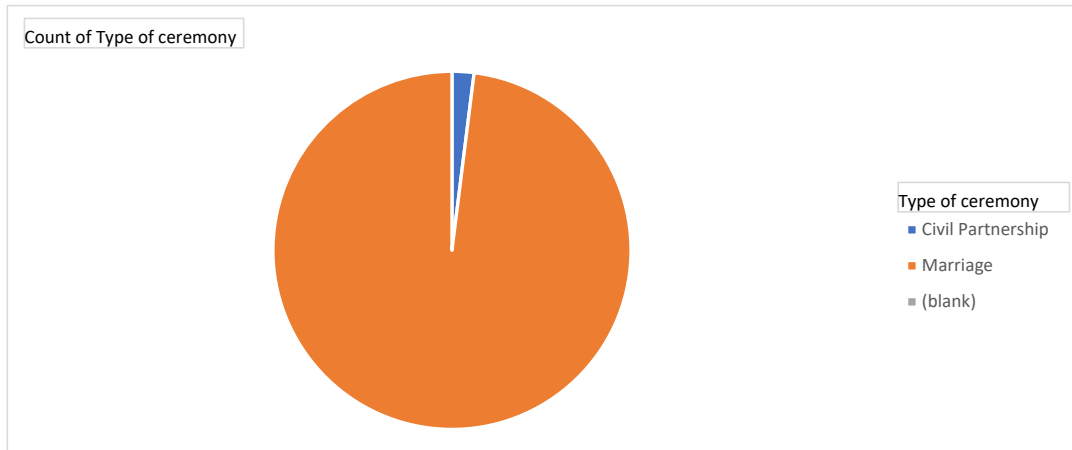


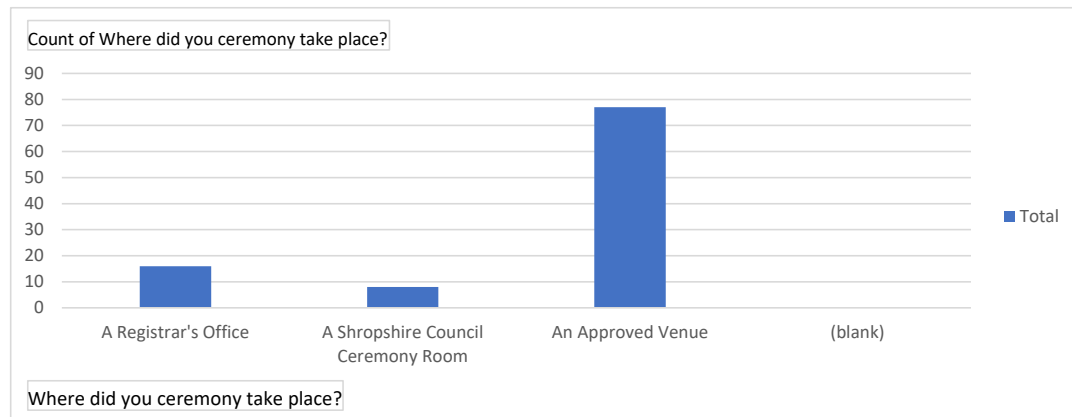
Customer Survey Results Shropshire Councils Ceremonies and Celebrations

Ceremonies and Celebrations

Row Labels	Count of Type of ceremony	
Civil Partnership	2	2%
Marriage	99	98%
(blank)		
Grand Total	101	



