

## Summary of Satisfaction Survey 2010

Summary – There was overall satisfaction with GSEM service delivery and roles where survey respondents had also been participants. The most appreciated services were the circulation of latest news and information delivered particularly through the bulletin but also the website, county forums, working group mail outs. They thought this and networking will be the most useful service in the forthcoming year. They also thought the key areas for the forum and sector to concentrate on in the future were promoting, lobbying and advocacy to the public, politician and influential people. Just over half welcome more training opportunities. Other areas for the forum to work on, is becoming more involved with the cultural sector and demonstrating the relationship between local green spaces and strategies and green infrastructure networks and strategy plans.

The Satisfaction Survey was sent out in mid March and the results collated in early April. The survey was sent as an attachment to an email to all GSEM contacts. A reminder and encouragement was also sent to GSEM members.

There were 8 responses. It was felt that this was a poor response and was partly expected because of the time of year i.e. end of the financial year and annual leave deadlines. If there was more preparation time, it would have been preferred to send the survey out as a link to an online survey.

### Satisfaction with existing services and roles of GSEM

Service or role	Fully or very satisfied	Not applicable
News and Information bulletin	100%	0
Website	72%	14%
Open meetings	57%	43%
Funding working group	43%	57%
Community Involvement working group	38%	50%
Training working group	14%	86%
Steering group meeting	57%	43%
Network Questions	57%	43%
Forum Manager	100%	0
Role representing the sector	72%	14%
Advocacy and lobbying role	71%	29%
Conduit of information role	71%	29%
Overall satisfaction	100%	0

As you can see most of the two columns add up to 100% and this and the overall mark suggests that everyone is overall satisfied with the service. It also reflects the number of participants of the survey involved in the above service e.g. everyone receives the bulletin but only a few attend the training working group meeting.

I'm a little surprised at how well we have been marked for service such as working groups, advocacy role, representing role etc as I feel these services are slowly developing and improving.

The only low mark was for community involvement working group but I feel this is understandable as the working group has been trying to find a direction and focus that suits most people.

There was only one suggestion about how the service could be improved which as to get more representation from the sector as a whole. Other participants commented that they were happy with the service particularly liking the circulation of information so they can dip in and out of activities.

Half of participants suggested that the news and information including the bulletin was the most useful service GSEM could provide in the future. A quarter (2) mentioned the networking opportunities the forum currently provides. Others comments about what would be the most useful services were varied and included: the Forum Manager, links to the local authorities and lobbying and advocacy role.

Answers to the option about the format of future open meeting were incredibly varied so there was no consensus to inform the forums decision making on this topic.

Over half said yes to question asking would they like training days and workshops provided by GSEM for a reasonable charge. The other half had no comment. The topics for training varied and are listed in the table below in no particular order.

Managing parks sustainably	Event management and planning	Community engagement – sustaining support
Raising income from park	Linking into LDF	Ancient and eternal trees – their historical and cultural linkages

75% participants thought GSEM and green space sector should be working more collaboratively with the cultural sector and 25 % were unsure. They suggested the following when asked ‘how’:

- Through the emerging neighbourhood agenda where parks can advocate their place at the heart of local communities and the quality services they can provide. Also Green Flag Award scheme and the RHS’s ‘it’s your neighbourhood’ campaign can play a role in developing this.
- Providing a GSEM or green space representative on cultural board with the county cultural officers group meetings.

There were other comments about the direction being led by central government and recent CABE research discussing how quality green spaces play an important role in improving the quality of life and deliver a range of social, economic and environmental benefits. Another comment was that it could get too broad.

Only 38% of participants said yes to GSEM should be working more collaboratively with EMGIN and 62% were not sure.

There were really only two suggestions, namely: links between green space and planning and advocate grey to green. There was a suggestion that all local authorities should be signed up to EMGIN and there should be some local level representation. Other comments suggested that the current focus is about right and that GI has less importance than the cultural sector.

I wonder from this result whether there is an understanding that needs to be developed about how individual or a series of green spaces fit into the green infrastructure network and how local strategies relate to sub-regional and regional strategies.

Most comments about what are key areas GSEM and the sector should concentrate on in the future related to advocacy, lobbying and promoting. Promoting in relation to reaching out to the general public, lobbying the importance of our green spaces and advocate how green spaces can meet priorities such as education, health etc and continually striking this message home.

When the survey suggested that GSEM can provide more opportunities and what would you like us to provide, the main reply was keep us informed about the latest national and region news and information ideally in a way that is simple to grasp and easy to access.

The survey (in brief) –

Please rate your level of satisfaction of the following services over the last year?

Score 5 = fully satisfied; 4= very satisfied; 3 = satisfied; 2 = partly satisfied; 1 =not satisfied and please use n/a if you haven't used this service or don't understand how GSEM fulfils this role

	5	4	3	2	1	n/a
Monthly News and Information Bulletins						
Website						
Quarterly Open meetings						
Working group - funding						
Working group – community involvement						
Working group – training						
Steering Group Meetings (if relevant)						
Network Questions						
Forum Manager						
Role representing Green Space sector						
Advocate, lobbying and promoting role						
Conduit of information role						
<b>Overall satisfaction</b>						

Please make suggestions about how you would like to see any of the above improved.

Which of these services/roles described above, do you think you'd find potentially most useful in the future?

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*Question about the forums direction –*

There are currently 4 open meetings a year (with one concentrating on Green Flag Award Scheme), these are held quarterly in the afternoon following the steering group meeting. Would you prefer future open meetings to be..?

Continue to be Half a day, or	Change to a Whole day
Continue as 4 smaller meetings a year concentrating on one cross cutting theme at a time such as Health, Community Cohesion, Crime and Disorder etc., or	1 very large conference style event a year presenting a variety topics covered through presentations and workshops or,
Other suggestions	

We organised one training event this year, GFA Demonstration Day. As well as open meetings would you like GSEM to organise more training days and workshops if they were provided at a reasonable charge to cover running costs?

Yes

No

What subject(s) including details would like to be covered?

Should GSEM and green space sector be working more collaboratively with the cultural sector?

Yes

No

Not sure

If answered yes, please say how?

Should GSEM be working more collaboratively with East Midlands Green Infrastructure Network and Green Infrastructure in general?

Yes

No

Not sure

If answered yes, please say in what way?

What do you think are the key areas for GSEM and green space sector to concentrate on in order to position ourselves well to progress in the future despite the national economical uncertainty?

GSEM can provide more opportunities if there is enough forthcoming interest such as sharing information and reports on the website in a secure area, online forums, collaborative funding/partnership projects, publishing results of research, etc. What potential opportunities would you like to be involved in and would like GSEM to provide?