



MEMBERS SURVEY

2026



West Lothian 50+ Network

Members Survey 2026 – Overview

Executive Summary

In early 2026, West Lothian 50+ Network carried out a member's survey to better understand how members engage with the organisation and how the Network should develop in the years ahead.

A total of **247 responses were received**, including **25 paper submissions**, representing **approximately 32% of the membership at the time of the survey (around 760 members)**. This represents a strong response rate for a membership organisation and provides a reliable evidence base for understanding member views.

The survey confirms that the Network plays an important role in helping members stay active, socially connected and involved in their communities.

Key findings include:

- Members participate regularly, with most attending activities weekly.
- Overall satisfaction levels are extremely high.
- Members report significant improvements in social connection and wellbeing.
- Demand exists for additional activities across more communities in West Lothian.
- The Members Hub in Bathgate is widely valued but not equally accessible to everyone.
- Trips, holidays and events remain an important part of the Network's social offer.
- Members report clear and effective communication.
- Members are highly likely to recommend the Network to others, with an average score of **9.36 out of 10**.

The findings from this survey will inform future planning, programme development and strategic decision making.



Introduction

West Lothian 50+ Network carried out a Members Survey in early 2026 to gather feedback on how members are engaging with the organisation and to identify priorities for future development.

The survey explored a range of areas including:

- Participation in activities
- Member satisfaction
- The impact membership has on people's lives
- Communication and information sharing
- Events, trips and holidays
- The role of the Members Hub
- Volunteering
- Future priorities for the organisation

The results provide valuable insight into how the Network supports people aged 50+ across West Lothian and how services can continue to develop in response to member needs.

Survey Methodology

The survey was open to all members of West Lothian 50+ Network.

Responses were collected through:

- An online survey
- Paper copies available at the Members Hub and posted to members not on email.

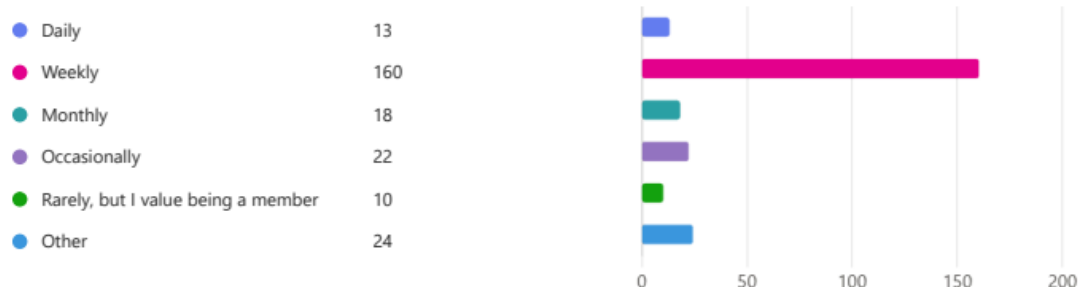
A total of **247 responses** were received, including **25 paper submissions**.

At the time of the survey the organisation had approximately **760 members**, meaning the survey captured the views of around **32% of the membership base**.

This represents a strong response rate and provides a robust sample of member feedback.



How often do you take part in Network activities?



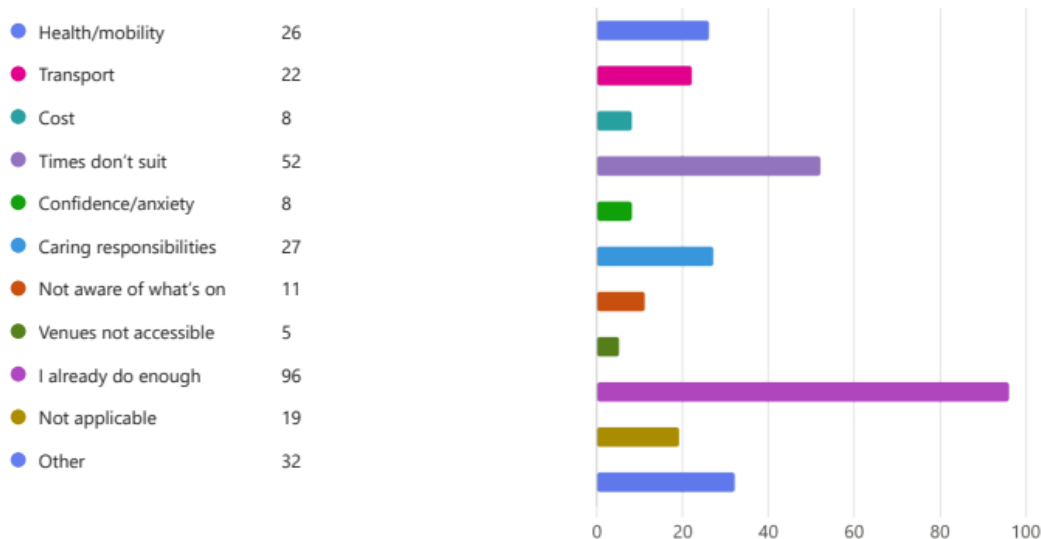
What the data shows

Members participate regularly, with the majority attending activities weekly.

What this means

The Network forms part of members' routine lives rather than being an occasional activity. High levels of regular participation indicate that groups and activities are well established and valued.

What Stops Members Taking Part More Often





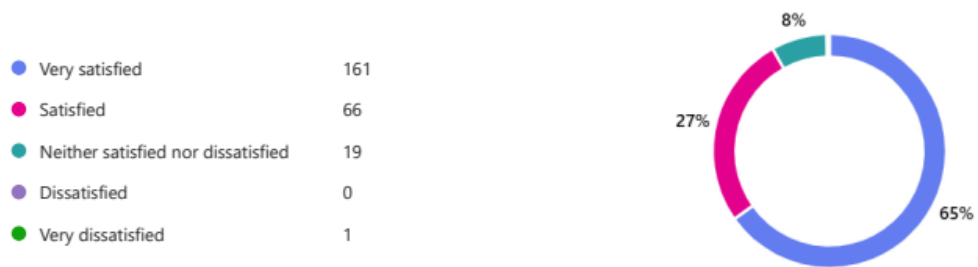
What the data shows

The most common barriers to attending more activities include time commitments, health or mobility issues, and transport.

