

# VSGWL STAKEHOLDER SURVEY REPORT 2024



# Message from our CEO



This year, we launched our third stakeholder survey for members, partners, and service users. The aim of this survey was to develop a deeper understanding of how we can meet the ever-changing needs of organisations, individuals, and all stakeholders in the Voluntary Sector in West Lothian.

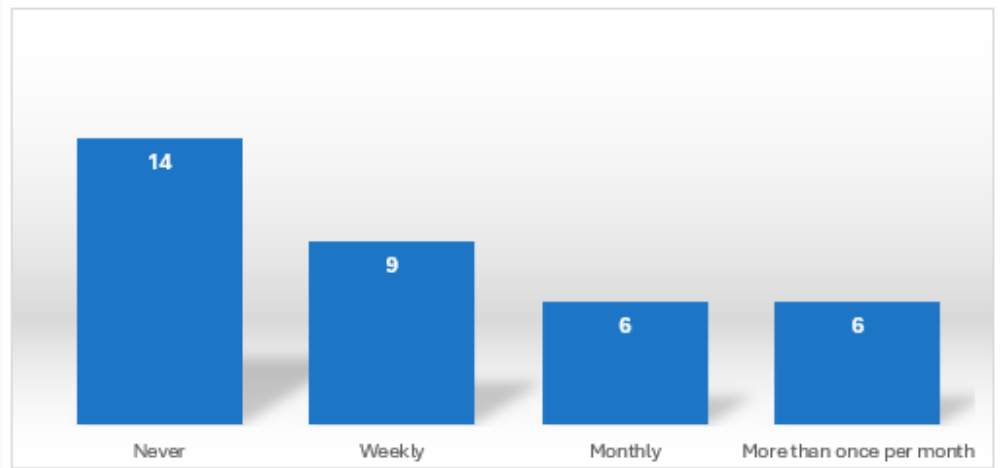
We want to thank everyone who took the time to complete the survey. The 2024 survey, completed by 34 organisations, was conducted between 19th September and 11th October and saw a 30% increase in responses compared to last year. This year's survey also included specific questions for Social Enterprises, as we enhance our support for this vital group.

The survey results are now available, and the team and I will be closely analysing the data to take further steps in supporting the Third Sector, Social Enterprises, and our partners. Looking ahead, we will also use the insights gathered to inform our five-year strategic plan, which we are developing in collaboration with partners.

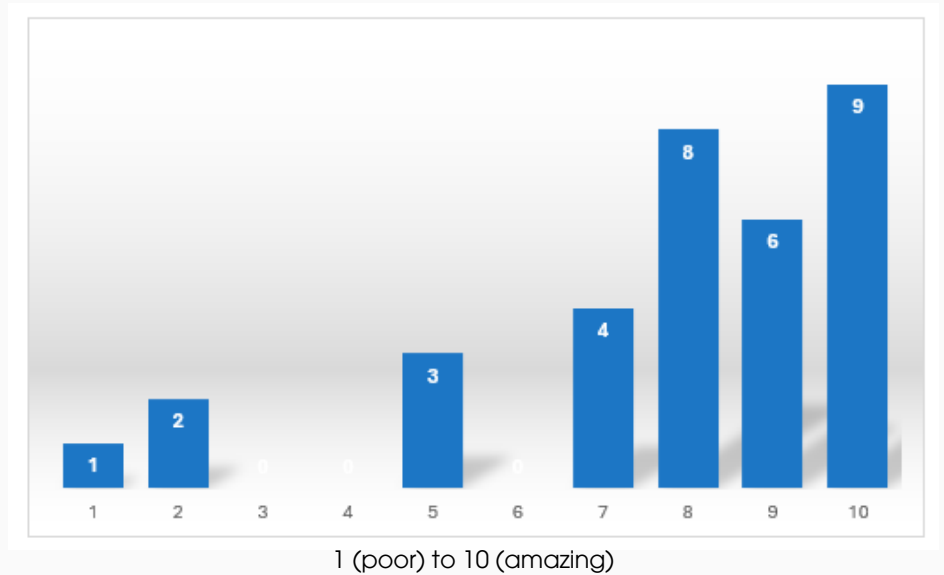
A handwritten signature in blue ink, appearing to read 'Alan McCloskey', written over a light blue background.

