**Review of Enquiries Handled by the SMP 2020-21:**

**April 2021**

**Executive Summary and Strategic Reflections:**

The SMP logged 117 enquiries in 2020/21, using an internal cloud-based system. With the team all working remotely, often far beyond reasonable capacity, it was a challenge to always be able to log enquiries as they were handled so, in reality, many more than 117 were processed in the year.

There was a good range of different enquiries handled, from members and the public, Malawi and Scotland, and with a seeming 60%:40% female:male gender balance.

31% of those who had an enquiry logged by the SMP completed the survey at the end of the year – for some this will have been a long time after the event.

Over 72% of respondents said they were “very satisfied” with the SMP’s handling of their enquiry and 14% “moderately” satisfied. Most respondents gave positive feedback and there is some extremely strong feedback, from those who feel the SMP’s support was invaluable, but also a reasonable number who said the impact of the SMP’s response to this enquiry was “none” or “negligible”. Anecdotally, this seems to be mostly from enquiries asking about financial support.

We will reflect further on whether it is worth running the survey every 6 months rather than annually, and we will consider what more we can do to increase satisfaction rate in enquiry handling. One other learning point is to put the option of including contact details if survey respondents wish to discuss further. Some respondents clearly wanted to discuss but it was completed anonymously, so we had to try and deduce as best we can who to contact.

**Overall, we can reasonably conclude that, while there are some areas where we could further improve, the SMP has continued to offer a valued enquiry handling service in 2020/21, despite the significant challenges and pressures of homeworking.**

**Full data:**

**Enquiries logged:**

Between 1st April 2020 to 31st March 2021, 117 enquiries and requests for support were logged by SMP members of staff. In reality, the SMP handled considerably more enquiries than this, but it is a challenge to fully log each enquiry, especially at busy times.

Of these 117:

* 70 (60%) were SMP members and 47 (40%) were not members.
* For 80 (68%) the SMP felt we had “entirely” answered their enquiry, 22 (19%) “mostly” answered, 15 (13% “partly” answered, and 0 (0%) “not at all” answered.
* Roughly 55% seemed to be from females and 45% males
* 49 (41%) enquiries were handled by the Member Services Officer; 27 (23% by the Deputy Chief Executive; 21 (18%) by the Chief Executive; 17 (14%) by the Youth and Schools Officer; and 5 (4%) by the Media and Communications Officer

Enquiries covered the below areas:

|  |  |  |
| --- | --- | --- |
| Financial support for university | Fundraiser | Schools |
| Vacancies | School partnership rekindle | PPE |
| Research | Sending football boots to Malawi | Wanted support for Education NGO but based in England |
| Education | Support for friend volunteering in Malawi | Covid-19 school trip |
| Travel advice | Does the SMP operate in Malawi? | Connecting with Bhubesi Pride Foundation |
| Financial details | Post-COVID | IDEAS network |
| Two doctors soon to travel to Malawi | Support for Malawi business | Request to add item to bulletin |
| Communications support | Travel | Support for covid vaccines in Malawi |
| Livingstone Museum | Confirming status of Direct Debit | Visa |
| Financial details | Advice on digital outreach | Can we advertise job in bulletin? |
| Renewable energy | School partnership | Higher education links |
| Request for subscription invoice | School support | Event details |
| Opportunities to volunteer abroad | Volunteering | FairTrade |
| Sending football kits to Malawi | Work experience | Contact details for member organisation |
| School partnerships | Can I be a member if I'm based in Malawi | Transporting blankets to Malawi |
| Promotion | Will event be recorded? | Scholarships |
| Update member details | Working together to fight Covid mis-information in Malawi | Schools |
| History of links | School events | How do I use Zoom? |
| Vacancy promotion | Request for member contact details | Tuition funding for contact |
| School partnership advice | Malawi commitment if Scottish independence | Agriculture |
| Schools workshops | Assistance with governance cooperation | Strathclyde |
| Checking cost of annual sub | Promotion | How to join Health Forum |
| Clarification on Westminster Constituency | Will recording of meeting be made available | Funding request from Malawi |
| Info on partner event | Request to add Covid-19 appeal to website | Internship opportunities |
| William Kamkwamba details | Funding for university studies | Travel advice to Malawi to deliver medical training |
| Checking email address linked to member account | COVID-19 | Funding for university studies |
| Sport | Change of email | Malawian diaspora contact in Fife |
| Midwifery | Do you run Chichewa lessons | Education & Sport |
| Volunteering opportunities | SMP advocacy work in advance of election - compliance | E-intro to Mary's Meals Malawi - eco fuel for stoves |
| Youth club malawi | Language classes and general interest in Malawi | Add me to bulletin |
| Connecting with Estonia - possible digital education partnership | How to contact MaSP | How to contact SMP member |
| Financial support | COP-26 | How to get discount on Susan Dalgety book |
| Names for Malawian characters in short story | Will meeting be recorded? | Mental Health |
| Where to find Malawian cloth facemasks | Advice on setting up a Scottish Charity | Mental Health |
| Daughter wanting to volunteer with SMP | Change of email address | Internship opportunities |
| School workshop partnership | membership | New Bill |
| School partnership | Unable to attend event, what other info is available | Ethical Photography |
| Covid Vaccine | Mental Health | Volunteering |
| Request for membership invoice | Photographs | Support promoting book - raising funds for Malawi |

