

## Thorverton Parish Council Satisfaction Surveys

Below is a comparison of results obtained in each of the four years. The figures are all shown as percentages of people giving a particular answer to the question in that year – so the total of the percentages for each question in any given year will be 100 (give or take 1% due to rounding). It may be worth stating that in 2019 we had 22 responses, in 2020 73, in 2021 29 and in 2022 35.

		2019	2020	2021	2022
1. Do you know the names of three or more parish councillors?	Yes	82	56	59	60
	Maybe	5	14	7	14
	No	14	30	34	26
2. Do you know what the parish council is responsible for?	Yes	45	49	41	51
	Maybe	45	39	31	37
	No	9	12	28	11
3. Do you know what any of the council's priorities are?	Yes	18	15	21	20
	Maybe	45	29	28	34
	No	36	56	52	46
4. If you wanted to ask the parish council about something would you know who to approach?	Yes	82	75	66	80
	Maybe	5	12	7	9
	No	14	12	28	11
5. Have you had any contact with the parish council over the last year?	Yes	32	23	34	29
	No	68	77	66	71
6. If you did have contact with the parish council, were you happy that the matter was dealt with well?	Yes	57	65	60	90
	OK	29	12	30	0
	No	14	24	10	10
7. How would you describe the service that the parish council has provided over the past year?	Very good	44	13	17	13
	Good	33	41	31	52
	Acceptable	17	37	34	26
	Poor	6	9	17	10
8. How would you describe the quality and quantity of information from the parish council?	Very good	35	14	17	12
	Good	40	39	24	50
	Acceptable	20	33	31	15
	Poor	5	14	28	24
9. Is this the first time that you have taken part in this annual survey?	Yes	n/a	n/a	n/a	33
	Not sure/can't remember	n/a	n/a	n/a	12
	No	n/a	n/a	n/a	56

Note that Q.9 was only asked in 2022.