

# Legal Licensing and Registration

## Local Land Charges

### Client Satisfaction Survey 2010 Results

#### Personal Search Service

Feedback from service users is important to us to ensure we meet our service standards and continually improve our quality of service.

Q1 How would you rate the overall service we provided for you during the last year?

*Excellent*  **78%**      *Good*  **22%**      *Adequate*       *Poor*

Q2 Does the service meet our published service standards? [Copy attached]

*Yes*  **100%**      *No*

Q3 Was the personal search process made clear to you?

*Yes*  **100%**      *No*

Q4 Were the Local Land Charges staff able to deal with any questions you had?

*Yes*  **100%**      *No*       I had no questions

Q5 Please rate the following aspects of the local land charges service

Attitude of staff	<i>Excellent</i>	<input type="checkbox"/> <b>78%</b>	<i>Good</i>	<input type="checkbox"/> <b>22%</b>	<i>Fair</i>	<input type="checkbox"/>	<i>Poor</i>	<input type="checkbox"/>
Helpfulness	<i>Excellent</i>	<input type="checkbox"/> <b>78%</b>	<i>Good</i>	<input type="checkbox"/> <b>22%</b>	<i>Fair</i>	<input type="checkbox"/>	<i>Poor</i>	<input type="checkbox"/>
Professional expertise	<i>Excellent</i>	<input type="checkbox"/> <b>78%</b>	<i>Good</i>	<input type="checkbox"/> <b>11%</b>	<i>Fair</i>	<input type="checkbox"/> <b>11%</b>	<i>Poor</i>	<input type="checkbox"/>
Fair & non-discriminatory treatment	<i>Excellent</i>	<input type="checkbox"/> <b>78%</b>	<i>Good</i>	<input type="checkbox"/> <b>11%</b>	<i>Fair</i>	<input type="checkbox"/> <b>11%</b>	<i>Poor</i>	<input type="checkbox"/>

Q6 How do you rate the standard of service compared to other local authorities?

*Excellent*  **67%**      *Good*  **33%**      *Adequate*       *Poor*

Q7 Do you feel you are kept sufficiently informed of current procedures any proposed changes to the service we provide?

*Yes*  **100%**      *No*

Q8 Would you prefer to make an appointment to carry out a personal search or continue on the existing first come first served basis?

Appointment  **First come first served** | **100%** **No preference**

Please let us know the location of your business.

Within Leeds  **44%** Outside Leeds  **56%**

Q9 We installed a downloadable search enquiry form on our website last year. Have you used this form to obtain non-statutory information from the Council?

Yes  **44%** *If Yes go to Q10* No | **56%**

Q10 How often do you use the search enquiry form

Always  **33%** Frequently  **22%** **Did not reply** | **45%**

Thank you for your help and taking the time to complete this questionnaire. We look forward to maintaining the high standard of our service to you.

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