

Linking Funding Advice Workers online

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Funded by the



Project Brief

12 week project commissioned by the Finance Hub to:

- set up online discussion forums to network Funding Advice Workers
- Research ways to improve links between FAWs
- Identify gaps in resource materials

Research brief

National resources

Individual
FAWs

FAWs in
networks

Local resources



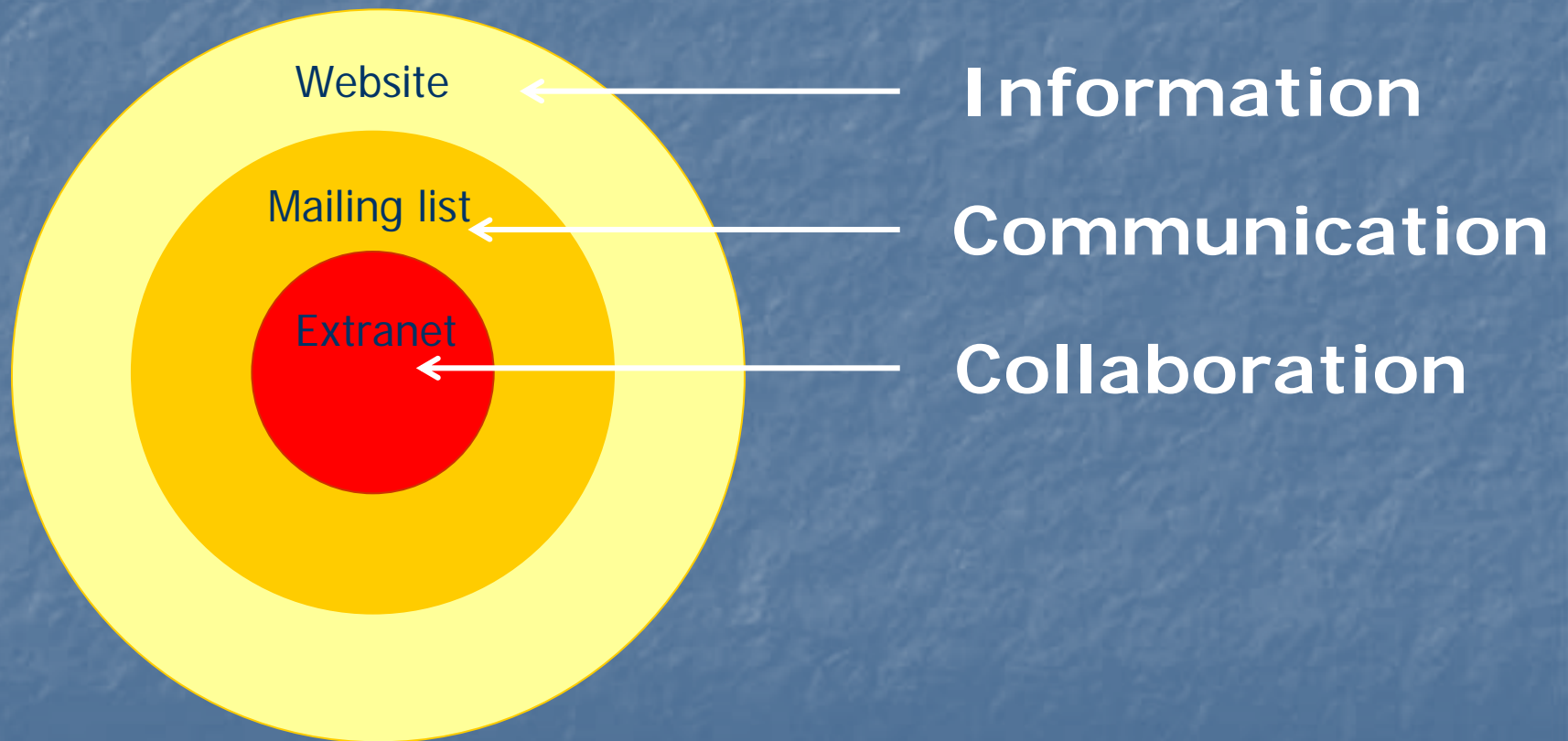
Funding Information Research

- Local VCOs
 - Approach FAWs for advice across 32 different topics
 - Information widely available; but much needs interpretation.
- National VCOs
 - Almost too many funding directories and guides
 - Little available free of charge
- *No gaps in content identified*

Research Amongst Funding Advice Workers

- Feel isolated; difficult to keep up to date
- Online access to information outweighs literature and face-to-face by 3:1
- Desire to move from isolated “silo” working to share & pool expertise
- Would like access to those with specialists knowledge
- Resistant to grants databases being made available to front line organisations
- Irritated by bulk e-mailings
- Openness to using technology

