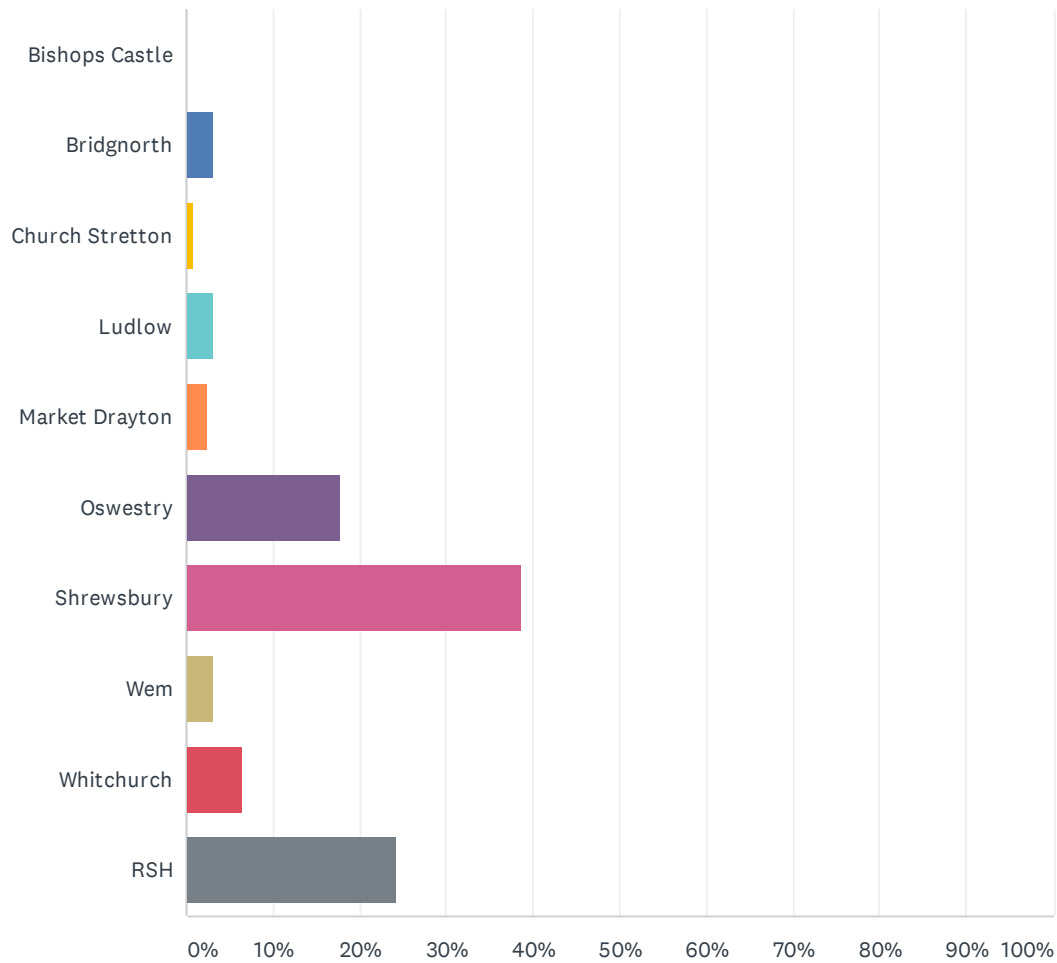


## Q1 Which office did you visit?

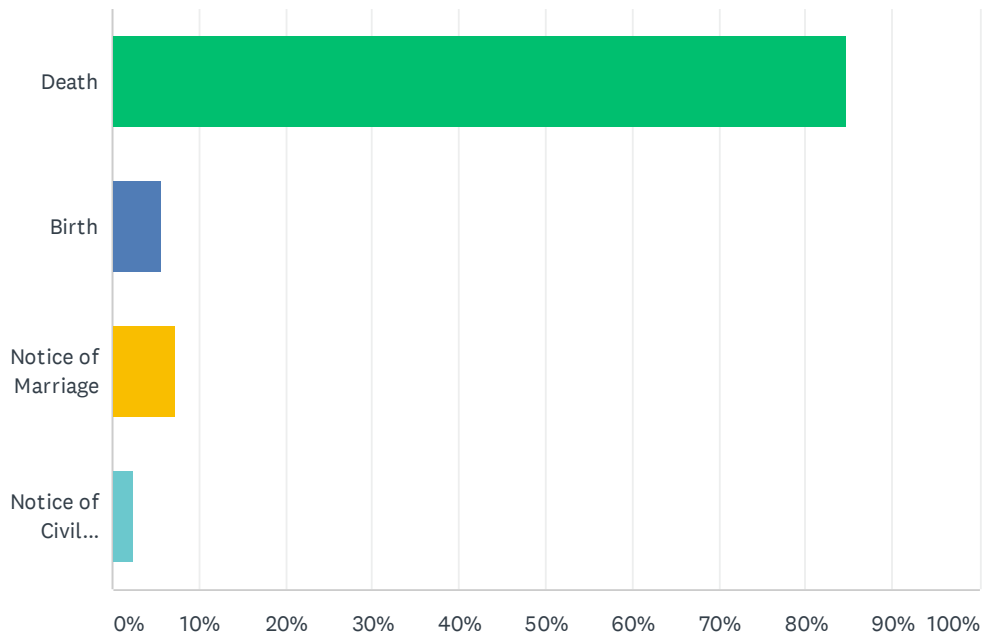
Answered: 124 Skipped: 0



ANSWER CHOICES	RESPONSES	
Bishops Castle	0.00%	0
Bridgnorth	3.23%	4
Church Stretton	0.81%	1
Ludlow	3.23%	4
Market Drayton	2.42%	3
Oswestry	17.74%	22
Shrewsbury	38.71%	48
