

# BCT – how is it doing?



## Questionnaire analysis – text box answers

What follows presents the most mentioned text entries. These were identified from a more detailed analysis. Where appropriate a relevant statistical table is included in order to place the number of text entries in context.

### Section 2 – Only for members of local bat groups

#### Q9 Part C Trust

Trust in the BCT (Current) – the respondent's view regarding their bat group(s):

Current situation:

|                             |   |
|-----------------------------|---|
| We have trust               | 63.7% (can leave BCT to get on with their work) |
| We have lost some trust     | 17.5%   |
| We have lost a lot of trust | 14.1%   |
| We have lost all trust      | 4.8%  |
|                             | 100.0%  |

NB. 103 of the 544 bat group members (18.9%) made no selection for this question.

Respondents who agreed that they had lost some/a lot/all trust were then asked to identify where trust had been lost – 183 made an entry in the text box (33.6% of the bat group members), 23 more than the number who had agreed they had lost some/a lot/all trust (accounted for by respondents explaining why they had made no entry on the 'trust' question and others using the text box for another purpose, of which over one-half had agreed there was trust in BCT). Some respondents gave more than one reason, each reason is counted separately. NB. The proportions below are of the 183 ('53%' being 53% of the 183).

**The Defra/rabies issue** – given by 53% (with a third of these directly linking it to communication and just over a sixth linking it to a lack of consultation/seeking views).

**Communication** – given by 26% (with just over two-thirds directly linking it to the Defra/rabies issue; other specifics included BCT not acknowledging communications and communication being all one way with little interest in bat groups).

**Consultation/seeking views** – given by 14% (with approaching two-thirds directly linking it to the Defra/rabies issue).

**Not representing the views of bat groups/members** – given by 10% (with one-third directly linking it to the Defra/rabies issue, and it is likely that the majority of the others also had the Defra/rabies issue in mind).

NB. When asked what they expected the relationship to be, 91.3% of those who selected an option for this question agreed that it should be one of trust (313 of the 544 bat group members, i.e. 57.5%, made no selection for this question).

## Q10 Current and expected relationship

If Q9 had not allowed the respondent to describe the overall relationship between their local bat group(s) and BCT two text boxes were provided for them to use their own words, one to explain the current relationship, the other to explain the expected relationship.

### Q10 Current relationship

A total of 156 bat group members (28.7% of all bat group members) made an entry. Some respondents mentioned more than one item, each item is counted separately. NB. The proportions below are of the 156.

**Don't know/not sure what the relationship is** – given by 30%.

**State a positive about BCT** – given by 13% (a few also made a criticism).

**Negative about BCT's handling of, or stance on Defra/rabies issue** – given by 12% (a few also wanted to make it clear that they agreed with the stance, but not how it was handled).

### Q10 Expected relationship

A total of 105 bat group members (19.3% of all bat group members) made an entry. Some respondents mentioned more than one item, each item is counted separately. NB. The proportions below are of the 105.

**Some aspect of improved communication – providing/exchanging/sharing information/expertise** – given by 30% (and for the majority it was about two-way communication, though for a few it was one-way with BCT listening and then representing the views of bat groups).

**Represent bat groups/members' views** – given by 12%.

**BCT to be more actively involved directly with the bat groups** – given by 9%.

### Q11a Summarising Section 2 – what is working well

A total of 285 bat group members (52.4% of all bat group members) made an entry. Some respondents mentioned more than one item, each item is counted separately. NB. The proportions below are of the 285.

**BCT working well in support of bat groups** – given by 42% (quoting such things as national voice, giving information, sending communications, providing expertise, leadership, advice and guidance as examples). It is worth noting that most of this refers to BCT providing things to bat groups, and is therefore referring to a one-way relationship.

**Name specific areas of BCT work as working well** – given by 30% (quoting such things as NBMP, training, helpline, conference, surveys and Count Bat).

**BCT and bat groups working well together** – given by 11% (quoting mutual support, exchange of information, working together, co-operation, consultation and collaboration as examples). This is seeing the relationship as two-way.