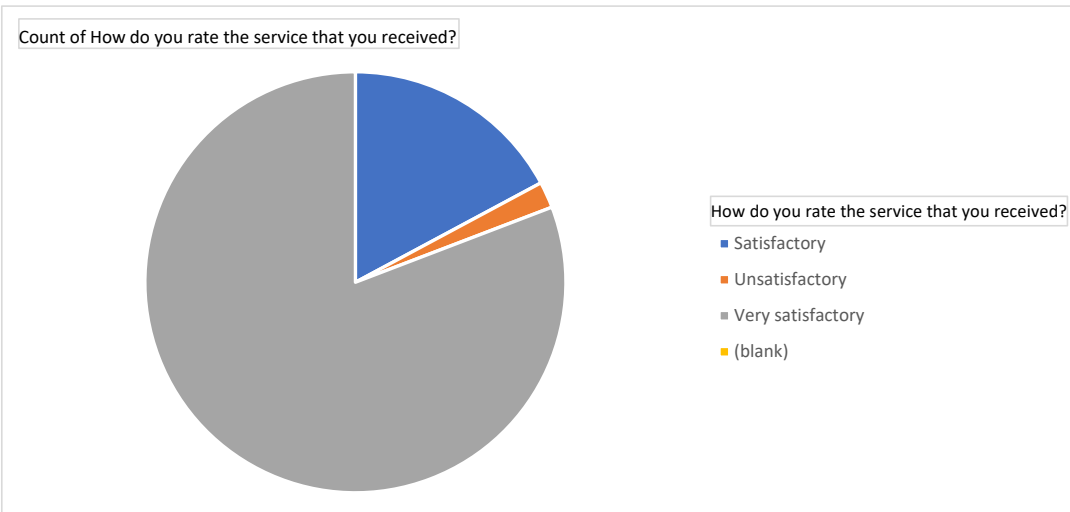
Row Labels	Count of Where did you ceremony take place?	
A Registrar's Office	16	16%
A Shropshire Council Ceremony Room	8	8%
An Approved Venue	77	76%
(blank)		
Grand Total	101	



Row Labels	Count of How do you rate the service that you received?	
Satisfactory	17	17%
Unsatisfactory	2	2%
Very satisfactory	80	81%
(blank)		
Grand Total	99	

Customer Survey Results Shropshire Councils Ceremonies and Celebrations

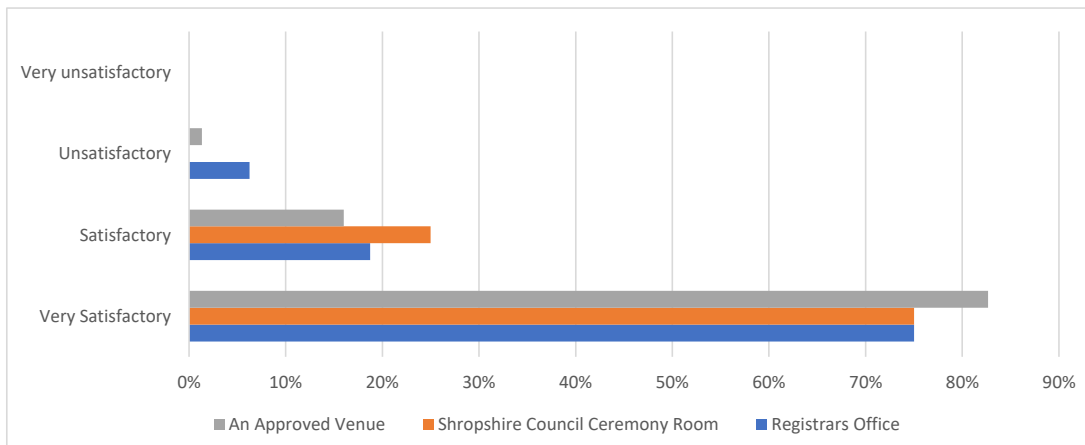
98% of our customers were satisfied with the service received from Shropshire Councils registration service



Count of How do you rate the service that you received?	Column Labels				Grand Total	
	A Registrar's Office	A Shropshire Council Ceremony Room	An Approved Venue	(blank)		
Satisfactory	3	2	12		17	17%
Unsatisfactory	1		1		2	2%
Very satisfactory	12	6	62		80	81%
(blank)						
Grand Total	16	8	75		99	

Looking at the 3 types of venues individually this is what satisfaction rates look like

	Registrars Office	Shropshire Council Ceremony Room	An Approved Venue
Very Satisfactory	75%	75%	83%
Satisfactory	19%	25%	16%
Unsatisfactory	6%	0%	1%
Very unsatisfactory			



Customer Survey Results Shropshire Councils Ceremonies and Celebrations

Count of On the day of your ceremony from the registrars in terms of courtesy and respect?	Column Labels				
	A Registrar's Office	A Shropshire Council Ceremony Room	An Approved Venue	(blank)	Grand Total
Satisfactory				4	4
Very satisfactory (blank)	16	8	71		95
Grand Total	16	8	75		99

100% of our respondents were satisfied with the courtesy they received from registration staff on the day of the ceremony.

Count of On the day in terms of how your ceremony was conducted?	Column Labels				
	A Registrar's Office	A Shropshire Council Ceremony Room	An Approved Venue	(blank)	Grand Total
Satisfactory	1			5	6
Very satisfactory (blank)	15	8	70		93
Grand Total	16	8	75		99

100% of our respondents were satisfied with the way in which Registrars conducted their ceremony.