Wem	3.23%	4
Whitchurch	6.45%	8
RSH	24.19%	30
<b>TOTAL</b>		<b>124</b>

## Q2 What was the purpose of you visit?

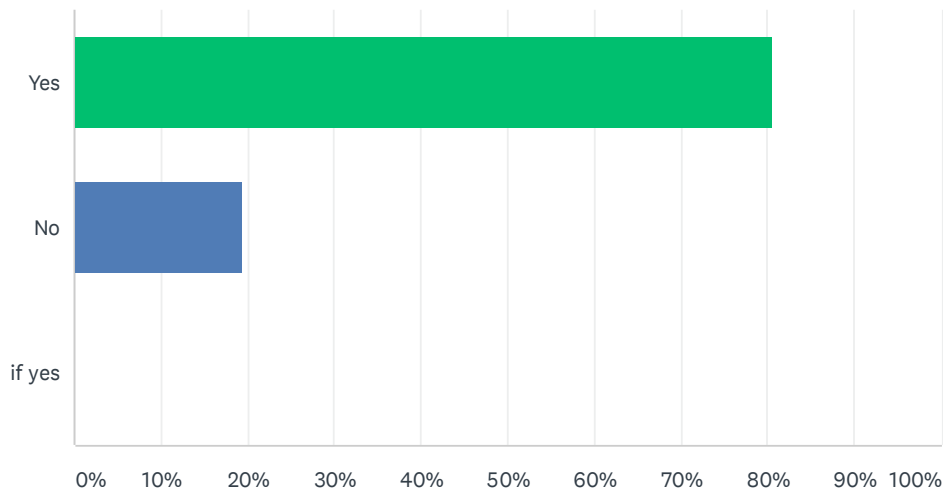
Answered: 124 Skipped: 0



ANSWER CHOICES	RESPONSES	
Death	84.68%	105
Birth	5.65%	7
Notice of Marriage	7.26%	9
Notice of Civil Partnership	2.42%	3
<b>TOTAL</b>		<b>124</b>

