

## Annex A: Interim results from Members' Survey

Q6: How satisfied are you with the overall welcome and induction programme provided by the House of Commons Administration at the time of the May 2010 General Election, and within that, the various aspects on offer? (New members only)

*81% of new Members responding were satisfied or better with the overall welcome and induction, 96% with the NMRA and 90% with the experience of the welcome and orientation process. The experience of temporary accommodation was less good (53% slightly dissatisfied or worse).*

	Base	Completely satisfied	Very satisfied	Satisfied	Slightly dissatisfied	Dissatisfied
Overall welcome and induction programme	67	7%	43%	31%	15%	3%
New Members' pack received at election count	69	6%	23%	51%	13%	7%
New Member's Reception Area (NMRA)	68	24%	51%	21%	4%	0%
Experience of the NMRA welcome/orientation process	68	22%	40%	28%	7%	3%
IT and communications provision	69	9%	33%	26%	17%	14%
Provision of your temporary accommodation/office facilities	66	0%	11%	36%	35%	18%
Understanding Commons procedure, Chamber conduct, etc.	69	1%	23%	42%	22%	12%

**Interim results from the Hansard Society Survey**

Q.12 How satisfied are you with the various aspects of the welcome and induction provided by t

	Base	Very satisfied	Fairly satisfied	Not very satisfied	Not at all satisfied
Welcome / orientation (pay, pass, post, etc.)	59	53%	37%	7%	2%
IT & communications provision	59	22%	54%	19%	2%
Understanding Commons procedure, Chamber etiquette, etc.	59	24%	53%	15%	5%
Administration and support services*	59	17%	47%	19%	12%

\*Members may have included IPSA in their response