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# MEMBERS' NEEDS SURVEY 2006

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of  
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on behalf of ACOSVO*

# Objectives

This survey was conducted on behalf of The Association of Chief Officers of Scottish Voluntary Organisations (ACOSVO). The primary objectives were to provide ACOSVO with information regarding the needs of their members and also to gauge the level of member satisfaction in relation to the services that the organisation provides.

Also included were sections such as 'About You', and 'Your Organisation'. Questions were included asking members about both themselves and their respective organisations in order to allow ACOSVO to develop their member database and also to provide an overview of the diverse range of organisations that their members are employed within. It should be noted that this member database will be for ACOSVO use only and will be kept strictly confidential within the organisation.<sup>1</sup>

This report provides an overview of the main findings of the survey, with comment made on each of the questions within the survey. Also included is a 'Next Steps' section within which Patricia Armstrong, the Development Officer within ACOSVO, will offer her comment on the findings and the implications of the finding in relation to future ACOSVO events and services.

# Methodology

In a break with the traditional paper-based postal surveys of the past, this year saw the adoption of a web-based model utilising the service provided by SurveyMonkey<sup>2</sup>. By providing a link to the SurveyMonkey hosted survey via email, it was possible to save both time and effort for respondents with the anticipation that this would lead to a respectable return rate that would compare favourably with previous surveys carried out by ACOSVO. As an added incentive, members upon returning their completed questionnaires received a £10 money-off voucher, redeemable against an ACOSVO event of their choice in the forthcoming year.

The structure of the web-based survey also allowed for simple, clear and concise questions, many of the basic 'tick-box' variety, which would prove less taxing both mentally and time-wise for the respondents than previous paper format surveys.

In conjunction with the benefits that online questionnaires have for participants, the use of such a method also allows for greater ease of use for the researcher upon commencing the collation of responses stage. With no requirement for laborious manual inputting of individual replies into a central database, this method allowed for the export of results obtained via the survey straight into whichever statistical package the user so desires. In this case the chosen package was Microsoft Excel, with this software primarily used for the creation of the various tables and charts found within this report.

In order to make this report as clear and understandable as possible for the reader, it has been decided that where a numerical value is given within the body of the text it shall be represented in numerical form rather than as text (e.g. 6 rather than six).

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<sup>2</sup> SurveyMonkey homepage: <http://www.surveymonkey.com/>

# Results

164 ACOSVO members were requested to complete the survey. Of these members 68 returned completed questionnaires, giving a response rate of 41%. This return rate was sufficient to allow ACOSVO to gain a valuable insight into the range of needs and requirements of their members, and also the extent to which the organisation was or was not satisfying these needs and requirements.

In addition, the survey sought to provide ACOSVO with information regarding the members themselves. This will allow for a greater understanding of the nature and composition of the leaders operating in the voluntary sector within Scotland.

The structure of this section of the report will closely follow that of the survey itself in that the results and analysis for each question in the questionnaire will be in the same order as they appeared originally. With the first two questions in the questionnaire having dealt with the obligatory contact details section, the next stage concerned what existing ACOSVO members felt about the organisation in terms of the services that it provides and their satisfaction with the organisation in general.

It should be noted that all percentages contained within this report have been rounded to the nearest whole number.

## What You Think of Us

The first section for analysis, and in light of the nature of this survey perhaps the most important, is the section comprising members' perceptions of ACOSVO and the services that they provide.

The questions within this report begin at Question 3 as the prior questions were concerned with the respective member's name and the name of their organisation. For obvious reasons of confidentiality the responses are not published in this report.

### ***-Question 3: 'How Did You Find Out About ACOSVO?'***

The responses given allow ACOSVO an insight into the means by which their members initially discovered the organisation. Table 1 on the following page shows the responses given:

***Table 1: Discovering ACOSVO***

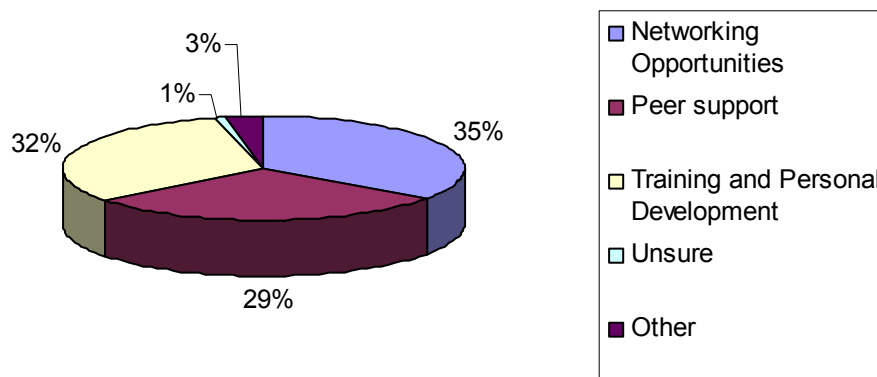
<b>Discovered ACOSVO</b>	<b>Percentage Response</b>	<b>Response Total</b>
<b>Promotional Mailing</b>	<b>38%</b>	<b>26</b>
<b>From Existing Member</b>	<b>32%</b>	<b>22</b>
<b>Voluntary Sector Newsletter</b>	<b>9%</b>	<b>6</b>
<b>Predecessor a Member</b>	<b>4%</b>	<b>3</b>
<b>Can't Remember</b>	<b>4%</b>	<b>3</b>
<b>Newspaper/magazine</b>	<b>3%</b>	<b>2</b>
<b>Internet</b>	<b>3%</b>	<b>2</b>
<b>No Response Given</b>	<b>6%</b>	<b>4</b>