NB. Just over 7% of the respondents who completed this text box said either that nothing was working well or there was no relationship at all. A further 13% said they didn't know, were unsure or had insufficient knowledge to comment.

### **Q11b Summarising Section 2 – what could be better**

A total of 237 bat group members (43.6% of all bat group members) made an entry. Some respondents mentioned more than one item, each item is counted separately. NB. The proportions below are of the 237.

**The approach/mindset of BCT could be better** – given by 36% (quoting attitude, openness, consultation and communications as examples). The Defra/rabies issue was mentioned either explicitly or implicitly by a proportion of these respondents.

**BCT and bat groups should work closer** – given by 21% (quoting improved communications, data flow and consultation as examples).

**Improved training opportunities** – given by 12% (saying there should be more, better, more structured or cheaper opportunities).

NB. Just over 6% of the respondents who completed this text box said they thought everything was OK as it is. A further 4% said they didn't know or had no involvement.

## **Section 3 – Communications (answered by all)**

### **Q17 BCT response to communications – explanation of selected satisfaction statement**

Satisfaction with BCT's response to communications from the respondent:

|                                |        |
|--------------------------------|--------|
| Totally satisfied              | 43.6%  |
| Mainly satisfied               | 23.4%  |
| Neither satisfied/dissatisfied | 23.4%  |
| Mainly dissatisfied            | 6.0%   |
| Totally dissatisfied           | 3.6%   |
|                                | 100.0% |

NB. 374 of the respondents (31.3%) selected 'not applicable' which was given as an option for those who had no experience (or their experience was too long ago) on which to base an answer. A further 67 (5.6%) made no selection for this question.

A total of 674 (56.5%) made an entry. Some respondents made more than one comment but these could be captured in one of the categories below so have only been counted once. NB. The proportions below are of the 674.

**Positive comment about BCT** – given by 43% (their comments containing such words as helpful/informative/appropriate/good, quick/prompt/fast, always respond, acknowledged, polite). Around a twentieth of the positive comments contained a negative, but the balance of the comment was positive.

**No experience** – given by 32% (because they had never contacted BCT; that it was too long ago; that they had contacted BCT but it had not required a response).

**Negative comment about BCT** – given by 13% (primarily because there had been no response/nothing happened/no acknowledgement, accounting for just over half of the negative comments; inadequate response/unhelpful/didn't answer the question/ignored comment made, accounting for just under a quarter; slow response/slow to fix a problem, accounting for just over a tenth of the negative comments). Around a twentieth of the negative comments also contained a positive, but the balance of the comment was negative.

**Used the text box to state something else** – done by 11%.

### **Q18 Effectiveness of communications with BCT – explanation of selected satisfaction statement**

Satisfaction with the effectiveness of the respondent's communication(s) with BCT:

|                                |        |
|--------------------------------|--------|
| Totally satisfied              | 39.2%  |
| Mainly satisfied               | 26.9%  |
| Neither satisfied/dissatisfied | 24.9%  |
| Mainly dissatisfied            | 6.1%   |
| Totally dissatisfied           | 2.8%   |
|                                | 100.0% |

NB. 332 of the respondents (27.8%) selected 'not applicable' which was given as an option for those who had no experience on which to base an answer. A further 155 (13.0%) made no selection for this question. A number of respondents referred to their text box answer in Q17 and these have been included in the analysis of Q18.

A total of 540 (45.3%) made an entry. Some respondents made more than one comment some of which could be captured in one of the categories below so have only been counted once, others of which fell into more than one category and have been counted separately. NB. The proportions below are of the 540.

The analysis has concentrated on understanding what would make an 'effective' response so if a negative comment was made such as 'the question was not answered' this has been taken as indicating what was being looked for, namely to have the question answered. A total of 23.7% of the responses contained a positive comment, while 13.5% contained a negative comment.

**No experience** – given by 24% (because they had never contacted BCT; that it was too long ago; that they had contacted BCT but it had not required any action).

**Receive a response with information that meets my requirements** – given by 24% (this includes appropriate/useful/ helpful/valuable/question answered/all I need/efficient/accurate/right information).