What this means

Barriers to participation are primarily practical rather than dissatisfaction with the Network. Improving accessibility, scheduling options, and geographic reach may increase participation further.

Member Satisfaction



What the data shows

A very high proportion of members report being satisfied or very satisfied with the Network.

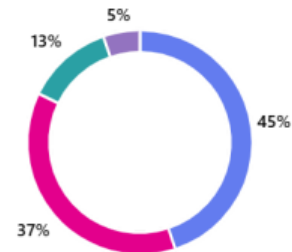
What this means

Member satisfaction is extremely strong, suggesting the current range of activities, support and social opportunities is meeting members' expectations.



Impact on Members' Lives

● A significant difference	111
● A moderate difference	92
● A small difference	31
● No real difference	13



What the data shows

Most respondents report that being part of the Network has made a moderate or significant difference to their lives.

What this means

The Network is clearly contributing to improved wellbeing, social connection and community participation among members.

What Members Value Most

Top words include:

- People
- Groups
- Activities
- Meeting friends
- Community
- New experiences

Members consistently mention:

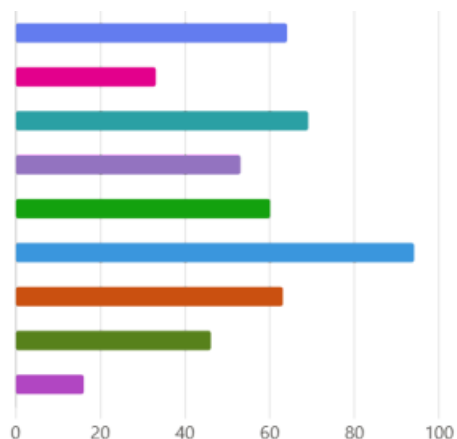
- making friends
- meeting new people
- having purpose



- improved mental health

Activities Members Want More Of

● Social groups (coffee, lunch, local meet-ups)	64
● Men's groups or men-focused activities	33
● Gentle or low-impact physical activities	69
● More active or energetic activities	53
● Health and wellbeing sessions (gentle movement, wellbeing talks, confidence building)	60
● Learning or short courses	94
● Creative or interest-based groups	63
● Digital or practical skills sessions	46
● Other	16



What the data shows

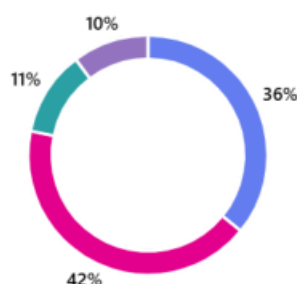
Members expressed interest in a range of additional activities, particularly learning opportunities, social groups and gentle physical activities.

What this means

Members value variety and opportunities to try new things. Expanding learning-based and interest-led activities may increase engagement.

Preferred Times for Activities

● Morning	150
● Afternoon	177
● Evening	48
● Weekends	43





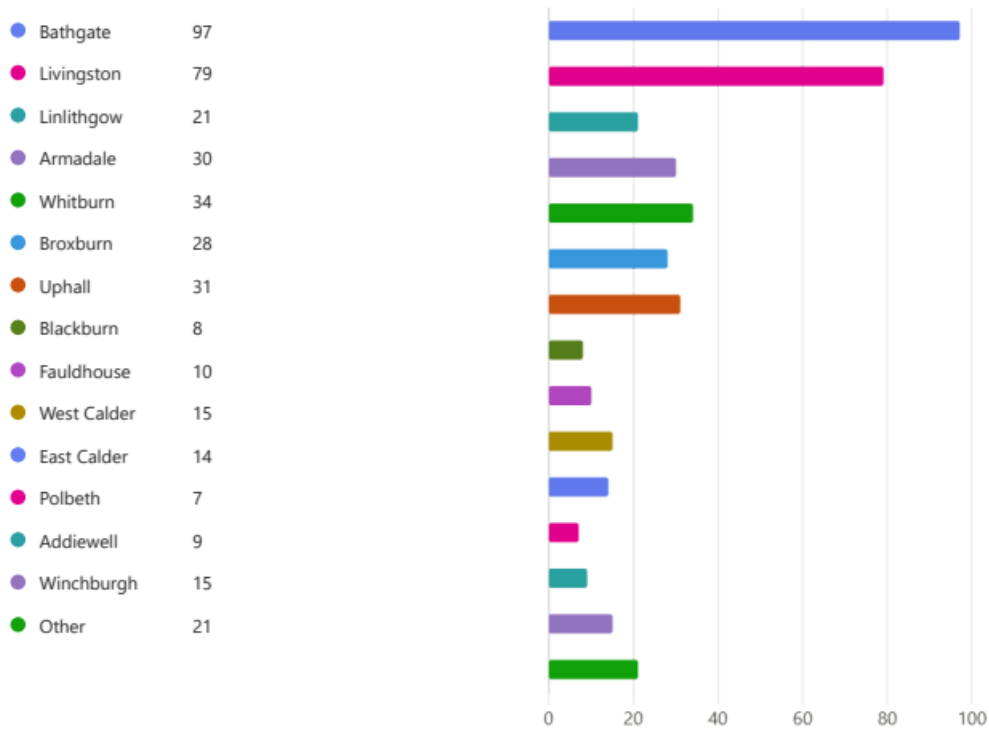
What the data shows

Morning and afternoon activities are most popular, with smaller but noticeable interest in evening and weekend options.

