

Analysis of Registration Customer Survey – Jan/Feb 2006

RESPONSES TO VISITS

1. Which service did you use today?

	Totals	% of total
Births	62	28.8
Deaths	34	15.8
Marriages	22	10.2
Certificates	80	37.2
Citizenship ceremony	2	0.9
Civil Partnership	2	0.9
Other	13	6.0
Total	215	100.0

2. How did you find our Opening hours?

		% of total
Very convenient	107	56.9
Convenient	66	35.1
Inconvenient	2	1.1
Very Inconvenient	0	0.0
No response	13	6.9
Total	188	100.0

3. On a scale of 1-5 (1= poor, 5 = excellent) how would you describe our reception waiting area.

	1	2	3	4	5	Total	% scoring 4 or 5
Comfortable	3	3	21	54	102	175	89.1%
Clean/tidy	1	1	8	48	117	175	94.3%
Warm/welcoming	1	3	18	38	118	178	87.6%
Efficient	1	0	16	33	125	175	90.3%

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

	Total	% of Total
Dealt with immediately	160	86.5
Less than 5 minutes	16	8.6
6-10 minutes	6	3.2
11-15 minutes	1	0.5
16-20 minutes	0	0.0
more than 20 minutes	2	1.1
Total	185	100.0

5. On a scale of 1-5 (1 =poor, 5 = excellent) how would rate the waiting time?

		% of Total
1	1	0.5
2	0	0.0
3	5	2.7
4	11	6.0
5	166	90.7
Total	183	100

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

Courtesy

		% of total
1	0	0.0
2	0	0.0
3	1	0.5
4	12	5.7
5	197	93.8
Total	210	100

Helpfulness

		% of total
1	0	0.0
2	0	0.0
3	1	0.5
4	12	5.8
5	193	93.7
Total	206	100

Understanding

		%of total
1	0	0.0
2	0	0.0
3	1	0.5
4	13	6.4
5	188	93.1
Total	202	100

Efficiency

		% of total
1	0	0.0
2	0	0.0
3	2	1.0
4	15	7.4
5	186	91.6
Total	203	100

7. On a scale of 1-5 how would you rate any advice leaflets and/or written literature provided by our staff.

		% of total
1	0	0.0
2	0	0.0
3	4	2.6
4	35	22.7
5	115	74.7
Total	154	100

8. On a scale of 1-5 how would rate the overall level of service received?

		%of total
1	0	0.0
2	0	0.0
3	1	0.5
4	22	10.4
5	188	89.1
Total	211	100

Special Needs

9. Do you have a disability?

		% of total
Yes	7	3.9
No	171	96.1
Total	178	100.0

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

	Yes	No
Parking	4	3
Signage for parking	4	3
Access to building	1	7
Toilets	0	7
Height of seating	0	7
Height of desks	0	7
Induction loop	0	7
Communication with staff	0	7

Telephone Responses

11. Was your call answered within 5 rings?

		% of total
Yes	24	89%
No	1	4%
Don't Know	2	7%
Total	27	100%

12. Did the member of staff identify him/herself?

		% of total
Yes	25	93%
No	0	0%
Don't Know	2	7%
Total	27	100%