

Parish Council Survey - Working with your Borough Council

**Telephone calls**

**Q1 Using a scale of one to five, where 1= strongly disagree and 5= strongly agree, to what extent do you agree with the following statements.**

	1	2	3	4	5
TWBC Officers always return my calls	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
TWBC Councillors always return my calls	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel that TWBC Officers are too remote	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I always know who to contact about any issue I have with TWBC	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
TWBC Officers are well informed and always give me the information I need	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
TWBC Officers give the impression that they want to work with the parishes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
TWBC Officers are always willing to share information with me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q2 If you disagree with any of the above statements, please specify why.**

**Q3 Overall, how would you rate communication between your Council and Tunbridge Wells Borough Council?**

Very good ....     Good .....     Neither .....     Poor .....     Very poor .....

**Q4 Would you say the standard of service is consistent across TWBC?**

Yes .....     No .....

**Q5 If No, please specify below:**

**Writing letters**

**Q6 Using a scale of one to five, where 1= strongly disagree and 5= strongly agree, to what extent do you agree with the following statements.**

	1	2	3	4	5
The letters are always well laid out and easy to understand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The letters always address the issue and I can expect a full and accurate reply	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The standard of letter varies depending on which service they come from	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q7** If you disagree with any of the above statements, please specify why.

**Q8** Would you like TWBC Officers and Councillors to attend a Parish Council Meeting?

Yes - if the agenda is relevant .....  No - It's not necessary .....   
Yes - Every time .....

**Q9** If Yes, from which Service are Officers most likely to be invited?

**Q10** How would you like to be contacted by TWBC?

Letter .....  Phone .....  Email .....

**Q11** Please provide the following:

Your name .....   
Parish Council .....

**Q12** If you have any further comments, please use the space provided below.