

Connect Hertfordshire Survey of members April 2018

Context

The survey of Connect Hertfordshire stakeholders was carried out for 4 weeks throughout April 2018. Feedback was sought to continue to improve the service and check that communication channels are as relevant as possible. Connect Hertfordshire's aim is to keep in touch with voluntary and community groups across Hertfordshire, by highlighting new information, free resources, forthcoming courses and events, plus funding opportunities and best practice.

Approach

The survey was designed on survey monkey and an invitation to fill it in emailed to our members. It was deliberately short (5 questions plus details for those wishing to enter the prize draw) and to encourage responses there was a prize draw of a £50 voucher, which required an email address at the end of the survey.

Summary analysis

The questions asked were

How do you like to hear from Connect Hertfordshire?

What areas of our communication do you find most helpful?

Which of the following are you interested in attending / participating in?

How would you rate our service?

Do you have any other comments?

96 people from different VCS organisations responded to the survey, giving a percentage of around 20% return.

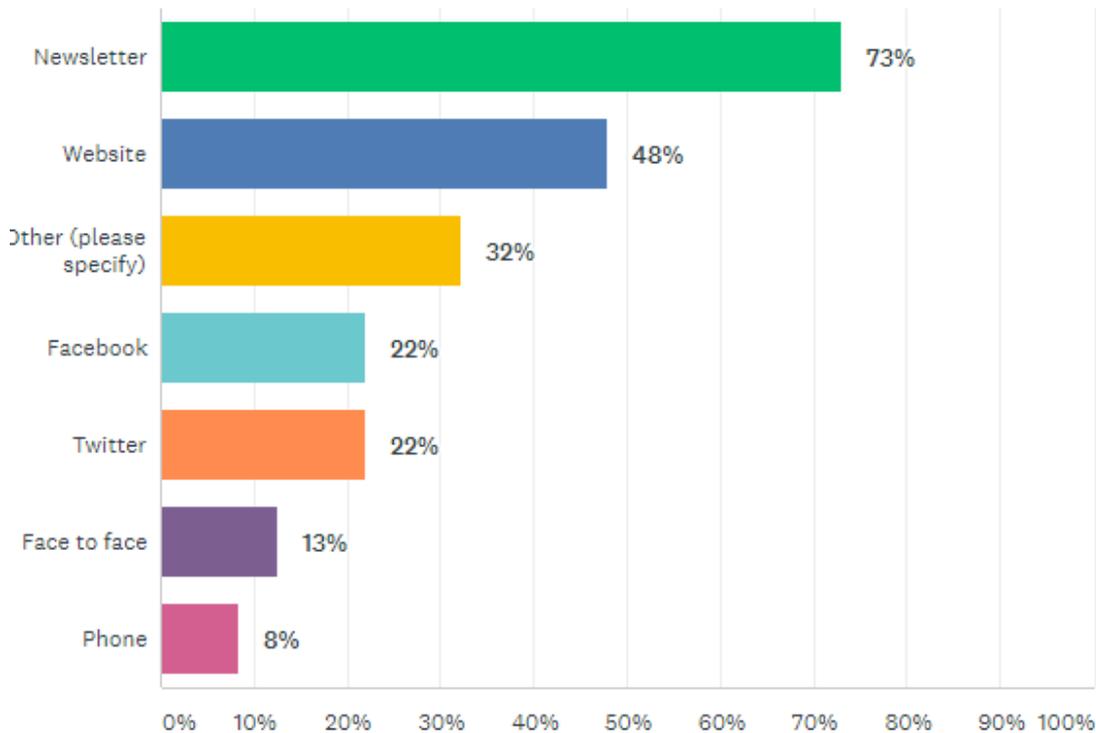
The responses to the questions are below. Feedback will be fed into our planning and comms focus.

