

Registration Service Survey

Analysis of Results

August 2010

For more information contact:

Chris Baker
Research and Intelligence Unit
Worcestershire County Council

OVERVIEW

In May 2010, 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 481 surveys were despatched with 150 responses received for the three surveys, from recent users of the Registration Service. This represents a response rate of 31.2%. A further 3 responses were received via the online surveys available.

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	112	77.8
In person	25	17.4
Letter	6	4.2
Email	1	0.7
Total	144	100

The majority of respondents commented that they initially contacted the Registration Service by telephone (77.8%). Secondly, 17.4% visited the Registration Service in person. A smaller proportion contacted the Service by either letter (4.2%) or email (0.7%). The results are similar to those six months ago.

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

6.9% of respondents commented they experienced difficulties in getting through to the Registration Service, compared to 93.1% 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:

- Called the hub, the phone service said I was in a queue so I requested a call back. I didn't get the call back and I think that the office was shut rather than my call being in a queue
- on several occasions I have been asked to call back as they were too busy with calls - information from Worcestershire hub.
- Funeral Directors made the contact
- Hanging on phone waiting to be connected and then waiting for appointment
- Got through to an operator who tried on several occasions to put me through. Had to call back a few times - no major difficulties though
- Office not open
- But they phoned back after a phone message
- Put on hold for ages
- 0845 number is no good!
- Kept leaving messages. Should be open more hours.
- Left a message and was called back promptly - not a problem
- Line engaged

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

An increase of 1.4% on six months ago, 7.1% of respondents said they had difficulty finding or gaining access to the registration office.

A full list of comments is included below:

- I think a new room sign could be fitted as it is a bit small
- As before
- Google Earth instructions used
- There were few signs to guide you to the office and waiting area in the corridor. Ladies at the library desk were helpful. Not a good start for a bereaved person.
- The postcode given took us to a road near the hospital
- But the staff in the hospital were very helpful
- Found it easily enough. As for gaining access, when I first knocked, I got no answer, when I knocked again, I was greeted very rudely
- The office was not marked on the map or on signs, I only found it by asking staff
- Doors Locked. Signs misleading (KRO)
- It was much better when it was in Kidderminster than Worcester. People have to travel more than before.

General

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

44.1% of respondents said they were aware of the complaints procedure.

Are you aware that the Registration Service has a website?

Over half of respondents (60.4%) said that they were aware of the Registration Service's website.

How would you rate the service you received overall?

88.2% of respondents rated the service as excellent, 11.1% 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	0	0.0	0	0.0	0	0.0	0	0.0
Droitwich Contact Centre	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Evesham	0	0.0	1	5.9	1	3.0	0	0.0	2	2.3
Kidderminster	1	100.0	0	0.0	11	33.3	4	11.2	16	18.6
Malvern	0	0.0	4	23.5	3	9.1	9	25.7	16	18.6
Pershore	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Redditch	0	0.0	5	29.4	2	6.1	0	0.0	7	8.1
Tenbury	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Worcester	0	0.0	7	41.2	6	18.2	6	17.1	19	22.1
Worcestershire Royal Hospital	0	0.0	0	0.0	10	30.3	16	45.7	26	30.2

The most popular Registration Offices are Worcestershire Royal Hospital (30.2%), Worcester (22.1%) and Kidderminster (18.6%) and Malvern (18.6%). The number of respondents attending these offices for different services is fairly even. There were no respondents who completed the survey that attended Tenbury, Bromsgrove, Droitwich or Pershore Registration Offices.

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

Table 3

Service	Frequency	%
Civil Partnership Notice	1	1.1
Marriage Notice	17	19.1
Register a Birth	34	38.2
Register a Death	35	39.3
Other	2	2.2
Total	89	100.0

More respondents registered deaths than births, 39.3% and 38.2% respectively. 19.1% 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?

84.3% 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	3	4.2
Hospital	28	38.9
Midwife	9	12.5
Doctor	3	4.2
Registration Office	12	16.7
Funeral Director	6	8.3
Hospice	2	2.8
Bereavement Officer	3	4.2
Friends/family	2	2.8
Other	4	5.6
Total	72	100.0

38.9% of respondents received information about the registration service from the hospital, followed by 16.7% 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	3	10.3	3	4.3
Hospital	0	0.0	0	0.0	17	58.6	11	37.9	28	40.0
Midwife	0	0.0	0	0.0	9	31.0	0	0.0	9	12.9
Doctor	0	0.0	0	0.0	0	0.0	3	10.3	3	4.3
Registration Office	1	100.0	9	81.8	0	0.0	0	0.0	10	14.3
Funeral Director	0	0.0	0	0.0	0	0.0	6	20.7	6	8.6
Hospice	0	0.0	0	0.0	0	0.0	2	6.9	2	2.9
Bereavement Officer	0	0.0	0	0.0	0	0.0	3	100	3	4.3
Friends/family	0	0.0	0	0.0	2	6.9	0	0.0	2	2.9
Other	0	0.0	2	18.2	1	3.4	1	3.4	4	5.7

Q8: Was the information clear and understandable?

All respondents except one 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?

81.8% of the total respondents were aware there was an appointment system, a slight reduction on 6 months ago of 82.7%.