### Q3 Before your visit were you provided with any information about costs and documents relating to your appointment?

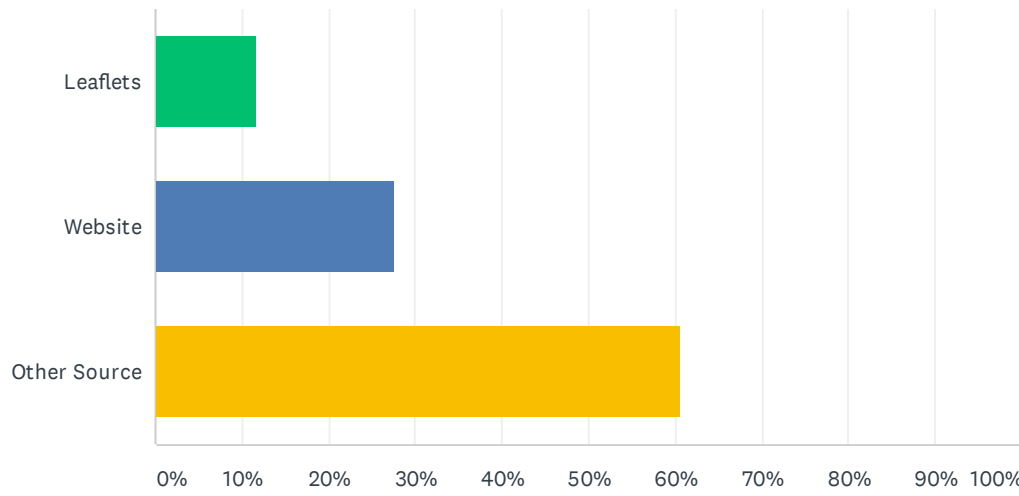
Answered: 123 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	80.49%	99
No	19.51%	24
if yes	0.00%	0
TOTAL		123

## Q4 If Yes, did you get the information from?

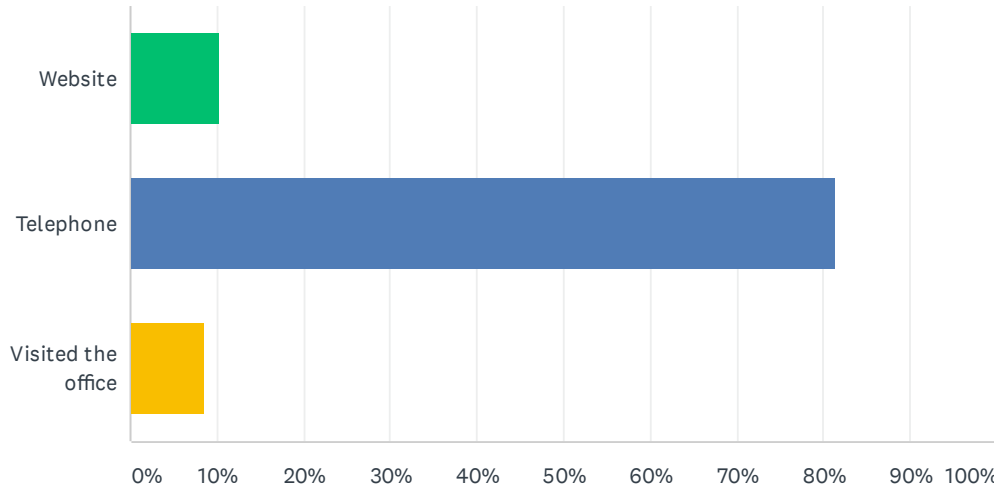
Answered: 94 Skipped: 30



ANSWER CHOICES	RESPONSES	
Leaflets	11.70%	11
Website	27.66%	26
Other Source	60.64%	57
<b>TOTAL</b>		<b>94</b>

