

Purpose

1. This paper presents the results of the recent satisfaction survey and invites comments from Council about any actions that might be appropriate in response.

Background

2. The first annual satisfaction survey was run in November 2019. Only 22 people completed and returned survey forms. However, the results were mildly encouraging in that the majority of respondents said that they knew the names of at least three councillors and knew what the council was responsible for. Rather fewer were confident that they knew the council's priorities. Most respondents knew who to approach and those who had had contact were reasonably content with the way in which the matter was dealt. Responses as to how good a service the council had provided were a little more mixed.

3. This October Council agreed that we should run a similar survey in November 2020. This year's survey was open to people to complete forms in hard copy, however, the overwhelming majority took the opportunity to complete the survey electronically. A summary of the results is appended.

Discussion

4. The results are set out as raw numbers of respondents and as percentages, with the percentage for the 2019 survey in purple. While it is useful to have a comparison with last year, it might be dangerous to place too much emphasis on that comparison given that the 2019 survey was in hard copy only and completed by just 22 people, mostly because the chairman urged them to do so, whereas the 2020 survey was completed almost entirely online from a link on Facebook and Nextdoor. Nevertheless, some of the results this year are not very encouraging, with a significantly higher proportion of respondents now saying that they could not name three or more parish councillors; little over half assessing the Council's service as good or very good (compared with 77% last year); and little over half assessing the quality and quantity of the Council's information output as very good or good (compared with 75% last year).

5. Some of the comments are a little disturbing too. Councillors may like to reflect on these and suggest ways of improving the way in which we are perceived.

Action

6. Councillors are invited to comment on the survey results and suggest any actions that we might take to improve perceptions of the Council.

7. Council may wish to publish the results, as we did with the 2019 survey.

*Neville Lane
1 December 2020*

Results of 2020 Survey

The number of people giving the various replies is set out below, with percentages in brackets (while 73 people completed the survey, not all of them answered every question so the numbers for each question do not always total 73). The percentages in the 2019 survey are shown in purple:

Knowing Us

		Yes	Maybe	No
1.	Do you know the names of three or more parish councillors?	41 (56%) 82%	10 (14%) 5%	22 (30%) 14%
2.	Do you know what the parish council is responsible for?	36 (49%) 45%	29 (39%) 45%	9 (12%) 9%
3.	Do you know what any of the council's priorities are?	11 (15%) 18%	21 (29%) 45%	40 (56%) 36%

Approaching Us

		Yes	Maybe/OK	No
4.	If you wanted to ask the parish council about something would you know who to approach?	55 (75%) 82%	9 (12%) 5%	9 (12%) 14%
5.	Have you had any contact with the parish council over the last year?	17 (23%) 32%		56 (77%) 68%
6.	If you did have contact with the parish council, were you happy that the matter was dealt with well?	11 (65%) 57%	2 (12%) 29%	4 (24%) 14%

Assessing Us

		Very good	Good	Acceptable	Poor
7.	How would you describe the service that the parish council has provided over the past year?	9 (13%) 44%	29 (41%) 33%	26 (37%) 17%	6 (9%) 6%
8.	How would you describe the quality and quantity of information from the parish council?	10 (14%) 35%	28 (39%) 40%	24 (33%) 20%	10 (14%) 5%

Additional comments

The following additional comments were made (I have left them exactly as written, without any attempt at correction):

- 1) In these difficult times I am not sure that anyone can do more than the Council is doing at the present.
- 2) Better control of car parking on village roads More footpaths across countryside to link with existing footpaths
- 3) I would like the Parish Council to be given more Authority by the Government, County and District Councils, to carry out work because, for example, I have been trying to organise a Raddon Sign Post out of Thorverton for several years, without success, as well as a Sign at the top of our Lane, near the W.I. Hut saying "Please drive slowly, concealed entrances ahead". All to No Avail! I feel the Parish Council should have the Authority to organise this, but it doesn't seem that they have, although please I am not blaming you, but it is the Authorities who are being inefficient.
- 4) Yeh maybe open up the spectrum a little in your mind, maybe tell people if there are elections and educate them on how to participate. I honestly never heard of you and have lived here for years. In other villages I

lived I at least knew a few of the councillors. But then you don't have many interesting or broadly inclusive events running. Broadly speaking just open up and big and stop trying to own the village.

- 5) A footpath all along silver street, at least up to the cricket pitch/Hulk lane please.
- 6) I think the proposed Silver Street footpath is a waste of time, resources and money because there is already a well worn footpath in the other side of the main road which leads directly to Hulk Lane and the cricket pitch.
- 7) As far as I am aware there is no up-to-date strategic plan for Thorverton, and so it is difficult both for the Parish Council to determine or implement local priorities, and for local people to see that they are doing so. The most successful Parish Councils invite local involvement in preparing such a strategic Plan, and then work to deliver the objectives identified in that Plan. I am sure there are several people in the village who have skills, experience and / or enthusiasm to support the Council in drafting such Plan, and the work to produce it could involve all sectors of the community and in itself be a valuable and valued activity. I would be happy to discuss this further if it would be helpful.
- 8) I use the Focus as my source of info about the Parish Council - if this was to discontinue I would not know where to look
- 9) Please, please can we get a footpath from the village to the ruffwell inn. That road is dangerous to walk and drive along and it's to the bus route, farm shop and cafe and the pub. Thanks.
- 10) There needs to be a mirror on the road coming out from the school. Due to parked cars, you have to be right out in the main road before you can see if it is safe to turn out. Considering this is the school turning it is currently very unsafe especially with all the parked cars and people walking in the road
- 11) To encourage and support sport within the parish. Support the village to expand and thrive.
- 12) I feel the council tries to undertake too many major activities at any one time. This can lead to an increase in administration costs as these activities drag on for years and appear on the agenda ad nauseum. At the moment you are still looking to purchase a burial ground and the allotment field. Are these things the responsibly of the parish council?
- 13) answer emails
- 14) Keep going... whatever you are doing the village looks great....
- 15) Pleased that Parish Council on line
- 16) transparency: withholding information from the public by a body elected by the public suggests that there may be something to conceal.
- 17) Thank you to all who give theirs time.
- 18) I would like the pc to rely more on fact than fiction. For example, when did vegetation cause or be part of a cause for flooding? Vegetation is what holds back flooding!
- 19) Road safety, speed limits reduced to 20 mph from silver Street and through the village. Speeding is a real issue I'd like to see dealt with. Road signs need to have more impact. "20 is plenty" "kill your speed not a child, walker or cyclist", "Please drive slowly through our village" or "chill you're in Thorverton". As a resident with small children this is a real concern.
- 20) Corrupt gives away our money to friends i.e. millennium green without proper oversight. Happens that chair of MG was an ex tpc member and others are related to the council members. This should be investigated by police