What this means

Daytime activities should remain the core focus, but we should explore more evening or weekend activities to attract younger members or those still working.

Where Members Want Activities



What the data shows

Bathgate and Livingston remain the main areas for participation, though members from other areas expressed interest in local activities.

What this means

While existing areas remain important, there is strong potential to expand activity provision into other communities across West Lothian.





How important is it to you that activities take place locally to where you live?



What the data shows

Most respondents consider it important that activities take place close to where they live.

What this means

Accessibility and local delivery remain key factors influencing participation levels.

If activities were offered closer to home, would you be more likely to attend?



What the data shows

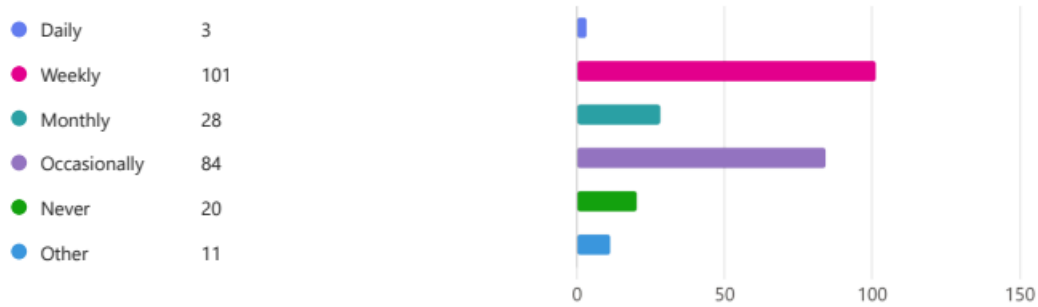
Most respondents say they would be more likely to attend activities if they were available closer to home.

What this means

Expanding activity provision across West Lothian could increase overall participation.



How often do you use or visit the Members Hub in Bathgate?



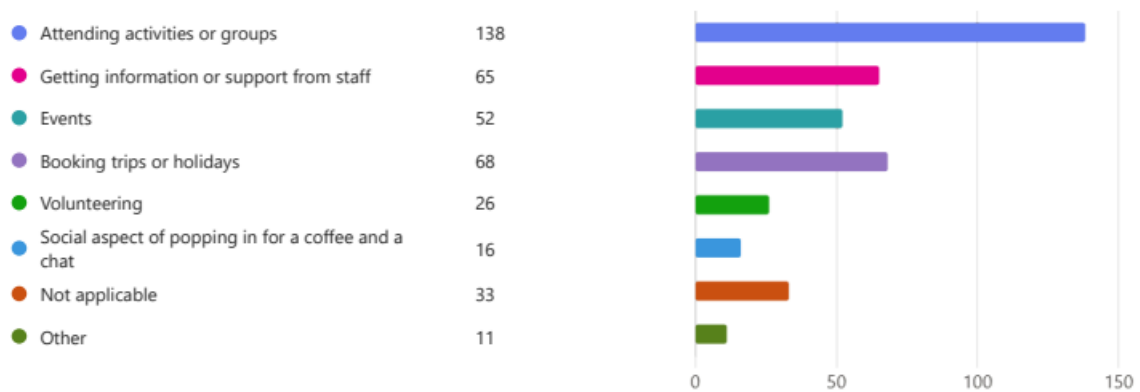
What the data shows

Many members visit the Hub regularly, with others attending occasionally for groups, events or support.

What this means

The Hub acts as a central base for activities, information and social connection within the Network.

Main reasons people use the Hub:



What the data shows

Members most commonly visit the Hub to attend activities, get information or support, and book trips.

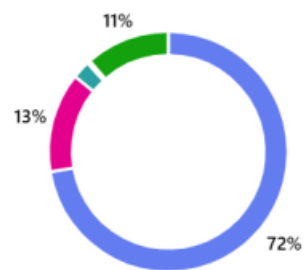


What this means

The Hub plays multiple roles including activity space, information point and social meeting place.

How welcoming the Hub is

● Very welcoming and useful	178
● Fairly welcoming and useful	33
● Neither welcoming and useful	6
● Not welcoming and useful	1
● Not applicable (don't use the Hub)	28



What the data shows

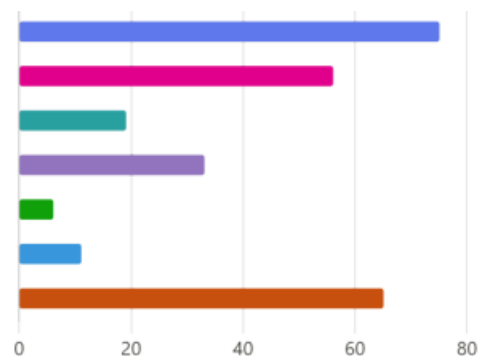
The majority of respondents describe the Hub as very welcoming and useful.

What this means

The Hub environment is widely viewed positively by members.

What stops you using the Hub more often?

● Not applicable (I use the hub regularly)	75
● Not close to me	56
● Transport	19
● Opening times	33
● Accessibility	6
● Confidence	11
● Other	65



What the data shows

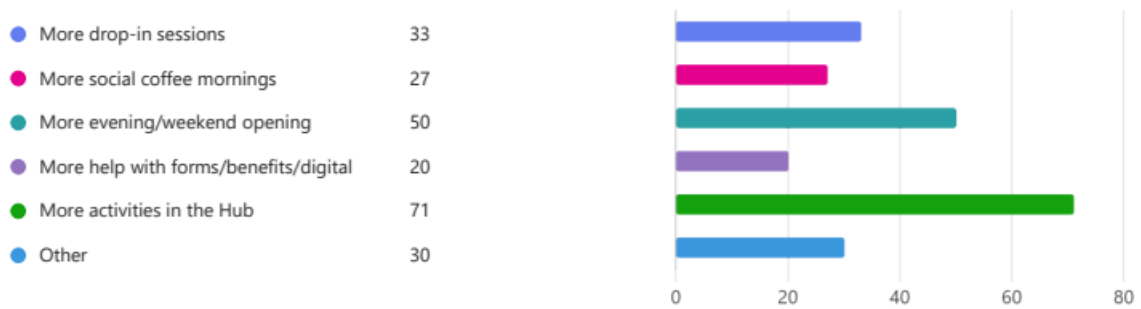
Some members use the Hub less often due to distance, travel or opening times.