## Q5 How did you make your appointment?

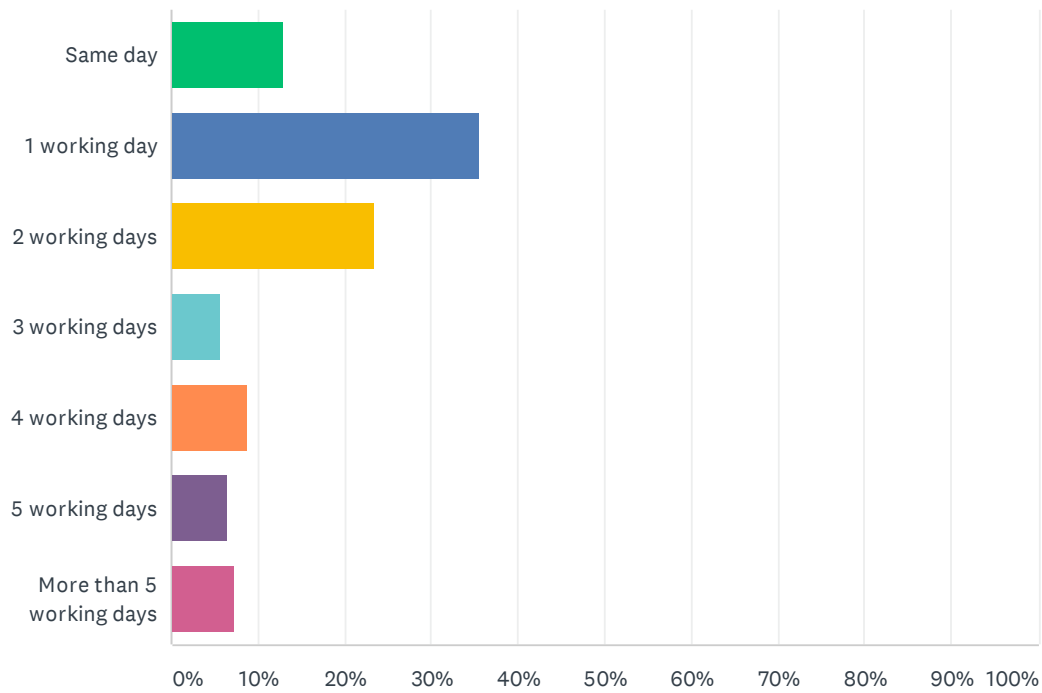
Answered: 118 Skipped: 6



ANSWER CHOICES	RESPONSES	
Website	10.17%	12
Telephone	81.36%	96
Visited the office	8.47%	10
<b>TOTAL</b>		<b>118</b>

## Q6 When you contacted the registration service, how many days between that contact and your appointment?

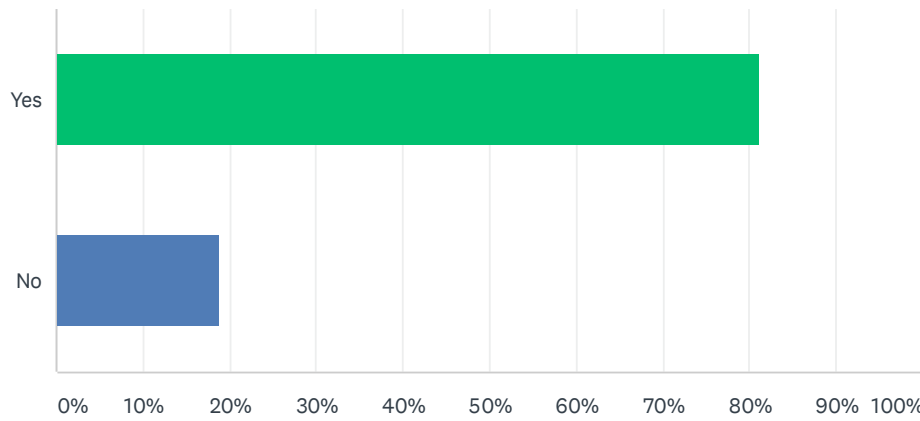
Answered: 124 Skipped: 0



ANSWER CHOICES	RESPONSES	
Same day	12.90%	16
1 working day	35.48%	44
2 working days	23.39%	29
3 working days	5.65%	7
4 working days	8.87%	11
5 working days	6.45%	8
More than 5 working days	7.26%	9
<b>TOTAL</b>		<b>124</b>

