

## Host for Darlington LINK General Feedback Form Report

Feedback as of September 2009

50 feedback forms were sent out to members, 10 of these were returned. A return of just 20% which is disappointing compared to February.

A summary of the feedback is show below:

How are we Doing?	Count %						no response %					
	1	%	2	%	3	%	4	%	5	%		
Kept informed about meetings	1	6.7	1	6.7	1	6.7	0	0	6	40	1	6.7
Receiving info re meetings quickly	1	6.7	1	6.7	1	6.7	0	0	6	40	1	6.7
Kept up to date with LINKs activities	2	13.3	0	0	0	0	1	6.7	6	40	1	6.7
Host team easily contactable	2	13.3	0	0	0	0	2	13.3	5	33.3	1	6.7
Overall support from host	2	13.3	0	0	1	6.7	1	6.7	5	33.3	1	6.7

1=poor 5=excellent

NB. All analysis will be based upon the percentage of the 10 responses

### **Have you been kept informed about Meetings?**

The majority of respondents (40%) felt that the host team had kept them informed about meetings. One respondent commented that they are sometimes informed although questioned how they get there.

### **Are you receiving information regarding meetings quickly enough?**

Again the majority of respondents (40%) felt that the host team have been sending information regarding meetings quickly enough.

### **Are you kept up to date with LINKs general Activities?**

40% of respondents felt that the LINK did keep them up to date with LINKs general activities. Although one respondent again asked how they would get there.

### **Is the Host team easily Contactable?**

(33.3%) respondents felt that the host team was easily contactable, one comment was that they didn't see us.

**Overall how would you rate the support received from the LINK host?**

Again 33.3% of respondents felt that the support received from the host was excellent. One commented that no support was given.

**How would you improve the service?**

Three respondents made comments on how they would improve the service.

1. Could member sometimes be contacted for views rather than attend meetings.
2. Provide Transport for people to get to things.
3. Involve more community groups.

**Summary**

One person was unable to respond to any of the questions due to being a new participant and not yet receiving any information.

The host team will again use the comments received from the feedback to provide more information when needed, use other methods to contact people and ensure people are aware of the expense policy if they wish to participate.

**Actions**

Host to publish in next newsletter about expense policy to assist in people attending meetings if they wish, also where necessary advise people individually about expenses policy as this was also highlighted in the last feedback report.

Host to also publish different methods of participation in next newsletter again to help highlight how people can contribute.