What this means

While the Hub is valued, access can be limited for members who live further away.

What would make you more likely to use the Hub?



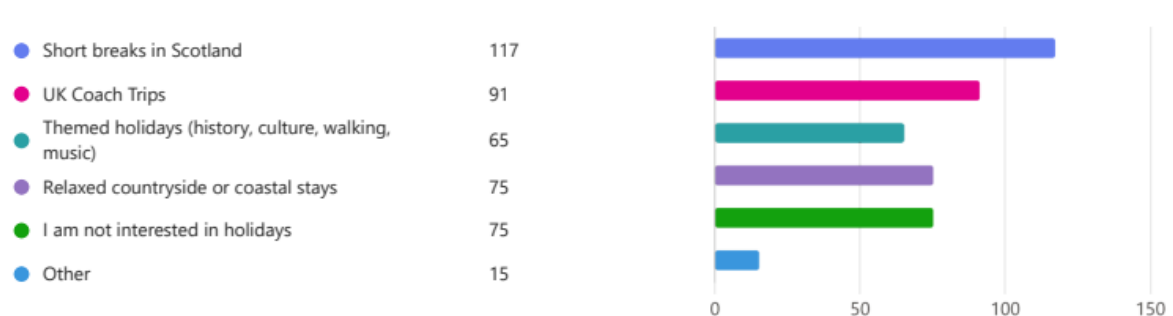
What the data shows

Members suggested improvements such as additional activities, longer opening hours and more social opportunities.

What this means

While the Hub is valued, there are opportunities to further develop its role as a community meeting point.

What types of holidays would you be interested in taking part in with the Network?



What the data shows

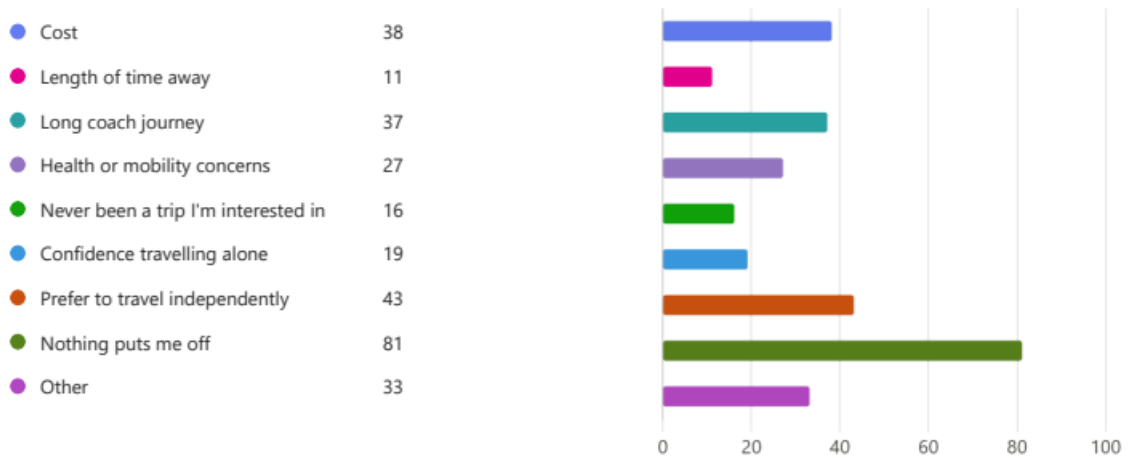
Members showed interest in a range of travel opportunities, particularly short breaks in Scotland and coach trips.



What this means

Trips and holidays remain a valued part of the Network’s programme and provide opportunities for social connection.

What, if anything, puts you off taking part in holidays?



What the data shows

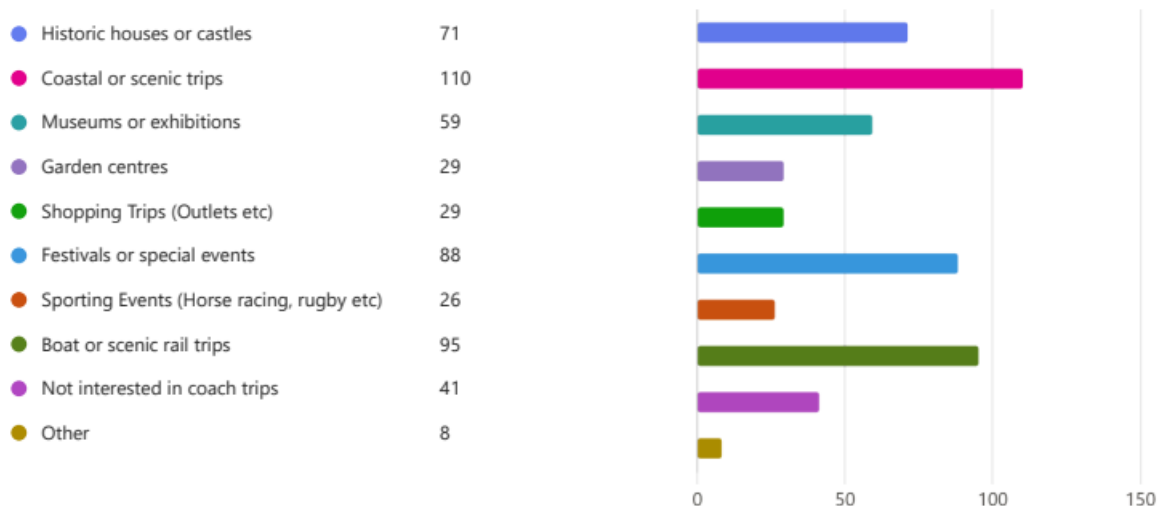
Members identified a number of factors that may discourage participation in holidays, including cost, longer coach journeys, time away from home and confidence travelling alone.