Count of How satisfied were you with the options available to you for personalising your ceremony content?	Column Labels					
	A Registrar's Office	A Shropshire Council Ceremony Room	An Approved Venue	(blank)	Grand Total	
Satisfactory	3	2	17		22	23%
Unsatisfactory	1				1	1%
Very satisfactory (blank)	12	6	56		74	76%
Grand Total	16	8	73		97	

99% of our respondents were satisfied with the options for personalising their ceremony. The negative response was provided by a couple who had no option available to personalise their ceremony as it was the very basic register office ceremony at which no options are available for personalisation.

Customer Survey Results Shropshire Councils Ceremonies and Celebrations

Row Labels	Service response to any issues raised
absolutely nothing fro us, we were both nervous and Tim and his colleague did everything they could to relax us and help us enjoy the ceremony.	
After booking and sending across our ceremony choices there was no correspondence to say this was all ok and going ahead. I emailed and ending up having to phone a few months before to make sure everything was ok. Everything was great but maybe just another email to confirm all arrangements wouldn't go a miss.	Thank you, yes we are looking at a way of doing this at present and hope to be able to do as you suggest shortly
All good, thank you! Mr & Mrs Price from 24/8/19.	
An online system for submitting readings etc would be beneficial. The format and wording of the ceremony was not known until the day. It would have been good to have more of an idea of what was going to happen knowing when readings would be in the ceremony would also be helpful.	Thank you, we do have a system in development and hope to roll it out very soon
Arrangements for music should be available - no information was supplied and we could not use our music	Unfortunately I am not able to answer this one as I am not sure why you would not have been provided with this information
At the Albrighton Hussey Manor Hotel, the chosen area to have our pre wedding conversation was at the top of the stairs in a small snug. I as the bride got extremely hot and I didn't want to necessarily sit down as I creased my dress. We could have had the discussion in my room maybe? Just a venue improvement if you use that facility often.	We do not interview in occupied bedrooms and have no plans on changing our policy.
Better communication - confirmation nearer the date of the ceremony to assure you registrars were coming, A system where if a call drops it is easy to call back the person whom I was speaking to - always called on a with held number and if I missed a call wouldn't try calling again so had to go through system again (call main number and select option/put on hold)	Thank you, yes we are looking at a way of doing this at present and hope to be able to do as you suggest shortly. Regarding telephony, I am afraid we do not have those systems in place within the local authority
better weather	
Blue plastic folder is not good in photos! Had to have photos edited! Would be nice to have a brown or black folder! Other than that brilliant!	Not sure whose blue folder this would be as we do not provide anything other than black folders to our team
Can we just say how great Judie and Alison both were on our special day. Everyone commented on how fab Judie was in conducting the ceremony.	
Difficult to get information from booking did not know names, and not possible to speak to registrars directly on email.	Many of our ceremonies team are not office based. It should not be necessary to speak to individual ceremonies officers prior to the day, as all arrangements are conducted with our central arrangement team who liaise with our customers wherever there is a request or a query.

Customer Survey Results Shropshire Councils Ceremonies and Celebrations

Easier to contact on the phone. Maybe a quick meeting before the big day to go through things.	Phone contact is via the councils customer service centre which is the portal into the council. Officers will call back as soon as they are able. It is possible to have a face to face meeting to discuss your ceremony, not necessarily with the officers who will be attending as they are not office based staff.
E-mail reminders or setting out clearly dates when information needs to get back to yourselves would be great as we nearly missed deadlines of getting readings and songs to be played on the day. So if these dates can be sent via email very clearly that would be great. Thank you	We are currently looking at a system of email reminders which would be automatic. All deadlines are included in the original email at the time of booking and the confirmation pack which is sent when notice has been given
Everything was perfect on the day. It might have been nice to get an email the week before to confirm date, venue, time because there is nothing between getting the pack and the wedding day. Just an idea.	We are currently looking at a system of email reminders which would be automatic.
Everything was perfect.	
Glass of bubbly for the bride and groom! Outside of course !!!	
I can't think of anything. I thought the service and support was fantastic. We both felt like it was a perfect day.	
I do not think that you could improve on how the Registrars looked after us and our guests and the ceremony. The only thing is that when you take pictures outside it is not very picturesque. If an area could be created that would be ideal.	We agree however cannot identify a place where this could happen
I found it quite difficult to speak to anyone prior to the ceremony. I also found it difficult to look at the venue (register office Oswestry) prior to the ceremony.	Not sure of the reasons for this. Registrars return calls within 1 working day hours and will call back 3 times if they are not able to contact our customers on the first call. The registrars office in Oswestry is situated within the library which is open
Inform all staff about BBC presence.	If we are aware of the presence of media prior to a ceremony all attending staff are notified.
It was all good.	
It was perfect. The 2 ladies were very professional warm and respectful.	
N/A	
Nil	
none	
None!	
None, all brilliant, thank you!	
Nothing	
nothing - as emailed	
Nothing - Everything was absolutely perfect! Thank you so much	
Nothing all really well done.	
Nothing as it all went well. We were happy with everything.	
Nothing at all - perfect	
Nothing at all, it was everything we hoped for, a perfect service for our special day.	

