



## Community survey results

2019

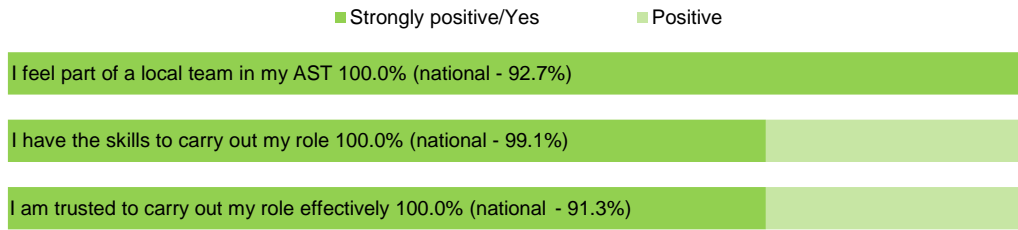
Renfrewshire

The survey below contains the current score, the change from the previous year expressed in percentage points (pp) in brackets and the national figure from the current year. It also contains the response rate for each question for the current and previous year.

# Summary

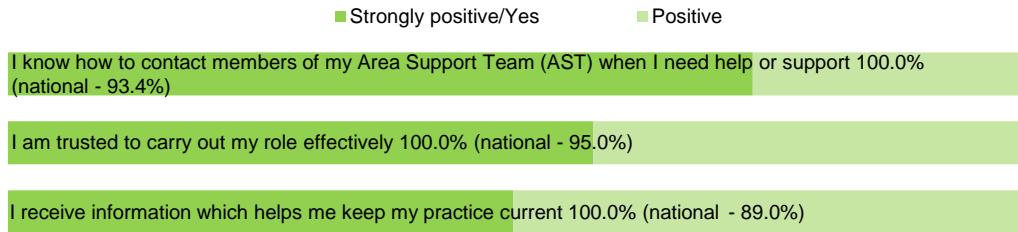
## Responses to AST member splits

Most positive responses



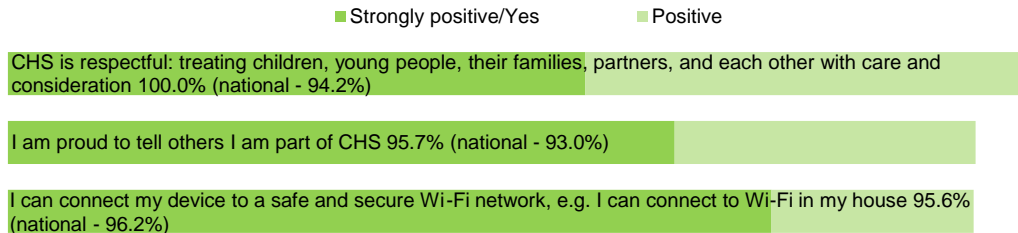
## Responses to Panel member splits

Most positive responses

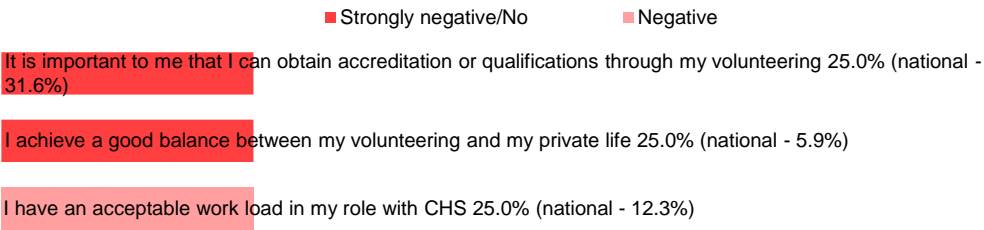


## Responses to all volunteer splits

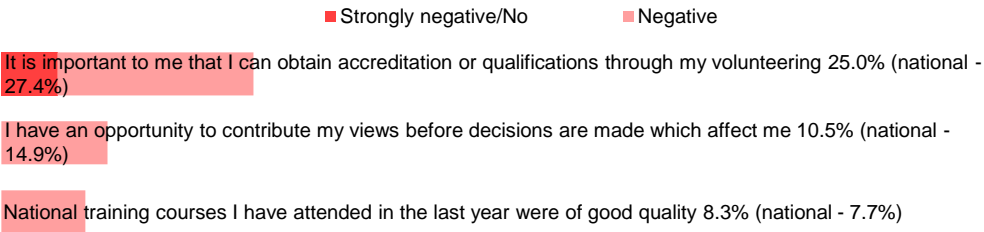
Most positive responses



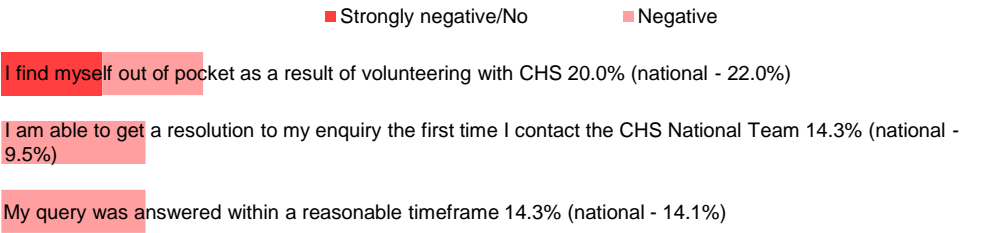
Most negative responses



Most negative responses



Most negative responses



## Question

Support - Panel members	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Responses
I have a clear understanding of my role and what is expected of me	82% (up 47pp) national 72%	16% (down 49pp) national 28%	3% (up 3pp) national 0%	0% (No ch) national 0%	0% (No ch) national 0%	38 (23)
I feel the contribution I make to CHS is valued	47% (up 30pp) national 41%	39% (down 17pp) national 44%	13% (down 9pp) national 11%	0% (down 4pp) national 3%	0% (No ch) national 1%	38 (23)
I feel my skills are well utilised	42% (up 15pp) national 41%	55% (down 17pp) national 50%	0% (No ch) national 7%	3% (up 3pp) national 2%	0% (No ch) national 0%	38 (22)
I receive information which helps me keep my practice current	50% (up 28pp) national 36%	50% (down 2pp) national 53%	0% (down 26pp) national 8%	0% (No ch) national 2%	0% (No ch) national 0%	38 (23)
Support - AST members	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Responses
I have a clear understanding of my role and what is expected of me	50% (down 17pp) national 49%	50% (up 17pp) national 45%	0% (No ch) national 3%	0% (No ch) national 2%	0% (No ch) national 0%	4 (9)
I feel the contribution I make to CHS is valued	25% (up 3pp) national 26%	75% (up 8pp) national 55%	0% (No ch) national 11%	0% (down 11pp) national 5%	0% (No ch) national 2%	4 (9)