What this means

Providing a range of travel options, clear information and manageable journey lengths may help more members feel comfortable taking part.



What types of day trips would you most like to see more of?



What the data shows

Members expressed strong interest in cultural visits, coastal trips and special events.

What this means

Day trips continue to be an important social opportunity and should remain a key part of the Network’s activities.

Events and Social Activities



What the data shows

Most respondents consider events and social activities valuable.

What this means

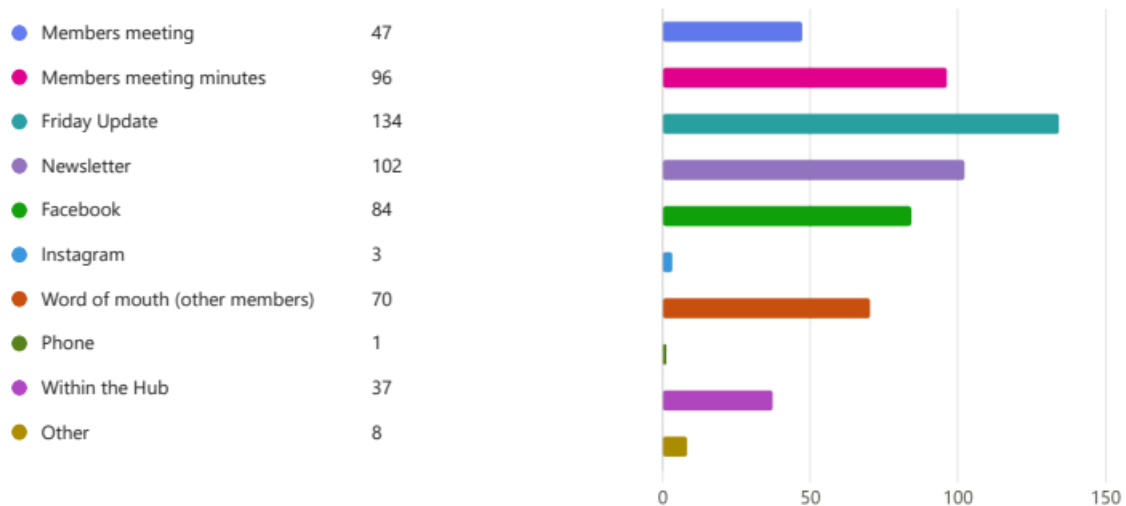
Events continue to be an important part of the Network’s social offer.



Members want events such as:

- social evenings
- music events
- seasonal celebrations
- outdoor activities

How do you usually hear about Network activities?



What the data shows

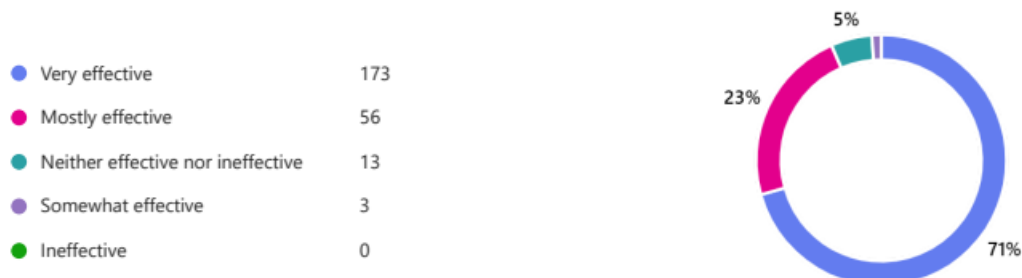
Members most commonly hear about activities through emails, newsletters, Facebook and other members.

What this means

Existing communication channels are effective and widely used.



How clear and easy to understand is our communication?



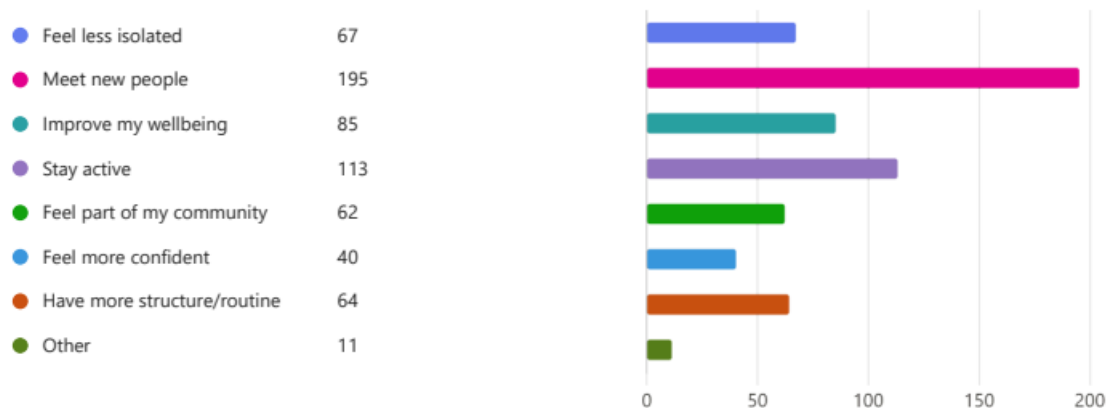
What the data shows

Most members report that communication is clear and easy to understand.

