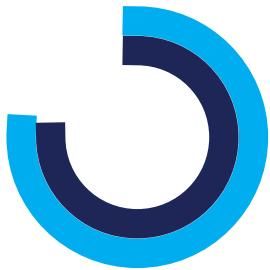




2021
(260 responses)

2022
(390 responses)

COMMUNICATION SURVEY RESULTS



What is your **overall opinion** of Berks & Bucks FA?

75% **76%**

answered **very or somewhat positive**



How **supported** do you feel in your role by Berks & Bucks FA?

78% **72%**

answered **very or somewhat supported**



How **important/relevant** do you feel Berks & Bucks FA is to you and your role?

83% **81%**

answered **very or somewhat relevant**

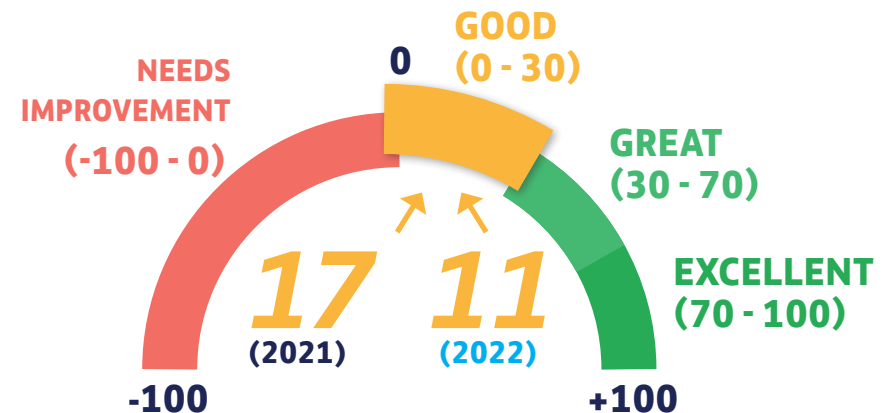


How **much interaction** do you have with Berks & Bucks FA?

63% **64%**

answered **monthly or weekly**

When asked how likely are you to **recommend working with** Berks & Bucks FA, the calculated results provided a Net Promoter Score of:





2021
(260 responses)

2022
(390 responses)

COMMUNICATION SURVEY RESULTS

The **top three methods of communication** used to interact with us in both years were:

1st



e-mail

2nd



website

3rd



telephone

33% of respondents also selected social media/newsletter

35% of respondents also selected social media/newsletter

Respondents' **most common method** of communication used to interact with us is:

Respondents' **preferred method** of communication used to interact with us is:



87%

79%

11%

9%

4%

6%

72%

73%

10%

6%

10%

11%



2021
(260 responses)

2022
(390 responses)

COMMUNICATION SURVEY RESULTS

The top three methods of communication respondents indicated they would like **more interaction via**



Would you like **more interaction** with Berks & Bucks FA?

67% **63%**

answered **yes or maybe**



87% **79%**



31% **22%**



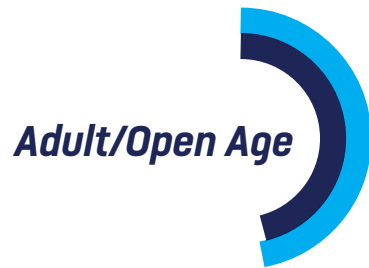
12% **12%**

Area of the game you are **most involved with:**



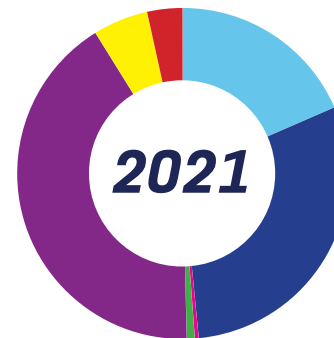
Youth

54% **53%**

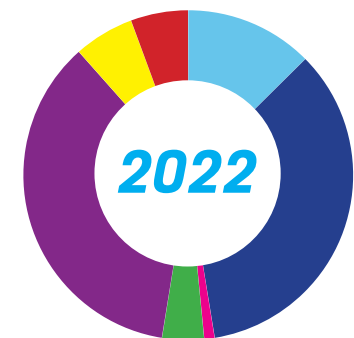


Adult/Open Age

46% **47%**



2021



2022



You said... (2022)

COMMUNICATION SURVEY RESULTS

***"The Team are knowledgeable,
helpful & well organised"***

***"The B&B FA doesn't seem
to be very proactive."***

***"Good support and information
and regular communication"***

***"You can never get through
to anyone on phone"***

***"Seem well organised and
seek to do the right things"***

***"Can be difficult to get a
response when needed"***

***"Friendly, easy to contact,
quick responses"***

***"Don't do enough for
refereeing development"***

***"Have always tried to help when
we have approached you"***

***"Not sensitive enough
to needs of grassroots"***