

Registration Service Survey 2004

Introduction

This report sets out the findings of a survey of people using the Registration Service to register a birth, death or marriage or obtain a copy certificate. It has been commissioned by the Proper Officer for Registration Services and was carried out by means of a questionnaire either distributed by hand to people who visited the Registrar Office or posted out with a copy certificate.

Background

The Registration service is located at 35 Coombe Road, Kingston adjacent to Kingston Hospital. The office is opposite Norbiton station and there are good local bus links. The opening hours to the public are 9.00am to 4.00pm Monday to Friday and by appointment for marriages on Saturdays. The office registers approximately 5000 births and 2500 deaths in a year. The office is responsible for taking 1600 notices of marriage, which is a 70% increase in the number recorded for 2001 and conducts 500 marriage ceremonies in a year, although not all the marriages are at the office as the borough has six approved venues. Additional Ceremonies including Naming, Funerals and Partnership are offered by way of arrangements with other organisations.

A new function for the Register Office was the introduction of Citizenship Ceremonies in January 2004. About 600 new British citizens per year, living the Borough, will go through a formal ceremony welcoming them into the community. Most of these ceremonies take place in the Guildhall once a month in the presence of the Mayor and other invited dignitaries.

An area of significant increase in workload is the issue of birth certificates either by post or to customers in person. This has doubled since the last survey in 2001 due to the UK Passport Agency's requirement that full birth certificates must be produced when making an application for a passport.

Staffing levels have remained the same since 2001 except for the addition of a part time Citizenship Ceremonies Officer post. The office has recently had significant improvement works carried out including redecorating the waiting area and Registrars offices.

As with the previous surveys the questionnaires for registering births, deaths and marriages were handed out over a four week period, from mid April to mid May, to people visiting the office. The aim of the survey was to obtain customers views on their initial contact with the office, the facilities provided and the staff themselves. The results of this survey have been compared with the previous survey of 2001 and where possible to the 1998 survey.

A total of 823 questionnaires were distributed to customers and 143 completed questionnaires were returned, giving us an overall response rate of 17%.

Overall Conclusions

Respondents using the Registrar service continued to be very satisfied with the service they received there. The staff were viewed as being polite and helpful and respondents felt the Registrars clearly explained the registration process and made them feel comfortable about asking questions.

Three quarters of respondents registering a birth and all registering a marriage had made an appointment to see the Registrar compared to less than a quarter of those registering a death yet 90% of all respondents were seen within 10 minutes of arrival.

Over 80% of respondents registering a birth or marriage contacted the office by telephone compared to less than half of those registering a death. However some of those respondents registering a birth had experienced problems finding the telephone number as they had been given the wrong number by the local hospital. This has now been rectified. Officers will need to continue to ensure that the public have good access by way of telephone.

A greater proportion of respondents registering a birth or a marriage thought all the facilities in the waiting area and the comfort and décor of the Registrar's office were either excellent or satisfactory compared to the previous survey. All the facilities in the function room are now viewed as either excellent or satisfactory, again showing an improvement from the previous survey. As with the previous survey a few of those respondents registering a death felt the privacy in the waiting area was unsatisfactory and some commented on the need for a separate waiting area for those registering a death.

Only a few respondents answered questions about the toilets. Of those that did the majority thought the privacy, décor and cleanliness was either excellent or satisfactory but 42% (5/12) thought the access was unsatisfactory or poor. This will be addressed through improvement works funded under Disability Discrimination Act.

It is, however, in the area of decoration that the greatest improvement compared to the previous survey can be seen. A greater proportion of those registering a birth or a marriage thought their overall impression of the decoration and the décor in the waiting area and Registrar's office was excellent or satisfactory compared to the previous survey.

Overall satisfaction remains extremely high with 99% of respondents describing their overall impression of the service they received as either excellent or satisfactory. This indicates that Officers should take care before introducing any significant changes to services or facilities.

Executive Summary

Registration of Births

Profile of Respondents

- A total of 59 completed questionnaires were returned from 429 sent out giving a response rate of 14%, lower than the 25% from the last survey.
- 68% of respondents were female.
- 41% of respondents lived in the borough.
- 69% of respondents described their ethnic origin as White British (compared to 77% in the previous survey), 15% was Other White and 7% was Other Asian. 3% were Irish, 3% were Asian/Asian British Indian and 2% were Mixed White and Black Caribbean.

