

# Registration Service Survey

## Analysis of Results

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## OVERVIEW

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In November 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 570 surveys were despatched with 149 responses received for the three surveys, from recent users of the Registration Service. This represents a response rate of 26.1%.

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	Frequency	%
Telephone	110	75.3
In person	22	15.1
Letter	6	4.1
Email	8	5.5
Total	146	100.0

Three quarters of respondents commented that they initially contacted the Registration Service by telephone (75.3%). Secondly, 15.1% visited the Registration Service in person and a smaller proportion contacted the Service by either email (5.5%) or letter (4.1%). The results are similar to those six months ago but with a small rise in email contact.

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

4.1% of respondents commented they experienced difficulties in getting through to the Registration Service, less than 6 months ago. All comments made are shown below:

- Far too many hoops to jump through. It used to be so simple
- Only in not being able to contact the Registration Office on a direct line to inform them that I would be a little late.
- Had to phone a couple of times before getting a response

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

Similarly to the previous question, 4.3% of respondents said they had difficulty finding or gaining access to the registration office.

A full list of comments is included below:

- The door was poorly marked - of the bereavement office I was running late, but was seen & accommodated for. Very pleased!
- An arrowed sign near the door would help. The entrance door looked like a fire escape door

## **General**

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

38.5% of respondents said they were aware of the complaints procedure.

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

Over half of respondents (59.3%) said that they were aware of the Registration Service's website.

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

81.7% of respondents rated the service as excellent, 16.2% rated it as good/satisfactory and just 2.1% thought the service they received was poor.

## REGISTRATION SERVICE SURVEY

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### 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	1	12.5	2	4.7	4	10.3	0	0.0	7	7.2
Droitwich Contact Centre	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Evesham	0	0.0	1	12.5	3	7.0	2	5.1	1	25.0	7	7.2
Kidderminster	0	0.0	2	25.0	10	23.3	5	12.8	0	0.0	17	17.5
Malvern	0	0.0	0	0.0	2	4.7	2	5.1	0	0.0	4	4.1
Pershore	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Redditch	0	0.0	0	0.0	5	11.6	4	10.3	0	0.0	9	9.3
Tenbury	0	0.0	0	0.0	1	2.3	1	2.6	0	0.0	2	2.1
Worcester	1	100.0	4	50.0	6	14.0	8	20.5	3	75.0	23	23.7*
Worcestershire Royal Hospital	0	0.0	0	0.0	14	32.6	13	33.3	0	0.0	28	28.9*

\*Includes one response for both Worcester and Worcestershire Royal Hospital where the respondent didn't specify what service they came into the office for.

The most popular Registration Offices are Worcestershire Royal Hospital (28.9%), Worcester (23.7%) and Kidderminster (17.5%). 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 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	8	8.4
Register a Birth	43	45.3
Register a Death	39	41.1
Other	4	4.2
Total	95	100.0

More respondents registered births than deaths, 45.3% and 41.1% respectively. 8.4% 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?**

86.5% 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	4	5.0
Hospital	29	36.3
Midwife	12	15.0
Doctor	4	5.0
Registration Office	13	16.3
Funeral Director	4	5.0
Hospice	1	1.3
Bereavement Officer	8	10.0
Friends/family	2	2.5
Other	3	3.8
Total	80	100.0

36.3% of respondents received information about the registration service from the hospital, followed by 16.3% from the Registration Office itself and 15.0% 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	0	0.0	0	0.0	4	11.1	0	0.0	4	5.0
Hospital	0	0.0	0	0.0	21	56.8	8	22.2	0	0.0	29	36.3
Midwife	0	0.0	0	0.0	12	32.4	0	0.0	0	0.0	12	15.0
Doctor	0	0.0	0	0.0	0	0.0	4	11.1	0	0.0	4	5.0
Registration Office	0	0.0	5	100.0	2	5.4	5	13.9	1	50.0	13	16.3
Funeral Director	0	0.0	0	0.0	1	2.7	3	8.3	0	0.0	4	5.0
Hospice	0	0.0	0	0.0	0	0.0	1	2.8	0	0.0	1	1.3
Bereavement Officer	0	0.0	0	0.0	0	0.0	8	22.2	0	0.0	8	10.0
Friends/family	0	0.0	0	0.0	1	2.7	1	2.8	0	0.0	2	2.5
Other	0	0.0	0	0.0	0	0.0	2	5.6	1	50.0	3	3.8

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

All but two 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?**

89.4% of the total respondents were aware there was an appointment system, a reasonable increase over 6 months ago of 81.8%.

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

The average time respondents had to wait for an appointment was 2.5 days (down from 3 days in May 2010) 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:

- Civil Partnership Notice: 10 days
- Marriage Notice: 8.6 days
- Registering a Birth: 1.6 days
- Registering a Death: 0.9 days

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

98.8% 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?**

95.9% of respondents commented they had to wait **less** than 10 minutes to see the registrar. 4.1% had to wait either between 10 and 30 minutes and nobody waited longer than 30 minutes.