I get the information I need to carry out my role well	25% (down 8pp) national 21%	75% (up 19pp) national 54%	0% (down 11pp) national 18%	0% (No ch) national 5%	0% (No ch) national 1%	4 (9)
I have the tools and materials I need to carry out my role effectively	25% (up 3pp) national 18%	50% (down 17pp) national 56%	25% (up 14pp) national 17%	0% (No ch) national 7%	0% (No ch) national 1%	4 (9)
I have an acceptable work load in my role with CHS	25% (down 19pp) national 22%	50% (up 6pp) national 56%	0% (No ch) national 10%	25% (up 25pp) national 10%	0% (down 11pp) national 2%	4 (9)
I achieve a good balance between my volunteering and my private life	25% (down 19pp) national 26%	50% (up 6pp) national 55%	0% (No ch) national 13%	0% (down 11pp) national 4%	25% (up 25pp) national 2%	4 (9)
Local support - Panel members	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Responses
I have a fair allocation of hearings each month	58% (up 32pp) national 40%	37% (down 37pp) national 48%	0% (No ch) national 8%	5% (up 5pp) national 4%	0% (No ch) national 0%	38 (23)
I feel safe when attending hearings centres	53% (up 18pp) national 45%	39% (down 17pp) national 44%	8% (down 1pp) national 8%	0% (No ch) national 3%	0% (No ch) national 0%	38 (23)
I know how to contact members of my Area Support Team (AST) when I need help or support	74% (up 35pp) national 47%	26% (down 30pp) national 46%	0% (No ch) national 4%	0% (down 4pp) national 2%	0% (No ch) national 0%	38 (23)
My AST supports me to carry out my role	47% (up 13pp) national 35%	50% (up 24pp) national 42%	3% (down 28pp) national 19%	0% (down 9pp) national 4%	0% (No ch) national 1%	38 (23)
My AST keeps me up-to-date with local information	61% (up 26pp) national 36%	37% (up 6pp) national 49%	0% (down 26pp) national 12%	3% (down 2pp) national 3%	0% (down 4pp) national 1%	38 (23)
I feel part of a local team	47% (up 17pp) national 29%	34% (up 4pp) national 42%	16% (down 15pp) national 20%	3% (down 6pp) national 7%	0% (No ch) national 2%	38 (23)

