

Membership Experience Survey 2026 - Your Voice Matters

Members are at the heart of everything we do at SWI.

Listening to members' experiences helps ensure everyone feels valued and supported. To respect your time, we've kept this survey short and focused on the areas that matter most. With this shared understanding, we can make better decisions, strengthen the SWI, and create an experience that works for all members

We need to understand the full membership experience across the country, from joining through to ongoing involvement in SWI life.

The survey should take around 10 minutes to complete. You have until Friday 29 May to submit your response.

- Please complete one survey per member.
- Your responses are anonymous unless you choose to identify yourself.
- If you have questions, please email: hello@theswi.org.uk

If you would like a paper copy to complete you can download one [here](#). Please post your completed survey to The SWI, Suite 8, 4th Floor, 1 Carmichael Place, Edinburgh EH6 5PH

Thank you for taking the time to share your experiences.

SECTION 1: General Information

1. How long have you been a SWI member?

- 1 - 5 years
- 6 - 10 years
- 11 - 20 years
- 20+ years

2. Which Institute do you attend?

3. Which Federation does your Institute belong to?

4. Do you currently hold a committee role within your Institute or Federation?

- No
- Yes – Institute role
- Yes – Federation role
- Yes – Institute & Federation role

5. Which of the following SWI benefits have you experienced since becoming a member? (Tick all that apply.)

- Institute meetings
- Federation events
- National events
- Local, Federation & National competitions
- Volunteering
- Workshops
- Member support and resources
- Member discount codes i.e 10% off Willowberry
- Junior Dippers groups
- Policies
- Insurance
- Communications i.e Members' News, Facebook
- I have not used any benefits
- Other (please specify)

6. What, if anything, currently limits your ability to take part in SWI activities? (Tick all that apply.)

- Cost
- Transport & travel distance
- Digital access
- Work
- Caring responsibilities
- Health or mobility
- Time constraints
- Activities not of interest
- Prefer not to say
- Nothing limits my participation
- Other (please specify)

7. What do you enjoy most about being a SWI member?

SECTION 2: Membership & Fees

8. How do you currently pay your National membership fee?

- Pay my fee direct to central office online via the SWI website (direct debit)
- Pay my fee directly to my Institute
- Other(please specify)

9. What would be your preferred way to pay your National membership fee?

- Pay my fee direct to central office online via the SWI website (direct debit)
- Pay my fee directly to my Institute
- Other(please specify)

10. How would you rate the value for money of your SWI membership? (1 = Poor, 5 = Excellent)

11. Overall, how satisfied are you with your SWI membership?

- Very satisfied
- Satisfied
- Neither satisfied or dissatisfied
- Dissatisfied
- Very dissatisfied

12. How likely are you to recommend SWI Membership to others? (1 = not at all likely, 10 = extremely likely)

13. How would you rate your overall experience with the National body? (1 = Poor, 5 = Excellent)

SECTION 3: Institute Experience

14. How would you rate your overall experience at your Institute?

(1 = Poor, 5 = Excellent)

15. Do you feel connected with other members in your Institute?

- Yes strongly
- Yes somewhat
- No not really
- No not at all
- Not sure

16. What additional support would you like to see for Institutes?

17. How could your Institute member experience be improved?

SECTION 4: Federation Experience

18. How would you rate your overall experience with your Federation?

(1 = Poor, 5 = Excellent)

19. Do you feel connected to members across your Federation?

- Yes strongly
- Yes somewhat
- No not really
- No not at all
- Not sure

20. Would you like to see more opportunities for Federations to work together?

- Yes
- No
- Maybe

21. What additional support would you like to see for Federations?

22. How could your Federation member experience be improved?

SECTION 5: National Events & Competitions

23. How do you usually hear about National events & competitions?

- Members' News
- Website
- Social media
- Institute communications
- Federation communications
- SWI emails
- Word of mouth
- I was not aware of National events & competitions
- Other (please specify)

24. Did you attend or participate in any in-person or online National events and competitions in 2025?

- Yes
- No
- Not sure

25. Following on from question 24, if not what were the main reasons you did not take part? (Tick all that apply.)

- Travel distance
- Not online
- Not confident online
- Cost
- Health or accessibility reasons
- Timing/date
- Lack of awareness
- Not interested
- Not aware of the events
- Other (please specify)

26. Do you have any suggestions for improving National events or competitions for members?

27. Are you planning to attend the Members' Gathering in September in Dundee?

- Yes
- No
- I haven't decided yet

SECTION 6: Heritage Project

28. Before this survey, how aware were you of the SWI Heritage Project?

- Very aware
- Aware
- Somewhat aware
- Not so aware
- Not aware at all

29. Which aspects of the Heritage Project have you experienced or engaged with?

(Tick all that apply.)

- Participated in a heritage talk
- Read the heritage newsletter
- Visited the heritage section of the website
- Archiving at the Ballast Trust
- Oral history recording
- Being interviewed
- Remote archiving
- Listened to or watched heritage podcasts
- I have not experienced or engaged with the project

SECTION 7: Experience of the New SWI Website

30. Have you used the new SWI website

- Yes
- No

31. If yes, how would you rate your overall experience using the new SWI Website?

(1 = Poor, 5 = Excellent)

32. How confident do you feel navigating the new SWI website?

- Very confident
- Confident
- Somewhat confident
- Not so confident
- Not at all confident

33. How confident do you feel booking an event through the new SWI website?

- Very confident
- Confident
- Somewhat confident
- Not so confident
- Not at all confident

34. Which areas of the new SWI website need improvement? (Tick all that apply.)

- Finding information
- Event booking
- Mobile experience
- Speed/performance
- Accessibility
- Content
- Nothing needs improvement
- Other (please include any improvements you would like to see below)

35. Which part of the website do you enjoy the most?

36. What changes would most improve your website experience?

37. Would you find a website user guide or FAQ helpful?

- Yes
- No
- Not sure

SECTION 8: Communications

38. How satisfied are you with your experience of communications from the SWI?

- Very satisfied
- Satisfied
- Neither satisfied or dissatisfied
- Dissatisfied
- Very dissatisfied

39. What is your preferred way to receive communications?

- Social media
- Members' News
- Institute communications
- Federation communications
- Email

40. What could the SWI do to improve communications?

Section 9: UK Supreme Court Ruling

UK Supreme Court Ruling – Why we are asking

Following the UK Supreme Court ruling in April 2025 clarifying that, under the Equality Act 2010, the terms “woman” and “sex” refer to biological sex at birth, SWI is reviewing its membership policy as a single-sex organisation.

We want to ensure our approach remains legally compliant, reflects our values, and continues to support our members. There are no predetermined outcomes your views will help inform the Board’s future decisions.

The April 2025 ruling is directly relevant to SWI as a single-sex organisation. As part of our review, we are seeking members’ views to help inform any future decisions.

41. Which approach to membership do you wish SWI to follow?

- Women-only membership based on biological sex.
- Expand membership to include everyone women, men and trans people while maintaining a clear focus on activities and events for women. This would require important changes, including to our constitution, to reflect our values and future commitment to inclusion.
- No strong view
- Unsure
- Other (please specify)

42. Please share any thoughts, concerns, or reasons behind your answer to question 41. Your comments will help us understand members' perspectives.

SECTION 10: Your Voice

43. Is there anything else you would like to tell us about your experience as a SWI member, or anything we haven't asked about

Thank you for taking the time to complete the Membership Experience Survey. Your feedback is incredibly valuable and helps us better understand what's working well and where we can improve to better support our member experience.