Customer Survey Results Shropshire Councils Ceremonies and Celebrations

Nothing could have been done as it was a perfect day!
Nothing could have been done to improve the service it was spot on.
Nothing everything was perfect.
Nothing it was a wonderful occasion, we felt the registerars did a very professional job, put us very much at our ease and condusted the service sensive, fun with the sense of solemnity required. It was like having friends taking part with us, they made our day feel very very special. All our guest agreed the service and therefore the rest of the day was wonderful. Also the pre wedding service at the registrars office and by phone was second to none.
Nothing our registrar was amazing and made us feel both at Ease
Nothing! Everything was lovely! Fantastic staff & customer acre from start to finish!
nothing, it was perfect
Nothing, lovely ladies who made everyone relaxed. Explained everything well to our teenage boys who wanted to be involved and put them at ease.
Nothing, our Registrars Louise and Angelina were so professional, warm and friendly and made the service feel very personal.
nothing, service was excellent
Nothing, very smooth and efficient at all stages both prior to and during the ceremony. We loved the way in which the ceremony was conducted and were made to feel at total ease.
Nothing.
Nothing. We were very happy with the service we received, prior to and on the wedding day.
Process was not straight forward for booking. Could have had a curtain or something to use as a backdrop when taking photos rather than the filing cabinet and coat stand etc.
Registrars were late on the day - Not a major inconvenience but meant we were both sitting waiting until arrival and had to adjust timings for photos etc.
The ceremony was later starting than hoped for. Guests were kept waiting for some time but we (Groom and Bride) were ready.

Not sure what could have been improved with booking as the issue is not clear. Ceremonies in a registrars office are exactly that and it is made absolutely clear that these type of ceremonies take place in working offices. There are plenty of other options available which do have nicer backdrops however they do cost a little more.

Customer Survey Results Shropshire Councils Ceremonies and Celebrations

The ladies were very good, calmed me down when needed so that was fab. Thank you both so much.
The two people who conducted our service were lovely, very understanding of nerves on the day, helped me to calm these and made our ceremony truly the best. Thank you Married at the Wroxteter 19.10.19
The whole experience was perfect.
Told us what we could amend or change.
Very happy with ceremony and from time of booking was very helpful.
We received our information pack late, we had already signed forms at our local Manchester office to 'give notice' before we had received the info to do so from yourselves.
We were very happy with our service.
Whilst we are unable to draw comparisons, we were entirely satisfied with all aspects of the service and especially the staff who were efficient, friendly, sensitive and courteous at all times.
You could not do more, it was perfect. Thank you for a lovely day
(blank)
Grand Total

Your information pack is not sent until you have given your notices as it acts as a confirmation that your ceremony can go ahead.

Row Labels	Count of Did you have any special needs that were not catered for?
No	88
(blank)	
Grand Total	88

Row Labels
All was amazing! Thank you so much.
As we have stated it was splendid attention to detail from our first visit to the office to the final ceremony. For two recyled teenagers in our 60's it was amazing. Thanks to all
Both ladies, Shirley Castree and Judie McCoy were very relaxing and professional. A pleasure to meet. My husband said that he was really nervous but after the time with the ladies he was confident on the order of the day and what to expect. Thank you
Both Registrars were lovely, very calming when the nerves kicked in. Very professional. Thank you.
Everyone did a fantastic job. Thank you
Everyone was very charming and made this a very special occasion for us. Well done all!
Everything was perfect. Lovely registrars making the day very special. Best day we could have asked for. So friendly cheerful and supportive. Perfect x
Everything was very efficient and ran smoothly. All the people we dealt with both in making the arrangements and on the day were helpful, considerate and empathetic.