National support - AST members	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Responses
I know how to contact the CHS National Team when I need help or support	50% (up 17pp) national 30%	25% (up 3pp) national 49%	25% (down 8pp) national 15%	0% (down 11pp) national 5%	0% (No ch) national 1%	4 (9)
The CHS National Team supports me to carry out my role	25% (up 14pp) national 10%	50% (up 28pp) national 45%	25% (down 31pp) national 31%	0% (down 11pp) national 12%	0% (No ch) national 2%	4 (9)
The CHS National Team keeps me up-to-date with information which affects my role	0% (down 11pp) national 11%	100% (up 56pp) national 56%	0% (down 33pp) national 25%	0% (down 11pp) national 7%	0% (No ch) national 1%	4 (9)
I feel part of a national team of AST members	25% (up 3pp) national 10%	50% (up 6pp) national 34%	25% (up 25pp) national 31%	0% (down 33pp) national 21%	0% (No ch) national 5%	4 (9)
My local team supports me to carry out my role	75% (up 8pp) national 52%	25% (down 8pp) national 42%	0% (No ch) national 3%	0% (No ch) national 3%	0% (No ch) national 0%	4 (9)
I feel part of a local team in my AST	100% (up 22pp) national 58%	0% (down 11pp) national 34%	0% (down 11pp) national 3%	0% (No ch) national 4%	0% (No ch) national 0%	4 (9)
Living our values - All volunteers	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Responses
CHS is child centred: making sure everything we do is in the best interests of children and young people	48% (up 14pp) national 48%	48% (down 10pp) national 43%	2% (down 5pp) national 5%	2% (up 1pp) national 3%	0% (No ch) national 0%	42 (54)
CHS is respectful: treating children, young people, their families, partners, and each other with care and consideration	57% (up 22pp) national 47%	43% (down 16pp) national 47%	0% (down 6pp) national 5%	0% (No ch) national 1%	0% (No ch) national 0%	42 (54)
CHS is fair: making sure that everyone is treated with dignity and according to their individual needs; that our information and services are accessible to all; that we provide a consistent level of service to all	48% (up 24pp) national 40%	45% (down 20pp) national 48%	7% (down 2pp) national 9%	0% (down 2pp) national 3%	0% (No ch) national 0%	42 (54)
CHS is creative: considering innovative and imaginative ways of approaching the issues we face in the work we do	19% (up 13pp) national 15%	38% (No ch) national 42%	36% (down 10pp) national 34%	7% (down 2pp) national 8%	0% (down 2pp) national 1%	42 (53)
CHS is challenging: not being complacent, but questioning ourselves and others to help us improve	29% (up 6pp) national 25%	50% (up 11pp) national 50%	19% (down 18pp) national 19%	2% (up 1pp) national 5%	0% (No ch) national 1%	42 (54)
CHS is open: listening, responding to and learning from feedback; acting honestly; ensuring processes are transparent; sharing information and being accountable for our actions and decisions	31% (up 11pp) national 23%	48% (up 14pp) national 46%	19% (down 16pp) national 22%	2% (down 9pp) national 6%	0% (No ch) national 2%	42 (54)
Organisational culture – Panel members	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Responses
I am trusted to carry out my role effectively	58% (up 32pp) national 53%	42% (down 27pp) national 42%	0% (No ch) national 4%	0% (down 4pp) national 1%	0% (No ch) national 0%	38 (23)
My AST motivates me to be more effective in my role	34% (up 12pp) national 20%	37% (up 6pp) national 38%	29% (up 3pp) national 33%	0% (down 22pp) national 7%	0% (No ch) national 2%	38 (23)
I have an opportunity to contribute my views before decisions are made which affect me	24% (up 6pp) national 17%	29% (up 12pp) national 36%	37% (up 2pp) national 32%	11% (down 20pp) national 12%	0% (No ch) national 3%	38 (23)
I believe the actions of my AST are consistent with CHS's values	47% (up 16pp) national 30%	45% (up 13pp) national 50%	8% (down 24pp) national 18%	0% (down 5pp) national 1%	0% (No ch) national 1%	38 (22)
The CHS National team has a clear vision for the future of CHS	18% (down 3pp) national 16%	45% (up 23pp) national 39%	37% (down 20pp) national 40%	0% (No ch) national 3%	0% (No ch) national 2%	38 (23)

