

The Bat Conservation Trust – how is it doing?



Dear BCT Member/Bat Group Member/Volunteer and others who work with bats,

We are at a crucial stage in an exercise to obtain feedback and opinions about BCT from around the bat world and your participation in this stage is of great value to us. By completing the questionnaire below you will be making an important contribution to the first stage of a communications review and to the decision on whether or not other areas also need to be reviewed. Investing in such reviews requires careful evaluation and we need your help in arriving at this decision.

In order to ensure that as many of you as possible are given this opportunity to give us your feedback we have used a number of different address lists. This may mean that you will receive more than one request to complete this questionnaire, for which we apologise. Unfortunately, without expensive de-duplication this is unavoidable. You will be pleased to know, however, that we are only asking for one completed questionnaire from you, so if this is a duplicate please consider passing it on to someone else in the bat world who may not have yet received one.

If you have access to the internet please complete the questionnaire online, even if you have received a printed copy (www.bats.org.uk/questionnaire/) as this saves us administrative time and costs. But because everyone's views are valuable, please do not allow limited or no access to the internet stop you from completing the questionnaire – return these by post and address your envelope to, Bat Conservation Trust, Freepost LON10138, LONDON, SW8 4BR, or if you are happy to put your own stamp on the envelope, address your envelope to, Bat Conservation Trust, 15 Cloisters House, 8 Battersea Park Road, LONDON, SW8 4BG. **Please ensure your completed questionnaire is with us by Friday, 16th February 2007.**

Thank you in advance for your contribution to this exercise.

Ian Dunbar
Chair, BCT Board of Trustees

Nick Tomlinson
Chair, Bat Group Forum

How to complete the questionnaire: For many questions a tick in the space provided [✓] to indicate your answer is all that is required. For others we ask you to insert a number in the space provided using a given scale e.g. [3]. Finally, there are some questions where we ask you to write your answer – please try and make your answers as succinct as possible to help the analysis. If required, further comments can be attached to your completed questionnaire.

Section 1 – About you

We will use this section to see if replies vary according to what you get involved in and do in the bat world.

- Q1** Are you a member of the Bat Conservation Trust (i.e. pay an annual membership subscription direct to BCT)?
- Q2a** Are you a member of a local bat group?
- Q2b** If 'Yes' to Q2a: Which one(s):
- Q3a** Does your main, paid employment involve bats?
- Q3b** If 'Yes' (i) Are you a consultant?
to Q3a: (ii) Do you also work with bats on a voluntary (unpaid) basis?
- Now skip to Q7.**
- Q4** Do you work with bats on a voluntary (unpaid) basis?
If 'Yes' skip to Q7.

	Yes	No	Don't know
Q1	[]	[]	[]
Q2a	[]	[]	[]
Q2b			
Q3a	[]	[]	[]
Q3b (i)	[]	[]	[]
Q3b (ii)	[]	[]	[]
Q4	[]	[]	[]

	Yes	No	Don't know
Q5 Do you purposely go out to see bats? If 'Yes' skip to Q7.	[]	[]	[]
Q6 Do you simply leave viewing bats to when you're outside doing other things?	[]	[]	[]
Q7 All: In the last two years, have you taken part in the National Bat Monitoring Programme, and/or Sunrise/Sunset Survey, and/or Roadside Survey?	[]	[]	[]

Section 2 – only for those who are members of local bat groups (other respondents please skip to Section 3 and Q12)

- Q8** How involved are you in your local bat group(s)? Please select the closest matching description. If it differs by bat group, answer for the one you are most involved with.
- (i) **Heavily** (attend most/all meetings and events) []
 - (ii) **Partially** (attend some of the meetings and events) []
 - (iii) **Not a lot** (attend few, if any, meetings and events) []

Q9 In your view, how would you describe the overall relationship between your local bat group(s) and the BCT, both currently and what you would expect? Please select from the following descriptions, or add your own in Q10. If it differs by bat group, answer for the one you are most involved with. Tick [✓] as appropriate.

Part A – Working relationship

- | | This is the current situation | This is what I would expect it to be |
|--|-------------------------------|--------------------------------------|
| (i) Close – in my view we work well together | [] | [] |
| (ii) A little distant – BCT does its work, we do ours, but most of the time, in my view, we work well together | [] | [] |
| (iii) Quite distant – BCT does its work, we do ours, but most of the time, in my view, we do not work together | [] | [] |
| (iv) Little/no relationship – in my view we do not work together | [] | [] |

Part B – Support

- | | | |
|---|-----|-----|
| (i) BCT does useful things for the bat group | [] | [] |
| (ii) The bat group does useful things for BCT | [] | [] |

Part C – Trust

- | | | |
|---|-----|-----|
| (i) In my view we have trust in the BCT – we can leave them to get on with their work | [] | [] |
| (ii) . . . we have lost some trust in the BCT * | [] | |
| (iii) . . . we have lost a lot of trust in the BCT * | [] | |
| (iv) . . . we have lost all trust in the BCT * | [] | |

* If you agree with any of these last three statements (Part C (ii), (iii) or (iv)), please identify where trust has been lost:

Q10 If Q9 has not enabled you to describe the overall relationship between your local bat group(s) and the BCT, both as it currently is and what you would expect it to be, please use your own words here (be as succinct as you can to facilitate analysis):

Current relationship:
Expected relationship:

To summarise Section 2 (as succinctly as possible):

Q11a	What, in your view, is working well?
Q11b	What could be better?

