

# Comparing our Performance

Registration Services

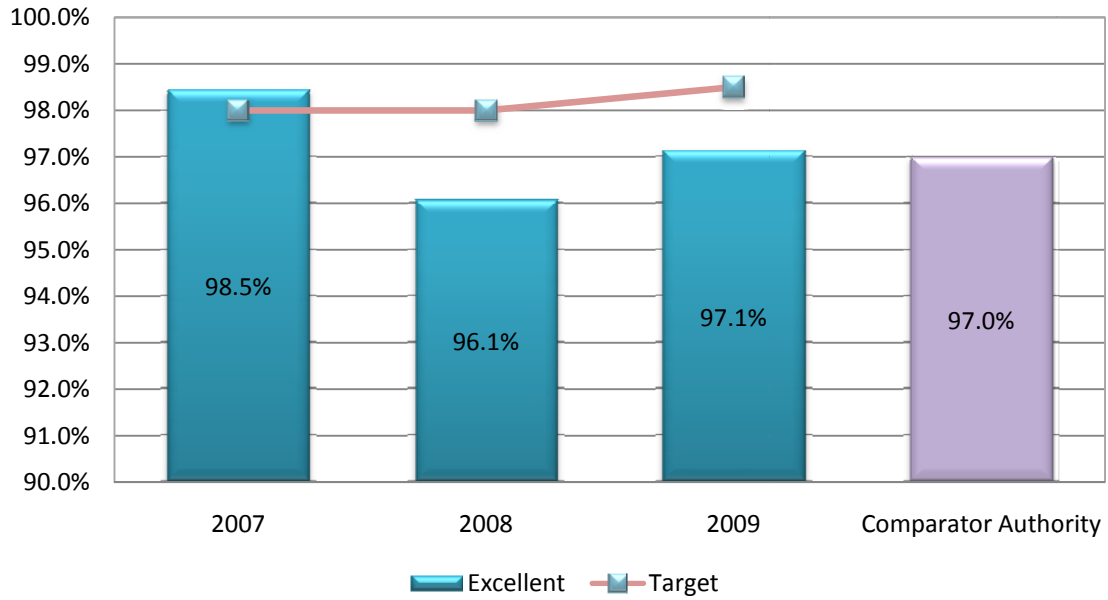
# 2010



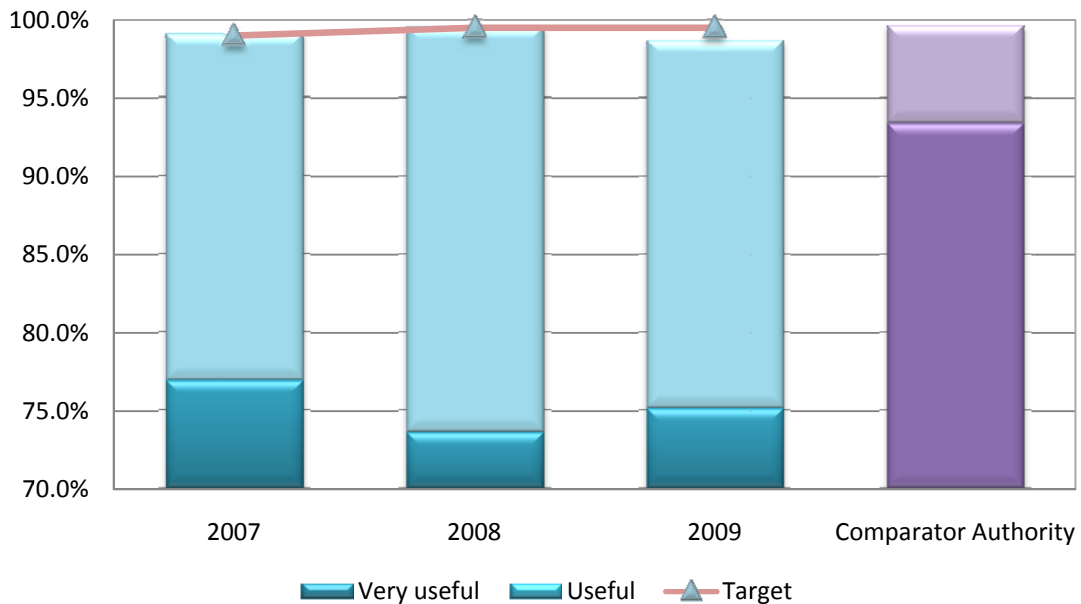
This document shows the results of benchmarking the levels of customer satisfaction for Registration Services against that of a comparator local authority.

