

## Survey Feedback

Customer satisfaction questionnaires were handed out / sent electronically to customers using the Registration service for Birth, Death, Notice of Marriage/Civil Partnership Appointments and Copy Certificates from 1st April 2022 – 31st March 2023. Out of the 222 electronic / manual sheets returned the following results were gathered:

What was the reason for your contact or visit to the Registration Service?

- 65 (29.2%) Register a birth
- 4 (1.8%) Register a death
- 130 (58.6%) Give notice of marriage / civil partnership
- 5 (2.3%) Attend a ceremony
- 18 (8.1%) Copy of a certificate

How many days did you have to wait to get an appointment to register a birth?

- 47 (74.6%) Within 5 working days
- 13 (20.6%) More than 5 working days at a mutually convenient time
- 3 (4.8%) More than 5 working days not at a mutually convenient time

How many days did you have to wait to get an appointment to register a death?

- 3 (75.0%) Within 2 working days
- 1 (25.0%) More than 2 working days at a mutually convenient time
- 0 (0.0%) More than 2 working days not at a mutually convenient time

How many days did you have to wait to get an appointment to give notice of marriage / civil partnership?

- 3 (75.0%) Within 10 working days
- 1 (25.0%) More than 10 working days at a mutually convenient time
- 0 (0.0%) More than 10 working days without a mutually convenient time

At your appointment, how long did you have to wait to see a Registrar?

- 100 (56.2%) 1-5 mins
- 59 (33.1%) 5-10 mins

12 (6.7%) 10-15 mins  
5 (2.8%) 15-20 mins  
2 (1.1%) More than 20 mins

Customers who purchased certificates in person, over the phone or via online services were also canvassed for opinion. Results for 01/04/2022 to 31/03/2023 were as follows:

What date did you place an order for a copy of a certificate?

18 (100.0%)

Which certificate service did you use?

**Standard Service** - certificate requests can take up to 15 working days from date of purchase at a total cost of £11 per certificate and will be posted out by 2nd class post.

**Priority Service** - certificate requests will be processed within 24 hours of receipt at a total cost of £35 per certificate and will be posted first class but can be collected in person at the Register Office from 10:00am the next working day.

2 (11.1%) Standard Service - £11.00  
16 (88.9%) Priority Service - £35.00

How many days did you have to wait to receive a copy of a certificate via the Standard Service?

2 (100.0%) Within 20 working days  
0 (0.0%) More than 20 working days

How many days did you have to wait to receive a copy of a certificate via the Priority Service?

16 (100.0%) Within 3 working days  
0 (0.0%) More than 3 working days

How satisfied or dissatisfied were you with the following?

	Very Satisfied	Fairly Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable
Opening Hours (3.1%)	171 (77.0%)	30 (13.6%)	12 (5.4%)	2 (0.9%)	0 (0.0%)	7 (3.1%)
Access to Office	148 (66.6%)	41 (18.5%)	20 (9.0%)	2 (0.9%)	2 (0.9%)	9 (4.1%)
Politeness of staff	194 (87.3%)	15 (6.8%)	6 (2.7%)	0 (0.0%)	1 (0.5%)	6 (2.7%)
Efficiency of staff	187 (84.2%)	18 (8.1%)	7 (3.2%)	0 (0.0%)	0 (0.0%)	10(4.5%)
Level of Service	178 (80.1%)	21 (9.5%)	6 (2.7%)	0 (0.0%)	0 (0.0%)	17 (7.7%)
Overall Experience	150 (67.6%)	19 (8.6%)	9 (4.0%)	0 (0.0%)	0 (0.0%)	44 (19.8%)

## Ceremony Survey

During the period 01/04/2022 to 31/03/2023 We received 8 replies in relation to ceremonial Services. The results of this feedback were as follows:

Date of ceremony:

8 (100.0%)

Where did you hold your ceremony?

6 (75.0%) The Civic Centre, Pontypool

1 (12.5%) The Parkway Hotel, Cwmbran

1 (12.2%) Greenmeadow Golf and Country Club, Cwmbran

0 (0.0%) Olive Tree, Cwmbran

How satisfied were you with the ceremony room?

