**Knot Another Choir**

**Response to Survey October 2017**

**18 responses were received**

|  |  |  |  |
| --- | --- | --- | --- |
| Question | Results | Concerns/Issues based on comments | Actions for Improvement |
| 1 How satisfied or dissatisfied are you with the choir? | Very Satisfied 10Satisfied 7Neither Satisfied nor Dissatisfied 0Dissatisfied 1Very Dissatisfied 0 | In general:Structure of choir sessionsMore involvement with Song choices/uniform ideas etcChoir leader’s lessening enthusiasmPerceived lack of transparencyPunctuality of start times | Correspondence with Lorraine re her responsibility for song choice, session structure, prompt start times, contract commitments etc **(completed)**Annual survey to gather everyone’s views on a regular basis **(ongoing)**More transparency re availability of Minutes/Finances **(AGM)** Future Surveys to include views on uniform etc.Ongoing open invitation to join committee **(ongoing)** |
| 2 How satisfied or dissatisfied are you with the song choices? | Very Satisfied 2Satisfied 10Neither Satisfied nor Dissatisfied 5Dissatisfied 1Very Dissatisfied 0 | Lack of involvement in song choices.Changes of performance choices at last minuteUnder rehearsal of some pieces prior to events | Lorraine determines the songs we sing. Suggestions always welcome and Lorraine will determine which are possible due to arrangements. **(ongoing)**Correspondence with MD mentioned other concerns **(completed and ongoing)** |
| 3 How satisfied or dissatisfied are you with the Choir’s Committee? | Very Satisfied 10Satisfied 5Neither Satisfied nor Dissatisfied 1Dissatisfied 2Very Dissatisfied 0 | Perceived lack of transparencyDecisions without general consultationMore availability of finances | Minutes available at each session **(commencing)**Annual AGM and opportunities to add items to agenda **(ongoing)**Financial review circulated **(AGM ongoing)**Song choices invited and given to MD for consideration **(ongoing)**Annual Survey to gauge opinion **(ongoing)**Opportunities to be involved in other decisions eg uniform choice **(2018 onwards)**Open invitation to joinCommittee **(ongoing)** |
| 4 How Satisfied or Dissatisfied are you with the structure of the practice?(Warm-up/Break)? | Very Satisfied 7Satisfied 7Neither Satisfied nor Dissatisfied 2Dissatisfied 1Very Dissatisfied 0 | Overlong and uninspiring warm-up sessionStart time not adhered toDifferent content to message given in bulletinPerceived recent lack in enthusiasm/commitment MDSlow pace | Discussion with Lorraine re concerns **(completed)**New contract and pay rise re MD**(completed)** |
| 5 How do you rate the choir leader (Lorraine )(MD) | Very Good 5Good 8Average 5Poor 0Very Poor 0 | *See above concerns*Song choices not always popularCommitment to performances | *See above actions*Improved and better planned sessions with pace, timing, content and structure **(evident and ongoing)** |
| 6 How would you rate the choir for value for money? | Excellent 7Good 9Average 1Poor 0Very Poor 0 | Lack of transparency re allowances made for some membersNo other identified concerns | Individual allowances deemed confidential. Any difficulties to be discussed with Chair. **(ongoing)** |
| 7 How likely is it that you would recommend Knot Another choir to a friendor colleague? | Would Promote 14May Promote 3Wouldn’t Promote 1 | Not specified – assumption re any previous concerns | As identified by above actions |
| 8 How likely are you to remain with the choir? | Extremely Likely 12Very Likely 4Somewhat Likely 1Not so Likely 0Not at all Likely 1 | See above | See above |