Findings

- All respondents thought that the overall service they received was either excellent or satisfactory, with 80% describing it as excellent (compared to 74% thinking it was excellent in the previous survey).
- No one experienced any problems finding the office address and only one person was unable to find the office easily.
- 81% of respondents contacted the office via the telephone and no one experienced a problem getting through to the right person. However 29% of respondents had problems finding the telephone number (compared to only 1% in the previous survey), mainly because they said they had been given the incorrect number at the hospital.
- The majority of respondents (78%) travelled to the office by car, slightly less than in previous surveys while 8% walked and 7% travelled by bus.
- 93% of respondents were seen within ten minutes of arrival (compared to 85% in the previous survey).
- 73% of respondents had made an appointment (compared to 92% previously) and 90% thought the appointment system was a good idea.
- Almost all respondents (95%) said their initial impression of the decoration was either excellent or satisfactory (compared to 81% previously).
- As with the previous survey reception staff were viewed as being polite and helpful.
- The Registrars were viewed as being polite, helpful, knowledgeable, approachable and attentive (as in the previous survey).
- 97% felt the Registrar had clearly explained the process of registering the birth (compared to 85% in the previous survey) and all respondents continued to feel comfortable about asking the Registrar questions.
- The majority of respondents thought the facilities in the waiting area were either excellent or satisfactory (a slightly more positive result than the previous survey), however over a third thought the privacy in the waiting area was neither satisfactory nor unsatisfactory.
- As with the previous survey the majority of respondents thought the facilities in the Registrar's office were either excellent or satisfactory.
- The majority of respondents did not reply to the questions about the toilets however of the five that commented on access, 40% thought this was either unsatisfactory or poor.

Registration of Deaths

Profile of Respondents

- A total of 24 completed questionnaires were returned from 155 sent out giving a response rate of 15%, lower than the 21% from the last survey.
- 58% of respondents were female.
- 38% of respondents lived in the borough.
- 92% of respondents described their ethnic origin as White British (compared to 97% in the previous survey) and 8% were Asian/Asian British Indian.

Findings

- 96% of respondents thought the overall service they received was either excellent or satisfactory, with 67% describing it as excellent (compared to 73% thinking it was excellent in the previous survey).
- Only one person experienced a problem finding the office address and only one person was unable to find the office easily.
- 42% of respondents contacted the office via the telephone (compared to 64% in the previous survey), no one had any problems getting through to the right person and only one person had problems finding the telephone number.
- 83% of respondents travelled to the office by car (compared to 73% previously) and the remainder travelled by train, bus or on foot.
- 79% of respondents were seen within ten minutes of arrival slightly lower than in the previous survey, however only 21% had made an appointment (compared to just over half in the previous survey).
- Less than half of respondents (46%) thought an appointment system was a good idea (compared to 76% in the previous survey).
- Almost all respondents (92%) thought their initial impression of the decoration was either excellent or satisfactory (compared to 97% previously).
- As with the previous survey reception staff were viewed as being polite, helpful and knowledgeable.
- Registration officers were viewed as being polite, helpful, knowledgeable and approachable (similar to the previous survey).
- All respondents who replied thought the Registrar clearly explained the process of registering the death and all felt comfortable about asking questions (as in the previous survey).
- Most respondents who replied thought the facilities in the waiting area and registrar's office were either excellent or satisfactory but 58% of respondents thought the privacy in the waiting area was either unsatisfactory or neither satisfactory nor unsatisfactory.
- The majority of respondents did not reply to the questions about the toilets, but of the four that did, 75% thought they were satisfactory.

Registration of Marriages

Profile of Respondents

- A total of 13 completed questionnaires were returned from 75 sent out giving a response rate of 17%, lower than the 22% from the last survey.
- 54% of respondents were female.
- 69% of respondents described their ethnic origin as White British (compared to 92% in the previous survey), 8% were Asian/Asian British Indian, 8% were Mixed White and Black African, 8% was Other and 8% did not reply.

