

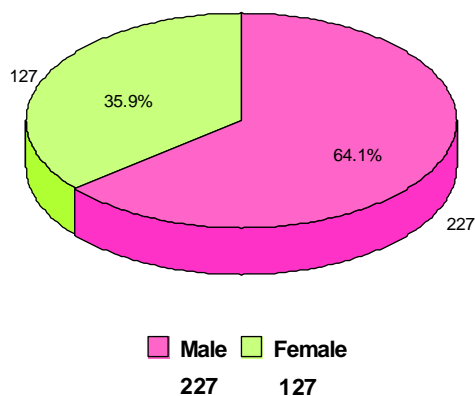
Analysis of Reception Survey July 2006

- 92.5% of those surveyed stated they were treated with courtesy and respect (6% did not respond to the question)
- 98% of those surveyed stated that they found staff very helpful or helpful
- 98% of those surveyed stated that they were happy with interpreter (the other 2% did not respond)

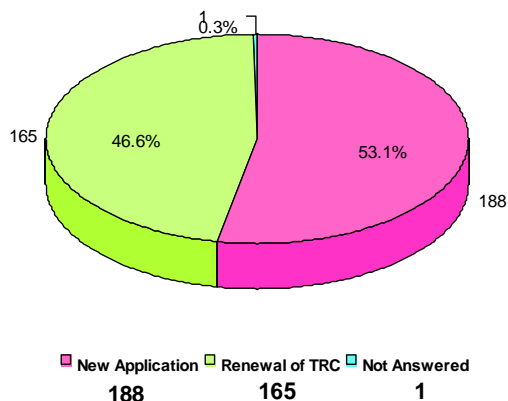
Analysis of Reception Survey July 2006

Survey Duration - 3rd July - 31st July (Inclusive)
 Number of questionnaires issued 404
 Number of questionnaires returned 354
 % questionnaires returned 87.62%

Question 1 - Survey responses over Gender

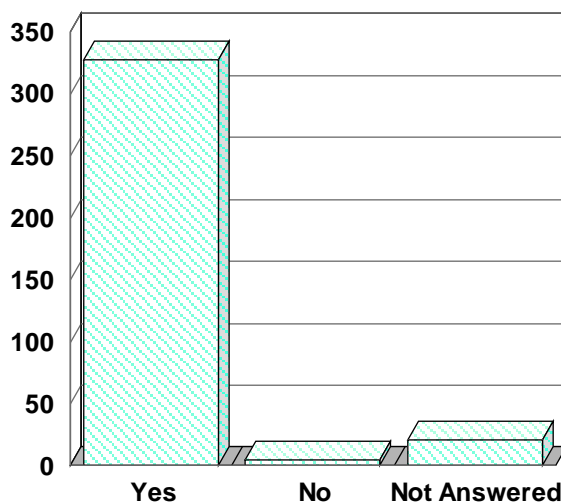


Question 2 - What is the purpose of your visit?



Analysis of Reception Survey July 2006

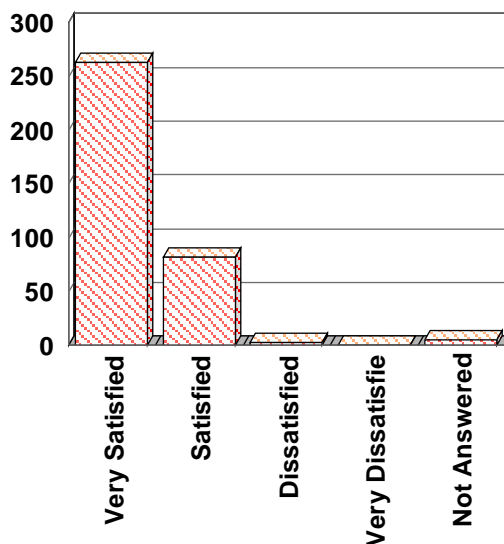
Question 3 - Were you treated with courtesy and respect?



