

Registration Service Survey

Analysis of Results

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OVERVIEW

In November 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 on citizenship.

A total of 498 surveys were despatched with 157 responses received for the three surveys, from recent users of the Registration Service. This represents a response rate of 31.5%. The survey was also made available to complete online.

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

Q1: When you initially contacted the Registration Service was it by....

Table 1

Contact	Frequency	%
Telephone	117	75.0
In person	26	16.7
Letter	11	7.1
Email	2	1.3
Total	156	100.0

The majority of respondents commented that they initially contacted the Registration Service by telephone (75.0%). Secondly, 16.7% visited the Registration Service in person. 7.1% of respondents contacted the Registration Service by letter. And only two respondents used email. These results show an increase in the number of respondents visiting the Registration Service in person and a decrease in all other methods.

Q2: Did you experience any difficulties getting through to the Registration Service?

Four respondents (2.6%) commented they experienced difficulties in getting through to the Registration Service, with two leaving the following comments:

- Worcestershire Hub engaged
- Think I had an old number. I'm still not sure of direct line.

All other respondents said they did not have an issue. In the previous survey, 7.4% of respondents had an issue.

Q3: Did you have any difficulty in finding the registration office or gaining access to the office?

A decrease of 1.5 percentage points on six months ago, 4.2% of respondents said they had difficulty finding or gaining access to the registration office.

A full list of comments is included below:

- I found it to be not so clearly sign posted as to where you should park!
- Sign only can be seen from one side of the road
- There was no onsite parking which adds to the stress at a difficult time.
- Parking was an issue I had to park down the road and walk up with a very heavy baby 2 weeks after a c-section. There are 4 disabled spaces can't two be for registration

- Unable to park at Worcester Royal Hospital

General

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

40.3% of respondents said they were aware of the complaints procedure.

Are you aware that the Registration Service has a website?

52.3% of respondents said that they were aware of the Registration Service's website.

How would you rate the service you received overall?

84.6% of respondents rated the service as excellent, 15.4% rated it as good/satisfactory and no respondents 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	1	50.0	2	15.4	5	14.7	7	20.0	15	17.9
Droitwich Contact Centre	0	0.0	0	0.0	3	8.8	0	0.0	3	3.5
Evesham	0	0.0	0	0.0	3	8.8	0	0.0	3	3.5
Kidderminster	0	0.0	2	15.4	4	11.8	7	20.0	13	15.1
Malvern	0	0.0	2	15.4	2	5.9	5	14.3	9	10.5
Pershore	0	0.0	1	7.7	3	8.8	0	0.0	4	4.7
Redditch	0	0.0	1	7.7	0	0.0	0	0.0	1	1.2
Tenbury	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Worcester	1	50.0	5	38.5	7	20.6	4	11.4	17	19.8
Worcestershire Royal Hospital	0	0.0	0	0.0	7	20.6	12	34.3	19	22.1

The most popular Registration Office's are Worcestershire Royal Hospital (22.1%), Worcester (19.8%) and Bromsgrove (17.9%). 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	2	2.4
Marriage Notice	13	15.5
Register a Birth	34	40.5
Register a Death	35	41.7
Other	0	0.0
Total	84	100.0

More respondents registered deaths than births, 41.7% and 40.5% respectively. This shows a slight increase of birth registrations and a slight decrease of death registrations since May 2009. 15.5% of respondents attended a Registration Office for a Marriage Notice.

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

83.3% 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	5	7.1
Hospital	23	32.9
Midwife	11	15.7
Doctor	1	1.4
Registration Office	19	27.1
Funeral Director	2	2.9
Hospice	0	0.0
Bereavement Officer	4	5.7
Friends/family	2	2.9
Other	3	4.3
Total	70	100.0

Just under a third of respondents received information about the registration service from the hospital, followed by 27.1% from the Registration Office itself and 15.7% from a midwife. The other comments were as follows:

- Hospital Chaplin
- Internet
- Web

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	5	16.7	5	7.1
Hospital	0	0.0	0	0.0	15	50.0	8	26.7	23	32.9
Midwife	0	0.0	0	0.0	10	33.3	1	3.3	11	15.7
Doctor	0	0.0	0	0.0	0	0.0	1	3.3	1	1.4
Registration Office	0	0.0	8	100.0	5	16.7	6	20.0	19	27.1
Funeral Director	0	0.0	0	0.0	0	0.0	2	6.7	2	2.9
Hospice	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Bereavement Officer	0	0.0	0	0.0	0	0.0	4	13.3	4	5.7
Friends/family	0	0.0	0	0.0	0	0.0	2	6.7	2	2.9
Other	2	100.0	0	0.0	0	0.0	1	3.3	3	4.3

Q8: Was the information clear and understandable?

All respondents except one received clear and understandable information before they came into the registration office. One respondent who felt the information was not clear and understandable stated "I had to find out details of registering. The midwife just said it could be done in Bromsgrove".

Making the Appointment

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

88.0% of the total respondents were aware there was an appointment system.

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

The average time respondents had to wait for an appointment was 2.1 days (up from 1.7 days in May 09) with a range between 0 and 10 days. However, a few respondents requested certain days, which were generally longer waiting times.

The average wait for the different services was as follows:

- Civil Partnership Notice: 5 minutes
- Marriage Notice: 6.8 days
- Registering a Birth: 1.8 days
- Registering a Death: 0.9 days

Q11: Were you offered the appointment time you wanted?

All 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?

92.8% of respondents commented they had to wait **less** than 10 minutes to see the registrar. 7.2% had to wait either between 10 and 30 minutes and nobody waited longer than 30 minutes.

Q13: Did you find the opening hours convenient?

98.8% of respondents found the opening hours convenient. Those that did not would have preferred hours at night and weekend.

