tick one only)

- | | |
|------------------------------|-----------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
|------------------------------|-----------------------------|

3a. If yes, how many of those you are visiting with are aged... (this does not include yourself)

Under 16 _____ 16 or older _____

These questions are used to measure the proportions of family (mixed adult and children), single adult, and adult group visits. They also allow you to understand your average group size.

4. Which of the following describe your motivations for visiting [Organisation name] today? (Tick all that apply)

4a. And which of these was your main motivation? (Circle one only)

- | | |
|--|---|
| <input type="checkbox"/> To spend time with friends/family | <input type="checkbox"/> For reflection |
| <input type="checkbox"/> For a special occasion | <input type="checkbox"/> [Artform] is an important part of who I am |
| <input type="checkbox"/> For peace and quiet | <input type="checkbox"/> To escape from everyday life |
| <input type="checkbox"/> To be intellectually stimulated | <input type="checkbox"/> For academic reasons |
| <input type="checkbox"/> To be entertained | <input type="checkbox"/> For professional reasons |
| <input type="checkbox"/> To be inspired | <input type="checkbox"/> To entertain my children |
| <input type="checkbox"/> To do something new/out of the ordinary | <input type="checkbox"/> To educate/ stimulate my children |
| <input type="checkbox"/> To learn something | <input type="checkbox"/> Other - please specify |
| <input type="checkbox"/> To enjoy the atmosphere | |

These two questions provide insight into the key motivations of your organisation's audience. The question and answer codes are fixed, to enable benchmarking across Audience Finder, however you can change the [artform] text to reflect your organisation's offer e.g. "Visiting museums is an important part of who I am".

5. How would you rate the following? (Please give one rating for each item)

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know/Not applicable
Quality of the performance/exhibition/event	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Value for money of tickets (if applicable)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The whole experience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Our quality indicators measure the core aspects of your organisation. You may drop value for money if this question is not applicable.

6. On a scale of 0-10, how likely is it that you would recommend [Organisation name] to a friend, family member or colleague, with 10 being extremely likely and 0 being not at all likely? (Tick one only)

- 10 9 8 7 6 5 4 3 2 1 0

The Net Promoter Score® is a standard measure to help understand satisfaction with your organisation or event. It produces a score which can be compared with benchmarks, and categorises your audiences into Promoters, Neutral, or Detractors.

7. Is there anything else you would like to say about your visit? (Please describe below)

About You This final section is about you. It's a little more personal but is really useful to us. The questions have been designed to align with the way the UK Government collects Census data. This enables us to compare our visitor profile to the general population. By answering these questions, you will help us to see the extent to which we're serving everyone in our community. If there are any questions that you'd rather not answer, please select "Prefer not to say" or skip to the next question.

8. What is your sex? (Tick one only)

- Male Female Prefer not to say

This question is modelled on the 2011 UK Census allowing you to compare your data against the UK population. Please note this question is based on the medical definition of sex.

9. Which of the following options best describes how you think of your gender identity? (Tick one only)

- Male Female In another way*
 Prefer not to say

*How would you describe your gender?

This question is about gender identity. It has been designed to align with Stonewall Guidance.

If you are an ACE NPO the gender question (Q9) will be added to your survey automatically. NPO's can choose to also include the sex question (Q8). Non-NPO's can choose to include either or both the sex (Q8) and gender (Q9) questions

10. Which of the following age groups do you belong to? (Tick one only)

- Under 16 30 - 34 50 - 54 70 - 74 Prefer not to say
 16 - 19 35 - 39 55 - 59 75 - 79
 20 - 24 40 - 44 60 - 64 80 - 84
 25 - 29 45 - 49 65 - 69 85 or older

This question allows you to compare your data against the UK population. The specific age breaks are chosen to enable benchmarking and consistent comparisons. Any respondents who answer 'Under 16' will be automatically removed from data analysis.

11. What is your ethnic group? (Tick one only)

White

- English/Welsh/
Scottish/Northern Irish/British
 Irish
 Gypsy or Irish Traveller
 Other White background*

Mixed

- White and Black Caribbean
 White and Black African
 White and Asian
 Other Mixed/multiple ethnic
background*

Asian or Asian British

- Indian
 Pakistani
 Bangladeshi
 Chinese
 Other Asian background*

Black or Black British

- African
 Caribbean
 Other Black/African/ Caribbean background*

Other

- Arab
 Other*
 Prefer not to say

*What other?

This question is modelled on the UK 2011 Census. Data collected will help to support equality and fairness, and help ensure organisations can provide services fairly, while understanding everyone's interests.

12. Do you identify as a D/deaf or disabled person, or have a long-term health condition? (Tick one only)

- Yes No Prefer not to say

The social model disability question (12) has been designed by Arts Council England in collaboration with stakeholders and disability advocacy groups.

If you are an NPO, the social model question (Q12) will be added to your survey automatically. If you are not an NPO, you can choose to ask either the social model (Q12), or the medical model (Q13), or both.

13. Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months? (Tick one only)

- Yes, limited a lot Yes, limited a little No Prefer not to say

The medical model question (13) is aligned with the UK Census 2011 question and so can be used to benchmark against the population.

14. Do you live in the UK? (Tick one only)

- Yes No

14a. If you live in the UK, what is your full postcode?

This information will only be used for research

14b. If you live overseas, what is your country of residence?

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These questions are important for understanding the distribution of UK and international audiences. Postcode data is also used to profile respondents using segmentation models such as Audience Spectrum. We require full postcodes (e.g. E1 6LA) for these purposes. Respondents cannot and will not be identified from their postcodes alone, nor can or will they be added to any mailing lists.

Thank you for your help.