

Customer Survey

Thank you for your feedback

Registration Services Customer survey September/October 2018

From April to September 2018 we gained customer feedback by sending an email to all customers attending an appointment or ceremony. Over this period 538 customers responded to our customer survey:

Customers responded to the following questions:

- Which office did you visit (to cover Bracknell, Saxon and others)
- What service did you use (appointment, ceremony or other service)
- Did you find it easy to make contact and find our Service?
- Were you seen on time?
- How helpful and polite did you find our staff during your visit?
- Were we able to answer all your questions?
- Were there suitable appointments available?
- Would you have preferred? (earlier, later or no preference on appointments)
- How would you rate our office accommodation?
- If you have a disability, was it difficult for you to access our services?
- Overall how satisfied or dissatisfied are you with the services you received during your visit?
- Any comments or suggestions to improve our services?

Of those who responded, most visited either our offices at Bletchley or in Central Milton Keynes. Approximately 34% of these were birth appointments; 25% death registrations; 13% notice appointments; 10% ceremonies; 9% Nationality Checking and the remainder copy certificates and other registration business.

Overall most people (93%) found it easy or extremely easy to contact us and were seen on time. Most (96%) found staff very or extremely helpful and polite and most (95%) said they were able to answer all of your questions. Most people (90%) felt we are able to offer them suitable appointment and ceremony times and would not prefer different times. However 25 customers would have preferred an earlier appointment and 41 would have liked later appointments.

Our accommodation was rated as acceptable or better by most, however customers again mentioned there is no lift or space to leave buggies in Bletchley and that parking could be an issue.

Our Ceremony Officers at marriages and other ceremonies were rated as well presented (93%) and couples found the pre ceremony meeting helpful, put them at ease, helped with nerves and explained the process making the event more relaxed and special.

Overall 92% of customers were satisfied or very satisfied with our services which is great feedback for our team. Only two customers were dissatisfied with our services. Fuller customer comments are on the following page. As always we look to address any areas that customers bring to our attention.

Since the last survey we received two formal complaints – how the contact centre deal with customers booking death registration and copy certificates – and 18 formal compliments about staff and services, all logged on the corporate system.

Further survey summaries will be published every six months and in the meantime we continue to encourage customers to provide feedback in person, via paper surveys in the offices or using the Registrars' or MK Council's online customer feedback forms which are logged on the Council wide customer comments, compliments and complaints system.

Thank you for your time and support

Registration Services Team

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Some of the things you said about our team and services:

- No baby changing facilities at site which was much needed
- Keep the garden tidy and introduce some colour please
- The registrar we saw was wonderful. In a very simple and efficient way she made registering our daughter's birth a very special event. Many thanks
- Arrived early and registrar delayed her lunch to deal with us. She was excellent. The service we received was much appreciated
- At the appointment, staff were very helpful, welcoming and reassuring. It was a pleasant experience overall
- Couldn't have asked for a better or more pleasant service
- Very polite, thoughtful and kind at a very difficult time for me
- Call centre initial call was overly "relaxed" and needed a more formal professional tone in the circumstances

What we did/are doing:

- We have moved to larger ground floor accommodation, with our own dedicated entrance, in the Civic building in Central Milton Keynes. We have more waiting space and baby changing facilities are now installed. Our new garden will take a while to establish but our Landscaping Team are looking to add some colour and keep it neat and tidy
- Online booking via our website for most services is available 24/7 and the Contact Centre is open 9am-5.15pm weekdays. We are adding self-check in later this year
- We continue to review and update our website and emails based on your feedback – if you have any suggestions we would love to hear them
- The Contact Centre is learning from your feedback, dealing with our sensitive appointments can be difficult at times
- We continue to review our processes, services, staffing levels and opening times based on your feedback
- We will continue to pass on your thanks and comments to our team to show how much you appreciate their services

Thank you again for your feedback. Feedback helps us ensure we continue to provide the services you value.
Registration Services Team