

Registration Service Survey

Analysis of Results

August 2009

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OVERVIEW

In May 2009, three surveys were carried out by the Registration Service to monitor the views of recent users of the service. The first survey focused on civil partnership/ marriage notices and registering births/deaths. The second related to requesting copies of various registration certificates and the third citizenship.

A total of 602 surveys were despatched with 163 responses received for the three surveys, from recent users of the Registration Service. This represents a response rate of 27.1%. The surveys were available to complete by paper only.

The surveys both asked a number of questions that were the same but also a number that were individual to the particular survey.

ANALYSIS FOR BOTH SURVEYS

Contact with the Office

When you initially contacted the Registration Service was it by....

Table 1

Contact	Frequency	%
Telephone	127	81.9
In person	15	9.7
Letter	7	4.5
Email	6	3.9
Total	155	100.0

The majority of respondents commented that they initially contacted the Registration Service by telephone (81.9%). Secondly, 9.7% visited the Registration Service in person. A smaller proportion contacted the Service by either letter (4.5%) or email (3.9%). The results are very similar to those six months ago.

Did you experience any difficulties getting through to the Registration Service?

7.4% of respondents commented they experienced difficulties in getting through to the Registration Service, compared to 92.6% who haven't.

Of those respondents who did experience difficulties, nearly all comments focus on making more than one phone call or were not called back after initial phone call. All comments made are shown below:

- I was told someone would ring me back but got fed up of waiting so went direct to Bromsgrove ([Hub](#))
- Answer phone informed me officers were closed 8pm-8am I was ringing at 8.30am (11.05.09) - [Hub](#)
- I didn't realise the number had changed
- Phone was engaged a lot ([Hub](#))
- Engaged ([Hub](#))
- When phoning took several attempts to get answer (after reply to email)
- For making an appointment the systems were 'down'
- I tried to call the office about 10 times even leaving messages but no-one returned my call ([Hub](#))
- Bereavement office opening hours a slight problem with ([Hospital](#))

Did you have any difficulty in finding the registration office or gaining access to the office?

An increase of 2.1% on six months ago, 5.7% of respondents said they had difficulty finding or gaining access to the registration office.

A full list of comments is included below:

- I would have had difficulty parking had I not parked at the hospice
- I think the signage is not clear enough at the hub and found it distressing having to wait at the customer service desk to enquire where it was. There should be direct access/signage to prevent this
- Cramped space waited in long queue
- Not clearly signposted from top car park. Confusion possibly between record and registration office
- No parking
- Just the parking
- We were guided there by Ros who was lovely and friendly

General

Are you aware that there is a complaints procedure in place?

32.5% of respondents said they were aware of the complaints procedure.

Are you aware that the Registration Service has a website?

Just under half of respondents (49.0%) said that they were aware of the Registration Service's website.

How would you rate the service you received overall?

80.3% of respondents rated the service as excellent, 18.3% rated it as good/satisfactory and just 1 respondent thought the service they received was poor.

REGISTRATION SERVICE SURVEY

Contact with the Office

Q4: Which Registration Office did you attend?

Table 2

Registration Office	Civil Partnership Notice		Marriage Notice		Register a Birth		Register a Death		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Bromsgrove	0	0.0	4	26.7	5	14	6	14	15	15.3
Droitwich Contact Centre	0	0.0	0	0.0	1	2.3	1	2.3	2	2.0
Evesham	0	0.0	1	6.7	1	4.7	2	4.6	4	4.3
Kidderminster	0	0.0	2	13.3	7	11.6	5	12.8	14	14.3
Malvern	0	0.0	0	0.0	4	7	3	7.7	7	7.1
Pershore	0	0.0	0	0.0	0	4.7	2	5.1	2	2.0
Redditch	0	0.0	3	20	8	11.6	5	12.8	16	16.3
Tenbury	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Worcester	0	0.0	5	33.3	8	11.6	5	12.8	20*	20.4
Worcestershire Royal Hospital	0	0.0	0	0.0	4	32.6	14	49.0	18	18.4

*Total also includes 2 respondents who attended Worcester Registration Office for 'Other' services

The most popular Registration Office's are Worcester (20.4%), Worcestershire Royal Hospital (18.4%), Redditch (16.3%), Bromsgrove (15.3%) and Kidderminster (14.3%). The number of respondents attending these offices for different services is fairly even. There were no respondents who completed the survey that attended Tenbury Registration Office.

Q5: What service did you come into the office for?

Table 3

Service	Frequency	%
Civil Partnership Notice	0	0.0
Marriage Notice	15	15.3
Register a Birth	38	38.8
Register a Death	43	43.9
Other	2	2.0
Total	98	100.0

More respondents registered deaths than births, 43.9% and 38.8% respectively. This shows a slight increase of birth registrations and a slight decrease of death registrations since May08. 15.3% of respondents attended a Registration Office for a Marriage Notice.