What this means

The organisation is communicating effectively with members.

Being a member of the Network has helped me to?



What the data shows

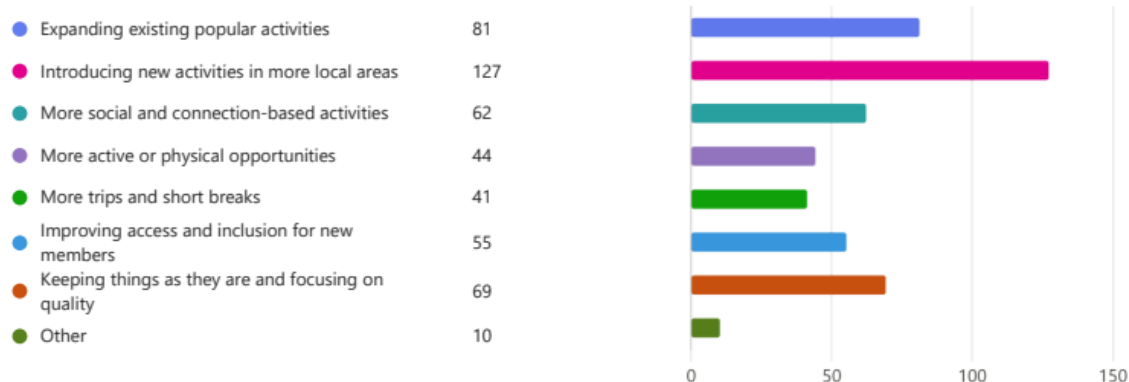
Members report that being part of the Network has helped them meet new people, make friends, stay active and feel more connected to their community.

What this means

The Network is playing an important role in improving social connection and wellbeing for members.



Thinking overall, what should the Network focus more on over the next year?



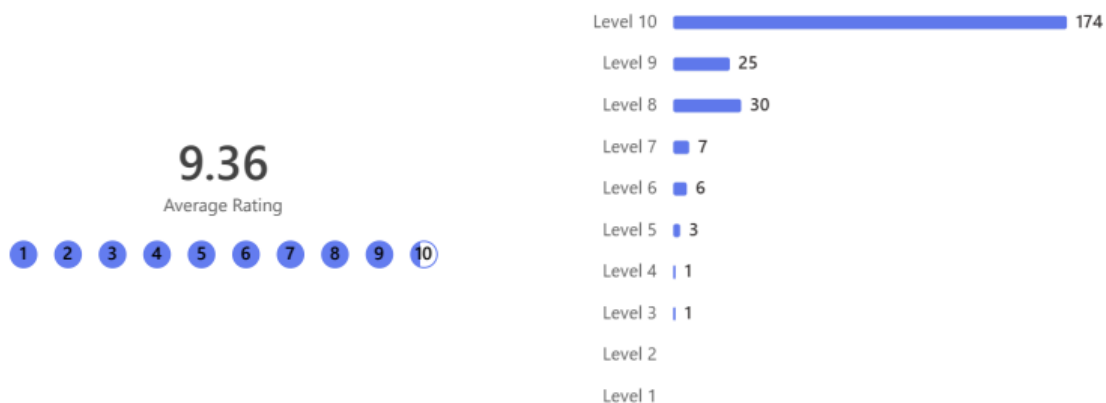
What the data shows

Members most frequently highlighted the importance of continuing to expand activities, creating more opportunities to socialise and increasing activities across different areas of West Lothian.

What this means

Members want the Network to continue growing its activity programme while maintaining the welcoming and community-focused environment that already exists.

How likely are you to recommend West Lothian 50+ Network to someone else? (1 = Not at all likely, 10 = Definitely)





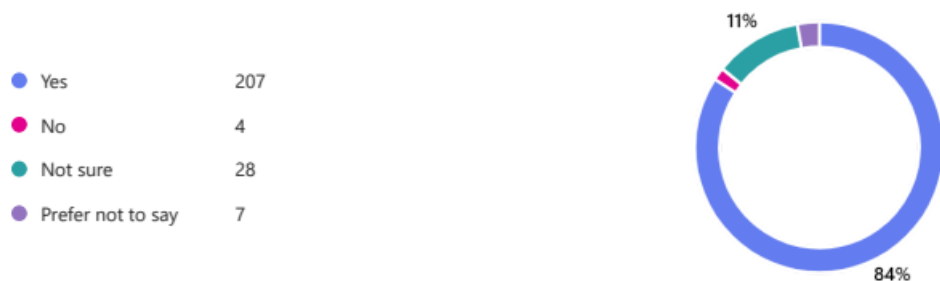
What the data shows

Members report a very high likelihood of recommending the Network to others, with an **average score of 9.36 out of 10**, demonstrating strong member advocacy and satisfaction.

What this means

Members are strong advocates for the organisation, reflecting high satisfaction and a positive reputation within the community.

Do you feel the membership fee is good value?



What the data shows

Most members believe the membership fee represents good value.

What this means

The current membership structure is broadly acceptable to members.

Age Range



What the data shows

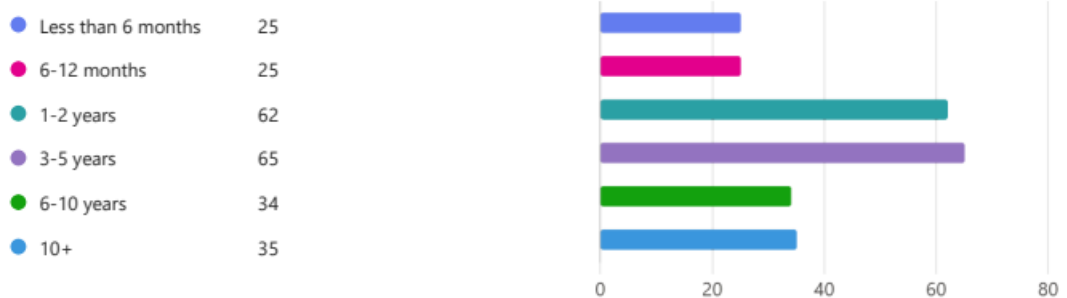
Most respondents fall within the 60–79 age range.



