

MEMBERSHIP SURVEY JUNE 2016 RESULTS REPORT

Introduction

In May 2016, VHS sent out a membership survey to its 156 member organisations.

87 completed surveys were received, covering 57 member organisations (37% response rate). A small number of surveys were completed anonymously - those completed in this way are not included in the organisational count.

The purpose of the survey was to get feedback on our current work programme, as well as to guide future work. Additionally it sought feedback on:

- The reasons organisations join VHS
- VHS events
- VHS monthly e-news and other communications
- Members' key work areas
- The kind of work members carry out
- Member interest in engaging further with VHS
- What 3 words members would use to describe VHS

Where numbers are highlighted, it is to draw your attention to the most popular responses e.g. in question 1 it shows that the majority of respondents marked all VHS work areas as either very useful or useful. In the questions with charts, the most popular responses are marked in a different colour.

Question 1

VHS is currently focused on 4 key health policy areas. Please tell us if our work on these topics is useful to you.

Answer Options	Very useful	Useful	Don't know	Not useful
Health Inequalities	58	23	4	2
Public Health	39	38	10	0
Health and Social Care Integration	54	22	7	4
Mental Health	42	33	9	3

General comments:

- These are the topics that fall between individual charities so your role is vital in all of these.
- More needs to be addressed at community level.
- These services are a great assistance to many volunteers operating across our communities, more so since the introduction of the Integration of Health & Social Care Services.
- The four key areas are crucial and VHS's work on these is important and makes a real difference.
- Our organisation is hosting a summit event later this year around tackling loneliness and recognising it as a health issue, so your priorities resonate very clearly with this.

- We want to see the truth behind modern health and social care. Mental health especially still lives in the dark ages.

Question 2

Please tell us how important the following new areas of VHS work are to you.

Answer Options	Very important	Important	Don't know	Not important	I'd like to know more about this work area
Impact on health of social isolation and loneliness	53	22	2	7	8
Volunteering in NHS settings	18	19	16	29	4
Tackling obesity	13	27	15	27	5

Question 3

Please tell us why you're a member of VHS. You can tick more than one option.

Answer Options	Response Count
Sharing intelligence, knowledge and ideas	70
Events	57
Sharing and translating policy	53
The opportunity to influence policy agendas	53
Monthly e-bulletin	52
Being part of a distinctive health network	52
Access to Scottish Government and other sectors	38
Platform to promote your own activities, events and campaigns	37
Voting Rights and opportunity for election to VHS board	3

Other:

- Links as a third sector interface very positive.
- Important to have a collective independent voice for government-funded charities.

Question 4

If you have attended VHS events, did you find them:

Answer Options	Yes	No	Sometimes	Unsure
Relevant	63	0	6	1
Topical	59	0	8	1
Insightful	52	0	12	3
Well timed	49	0	12	4
Dynamic	32	3	24	5
Engaging	48	0	17	1
Original	27	3	25	10
Good use of time	52	0	13	1
Well organised	61	0	6	1

General comments:

- I attended the Learning to Lead in Health programme which was very useful.

- Attending VHS events has always provided the opportunity to update yourself on the current topical areas of services, and the networking is tremendous.
- Broad church so not all parts of events will be wholly relevant to all members.

Question 5

If you have not attended any VHS events, please tell us why.

- Lack of capacity.
- Location and time.
- Geography and limited resources.
- Diary clashes.

Question 6

What type of events would you like to see VHS doing in the future e.g. more breakfast events, focus groups, particular topics, other?

Summary:

- More topic-specific events.
- Focused discussion/focus groups, perhaps at community level.
- More breakfast briefings.
- Continue to respond to the issues that affect the third sector.
- Short roundtable events.
- More on health and social care integration.
- More events aimed at the third sector.
- Continued work on health inequalities.
- A good variety of event types, locations and times.
- More on mental health, social isolation and loneliness.