Customer Survey Results Shropshire Councils Ceremonies and Celebrations

Excellent service throughout.
Extremely happy with the registrars at Oswestry on the day. Very friendly and very professional. The wording used and the way it was conveyed made the ceremony very special, thank you. Wedding was 7/9/19 at Oswestry - please pass on our gratitude.
Given that our ceremony was being recorded for a BBC documentary the registrars both acted with professionalism and exceeded our expectation in every way. Thank you for making our day all the more special. Leigh Anne & Natalie Davidson
Judie & Angelina were excellent. Both made us feel at ease. Judie's warmth and engaging delivery made the service feel personal. In fact we have sent a card of thanks to them both!
Judie and Angelina were very professional yet kept us all calm and conducted a truly magical ceremony. Thank you both :)
Just 'Thank you' for making our day memorable.
Louise and Charlotte were fabulous on the day (26.10.2019) We were made to feel very comfortable and nerve free.
Lovely people. Thank you so much.
My husband was extremely nervous and anxious and the registrars were amazing, being calm and caring and making it as easy and stress free as possible for him. Hugely appreciated.
N/A
No complaint.
No issues, everything went well on the day and the Registrars were brilliant.
nothing, excellent service
Our original marriage certificate has been sent back via recorded delivery having spoken with Lisa yesterday. Incorrect witness name which will require a new copy of certificate as well as new corrected certificate. Incorrect copy sent back with this form.
Really lovely ceremony conducted! Everyone was so friendly and put us at ease. All of our guests commented on what a lovely moment it was. They brought a lovely and calming feeling to the day.
Really lovely ladies. Both were very warm and welcoming with great personalities.
Registrars were both really lovely and professional.
Requested to have extra copies of marriage certificates but not received.
Sian and Simon were so friendly. they made everyone feel at ease. thank you
Stacey and Lisa did an amazing job of calming a very nervous bride and groom. They explained what would happen throughout the ceremony vey clearly and were patient in answering any questions about changes that were made to the ceremony. They were a pleasure to deal with and helped to make our special day extra special.

Apologies for the error and hope it is sorted out for you now

Apologies, hopefully these will have now been received

Customer Survey Results Shropshire Councils Ceremonies and Celebrations

<p>Thank you for all your help in making our day so special. Doug was a fantastic Registrar with a calming nature and we could not have asked for more. Mr & Mrs Oakley xx</p> <p>Thank you for helping make our day beautiful</p>
<p>Thank you for making our ceremony feel personal to us, and for a great all round experience.</p> <p>Thank you ladies.</p>
<p>Thank you Tim for making our wedding so relaxed for us.</p> <p>Thank you very much !</p> <p>Thank you!</p>
<p>The registrars made us feel at ease and totally comfortable.</p> <p>The Registrars were absolutely lovely, very kind and friendly.</p>
<p>The registrars were fantastic and made us feel relaxed and calm. They were both friendly and conducted the ceremony brilliantly. Thank you</p> <p>The Registrars were outstanding. They put us at ease and started our day to a good start.</p>
<p>The two ladies we had were absolutely fabulous. A credit to the team!!</p>
<p>Very friendly and helpful. All services were organised very well and the ceremony was perfect.</p> <p>Very happy.</p>
<p>Very helpful in communication, and personable. Parking more defined, more signage.</p> <p>Very lovely and friendly registrars. Made nice comments towards our chosen readings.</p>
<p>Very professional Registrars who put us at ease made their presence known without distracting from the us (the Brides).</p> <p>Want to thank you for making our special day very special.</p>
<p>We were very grateful that the registrars were able to wait for a short time for guest delayed by torrential rain and flooding.</p> <p>We would like to express our thanks for a lovely ceremony. The professionalism and personal skills of the two registrars who conducted our service was second to none. Mr & Mrs Green.</p>
<p>We would like to thank Doug for conducting the service and making us feel comfortable.</p> <p>We would like to thank the registrars for making the day amazing.</p>
<p>Wonderful registrars on the day, they made us feel very relaxed. Brilliant.</p> <p>Wonderful service, we can never thank you enough.</p> <p>Thank you Judie and Angelina.</p>
<p>(blank)</p>
<p>Grand Total</p>