Design workshops



Online Discussion Forums

http://www.networksonline.org.uk/Login/ - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites

Address <http://www.networksonline.org.uk/Login/> Go Links >>

Desktop 0 Files 12 Folders ruralnet: FAWNnet Demo Storage Quota: [] Search

UNREAD |

- MailBox
- Address Book
- Calendar
- FAWN Shared Diary
- 1.1 xPRESS Digest
- 1.2 Experts Online
- 2.1 FAWN What's New
- 2.2 FAWN Exchange
- 2.3 FAWN Resources
- 2.4 FAWN Introductions
- 3.2 SOMFAWN Exchange
- 3.3 FAWN Village Hall Advisors

Error on page. Internet

FAWN Resources

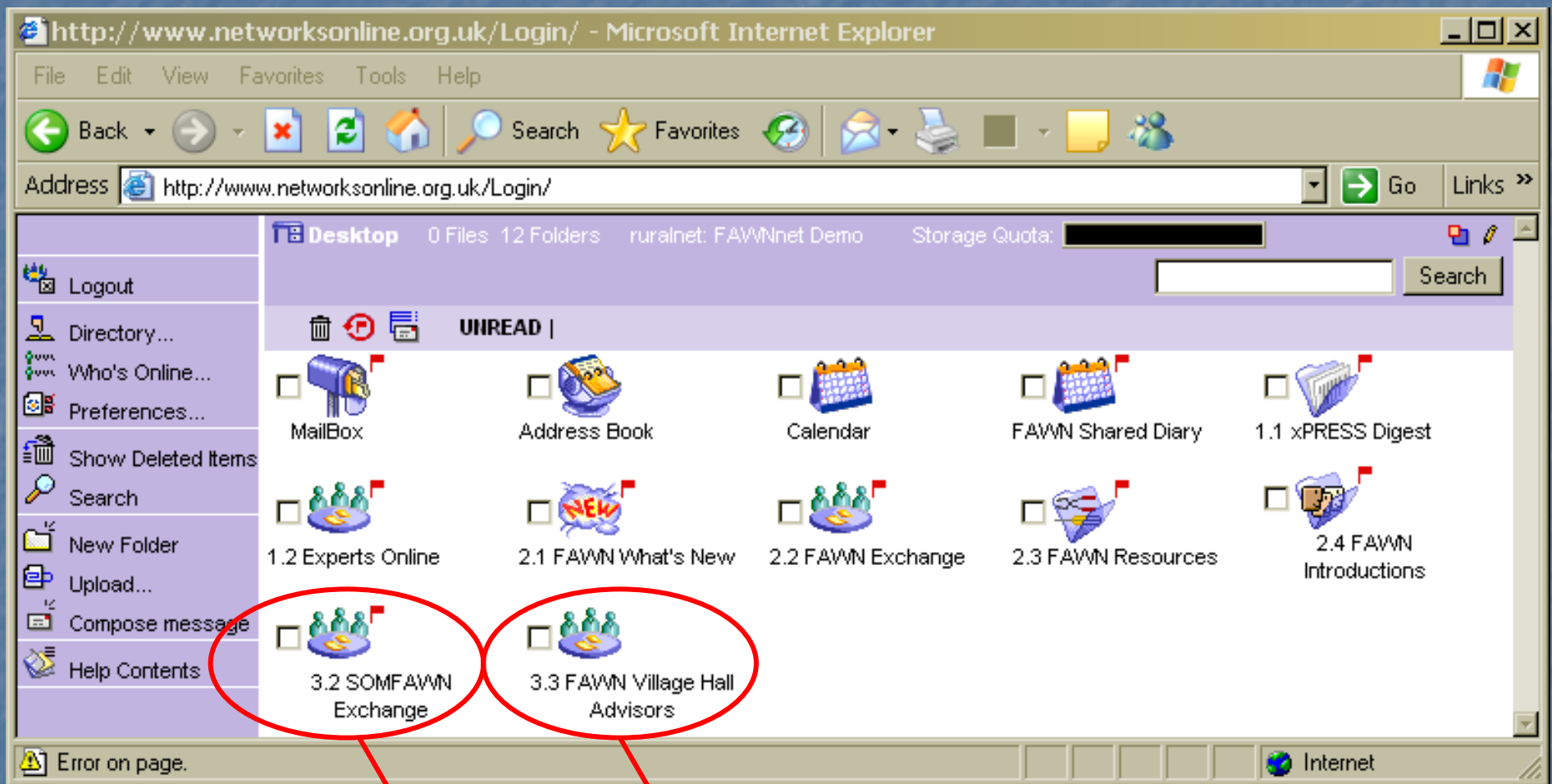
The screenshot shows a Microsoft Internet Explorer browser window with the address bar displaying <http://www.networksonline.org.uk/Login/F0001E91E/>. The page title is "2.3 FAWN Resources". The interface includes a navigation menu on the left with options like Logout, Desktop, Mailbox, Address Book, Calendar, Up One Level, Compose message, and Help Contents. The main content area shows a mailbox view for "2.3 FAWN Resources" with a search bar and a list of unread messages. The messages list includes:

