

SURREY COMMUNITY ACTION STAKEHOLDER SATISFACTION SURVEY 2011

SUMMARY

General

Most responders felt that our work overall is either good or excellent

85% felt that our quality of service is good or excellent

73% have confidence in the services that we deliver

Website

In general our website was considered good. However we are looking forward to launching our new website in the near future, which should resolve some of the issues that people have with the current design and operation.

Magazine

74% considered that our magazine is good or excellent. Some additional topics have been recommended and we are considering if we can include these. The magazine is wanted on a quarterly basis, but 71% would like to receive an electronic copy. This would help us reduce our costs and we will be implementing this distribution soon. Paper copies will still be available for those that prefer them. Most people share their copy of the magazine with others.

E-news

88% think our e-news is good or excellent

Funding Alerts

75% of respondents receive funding alerts

Targeted emails (emails sent to specific user groups)

63 % found this service useful. We are considering other user groups that have been suggested.

Facilities

Only 8% of respondents have hired meeting facilities at Astolat. Most people were not aware that catering could be booked with room hire. Respondents were not generally aware of other equipment, such as projectors, laptops, cameras, flipcharts that can be hired from Surrey CA.

CRB checks

30% of respondents had used the CRB checking facility. 71% thought that the service provided at Astolat or at external user's locations, was good or excellent

Financial Services

Very few respondents had used financial services provided by Surrey CA (eg payroll, Independent examinations, accounts)

Funding Searches

45% have used our funding searches and 90% thought the service was good or excellent. Only a few people had asked us to be a funding referee or had asked us to review a funding application. Searches had helped individual organisations gain up to £10,000.

Events

About half of respondents had attended various events run by Surrey CA, ranging from training sessions, the AGM to Chairs Forum. A few additional events were suggested and will be considered.

Training

68% of respondents rated our training courses good or excellent. Of those that have not attended, 58% were not interested in the topics and 42% said that they were at the wrong time. 25% considered them too expensive. Other topics were suggested and will be considered. 50-60% of respondents were aware that we can customise courses, will signpost to other training provision and can undertake a training needs analysis.

Other Services

Of those that have used our other more specialist services, most people rated them good or excellent

Secretariats

About 40% of people were aware the Surrey CA acts as secretariat for the Surrey Compact, Surrey Health & Social Care Network (PACS), Surrey Rural Partnership and Surrey Assembly.

Virtual Focus Groups (groups to discuss and promote particular topics)

Only 13% were interested in joining virtual focus groups. We suspect that this figure would change if people were aware of topics that may be considered.

Surrey CA would like to thank all of those that took part in this evaluation. The results will be used to help us improve our services.