7 (87.5%) Very satisfied

1 (12.5%) Satisfied

0 (0.0%) Neutral

0 (0.0%) Dissatisfied

0 (0.0%) Very dissatisfied

If you have any comments to make about the ceremony room, please use the box below:

0 (0.0%)

Initial contact with the Registration Service

How did you make initial contact with Torfaen Registration Service to arrange your ceremony?

6 (75.0%) By phone

2 (25.0%) By email

0 (0.0%) Other (please specify below)

0 (0.0%)

When you contacted the registration office, were you greeted in both Welsh and English languages?

7 (87.5%) Yes

1 (12.5%) No

If your call went to voice mail, did you receive a call back within 24 hours?

6 (75.0%) Yes

0 (0.0%) No

2 (25.0%) Not applicable

To what extent do you agree or disagree with the following statements?

Upon contact with the Registration Service, staff...

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Were helpful	8 (100.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Were Polite	8 (100.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Answered questions fully in relation to Ceremony booking	7 (87.5%)	1 (12.5%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Explained clearly the procedure for 'Giving Notice'	7 (87.5%)	1 (12.5%)	0 (0.0%)	0 (0.0%)	0 (0.0%)

#### Legal preliminaries to ceremony

Did you attend Torfaen Register Office to give your Notice of Marriage?

8 (100.0%) Yes

0 (0.0%) No

To what extent would you agree or disagree with the following statements?

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
We were able to get an appointment within 10 Working days, or at a Mutually convenient time.	8 (100.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
The waiting area was	8 (100.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)

comfortable when we  
visited the office.

We were seen within 15 Mins of our appointment time	8 (100.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
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We were treated with dignity and respect	8 (100.0)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
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The actions we needed to take following our notice were fully explained to us	7 (87.5%)	1 (0.0%)	0 (12.5%)	0 (0.0%)	0 (0.0%)
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Did you receive a Marriage Pack, containing your ceremony options and choices?

8 (100.0%) Yes

0 (0.0%) No

When given/sent the pack, were you given information on how to complete the forms and when to return it?

8 (100.0%) Yes

0 (0.0%) No

To what extent do you agree or disagree with the following statements about the Registrar(s) who conducted your ceremony on the day?

Strongly Agree   Agree   Neutral   Disagree   Strongly Disagree

They were Polite and informative	8 (100.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
They treated us with courtesy and respect	8 (100.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
They made us feel Comfortable	8 (100.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
They were smart and well presented	8 (100.0)	0(0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
They made us feel fully supported during our ceremony	8 (100.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)

Overall, how satisfied were you with the level of service you received from Torfaen registration Service

- 7 (87.5%) Very satisfied
- 1 (12.5%) Satisfied
- 0 (0.0%) Neutral
- 0 (0.0%) Dissatisfied
- 0 (0.0%) Very Dissatisfied

We used the electronic SNAP system to capture this customer feedback. Quarterly and annual statistical results were then used to analyse this data. In addition to this, 47 customer comment cards were completed by the public during the above period. A customer comment book was also available in the foyer of the register office to capture information.

Within the data as a whole, lots of positive comments were received:

Very helpful - lovely staff

The registrars were so lovely and made us feel comfortable and at ease on the day.

Very clean & warm - inviting, friendly staff

love the decoration & ambience of registrar section of building, please do not modernise the look of it

Very friendly and explained process fully

Receptionist was very polite and welcoming

Very happy with service provided and how friendly and thorough staff were :)

Lovely Ceremony!!!

Very friendly polite staff, premises very clean

Very happy. The registrar was lovely. Staff were helpful and friendly

The registrar was very clear and talked us through everything. She made a difficult situation much easier. thank you!!

Very polite, friendly staff, everything explained clearly

All very helpful & professional booking in our notice of marriage

Very friendly, helpful and informative

Considering I've never been at the registry office before it's a beautiful place, and staff were accommodating



Very efficient. We arrived early and saw registrar before specified time

Our Wedding Ceremony was lovely, and we were shown such kindness and support all the way through. Thank you so much.

No formal complaints were received in relation to the service during this period.