**Receive a quick/prompt response** – given by 12%.

**To achieve its aim/get a result** – given by 5%. A further 3% referred to having their views/comments taken into consideration/getting through.

It's worth noting that 3% used the text box to point out that they had not received replies to a communication with BCT.

### Q19a Summarising Section 3 – what is working well

A total of 649 (54.4%) made an entry. Some respondents mentioned more than one item, each item is counted separately. Because of the range of responses a lower percentage threshold has been used for determining what to include for this question. NB. The proportions below are of the 649.

**Stated all/everything or identified communications/information in general as working well** – given by 26% (excludes any who said, for example, ‘generally all’, and any who said ‘all’ but added an exception such as the Defra/rabies issue, which was mentioned by 3).

**E-mails/e-bulletins** – given by 11% (around 70% of these mentioned e-mails and around 30% e-bulletins with many who mentioned e-mails referring to updates). A few made comments about recent problems with receiving e-bulletins which now appear to be resolved.

**Bat News** – given by 9% (just over 10% of these respondents suggested how it could improve but overall indicated it was liked). This figure would increase to 10% if those who mentioned the ‘newsletter’ were referring to Bat News.

**No view or insufficient experience to comment** – given by 7%.

**Surveys (unspecified), NBMP** – given by 7% (two-thirds mentioned surveys and one-third named the NBMP).

**BCT website** – given by 6%.

### Q19b Summarising Section 3 – what could be better

A total of 510 (42.7%) made an entry. Some respondents mentioned more than one item, each item is counted separately. Because of the range of responses a lower percentage threshold has been used for determining what to include for this question. NB. The proportions below are of the 510.

**No view or insufficient experience to comment** – given by 12%.

**Stated all/everything was working well/OK/no suggestions for improvement** – given by 12%.

**E-mails/e-bulletins** – given by 7% (around 80% of these mentioned e-bulletins and around 20% e-mails). With respect to e-bulletins, for many respondents it was a case of not receiving them after requesting them that was the issue, for a number it was a request for more frequent e-bulletins and for a few it was the opportunity to comment about the recent infrequency of e-bulletins and to say it now appeared to be OK (but don’t let it lapse again).

**Stated all/everything or identified communications/information in general needing to be better** – given by 7%. This percentage would increase to 7.5% if it included those who mentioned communications but specifically linked it to ‘contentious issues’ rather than leaving it open to refer to all communications.

**Consulting/talking with/listening to others in the bat world** – given by 6% (with many either explicitly or implicitly linking this to the Defra/rabies issue). A further 2% referred to being honest/open, again making a link to the Defra/rabies issue.

To pick up on some of the items doing well but which don't feature in the above; 4% said the website could be better (most frequently mentioned were its navigation/the ability to find things on it with others mentioning style); 4% said Bat News could be better (most frequently mentioned were content and style, with a few requests for more local area news, more science/less science; some were asking if it could be e-mailed; a few wanted greater frequency). To pick up on the 'local' comment made in respect to Bat News there were a further 5% who identified local information as something they would like more of with just over half asking for local information about bat groups (mainly how to contact them).

## Section 4 – Representation (answered by all)

### Q20 Extent to which BCT adequately reflects their views about bat conservation – explanation of selected satisfaction statement (including what 'conservation' means to them)

Satisfaction with the extent to which BCT's adequately reflects the views of the respondent about bat conservation:

|                                |        |
|--------------------------------|--------|
| Totally satisfied              | 31.9%  |
| Mainly satisfied               | 42.7%  |
| Neither satisfied/dissatisfied | 16.4%  |
| Mainly dissatisfied            | 5.9%   |
| Totally dissatisfied           | 3.1%   |
|                                | 100.0% |

NB. 118 of the respondents (9.9%) selected 'not applicable' which was given as an option for those who do not view this BCT role as applicable to them. A further 147 (12.3%) made so selection for this question. Despite this, 57 of those who selected not applicable or made no selection made an entry in the text box – see below.