Findings

- All respondents thought that the overall service they received was either excellent or satisfactory, with 92% describing it as excellent (compared to 77% in the previous survey).
- No respondents had any problems finding the office address and all found the office easily.
- 85% of respondents contacted the office by telephone, none had any problems getting through to the right person and only one had a problem finding the right number.
- As with previous surveys three quarters of respondents travelled to the office by car. The remaining quarter walked to the office.
- All respondents had made an appointment and all were seen within ten minutes of arrival. All thought the appointment system was a good idea.
- As with the previous survey reception staff were viewed as being polite and helpful.
- The Registration officers were viewed as being knowledgeable, helpful, attentive, polite, put me at ease and approachable.
- As with the previous survey all respondents thought the Registrar clearly explained the process of registering the marriage and all felt comfortable about asking questions.
- Almost all respondents thought the facilities in the waiting area were either excellent or satisfactory (a slightly more positive result than in the previous survey) but a quarter thought the privacy in the waiting room was neither satisfactory nor unsatisfactory.
- The facilities in the Registrar's office were viewed as being either excellent or satisfactory (showing a slight improvement from the previous survey where 23% viewed the décor as unsatisfactory).
- Only three respondents answered questions about the toilets but all thought the access was poor.
- All respondents who replied thought facilities of the marriage room were either excellent or satisfactory (a more positive results that the previous survey).
- Appearance and decoration, a venue with a garden and easy car parking were seen as being the most important areas when planning a wedding.

Postal Certificates Survey

- 47 completed questionnaires were received from 164 sent out giving a response rate of 29%, compared to 23% in the previous survey.
- 94% of respondents thought the overall service they received was either excellent or satisfactory, with 83% describing it as excellent.
- 66% of respondents contacted the office by telephone (compared to 80% previously) and only one person had any problems getting through to the right person.
- 19% of respondents had difficulties finding the telephone number compared to only 4% in the previous survey.
- 96% of respondents received their copy certificate within seven days (compared to 100% previously).
- As with the previous survey two thirds thought that ordering certificates over the phone and paying by credit card would have been of use to them.

Registration of Births Survey 2004

Response Rate

A total of 429 questionnaires were handed out to people registering a birth and 59 completed questionnaires were received, giving us a response rate of 14%.

Profile of Respondents

As with previous surveys over half of all respondents were female (68%) and 32% were male. Only 41% of respondents lived in the borough, reflecting the large catchment area of the office due to its proximity to Kingston Hospital. This is a similar result to the previous surveys.

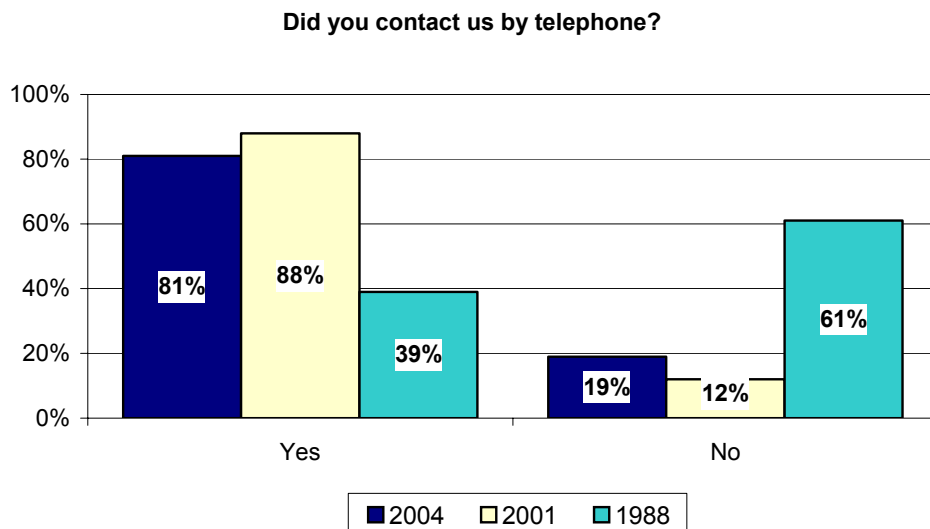
Respondents were then asked to describe their ethnic origin. The results show that:

- 69% were White British, compared to 77% in the 2001 survey.
- 15% were White Other, compared to 11% in 2001.
- 7% were Other Asian, compared to 1% in 2001.
- 3% were White Irish, compared to 2% in 2001.
- 3% were Asian/Asian British Indian, compared to 2% in 2001.
- 2% were Mixed White & Black Caribbean, compared to 1% in 2001.