**ALAN MCCLOSKEY**  
CHIEF EXECUTIVE OFFICER

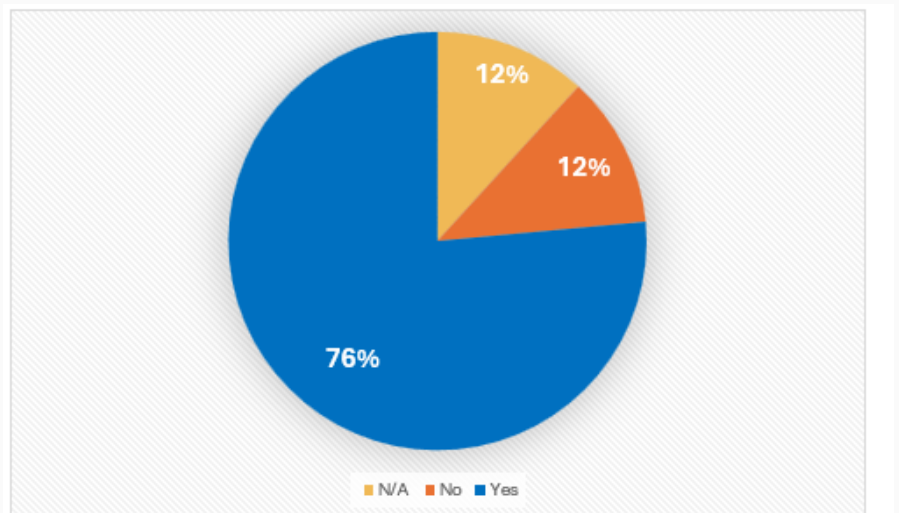
Q1. Over the last 12 months how often have you engaged with The Gateway?



Q2. How would you rate the services and support The Gateway has provided in last 12 months?



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





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

You are providing a great service already, thank you!!

The E Bulletin , Org spotlight info and Funding updates helpful ,accessible ,useful info. The support to the WLVN is also good.

Due to a number of circumstances I don't feel we have utilised your services enough, completely our fault. Fantastic communication and updates from your end.

Currently I feel we are getting as much support as needed

Offer to help with funding applications and ideas on how to grow and develop.

Help with funding applications to keep our organisation running

Representation at local Gov level to build respect/value in our work. Training to build resilience for sector during difficult times.

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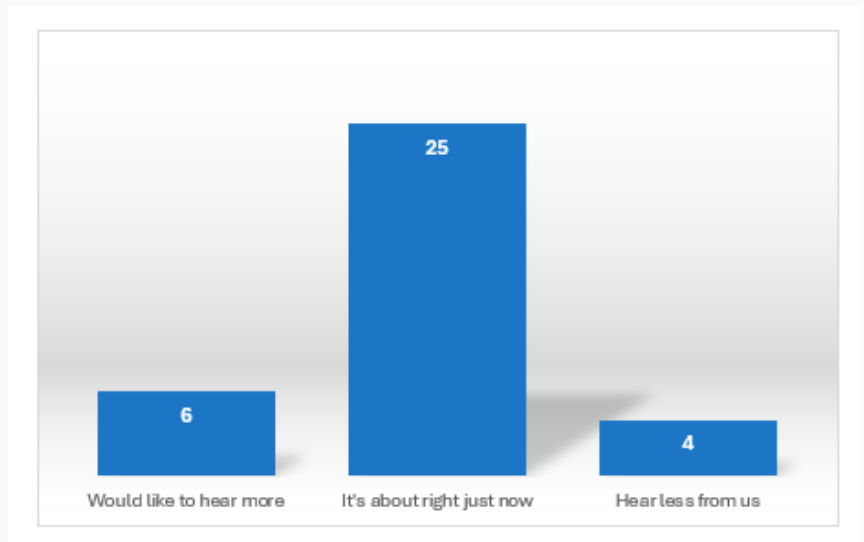
Approach us - be proactive to get to know and help organisations

More networking opportunities with time to actually network. More panel events and perhaps a larger conference style event would be a good idea.

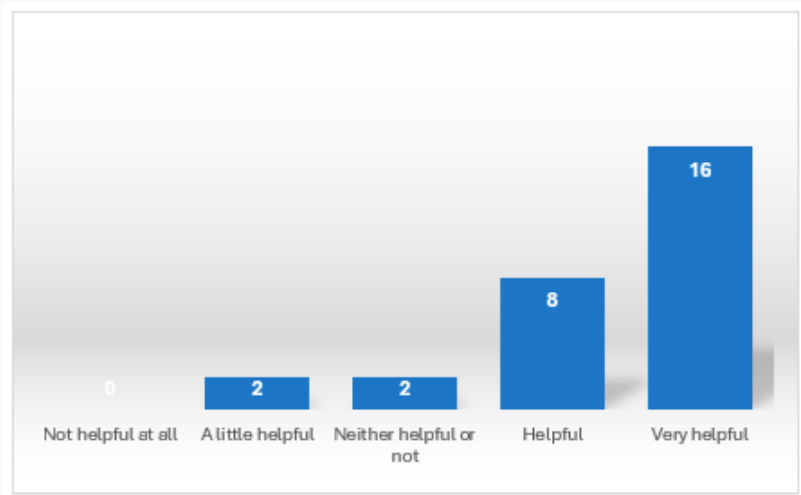
Bringing charities together - helping make connections and introductions  
Looking at how it can support charities facing similar training needs, challenges, adapting to cost of living crisis.  
How can charities work together more and potentially save some costs, thereby making them more sustainable. The VSG should be at the heart of what is happening with charities in West Lothian, to support the West Lothian community. It is not.