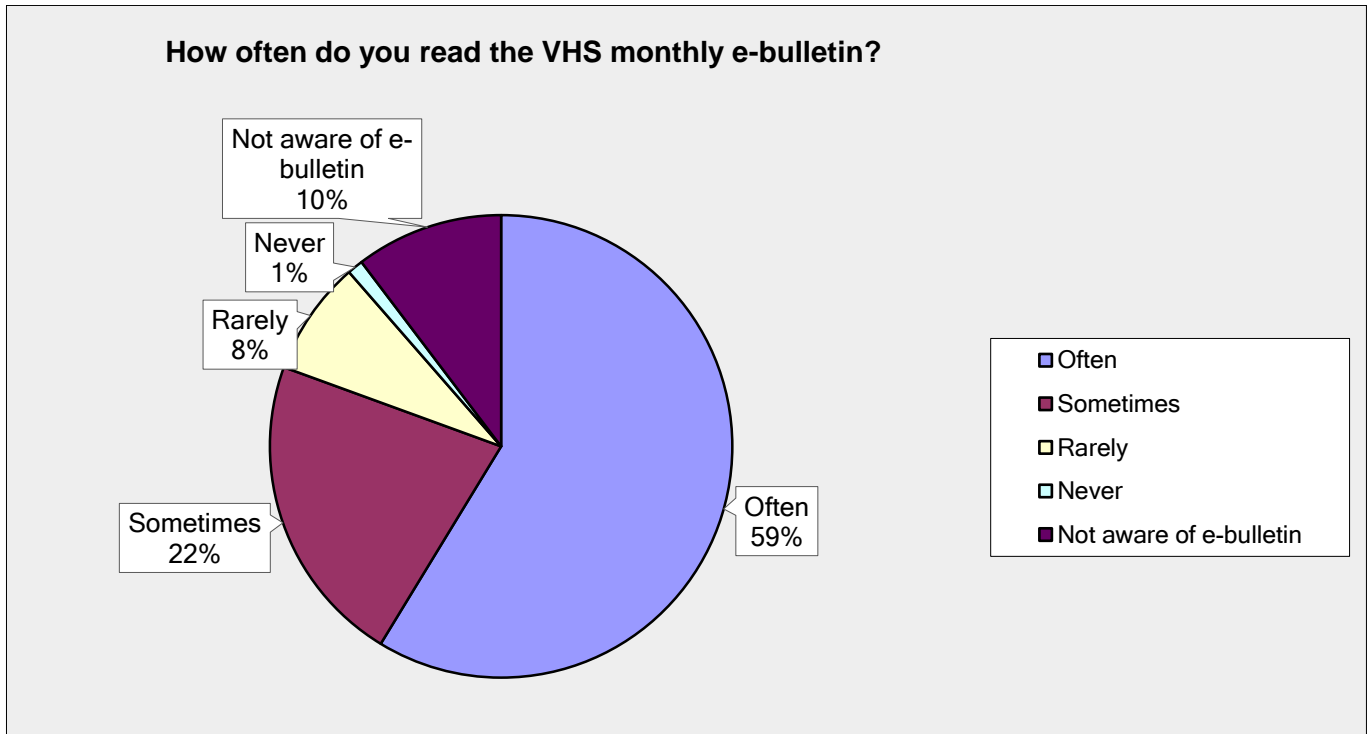
Question 7

What is the one thing VHS could do better at events?

Summary:

- Have a spread of event locations.
- Have more events on specific topics.
- Have more time for Q&As.
- Engage more practitioners.
- More events on influencing policy.
- Acknowledge impact of non-health sector on health issues.
- Theme around supporting third sector organisations who are securing SLAs with the NHS.
- Introduce everyone in the room.
- Incorporate speakers who have lived experience.
- Follow-up on actions agreed and outline what's going to happen as a result of the event.
- Publicise events well in advance.
- Do an event-specific survey asking what members would like to see and build event programme around this over the year.

Question 8



Question 9

The VHS monthly e-bulletin is:

Answer Options	Yes	No	Sometimes	Unsure
Relevant	57	0	10	5
Topical	59	0	8	5
Interesting	50	0	17	4
Structured well	53	0	10	8
Informative	56	0	11	6
Attractive	37	4	17	9
The right length	55	2	7	6

General comments:

- I don't need it to be attractive, I am happy with being one of the most useful e-bulletins I receive. Others are more attractive but hard work or useless.
- Given the constraints you work under, it's just about right.