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Subject	Name	Size	Last Modified
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Lloyds TSB grants information	Cathy Pegler	90K	2006/6/10 6:09 AM
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Full Cost Recovery	FAWNnet Moderator	3K	2006/6/8 5:22 PM
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Your management committee	Katrina Midgley	26K	2006/5/30 7:47 PM
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	FUNDING FACTSHEET	Claudia Page Ebbans	857K	2006/5/24 2:47 PM
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Writing a good business plan	Melanie Tarrant	61K	2006/5/22 2:24 PM
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Urgent: 00 - About this conference	FAWNnet Moderator	8.1K	2006/5/12 11:43 AM

An "Error on page." message is visible in the status bar at the bottom left.



Online Discussion Forums

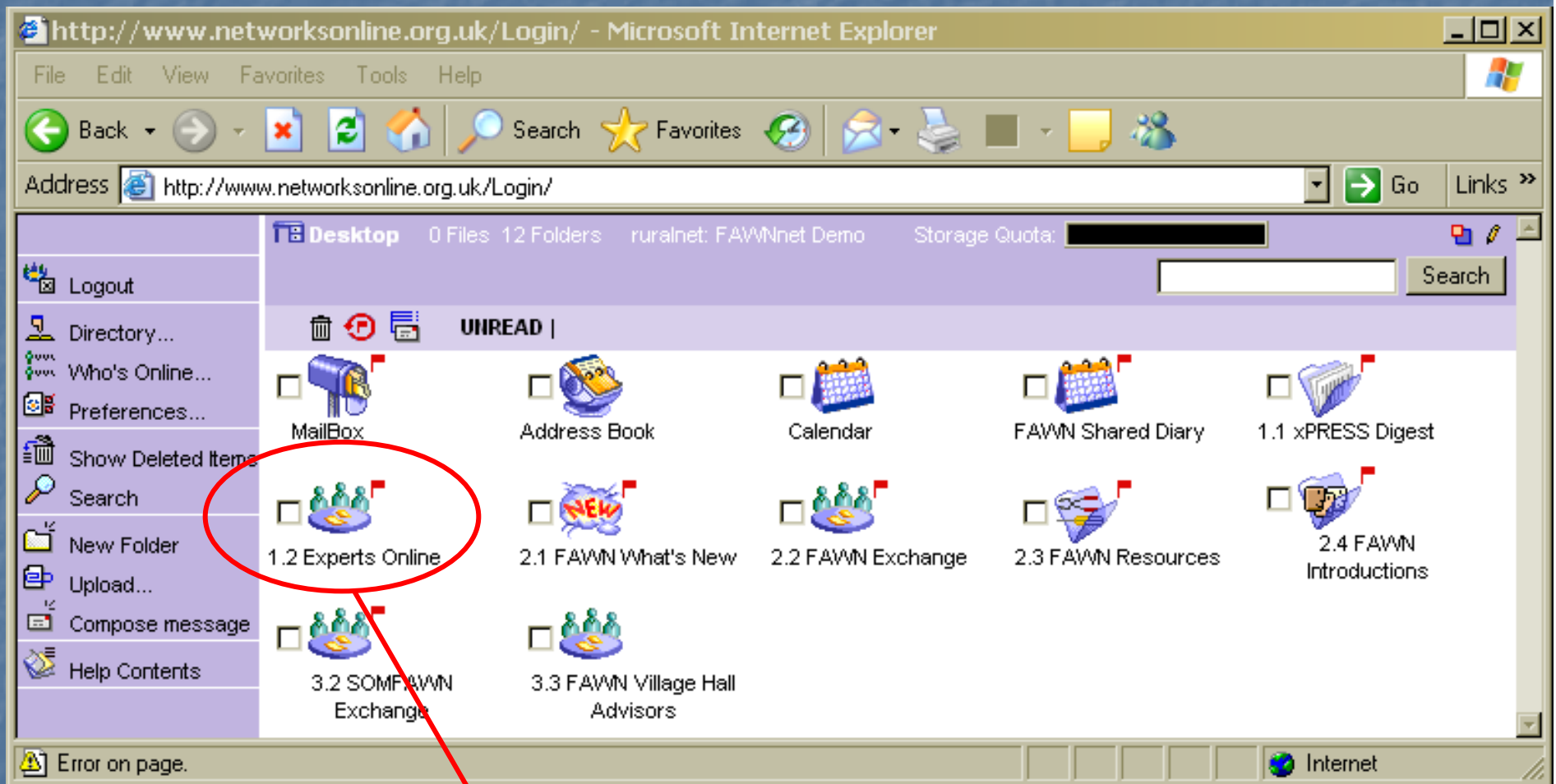


Regional
forum

Themed
forum



Online Discussion Forums




Specialist advice



Experts Online

The screenshot shows a Microsoft Internet Explorer browser window titled "1.2 Experts Online - Microsoft Internet Explorer". The address bar displays the URL "http://www.networksonline.org.uk/Login/F00011D80/". The main content area is titled "Conference: 1.2 Experts Online" and shows a desktop view with a navigation menu on the left and a grid of topic folders on the right. The navigation menu includes "Logout", "Desktop", "Mailbox", "Address Book", "Calendar", "Up One Level", "Compose message", and "Help Contents". The desktop view shows a "UNREAD" status bar and a grid of folders: Business Planning, Childcare, Community Engagement, Computers & Communications, Employment Issues, Financial Services, Funding Strategies, Health Safety & Env, and Legal Issues. The status bar at the bottom indicates "Page 1 of 2" and "Error on page.".


Real experts, real people



Meet the Experts - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <http://www.networksonline.org.uk/Login/F00011D80/F00013FB8/S02407AA7-02407AAB> Go Links >>


Message  

Desktop • 1.2 Experts Online • Business Planning • Message


Tuesday, April 4, 2006 2:45 PM +0000

From:  EoL Moderator 

Subject: Meet the Experts

To:  Business Planning

Business Planning Forum Experts
These are the experts patrolling this forum and answering your questions

 **JANE BERRY** is co-moderator across several Experts Online Fora, a role which complements her current role: managing the DirectSupport service for UK online centres, where she takes an active daily role answering questions on the telephone helpline. Jane has worked in the voluntary sector for over twelve years, and ran WREN, an early prototype of a UK online centre and a social enterprise, for five years in the early 90s. Her expertise in funding sources and bid writing, and her interest in organisations, legal structures and the art of the possible, stem from this experience. A qualified Business Counsellor specialising in the community and voluntary sectors, she has also run her own business, and grew up helping in the family firm. She is an Associate Member of the Institute of Business Advisors and has been an NVQ assessor and trainer for enterprise qualifications. She has a strong empathy for other cultures and alternative ways of working, having spent 12 years in Zambia, Egypt and Latin America.

Done Internet

