Comparing our Performance

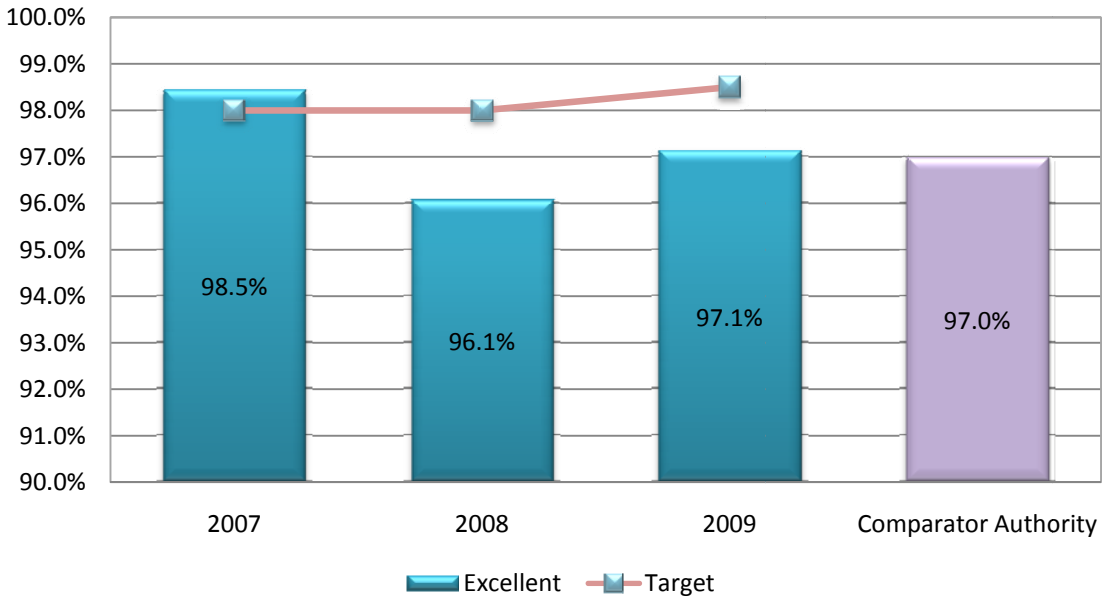
Registration Services

2010

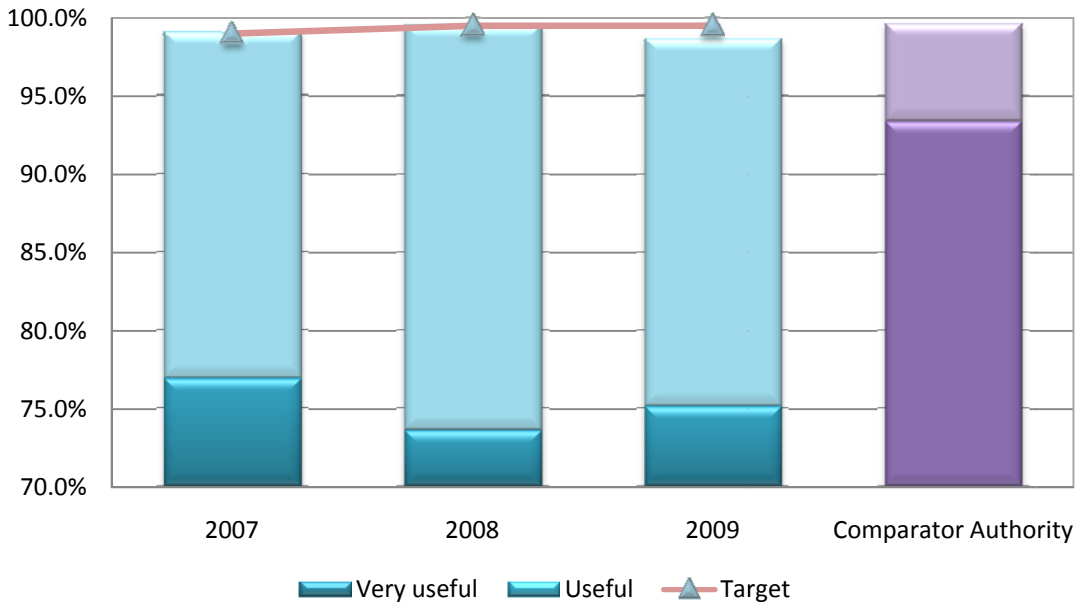
This document shows the results of benchmarking the levels of customer satisfaction for Registration Services against that of a comparator local authority.

