Self-Assessment Phase 1 Testing
You said, we did

Thank you to everyone who took part in Phase 1 testing. Your feedback showed that the Self-Assessment Tool has a strong foundation, while also highlighting practical ways we can make it clearer, more flexible and easier to use. Here's what you told us and what we'll do next.

Questions that fit different circumstances

You said: Some questions did not reflect the reality of owned, leased, hired, shared, multiple or unused premises.

We will: Improve the context questions and guidance so responsibilities are clearer and the assessment works better for different premises arrangements.

More space to explain

You said: Yes or No did not always tell the full story, especially where arrangements were partly in place or someone else held responsibility.

We will: Test an optional short comment box alongside some question in Phase 2, so volunteers can add useful context without making the assessment harder to complete.

Clearer preparation and completion

You said: It was not always clear what information was needed, who should complete the assessment or when more than one submission was appropriate.

We will: Add a short preparation checklist and clearer guidance on who should take the lead, how others can contribute and how to respond for multiple premises.

Shorter, more supportive communications

You said: Some emails and guidance felt repetitive, and a few volunteers were unsure whether their charity was being judged or was in trouble.

We will: Use shorter, friendlier communications that explain the purpose, who will see the information and what happens next. We'll keep the focus on recognising strengths, understanding gaps and improving over time.

A smoother experience

You said: You wanted clearer progress, the ability to review answers before submitting and fewer frustrating form settings.

We will: Correct the feedback form settings for Phase 2 and continue exploring improvements that make it easier to check progress, review answers and confirm completion.

What happens next

We'll test these changes during Phase 2 and use further feedback to keep improving the tool. Reports, action plans and dashboards will also receive more testing before wider rollout.