

# Registration Service Survey

## Analysis of Results

July 2011

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## OVERVIEW

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In May 2011, 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.

There were a total of 150 responses received for the three surveys, from recent users of the Registration Service.

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

## ANALYSIS FOR ALL SURVEYS

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### Contact with the Office

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

**Table 1**

Contact	May 2011		November 2010		May 2010	
	Frequency	%	Frequency	%	Frequency	%
Telephone	123	82.0	110	75.3	112	77.8
In person	16	10.7	22	15.1	25	17.4
Letter	5	3.3	6	4.1	6	4.2
Email	5	3.3	8	5.5	1	0.7
Other (web)	1	0.7	0	0.0	0	0.0
<b>Total</b>	<b>150</b>	<b>100.0</b>	<b>146</b>	<b>100.0</b>	<b>144</b>	<b>100.0</b>

More than three quarters of respondents commented that they initially contacted the Registration Service by telephone (82.0%). Secondly, 10.7% visited the Registration Service in person and a smaller proportion contacted the Service by either letter (3.3%) or email (3.3%). The percentage of contact by phone has increased since May 2010 and November 2010.

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

5.3% of respondents indicated that they experienced difficulties in getting through to the Registration Service, more than 6 months ago (4.1%). All comments made are shown below:

- We struggled on whose surname to use – as not married
- Some confusion arose when the contacted the hub, but it was sorted out by the funeral directors and the Bromsgrove Registrar.
- Despite us living together, as father I was unable to book a registration appointment. I was able to do this with both my other children.
- No Kidderminster telephone number available in BT phone book, Thompsons or Yellow Pages. Thanks for the Hub.
- Given wrong telephone number (off internet)

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

3.3% of respondents said they had difficulty finding or gaining access to the registration office.

A full list of comments is included below:

- Telephone

- The person who gave directions on the phone did not seem familiar with the area.
- Parking was slightly confusing as we followed signs to the Register Office where only members or disabled parking was permitted.
- Had to ask, signage not very good.
- But new to the area

## **General**

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

39.7% of respondents said they were aware of the complaints procedure. This is a small increase from November 2010 (38.5%).

### **Are you aware that the Registration Service has a website?**

Under half of respondents (42.7%) said that they were aware of the Registration Service's website.

### **How would you rate the service you received overall?**

80.7% of respondents rated the service as excellent, 17.9% rated it as good/satisfactory and just 1.4% thought the service they received was poor.

## REGISTRATION SERVICE SURVEY

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There were 110 respondents to the 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		Other		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Bromsgrove	0	0.0	4	3.6	6	5.5	7	6.4	0	0.0	17	15.5
Droitwich Contact Centre	0	0.0	0	0.0	1	0.9	1	0.9	0	0.0	2	1.8
Evesham	0	0.0	0	0.0	2	1.8	3	2.7	1	0.9	6	5.5
Kidderminster	0	0.0	4	3.6	0	0.0	5	4.5	1	0.9	10	9.1
Malvern	0	0.0	1	0.9	0	0.0	6	5.5	0	0.0	7	6.4
Pershore	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Redditch	0	0.0	3	2.7	9	8.2	2	1.8	0	0.0	14	12.7
Tenbury	0	0.0	0	0.0	2	1.8	2	1.8	0	0.0	4	3.6
Worcester	0	0.0	4	3.6	6	5.5	9	8.2	0	0.0	19	17.3
Worcestershire Royal Hospital		0.0		0.0	10	9.1	21	19.1	0	0.0	31	28.2
<b>Total</b>	0	0.0	16	14.5	36	32.7	56	50.9	2	1.8	110	100.0

The most popular Registration Offices are Worcestershire Royal Hospital (28.2%), Worcester (17.3%) and Bromsgrove (15.5%). It can be seen that there was a really mixed response from respondents attending these offices for different services. There were no respondents who completed the survey that attended Pershore Registration Offices and fewer than 10 respondents for Droitwich, Tenbury, Evesham and Malvern Offices.