Registration Services
West Lothian Council
01506 281894
registration@westlothian.gov.uk

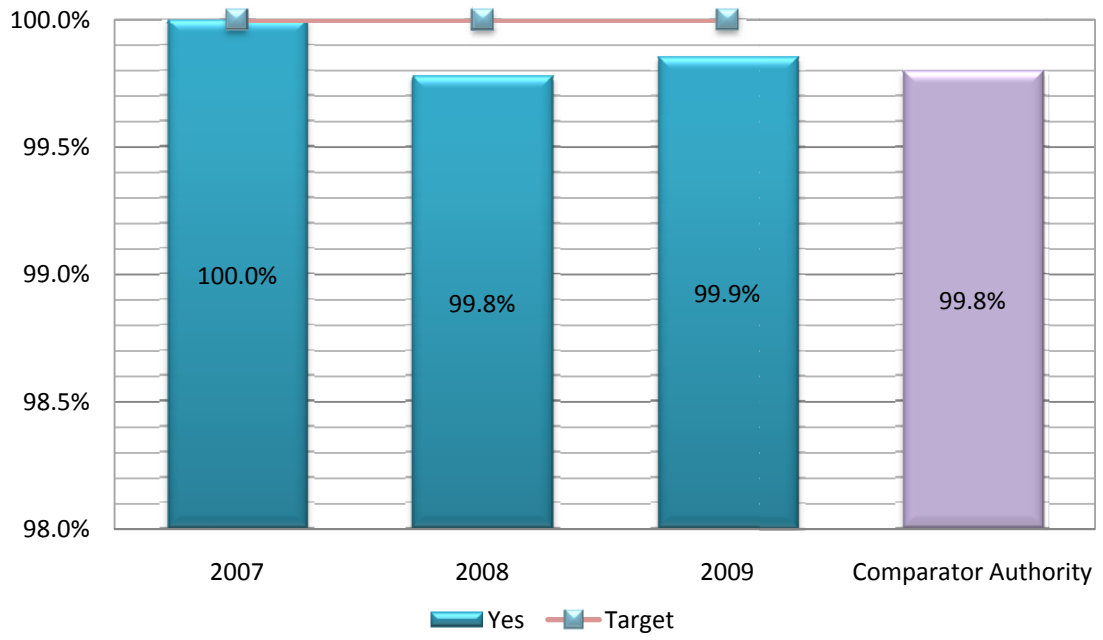
Overall Quality of Service Provided (% rated as 'excellent')



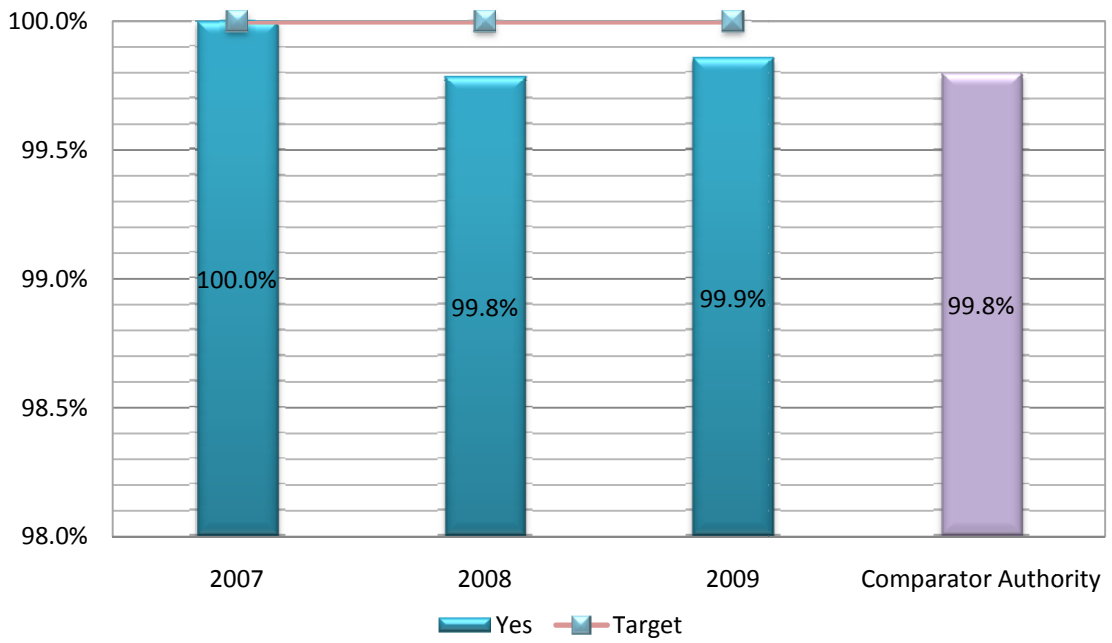
Registration Services' Publications Usefulness (% rated as' very useful' or 'useful')



