

Swindon Registration & Celebratory Services

		Total <u>YES</u>	Total <u>NO</u>	Percentages			
				<u>YES</u>	<u>NO</u>	-	
		81 Surveys fully or partially complete					
February 2010							
It is important to us that we supply excellent service within the Register Office. In order for us to understand your needs and requirements I would be grateful if you would complete this short questionnaire. Your answers and comments will help us to put together our future plans for the Service. As a result of previous surveys we have changed our opening hours in the last 12 months and have introduced changes to our certificate issue so that ordering certificates is easier than before.							
If you would like a personal response to your comments please include your name and address and I will respond at the end of the survey period. Thankyou Mamie Beasant - Superintendent Registrar							
1) How did you make initial contact with us?							
Telephone		53		66	of respondents		
Personal Visit		26		32			
Letter		2		2			
Email		0					
Website		0					
2) If you contacted us by telephone:							
Did you find it easy to get through to one of our staff?	YES / NO	61	1	98	2	who ans	
Was your call answered promptly?	YES / NO	58	2	97	3		
If you left an answer phone message were you called back in a timely manner?	YES / NO	15	1	94	6		
Was the member of staff you spoke to helpful, informative and polite?	YES / NO	59	0	100			
Would you have preferred to make an appointment electronically?	YES / NO	11	46	19	91		
3) Tell us about your visit to the Register Office							
Was the office easy to find?	YES / NO	72	1	99	1		

	Was the waiting area comfortable?	YES / NO	72	1	99	1
	Were our staff polite, professional and helpful?	YES / NO	73	0	100	
	Were you satisfied with the service you received?	YES / NO	72	0	100	
	Were you seen within 10 minutes of your appointment time?	YES / NO	68	0	100	
	If you arrived without an appointment were you able to complete your business on the day?	YES / NO	11	3	79	21
	Any further comments					
	I strongly suggest moving to a more modern facility					
	All very easy and efficient - thankyou					
	Building very worn - not a nice place to visit but staff very good					
	Staff were very polite and helpful making the registration process very straightforward and easy to understand					
	Thankyou - the lady who answered the phone was extremely helpful					
	Very helpful staff and efficient service					
	Everybody was very helpful					
	Excellent, efficient and friendly					
4)	If you contacted us by letter or email:					
	Did we respond in a timely manner?	YES / NO	6	0	100	
5)	If you used our web pages how did you get to them?					
	From Swindon Council Home Page	YES / NO	6		43	
	Via Google or some other search engine	YES / NO	8		57	
	In some other way	YES / NO	0			
6)	Did you find it easy to locate our pages and the information you required?	YES / NO	15		100	
	Our Opening Hours					
7)	Currently our opening hours are from 9.00am to 4.00pm Monday to Friday and Saturdays for pre-arranged appointments. Would you like us to:					
	Open earlier at 8am?	YES / NO	8	44	15	85
	Close later at 6pm?	YES / NO	12	41	23	77
	Close later at 8pm?	YES / NO	5	47	10	90
	Do you have any other suggestions regarding our ways or working - please give details					
	It was pretty cold waiting outside, perhaps allow into building at 8.45					

	The hours offered are workable					
	Death Registration					
8)	Do you value being able to register a death at our outstation at Great Western Hospital?	YES / NO	27	5	84	16
	Our Ceremonies					
9)	From January 2009 it has been possible to hold a ceremony in the Register Office up until 5.30pm during the summer months instead of 4pm formerly. Do you see this as a desirable improvement to our service?	YES / NO	39	8	83	17
10)	Are you aware that we offer ceremonies such as Baby Naming and Marriage and Civil Partnership Vows Renewals?	YES / NO	33	17	66	34
11)	Would you be interested in holding either of these ceremonies at the Register Office or elsewhere in the Borough?	YES / NO	12	35	25	75
	Civil Funerals					
	In October 2009 we trained some of our officers to be Civil Funeral Celebrants - that is that they are able to offer a service at the Swindon Crematorium that is essentially a celebration of the deceased person's life and is not religious					
12)	Are you aware of what a Civil Funeral is?	YES / NO	26	22	54	46
	Is a Civil Funeral something that you would consider?	YES / NO	21	19	53	47
	Where would you prefer to arrange a civil funeral:					
	Whilst at the Register Office	YES / NO	9		36	
	Through a funeral director	YES / NO	16		64	
	Any further comments					
13)	Overall how would you rate our service?					
	Excellent		59		80	
	Good		15		20	
	Average		0			
	Poor		0			
	Unacceptable		0			

Please tell us why if you wish:					
Staff very good but shame about the building					
Very friendly staff, process well explained and relatively hassle free					
Staff were very polite and things are well explained					
Very efficient but personal service. Registering at Swindon hospital made things very easy for me - much appreciated					
I was dealt with sympathetically and professionally					
A coffee machine while waiting might be appreciated					
Very quick - staff very pleasant and helpful					
Friendly and helpful					
On the occasions I have contacted you for family history research your service has been extremely helpful - thankyou					
I was seen to straight away					
Understanding and sympathetic					
Staff were very polite and things are well explained					
Very helpful					
CT was brilliant					
I was given a very warm welcome and respect					
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