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

**Table 3**

Service	Frequency	%
Civil Partnership Notice	0	0.0
Marriage Notice	16	14.5
Register a Birth	36	32.7
Register a Death	56	50.9
Other	2	1.8
Total	110	100.0

More respondents registered deaths than births, 50.9% and 32.7% respectively. 14.5% 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?**

82.7% 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	6.9
Hospital	22	21.6
Midwife	14	13.7
Doctor	4	3.9
Registration Office	23	22.5
Funeral Director	12	11.8
Hospice	2	2.0
Bereavement Officer	9	8.8
Friends/family	2	2.0
Other	7	6.9
Total	102	100.0

22.5% of respondents received information about the registration service from the Registration Office, followed by 21.6% from the Hospital and 13.7% 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		Other		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Coroner	0	0.0	1	6.7	0	0.0	6	11.3	0	0.0	7	6.9
Hospital	0	0.0	0	0.0	12	35.3	10	18.9	0	0.0	22	21.6
Midwife	0	0.0	0	0.0	14	41.2	0	0.0	0	0.0	14	13.7
Doctor	0	0.0	1	6.7	0	0.0	3	5.7	0	0.0	4	3.9
Registration Office	0	0.0	11	73.3	6	17.6	6	11.3	0	0.0	23	22.5
Funeral Director	0	0.0	0	0.0	0	0.0	12	22.6	0	0.0	12	11.8
Hospice	0	0.0	0	0.0	0	0.0	2	3.8	0	0.0	2	2.0
Bereavement Officer	0	0.0	1	6.7	0	0.0	8	15.1	0	0.0	9	8.8
Friends/family	0	0.0	1	6.7	0	0.0	1	1.9	0	0.0	2	2.0
Other	0	0.0	0	0.0	2	5.9	5	9.4	0	0.0	7	6.9

**Q8: Was the information clear and understandable?**

All respondents stated they received clear and understandable information before they came into the registration office.

**Making the Appointment**

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

86.4% of the total respondents were aware there was an appointment system, a very small decrease over 6 months ago from 89.4%.

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

The average time respondents had to wait for an appointment was 2.6 days with a range between 0 and 30 days. However, a few respondents requested certain days, which generally result in longer waiting times.

The average wait for the different services was as follows:

- Marriage Notice: 8.5 days
- Registering a Birth: 1.9 days
- Registering a Death: 1.3 days

**Q11: Were you offered the appointment time you wanted?**

All but one 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?**

93.6% of respondents commented they had to wait **less** than 10 minutes to see the registrar. 2.7% had to wait either between 10 and 30 minutes and one responded had to wait longer than 30 minutes.

**Q13: Did you find the opening hours convenient?**

98.1% of respondents found the opening hours convenient. Three comments were left;

- I work full time and my partner works as a self employed courier so found opening hours difficult.
- I wanted the appointment in Tenbury but had to wait until the Registrar was in the town as they are only there on certain days.
- As on maternity/paternity leave

## 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 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**

	Marriage Notice		Register a Birth		Register a Death		Other		Total	
	Count	%	Count	Count	%	Count	Count	%	Count	%
Yes	0	0.0	1	2.7	4	7.1	0	0.0	5	4.5
No	16	100.0	35	97.3	52	92.8	2	100.0	105	95.5

Only 4.5% of respondents encountered some difficulties during the registration or ceremony process. Four respondents left comments;

- The clarity of the medical certificate presented was not to the required standard
- The booking of the appointment. Despite my partner feeding our child, the call handler was unwilling to talk to me at all.
- Uncertain about relatives place of birth and didn't realise it would be required. A telephone call to a relative resolved the issue.
- Medical certificate dated incorrectly by the doctor.

### Q18: Were the staff polite, responsive and helpful?

All but one of the respondents thought the staff were polite, responsive and helpful. Two comments were left;

- The staff at the office were excellent, the lady who I spoke to on the telephone was rude and unhelpful.
- Extremely helpful – very pleasant!

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

Six respondents said they had questions that the registrar was unable to answer. No respondents left comments.