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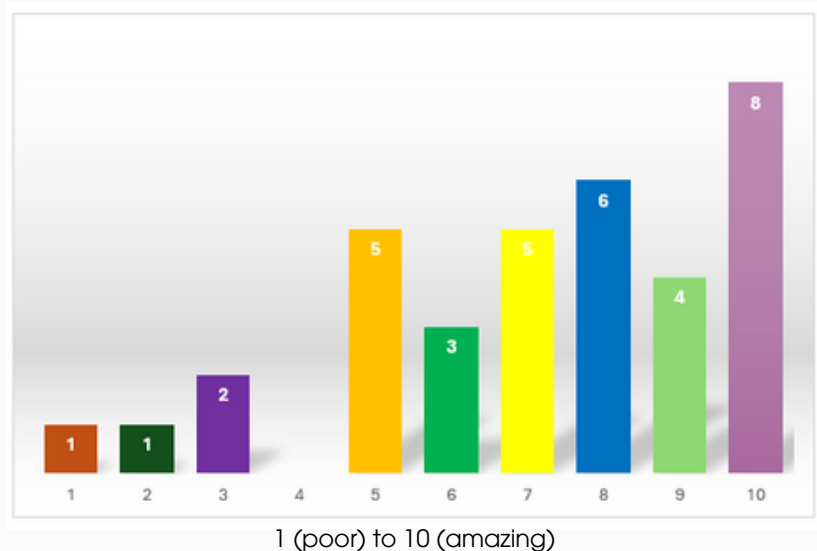
Q5. Thinking about our communications, would you like to:



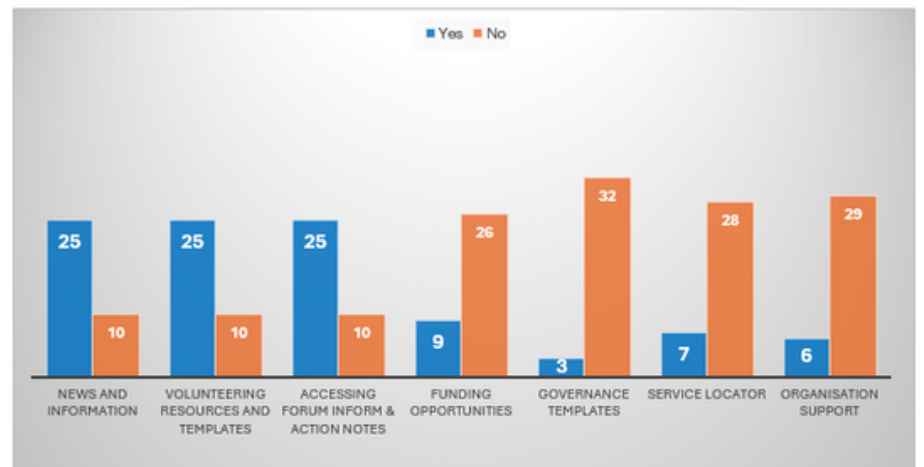
Q6. If you have used our services for support or an enquiry, how would you rate it?



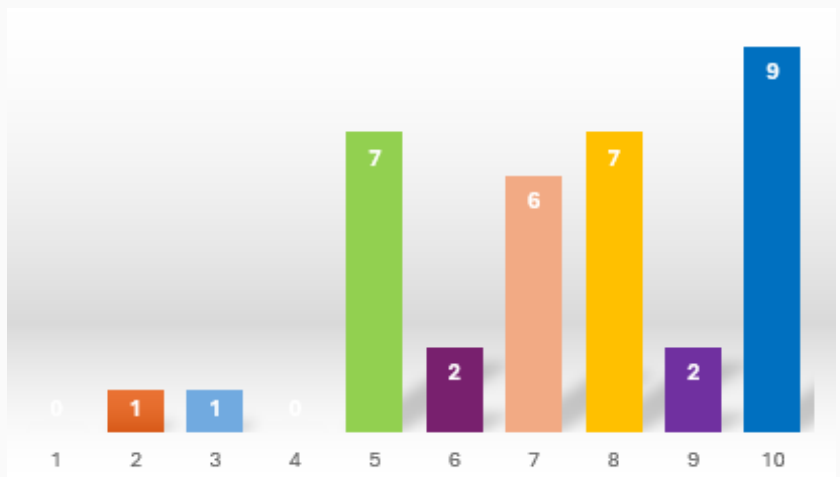
Q7. How effective is The Gateway at capturing your organisations views and comments to represent the sector?