Highlights are that

- Online and emailed comms were preferred by three quarters of the respondents.
- Over 75% respondents said they value information on training courses, free resources, events and funding opportunities
- Over 70% of people said they would attend the Voluntary Sector Conference and Funding Fair. However around half also said they want to go to the Masterclasses and 40% were interested in participating in Small Charity Week and the new Compact Forum
- 81% respondents rated the service good or excellent. Only 4 people said it wasn't relevant to them.
- Encouraging large number of free text comments and suggestions

Q1 How do you like to hear from Connect Hertfordshire?

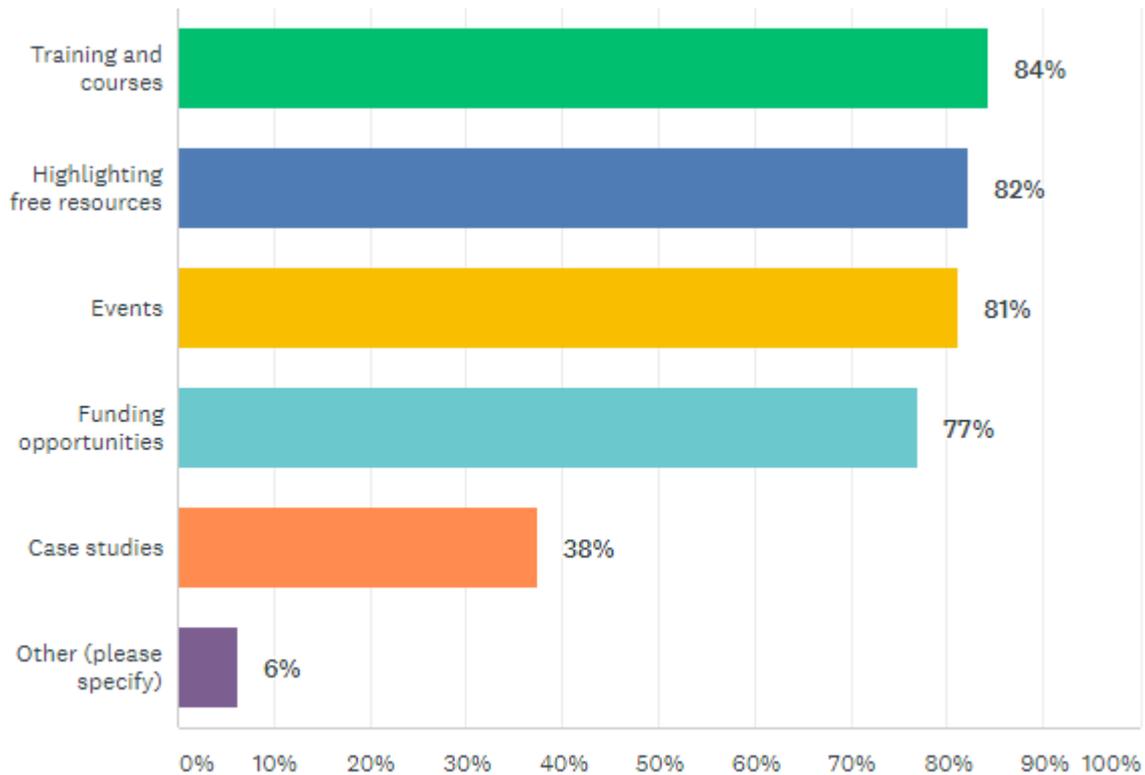
Around three quarters of respondents said they prefer to hear from us via our e-newsletter. Around a half used our website and only about 20% preferred social media. However over 30% preferred us to email them information.



Other: email (31 responses)

Q2 What areas of our communication do you find most helpful?

Over 80% respondents said they value information on training courses, free resources and events. Three quarters also want information on funding opportunities. A smaller percentage (38%) used our information for case studies. Of the "other" comments, 3 mentioned networking and partnership, and 2 highlighted that they had seen information elsewhere.

