



**PARISH COMMUNICATION SURVEY FOR 2019-20**

*Each year we ask all Harborough District Parishes to complete our Parish Communication Survey so we can hopefully make some improvements. If you could please complete and return before **21<sup>st</sup> March 2020**, that would be very much appreciated.*

**YOUR PARISH:**.....

**COMPLETED BY:**.....

**1. How do you rate general communication from HDC over this last year?** (please tick one box)

Very Poor	Poor	Satisfactory	Good	Excellent

**2. To what degree, on a scale of one to ten, do you feel that Harborough District Council keeps you informed about matters of interest to your parish** (please tick one box)

1 Don't at all	2	3	4	5	6	7	8	9	10 Very relevant

**Are there areas of interest to parishes which we don't send information on?**

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**3. How do you rate your liaison with each of the following HDC Officers/areas:**

**a. Parish Liaison**

Don't know	Very Poor	Poor	Satisfactory	Good	Excellent

**What is your preferred method of contact?**

Telephone	Email	Social media	Website	Councillor	Face to face	Letter

**Why is this you preferred method?**

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Cont...

**b. Planning**

Don't know	Very Poor	Poor	Satisfactory	Good	Excellent

**What is your preferred method of contact?**

Telephone	Email	Social media	Website	Councillor	Face to face	Letter

**Why is this your preferred method?**

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**c. Finance**

Don't know	Very Poor	Poor	Satisfactory	Good	Excellent

**What is your preferred method of contact?**

Telephone	Email	Social media	Website	Councillor	Face to face	Letter

**Why is this your preferred method?**

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**d. Customer Services**

Don't know	Very Poor	Poor	Satisfactory	Good	Excellent

**What is your preferred method of contact?**

Telephone	Email	Social media	Website	Councillor	Face to face	Letter

**Why is this your preferred method?**

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**e. Elections and Electoral Registration**

Don't know	Very Poor	Poor	Satisfactory	Good	Excellent

**What is your preferred method of contact?**

Telephone	Email	Social media	Website	Councillor	Face to face	Letter

**Why is this your preferred method?**

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**f. Waste and Street Cleansing**

Don't know	Very Poor	Poor	Satisfactory	Good	Excellent

**What is your preferred method of contact?**

Telephone	Email	Social media	Website	Councillor	Face to face	Letter

**Why is this your preferred method?**

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**g. Planning Compliance**

Don't know	Very Poor	Poor	Satisfactory	Good	Excellent

**What is your preferred method of contact?**

Telephone	Email	Social media	Website	Councillor	Face to face	Letter

**Why is this your preferred method?**

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**h. Enforcement** (please give a scoring for each area of enforcement **if applicable only**)

	Very Poor	Poor	Satisfactory	Good	Excellent
Planning Enforcement					
Dog Fouling					
Fly Tipping					
Car Parking					
Antisocial Behaviour					
Noise					
Graffiti					
Bonfires/Pollution					

**What is your preferred method of contact?**

Telephone	Email	Social media	Website	Councillor	Face to face	Letter

**Why is this your preferred method?**

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**i. Community Safety**

Don't know	Very Poor	Poor	Satisfactory	Good	Excellent	

**What is your preferred method of contact?**

Telephone	Email	Social media	Website	Councillor	Face to face	Letter

**Why is this your preferred method?**

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**j. Physical Activity, Health and Wellbeing Team**

Don't know	Very Poor	Poor	Satisfactory	Good	Excellent	

**What is your preferred method of contact?**

Telephone	Email	Social media	Website	Councillor	Face to face	Letter

**Why is this your preferred method?**

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**4. If you have rated any of the above questions as Poor or Very Poor, are you able to give more detail to help us understand the reason for this?**

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**5. Would you like the Physical Activity, Health and Wellbeing Team to offer training and support on getting people active?**

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**6. How do you rate the Active Harborough Website the (<https://www.harboroughsport.org.uk/>) with regards to enabling you to find information? (please tick one box)**

Don't know	Very Poor	Poor	Satisfactory	Good	Excellent

**7. How do you rate the Harborough District Council website ([www.harborough.gov.uk](http://www.harborough.gov.uk)) with regards to enabling you to find out information? (please tick one box)**

Don't know	Very Poor	Poor	Satisfactory	Good	Excellent

COMMENTS.....  
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**Thank you for taking the time to complete our survey**

*Please return electronically to [parishliaison@harborough.gov.uk](mailto:parishliaison@harborough.gov.uk) or by mail clearly marked for the **Parish Liaison Officer**, Harborough District Council, Adam and Eve Street, Market Harborough, Leicestershire, LE16 7AG.*