### **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:

- We were very pleased with this service
- We were very pleased with the helpfulness of the Registrar
- We met with the hospital bereavement staff who told us what would happen, then 10 minutes until the Registrar came for us and took us to her office. We were treated in a friendly, quiet and efficient manner.
- Was explained the process in detail & the staff was very helpful & polite
- Very pleasant experience, no problems at all. Thank you
- Very happy with the service, lovely register office to hold a wedding. Thank you
- Very Friendly reception staff at Worcestershire county hall
- Very comforting, calm atmosphere
- The staff were fantastic, from reception to the registrar. The registrar was fantastic
- The service was exceptionally helpful and constructive
- The registry office was a lovely place to get married. I was very nervous and the staff made me feel a lot better, and were lovely.
- The registrar was very helpful
- The registrar was extremely kind and helpful at a difficult time
- The receptionist was exceptionally kind and helpful at what was a difficult time.
- The Lady was lovely, very helpful and made us feel at ease
- The gentleman handled the difficult task of registering my wife's death with kindness and understanding
- Thank you so much, everything was excellent
- Staff were helpful and made us feel warm and welcome
- She was very helpful and polite
- Ros Tasker was friendly, helpful and efficient. She always rang when she said she would and helped us with any questions we had with the registering of our son and re-registering our first child after getting married. She was lovely.
- Registration office in hospital meant far less stress when registering a death
- Registrar was very friendly and helpful
- Registrar – very pleasant, efficient and sympathetic
- Our son was born in Hereford and the way we registered was clearly explained
- On registration of a death a few compassionate words would not go amiss
- The Registrar was a thoroughly professional, friendly and welcoming man. He made a painful process more than bearable.
- Most helpful. A full explanation was given
- I found the Deputy Registrar, to be very helpful, friendly and efficient
- Excellent service, welcoming – allowed phone call to confirm dates/info etc
- Excellent caring attention easy to follow and complete
- Excellent and friendly service
- Choice of music is difficult
- Came early for appointment, but was still seen straight away
- An excellent and professional service well explained and easy to understand
- An enjoyable experience
- All staff that we spoke to/met (booking appointment and at the appointment) were very friendly and helpful
- All services provided by the bereavement office and the registrar were excellent
- A quick simple and easy visit
- A good experience under the circumstances

## The Registration Office

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

**Table 7**

		Marriage Notice		Register a Birth		Register a Death		Total	
		Count	%	Count	%	Count	%	Count	%
Offices	Welcoming/ Comfortable	11	73.3	29	80.5	44	83.0	84	80.7
	Acceptable	4	26.7	7	19.5	9	16.9	20	19.3
	Improvements Necessary	0	0.0	0	0.0	0	0.0	0	0.0
Reception Area	Welcoming/ Comfortable	9	75.0	20	66.6	35	76.1	64	72.7
	Acceptable	3	25.0	9	30.0	10	21.7	22	25.0
	Improvements Necessary	0	0.0	1	3.3	1	2.1	2	2.3

Approximately 4 in 5 respondents thought that the offices were welcoming and comfortable, compared to less than three in four respondents feeling same about the reception area. A small proportion of respondents commented that improvements were necessary in the reception area, comments included:

- Undergoing repairs to roof as understand lead had been stolen from the roof
- Small dark dingy – no windows.
- Reception area was seats outside door, but wasn't needed as we went straight into the office
- A separate room for waiting would make the process easier as waiting in a public library at a distressing time is not easy in a small community.

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

64.5% of respondents rated the location of the office as excellent, with 32.7% stating they think it is satisfactory and nobody thought the location is poor.

## CERTIFICATES

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

**Table 8**

Service	Frequency	%
Copy of Birth Certificate	1	2.7
Copy of Death Certificate	27	73.0
Copy of Marriage Certificate	3	8.1
Copy of Civil Partnership Certificate	4	10.8
Other/blank	2	5.4

Over three quarters (73.0%) of respondents came into the office for a copy of 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 (25) where the certificate was not available at the office they contacted, 52.0% indicated that they were advised which office to apply to.

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

68.9% 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	14	38.9
Additional copies	2	5.6
Family history	8	22.2
Other	12	33.3
Total	36	100.0

The most common reason given for needing a certificate was for a replacement (38.9%). There were a number of 'Other' reasons respondents required the certificate, which included:

- Work
- Work
- Residency application in Australia
- Passport
- Passport

- Marriage abroad
- immigration purposes
- identification
- for Decree Absolute
- Evidence to enable to deal with estate of deceased

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

61.9% 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?**

25.0% 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?**

27.7% of respondents said the certificate took 1-2 days to come in the post, 55.5% stated 3-5 days and 16.6% said 6 days or more. This indicated that although more people were receiving certificates within 1-2 days, there were also slightly more receiving certificates in 6 or more days in this survey compared to November 2010.

## **Citizenship Survey**

There were only two respondents for this survey.

Both respondents felt that the ceremony they received from the Home Office was excellent and the pre ceremony information from Worcestershire County Council was excellent (Q1 and Q2).

They were contacted by telephone and person. These respondents had a ceremony at a time and date convenient for them, and the ceremonies started on time.

The member of staff introduced themselves, made the respondents feel at ease and explained the process of the ceremony.

One respondent indicated that there was a difficulty through the process but did not comment on what it was.

The staff were polite and friendly, able to answer all the questions the respondents had and the respondents both felt that the quality of the service was excellent, with nothing needing to be done better.

They felt that the ceremony room was welcoming/comforting, and the location of the office was excellent.

One respondent was aware there was a complaints procedure and one respondent was aware Registration Services have a website.

One respondent felt that the ceremony was too expensive.