Organisational culture – AST members	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree		Responses
I am trusted to carry out my role effectively	75% (up 38pp) national 46%	25% (down 38pp) national 46%	0% (No ch) national 6%	0% (No ch) national 2%	0% (No ch) national 0%		4 (8)
I have an opportunity to contribute my views before decisions are made which affect me	0% (n/a) national 10%	50% (n/a) national 40%	50% (n/a) national 32%	0% (n/a) national 13%	0% (n/a) national 6%		4 (n/a)
I believe I would have support in my AST if I tried a new idea locally, even if it may not work	0% (down 44pp) national 25%	75% (up 42pp) national 48%	25% (up 3pp) national 21%	0% (No ch) national 4%	0% (No ch) national 2%		4 (9)
The Area Convener motivates me to be more effective in my role	25% (down 31pp) national 37%	75% (up 53pp) national 36%	0% (down 11pp) national 22%	0% (down 11pp) national 3%	0% (No ch) national 3%		4 (9)
The National Convener and the CHS National Team motivate me to be more effective in my role	0% (No ch) national 9%	0% (down 22pp) national 34%	100% (up 56pp) national 39%	0% (down 33pp) national 14%	0% (No ch) national 5%		4 (9)
I believe the actions of the National Convener and the CHS National Team are consistent with CHS values	50% (up 50pp) national 21%	50% (up 6pp) national 47%	0% (down 56pp) national 26%	0% (No ch) national 4%	0% (No ch) national 1%		4 (9)
The National Convener and the CHS National Team have a clear vision for the future of Children’s Hearings Scotland	25% (up 25pp) national 16%	75% (up 31pp) national 45%	0% (down 56pp) national 34%	0% (No ch) national 5%	0% (No ch) national 1%		4 (9)
Engagement – All volunteers	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree		Responses
I am proud to tell others I am part of CHS	66% (up 16pp) national 62%	30% (down 15pp) national 31%	4% (down 1pp) national 6%	0% (No ch) national 1%	0% (No ch) national 0%		47 (54)
I would recommend CHS as a great way to volunteer	51% (up 8pp) national 56%	38% (down 14pp) national 35%	11% (up 5pp) national 8%	0% (No ch) national 1%	0% (No ch) national 0%		47 (54)
I feel a strong personal attachment to the Children’s Hearings System	47% (up 7pp) national 49%	38% (down 9pp) national 39%	11% (down 3pp) national 11%	4% (up 4pp) national 1%	0% (No ch) national 0%		47 (53)
CHS motivates me to do the best in my role	43% (down 5pp) national 43%	32% (down 4pp) national 37%	19% (up 6pp) national 15%	6% (up 3pp) national 4%	0% (No ch) national 1%		47 (53)
CHS motivates me to help achieve its mission for children and young people	40% (down 5pp) national 45%	38% (down 1pp) national 36%	17% (up 6pp) national 14%	4% (No ch) national 4%	0% (No ch) national 1%		47 (53)
Training – Panel members	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not relevant/no training	Responses
I feel well trained to carry out my role	56% (up 34pp) national 38%	36% (down 25pp) national 54%	3% (down 6pp) national 5%	6% (up 1pp) national 2%	0% (No ch) national 0%	0% (down 4pp) national 1%	36 (23)
It is important to me that I can obtain accreditation or qualifications through my volunteering	17% (up 12pp) national 12%	17% (up 4pp) national 21%	42% (down 6pp) national 39%	19% (up 2pp) national 19%	6% (down 3pp) national 8%	0% (down 9pp) national 0%	36 (23)
I would like to have more opportunities for national training	8% (down 1pp) national 11%	39% (down 2pp) national 35%	44% (down 1pp) national 40%	8% (up 8pp) national 11%	0% (down 5pp) national 2%	0% (No ch) national 1%	36 (22)
National training is of benefit to me/increases my skills	17% (up 3pp) national 18%	53% (up 7pp) national 51%	25% (down 16pp) national 23%	6% (up 6pp) national 5%	0% (No ch) national 2%	0% (No ch) national 2%	36 (22)
National training courses I have attended in the last year were of good quality	17% (up 8pp) national 13%	33% (down 10pp) national 43%	31% (up 4pp) national 24%	8% (down 5pp) national 6%	0% (No ch) national 2%	11% (up 2pp) national 13%	36 (23)
Local learning events are of benefit to me/increases my skills	39% (up 21pp) national 26%	56% (up 8pp) national 50%	6% (down 21pp) national 15%	0% (down 4pp) national 5%	0% (No ch) national 1%	0% (down 4pp) national 2%	36 (23)
Local learning events I have attended in the last year were of good quality	47% (up 17pp) national 26%	42% (down 2pp) national 46%	11% (down 6pp) national 18%	0% (No ch) national 4%	0% (down 4pp) national 1%	0% (down 4pp) national 4%	36 (23)