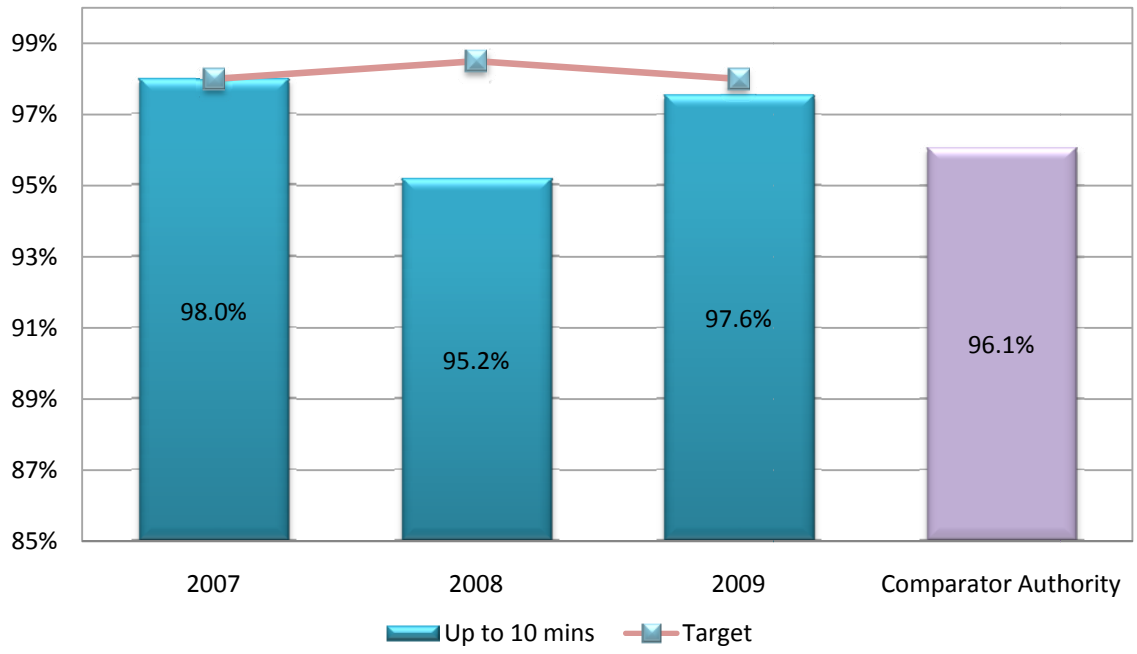
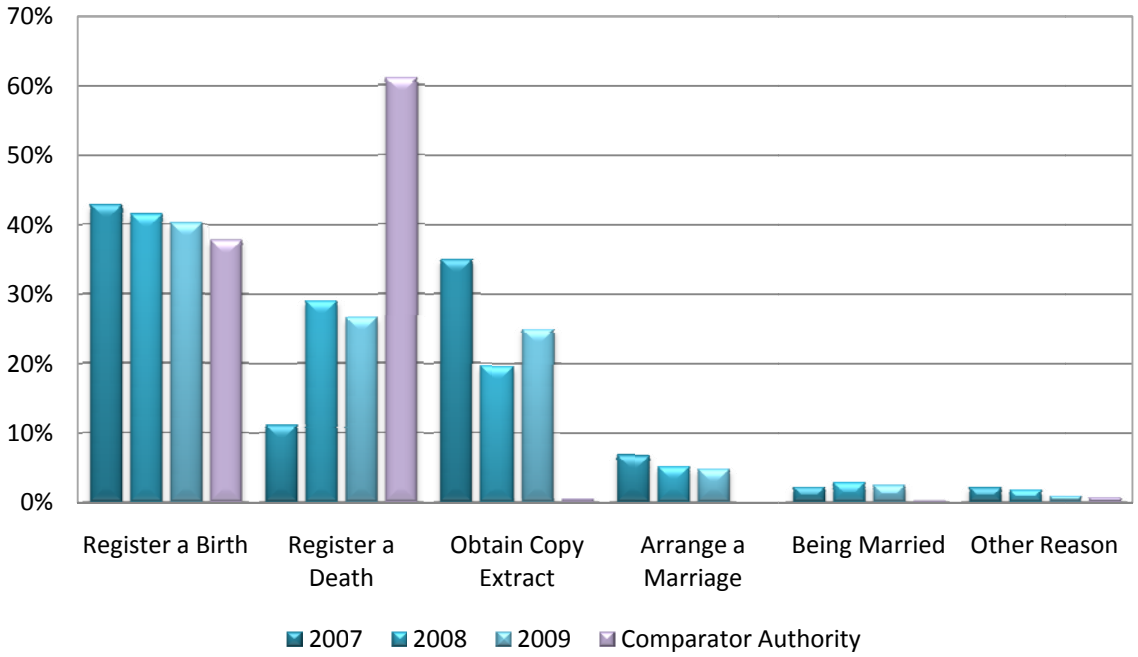
Customer Enquiry Fully Explained by Registration Service Staff (% answered 'yes')



Helpfulness of Registration Registration Service Staff (% answered 'yes')



% of Customers Being Attended to Within 10 Minutes (%)



Purpose of Visit to Registration Services (%)