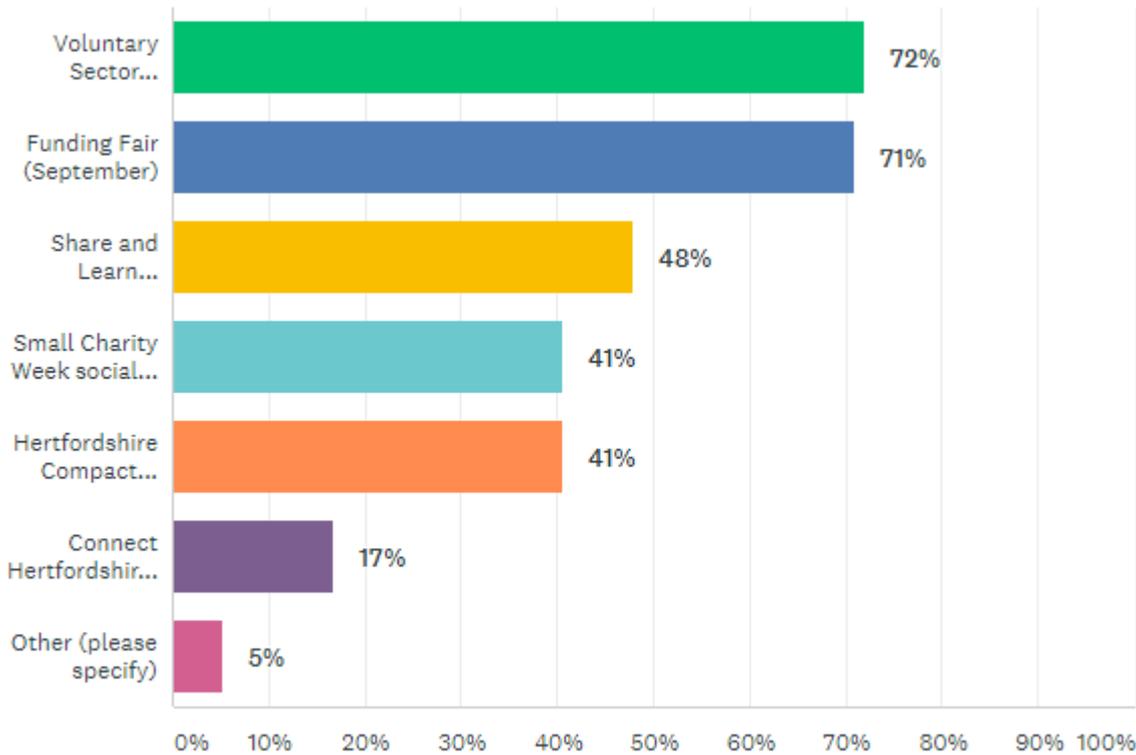


Other:

Mostly duplicates with other support providers
Regular networking events
haven't used any yet
Meeting and talking to new people like doing talk on things
Partnership opportunities
Have to say most things I have already received information on from other sources

Q3 Which of the following are you interested in attending / participating in?

Over 70% of people said they would attend the voluntary sector conference and funding fair. However around half said they want to go to the masterclasses and 40% were interested in participating Small Charity Week and the new Compact Forum. 16 people also indicated they were interested in being part of the Connect Hertfordshire steering group