Registration Services  
West Lothian Council  
01506 281894  
[registration@westlothian.gov.uk](mailto:registration@westlothian.gov.uk)

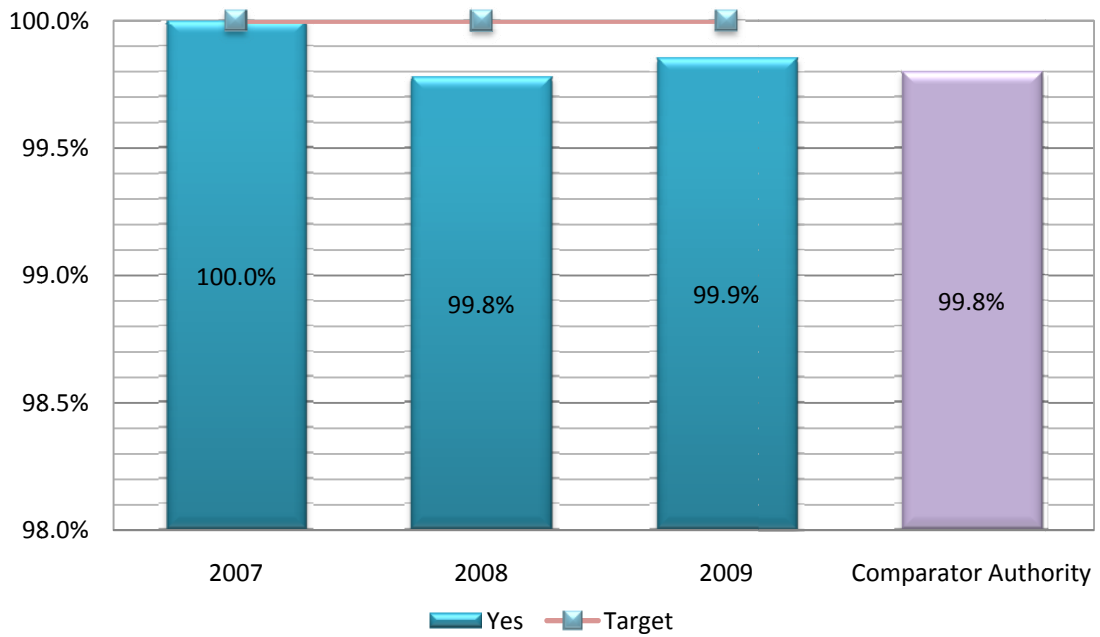
### Overall Quality of Service Provided (% rated as 'excellent')



