

COMMUNITY COUNCIL OF NORTHUMBERLAND SERVICES

19 How many times have you received help from CCN or its staff during the past 12 months?

Never 1 – 5 5-10 More than 10

20 When you contacted CCN, how quickly were you able to speak to the right person to assist in your query?

Very promptly Within a reasonable length of time

Not promptly enough My query was not dealt with to my satisfaction

21 Below is a list of CCN Services. Please tell us if you have used them and indicate the value of the service.

Service	Have used (please tick)	Value of service (where used) 1. Poor 2. Not so good 3. Good 4. Very good 5. Excellent
Advice on funding, e.g. grants		
Advice on constitutions		
Advice on charity law		
Advice on legal structures		
Advice on community/parish plans and local surveys		
Advice on management, administration, insurance		
Advice on taxation, e.g. VAT		
Advice on getting organized, involving people, resolving local difficulties		
Training and conferences		
Specialist advice for community buildings		
Specialist advice for parish councils		

22 Are there other areas of work where we could help? Yes No

If yes, please state:

23 In your opinion, how helpful has CCN been overall, in assisting your group?

Essential Very helpful Some help No help

If helpful, what in particular did you find useful?

.....

If CCN was unhelpful, please tell us more:

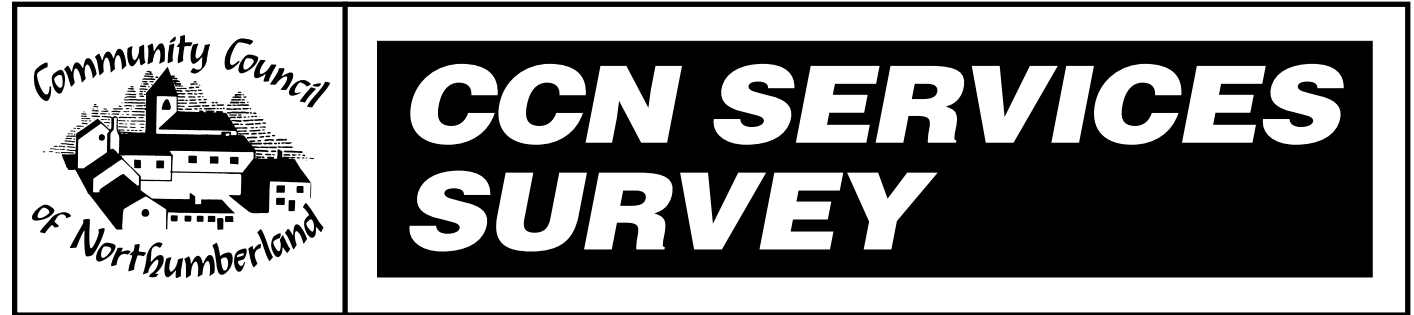
.....

Thank you for taking the time to complete this questionnaire. Your help is much appreciated.

If you have completed the contact details at the front of this questionnaire, we will enter your name into a draw. The first name selected at random will win £50.

A copy of this questionnaire can also be found on our website: www.ccn.org.uk under the Library/publications section and can be returned electronically by emailing to: info@ccn.org.uk or by post to: Tower Buildings, 9 Oldgate, Morpeth, NE61 1PY

We look forward to receiving your comments by 30 September.



THE COMMUNITY COUNCIL OF NORTHUMBERLAND is a voluntary organisation which helps community groups and voluntary organisations to be effective in meeting local needs. Our services include the provision of advice, information, training and encouraging links and co-operation with other bodies.

We are always looking to improve our services, and to adapt to the changing needs of those we are trying to help. This questionnaire is being circulated to a wide range of groups and organisations – and also to individuals who are active in their local area.

We would be extremely grateful if you could spare a little time to complete the questionnaire and return it to us. The results will help us to improve what we do.

The questionnaire is also available on our website www.ccn.org.uk If you prefer, you can download an electronic copy and email it to us at info@ccn.org.uk

Thank you for your time and help.

David Francis

Director

Community Council of Northumberland • Tower Buildings • 9 Oldgate • Morpeth • Northumberland • NE61 1PY

Tel: 01670 517178

PLEASE COMPLETE AND RETURN THE QUESTIONNAIRE BY 30th SEPTEMBER 2006

ABOUT YOU

1. In what capacity are you completing this questionnaire?

Individual On behalf of a voluntary or community group

On behalf of a public body

Other: (please state)

Your name:

Name of organisation: (if applicable)

Address:

..... Post code:

Tel: Email:

2. In which area does your organisation/group work?

Alnwick Berwick Blyth Valley Tynedale

Castle Morpeth Wansbeck More than one district

Countywide Regionally Nationally

NORTHUMBERLAND COMMUNITY NEWS

CCN uses its newsletter, Northumberland Community News, as the main way to communicate information to organisations and individuals. How relevant is this newsletter to you?

3 How do you receive your copy of Community News?

Directly from CCN by post Through your Parish Council
 Through a District Council Through Northumberland County Council
 From a Library From our website

Other: (please specify)

4 What is your opinion of its size? (A3)

Too large About right No opinion

5 How easy do you think it is to read?

Very easy Easy Not easy No opinion

6 Would you prefer it to be in colour?

Yes No No opinion

7 Would you like it to look more like a magazine?

Yes No No opinion

8 Is the size of the print in the articles easy to read?

Too small About right No opinion

9 Do you find the articles interesting?

Yes No Sometimes No opinion

10 How often should NCN be published?

Monthly Every two months Every three months
 Other (please specify) No opinion

11 Would you like an electronic version to be emailed to you?

As well as the copy you currently receive? Yes No
 Instead of the copy you currently receive? Yes No

If yes, please give your email address:

12 Would you prefer to receive NCN in a different format?

Larger type Yes No No opinion
 Audio format Yes No No opinion

13 What in NCN do you value?

Subject matter	Of Interest? Yes or No?
Information about new legislation	
Information about funding	
News stories about community/voluntary groups	
Information about personnel at CCN	
Information for and about parish councils	
Information about CCN services	
Examples of how CCN has helped groups and communities	
Information for and about village halls/community buildings	

14 What would you like to be included in NCN that does not appear at present?

(please specify)

15 Do you think that more photographs should be included?

Yes No No opinion

16 Should we continue to include articles submitted by outside contributors?

Yes No No opinion

17 Should we include a letters column?

Yes No No opinion

18 How many people see your copy of NCN?

1-5 6-10 more than 10 Other (please specify)