Q8. In the past 12 months, what have you used our website for?



Q9. How useful is our website?



1 (poor) to 10 (amazing)

Q10. Is there anything different or additional you would like to see on our website?

More resources that can be adapted to individual charity

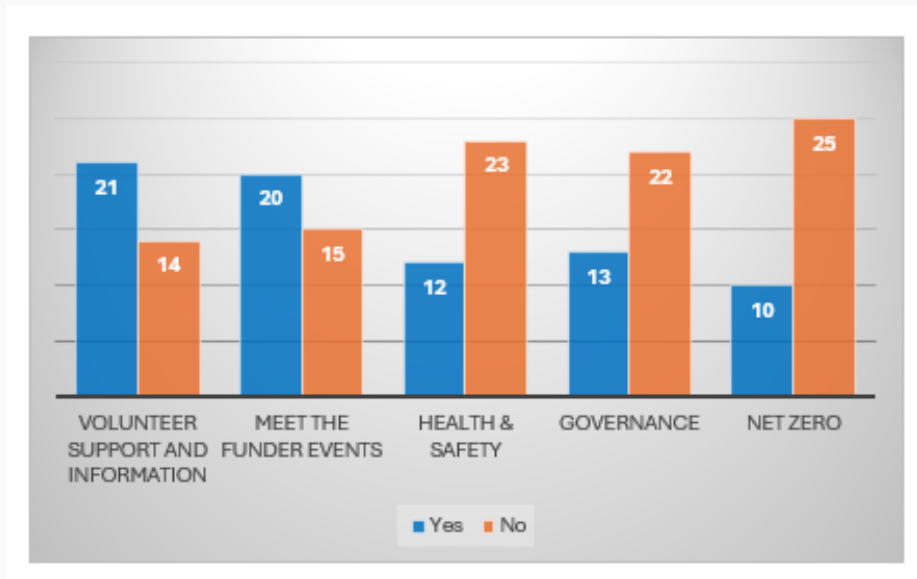
Not used website yet

I can't think of anything

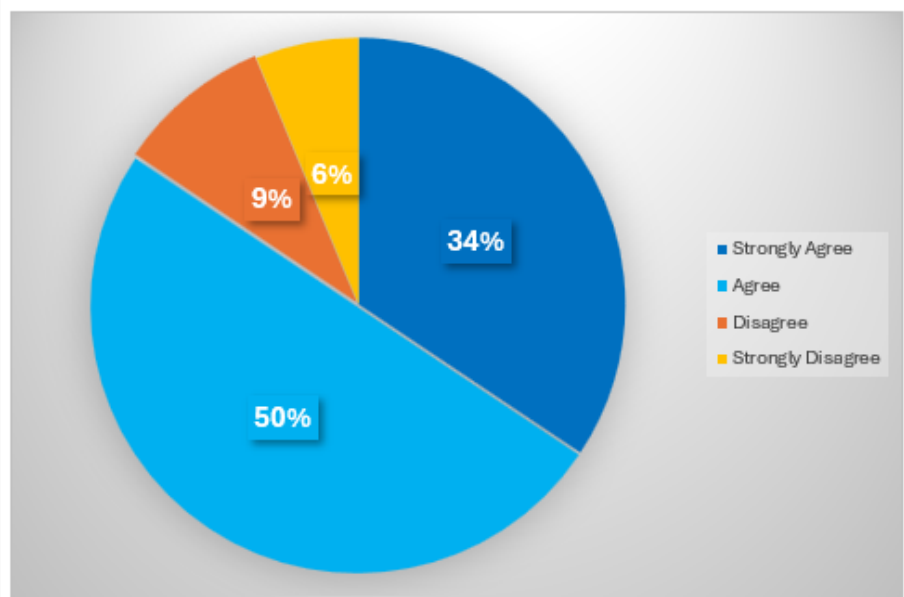
No

Some areas, like Funding, have finally been updated after a long delay. However, there are still sections under development, and other TSIs seem quicker to update and share news. Linking to Volunteer Scotland is helpful, but adding a location filter for volunteering opportunities would improve usability

