

MEMBERSHIP SATISFACTION QUESTIONNAIRE SUMMARY 2007

1. Are you happy with the services that the Redbridge Learning Collaborative provides?

Very Happy	Happy	Happy only in some areas	Unhappy
22	21	1	2

Please give your reason for your above answer

Good communication regarding developments and training courses	15
Good opportunities to network with other providers	11
RLC provides an opportunity for staff to attend training courses at a reasonable or no cost	7
Good communication regarding funding opportunities	7
Helpful staff	3
Regular and useful RLC events	2
Website is informative and up to date	2
The training courses offered encourage staff career development	1
It would be useful to have various providers from different client groups attend the RLC events / meetings	1
The majority of providers attending the events seem to be from the older people category so a lot of information is not relevant to young parent support organisations	1
Majority of RLC information and events relate to care organisations – not relevant to anxiety care	1
Majority of RLC information and events relate to care organisations – not relevant to fostering services	1
Useful refresher training courses are offered	1
Training courses offered are well organised	1

2. Is the Collaborative effective in providing you with relevant and useful information?

YES	NO
44	2

Please give your reason for your above answer

Very informative	10
Information provided relates to current issues in the sector	7
Information sharing opportunities are available	6
Information regarding local training provision is useful	5
Information regarding funding opportunities for courses is useful	5
Wide range of relevant courses available	3
Information from the RLC is e-mailed directly so information is received promptly	2
Friendly and helpful staff	2
Receive updates regarding related legislation	2
Upcoming training courses are advertised in plenty of time prior to the course taking place	2
Majority of RLC information and events relate to care organisations – not relevant to anxiety care	1
Majority of RLC information and events relate to care organisations – not relevant to fostering services	1
Majority of RLC information and events relate to care organisations – not relevant to housing support services	1

3. How have you as a member of the collaborative benefited?

You can tick more than one box!

Kept you up to date with what is on offer	39
Referred you to useful contacts	28
Received support workforce development of your staff	15
Provided funding	15
Improved your service delivery	12
Retained staff	1
Recruitment of staff	1
<p>Are there other benefits? Please specify:</p> <ul style="list-style-type: none"> • Networking benefits – sharing information with other providers at the RLC events / meetings – 1 • Access to funding opportunities to train staff – 1 • Staff benefit from career development – 1 • Information cascaded from the RLC relates to current issues – 1 • Training which staff have accessed has enhanced service delivery standards - 1 	
The organisation did not benefit	1

4. What are the changes the Collaborative should make in the next 12 months?

No changes necessary	11
Continue with excellent service currently provided	5
Keep providers updated with developments in the area of Learning Disabilities	3
Keep providers updated with relevant information regarding training courses suitable for staff members	2
More training opportunities for Manual Handling, Food Hygiene, Health & Safety, Fire Training, Domestic	1
More training opportunities for Mental Health issues	2
More notice given to members regarding RLC events / meetings	1
More funding opportunities	2
Organisation would like to organise performing a presentation at one of the RLC's events / meetings	1
Unsure whether to continue with RLC membership as information shared is mainly regarding older people rather than young people	1
Continue to bid for funding opportunities	2
More focus needed in area of long term and palliative care	1
More relevant services and information need to relate to the voluntary sector	1

DATA COMPILED FROM 46 RLC MEMBER RESPONSES

(March 2007)