

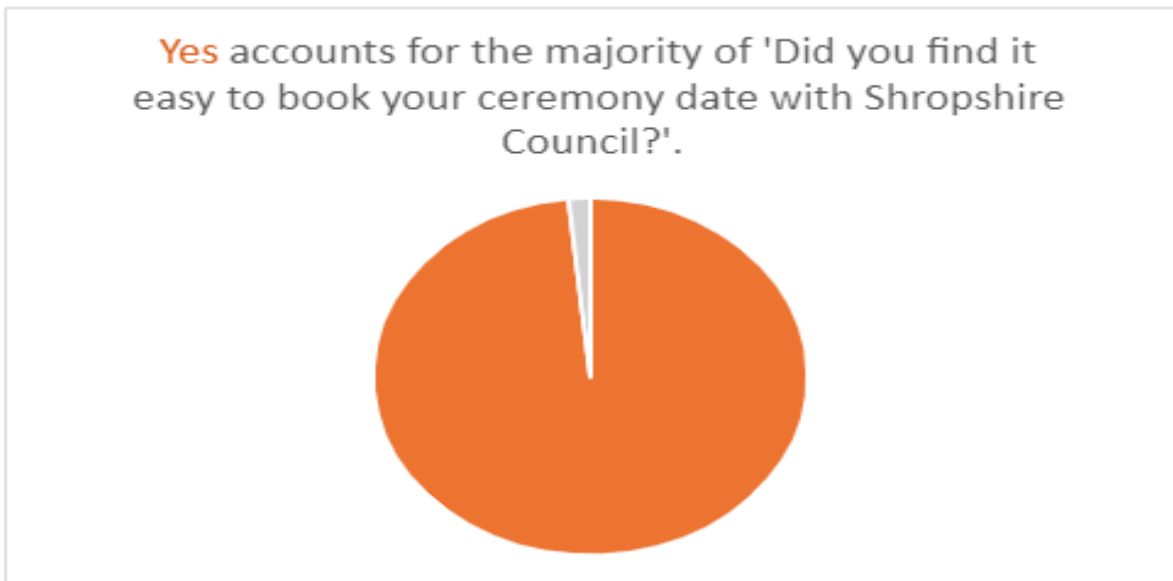
## Shropshire Council

### Registration & Celebratory Services

## Customer Feedback 2023-2024 Citizenship

In the year 01/04/2023 to 31/03/2024, 220 Shropshire residents were awarded British Citizenship. Of this number 62 or 28% responded to our request for feedback

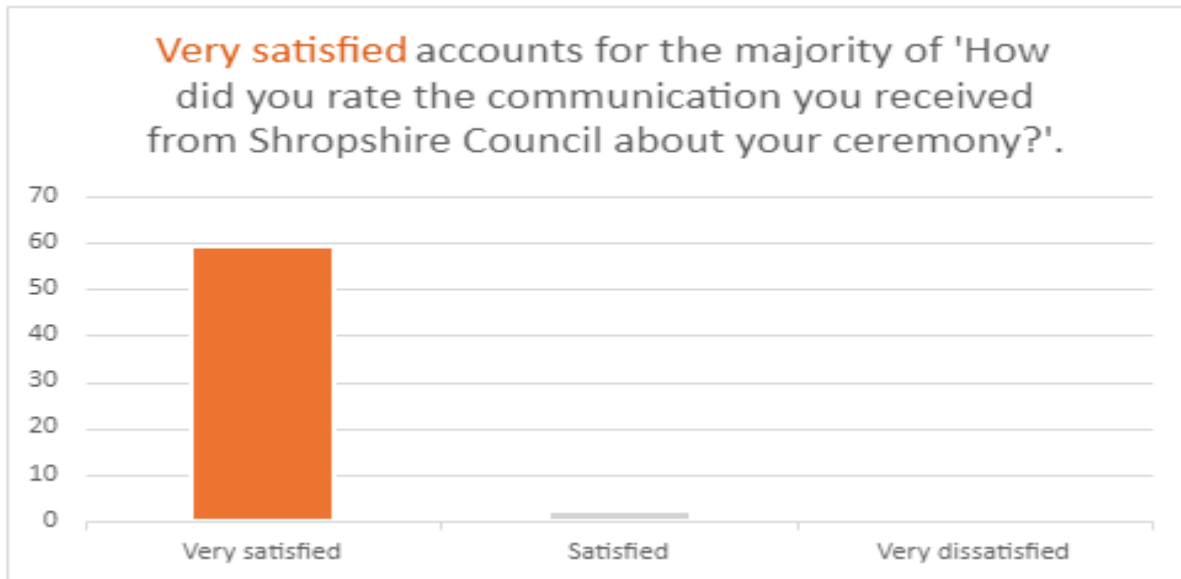
98% of respondents found it easy to book the ceremony date with Shropshire Council



98% of respondents were satisfied or very satisfied with the communications which were sent out



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Of the 47 comments received all were positive except for the following:

Comment	Service reply
Too much waiting time	Not clear whether the waiting time issue related to how long this person waited for their ceremony date or how long they waited on the day of the ceremony. Other respondents on the day of the ceremony made no mention of waiting too long.
Maybe a bit clearer direction to the venue?	2 comments received related to the signposting for the ceremony. Have asked my team if there is anything which can be done by our service to help with this.
I think there should be an option for people who wanted to do it via Zoom/online	During the pandemic, the law was amended to allow zoom ceremonies and we used it extensively. The ability to do this was withdrawn by the Government which removed that facility. We agree that it would be good to have the option but sadly are unable to provide it legally
An offer of a public ceremony as well as the choice of a zoom ceremony would be nice	In direct contrast to the comment above, this comment was made by a person who had no option but to attend by Zoom. Sadly, the option to attend in person was not available at the time of this person's ceremony.

We did ask our new citizens whether they would have preferred an option for a zoom ceremony and only 4 respondents or 6% thought it would be a good option to have.