**Access Panel’s Survey 2018**

Each year Disability Equality Scotland surveys its members so as to better understand the ways that we can deliver a service to you.

This is a survey to gauge your satisfaction with us as an organisation and to test out some new ideas we have for the future.

All your responses will be confidential and any personal details we seek will be held securely.

**Engaging with Disability Equality Scotland**

1. **How important is it to be engaged with Disability Equality Scotland? Please tick**

Very important

Quite important

Not important

Please write below any comments you have about engaging with our organisation.

1. **How engaged with Disability Equality Scotland do you feel? Please tick**

Very engaged

Quite engaged

Not engaged

Please write below in any comments:

1. **How important is it to be engaged with other Disability Equality Scotland members? Please tick**

Very important

Quite important

Not important

Please tell us why it is important to be engaged with other members?

1. **How engaged with other Disability Equality Scotland members do you feel? Please tick**

Very engaged

Quite engaged

Not engaged

Please tell us why you feel this way?

**Word of mouth**

1. **Have you said positive things to others about Disability Equality Scotland? Please tick**

Yes

No

Not sure

If yes, can you give an example?

1. **If you have said negative things about Disability Equality Scotland, can you tell us why? Please write in.**
2. **Have you recommended membership to a friend, colleague or peer? Please tick**

Yes

No

Not sure

**Satisfaction**

1. **On a scale from very satisfied, to very unsatisfied, how satisfied are you with:**

**Interactions with staff**

Very satisfied

Satisfied

Neither

Dissatisfied

Very dissatisfied

N/A

**The communication you receive from Disability Equality Scotland**

Very satisfied

Satisfied

Neither

Dissatisfied

Very dissatisfied

N/A

**Events and Roadshows**

Very satisfied

Satisfied

Neither

Dissatisfied

Very dissatisfied

N/A

**Opportunities to have a say**

Very satisfied

Satisfied

Neither

Dissatisfied

Very dissatisfied

N/A

**Being kept up to date with disability news**

Very satisfied

Satisfied

Neither

Dissatisfied

Very dissatisfied

N/A

1. **Which of these statements is true for you? Please tick below**

I read Open Door regularly

Yes  No

I read Disability Equality Scotland News regularly

Yes  No

I visit the Disability Equality Scotland website regularly

Yes  No

Disability Equality Scotland events are held in accessible locations

Yes  No

I am too busy to engage

Yes  No

I attend events regularly

Yes  No

I would like more information events

Yes  No

Disability Equality Scotland services are not relevant to me

Yes  No

**Value**

1. **How do you rate the value you gain from your membership with Disability Equality Scotland? Use the scale, where 1 is low and 5 is high.**

1 Low value

2

3 Medium value

4

5 High value

1. **How could Disability Equality Scotland provide more value to you as a member? Please write below.**
2. **To what extent do you agree that Disability Equality Scotland delivers important benefits to disabled people? Please tick below.**

Strongly agree

Agree

Neither agree nor disagree

Disagree

Strongly disagree

1. **I would like to hear from Disability Equality Scotland in the following ways. Please tick**

Weekly poll – by email

Open Door – by email

Open Door – by post

Disability Equality News – by email

Face-to-Face bi-annual events

**Data Protection**

1. **Data protection laws are changing. As a charity, we need to ensure we have the right information about our members and that we only hold information that is relevant.**

We need to ask you to give us some personal details. We will use these only to update our database.  Our database is securely protected and information from this survey will be destroyed once it has been entered into our database.

Please give us your personal details. This will help us to maintain up to date information. Even if you have given us your details before when you became a member, we need to ensure we have up to date information. Please write in:

Name:

Address:

Postcode:

Email:

Telephone:

Do you have a disability?

Yes  No

From time to time, Disability Equality Scotland is contacted by organisations and partners with information on products and services that might be of relevance or interest to our members.

1. **Would you be happy for us to pass your contact details to these partners? Please tick below.**

Yes - my email

Yes – my telephone number

Yes – my address

No – do not pass on my contact details

**Charging for Membership**

In last year’s survey, we asked if members would be willing to pay a nominal fee for their membership. Almost two-thirds (63%) of respondents said they would be willing to pay.

We think there should be different categories of membership:

* Junior members - who are aged 12-17 as we hope to encourage more young people to join us;
* Individual members - aged 18+; and
* Organisations who share our aims and values.

We think that Junior and Individual memberships should remain free, but that organisations should be charged a fee, based on their income.

For example, organisations could be charged the following:

* Less than £100,000 - £10 per year
* Between £100,000 - £250,000 - £20 per year
* Between £250,000 - £500,000 - £50 per year
* More than £500,000 - £75 per year

1. **Do you agree in principle with this membership plan? Please tick below.**

Yes

No

Not sure

1. **Do you have any comments about this plan to charge for membership? Please write below**

**Your Commitment**

When you became a member of Disability Equality Scotland, you agreed to support the aims of the organisation and provide feedback to help the organisation meet your needs.  We would like to count on your continued support.

1. **Please indicate your intentions for supporting Disability Equality Scotland. Please tick option below.**

I do support the aims of Disability Equality Scotland and will continue my support

I no longer support the aims of Disability Equality Scotland and no longer wish to be a member

**Access Panels**

Our role with Access Panels is to support, nurture and help Access Panels become self-sustaining by offering advice, guidance, training and administering the Access Panel Grant Fund.

1. **How can our role develop to support your Access Panel? Please write below.**

Your role as an Access Panel is to inform us of your work locally, on an ongoing basis. If you are in receipt of the Access Panel Grant, you have a duty to report how you spend this money. The Scottish Government expect us to report on a quarterly basis how your Grant is spent and the difference it is making.

1. **How can we make it easier for you to report back on how you’ve spent the grant? Please write below.**

**Access Audits**

1. **Do you currently provide access audits to local businesses in your community? Please tick below.**

Yes

No

Not sure

1. **If yes, what cost do you charge for this service, and what do you provide for this cost? Please write in as much detail as you can.**

**Recruitment**

1. **How many new members has your Access Panel recruited since January 2017? Please tick below.**

None

1-5

6-10

11-15

16-20

More than 20

1. **Tell us how you recruited your new members. Please write below.**

**Social media**

1. **Does your Access Panel have any of the following social media accounts. Please tick below.**

**Facebook page**

Yes  No  Not sure

**Twitter page**

Yes  No  Not sure

1. **Would your Access Panel benefit from social media training? Please tick below.**

Yes

No

Not sure

1. **Would your Access Panel benefit from training or an overview on the new Data Protection Regulations? Please tick below.**

Yes

No

Not sure

**And finally….**

1. **Do you have any final comments about the work of Disability Equality Scotland? Please write below.**

**Thank You**

Thank you for taking the time to complete our annual survey. Your comments will inform how we better support our membership and your Access Panel.

Please return this completed survey to:

**Emma Scott  
Equality Projects Manager**

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Office 2/4  
The E-Centre  
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