In line with the findings of previous surveys, promotional mailing remains the medium through which most members first discover ACOSVO, with approximately 38% of respondents stating that this applies to them. Encouragingly, around a third of the respondents first discovered ACOSVO via an existing member, indicating at face value that many members are satisfied enough with the organisation to recommend them to their counterparts.

### ***-Question 4: 'What Prompted You to Join?'***

The next question asked the members what it was that actually prompted them to join ACOSVO. The results can be seen in the following chart, Chart 1.

Chart1: What prompted members to join Acosvo?



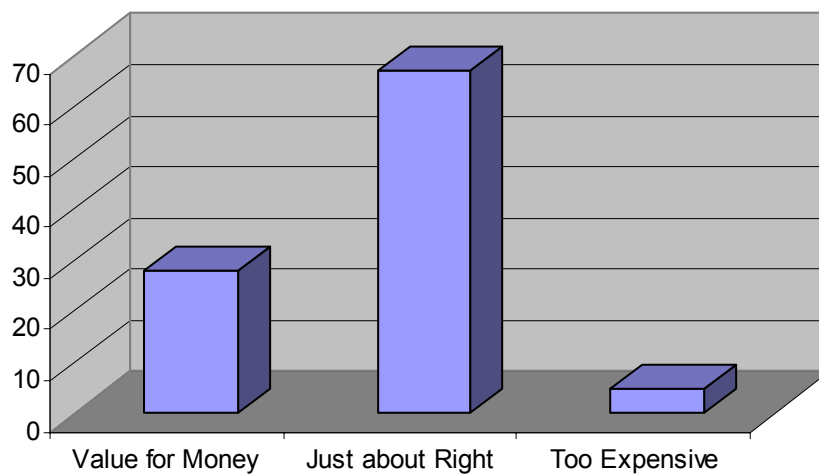
There was a fairly consistent spread between Networking Opportunities, Peer Support, and Training and Personal Development, with only one respondent Unsure as to why they joined ACOSVO. Thus although Networking Opportunities were statistically the primary reason why members joined, the even spread between the three indicates that members were attracted to the wide range of services that the organisation provides rather than any one in particular.

Of the responses stated as 'other', answers included "New in position", "hoped there would be campaigning/advocacy issues dealt with", and "links to policy and MSP opportunities".

***-Question 5: 'Membership Fee'***

The next question asked the members whether they felt ACOSVO's membership fee was 'Value for Money?', 'Just about Right?', or 'Too Expensive?' The following chart indicates that with 67% the majority of members felt that the current £60 ACOSVO annual membership fee is 'just about right'. 28% felt that this fee represents 'value for money', with a small minority of Chief Officers responding that they felt that the fee was 'too expensive'.

Chart 2: Membership Fee



It should be noted that upon closer examination of the individual responses it was found that it was primarily Chief Officers from organisations with reasonably sized annual revenue and above that responded with the 'value for money' option. Thus the varying budgetary constraints of different members' organisations will have to be acknowledged when considering the responses to this question.

***-Question 6: 'Who Pays Your Membership Fee?'***

The overwhelming majority (92%) of members questioned have their annual ACOSVO membership fee paid by their respective organisation, with 8% paying the fee personally.

**-Question 7: ‘What Do You Feel Is The Most Important Service ACOSVO Could Provide?’**

Here the members were asked to rate the services that ACOSVO provide in order of preference, with 1 being least important and 9 being most important.