What this means

The Network is particularly engaging members in their 60s and 70s, although there may be opportunities to attract more members aged 50–60.

How long have you been a member of the West Lothian 50+ Network?



What the data shows

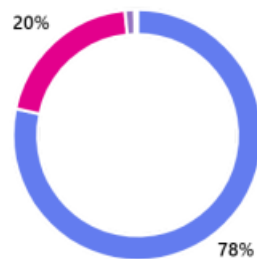
Responses include a mix of long-term members and newer members.

What this means

The Network continues to attract new members while maintaining engagement from existing members.

Gender

● Woman	192
● Man	49
● Non-binary	0
● Prefer not to say	3
● Other	1



What the data shows

Most respondents identify as women.

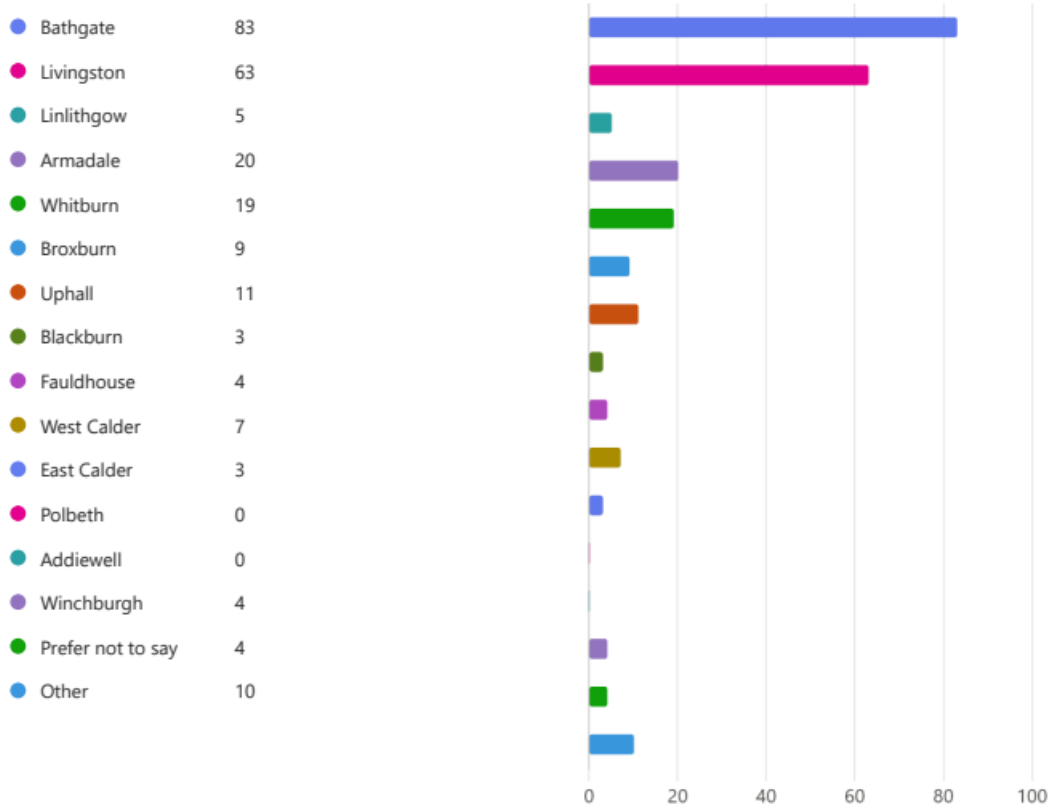
What this means

There may be opportunities to increase participation among men through targeted activities.





Which area do you live in?



What the data shows

Members come from a wide range of communities across West Lothian, with concentrations in Bathgate and Livingston.

What this means

The Network serves members across the West Lothian, reinforcing the importance of delivering activities in multiple locations.



Do you consider yourself to have a disability or long-term health condition?



What the data shows

Approximately **35% of respondents report a disability or long-term health condition.**

What this means

Accessibility and inclusive activities remain important considerations when developing programmes and venues.

Do you provide unpaid care for someone?



What the data shows

A proportion of members report providing unpaid care for someone.

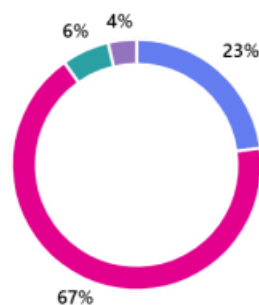
What this means

The Network provides important social opportunities for carers who may otherwise have limited time for social activities.



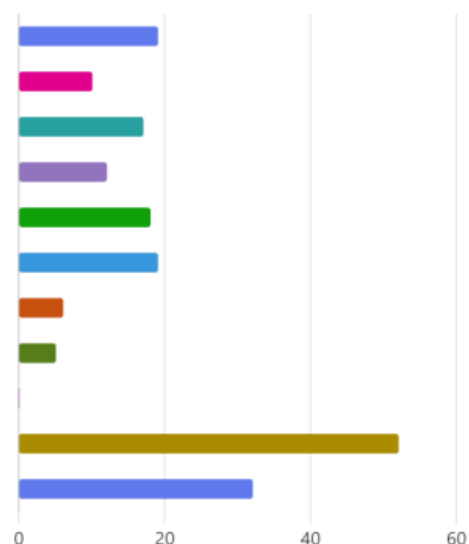
Do you currently volunteer with the Network?

● Yes	56
● No	165
● Not currently, but I'd be interested	15
● Prefer not to say	9



If you don't currently volunteer, what are the main reasons?