| Percentage of each response type making an entry in the text box | Percentage of the total text entries by each response type |        |
|--|--|--------|
| Totally satisfied  | 62.2%  | 28.1%  |
| Mainly satisfied   | 62.0%  | 37.5%  |
| Neither satisfied/dissatisfied                                   | 61.8%  | 14.4%  |
| Mainly dissatisfied  | 85.5%  | 7.2%   |
| Totally dissatisfied   | 93.1%  | 4.1%   |
| Not applicable/no answer   | 21.4%  | 8.7%   |
| Overall total  | 54.9%  | 100.0% |

A total of 654 (54.8%) made an entry. Some respondents mentioned more than one item, each item is counted separately. NB. The proportions below are of the 654.

Issues raised by these comments appear below. Because this text box invited respondents to explain their answer and explain what 'conservation' meant to them a lower percentage threshold has been used for determining what to include for this question.

**Don't know enough to comment** – given by 7% (all these respondents had either selected 'neither satisfied/dissatisfied', 'not applicable' or had made no selection).

**Negative comment relating to the Defra/rabies issue** – given by 6% (the largest group making this comment were the ‘mainly satisfied’ respondents with respondents from ‘mainly dissatisfied’ and ‘totally dissatisfied’ accounting for the bulk of the remainder).

**BCT doesn’t seek or listen to the views of individuals/bat groups** – given by 3% (the largest group making this comment were the ‘mainly satisfied’ respondents with respondents from ‘mainly dissatisfied’ and ‘totally dissatisfied’ accounting for nearly all of the remainder).

**BCT doesn’t represent the views of the respondent/their bat group** – given by 2% (the two groups mentioning this most were the ‘neither satisfied/dissatisfied’ and ‘not applicable/no answer’).

The analysis of what conservation meant to the respondent is based on specific statements/words contained in their explanations:

Conservation explanation includes ‘**education/promotion/PR**’ – 11%

Conservation explanation includes ‘**assessing numbers**’ or ‘**balance**’ – 5%

Conservation explanation includes ‘**campaigning**’ or ‘**lobbying**’ – 2%

Conservation explanation includes ‘**science**’ or ‘**ecology**’ – 2%

Conservation explanation includes ‘**bat welfare**’ – 2%

The majority of explanations of conservation were made by those who were ‘totally satisfied’ or ‘mainly satisfied’. What is clear is that there is a very wide range of interpretations with some almost diametrically opposed.

#### **Q21(iv) Who BCT represents – exceptions to ‘all who earn income from working with bats (full time or part time)’**

| Currently represents  |        | Should represent   |
|---|--------|--|
| Agree   | 57.8%  | 64.3%  |
| Disagree  | 42.2%  | 35.7%  |
|   | 100.0% | 100.0%   |
| NB. 323 of the respondents (27.1%) made no selection for this question. |        | NB. 330 of the respondents (27.7%) made no selection for this question |

A total of 226 (18.9%) made an entry. Some respondents mentioned more than one item, each item is counted separately. NB. The proportions below are of the 226.

**Used the text box to indicate they were unable to answer** – given by 27%.

**Strong views pertaining to consultants** – given by 18% which was just about evenly split between including and excluding. ‘Standards/accreditation/training’ was mentioned from both consultants and non-consultants.

**Used the text box to say BCT should primarily represent its members** – given by 13%.

**Used the text box to say BCT should represent bat groups’ views** –given by 8%.

## Q21(x) to (xii) Who BCT represents – additions to the prescribed list

A total of 94 (7.9%) made an entry in these text boxes, with 80 making a single entry, 6 making two entries and 8 making three entries (a total of 116 entries). NB The proportions below are of the 94.

**Mentioned bats** – given by 34%. Of these, 44% indicated that BCT currently represents bats, 28% that BCT does not currently represent bats and 28% made no entry for ‘currently represents’.

**Mentioned a variety of ‘conservationists’ (e.g. NGOs, local government ecologists, LBAP officers, land owners, planners)** – given by 18%. Of these, 82% indicated that BCT should represent this group (most didn’t believe BCT was representing them at present).