Training – AST members	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not relevant / no training	Responses
I feel well trained to carry out my role	50% (up 39pp) national 26%	50% (down 17pp) national 53%	0% (down 11pp) national 15%	0% (No ch) national 4%	0% (No ch) national 1%	0% (down 11pp) national 0%	4 (9)
It is important to me that I can obtain accreditation or qualifications through my volunteering	0% (down 11pp) national 9%	0% (down 22pp) national 17%	75% (up 42pp) national 43%	0% (down 11pp) national 19%	25% (up 14pp) national 13%	0% (down 11pp) national 0%	4 (9)
I am able to access national training and development opportunities when I need to	25% (up 25pp) national 21%	50% (down 17pp) national 54%	25% (up 3pp) national 17%	0% (No ch) national 7%	0% (No ch) national 0%	0% (down 11pp) national 0%	4 (9)
National training courses I have attended in the last year were of good quality	0% (n/a) national 10%	25% (n/a) national 38%	50% (n/a) national 24%	0% (n/a) national 10%	0% (n/a) national 2%	25% (n/a) national 15%	4 (n/a)
Skills – Panel members	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree		Responses
I have the skills to carry out my role	61% (up 31pp) national 46%	31% (down 35pp) national 52%	6% (up 1pp) national 2%	3% (up 3pp) national 0%	0% (No ch) national 0%		36 (23)
I am confident in my knowledge of the legislation to carry out my role effectively	53% (up 35pp) national 29%	39% (down 31pp) national 62%	6% (down 7pp) national 6%	3% (up 3pp) national 2%	0% (No ch) national 0%		36 (23)
I am confident in my knowledge of local services and provision to carry out my role effectively	36% (up 23pp) national 21%	50% (down 11pp) national 58%	8% (down 9pp) national 15%	6% (down 3pp) national 6%	0% (No ch) national 0%		36 (23)
Generally, I am confident in the skills and knowledge of my colleagues when sitting on hearings	39% (up 25pp) national 28%	56% (down 8pp) national 62%	6% (down 8pp) national 8%	0% (down 9pp) national 2%	0% (No ch) national 0%		36 (22)
Skills – AST members	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree		Responses
I have the skills to carry out my role	75% (up 19pp) national 50%	25% (down 8pp) national 49%	0% (down 11pp) national 1%	0% (No ch) national 0%	0% (No ch) national 0%		4 (9)
I am confident in my knowledge of the legislation to carry out my role effectively	25% (up 14pp) national 33%	75% (up 19pp) national 54%	0% (down 33pp) national 11%	0% (No ch) national 1%	0% (No ch) national 0%		4 (9)
I feel my skills are well utilised	0% (down 44pp) national 31%	100% (up 56pp) national 52%	0% (down 11pp) national 12%	0% (No ch) national 4%	0% (No ch) national 0%		4 (9)
Confidence – All volunteers	Very confident	Confident	Neither/nor	Unconfident	Very unconfident		Responses
I can use accessibility tools on my device to make it easier to use, e.g. increase font size	64% (n/a) national 54%	22% (n/a) national 32%	11% (n/a) national 9%	2% (n/a) national 5%	0% (n/a) national 1%		45 (n/a)
I can interact with the home screen on my device, e.g. I can locate text messages	71% (n/a) national 61%	22% (n/a) national 32%	2% (n/a) national 4%	2% (n/a) national 2%	2% (n/a) national 1%		45 (n/a)
I can connect my device to a safe and secure Wi-Fi network, e.g. I can connect to Wi-Fi in my house	76% (n/a) national 67%	20% (n/a) national 29%	2% (n/a) national 2%	2% (n/a) national 1%	0% (n/a) national 1%		45 (n/a)
I can update and change my password when prompted to do so, e.g. I can change my Netflix password	78% (n/a) national 63%	13% (n/a) national 30%	7% (n/a) national 4%	2% (n/a) national 2%	0% (n/a) national 1%		45 (n/a)
I can communicate using tools like email, WhatsApp, FaceTime or Messenger	69% (n/a) national 62%	20% (n/a) national 28%	9% (n/a) national 6%	2% (n/a) national 3%	0% (n/a) national 1%		45 (n/a)
I can post to social media platforms, e.g. Facebook or Instagram	62% (n/a) national 50%	16% (n/a) national 23%	13% (n/a) national 14%	4% (n/a) national 7%	4% (n/a) national 5%		45 (n/a)
I can save information and find it again from my drives and devices	69% (n/a) national 58%	22% (n/a) national 32%	4% (n/a) national 6%	4% (n/a) national 4%	0% (n/a) national 1%		45 (n/a)
I can navigate confidently around my computers file system	64% (n/a) national 56%	24% (n/a) national 32%	7% (n/a) national 7%	4% (n/a) national 4%	0% (n/a) national 1%		45 (n/a)