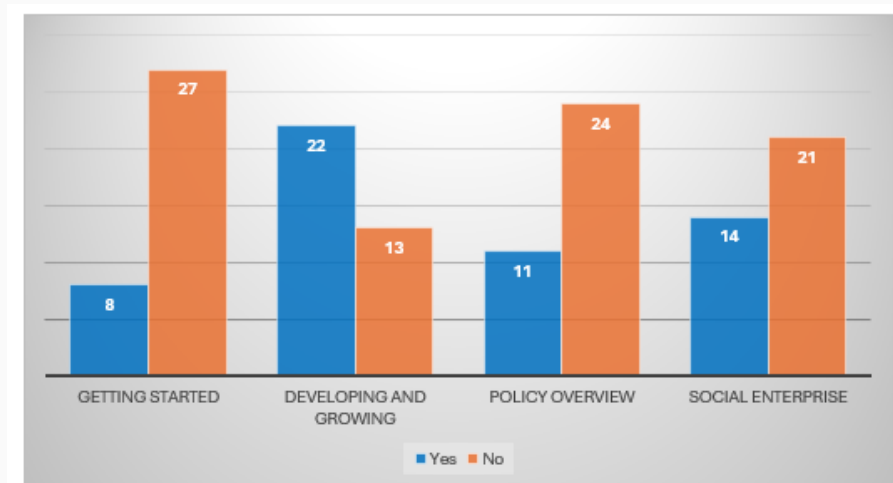
Q11. What events/training/awareness sessions do you think we should be hosting for the sector?



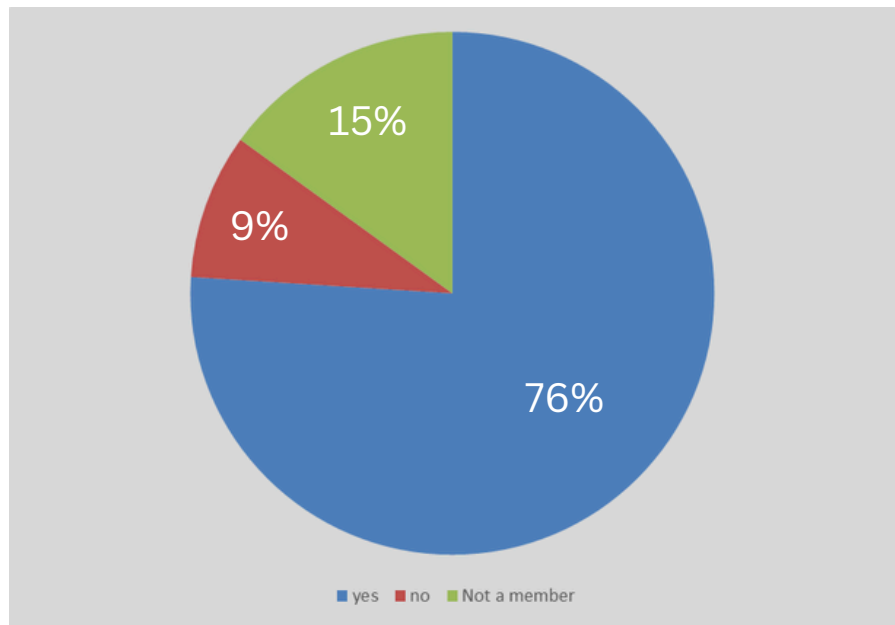
Q12. Does The Gateway do enough to support volunteering?



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



Q14. Do the benefits and services you receive from The Gateway make you feel valued as a member/stakeholder?

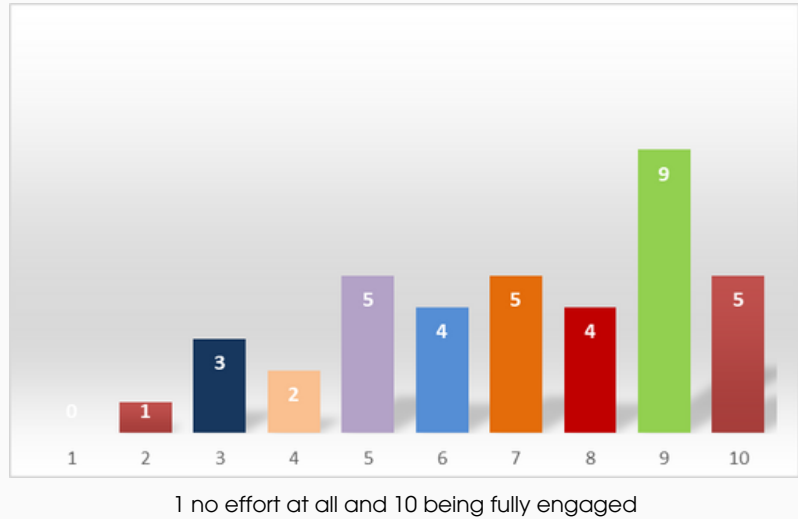


Q15. What is your biggest concern for your own organisation over the next 12 months?