**Mentioned schools/teachers** – given by 10%. Of these, 67% indicated that BCT currently represents this group.

## Section 5 – Any other business (answered by all)

### Q22 How good a job BCT is doing overall

Respondents view on how good a job BCT is doing overall:

|                  |        |
|------------------|--------|
| Very good        | 34.9%  |
| Good             | 49.2%  |
| Neither good/bad | 12.4%  |
| Bad              | 2.2%   |
| Very bad         | 1.2%   |
|                  | 100.0% |

NB. 148 of the respondents (12.4%) made no selection for this question.

A total of 729 (61.1%) made an entry in the text box. Some respondents mentioned more than one item, each item is counted separately. NB. The proportions below are of the 729.

#### Summary:

**Positive about BCT** – given by 59%.

**Felt there were areas in which BCT could do better** – given by 22% (but on the whole weren’t negative about BCT, many saying things were OK but there was room for improvement).

**Stated they had no opinion or not enough experience/information to comment** – given by 9%.

Although only a small percentage it’s worth noting that 3% were negative about BCT and all focused on the Defra/rabies issue.

#### Specifics:

**BCT generally doing a good/excellent job** – given by 21% (a further 2% thought there was room for improvement in BCT generally).

**Positive about BCT’s external PR, including media work** – given by 10%.

**BCT could do better in its external PR, including media work** – given by 7%.

**Positive about information/advice coming from BCT** – given by 7% (a further 1% thought there was room for improvement in this area).

### **Q23b Issues and outcomes a review of BCT needs to address and those which must be addressed even if it takes funds away from other conservation work**

Belief, or otherwise, that there are issues to be addressed by a review (Q23a):

|            |        |
|------------|--------|
| Yes        | 29.7%  |
| No         | 22.9%  |
| Don’t know | 47.5%  |
|            | 100.0% |

NB. 270 of the respondents (22.6%) made no selection for this question. A few respondents had issues but did not select the ‘Yes’ option (if the above table was adjusted to take them into account it would only increase the ‘Yes’ percentage by 0.4% to 30.1%).

#### Issues that need to be addressed:

A total of 279 (23.3%) identified issues to be addressed. Just over half of these respondents mentioned more than one issue leading to a total of 602 issues (this is with repeated issues being counted on each occasion mentioned). NB. The proportions below are of the 602.

**Relationship issues** – 43% of the issues (includes relationship/representation/accountability; communications/consultation [bat groups and members]; support and training, including volunteering; Defra/rabies issues).

**Planning/standards** – 23% of the issues (includes development and planning/protected species; conservation and science [species and habitats]; support/training – consultants; best practice and standards; licensing).

**Strategic direction and role** – 12% of the issues.

**External focussed (non bat group/BCT member)** – 9% of the issues (PR [bats and BCT], including membership).

**Internal focussed** – 5% of the issues (BCT staff and management).

#### Issues that must be addressed:

A total of 133 (11.1%) identified issues that must be addressed. Just over 70% of these respondents identified more than one issue leading to a total of 313 issues (this is with repeated issues being counted on each occasion mentioned). NB. The proportions below are of the 313.

**Relationship issues** – 52% of the issues (includes relationship/representation/accountability; communications/consultation [bat groups and members]; support and training, including volunteering; Defra/rabies issues).

**Planning/standards** – 22% of the issues (includes development and planning/protected species; conservation and science [species and habitats]; support/training – consultants; best practice and standards; licensing).

**Strategic direction and role** – 10% of the issues.

**External focussed (non bat group/BCT member)** – 8% of the issues (PR [bats and BCT], including membership).

**Internal focussed** – 6% of the issues (BCT staff and management).

### **Q24 Anything else**

A total of 223 (18.7%) made an entry in the text box. Some respondents mentioned more than one item, each item is counted separately. NB. The proportions below are of the 223.

**Compliment BCT on its work, keep it up, expresses thanks for its work** – given by 16%.

**Don't know enough to answer** – given by 13%.

**State the questionnaire as too complicated/confusing, waste of time** – 6%.

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