Confidence – All volunteers continued	Very confident	Confident	Neither/nor	Unconfident	Very unconfident		Responses
I can share documents by attaching them to an email	78% (n/a) national 62%	16% (n/a) national 30%	2% (n/a) national 3%	2% (n/a) national 3%	2% (n/a) national 1%		45 (n/a)
I can use the internet for online banking websites and other apps and online services	73% (n/a) national 63%	20% (n/a) national 26%	7% (n/a) national 6%	0% (n/a) national 3%	0% (n/a) national 2%		45 (n/a)
I can make travel arrangements online	76% (n/a) national 66%	18% (n/a) national 28%	4% (n/a) national 4%	0% (n/a) national 2%	2% (n/a) national 1%		45 (n/a)
I can use multiple tabs on my online browser	73% (n/a) national 60%	16% (n/a) national 26%	7% (n/a) national 8%	2% (n/a) national 5%	2% (n/a) national 2%		45 (n/a)
Personal development – All volunteers	Increased greatly	Increased	Stayed the same	Decreased	Decreased greatly		Responses
My confidence in my own abilities	18% (up 5pp) national 16%	58% (up 8pp) national 49%	25% (down 10pp) national 34%	0% (down 2pp) national 1%	0% (No ch) national 0%		40 (54)
My sense of self-esteem	20% (up 13pp) national 11%	40% (down 3pp) national 43%	40% (down 8pp) national 44%	0% (down 2pp) national 1%	0% (No ch) national 0%		40 (54)
My sense that I am making a useful contribution	35% (up 16pp) national 26%	55% (down 17pp) national 57%	10% (up 1pp) national 15%	0% (No ch) national 1%	0% (No ch) national 0%		40 (54)
My awareness of the effects of my actions on others	30% (up 6pp) national 25%	50% (down 9pp) national 49%	20% (up 3pp) national 26%	0% (No ch) national 1%	0% (No ch) national 0%		40 (54)
My sense of motivation	20% (up 14pp) national 13%	40% (down 6pp) national 41%	40% (down 6pp) national 44%	0% (down 2pp) national 2%	0% (No ch) national 0%		40 (54)
My willingness to try new things	18% (up 6pp) national 13%	35% (down 19pp) national 43%	48% (up 14pp) national 44%	0% (down 2pp) national 1%	0% (No ch) national 0%		40 (54)
The sense that I have things to look forward to in my life	18% (up 12pp) national 10%	28% (down 2pp) national 31%	55% (down 8pp) national 58%	0% (down 2pp) national 1%	0% (No ch) national 0%		40 (54)
Skills development – All volunteers	Increased greatly	Increased	Stayed the same	Decreased	Decreased greatly	Not relevant	Responses
My social and communication skills	13% (up 9pp) national 9%	38% (No ch) national 39%	50% (down 8pp) national 52%	0% (No ch) national 0%	0% (No ch) national 0%	0% (No ch) national 0%	40 (53)
My ability to work as part of a team	8% (up 6pp) national 7%	35% (down 2pp) national 32%	58% (down 4pp) national 60%	0% (No ch) national 0%	0% (No ch) national 0%	0% (No ch) national 0%	40 (54)
My ability to make decisions	13% (up 5pp) national 14%	48% (up 5pp) national 40%	40% (down 10pp) national 46%	0% (No ch) national 0%	0% (No ch) national 0%	0% (No ch) national 0%	40 (54)
My ability to lead or encourage others	13% (up 9pp) national 11%	35% (down 8pp) national 37%	50% (down 2pp) national 51%	3% (up 1pp) national 1%	0% (No ch) national 0%	0% (No ch) national 0%	40 (54)
My ability to organise my time	10% (up 8pp) national 6%	10% (down 12pp) national 21%	80% (up 6pp) national 72%	0% (down 2pp) national 0%	0% (No ch) national 0%	0% (No ch) national 0%	40 (54)
Vocational or job-related skills, such as dealing with conflict or chairing meetings	20% (up 11pp) national 12%	30% (down 5pp) national 40%	40% (down 10pp) national 44%	3% (up 1pp) national 0%	0% (No ch) national 0%	8% (up 4pp) national 3%	40 (54)
Technical skills, such as IT skills	5% (up 5pp) national 2%	8% (No ch) national 11%	83% (down 10pp) national 84%	0% (No ch) national 1%	0% (No ch) national 0%	5% (up 5pp) national 2%	40 (55)
My employability as a result of being a volunteer	3% (up 1pp) national 3%	15% (up 2pp) national 15%	38% (down 13pp) national 44%	0% (No ch) national 2%	0% (down 4pp) national 1%	45% (up 14pp) national 35%	40 (55)
The impact of my volunteering on my chances of being recognised or promoted in my paid job	3% (up 1pp) national 2%	10% (up 5pp) national 6%	38% (down 10pp) national 44%	0% (No ch) national 1%	0% (No ch) national 1%	50% (up 5pp) national 46%	40 (55)