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

97.9% of respondents found the opening hours convenient. Those that did not would have preferred later opening hours or the option of a Saturday.

## The Registration Process

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

All respondents except three (96.7%) 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?

97.8% 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	0	0.0	1	12.5	1	2.3	2	5.9	4	4.4
No	1	100.0	7	87.5	42	97.7	32	84.1	87*	95.6

\*Total includes four respondents who stated 'Other' and one respondent who did not answer Q5

Only 4.4% of respondents encountered some difficulties during the registration or ceremony process, with a couple of respondents stating reasons, such as certain circumstances and being double booked.

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

All but one of the respondents thought the staff were polite, responsive and helpful (this respondent did not state a reason for their response).

### 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. Only one respondent left a comment stating that it was not to do with the registrar.

## 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:

- Quick & Easy
- Very helpful & professional service
- Very good service
- A trainee registrar dealt with us with a mentor, she was extremely professional
- I am very pleased with Register Office communicate and persona. Especially the 5's was very good. Thanks a lot
- Pleasant experience
- I was very impressed with the service that I received while I was there, I felt very comfortable thanks to the Registrar
- the gentleman was really kind and helpful
- In registration office - Excellent, arranging to go there - waste of time
- We were very pleased with the attention and service we received from your office
- I was impressed with the efficiency of the service (I am not easily impressed)
- Very friendly and efficient
- Difficult to park and expensive
- Well delivered service. Registrar very approachable
- Very convenient service to be able to register death at the hospital following bereavement
- Booking appointment online worked very well
- Perhaps an extra sign on the way to the office would be helpful
- Very Helpful
- The Registration process itself was excellent. However the process of getting the cause of death from the hospital and the coroners office was totally unacceptable. Poor communication and delays at this time of grief is too much to bear. The hospital should address this issue, take action and fix the problem!! Advise them to set up a survey like this one.
- Very polite staff. Would come to this office again
- Our registrar was very helpful and a lovely person
- It made it easier being at the hospital
- When I originally telephoned to make the appointment, I was told that my husband WOULD be able to register the death as I had just returned from hospital following a heart attack. When he went to appointment he was told he could NOT register as he was no relation. I was only able to do so as I was arranging funeral, as i was not a blood relative. this was NOT explained to me in my original telephone call. See end of questionnaire.
- The whole process from being informed of the death of my relative as carried out with tact, sympathy, courtesy and information. Everything was explained to help me through the system
- She said she would fit us in and she did - excellent service
- Very friendly and efficient registrar
- Very fast service. It's great that there was no waiting around and helpful people on the phone

- Your online service is quick and efficient. The registrar was welcoming and put you at ease.
- Very Friendly
- The lady was very polite and really nice
- I was impressed with the efficiency and courtesy of all concerned.
- Very easy process to book appointment online. All staff were very helpful and friendly
- Please can you pass the comment to the Registrar that we need more people like her - because she is very experienced, helpful & supportive and dedicated

## 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		Other		Total	
		Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Offices	Welcoming/ Comfortable	0	0.0	8	100.0	34	79.1	30	85.7	4	100.0	76	83.5
	Acceptable	1	100.0	0	0.0	9	20.9	5	24.3	0	0.0	15	16.5
	Improvements Necessary	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Reception Area	Welcoming/ Comfortable	0	0.0	8	100.0	23	65.7	26	81.3	3	75.0	60	75.0
	Acceptable	1	100.0	0	0.0	10	28.6	5	15.6	1	25.0	17	21.3
	Improvements Necessary	0	0.0	0	0.0	2	5.7	1	3.1	0	0.0	3	3.8

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

- Too hot
- No reception area in hospital available
- Could have been a bigger room to get prams in and two parents!
- A notice is needed to tell us to knock on office door
- There was no one around when we first arrived, but the staff then turned up and were friendly and helpful
- There was no reception as such, however as we were in the hospital there was a Coffee Shop where we waited. There is also a restaurant.
- There is no reception in Worcester Hospital
- No reception area
- We were directed to the hospital foyer and the registrar came to get us when she was ready

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

73.6% of respondents rated the location of the office as excellent, with 26.4% 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	2	3.3
Copy of Death Certificate	33	54.1
Copy of Marriage Certificate	14	23.0
Copy of Civil Partnership Certificate	12	19.7

Over half (54.1%) of respondents came into the office for a copy of a death certificate, followed by 23.0% who requested a marriage 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, 85.7% commented they were advised which office to apply to.

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

82.9% 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	20	43.5
Additional copies	0	0.0
Family history	13	28.3
Other	13	28.3
Total	46	100.0

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

- Employment
- Work
- Identification
- Replacement
- Occupational Pension
- Endowment Policy

- Job
- Change of name of my child after registration
- Job interview
- Police Force Application
- Passport Renewal
- Copy for VOSA needed
- Driving Licence

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

Four in five respondents (79.2%) said advice was offered to assist their search.

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

28.2% 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?**

16.3% of respondents said the certificate took 1-2 days to come in the post, 65.3% stated 3-5 days and 12.2% said 6 days or more.