



# Annual Survey 2019

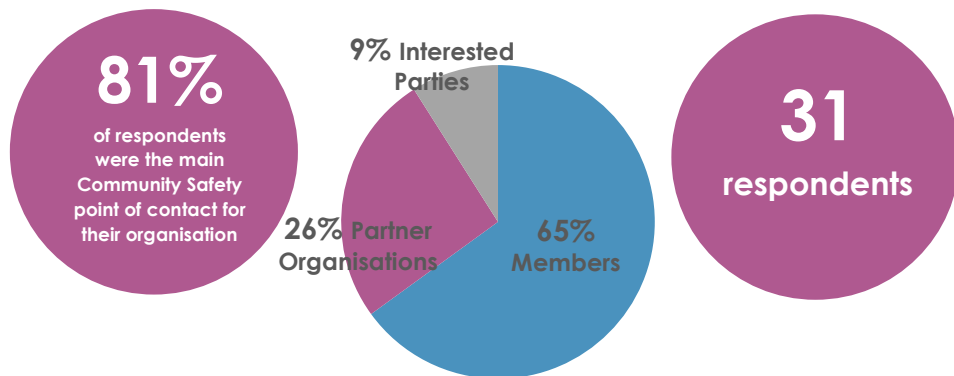
"I enjoy the opportunity to network and reflect on what and why we do things"

"Over the past year there has been significant change in the range of activities organised by SCSN to show the links between community safety and other disciplines. This is something that should be welcomed"

"I always find newsletters and other forms of communication very insightful and we have also benefited from having items in relation to our work published by SCSN."

"The Board of Directors contains a good selection of members from across various sectors - all relevant to Community Safety and communities as a whole within Scotland"

"The Community Safety voice is now visible on a number of fronts"



As part of our Business Plan, we issue an annual survey to our members, partners and stakeholders to assess how well we are achieving our outcomes and if our support continues to be perceived as valuable. The feedback from the annual survey is used to inform our efforts towards continuous improvement. Thank you to all who took the time to help us – help you!



**77% said we have our 'finger on the pulse' in terms of current or upcoming areas of interest**

81% said we are always or usually a strong and valued voice for the sector

Some said we could improve on particular themes

"The Board of Directors contains a good selection of members from across various sectors - all relevant to Community Safety and communities as a whole within Scotland"

87% rated our newsletter as excellent to good.

Social media is valued but access for some of our public sector partners is a barrier

70% of you were extremely confident with our board

Some said we could do more to share information about our board/meetings

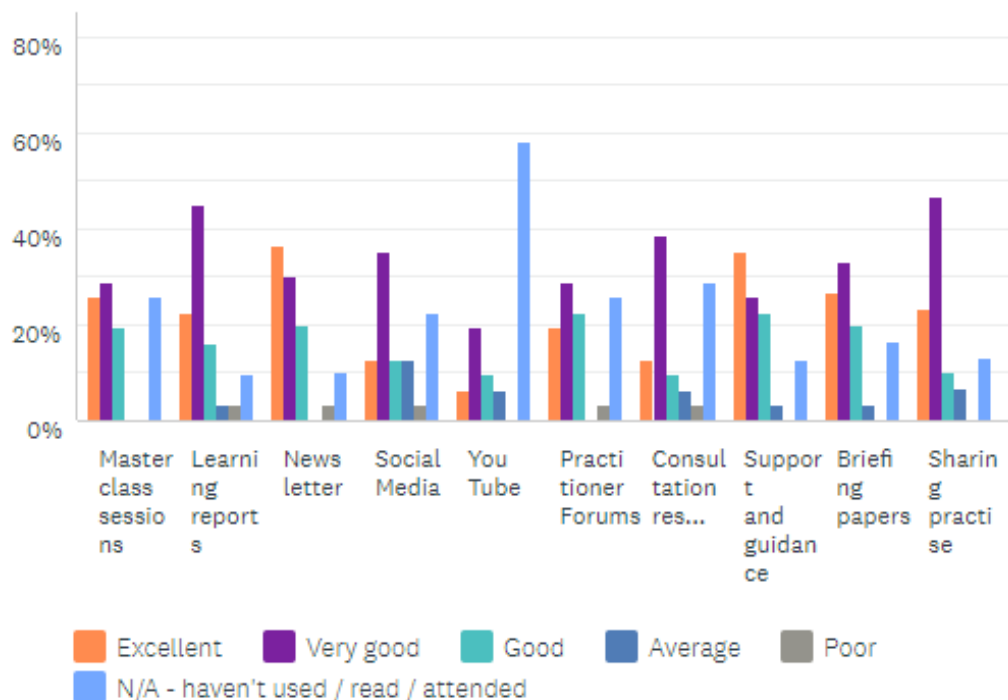


The majority were fully or partially aware of our new 'hosting' arrangements with NWS and HSS and were in support of this.

