

VSGWL Annual Survey Report 2023

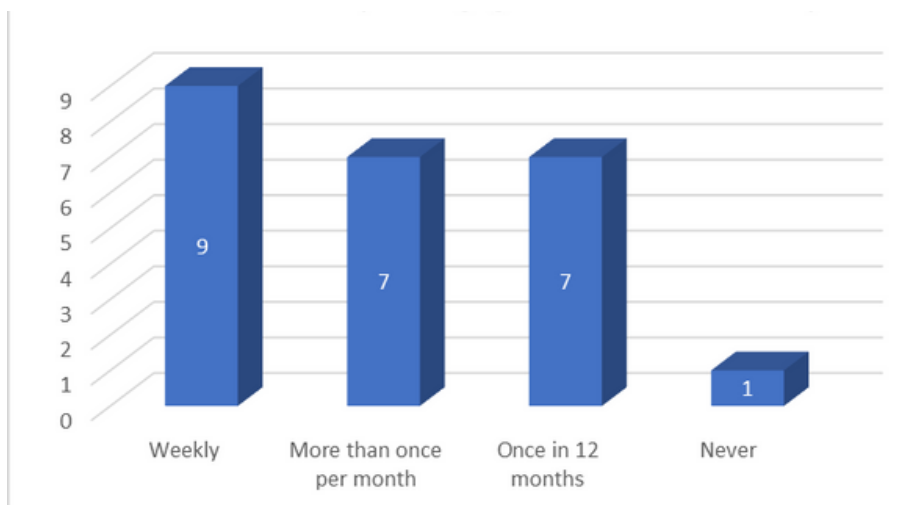
In September this year we launched our survey of stakeholders and members with the aim to help grow our understanding of how we can best meet the ever-changing needs of the Third Sector and our partners. We are very grateful to every organisation and individual that took the time out to fill in the survey.

For this survey we had 24 responses, slightly down from last year's inaugural survey total of 29.

We are pleased to see positive responses to our work and fully appreciate that we can still do more to develop our approaches to serve the Third Sector in West Lothian. The survey will inform strategies moving forward and help us build on the work we currently do.

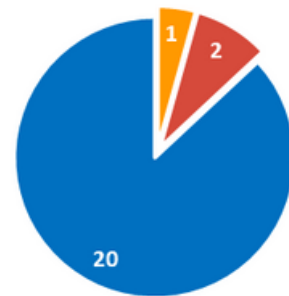
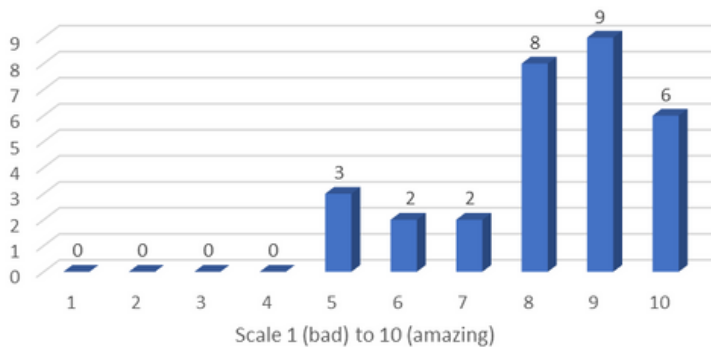
Alan McCloskey
Chief Executive Officer

Q1. Over the last two months how often have you engaged with The Gateway?



Q2. How would you rate the performance of The Gateway in the last 12 months?

Q3. As a result of engaging with The Gateway I feel more connected with other organisations?



■ Yes ■ No ■ No engagement

Q4. What would you like to see us do more of to support your organisation?



Short workshops on various applications like Office 365 etc

We will research appropriate training courses to highlight to stakeholders and cover training needs when we speak to members individually.

Keep us informed of developments in the sector

We will update our news and forum minutes pages. We will also send targeted emails relevant to specific member organisations.

Networking

We will continue to host at least one networking event per quarter in 2024

Promote opportunities to connect with our organisation in newsletter

We will promote more widely the opportunity to contribute to our "org in the spotlight" where we highlight individual organisations on our website and social media.

Face to face informal networking events

We will make sure we have in person, networking opportunities alongside all our events. We will also create more focused network events for members.

Evening events for Members

We will hold at least two evening networking events in 2024 and work with members on finding the best times for these events.

Everything that is currently being done is great

Good to know our work is appreciated and we will keep striving to make sure we reach this level.

Contact with department easier

We have added staff bespoke email addresses and availability details to our website. We have upgraded our phone system to be able ensure calls to the office are answered even when the office is not open.