## Q7 Was this your choice?

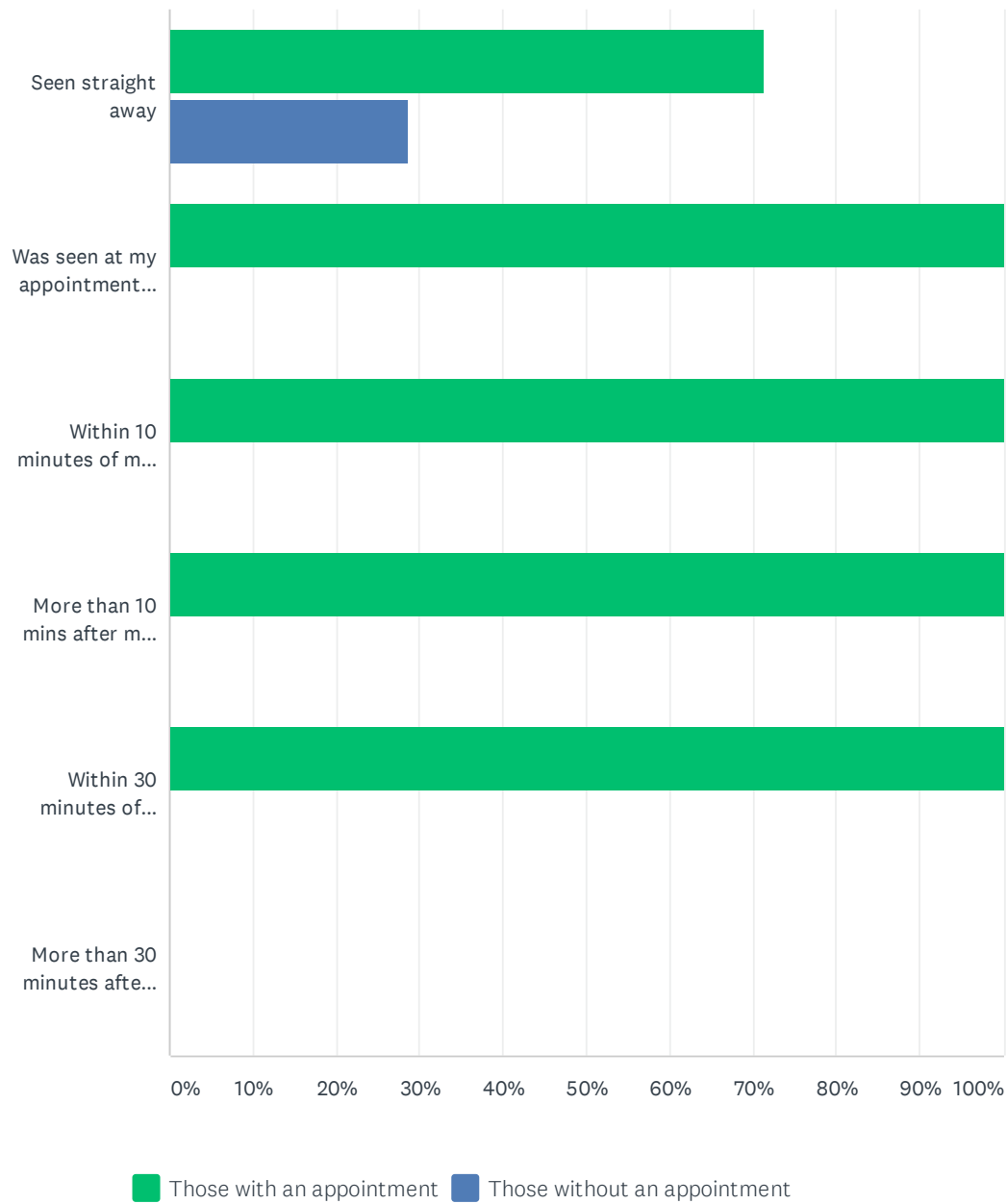
Answered: 122 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	81.15%	99
No	18.85%	23
<b>TOTAL</b>		<b>122</b>