**End of Year Survey:**

In April 2021. A follow-up survey was emailed to all 117 enquirers, to which 36 responded. These responses are summarised below:

* When asked how satisfied they were by the outcome to and handling of their response, enquirers answered:
	+ 72% ‘Very satisfied’
	+ 14% ‘Moderately satisfied’
	+ 6% ‘Neither satisfied not dissatisfied’
	+ 6% ‘Dissatisfied’
	+ 3% ‘Very dissatisfied’



* When asked what impact the support/advice received from the SMP had on their Malawi work/interest, enquirers said:
	+ “Positive impact”
	+ “The response supported me / my interest in Malawi”
	+ “We did not receive support yet. However, this has impacted on the delayed kick start of the program according to our time frame. We have learnt to patiently.”
	+ “Helped me have confidence in myself”
	+ “Our relationship with SMP is crucial - the response to our email was invaluable.”
	+ “We have set up a Rotary Malawi Fellowship group that will become members of the SMP”
	+ “David Hope Jones replied rapidly, with plenty of specific and useful information that allowed us to further a project. Was much appreciated.”
	+ “Negligible” / None” (x4)
	+ “Enabled me to donate fast to COVID crisis there.”
	+ “A planning impact concerning the timing and prioritising of the SMP renewables forum”
	+ “It gave me hope to be assisted one day, despite the plan not working out”
	+ “none but the advice given at the time was helpful to me.”
	+ “None. I contacted William Kamkwamba via his website and he wrote back and said he could not take up my offer this time. This was puzzling as his website is geared to answer enquiries.”
	+ “Support has been amazing and continues to be so I’m not exaggerating when I say it’s changed my life and opened my eyes to a lot of thing “
	+ “Support has been very helpful to our charity Maura’s Mission. advice helpful too from a marketing communications perspective.”
	+ “It's too early to say. I'm still awaiting a follow up by the person whom David Hope Jones suggested would contact me. Until that happens, there is no progress.”
	+ “It helped us to reach a wider audience and brought new people to our events.”
	+ “Promoted the project ...but generated no feedback”
	+ “Moderate”
	+ “No any tangible impact. I just cancelled my offer of admission due to tuition problems.”
	+ “The support I received helped me to get in contact with someone I had been trying to reach for some time. So it was very helpful.”
	+ “It made my task very easy to complete and I hope to continue my support.”
	+ “Very satisfied with support/advice from the SMP.”
	+ “Understanding your core businesses”
	+ “SMP feedback is essential to guarantee successful outcomes in terms of information (general & specific) and networking”
	+ “None. Jade was helpful but no members supported our request for help with feeding hundreds of malnourished children unfortunately. We’ve had to reduce portion size as we cannot continue to feed upto 800 children every Saturday on our own.”
	+ “We are always interested in working in partnership”
	+ “I used the information directly to buy masks and also share the contact with someone else,”
	+ “It gave me the information I requested”
	+ “It has had a big impact in terms of my other partnership link.”
	+ “I asked for a link to find Chichewa classes online and received it through the Partnership, but nothing has come of my enquiry. So, I don't know if you want to log that as a failure of your initiative or Edinburgh U. (I think it was) that didn't follow through.”
	+ “No impact as I wasn’t given much information”
* When asked how the SMP could improve their handling of enquiries, enquirers said:
	+ “By giving right feedback at a right time to the right person by posting an email such as you have done me.”
	+ “The handling of the enquiry was just fine.”
	+ “So far we are impressed with the way you handle your enquiries.”
	+ “Timely”
	+ “No improvement suggestions I can think of!”
	+ “No improvement needed”
	+ “It was great, nothing to change”