Observation and feedback – Panel members	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not relevant	Responses
Feedback I receive through observation is constructive	47% (up 31pp) national 35%	39% (down 7pp) national 51%	11% (down 18pp) national 9%	0% (down 8pp) national 2%	0% (No ch) national 1%	3% (up 3pp) national 2%	36 (24)
Observation and feedback helps me improve my practice in hearings	47% (up 35pp) national 31%	28% (down 6pp) national 48%	19% (down 26pp) national 15%	3% (down 6pp) national 2%	0% (No ch) national 1%	3% (up 3pp) national 2%	36 (24)
Observation and feedback gives me reassurance about my skills and knowledge	50% (up 33pp) national 35%	33% (down 17pp) national 52%	11% (down 14pp) national 8%	0% (down 8pp) national 2%	3% (up 3pp) national 1%	3% (up 3pp) national 2%	36 (24)
I have taken action as a result of the feedback I have received	31% (up 18pp) national 19%	39% (up 10pp) national 45%	22% (down 7pp) national 24%	0% (down 8pp) national 4%	0% (down 8pp) national 1%	8% (down 4pp) national 7%	36 (24)
I would like other opportunities to reflect on good practice or talk through difficult cases	11% (down 1pp) national 20%	39% (down 7pp) national 41%	36% (up 7pp) national 29%	0% (down 4pp) national 5%	3% (up 3pp) national 1%	11% (up 3pp) national 2%	36 (24)
Contacted CHS - All volunteers	Yes	No					Responses
Have you contacted CHS National Team at any point over the last twelve months (i.e. since May 2018), either by email, telephone, or letter?	18% (down 3pp) national 24%	83% (up 2pp) national 76%					40 (55)
Customer service – All volunteers	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree		Responses
It was easy to contact staff at CHS	29% (up 19pp) national 27%	43% (down 12pp) national 47%	14% (down 4pp) national 16%	14% (down 4pp) national 10%	0% (No ch) national 1%		7 (11)
Staff were polite and considerate	43% (up 25pp) national 40%	43% (down 21pp) national 49%	14% (down 4pp) national 9%	0% (No ch) national 1%	0% (No ch) national 1%		7 (11)
Staff were helpful and approachable	43% (up 25pp) national 39%	43% (down 21pp) national 46%	14% (down 4pp) national 12%	0% (No ch) national 1%	0% (No ch) national 2%		7 (11)
Staff were well informed	43% (up 34pp) national 31%	43% (down 12pp) national 39%	14% (down 13pp) national 25%	0% (down 9pp) national 3%	0% (No ch) national 1%		7 (11)
Staff were willing to listen and take on board my views	29% (up 19pp) national 31%	57% (up 3pp) national 38%	14% (down 13pp) national 23%	0% (down 9pp) national 5%	0% (No ch) national 2%		7 (11)
Staff offered solutions to any problems I had	29% (up 19pp) national 29%	43% (up 6pp) national 39%	29% (down 26pp) national 22%	0% (No ch) national 6%	0% (No ch) national 5%		7 (11)
My query was answered within a reasonable timeframe	43% (up 34pp) national 30%	29% (down 8pp) national 41%	14% (down 31pp) national 16%	14% (up 5pp) national 10%	0% (No ch) national 4%		7 (11)
Customer service – All volunteers	Always	Very often	Sometimes	Rarely	Never		Responses
I am able to get a resolution to my enquiry the first time I contact the CHS National Team	57% (up 39pp) national 27%	14% (down 13pp) national 36%	14% (down 40pp) national 28%	14% (up 14pp) national 6%	0% (No ch) national 3%		7 (11)