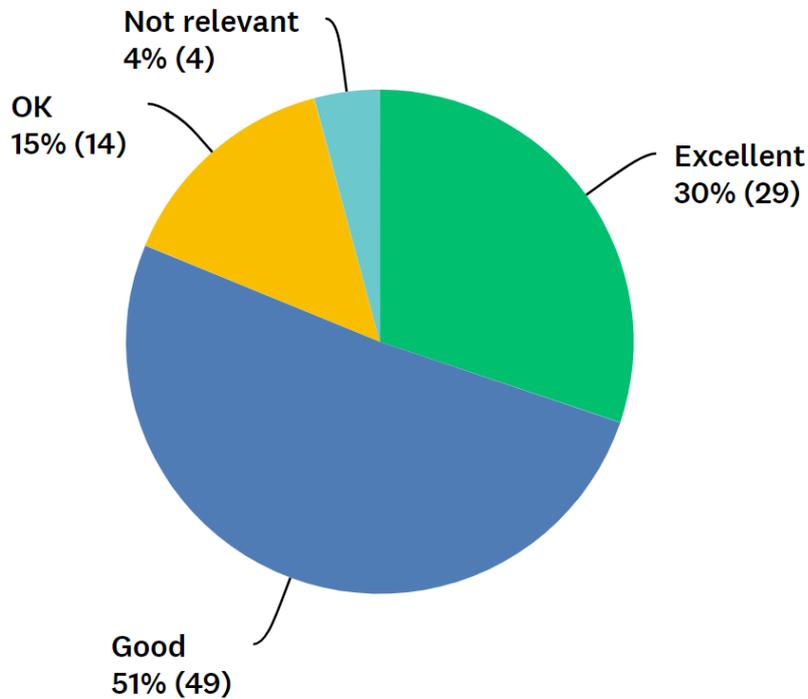
ANSWER CHOICES	RESPONSES
Voluntary Sector Conference (October) (5)	72% 69
Funding Fair (September) (4)	71% 68
Share and Learn Masterclasses (2)	48% 46
Small Charity Week social media campaign (June) (3)	41% 39
Hertfordshire Compact Partnership Forum - now open to all voluntary sector organisations (6)	41% 39
Connect Hertfordshire Steering Group (1)	17% 16
Other (please specify) (7)	Responses 5% 5
Total Respondents: 96	

Other:

Regular networking with charities/businesses
Not sure what the remainder involves
And doing my own chat groups for people
Have to say, having attended VSC & heard compact stuff, don't exactly jump at me as value of time and resources

Q4 How would you rate our service?

This was very high with 81% rating the service good or excellent. Only 4 people said it wasn't relevant to them.



Q5 Do you have any other comments?

We are encouraged by the large number of free text comments and suggestions which are set out below.

On the one hand people are happy and satisfied with our service, while others are less sure of what we deliver. This is useful feedback which we need to take into account when planning marketing and promotion going forward.

I believe you are delivering outstanding service keep that up and the only is best standards you already have
Still not sure what Connect Hertfordshire is really contributing
Please can we have more events held outside the working day to enable us to attend. Our volunteers have full time jobs so we often miss out due to this
Community Hertsmere is doing a great job in the community. It might be good to get local families involved via schoolchildren by running (drawing and other) competitions at schools. It's any easy way to get families involved
Shape of the sector in 2018/2019 - how will our sector cope, manage the forthcoming severe reduction of budgets and funds to delivery of services? How can you further support the volunteer led groups, small and medium size charities?

We would like to see Fibromyalgia and other Chronic Hidden Pain Illnesses such as Lupus, ME, Crohns, and many others supported by our GPs., Stakeholders, and Members of Parliament - further recognised and supported as small groups cannot do this on their own.
Not sure about all you have to offer
I do not know as much about what Connect Hertfordshire does as what I think I perhaps should.
A clear understanding of the organisational structure re Herts CC. My details not to be supplied to other organisations please
Think it is a great resource that we should be more involved in but due to staffing limitations this is difficult
A lot of forums can be dominated by the larger charities which makes it hard for smaller ones to be noticed and gain additional funding or know about new initiatives early enough to apply
Our work is the generating of small "self-sufficient" farm projects in the poorest areas of Africa so I'm not sure how we would fit in to what you do?
I have so many restrictions on my time that it is difficult to get to face-to-face events and meetings. Therefore, any e-solutions to getting information to us is always best
I particularly enjoy the information in the newsletter
1:1 advice surgeries could be helpful
Many voluntary organisations are just that - run by volunteers. You need to be mindful of how much of our personal time you demand
Always a pleasure dealing with you, your events are always well run & the attendees very helpful
That you are very help full and very polite people and would love to do more with your community
Not at the moment - I am slowly becoming aware of your services through your emails. I believe it to be an essential resource for Hertfordshire
Not really sure what you get
Apart from hearing about your organisation I have not seen any impact towards my own organisation from what you do, in fact not really sure what you do