

Area Registration Office - Customer Survey (Jan/Feb 2007)

	Issued	Returned	% Return
Alexandria	100	50	50%
Dumbarton	100	59	59%
Clydebank	150	124	83%
Totals	350	233	67%

Scale: 1 = poor, 5 = excellent

Section 1 - General

1. Which service did you use today?

	Total
Births	56
Deaths	75
Marriages	9
Extract	79
Citizenship	0
Civil Partnership	0
Other	14
Total	233

2. Opening hours?

		% total
Very convenient	144	61.8
convenient	56	24.0
Inconvenient	4	1.7
Very Inconvenient	0	0.0
No response	29	12.4
Total	233	100.0

Section 2 - Service

3. On a scale of 1 - 5 (1 = poor, 5 = excellent) how would you rate the way you were dealt with by our staff?

Courteous

		% total
1	1	0.4
2	0	0.0
3	0	0.0
4	7	3.1
5	220	96.5
Total	228	100

Helpful

		% total
1	1	0.4
2	0	0.0
3	0	0.0
4	7	3.1
5	218	96.5
Total	226	100

Understanding

		% total
1	1	0.4
2	0	0.0
3	0	0.0
4	7	3.1
5	216	96.4
Total	224	100

Efficient

		% total
1	0	0.0
2	0	0.0
3	2	1.0
4	13	6.8
5	177	92.2
Total	192	100

4. On a scale of 1-5 (1 = poor, 5 = excelent) how would you rate any advice leaflets and/or written literature provided during your visits

		% total
1	0	0.0
2	0	0.0
3	4	2.0
4	26	13.2
5	167	84.8
Total	197	100

5. On a scale of 1-5 (1 = poor, 5 = excelent) how would rate the overall level of service received?

		% total
1	1	0.4
2	0	0.0
3	0	0.0
4	9	4.0
5	213	95.5
Total	223	100

6. On a scale of 1-5 (1 = poor, 5 = excelent) how would you describe our waiting area?

Comfortable.

		% total
1	0	0.0
2	0	0.0
3	36	16.1
4	65	29.1
5	122	54.7
Total	223	100

Clean/tidy

		% total
1	0	0.0
2	1	0.4
3	16	7.1
4	65	29.0
5	142	63.4
Total	224	100

Warm/welcoming

		% total
1	1	0.4
2	6	2.7
3	36	16.1
4	60	26.8
5	121	54.0
Total	224	100

Efficient

		% total
1	0	0.0
2	2	1.0
3	16	8.1
4	59	29.8
5	121	61.1
Total	198	100

7. How long did you have to wait for attention at the office?

		% total
seen immediately	205	88.4
less than 5 mins	20	8.6
6-10 mins	6	2.6
11-15 mins	1	0.4
16-20 mins	0	0.0
more than 20 mins	0	0
Total	232	100

8. On a scale of 1-5 (1 = very unreasonable and 5 = very reasonable)
how would you rate the waiting time?

		% total
1	3	1.4
2	1	0.5
3	2	0.9
4	5	2.3
5	205	94.9
Total	216	100

Section 3 - Special Needs

9. Do you have a disability?

		%
Yes	6	2.6
No	227	97.4
Total	233	100

10. Did you experience any problems with the following facilities:-

	yes	%	no	%
Parking	0	0	6	100
signage for parking	0	0	6	100
Access to building	1	17	5	83
toilets	0	0	6	100
height of seating	0	0	6	100
height of desks	0	0	6	100
Induction loop	0	0	6	100
Communication with staff	0	0	6	100