	+ “I was looking for further opportunities to participate in discussions on agriculture. Stuart, the respondent, suggested I try and present some of Malawi Fruit's work. I asked my colleague if he would be willing, along with his counterpart in Mzuzu, but as he had reduced from 100% to 60%, due to reduced funding as our normal fund raising events had been cancelled on account of covid 19, he didnt feel he had enough time. His counterpart, on the other hand, was working extra hard, and has continued to do so. So, a combination of the impacts of C19 and the constant challenge to raise 'core funding', to maintain a CEO, as opposed to winning project funding, which may pay for some of the time of core staff, but not all of it. Down the road I would hope there were further opportunities to learn from other Scottish-Malawi partnerships addressing agriculture. With an expected population rise from 18 to 28 million in the next 15 years there is a really urgent need to think ahead!”
	+ “You did all that was needed fast.”
	+ “It seems to be working fine to me but my query wasn't urgent - so I am sure time to respond might already be on your list of things to consider”
	+ “Producing promised follow up information/advice”
	+ “Probably link clients to other services if there inquiry is not offered at SMP. I came seeking for financial support and i was expecting to be redig”
	+ “Ensure well reasoned policy decisions are available.Appreciate more difficult in present times.”
	+ “If we ask for help or if we would like to volunteer, please let us know how we might be of use and do some follow ups on us because that's when we can feel that we are really a part of it. If you say you'll get back to us, please do because some of us are really passionate about volunteering and making a change so we actually wait for you to contact us to get to work. Thank you for actually asking about what I do and the ideas I have for my club.”
	+ “Quite satisfied with response. No improvement required”
	+ “Give out some of your contacts with people in Malawi. Even if my contact details were given to someone in Malawi then they could chose to contact me or not. Presently this is not done.”
	+ “Generally keep doing what your doing listen to members and use that information and advise to keep improving”
	+ “Maybe an online form with a timescale to respond?”
	+ “I suspect David Hope Jones would benefit from having an executive assistant whom I can contact and discuss details of how our future funds can assist your organisation link Estonia's digital education system with Malawi's Minister for Education. This is what needs to happen. There is a lot more I need to discuss with David Hope Jones as soon as is convenient”
	+ “Nothing - it was handled well and we appreciated the SMP advertising and attending our event. Thank you very much.”
	+ “No suggestions - all was good and helpful”
	+ “No comment”
	+ “By assisting the needy student in looking for the much needed funds through a formal request to the Scottish government upon presenting the exact requests you are receiving from them. I understand it's a small organization but I still feel you can incorporate such issues in one of your core objectives. Thank you and all the best. Jeremiah”
	+ “My enquiry was handled very well.”
	+ “I feel the handling of my enquiry was excellent and could not be improved upon.”
	+ “If it ain't broke, don't fix it.”
	+ “Include All members contacts on the web”
	+ “By using a data base on existing/known sector specialists, SMP could create a system of systematically inviting/challenging these person to contribute more directly, as opposed to allowing them to passively participate.”
	+ “Jade was very helpful so I’m not sure she could have done anything differently but there could maybe be more highlighting of requests as it’s disappointing that as a new member of SMP our shout for help received nothing.”
	+ “There is no need to improve. I sent the email and it was responded to quickly and efficiently but in a very approachable and friendly manner”
	+ “I feel cheeky saying this as my request was quite a long shot - but the acknowledgement and answer came quite a while after I asked so I could say "quicker" - but that does not seem fair as SMP usually responds extremely fast.”
	+ “None - the response was quick and very courteous”
	+ “This was a glitch in comms as my role as Director/trustee that just took a few additional email to sort out”
	+ “follow up, as you've done today?”
	+ “Nothing to be improved!”
	+ “Maybe by sign posting a bit better and having a dedicated person that deals with volunteering”