Expenses – All volunteers	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree		Responses
My out of pocket expenses are reimbursed promptly	30% (down 20pp) national 27%	25% (up 1pp) national 30%	40% (up 30pp) national 37%	3% (down 5pp) national 5%	3% (down 7pp) national 2%		40 (42)
I find myself out of pocket as a result of volunteering with CHS	10% (down 6pp) national 6%	10% (up 4pp) national 16%	43% (up 23pp) national 31%	30% (up 4pp) national 31%	8% (down 25pp) national 16%		40 (50)
Claiming back expenses is easy and straightforward	18% (up 8pp) national 21%	40% (up 4pp) national 35%	33% (No ch) national 33%	8% (No ch) national 8%	3% (down 12pp) national 2%		40 (50)
I know whom to contact if I have a question about my expenses	40% (n/a) national 33%	43% (n/a) national 40%	15% (n/a) national 17%	3% (n/a) national 8%	0% (n/a) national 2%		40 (52)
Communications – All volunteers	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know/Not applicable	Responses
Letters and emails I receive from CHS are clear and easy to understand	27% (up 16pp) national 25%	62% (up 7pp) national 58%	9% (down 21pp) national 12%	2% (No ch) national 4%	0% (No ch) national 1%	0% (down 2pp) national 1%	45 (54)
Written communication from CHS is friendly and treats me as an individual	22% (up 7pp) national 21%	53% (up 14pp) national 51%	22% (down 17pp) national 19%	2% (down 5pp) national 6%	0% (No ch) national 1%	0% (No ch) national 2%	45 (54)
Guidance produced by CHS is easy to understand	18% (up 9pp) national 19%	71% (up 16pp) national 58%	9% (down 23pp) national 18%	2% (down 1pp) national 5%	0% (No ch) national 1%	0% (No ch) national 0%	45 (54)
Practice updates help me improve my practice	24% (up 17pp) national 21%	60% (up 24pp) national 56%	16% (down 34pp) national 18%	0% (down 4pp) national 2%	0% (No ch) national 1%	0% (down 4pp) national 3%	45 (53)
I am kept informed about changes which may affect me	22% (up 15pp) national 19%	60% (up 9pp) national 58%	13% (down 6pp) national 15%	4% (down 9pp) national 5%	0% (No ch) national 1%	0% (down 9pp) national 2%	45 (53)
The National Convener's updates to the Board are informative and relevant	13% (up 8pp) national 13%	60% (up 25pp) national 42%	20% (down 17pp) national 32%	0% (down 6pp) national 4%	0% (down 4pp) national 2%	7% (down 6pp) national 8%	45 (54)