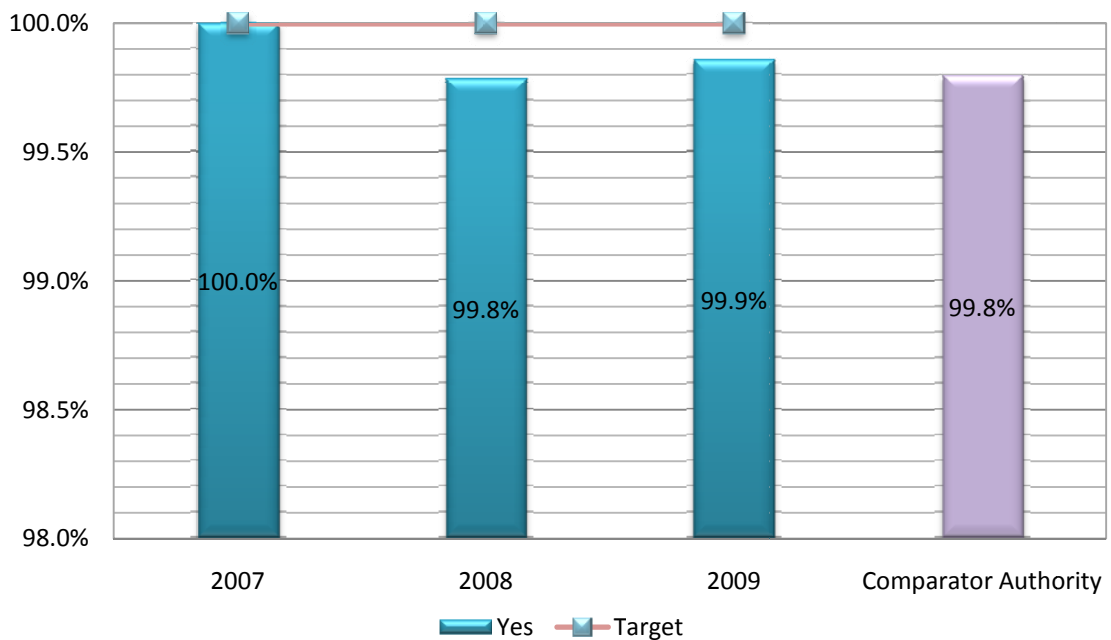
### Registration Services' Publications Usefulness (% rated as 'very useful' or 'useful')



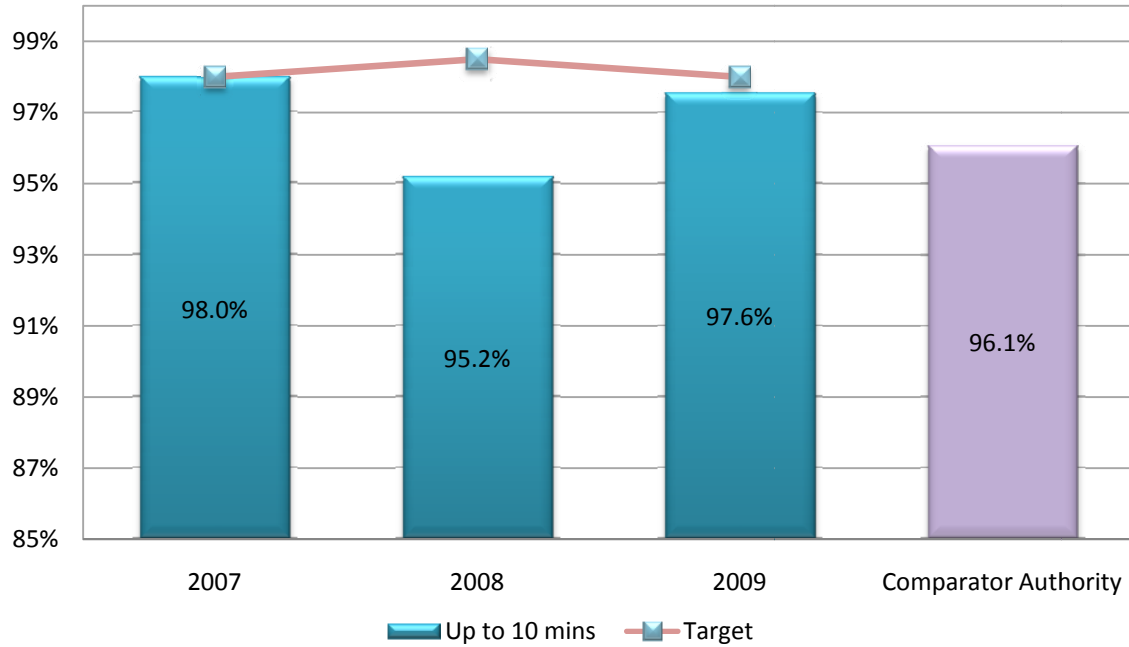
### Customer Enquiry Fully Explained by Registration Service Staff (% answered 'yes')



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



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



### Purpose of Visit to Registration Services (%)