Two respondents who specified a different service, commented they visited the office to discuss payment of a wedding and to discuss a certificate of no impediment.

Q6: Were you given any information about this before you came to the registration office?

82.5% of respondents said they were given information before they came to the registration office.

Q7: Where did you receive this information from?

Table 4

	Frequency	%
Coroner	7	8.8
Hospital	29	36.3
Midwife	10	12.5
Doctor	0	0.0
Registration Office	18	22.5
Funeral Director	4	5.0
Hospice	3	3.6
Bereavement Officer	5	6.3
Friends/family	3	3.6
Other	1	1.3
Total	80	100

Just over a third of respondents received information about the registration service from the hospital, followed by 25.5% from the Registration Office itself and 12.5 from a midwife.

The following table provides a breakdown of where respondents received information from by what service they used.

Table 5

	Civil Partnership Notice		Marriage Notice		Register a Birth		Register a Death		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Coroner	0	0.0	0	0.0	0	0.0	7	18.9	7	8.8
Hospital	0	0.0	0	0.0	20	60.6	9	24.3	29	36.3
Midwife	0	0.0	0	0.0	10	30.3	0	0.0	10	12.5
Doctor	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Registration Office	0	0.0	7	77.8	3	9.1	7	18.9	18*	22.5
Funeral Director	0	0.0	0	0.0	0	0.0	4	10.8	4	5.0
Hospice	0	0.0	0	0.0	0	0.0	3	8.1	3	3.6
Bereavement Officer	0	0.0	0	0.0	0	0.0	5	13.5	5	6.3
Friends/family	0	0.0	2	22.2	0	0.0	1	2.7	3	3.6
Other	0	0.0	0	0.0	0	0.0	1	2.7	1	1.3

*Total also includes 1 respondent who stated 'Other'

Q8: Was the information clear and understandable?

All respondents except two received clear and understandable information before they came into the registration office. One respondent who felt the information was not clear and understandable stated the telephone number was wrong.

Making the Appointment

Q9: Were you aware that there was an appointment system at the office?

82.7% of the total respondents were aware there was an appointment system, compared to 17.3% who didn't.

Q10: How long did you have to wait for an appointment?

The average time respondents had to wait for an appointment was 1.7 days (down from 3.4 days in December 08) with a range between 0 and 10 days. However, a few respondents requested certain days, which were the longer waiting times.

The average wait for the different services was as follows:

- Civil Partnership Notice: N/A
- Marriage Notice: 4.4 days
- Registering a Birth: 1.6 days
- Registering a Death: 1.0 days

Q11: Were you offered the appointment time you wanted?

95.5% of respondents were offered the appointment time of their preference.

Q12: Once at the registration office how long did you have to wait to see the registrar?

93.9% of respondents commented they had to wait **less** than 10 minutes to see the registrar. 6.1% had to wait either between 10 and 30 minutes and nobody waited longer than 30 minutes.

Q13: Did you find the opening hours convenient?

96.9% of respondents found the opening hours convenient. Those that did not would have preferred hours in the evening and weekend.

The Registration Process

Q14: Did the registrar introduce herself/himself to you?

All respondents commented that the registrar did introduce herself/himself to them when they visited the Registration Office.

Q15: Did the registrar make you feel at ease?

All respondents stated they felt the registrar made them feel at ease.

Q16: Was the process of the appointment explained to you?

All but one of the respondents commented that the process of the appointment was explained to them.

Q17: Were there any difficulties during the registration or ceremony process?

Table 6

	Civil Partnership Notice		Marriage Notice		Register a Birth		Register a Death		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Yes	0	0.0	0	0.0	0	0.0	2	4.8	2	2.1
No	0	0.0	15	100.0	38	100.0	40	95.2	95*	97.9

*Total also includes 2 respondents who stated 'Other'

Only 2.4% of respondents encountered any difficulties during the registration or ceremony process, but these occurred during the death registration process.

One of the two difficulties was specified during the registration process was given:

- Wording of cause of death.

Q18: Were the staff polite, responsive and helpful?

All but one of the respondents thought the staff were polite, responsive and helpful (this respondents stated that only the registrar was helpful).

Q19: Did you have any questions that the registrar was unable to answer?

Again, all but one of the respondents had their questions answered by the registrar. The respondent did not disclose the question(s).

Q20: Do you have any further comments?

