



# The NGH Member Survey.... Feedback

# MONTHLY DIGEST

## Review feedback...

The Digest is good, but it's too long and it takes too much time to read!

## Done or doing...

Shortened the Digest and focussed on news from Northumberland and the Northeast.

Re-structured some of the sections to make it easier to find things.

Added a summary of events.

Included a summary of issues, topics and links from the SIGs.

# EVENTS

## Review feedback...

Events are enjoyable and useful with about the right amount of time for networking.

It would be good to hear more from members and also to have outside speakers.

It would be good to get more people coming to the events.

It would be good to have different types of event, e.g. social, online etc.

## Done or doing...

Give more opportunities for members to share what they are doing.

Look at different opportunities for people to network and meet each other.

Explore different types of events to encourage a wider range of people to attend, including speakers and social or evening events.

Make sure we ask everyone to introduce themselves at the start of an event.

# SPECIAL INTEREST GROUPS

## Review feedback

They are very informative with a good cross-section of views.

They vary in terms of their usage and usefulness.

It is difficult to find information at a later date.

Discussions can sometimes go 'off piste'.

## Done or doing...

Sent out a reminder about the WhatsApp etiquette guide.

Provided a summary of the discussions taking place in the SIGs in the Digest.

Made information from the SIGs available in the Resources section of the website.

# THE WEBSITE

## Review feedback...

The website is easy to use, but only about 50% of respondents had looked at the Resources section.

## Done or doing...

Redesign the Resources section to make information easier to find.

Included a list of new items on the Resources page in each edition of the Digest.



Encourage more awareness of the Resources section.

# OBJECTIVES & POLICIES

## Review feedback...

The objectives don't refer to climate and the environment etc.

It would be good to have guidance about using the WhatsApp groups

## Done / doing...

Updated the objectives to make them refer explicitly to climate, the environment and sustainability.

Reminded members about the WhatsApp Etiquette Guide and where to find it.

Develop a set of policy templates for groups to use, e.g. policies on safeguarding, data protection etc.

# GOING FORWARDS

## Review feedback...

NGH should continue to provide a platform for collaboration and be a space for groups and individuals to come together.

Be careful how it manages increasing in size.

Consider a way to support members who are interested in campaigning on certain issues.

Keep the current focus on networking and information sharing.

## Done or doing...

Explore the following – NGH's role in campaigns, maximising members' skills and knowledge, cross-cutting projects.

Explore ways to meet identified training needs, e.g. GIS, funding, managing groups etc.



Engage with NCC in any review of the role of Climate Champions.

Continue to develop NGH as a welcoming and useful network for its members.



**Thanks for your feedback!**

**Keep sending your comments, suggestions  
and ideas to  
[Northumberlandgreenhub@gmail.com](mailto:Northumberlandgreenhub@gmail.com)**