**Table2: Preference for ACOSVO Services**

	1	2	3	4	5	6	7	8	9	5 and above*
Training Events	18%	6%	4%	6%	10%	10%	6%	14%	<b>26%</b>	<b>66%</b>
Local Networking Events	2%	<b>27%</b>	11%	4%	16%	11%	9%	11%	9%	56%
Information	6%	8%	8%	14%	10%	8%	8%	<b>22%</b>	18%	66%
Newsflash	4%	8%	21%	13%	6%	<b>25%</b>	15%	6%	4%	56%
Member Benefits	15%	9%	4%	9%	<b>32%</b>	9%	9%	4%	11%	65%
Peer Support	6%	4%	14%	10%	12%	4%	<b>20%</b>	16%	16%	68%
Mentoring Opportunities	5%	10%	14%	16%	9%	<b>17%</b>	10%	16%	3%	55%
Policy Development	8%	<b>19%</b>	9%	13%	9%	15%	15%	6%	6%	51%
Member Representation	<b>18%</b>	11%	12%	14%	5%	5%	14%	14%	5%	43%

In order to best understand the above table it is necessary to read it from left to right. The figures in red are those which represent the rating that the majority of members gave for a particular service.

Training Events were found to be the service that most members rated as a 9. With 26% of members rating this service as a 9 it can be seen that this is the service that ACOSVO members see as most important. 22 % rated Information as an 8, which indicates that this is another service that the members see as important. Peer Support was also rated highly, with a majority rating of 7. Both Newsflash and Mentoring Opportunities both received a majority rating of 6, with Member Benefits receiving a rating of 5. These would appear to represent the services that ACOSVO members value highest.

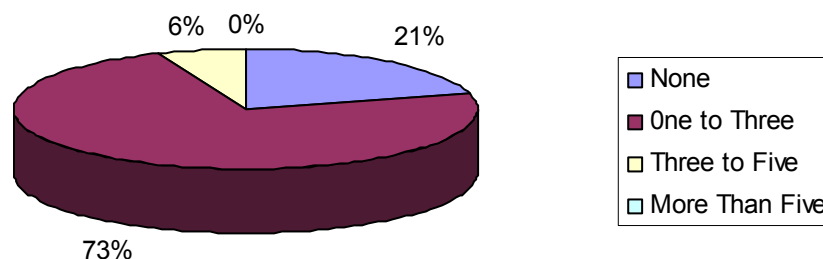
At the other end of the scale came Member Representation with 18% of members rating it as a 1. Both Local Networking Events and Policy Development received a majority rating of just 2.

\*One caveat to this table is that the statistics are geared towards the one rating which scored highest. If you take a different approach and put in order of importance by those who rated 5 and over by adding the scorings above 5, there is a different bias which is shown in the final column.

**-Question 8: 'How Many ACOSVO Events Have You Attended In The Past Year?'**

Question 8 in the survey asked how many ACOSVO events members had attended in the past year. 21% of members had not attended any events during this time period, although reasons for this were given. These included monetary and time restraints, although a recurring theme was that some members felt that the central belt bias in terms of event location was prohibitive to their attendance.

Chart 3: How many events attended



The majority of members (73%) attended between one and three events, with 6% of members attending up to five events in the past year. Taking into account the aforementioned reservations some members have as regards the location of ACOSVO events, the 79% participation rate can be seen as an indication that a large majority (almost 75%) of ACOSVO members do participate in the events that the organisation runs.

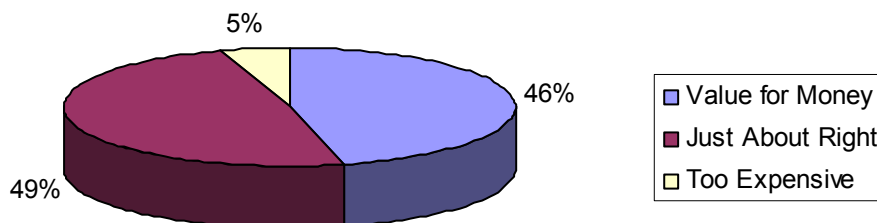
**-Question 9: 'Did The Content of These Events Meet Your Needs/Expectations?'**

Of the 79% of ACOSVO members that had attended at least one event in the year prior to this survey, 78% stated that the event(s) had 'mostly met' or indeed 'exceeded' their needs/expectations. A further 16% felt that their needs/expectations had been met, with only 6% (3 members) feeling that the events had 'mostly not met their needs'. Pleasingly, no respondents felt that an ACOSVO event had not met their needs at all.

***-Question 10: 'In Terms Of Cost How Do You Rate ACOSVO Events?'***

The focus of the next question concerned the cost of ACOSVO events. As can be seen in Chart 4, 46% of members felt that the cost of the events represented value for money, a further 49% felt that the cost of the events was 'just about right', and finally a small minority at 5% felt that the events were too expensive.

Chart 4: Cost of ACOSVO events



The general conclusion can thus be seen to be that members are generally satisfied with the cost of the events that ACOSVO run.

***-Question 11: 'What Events/Topics Would You Like To See ACOSVO Covering In The Future?'***

The next question asked the members as to events or topics that they would like to see covered in future ACOSVO events and/or publications. The responses obtained in relation to this question in

particular are integral to ACOSVO’s continual effort to improve the level of service that they provide to their members.