Section 3 – Communications

Q12a	Do you recall receiving any of the following over the last six months from the BCT (July 2006 to date)?	Yes	No	Don't know
	(i) Bat News (BCT member's publication – posted)	[]	[]	[]
	(ii) Other posted correspondence/information	[]	[]	[]
	(iii) BCT Quarterly Report	[]	[]	[]
	For those of you <u>without</u> access to the internet tick here [] and skip to Q13. Others please continue:			
	(iv) Bat e-Bulletins (for all who sign up on the BCT website)	[]	[]	[]
	(v) E-mailed updates from the BCT	[]	[]	[]
Q12b	Do you visit the BCT website (www.bats.org.uk)?	[]	[]	[]
Q12c	Is your access to the internet limited in any way?	[]	[]	[]

For Q13 to Q18, and Q20, please use the following satisfaction scale:

5	4	3	2	1
totally satisfied	mainly satisfied	neither satisfied nor dissatisfied	mainly dissatisfied	totally dissatisfied

Insert the appropriate number in the space provided eg [3]. Insert 'X' if 'not applicable'.

Q13	How satisfied are you with the range of communications you receive from the BCT?	[]
Q14	How satisfied are you with the frequency of communications you receive from the BCT?	[]
Q15	How satisfied are you with the information contained in the communications you receive from the BCT?	[]
Q16	How satisfied are you with the opportunities you have available for communicating with the BCT?	[]
Q17	How satisfied are you with the BCT's response to communications from you?	[]
	Please explain your answer to Q17:	
Q18	How satisfied are you with the effectiveness of your communication(s) with the BCT?	[]
	Please explain your answer to Q18 (include what you mean by 'effective'):	

To summarise Section 3 (as succinctly as possible):

Q19a	What in your view is working well?
Q19b	What could be better?

Section 4 – Representation

Q20 Using the satisfaction scale in the previous section: How satisfied are you with the extent to which the BCT adequately represents your views about bat conservation? []

Please explain your answer to Q20 (include what ‘conservation’ means to you):

Q21 Who of the following do you believe the BCT currently represents and should represent. Tick [✓] as appropriate. Some individuals will be represented by more than one category, ignore the duplication.

	Currently represents	Should represent
(i) Bat Group members	[]	[]
(ii) BCT members	[]	[]
(iii) All volunteer bat workers	[]	[]
(iv) All who earn income from working with bats (full time or part time)	[]	[]

If you wish to note some exceptions here to (iv), please do so:

(v) All who privately provide money for work with bats (e.g. donors)	[]	[]
(vi) Independent charitable funders of work with bats	[]	[]
(vii) The general public at large who value bats	[]	[]
(viii) The general public at large not covered by (vii)	[]	[]
(ix) Government bodies (national or local) who fund work with bats	[]	[]

If there are others not covered by the above, please list below:

(x)		[]	[]
(xi)		[]	[]
(xii)		[]	[]

Section 5 – Any other business

For Q22, please use the following scale:

5	4	3	2	1
very good	good	neither good or bad	bad	very bad

Insert the appropriate number in the space provided eg [3].

Q22 Overall, how good a job do you think the BCT is doing? []

Please explain your answer to Q22:

Yes	No	Don't know
[]	[]	[]
go to Q23b	skip to Q24	

Q23a Do you believe there are issues that need to be addressed by a review of the BCT?

Q23b If 'Yes' to Q23a: List the issue(s), state the outcome you are looking for, and tick in the space provided [✓] if this is a 'must do' even if it results in other conservation work being underfunded/sidelined. Please be as succinct as possible.

Issue	Outcome	must do
		[]
		[]
		[]
		[]
		[]

Q24 Is there anything else you would like to add? If so, please do so here (otherwise leave blank and **skip to Section 6**):

Section 6 – And finally

Yes	No
[]	[]

Q25 Because essential follow-up research may be required using telephone, focus groups etc would you be willing to participate in this?

If 'Yes' to Q25: So that we may contact you for this research, please insert your telephone number here (including the area code):

.....

If you share this telephone number, please also provide your first/given name or your title and surname (whichever you believe would preserve anonymity for the questionnaire you have now completed) so we know who to ask for:

.....

Please now return your completed questionnaire (see the introductory letter for how to do this) – completed questionnaires need to be with us by Friday, 16th February 2007.

Thank you.