Access more streamlined

We regularly review and adjust how organisations can access our services. We would gladly follow up on any individual experiences that can help us streamline access, information, or any interactions with staff.

Visit clubs and organisation to get a real feel for their capabilities and needs

We will continue to offer members the opportunity to connect at least once a year through a meeting or visit. We are always open to coming out to visit when invited.

Have all agents act the same

We pride ourselves in aiming for a positive customer experience and will work as a team on how we can deliver consistent high-quality interactions

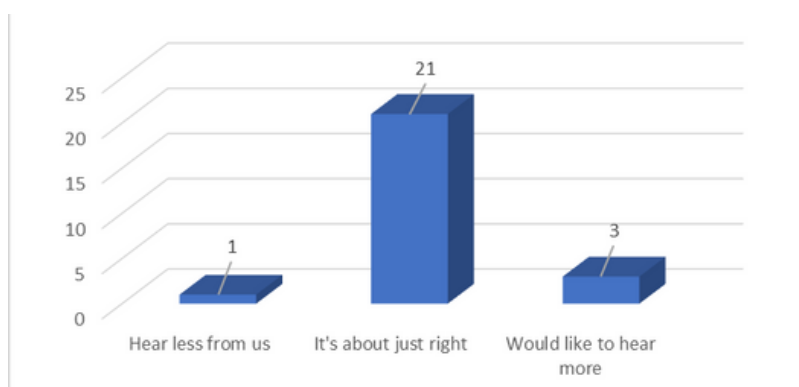
Further progress on the representation of the sector in council meetings

We will work the stakeholders and partners on how we can best represent the Third Sector. We have made progress in relationship building but will continue to strengthen this further.

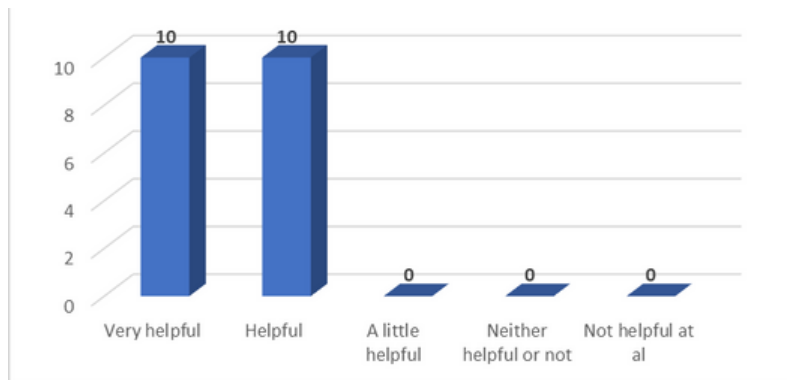
More funding opportunities or sign posting for funding

We aim to increase how we promote funding opportunities

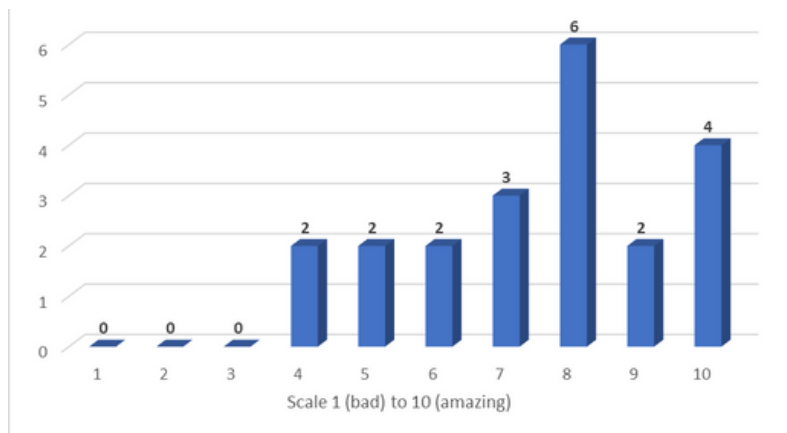
Q5. Thinking about our communications, would you like to



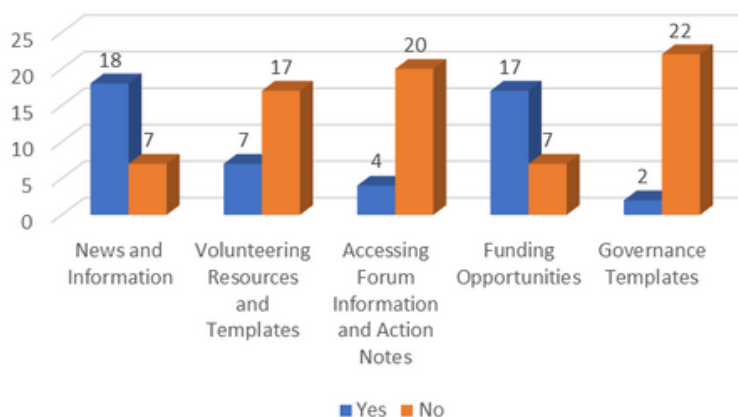
Q6 If you have used our services for support or an enquiry, how would you rate it?