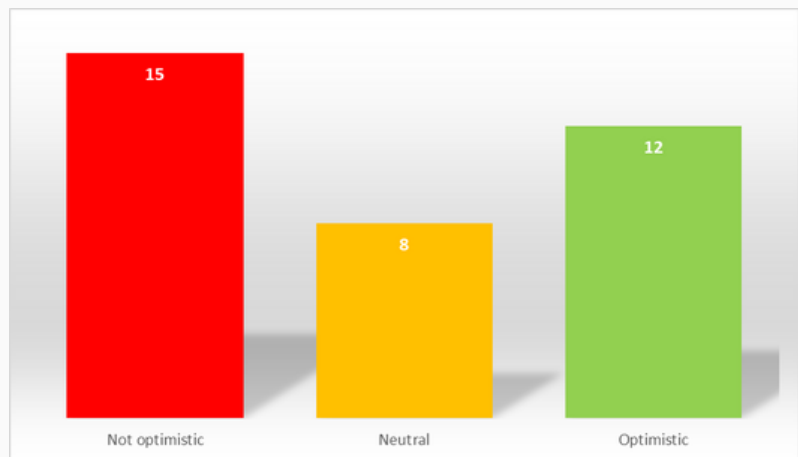




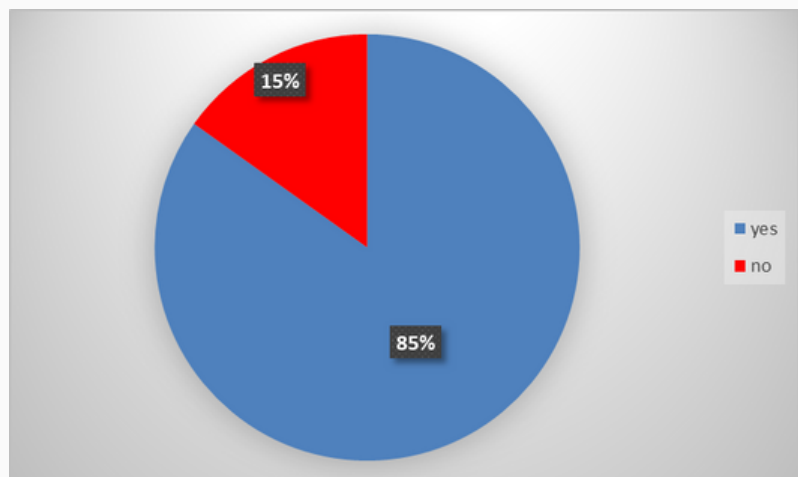
Q16. How much effort is your organisation dedicating towards Net Zero initiatives?



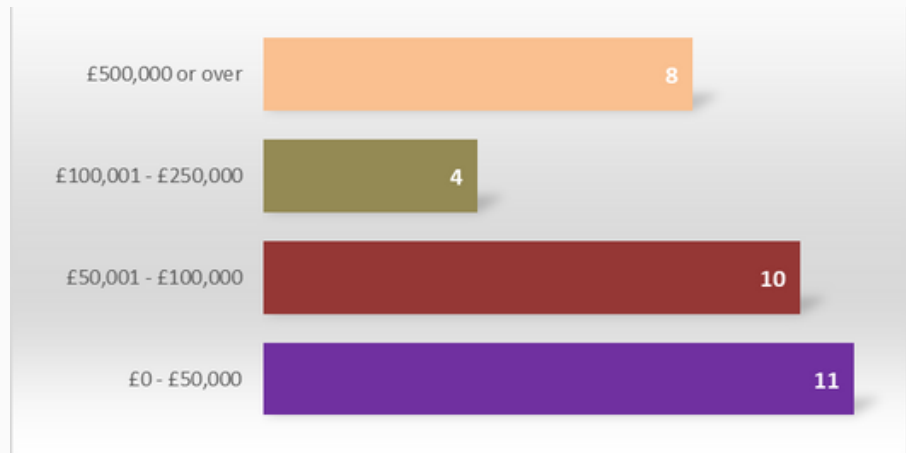
Q17. How optimistic do you feel about the future?



Q18. Are you a member of the Voluntary Sector Gateway West Lothian?