Initial contact

No respondents reported having any problems finding the address for the office (compared to an average of 4% previously) and only one person was unable to find the office easily.

Respondents were asked if they contacted the office by phone. The results are displayed in the graph below:



Respondents were then asked if they had contacted the office by telephone did they have any problems finding the telephone number. Of the 48 respondents who had made contact via the telephone just over a third of them had problems finding the number (compared to only one person in the previous survey). These respondents were then asked to explain what problems they had finding the number. A total of 17 comments were received of which 13 stated that they had been given the incorrect number at the hospital, with a few examples being:

“The wrong number was printed on the NHS sheet issued by Kingston Hospital”

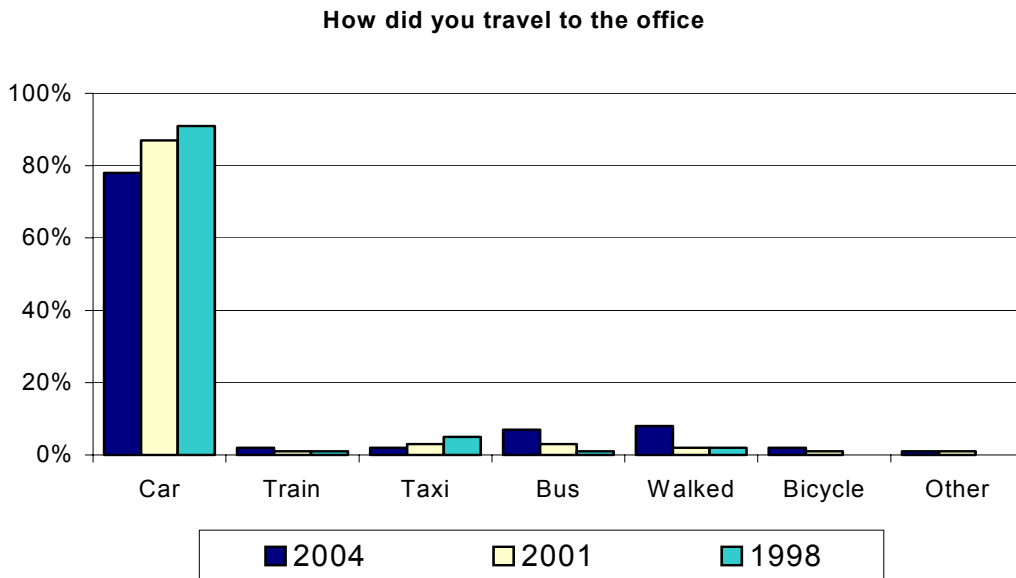
“Kingston Hospital aren’t giving out the correct number from Maternity”

The remaining four comments related to not being able to find the number in the Thomson Local/Directory Enquiries/Yellow Pages.

No one experienced any problems getting though to the right person, compared to an average of 5% experiencing problems in the previous survey.

Travelling to the office

Respondents were asked how they travelled to the office. The results are illustrated in the graph below:



The graph shows that although travel by car is still the most popular method of transport, usage has slightly declined from 91% in 1998 to 78% in 2004. The number of people travelling on foot or by bus has slightly increased.

The Appointment System

Just under three quarters of respondents had made an appointment (compared to 92% from the previous survey) and 90% thought an appointment system was a good idea.