Q7 How effective is The Gateway at capturing your organisations views and comments to represent the sector?



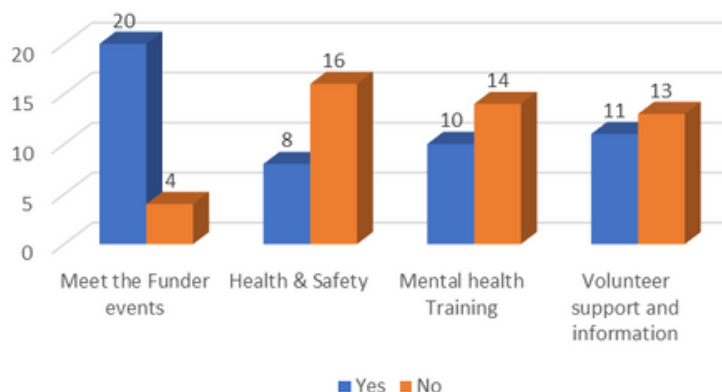
Q8. Over the last 12 months, what have you used our website for?



Q9. Is there anything additional you would like to see on our website?

One Response - Can't think of anything

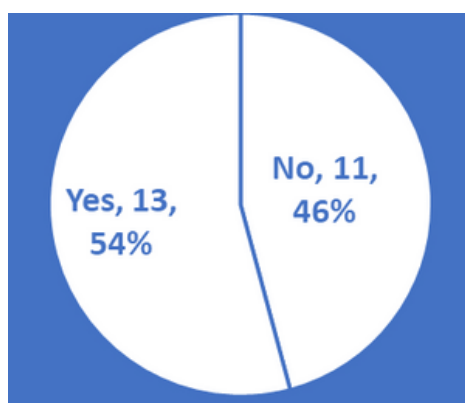
Q10. What events or training sessions do you think we should be hosting for the sector?



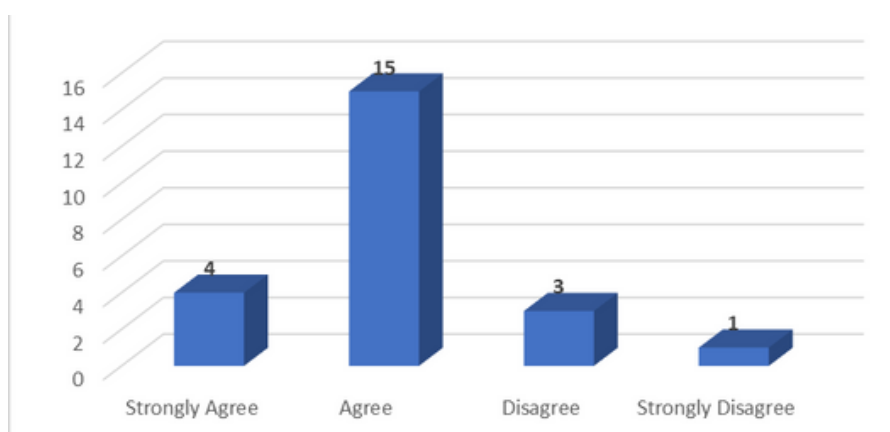
Other training courses suggested:

- Safeguarding courses
- H&S for boards, training courses for trustee/directors
- Funding applications; tendering; demonstrating impact; gathering evidence of need

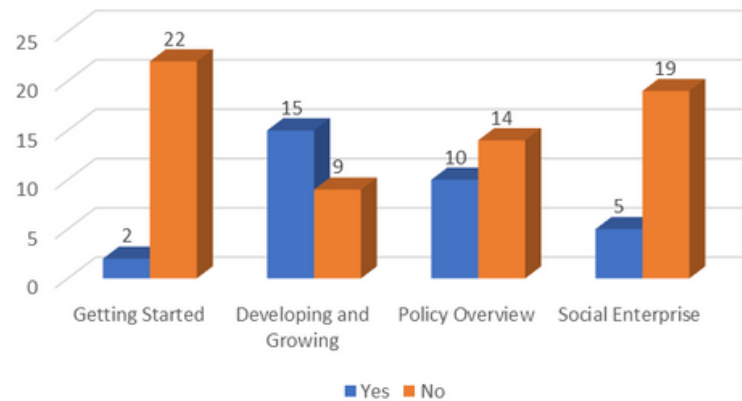
Q11. Would you pay for training provided by The Gateway?