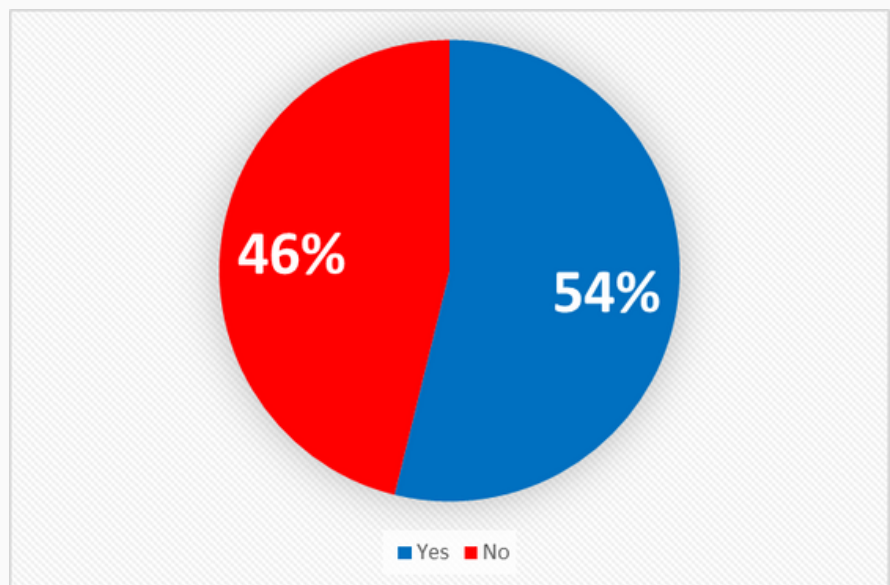


Q19. What is your income bracket?

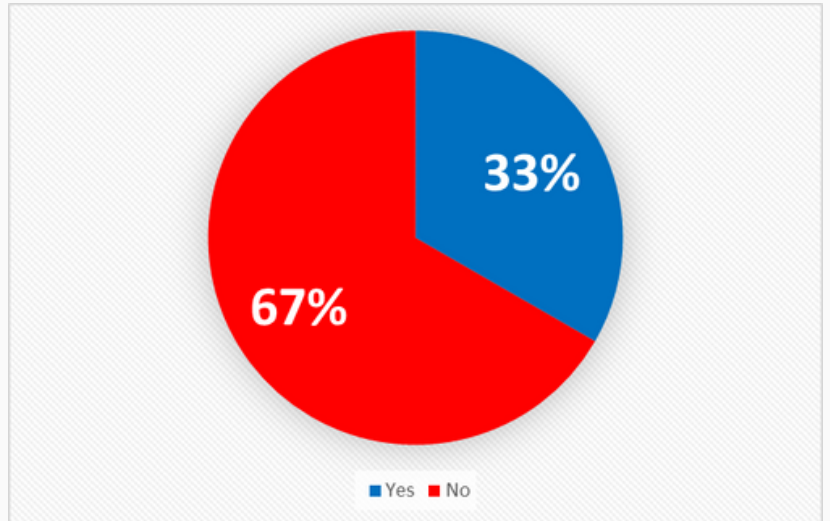


## Social Enterprise

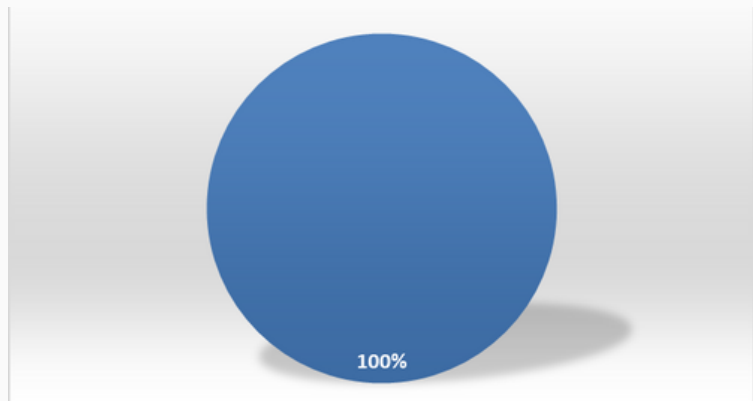
Q21. Did your Social Enterprise make a profit in the last financial year?



Q22. Is your social enterprise sustainable without additional grant funding?



