

## Reception Survey 2009

When you came to the Reception Desk today, how were you dealt with?

	<b>Very good</b>	<b>Good</b>	<b>OK</b>	<b>Poor</b>	<b>Very Poor</b>
Politely?	50%	36.8%	11.5%	1.7%	0%
Helpfully?	46.2%	35.1%	15.8%	2.9%	0%
Quickly?	45%	37.3%	12.4%	3.6%	1.8%

What do you think of our reception area, in terms of...

	<b>Very good</b>	<b>Good</b>	<b>OK</b>	<b>Poor</b>	<b>Very Poor</b>
Layout?	31.6%	45.4%	20.7%	1.7%	0.6%
Cleanliness?	35.3%	46.2%	17.9%	0%	0.6%
Vending machines?	28.3%	41.4%	17.2%	3%	10.1%
Toilets?	22.5%	54.1%	18.9%	0.9%	3.6%
Children's facilities?	22.7%	45.5%	20.5%	6.8%	4.5%

Did you have an appointment to come into the office today?

Yes	27.4%
No	72.6%

Are you happy with our office opening times (9.30am to 4pm, Monday to Friday)?

Yes	76.4%
No	23.6%

We are looking at sending text messages to remind people about appointments – would you find this useful?

Yes	59.3%
No	40.7%

We are also looking at sending you e-mail copies of appointment letters – would you find this useful?

Yes	52.8%
No	47.27%

How many teams did you see today?

1 team	90.9%
2 teams	6.3%
3 teams	2.9%

How long did you wait to be seen by the team(s)?

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Less than 15 minutes	41.7%
15 – 30 minutes	42.2%
31 minutes – 1 hour	11.5%
1 – 2 hours	4.2%
Over 2 hours	0.4%

Was the tannoy announcement calling you to your interview...

	<b>Yes</b>	<b>No</b>
Loud enough?	74.7%	25.3%
Clear enough?	53.6%	29%

Were the on-screen messages calling you to your interview...

	<b>Yes</b>	<b>No</b>
Obvious?	8.8%	91.2%
Useful?	9.1%	90.9%

Please tell us if your interviewer did the following:

	<b>Yes</b>	<b>No</b>	<b>Not sure</b>
Greet you	83%	13.9%	3.1%
Give their name	64.3%	27.7%	8%
Name their team	62.1%	27.8%	10%
Wear name badge	68%	11.2%	20.8%
Explain interview purpose	71.1%	22.6%	6.3%
Speak politely	88.5%	9.1%	2.4%

Did you need an interpreter for your interview?

Yes	7.3%
No	92.7%

Were you offered an interpreter for your interview?

Yes	4.6%
No	95.4%

Were you interviewed at an interview point on the open counters?

Yes	21.8%
No	78.2%

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Were you offered a private room for your interview?

Yes	19.1%
No	47.5%

Do you feel your privacy was protected during your interview?

Yes	91.8%
No	8.2%

Did you feel that you were treated fairly during your interview?

Yes	92.7%
No	7.3%

At the end of the interview, how well did you understand your situation?

Fully	85%
Mostly	9.8%
Partly	2.5%
Not at all	2.7%

Have you used our internet terminals to access the bidding or Council's website?

Yes	5.6%
No	94.4%

Have you received a copy of our quarterly client newsletter, 'In Touch'?

Yes	20.9%
No	79.1%

What do you think of the selection of information available in the reception?

	<b>Very good</b>	<b>Good</b>	<b>OK</b>	<b>Poor</b>	<b>Very poor</b>
Leaflets	13.1%	46.4%	29.4%	7.8%	3.3%
Posters	11%	47.9%	29.5%	7.5%	4.1%

Overall, how would you rate...

	<b>Very good</b>	<b>Good</b>	<b>OK</b>	<b>Poor</b>	<b>Very poor</b>
Your visit today	22.6%	47%	20.2%	7.1%	3%
Our reception area	29%	52.5%	14.8%	2.5%	1.2%
HHAS	24.5%	40.3%	19.5%	8.2%	7.5%