Members were asked to tick any event/topic that they felt ACOSVO should cover in the future, and the responses can be seen in the following table:

***Table 3: Future Events/Topics***

<b>Event/Topic</b>	<b>Percentage Response</b>	<b>Response Total</b>
<b>Leadership</b>	<b>72%</b>	<b>44</b>
<b>Strategic Planning</b>	<b>71%</b>	<b>43</b>
<b>Governance</b>	<b>66%</b>	<b>40</b>
<b>Networking</b>	<b>54%</b>	<b>33</b>
<b>Personal/Career Development</b>	<b>54%</b>	<b>33</b>
<b>Human Resources</b>	<b>46%</b>	<b>28</b>
<b>Fundraising</b>	<b>39%</b>	<b>24</b>
<b>Finance</b>	<b>38%</b>	<b>23</b>
<b>Certificated Courses</b>	<b>28%</b>	<b>17</b>
<b>Other</b>	<b>15%</b>	<b>9</b>

As the table above indicates, Leadership and Strategic Planning are the two topics that Chief Officers would most like to see covered in future ACOSVO events. Closely following is Governance which 66% of members wish to see covered in the future, with Networking Opportunities, and Personal/Career Development following on 54%. With just 28% it appears that there is less demand for Certificated Courses although this can still be seen to represent a fairly healthy number of members whom would like to see this covered in the future.

Of the responses listed as ‘other’, these included “Training for Board Members”, the creation of a “Policy Forum - debates on issues Lobbying Mentoring Policy development in terms of influencing government agenda”, “Greater emphasis on policy development and representation of CEO's”, and “Communications within a UK wide organisation/working in this context in a devolved country”.

***-Question 12: ‘What Type Of Events Do You Prefer?’***

The next question is concerned with the nature of the events themselves, and what, if any, preferences members have regarding these events.

***Table 4: ACOSVO Event Preferences***

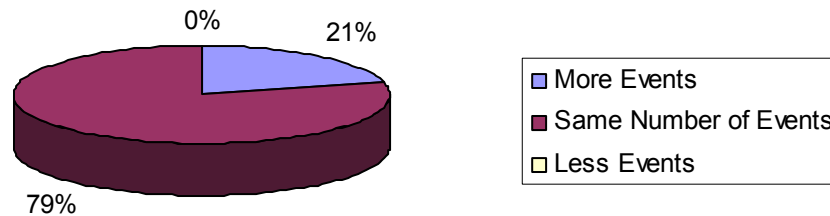
<b>Discovered ACOSVO</b>	<b>Percentage Response</b>	<b>Response Total</b>
<b>Regional Forums</b>	<b>11%</b>	<b>26</b>
<b>Local Events</b>	<b>10%</b>	<b>22</b>
<b>Networking Lunches</b>	<b>2%</b>	<b>6</b>
<b>Peer Support</b>	<b>2%</b>	<b>3</b>
<b>Mixture of the Above</b>	<b>67%</b>	<b>3</b>
<b>None of the Above</b>	<b>10%</b>	<b>2</b>
<b>Other</b>	<b>10%</b>	<b>2</b>

As the above table illustrates, the vast majority of members prefer a mixture of regional forums, local events, networking lunches, and peer support. Of the responses marked as ‘other’, the majority were concerned with training opportunities within ACOSVO events.

***-Question 13: ‘Frequency of Events’***

The next question asked the members whether ACOSVO should have more events, the same number of events, or less events.

Chart 5: Frequency of Events



As can clearly be seen, the overwhelming majority of members feel that ACOSVO currently has an appropriate number of events, with a positive 21% of members with a desire to see more events. No members felt there was a need for ACOSVO to decrease the number of events that it stages annually.

#### ***-Question 14: 'Have You Found ACOSVO Events Geographically Accessible?'***

In terms of the location of events, 93% of members felt that they have been geographically accessible, with 7% feeling that the events were somewhat inaccessible.

Several comments were made regarding this issue, including:

- "Wish that local networking was circulated around Forth Valley rather than always in Stirling"
- "Events are accessible, in the main, and I would like to see some held in Perth or Aberdeen, too"
- "Generally they are accessible however depending on other commitments I am put off attending if it requires some travelling"
- "As furthest north unable to attend because of costs"
- "Focus on Central Belt understandable for numbers".

**-Question 15: 'Personal Requirements (such as diet, disabled access etc) and ACOSVO Events'**

In terms of meeting personal requirements when attending events, all members responded either 'excellent' (57%), or 'acceptable' (43%).