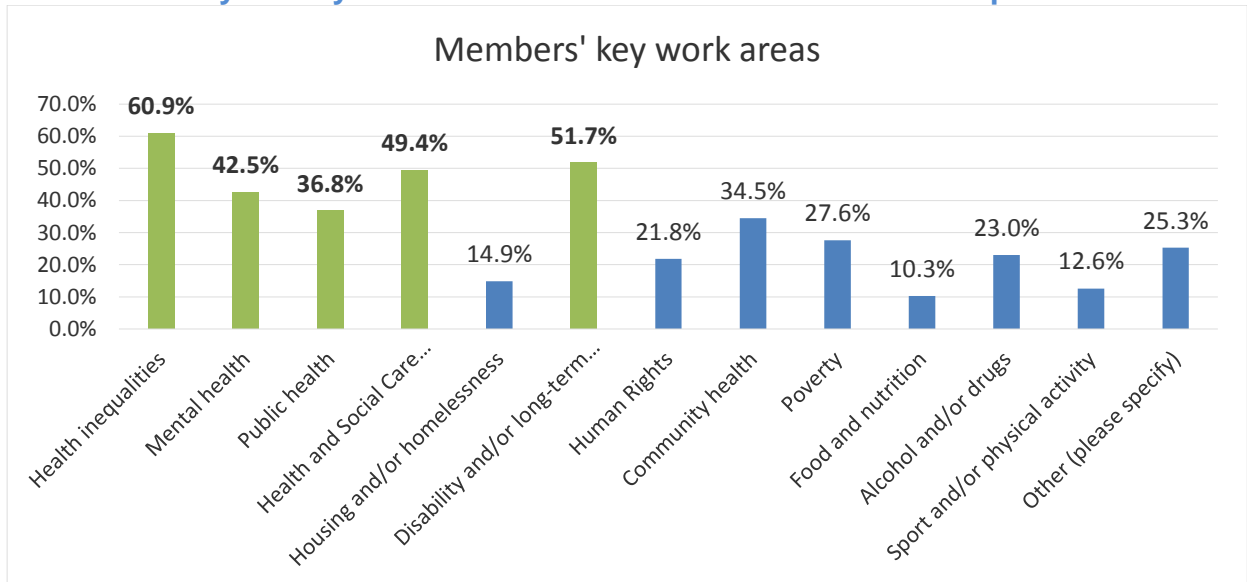
Question 10

Please also rate our other communications.

Answer Options	Excellent	Good	Average	Poor	N/A
VHS Website	20	38	5	0	24
Twitter	9	26	2	0	50
LinkedIn	4	10	5	0	68
Emails	20	50	6	0	11
Policy briefings	25	39	3	0	20
Event key messages	28	36	8	0	15

Question 11

Please tell us your key work areas. You can tick more than one option.