The Registration Process

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

All but one of the respondents said 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 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	4	12.1	2	5.9	6	7.3
No	2	100.0	13	100.0	29	87.9	32	94.1	76	92.7

7.3% of respondents stated they encountered difficulties during the registration or ceremony process, with these occurring in the birth or death registration process.

5 of the 6 respondents stated their difficulty, which are listed below:

- Computer system did not print out. Registrar had to write certificate (Register a Birth)
- Computer network was slow registration process unsuccessful (Register a Birth)
- Could not find baby's data on computer initially, hosp made a spelling mistake on original surname, but rectified in 10 mins approx (Register a Birth)
- computer deleted info had to repeat details (Register a Death)
- Death certificate not signed by doctor (Register a Death)

Q18: Were the staff polite, responsive and helpful?

All of the respondents thought the staff were polite, responsive and helpful.

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

All but two of the respondents had their questions answered by the registrar. One of these two respondents disclosed the problem they had; "On phone to 'Worcestershire Hub' was told we could request registrar for wedding if we liked he/she. However registrar doesn't do weddings on the day we are getting married."

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:

- re Q9-I don't think it should be appointment only. Some relatives may have had to travel a very long distance
- We found the Registrar to be very sociable and helpful. As my partner is disabled, the Registrar was very understanding and took the time to explain things to him and made sure he was included in the way things will be done.
- Q10 waited 3 days due to weekend and need to travel
- A great service, no issues at all
- What a delightful lady. Kind, polite & thoughtful. Knew job very well too! - Why not take our name and address?
- No wait for Registrar appointment. A very good service combining bereavement Service and registrars. A great help at a difficult time.
- The staff were polite & helpful & made me feel at ease.
- Very helpful & professional service. The really helped me at a difficult time.
- The staff were very polite and very helpful
- Very welcoming - toys & books offered to occupy my eldest child during the appointment
- The registrars were friendly and helpful; making a difficult process as easy as possible. I would like to thank her for her help.
- Contact to registration service made by undertaker on my behalf

- Excellent service provided by both the receptionist & The Registrar. Both helpful, polite & a pleasure to deal with.
- The Registrar did your service proud
- I thought the registrar was very helpful and caring
- For a sad time we found our experience with the registrar more than helpful
- Would be ideal to have your appointment with the registrar that would marry you.
- Repeating details for computer was distressing as had to be repeated.
- Just back to the parking issue. I can't imagine if I had to register a death. Walking all that way, would be awful.
- very polite and efficient
- Excellent registrar - made it easy
- Very good service
- We found the Registrar really kind and interested in our wedding plans. WE felt very special.
- Excellent service
- A quick, very enjoyable, polite experience of registration. Thank you
- I found the registrar polite, professional, friendly and she made the appointment personal.
- Q10-(but only because my husband wanted to attend so only specific times were requested - the registration officer on the phone was very obliging and helpful) Q20: I found the whole process very efficient but also friendly - registering our first child is such an exiting event and we found al lthe people we encountered to be positive and helpful. More parking at the library would be helpful though.
- It would be very helpful to have a parking space on site for this type of appt, as trying to find parking in Malvern can be difficult & hold you up.
- Would have been good to have order of service before meeting then could have sorted the legal & ceremony stuff in 1 appointment
- 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	1	50.0	6	66.7	24	77.4	30	88.2	61	80.3
	Acceptable	1	50.0	3	33.3	5	16.1	4	11.8	13	17.1
	Improvements Necessary	0	0.0	0	0.0	2	6.5	0	0.0	2	2.6
Reception Area	Welcoming/ Comfortable	1	50.0	6	66.7	18	66.7	23	71.9	48	68.6
	Acceptable	1	50.0	2	22.2	9	33.3	7	21.9	19	27.1
	Improvements Necessary	0	0.0	1	11.1	0	0.0	2	6.3	3	4.3

Four in five of respondents thought that the offices were welcoming and comfortable. Just over two thirds thought the same of the reception area. A few respondents commented that improvements were necessary, detailed below:

- Too small
- Could do with being bigger
- No reception as such
- It is very small
- Not well signed - we were directed to the main reception area not the Registration Office
- A few flowers may have been nice
- However, the reception area was open to the general library and this offered no privacy to grieving relatives
- It seemed to be a bit of a box cupboard no room to swing a cat
- No reception area
- The room was a tight squeeze. No real reception area

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

60.3% of respondents rated the location of the office as excellent, with 38.5% stating they think it is satisfactory and 1.2% poor. One respondent who said satisfactory also left the following comment on the survey: "parking and departing from WRH was a nightmare. Waiting for 45 mins to depart from car park with a tiny baby was unacceptable."

CERTIFICATES

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

Table 8

Service	Frequency	%
Copy of Birth Certificate	38	58.5
Copy of Death Certificate	12	18.5
Copy of Marriage Certificate	27	41.5
Copy of Civil Partnership Certificate	0	0.0

Note: Some respondents came into the office for more than one service, hence why the total does not come to 100%.

58.5% of respondents came into the office for a copy of a birth certificate, followed by 41.5% who requested a marriage certificate and 18.5% 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, 83.7% commented they were advised which office to apply to.

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

81.1% 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	30	45.5
Additional copies	2	3.0
Family history	24	36.4
Other	10	15.2
Total	66	100.0

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

- Parental responsibility form
- to obtain a first passport
- Passport Application
- Had the short copy of Birth Certificate, went for job interview and they couldn't accept it as proof of who I am.
- employment
- registered the birth in different area

- passport requirement (full)

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

76.3% 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?

23.0% 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?

35.8% of respondents said the certificate took 1-2 days to come in the post, 58.2% stated 3-5 days and 6.0% said 6 days or more.