**-Question 16: 'Comments on Any Other Aspect of ACOSVO'**

The following comments were all made by members in this section:

- "I've found ACOSVO very useful and all staff very helpful. Only change I'd suggest is to change the name of the "Newsflash" which sounds like a sort of breaking news with some immediacy but is in fact a newsletter"
- "I believe, as is the case of ACEVO, there could be more interaction with Scottish Executive"
- "There is always something on offer that appeals to my own CPD and the informal networking / peer support opportunities that arise from attending these events (especially at national level)"
- "I think your events are positive , I just wish I had more time to attend them, perhaps a few evening or weekend events may be possible in the future if any other members are interested"
- "hard for me to comment as I have been unable to attend an event yet. but I think it is great that ACOSVO exists and I hope to be able to join an event soon"
- "ACOSVO needs to urgently take on a number of pressing political issues in relation to the cost of delivering services and acting to support CCPS and other fora to address the growing funding gap between needs and the cost of delivering services to vulnerable people"
- "excellent conference - wish I could get to more networking events - feel the need but difficult to find the time - would be interested in finding ways of supporting the development of ACOSVO - although my participation level is currently low, would aim to increase it"
- "As ever it is a matter of time and priorities that make me get to / keep me away from events. I enjoy the opportunities you

offer but don't feel that I make use as much as I would like because of other pressures in a typically tight week. Keep up the good work!"

- "I am aware that ACOSVO staff do all that they can to create events at times that are suitable to people who are already very busy and on topics that have current value"
- "I have always enjoyed events attended & found them useful; key reason for not attending more during year has been budget restrictions. Best event was training from Joette Thomas - highly recommended."
- "you're doing an excellent job - particularly on the level of resource. Don't know how you manage it"
- "I have always found the events attended in the past absolutely excellent and they have always exceeded my expectation but with reference to Q9 I have only managed to attend 1 meeting this year (because of work commitments or concern re resources) and unfortunately that particular meeting with RBS did not meet our organisations needs as we are a Scottish Charity and the RBS was primarily discussing fundraising opportunities at a UK level and examples given were from organisations with a UK remit. As always the organisation of the event was first class"
- "Friendly and efficiently run events. Would it be an idea to sometimes have themed meetings that may bring together CExs from similarly focused organisations e.g., health, employment, young people etc"
- "I really enjoy the news flash"
- "I have limited experience but I am impressed with quality of materials & information as well as the event I attended."
- "I have enjoyed the chance to meet other members. Unfortunately the Glasgow networking event has not really taken off"
- "Probably need to mount a membership drive in other areas outside Central Belt - maybe a reduced membership fee could attract smaller organisations on basis would probably not be able to access the range of events on offer -time/distance/cost or alternatively a 'free' period to encourage attendance"

As can be seen the vast majority of the comments made are of a positive nature, with particular emphasis on the excellent work carried out by the ACOSVO staff team.

## About You

The second main section of the survey was concerned with the makeup of ACOSVO's membership itself. The results obtained here will provide the organisation with an insight into its membership, and will also give it an overview of the various Chief Officers currently operating within the Scottish Voluntary Sector.

### *-Question 17: 'What Is Your Age?'*

This question allows ACOSVO to have an understanding of the age range of its members.

Chart 6: Age range of ACOSVO members

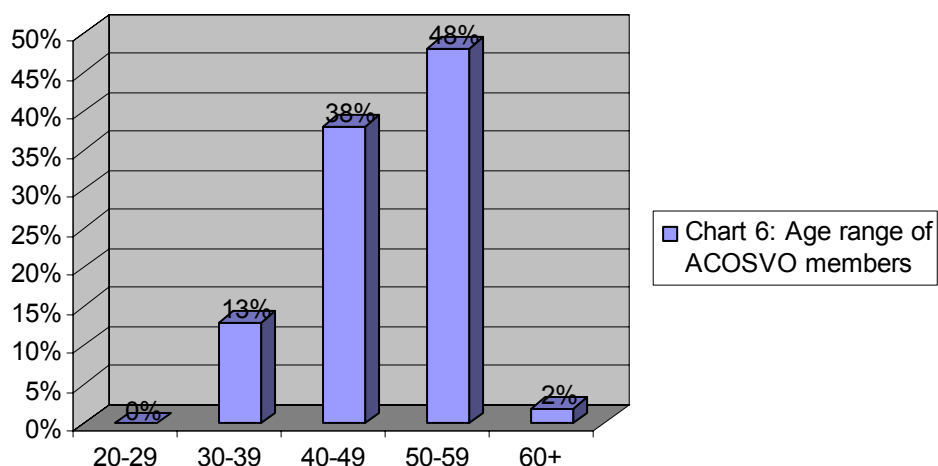


Chart 6 shows that 48% of ACOSVO's membership is aged within the category 50-59, with a further 38% within the 40-49 category.