● I don't know what volunteering opportunities are available	19
● I don't feel confident enough	10
● I don't drive/transport is a barrier	17
● I have caring responsibilities	12
● I'm still working/don't have the time	18
● I don't want a long-term commitment	19
● I'm worried it would be too much responsibility	6
● I don't feel I have the right skills	5
● I've had a bad experience volunteering elsewhere	0
● I'd rather just attend activities	52
● Other	32



What the data shows

A minority of members currently volunteer with the Network, while some respondents indicated interest in becoming involved.

What this means

While many members prefer to attend activities rather than volunteer, there may be opportunities to increase involvement through flexible or short-term volunteering roles.



Overall Conclusions

The survey results demonstrate that West Lothian 50+ Network continues to deliver strong outcomes for its members.

Members report high levels of satisfaction, regular participation in activities and clear improvements in social connection and wellbeing.

The findings confirm that the Network plays an important role in supporting active and connected lives for people aged 50+ across West Lothian.

Looking ahead, the key challenge will be to continue expanding opportunities while maintaining the welcoming and supportive culture that members clearly value.

Strategic Implications

The findings from the survey highlight several priorities for the continued development of West Lothian 50+ Network:

- Expanding activities into additional communities across West Lothian
- Increasing learning and interest-based activities
- Continuing to develop the Members Hub as a welcoming community space
- Creating more opportunities for social events and trips
- Exploring flexible volunteering opportunities for members

These insights will help inform the organisation's future planning and strategic development.

Survey Limitations

While the survey provides strong insight into member experiences and priorities, some limitations should be recognised.

The survey captured responses from approximately 32% of members, which provides a reliable indication of member views. However, participation was voluntary and responses may reflect the views of those members who are more actively engaged with the organisation.

Despite this, the consistency of responses across questions provides a strong evidence base for understanding member experiences and priorities.





Appendix 1

Additional Member Feedback

As part of the survey, members were invited to provide additional comments about their experiences with West Lothian 50+ Network and any suggestions for future development.

A significant number of respondents provided written feedback. These comments provide additional insight into the impact of the Network and reinforce the key findings of the survey.

The comments were reviewed and grouped into several common themes including social connection, wellbeing, opportunities to stay active, and the value of activities and trips.

Quotes included below are taken directly from survey responses and have been lightly edited where necessary for readability.

Social Connection and Friendship

One of the strongest themes in the comments was the importance of friendship and social connection.

Many members described how joining the Network helped them meet people, develop friendships and feel part of their community.

Members frequently described the groups as welcoming environments where people feel comfortable and supported.

Examples of member feedback include:

“I have made friends and eased loneliness.”

“Going to just one regular group has helped me meet so many people – everyone is just so friendly.”

“My life would be empty without the groups and the friends I've made thanks to the 50+.”



“I came to West Lothian from Edinburgh and the Network has been a great help in meeting new people.”

These comments reinforce the survey findings that the Network plays an important role in reducing isolation and supporting social connection.

Sense of Purpose

Several members described how being involved with the Network has helped provide structure and purpose, particularly following retirement or major life changes.

Members highlighted the importance of having regular activities and feeling part of something meaningful.

Examples of member feedback include:

“Since joining the Network my family say they have got the old me back.”

“Gives connection, structure and purpose after retirement.”

“Having a sense of purpose, feeling valued, new friendships and learning new skills has helped me grow as a person.”

These responses demonstrate the wider social and emotional impact that participation can have for members.

Impact on Wellbeing

Many respondents highlighted the positive impact the Network has had on their mental and physical wellbeing.

Members described increased confidence, improved outlook and better overall wellbeing through participating in activities.

Examples of member feedback include:

“My yoga sessions have helped my wellbeing.”

“I only joined last year but my health and outlook have improved significantly.”



“The dancing line dancing keeps me fit and keeps my brain active trying to remember the steps.”

“I was having mental health problems after a stroke. I'm a lot better now.”

These comments align strongly with the survey findings showing that membership has made a meaningful difference in many members' lives.

Staying Active

Another key theme was the importance of having opportunities to remain active and engaged.

Members highlighted how the activities offered through the Network help them maintain both physical and mental activity.

Examples of member feedback include:

“It has helped me meet people and stay active.”

“It makes me look forward to getting up and going to the activities I am involved in.”

“The activities are at appropriate times and in accessible venues.”

These responses highlight the role the Network plays in supporting active ageing within the community.

Opportunities and Confidence

Some members described how involvement in the Network has helped them gain confidence and take on new roles, including volunteering.

Examples of member feedback include:

“I now feel confident enough to become a Trustee and give something back to the community.”

“I run a weekly coffee group and brunch club and volunteer now. I would never have thought of doing this before.”



“Gaining confidence in new activities and meeting like-minded people.”

These responses suggest that the Network can help members build confidence and take on leadership or volunteering roles within the community.

Activities, Trips and Social Opportunities

Members also commented positively on the range of activities, events and trips organised by the Network.

These opportunities provide both social engagement and opportunities to explore new places.

Examples of member feedback include:

“I love the day trips which I go on with friends.”

“I like the monthly coach trips as it means I don’t have to drive.”

“The Network gives access to a language class which builds confidence and allows me to meet like-minded people.”

These comments reinforce the survey findings that trips, events and activities remain an important part of the Network’s social offer.

Summary of Member Feedback

The additional comments reinforce the key findings of the survey and highlight the significant positive impact the Network has on members’ lives.

Members consistently highlighted:

- the importance of social connection and friendship
- the positive impact on wellbeing
- opportunities to stay active and engaged
- increased confidence and personal development
- the value of activities, groups and trips



Overall, the feedback demonstrates that West Lothian 50+ Network plays an important role in helping members remain socially connected, active and engaged within their communities.