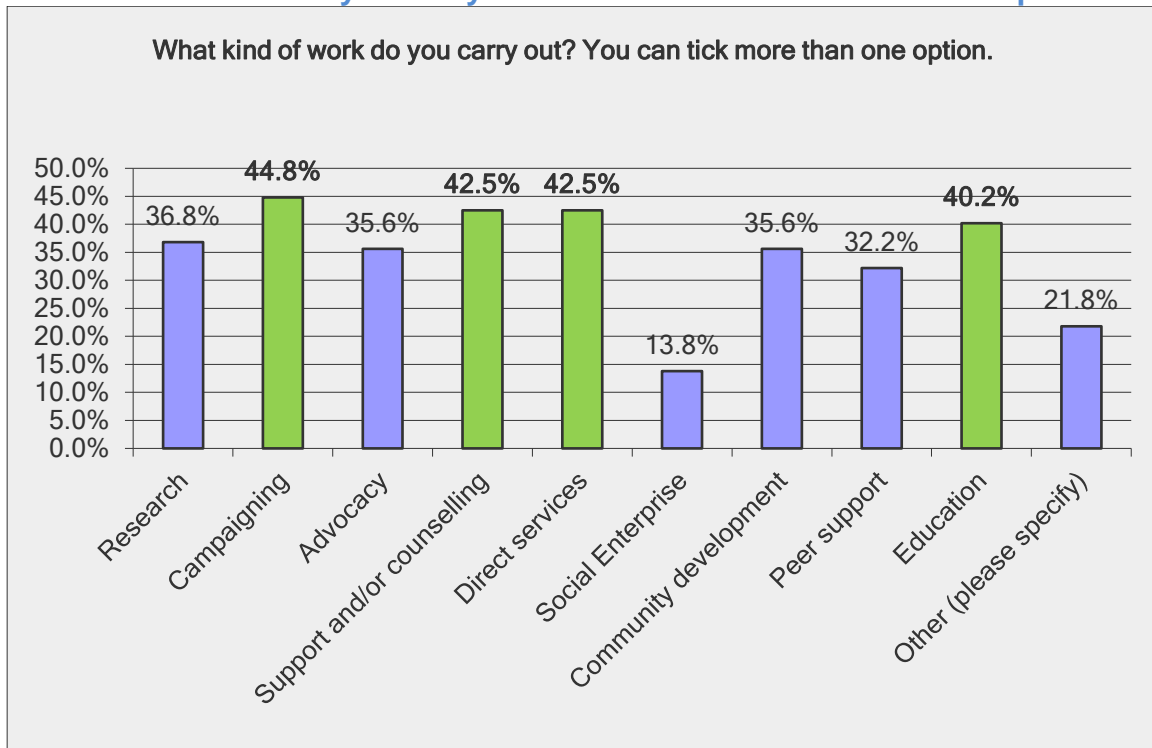


Other:

- Independent advocacy
- Relationship and family impact
- Smoking/Smoking cessation/tobacco control
- Children's health
- Sexual health
- Community regeneration
- Volunteering in health
- Palliative care
- Downs Syndrome
- Community justice, children and families
- Creativity
- Self-directed support/independent living
- Carers' rep on IJB

Question 12

What kind of work do you carry out? You can tick more than one option.