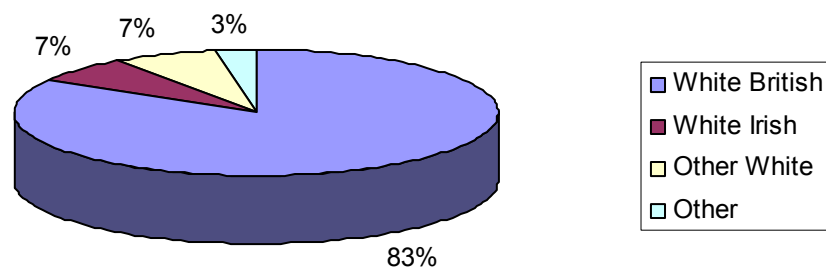
### *-Question 18: 'What Is Your Gender?'*

Of the members that responded, 43% were male and 57% female.

### *-Question 19: 'What Is Your Ethnic Origin?'*

The following question referred to the ethnic background of the ACOSVO membership. Of the respondents, it was found that the majority, at 87%, were of a White British ethnic origin. A further 7% stated that they were of a White Irish background, with 3% stating that they were of another White background. From within the final 3% of respondents, the replies included 'New Zealander', and specifically 'Scottish' rather than 'White British'.

Chart 7: Ethnicity



The above chart illustrates the composition of the ACOSVO membership in terms of ethnicity. It should be noted that further categories such as Indian, Pakistani, Chinese, Any Other Asian Background, Black Caribbean, Black African, Any Other Black Background, and Mixed were also included however there were no responses given for any of these.

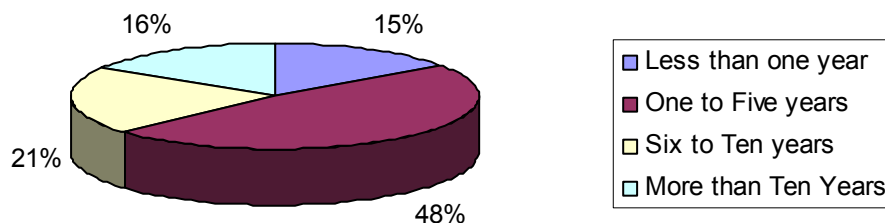
***-Question 20: 'Are You Currently Registered Disabled?'***

Of the members that participated, only one answered that they are currently registered disabled. This works out at 1.5% of the respondents to the survey.

***-Question 21: 'How Long Have You Been In Your Current Position Within The Organisation?'***

This question asked the Chief Officers how long they had been in that position within their respective organisations. The results can be seen in the following diagram:

Chart 8: Time in Current Position



As is illustrated, the majority of respondents fell into the category '1 to 5 years', with 48% stating that this applied to them. A further 23% stated that they had been in their current position for between 6 and 10 years. 16% had been in their current role in excess of 10 years, with the remaining 15% having been in their current role for less than 1 year.

***-Question 22: 'What Is Your Annual Salary?'***

In order to maintain the confidentiality of the respondents the high and low salaries will not be published here. The average salary of the 56 respondents was found to be £36,496. For the members whom can be categorised as in full-time employment i.e. those contracted to work 26 hours or more per week, this average rises to £36,960. Similarly, for the Chief Officers whom can be categorised as part-time the average is £23,000, although this only encompasses two respondents and thus cannot be seen as representative of part-time Chief Officers in general.

***-Question 23: 'How Many Hours On Average Do You Work Per Week?'***

Of the respondents, the average number of hours worked per week was 41.8 hours. Within this category, the highest number of hours that a respondent stated that they worked was 60 hours per week, with the lowest amount at 17 hours per week. Interestingly, both these respondents can both be classified as contractually part-time as they both contracted to work less than 26 hours per week.

***-Question 24: 'How many Hours Are You Contracted To Work Per Week?'***

In a similar vein to the previous question, here the members were asked the number of hours that they are contracted to work per week. In this case the average number of hours that Chief Officers were contracted to work per week was 34.67 hours. Within the returns for this question were officers contracted to work 15 hours a week through to officers contracted to work 40 hours per week. Using 26 plus hours per week as a definition of what constitutes full-time employment for the purposes here, this gives a full-time contractual average of 35.47 hours per week.

***-Question 25: 'Do You Hold Any Management Qualifications?'***

Of the members that responded to this question, 71% stated that they did have some form of management qualification. The responses ranged from Undergraduate and Postgraduate degrees in Management through to professional Management qualifications, postgraduate diplomas and certificates, and MBAs. 29% stated that they did not have any specific management qualifications, although there were some comments from members stating that they wished to gain management qualifications in the future. They also added that assisting Chief Officers in identifying appropriate courses is an area that ACOSVO could possibly focus on as part of its future services.

***-Question 26: 'Do You Have Any Other Professional Or Academic Qualifications?'***

In addition to the previous question, the members were also asked as to whether they had any other professional or academic qualifications that were not Management related. Of the respondents to this survey, it was found that 57% had an undergraduate qualification from University at Degree level. In addition to this number also had various postgraduate qualifications, ranging from postgraduate diplomas to Masters degrees. Respondents also stated that they had a wide variety of HNDs and also professional qualifications as varied as a Chartered Environmental Engineer and a professionally qualified journalist.