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

The average time respondents had to wait for an appointment was exactly 3 days (up from 1.7 days in November 2009) with a range between 0 and 29 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: 9.1 days
- Registering a Birth: 2.3 days
- Registering a Death: 1.2 days

Q11: Were you offered the appointment time you wanted?

97.4% 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?

89.9% of respondents commented they had to wait **less** than 10 minutes to see the registrar. 10.1% had to wait either between 10 and 30 minutes and nobody waited longer than 30 minutes.

Q13: Did you find the opening hours convenient?

97.8% of respondents found the opening hours convenient. Those that did not would have preferred opening hours after 4.30pm.

The Registration Process

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

All respondents except two 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 but one respondent stated they felt the registrar made them feel at ease.

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

95.6% of 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	1	100.0	0	0.0	0	0.0	1	2.9	3*	3.4
No	0	0.0	17	100.0	34	100.0	34	97.1	86*	96.6

*Total also includes 2 respondents who stated 'Other'

Only 3.4% of respondents encountered any difficulties during the registration or ceremony process, but these respondents did not specify a particular reason for this.

Q18: Were the staff polite, responsive and helpful?

All but one of the respondents thought the staff were polite, responsive and helpful (this respondent stated that they were spoken rudely to on arrival and nothing was explained).

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

Two respondents said they had questions that the registrar was unable to answer, but did not specify what they were.

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:

- The staff at Worcester were very helpful and supportive. I cannot praise them enough
- All very helpful
- I was delighted that it all went so smoothly
- We were treated very kindly and with dignity and compassion
- Very Helpful
- Simple & easy registration
- I was very please with the friendly atmosphere the registrar gave, so thankyou!
- The public should be made more aware that registering a death can all be done at the hospital. I did not know this.
- Straight forward, clear, helpful with queries and instructions, empathic
- Parking very limited
- Smooth service, well applied
- I had a question I had to ask a doctor about the cause of death of my husband and a doctor was found in a few minutes
- I liked the fact that they had lego for my toddler to play with
- very friendly and made a difficult job as easy as possible
- The Registrar was very kind and helpful and made the process a lot easier
- Lack of notices pointing to the office is a big mistake! The waiting area is too public for bereaved people - a corridor with chairs is not good enough.
- We found the entire process easy, convenient and enjoyable. Thank you to the registrar
- Very personable registrar, smooth process, very happy
- Registrar was lovely, very friendly and helpful. Made process really special.
- A freephone or local number would make calling the office easier and cheaper. It should not be an 0845 number!
- The registrar was lovely and very supportive during a tough time for the family
- Felt very at ease with Registrar who did a difficult job with great finesse
- The lack of direct line telephone access to Redditch (or any other Worcs based Register office) is poor. In fact, the use of 0845 numbers shows a lack of consideration to bill payers!! Get rid of it!!!
- It was the second baby we registered here and it was a very good experience both times - excellent registrar and toys for toddler.
- Easy process, staff friendly and helpful
- Very unsatisfied
- It was all very easy. Hospital staff excellent with all information
- Registrar was brilliant
- That more of a clearly stated sign where the office was a room didn't stand out.

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	14	82.4	28	82.4	29	82.9	71	82.6
	Acceptable	0	0.0	3	17.6	5	14.7	6	17.1	14	16.3
	Improvements Necessary	0	0.0	0	0.0	1	2.9	0	0.0	1	1.2
Reception Area	Welcoming/ Comfortable	1	100.0	10	66.6	23	76.7	21	70.0	55	72.4
	Acceptable	0	0.0	5	33.3	5	16.7	7	23.3	17	22.4
	Improvements Necessary	0	0.0	0	0.0	2	6.7	2	6.7	4	5.3

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

- Reception area is unclear - it is not obvious what one does on arrival
- A drinks facility would be useful
- The waiting room should be a "room" separate from the library, advice centre etc. It is far too public.
- It was really hot in the office - poor registrar!
- The office is too small, especially if you have a pram. No reception area.
- There were no chairs if you had to wait so had to stand in hall outside office

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

67.8% of respondents rated the location of the office as excellent, with 30.0% stating they think it is satisfactory and 2.2% poor.

CERTIFICATES

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

Table 8

Service	Frequency	%
Copy of Birth Certificate	35	58.3
Copy of Death Certificate	9	15.0
Copy of Marriage Certificate	15	25.0
Copy of Civil Partnership Certificate	1	1.7

58.3% of respondents came into the office for a copy of a birth certificate, followed by 25.0% who requested a marriage certificate and 15.0% 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 (77.3%) commented they were advised which office to apply to.

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

87.5% 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	27	48.2
Additional copies	6	10.7
Family history	9	16.1
Other	14	25.0
Total	56	100.0

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

- Policy (Insurance) Probate
- Job Interview
- Probate Purposes
- College Course
- Work

- Researching history of old school
- Passport
- University
- New company at work taking over present company

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

80.8% 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 a quarter (22.0%) 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?

14.3% of respondents said the certificate took 1-2 days to come in the post, 57.1% stated 3-5 days and 28.6% said 6 days or more. This is a big improvement on 6 months ago.