Funding Questions

Conference: Funding Strategies 1-20/212 Files 2 Folders 1 Deleted ruralnet: FAWNnet Demo Storage Qu...

Desktop • 1.2 Experts Online • Funding Strategies

UNREAD |

Answer Bank Meet the Experts Knowledge Bank

Page 1 of 11

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Name	Size	Subject	La
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Peter Gray	19K	Re: Fwd: Funding urgently required	20
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Patrick Shore	4K	Fwd: Funding urgently required	20
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Mayfield UKonline centre,Dir	6.1K	Re(2): Core funding!	20
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Mayfield UKonline centre,Dir	8.1K	Re(2): Core funding!	20
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Patrick Shore	25K	Re: Core funding!	20
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Peter Gray	801K	Re: Core funding!	20
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Elizabeth Gray-King	20K	Re: Core funding!	20
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Mayfield UKonline centre,Dir	3K	Core funding!	20
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Bruce Wright	6.1K	Alert: Awards for All update	20

Error on page. Internet

Business Planning – Knowledge Bank

Conference: Knowledge Bank 77-96/96 Files 4 Folders ruralnet: FAWNnet Demo Storage Quota: [Progress Bar]

Desktop • 1.2 Experts Online • Business Planning • Knowledge Bank

UIREAD |

Forum Experts Job Descriptions Management tools Policies & Procedures

Page 5 of 5

<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Subject	Size
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	TOOL: Full Cost Recovery Planner	13M
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	TOOL: Full Cost Recovery Planner	13M
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	TOOL: GKG Evaluation Framework	333K
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	TOOL: Market Research Framework	201K
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	TOOL: Needs Analysis Framework	234K
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	TOOL: Options Appraisals Framework	381K
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	TOOL: Partner Audit	33K

Internet



Findings

- 29 FAWs signed-up
- 16 logged in over 4 weeks of pilot
- Critical mass of contributions beginning to develop
- Experts Online popular amongst FAWs with many "hats"
- Further geographic and thematic forums suggested

Conclusions

- FAWs see the potential that online discussion forums have for exchanging information and pooling expertise
- Technology alone is not the answer – human issues (trust, engagement, involvement) are key