

## Thorverton Parish Council Satisfaction Survey – results (January 2020)

In November 2019 the Parish Council ran the first of what are intended to be annual satisfaction surveys. Rather disappointingly, only 22 people completed and returned survey forms. The results are summarised below (percentages do not always quite total 100 because of rounding):

### Knowing Us:

		Yes	Maybe	No
1.	Do you know the names of three or more parish councillors?	18 (82%)	1 (5%)	3 (14%)
2.	Do you know what the parish council is responsible for?	10 (45%)	10 (45%)	2 (9%)
3.	Do you know what any of the council's priorities are?	4 (18%)	10 (45%)	8 (36%)

### Approaching Us:

		Yes	Maybe/OK	No
4.	If you wanted to ask the parish council about something would you know who to approach?	18 (82%)	1 (5%)	3 (14%)
5.	Have you had any contact with the parish council over the last year?	7 (32%)		15 (68%)
6.	If you did have contact with the parish council, were you happy that the matter was dealt with well?	4 (57%)	2 (29%)	1 (14%)

### Assessing Us:

		Very good	Good	Acceptable	Poor	Don't know
7.	How would you describe the service that the parish council has provided over the past year?	8 (36%)	6 (27%)	3 (14%)	1 (5%)	4 (19%)
8.	How would you describe the quality and quantity of information from the parish council?	7 (32%)	8 (36%)	4 (18%)	1 (5%)	2 (9%)

At its January 2020 meeting, the Parish Council agreed to publish the results and to give further consideration to the feedback, including some individual comments, at a future council meeting.