**Knot Another Choir**

**Response to Survey October 2017**

**18 responses were received**

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| Question | Results | Concerns/Issues based on comments | Actions for Improvement |
| 1 How satisfied or dissatisfied are you with the choir? | Very Satisfied 10  Satisfied 7  Neither Satisfied nor Dissatisfied 0  Dissatisfied 1  Very Dissatisfied 0 | In general:  Structure of choir sessions  More involvement with Song choices/uniform ideas etc  Choir leader’s lessening enthusiasm  Perceived lack of transparency  Punctuality 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 2  Satisfied 10  Neither Satisfied nor Dissatisfied 5  Dissatisfied 1  Very Dissatisfied 0 | Lack of involvement in song choices.  Changes of performance choices at last minute  Under 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 10  Satisfied 5  Neither Satisfied nor Dissatisfied 1  Dissatisfied 2  Very Dissatisfied 0 | Perceived lack of transparency  Decisions without general consultation  More 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 7  Satisfied 7  Neither Satisfied nor Dissatisfied 2  Dissatisfied 1  Very Dissatisfied 0 | Overlong and uninspiring warm-up session  Start time not adhered to  Different content to message given in bulletin  Perceived recent lack in enthusiasm/commitment MD  Slow 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 5  Good 8  Average 5  Poor 0  Very Poor 0 | *See above concerns*  Song choices not always popular  Commitment 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 7  Good 9  Average 1  Poor 0  Very Poor 0 | Lack of transparency re allowances made for some members  No 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 friend  or colleague? | Would Promote 14  May Promote 3  Wouldn’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 12  Very Likely 4  Somewhat Likely 1  Not so Likely 0  Not at all Likely 1 | See above | See above |