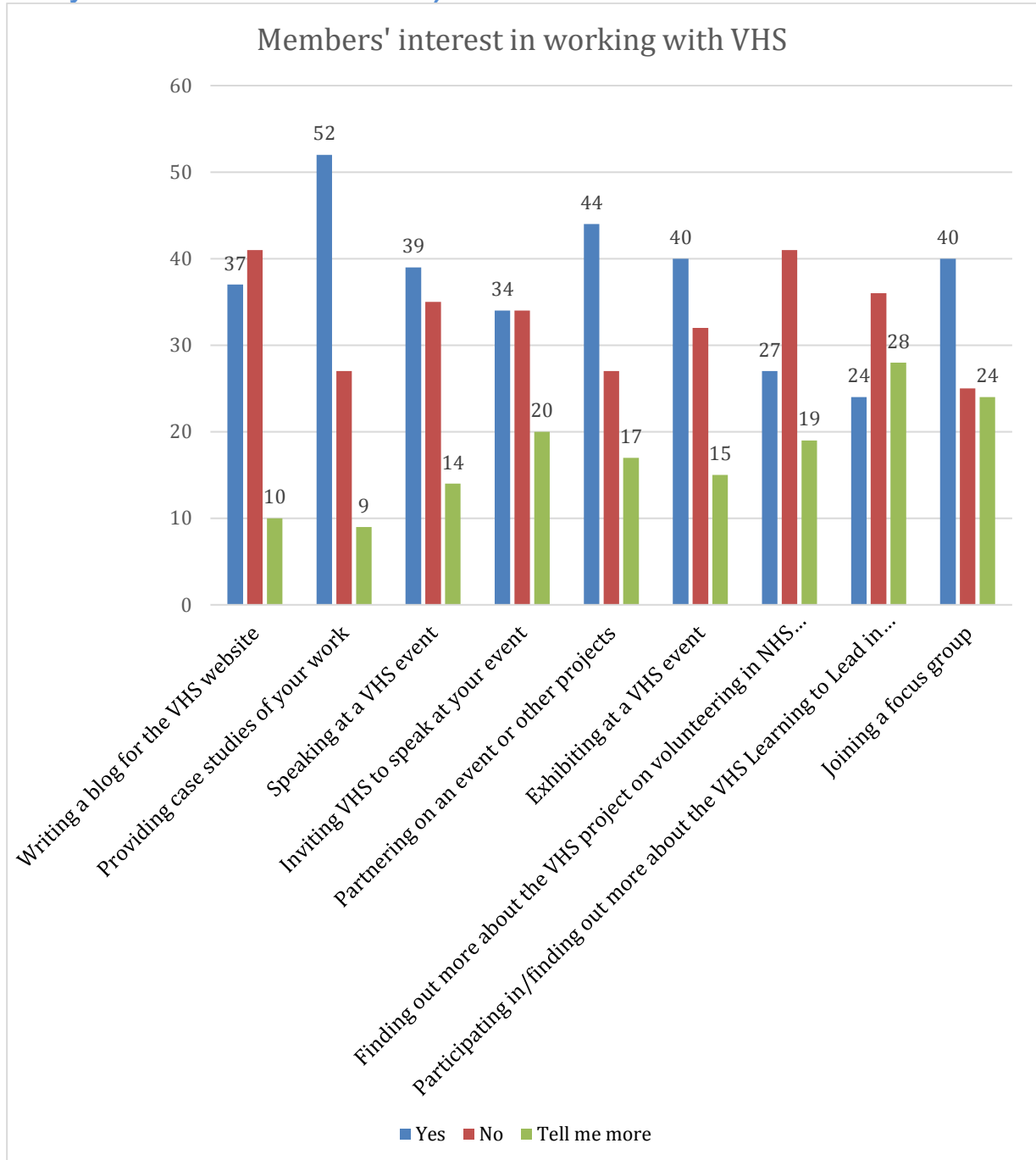


Other:

- National intermediary for advocacy
- Health complaints
- Volunteer development and recruitment
- Community food work
- Tribunals
- TSI development
- Advice
- Policy analysis and development

Question 13

How can we work with you better - tell us if you would be interested in the following (blue and green on the chart indicate the number of people who either said yes or wanted to know more):



Question 14

Describe VHS in 3 words

The word cloud below is a visual display of the words people used to describe VHS. Words in larger text are the ones that members used the most. The table below shows how members grouped their 3 chosen words together.



Response Text
A great resource.
A hub for useful information; good debate and action.
Accessible, informative and modern.
Catalyst for Coordination.
Collaborative, impact, growing.
Collaborative, informative, friendly.
Connecting, people, network.
Dedicated. Open. Connected.
Detailed, independent, intricate.
Engaging relevant informative.
Engaging, Contributing, Challenging.
Essential, diverse, informed.
Fills a gap!
Good support mechanism.
Helpful, informative, inclusive.
Helpful, network, informative.
Helpful, professional, timely.

Important, helpful, excellent.
Inclusive, broad, diffuse.
Inclusive, influential, enabling.
Inclusive. Informative. Action.
Influential, informative, inclusive.
Informative Supportive engaging.
Informative, positive, helpful.
Informative, connection, up-to-date.
Informative, engaging, active.
Informative, inclusive, engaging.
Interesting, informative, useful.
Knowledgeable, informative, communicative.
Learning to Lead in Health was excellent.
Lots of potential.
Nimble, relevant, accessible.
Proactive, approachable, relevant.
Professional, informed, inclusive.
Professional, organised, potential.
Relevant, informative, inclusive.
Relevant effective networking.
Relevant, grounded, connected.
Relevant, organised, open to a variety of dialogues.
Relevant, practical, informative.
Relevant, professional, invaluable.
Relevant, timely an organised.
Service-provider's voice.
Successful networking connection.
Supporting effective collaboration.
Totally The Best.
Understands, promotes, reflective.
Useful and relevant.
Useful health network.
Useful, issue-focussed.
Valuable, unique, representative.
Well-meaning, broad, potential

Question 15

General Comments

- Attended the Learning to Lead programme - it was excellent!
- Feel it is a bit Central Belt.
- For a small team across a huge portfolio you do a great job.
- Really enjoyed the series of events that VHS have been holding around the "inequalities gap" with each event developing on the ideas and discussion allowing further events to build on those themes and points raised.
- Relevant for third sector.
- Great service, best information.
- You all do a great job.