There were a number of positive comments made regarding the staff and service respondents were provided with. All of the comments made are listed below:

- Made to feel comfortable and at ease during a difficult time
- Very helpful
- Registrar was very kind and understanding
- The staff was super
- A credit to your organisation
- Very quick Service made to feel at ease. A professional service
- Lovely Registrar - very polite
- I left a message to be called back as the line was engaged I was called back within 30 minutes and treated sympathetically and efficiently
- we saw The Registrar and she was extremely friendly and helpful just what you want when registering a birth
- Both members of staff were very helpful and polite
- I found the registrar very approachable and friendly while remaining professional

- The two ladies that we saw were very helpful and they were very willing to help in any way
- extremely helpful lady
- The Registrar was very efficient and took the time to get toys for our 2 year old in order to occupy her
- Registration office not signposted. Told to report to library reception upon arrival, this was incorrect then directed correctly to the registration office improved signs needed to distinguish between Worcester Hub and Registration Office. Registrar was extremely helpful and apologised for confusion caused at reception
- very friendly and helpful
- A very professional and sympathetic service
- She only gave us this form because we commented on the fact she done her job well. She would not have troubled us
- Registrar very nice and helpful
- Very polite and helpful receptionist on phone and in person. Registrar sympathetic and helpful
- Car parking was only given one parking token to leave the car park and as a consequence was stranded for a while as no one responded to the call for assistance button
- She was helpful and courteous throughout
- It was very quick and simple
- The process was very quick and efficient
- We found the staff most helpful and the registration process very efficient and comforting during a most difficult time
- Excellent service, caring and efficient
- The registrar was very sympathetic and very helpful
- She made us feel at ease, comfortable with the situation, understanding and careful to lead us through the process of registration of the death of our mother
- We found the whole process to be efficient, professional and very friendly, due mainly to the registrar
- Very friendly group of people
- in light of our situation the whole team were all very friendly understanding and went out of their way to help, really grateful to all of them
- The registrar was very friendly and helpful. She explained everything as she went along.

There were a number of comments made in the Certificates Survey although there wasn't a specific open-ended question:

- I did not visit, it was done by post
- It was dealt with on the phone
- Busy telephone lines
- Did not ask (about paying by credit card)

The Registration Office

Q21: In your opinion was the condition of the...

Table 7

		Civil Partnership Notice		Marriage Notice		Register a Birth		Register a Death		Total	
		Count	%	Count	%	Count	%	Count	%	Count	%
Offices	Welcoming/ Comfortable	0	0.0	12	85.7	26	68.4	27	67.5	65	70.7
	Acceptable	0	0.0	2	14.3	11	28.9	12	30.0	25	27.2
	Improvements Necessary	0	0.0	0	0.0	1	2.6	1	3.3	2	2.1
Reception Area	Welcoming/ Comfortable	0	0.0	12	92.3	24	66.7	21	55.3	57	65.5
	Acceptable	0	0.0	1	7.7	10	27.8	17	44.7	28	32.2
	Improvements Necessary	0	0.0	0	0.0	2	5.6	0	0.0	2	2.3

Around two thirds of respondents thought that both the offices and reception areas were welcoming and comfortable. Few respondents commented that improvements were necessary. A couple of comments were made including:

- Cramped, no privacy, no chairs
- It feels as though the registrar has been squashed up a corner. Having said that it is very easy to find
- Waiting area in corridor opposite toilets only 2 seats very cramped registration office door opens out on to chair
- Perhaps more pictures on the wall in the waiting rooms
- I'd say the seating area is a little dingy
- Too small and too hot

Q22: What was your opinion of the location of the office?

57.3% of respondents rated the location of the office as excellent, with 39.6% stating they think it is satisfactory and 3.1% poor.

CERTIFICATES

Q4: Which service did you come into the office for?

Table 8

Service	Frequency	%
Copy of Birth Certificate	34	68.0
Copy of Death Certificate	4	8.0
Copy of Marriage Certificate	12	24.0
Copy of Civil Partnership Certificate	0	0.0

68.0% of respondents came into the office for a copy of a birth certificate, followed by 24.0% who requested a marriage certificate and 8.0% a death certificate.

Obtaining the Certificate

Q5: If the certificate was not available at the office you contacted, were you advised which office to apply to?

Of those respondents where the certificate was not available at the office they contacted, three quarters commented they were advised which office to apply to.

Q6: Were you able to pay for the certificate using a credit card?

89.5% of respondents said they were able to pay using their credit card.

Q7 For what purpose did you require the certificate?

Table 9

Purpose	Frequency	%
Replacement	21	44.7
Additional copies	3	6.4
Family history	11	23.4
Other	12	25.5
Total	47	100.0

Almost a half of respondents required a replacement certificate. There were a number of 'Other' reasons respondents required the certificate, which included:

- Pension Scheme
- Social work related issues
- Pension date verification
- ID and because I never have had a copy
- Court proceedings
- Passport

- Insurance
- Fraud investigation
- Son wanted for school project

Q8: If you did not have complete information about the record you were searching for, was advice offered to assist your search?

88.0% of respondents said advice was offered to assist their search.

Q9: Would it have been more convenient to search for your record via the Internet?

Just under third of respondents thought it would have been more convenient to search for their record via the Internet.

Q10: How long did it take for the certificate to come by post?

13.5% of respondents said the certificate took 1-2 days to come in the post, 40.4% stated 3-5 days and 46.2% said 6 days or more.