Yes	No	Not Answered
328	5	21
92.5 %	1.5%	6%

Analysis of Reception Survey July 2006

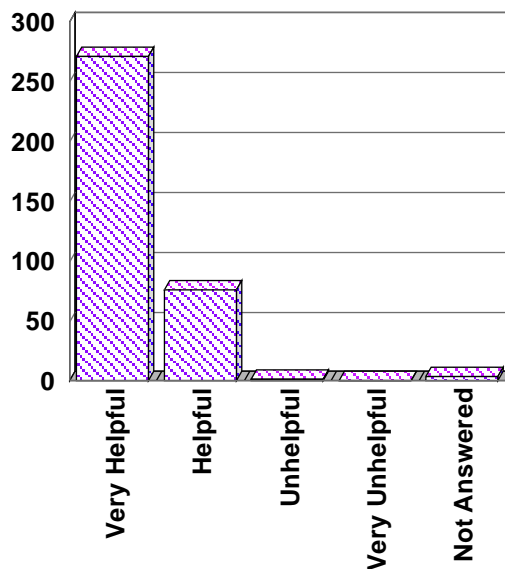
Question 4 - Were you satisfied with the quality of the service you received?



Very Satisfied	263	74.3%
Satisfied	82	23.2%
Dissatisfied	3	0.8%
Very Dissatisfied	1	0.3%
Not Answered	5	1.4%

Analysis of Reception Survey July 2006

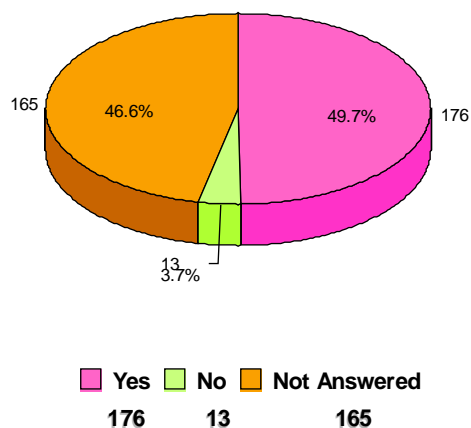
Question 5 - How helpful did you find our staff



Very Helpful	272	76.8%
Helpful	76	21.5%
Unhelpful	2	0.6%
Very Unhelpful	0	0.0%
Not Answered	4	1.1%

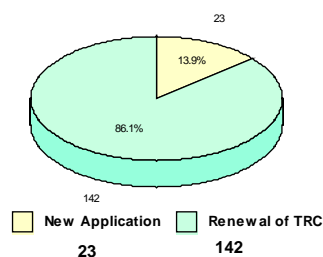
Analysis of Reception Survey July 2006

Question 6 - Are you aware of your right to consult a solicitor?

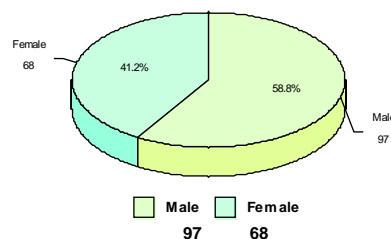


■ Yes ■ No ■ Not Answered
 176 13 165

Analysis of "Not Answered" response to Question 6 over "purpose of visit"

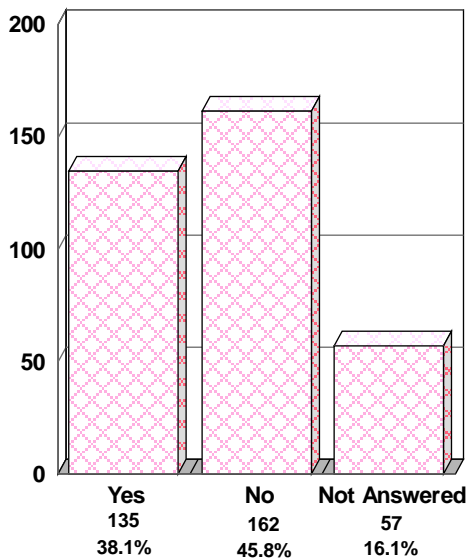


Analysis of "Not Answered" response to Question 6 over gender

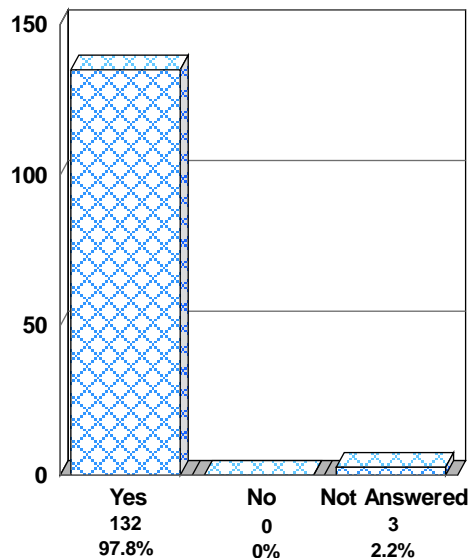


Analysis of Reception Survey July 2006

Question 7 - Did you use an interpreter?