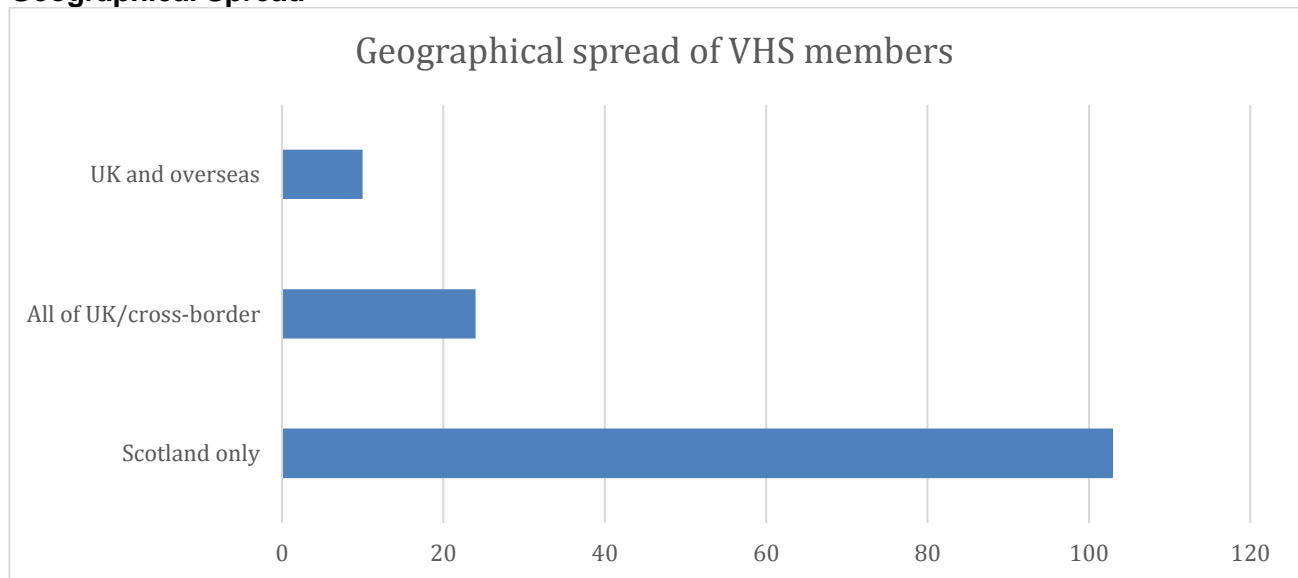
- With health and social care integration the work of VHS is of even more crucial importance, makes a real difference and is greatly appreciated.
- You're all doing a great job - you set the bar for what a small team can achieve.
- Keep up the good work.
- Excellent chief officer and staff team.
- A very useful source of all sorts of information and guidance.

Appendix – OSCR data on VHS members

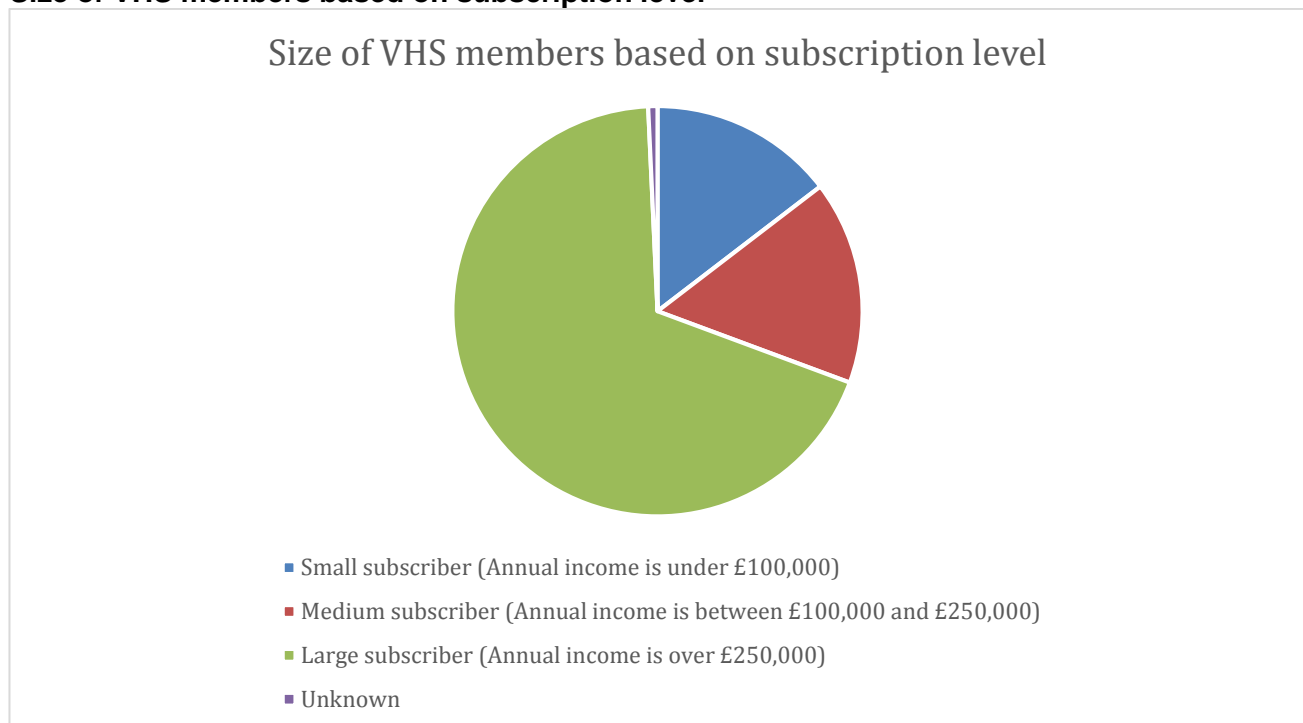
The Office of the Scottish Charity Regulator (OSCR) has provided us with data to supplement our survey findings.