Respondents were then asked when they arrived at the office how quickly they were seen. The results are illustrated in the table below:

The percentage of respondents who were seen...	2004	2001	1998
Immediately	46%	47%	48%
Within 10 minutes	47%	38%	38%
Between 10 and 20 minutes	5%	11%	9%
Over 20 minutes	2%	2%	4%

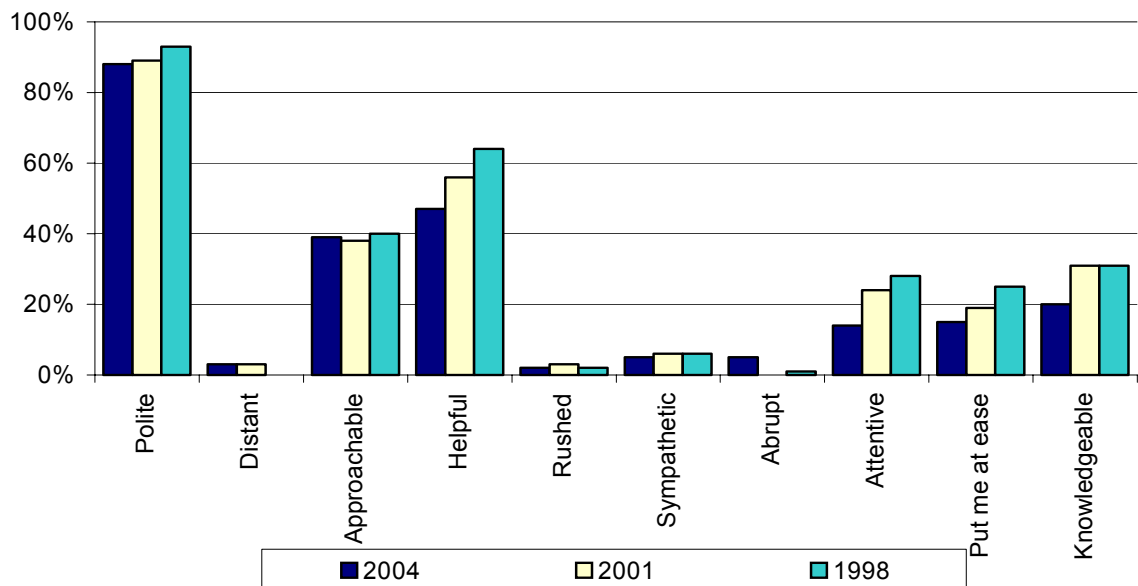
The remainder did not reply

The table shows that in this survey a greater percentage of respondents (93%) were seen within 10 minutes of arrival compared to 85% in the previous survey, despite fewer of them having made an appointment. Of the four respondents who were not seen within 10 minutes of arrival three of them had not made an appointment.

Reception Staff

Respondents were asked to describe how the member of staff on reception greeted them from a list of given responses. The results are illustrated below:

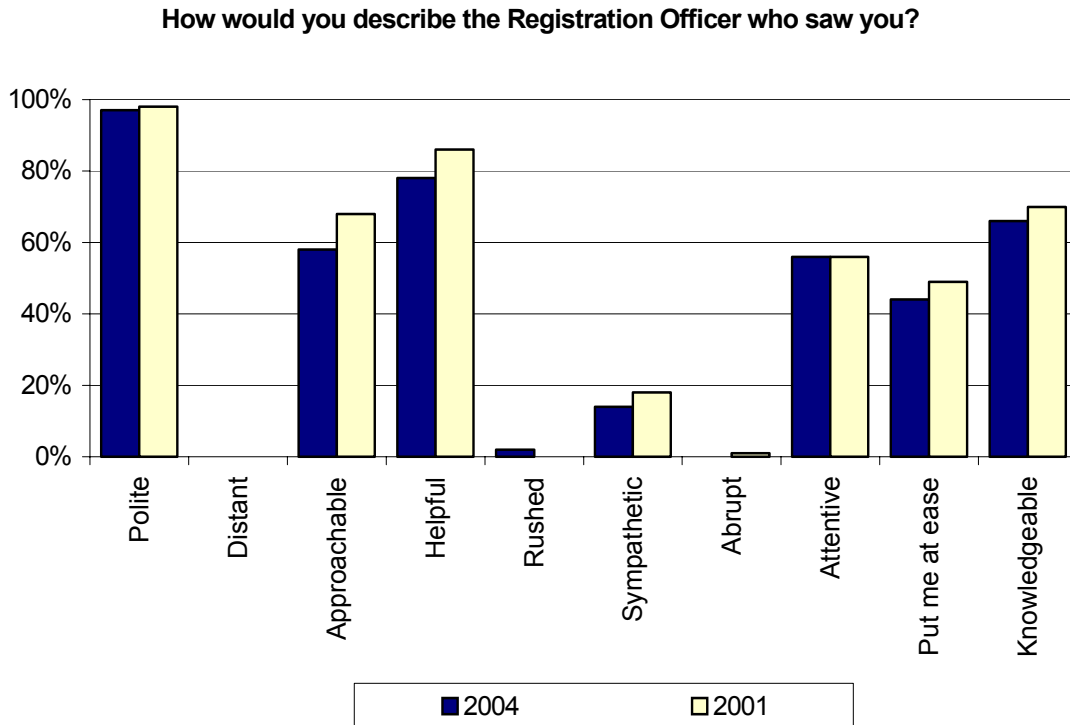
How would you describe the member of staff on reception?