## Q8 When you arrived to see the Registrar, please tell us how quickly you were seen?

Answered: 124 Skipped: 0



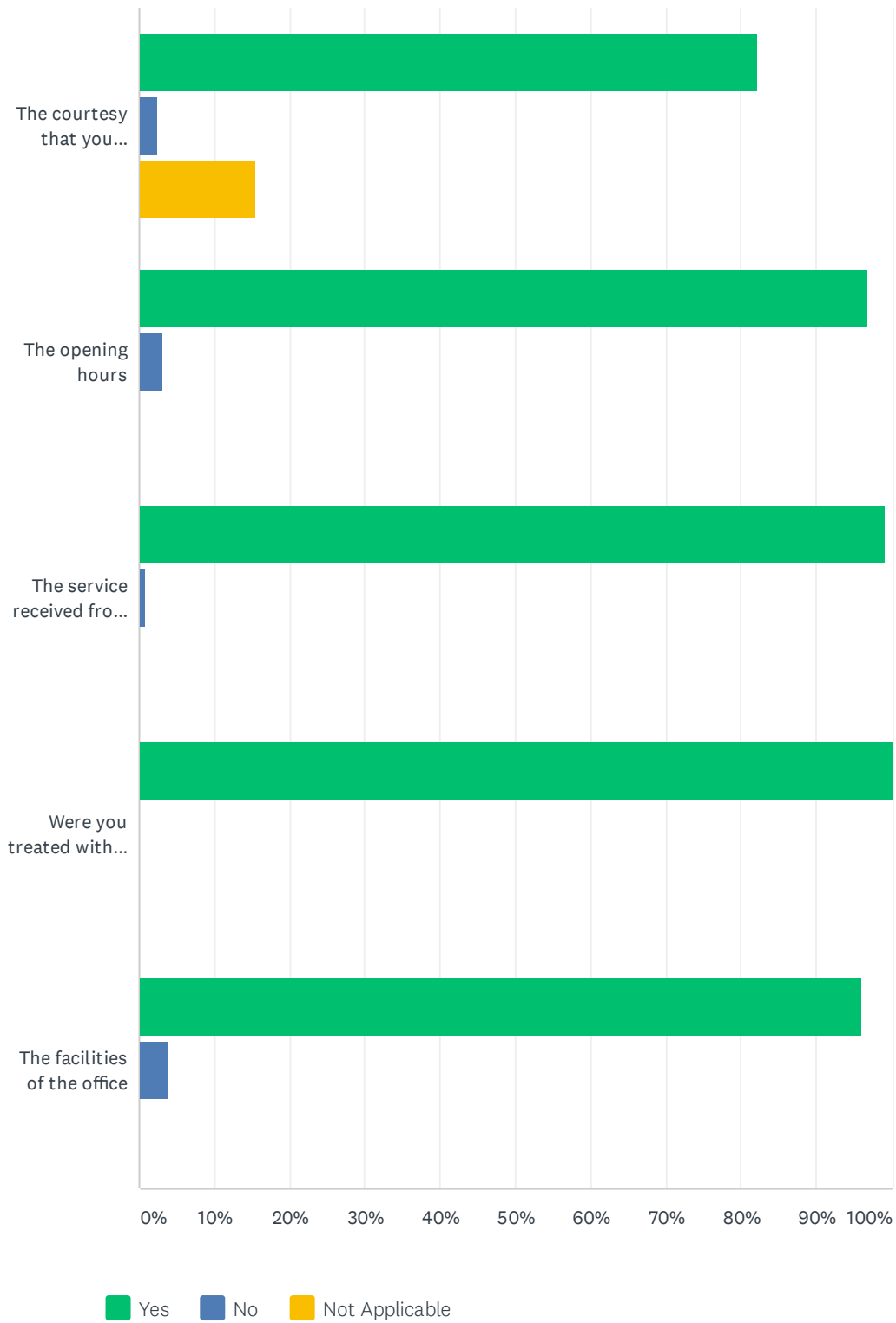


Registration and Celebratory Services - Register Office Appointments - 2019/2020

	THOSE WITH AN APPOINTMENT	THOSE WITHOUT AN APPOINTMENT	TOTAL
Seen straight away	71.43% 5	28.57% 2	7
Was seen at my appointment time	100.00% 94	0.00% 0	94
Within 10 minutes of my appointment time	100.00% 15	0.00% 0	15
More than 10 mins after my appointment	100.00% 7	0.00% 0	7
Within 30 minutes of arrival	100.00% 1	0.00% 0	1
More than 30 minutes after arrival	0.00% 0	0.00% 0	0

### Q9 How satisfied were you with:

Answered: 124 Skipped: 0



Registration and Celebratory Services - Register Office Appointments - 2019/2020

	YES	NO	NOT APPLICABLE	TOTAL	WEIGHTED AVERAGE
The courtesy that you received on the phone	82.11% 101	2.44% 3	15.45% 19	123	1.33
The opening hours	96.77% 120	3.23% 4	0.00% 0	124	1.03
The service received from the registrar	99.19% 123	0.81% 1	0.00% 0	124	1.01
Were you treated with courtesy and respect	100.00% 124	0.00% 0	0.00% 0	124	1.00
The facilities of the office	95.93% 118	4.07% 5	0.00% 0	123	1.04

**Q10 If you have answered no to any of the above questions, please tell us a little more so we can get things right in the future**

Answered: 18 Skipped: 106

## Q11 What could we do to improve the service that we offer?

Answered: 32 Skipped: 92

## Q12 Any other comments?

Answered: 54 Skipped: 70