

## Help Us To Help You – a satisfaction survey provided by Thorverton Parish Council

Thorverton Parish Council would like to receive feedback from parishioners about how well they feel that the Council is serving the community. This will be through a short survey which the Parish Council intends to run annually, each November. The survey form is available in Focus at the Saturday Market and on the Council's website. Analysis of the results should help the Council to see where it needs to improve and also to see how its impact is perceived.

### Knowing Us

|    |  | Yes | Maybe | No |
|----|--|-----|-------|----|
| 1. | Do you know the names of three or more parish councillors? |     |       |    |
| 2. | Do you know what the parish council is responsible for?    |     |       |    |
| 3. | Do you know what any of the council's priorities are?      |     |       |    |

### Approaching Us

|    |  | Yes | Maybe/OK | No |
|----|--|-----|----------|----|
| 4. | If you wanted to ask the parish council about something would you know who to approach?              |     |          |    |
| 5. | Have you had any contact with the parish council over the last year?                                 |     |          |    |
| 6. | If you did have contact with the parish council, were you happy that the matter was dealt with well? |     |          |    |

### Assessing Us

|    |   | Very good | Good | Acceptable | Poor |
|----|---|-----------|------|------------|------|
| 7. | How would you describe the service that the parish council has provided over the past year? |           |      |            |      |
| 8. | How would you describe the quality and quantity of information from the parish council?     |           |      |            |      |

Any comments? – Please use the space below to make any comments, in particular improvements that you would like to see from the parish council.

Please return this form to the Clerk, Dinneford House, Dinneford Street, Thorverton, EX5 5NU or by email to [thorvertonpc@gmail.com](mailto:thorvertonpc@gmail.com) Feedback will be treated anonymously.

Adopted by Thorverton Parish Council, September 2019