The majority of those who had used our services felt all were excellent to very good (see details overleaf)

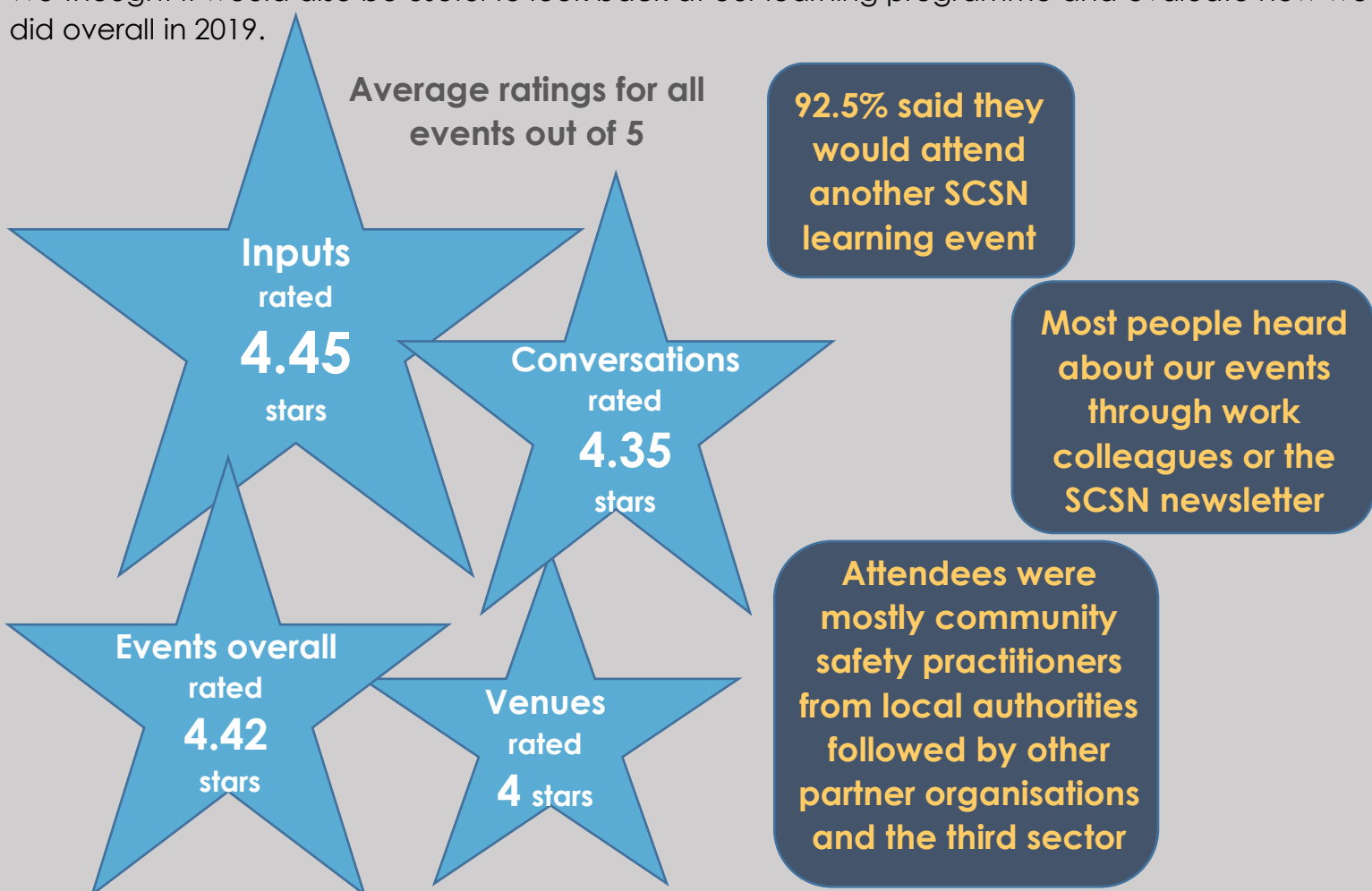


You can see from the detailed graph below that our services in 2019 were valued highly, in particular – the newsletter and support and guidance with learning reports, masterclasses, briefing papers and sharing practise in close succession. We know there are barriers to overcome so people can access social media channels more easily.



## Evaluation of our 2019 Learning Programme

We thought it would also be useful to look back at our learning programme and evaluate how we did overall in 2019.



*“Considering the number of similarly related events I go to, SCSN always manage to keep their events current, very informative, engaging and fun”*