## **Your Organisation**

The final section asked the member's more specifically about the organisation within which they are employed. The information obtained will allow ACOSVO to have an understanding of the wide range of organisations from which their members are employed.

### ***-Question 27: 'What is the broad area within which your organisation operates?'***

The first question of this final section asked the members as to the general area within which their organisation operates.

***Table 5: Area of Operation***

<b>Area</b>	<b>Percentage Response</b>	<b>Response Total</b>
<b>Children and Young People</b>	<b>19%</b>	<b>11</b>
<b>Disability</b>	<b>14%</b>	<b>8</b>
<b>Intermediary</b>	<b>9%</b>	<b>5</b>
<b>Accommodation and Housing</b>	<b>7%</b>	<b>4</b>
<b>Health</b>	<b>7%</b>	<b>4</b>
<b>Adult Education</b>	<b>5%</b>	<b>3</b>
<b>Arts</b>	<b>3%</b>	<b>2</b>
<b>Environment</b>	<b>2%</b>	<b>1</b>
<b>Religious Activities</b>	<b>2%</b>	<b>1</b>
<b>Social Care and Development</b>	<b>2%</b>	<b>1</b>
<b>Other</b>	<b>32%</b>	<b>19</b>

Table 3 above illustrates the responses that were given in relation to this question. Not shown in the table are 'animals', 'culture and Heritage', 'Human Rights', 'International Development', and 'Social Enterprise', all of which did not receive a response. Of the responses given, Children and Young People received the highest response with 19% choosing this option. This is followed by Disability with 14%. As can clearly be seen however, the category with the highest return was that designated as 'other'. 32% of respondents chose this option with the responses indicating an

element of confusion on the part of the respondents as the majority of the responses stated fell into one or other of the categories illustrated within the previous table. This can be attributed in part to the design of the question within the survey itself as it may not have been as clear to the respondent as was desired. If a repeat survey is to be conducted in the future this is question that may benefit from revision.

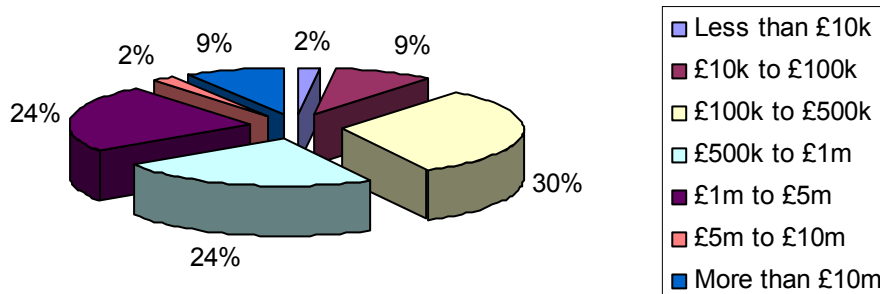
***-Question 28: 'Within This Area, What Role Does Your Organisation Play?'***

This question was concerned with obtaining information as to the specific roles that the member's organisations played within their respective action areas. The information obtained here is lengthy and will be documented within ACOSVO's database on its members. It is for this reason that there is no information regarding this survey question published here.

It should be noted that one member commented that there was no category for working with the elderly in the previous question and that this was the area within which their organisation operates. In any future surveys this is a category that will be included.

***-Question 29: 'What Is The Total Annual Income Of Your Organisation?'***

Chart 9: Organisation Income



As the above diagram illustrates, 30% of the respondents stated that their organisation had an income of between £100,000 and £500,000. This was the most popular response. With 24% the next highest group into which organisations fell was the £500,000 to £1million group. The statistics indicate that if the returns for these two groups are considered together then 54% of respondent's organisations have an income of between £100,000 and £1million. A further 24% have an income of between £1million and £5million, with 2% having an income greater than £10million. This indicates that a half of all respondent's organisations have an annual income in excess of £500,000.

Of the smaller organisations that ACOSVO members are employed within, 9% had an annual income of between £10,000 and £100,000, with just 2% stated as having an annual income of less than £10,000.

***-Question 30: 'How Many Employees Does Your Organisation Employ?'***

Of the member's organisations, the average number of employees per organisation was found to be 72 employees (to the nearest whole number). This ranged from organisations with two employees to those with in excess of 600.

***-Question 31: 'How Many Employees Do You Personally Manage?'***

This question asked the Chief Officers how many of their organisations employees did they actually manage. Within this category, one respondent stated that they did not personally manage any employees whilst two Chief Officers stated that they personally manage 65 members of staff. Overall the average number of employees that respondents personally manage is 7 (to the nearest whole number).