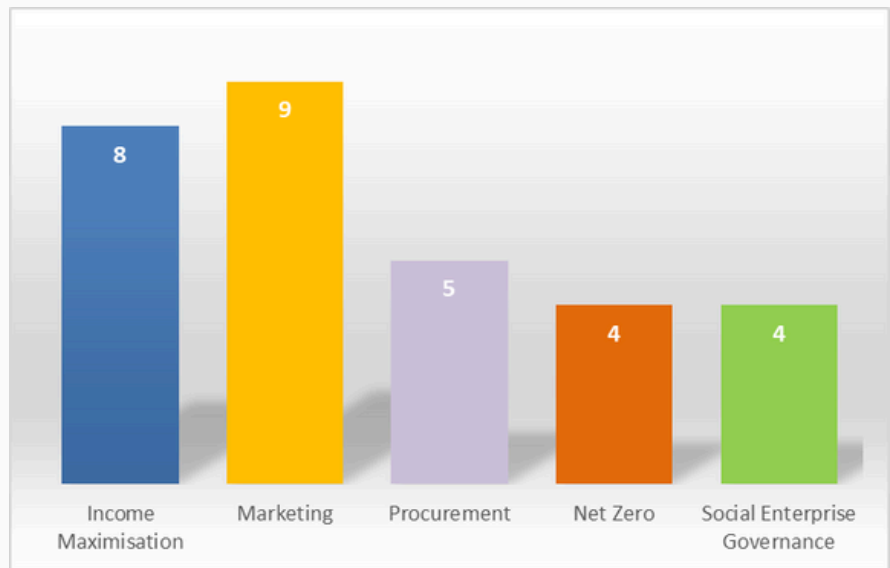
Q23. Would you be supportive of a Social Enterprise Forum hosted by VSGWL?



Q24. What's your biggest challenge as a social enterprise?

-  • Council Cuts
-  • Income Disappearing
-  • Generating Income
-  • Maximising Income with Growth
-  • Losing Grant Funding
-  • Securing Contracts

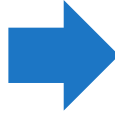
Q25. What types of learning events would you like us to host?



# You Said We Will

Offer to help with funding applications and ideas on how to grow and develop.

Help with funding applications to keep our organisation running



In 2025 we'll be develop more funding drop in lunchtime meets that we can help with application signposting and share best practice

We'll also be developing the website with more application tips and share best practice thinking to help organisations with their applications.

Unsure just started volunteering with this charity but looking forward to working together



Great, we look forward to working with you too.

Approach us - be proactive to get to know and help organisations



We will make sure we're reaching out to organisations more and we'll look to do some outreach events where we are in localities to help any organisations there.

Due to a number of circumstances I don't feel we have utilised your services enough, completely our fault. Fantastic communication and updates from your end.



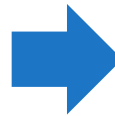
Thank you, we really appreciate your kind feedback!

The recent range of workshops and leadership support sessions have been helpful



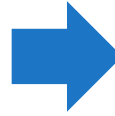
Really pleased to hear these are useful. We're working on more ideas for 2025 to support leaders wellbeing and even capacity building

Re Q2 - there should be an option between monthly and never. I would have ticked that rather than never!



Noted. Will amend next time.

Bringing charities together - helping make connections and introductions and looking at how it can support charities facing similar training needs, challenges, adapting to cost of living crisis. How can charities work together more and potentially save some costs, thereby making them more sustainable.



The team have met to discuss this and develop ideas to make sure we are at the heart of West Lothian Third sector. Whilst disappointed that someone thinks we are not this has made us determined to make sure we are more visible and engaged with the sector, as well as anyone who needs our support.

The VSG should be at the heart of what is happening with charities in West Lothian, to support the West Lothian community. It is not.

The E Bulletin, Org in the spotlight info and Funding updates helpful, accessible, useful info. The support to the WLVN is also good.



Thank you. David, our comms officer, is delighted. He's worked on the website resource section recently, have a look there.

# You Said We Will

You are providing a great service already, thank you!!



Really appreciate this. Thank you!

Representation at local Gov level to build respect/value in our work.

Training to build resilience for sector during difficult times.



We work closely local and national government representing the sector and this work is important to us. We have links to council meetings and opportunities to view meetings. However we are going to review how we can better present this council engagement and make it much easier for consultation from the Sector.

More networking opportunities with time to actually network. More panel events and perhaps a larger conference style event would be a good idea.



We will be aiming to increase our networking events and following other feedback we'll have some after work hours to be accessible for people who may be working day jobs

Currently I feel we are getting as much support as needed.



Thanks, here if you need us for anything else.

I feel that some of the training is more beneficial to smaller organisations and we grow we require support and training on scaling and growing in challenging economic times. Would also like to see more hands on support on our net zero responsibilities and physical support or templates on developing a net zero strategy.



There is a new Net Zero page in our resource section. We also work closely with WLCAN, who are the experts in this area, and will keep doing that too

Collaborate with other non voluntary agencies/3rd and public service Partners more to share info and ideas - as all are mainly working to the same aims and silos create unnecessary and costly duplication



We will take this feedback into consideration and continue striving to connect and collaborate effectively with all our partners. As an initial step, we will ensure there are multiple consultation opportunities available on our website.

Additionally, our team has met to discuss ways we can individually share information and ideas more effectively across the board.