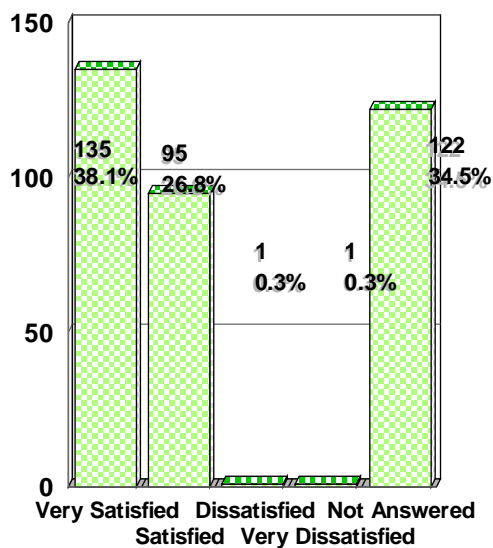


Question 7a - If yes, were you happy with the interpreter?

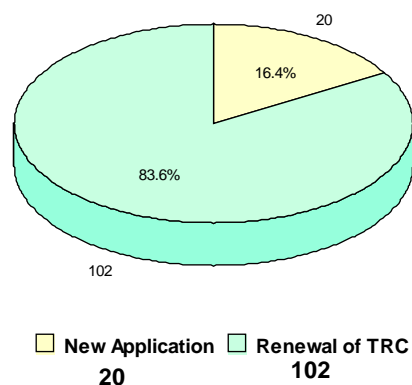


Analysis of Reception Survey July 2006

Question 8 - Were you satisfied with the quality of information which you received?

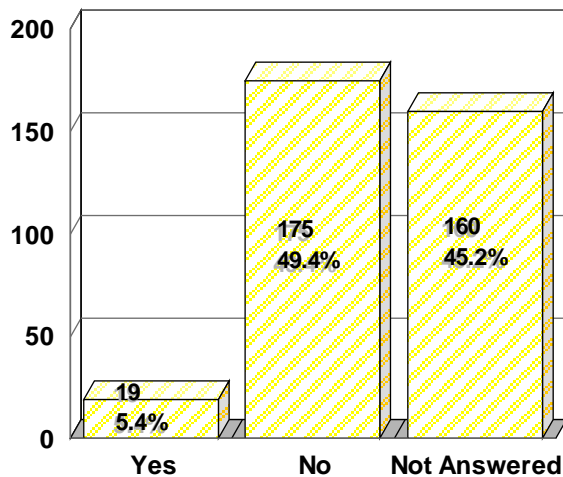


Analysis of "Not Answered" response to Question 8 over "purpose of visit"

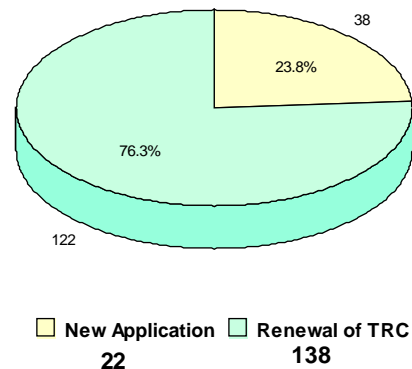


Analysis of Reception Survey July 2006

Question 9 - Is there any information you would have liked to receive?

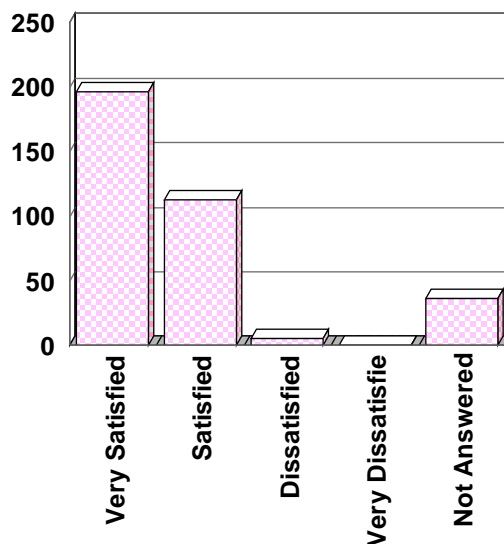


Analysis of "Not Answered" response to Question 9 over "purpose of visit"



Analysis of Reception Survey July 2006

Question 10 - How satisfied are you with our waiting area



Very Satisfied	197	55.6%
Satisfied	113	31.9%
Dissatisfied	6	1.7%
Very Dissatisfied	1	0.3%
Not Answered	37	10.5%