

Resident satisfaction survey results – 2011/12

1. How were the surveys carried out?

From July 2011 all residents taking part in any consultation events were asked to complete a satisfaction survey.

The survey (see appendix 1) was designed to be quick and easy for people to complete and focused on five key questions:

1. How did you find out about the event?
2. How do you rate the drop in sessions? Were they held at convenient times and locations?
3. How do you rate the information you were presented with at the consultation? Was it helpful and easy to understand?
4. Overall how would you rate the consultation on this scheme?
5. Do you have any suggestions on how the North Solihull Partnership can improve its consultation?

2. The results

163 surveys were completed and the results are listed below:

Question 1: How did you find out about the event?

Fig 1 below shows that by far the invite leaflet delivered to each household was stated as the most common way of people being made aware of the consultation events.

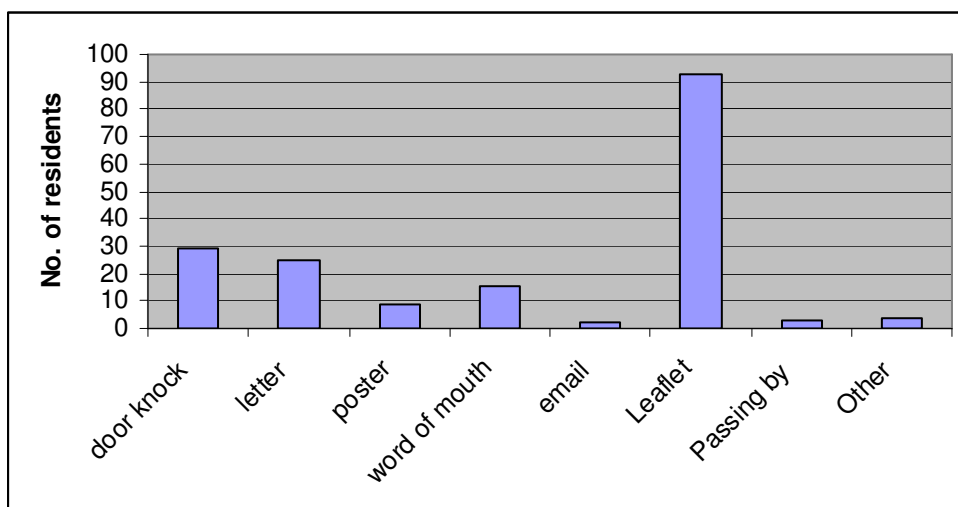
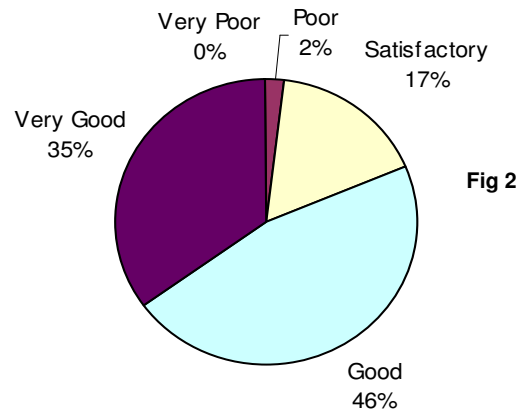


Fig 1

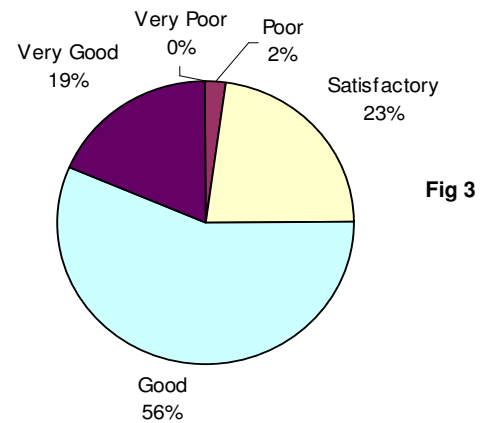
Question 2 - How do you rate the drop in sessions? Were they held at convenient times and locations?

Fig 2 right shows that 98% of respondents rated the drop in sessions positively, with 81% rating them as good or very good.



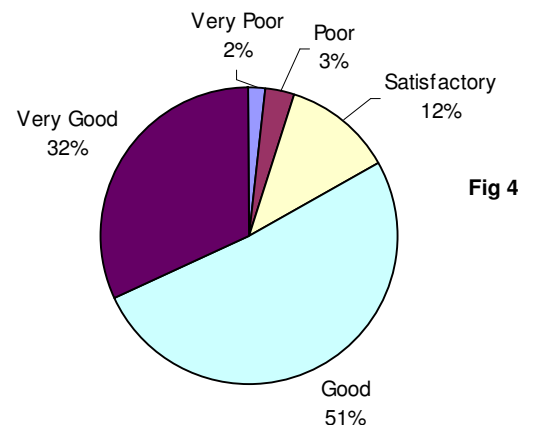
Question 3: How do you rate the information you were presented with at the consultation, was it helpful and easy to understand?

Fig 3 right shows that 98% of respondents rated the information that was presented positively, with 75% rating it as good or very good.



Question 4 - Overall how would you rate the consultation on this scheme?

Fig 4 right shows that 95% of respondents rated the consultation overall positively, with 83% rating it as good or very good.



Question 5 – Do you have any suggestions on how the North Solihull Partnership can improve its consultation?

Most residents were very satisfied with the way in which consultation by the North Solihull Partnership is being delivered and therefore did not have any suggestions on how it could be improved.

There was however a number of residents that suggested that the Partnership improve its communication so that people are kept informed about how the Partnerships plans change.