This data is from the 137 (out of 156) VHS members who are registered charities.

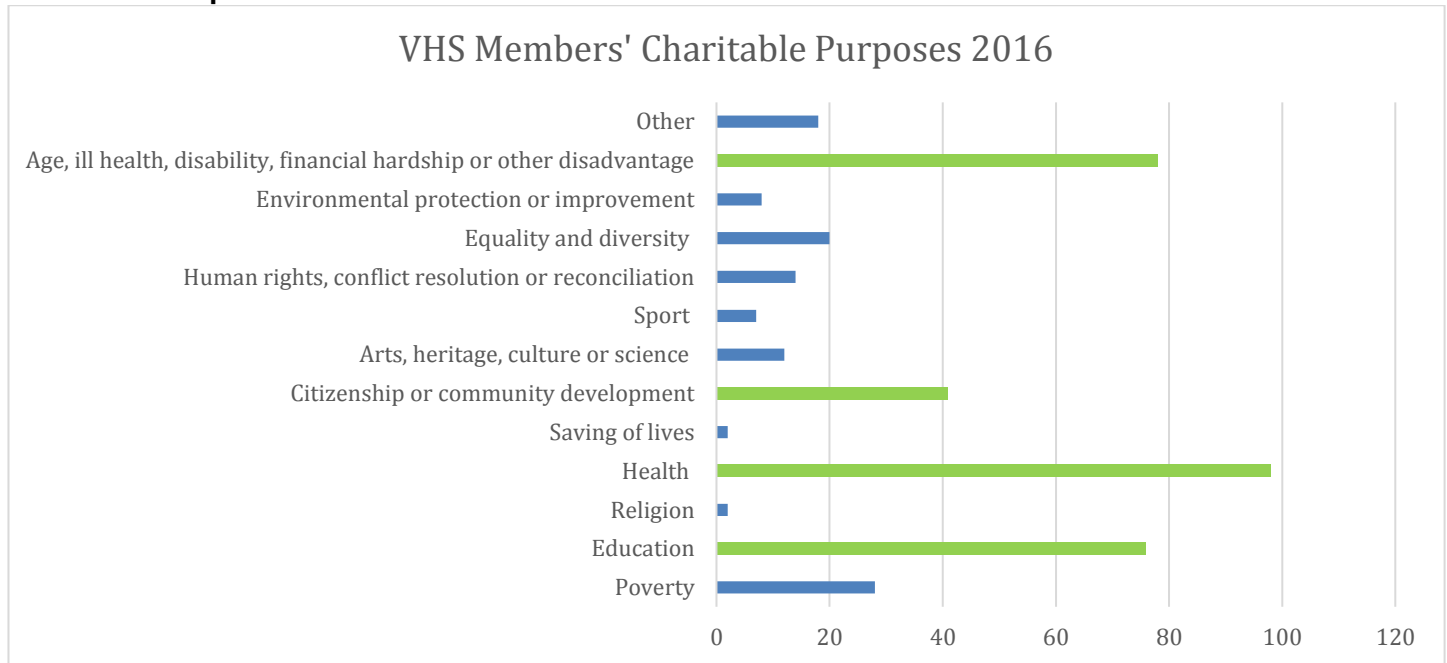
Geographical Spread



Size of VHS members based on subscription level



Charitable Purpose



Beneficiary Group