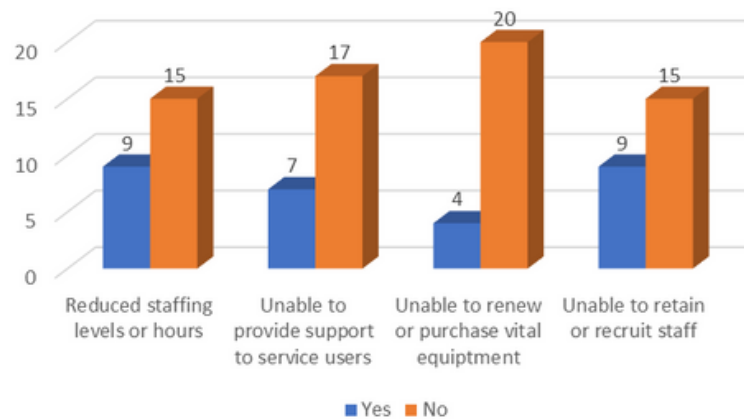
Q12. Does The Gateway do enough to support volunteering?



Q13. What areas of governance support would you like to see more of?



Q14. What impact has the cost of living crisis had on your organisation?



Q15. What impact, if any, will the Scottish Government's Fair Work First (Guidance) around the real living wage and other employment conditions have on your organisation?

Finding additional funding to cover increased staffing costs. Also implications that wages will have to be increased across the organisation.

It has a knock-on effect and requires a wider restructuring of pay rates to retain appropriate differentials. Increased staff voice is good as well.

None - we already meet the key criteria and are fully supportive of this agenda

No direct improvement at the moment

Help us to offer good terms and conditions to help us attract and retain staff

None

It has a knock-on effect and requires a wider restructuring of pay rates to retain appropriate differentials. Increased staff voice is good as well.

Q16. What is your biggest concern for your own organisation over the next 12 months?

Sustaining funding, recruiting appropriately skilled Board members. Increasing staff numbers to ensure we can engage more with forums, networks etc

Equipment storage

Continuing to access users

Funding from local and national government - 2022/23 has been uniquely poor in this regard causing huge issues within the third sector i.e. Advance notice of funding for 23/24, longer term contracts and more joined up thinking would benefit us all

Ability to access funding which will keep staff employed. A huge fear is losing staff or reducing their hours due to difficulty in accessing funds. Also, losing volunteers due to cost of living.

Funding contracts ending and budget cuts for funding could result in redundancies and loss of staff and services

Loosing the facility to store equipment at our xcite venue

Lack of Funding

Funding, staff recruitment & retention and funding!

That we don't have enough volunteers to maintain our service

Cash Flow

Resource

That we do not receive enough donations or funds to allow us to continue

Drop In members

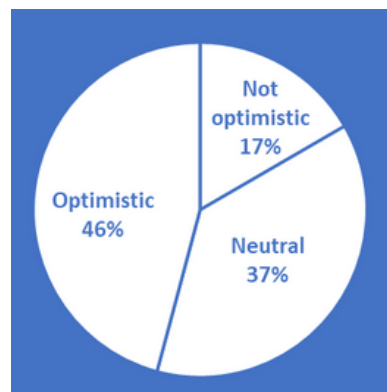
Sustainability

Staying Active

Surviving

Being able to keep offering the level of service that our clients need. The impact that the rising costs is going to have on the service that we provide to clients.

Q17. How optimistic does your organisation feel about the future?



2023 Membership Survey Summary

- In total 24 responses with a quarter of the responses rating us as 10 (amazing) overall.
- In total 75% scored us between 8 and 10. The lowest score in this section was a 5, with only 3 results returning this number.
- 87% of Organisations said they have engaged with us over the last 12 months with only 3 organisations saying they have had no engagement.
- A range of responses were received to what they would like to see us do more of, with a number mentioning Networking.
- Most think our communication is about right.
- Most responses indicate our services are helpful or very helpful.
- Our website was predominately used for funding opportunities and news & information.
- Most popular suggestion for more training sessions was meet the funder events.
- Most people agree that The Gateway does enough to support volunteering.
- Most people would like governance support with developing and growing.
- Funding was the most common concern for the next 12 months.
- All answers were from current members of The Gateway.