***-Question 32: 'How Many Volunteers Does Your Organisation Have?'***

Similarly, this question asked the Chief Officers how many volunteers their organisations have. The average here was found to be 178 (to the nearest whole number) although this does include a number of larger organisations whom have volunteers numbering into the thousands. When the organisations with more than a thousand volunteers were discounted this resulted in an average of 31 volunteers per organisation. As 93% of the organisations in question have less than one thousand volunteers this can perhaps be seen as a more appropriate indicator of the numbers that volunteer for the member's organisations.

***-Question 33: 'How Many Volunteers Do You Personally Manage?'***

Of the volunteers that the member's respective organisations had assisting them, it was found that 79% of the Chief Officers in this survey did not personally manage any of them. This appears to indicate that this duty is delegated to other staff within their organisation.

***-Question 34: 'Geographically, Where Does Your Organisation Operate?'***

***Table 6: Geographical Base of Organisation***

Geographically Based	Percentage Response
Nationally	46%
Aberdeen City	5%
Aberdeenshire	3%
Angus	9%
Argyll and Bute	9%
Clackmannanshire	5%
Dumfries and Galloway	5%
Dundee City	7%
East Ayrshire	5%
East Dunbartonshire	10%
East Lothian	9%
East Renfrewshire	9%
Edinburgh, City of	19%
Eilean Star	3%
Falkirk	5%
Fife	7%
Glasgow City	19%
Highland	7%
Inverclyde	7%
Midlothian	9%
Moray	5%
North Ayrshire	7%
North Lanarkshire	10%
Orkney Islands	3%
Perth and Kinross	5%
Renfrewshire	9%
Scottish Borders	5%
Shetland Islands	5%
South Ayrshire	5%
South Lanarkshire	12%
Stirling	9%
West Dunbartonshire	9%
West Lothian	12%
Other	2%

The previous table illustrates the geographical locations within which the member's respective organisations operate. It should be noted that the members had the option of choosing all the areas that were appropriate. 46% of respondents stated that their

organisation operated at a national level, with the 2% that marked other operating internationally. It is difficult to draw any specific conclusions from the replies to this question, although for the purposes of allowing ACOSVO an insight into the coverage of its member's organisations it proves sufficient.

***-Question 35: 'Administratively, Where Does Your Organisation Operate?'***

This question followed on from the previous one by asking where the member's organisations were administratively based. The table on the following page illustrates the responses to this question. As the table shows 36% of organisations were based in the City of Edinburgh, with a further 20% based in Glasgow. These two areas alone account for 56% of the responses to this question. Overall 84% of all member's organisations had their administrative base in the Central Belt area. This figure would appear to support the hosting of the majority of ACOSVO events within the Central Belt area, although the fact that 16% of organisations are based away from this area provides a case for the retention of regional forums and particularly events in the North of the country.

**Table7: Administrative Base**

Geographically Based	Percentage Response
Nationally	7%
Aberdeen City	0%
Aberdeenshire	0%

Angus	5%
Argyll and Bute	2%
Clackmannanshire	2%
Dumfries and Galloway	2%
Dundee City	3%
East Ayrshire	0%
East Dunbartonshire	2%
East Lothian	0%
East Renfrewshire	2%
Edinburgh, City of	36%
Eilean Star	0%
Falkirk	2%
Fife	3%
Glasgow City	20%
Highland	2%
Inverclyde	2%
Midlothian	2%
Moray	0%
North Ayrshire	0%
North Lanarkshire	2%
Orkney Islands	0%
Perth and Kinross	2%
Renfrewshire	2%
Scottish Borders	0%
Shetland Islands	2%
South Ayrshire	0%
South Lanarkshire	0%
Stirling	3%
West Dunbartonshire	0%
West Lothian	5%
Other	2%

# Next Steps

Firstly I would like to say thank you to both the members who completed the survey and to Rikki who so efficiently analysed the data and compiled this report. The findings have been fascinating, heartening and in some cases surprising.

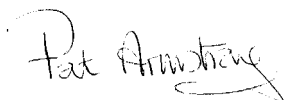
Some of the points that have stuck with me include:

- Members generally seem happy with the services offered by ACOSVO
- Almost 75% of members attended between 1 and 3 events
- Our members work an average of 41 hours per week
- Training, information and Peer Support are the most important services we offer
- Our members cover a wide geographical spread and include a large number of national organisations
- Almost half our members are between 50 and 59

Some of the steps we plan to take to develop our services, taking into account finding from the survey include:

- Increasing peer support opportunities
- Changing the name of Newsflash
- Increasing the number of areas to offer local networks
- Continue to offer courses for new Chief Officers
- Widen our membership both geographically
- Widen our membership from under-represented groups
- Develop mentoring opportunities within the membership
- Targeting under-represented sub -sectors

We welcome any comments you have and hope you have found the findings from this survey useful.



Development Manager