As you can see from the graph reception staff were viewed as being polite, helpful and approachable. Of the three respondents who said that the reception staff were abrupt one of them had to wait up to 20 minutes to be seen.

Registration Staff

Respondents were asked to describe the Registration Officer they saw using the same given list of responses. The results are shown in the graph below:



As you can see from the graph Registration officers were viewed as being polite, helpful, knowledgeable, approachable and attentive. Only one person gave a negative response, describing the officers as being rushed.

97% of respondents thought the Registration Officer clearly explained the process of registering the birth (compared to an average of 92% in the previous surveys) and all respondents continued to feel comfortable about asking questions.

Decoration

Initial Impressions

34% of respondents thought their initial impression of the decoration of the office when they arrived was excellent, 61% thought it was satisfactory and 5% thought it was neither satisfactory nor unsatisfactory. No one described it as being unsatisfactory or poor. This shows an improvement on the previous

survey where only 14% described the decoration as excellent and 5% thought it was poor.

Respondents were asked to rate various aspects of the waiting area, toilets and Registrar's Office on a scale of excellent to poor. The tables below set out the results for each area. The figures in brackets show the corresponding results from the 2001 survey.

The Waiting Area

	Excellent	Satisfactory	Neither	Un-satisfactory	Poor
Comfort	15% (5%)	75% (62%)	7% (16%)	2% (6%)	0% (3%)
Privacy	8% (4%)	36% (40%)	39% (33%)	7% (9%)	7% (6%)
Décor	20% (6%)	66% (62%)	12% (19%)	0% (2%)	0% (2%)
Cleanliness	49% (31%)	49% (56%)	0% (6%)	0% (0%)	0% (0%)
Access	49% (25%)	42% (61%)	0% (3%)	0% (1%)	0% (2%)

Figures may not sum to 100% as some respondents stated they did not know or did not reply.

The table shows that:

- 90% of respondents described the comfort as excellent or satisfactory (compared to 67% in 2001).
- 44% of respondents described the privacy as excellent or satisfactory (same as in 2001).
- 86% of respondents described the décor as excellent or satisfactory (compared to 68% in 2001).
- 98% of respondents described the cleanliness as excellent or satisfactory (compared to 87% in 2001).
- 91% of respondents described the access as excellent or satisfactory (compared to 86% in 2001).

The results show that a greater percentage of respondents listed the comfort, décor, cleanliness and access as either excellent or satisfactory compared to the previous survey, with the greatest areas of improvement being seen in the comfort and décor of the waiting area. Respondents were not so positive when rating the privacy of the waiting room with 23 of them (39%) describing it as neither satisfactory nor unsatisfactory, four describing it as unsatisfactory and a further four describing it as poor. Interestingly of these eight respondents who described the privacy as unsatisfactory or poor all were seen within 10 minutes of arrival and six of them were male.

The toilets

	Excellent	Satisfactory	Neither	Un-satisfactory	Poor
Privacy	5% (0%)	2% (8%)	0% (3%)	0% (0%)	0% (0%)
Décor	2% (0%)	3% (6%)	2% (3%)	0% (1%)	0% (0%)
Cleanliness	5% (0%)	2% (8%)	0% (2%)	0% (1%)	0% (0%)
Access	2% (1%)	3% (6%)	0% (0%)	2% (3%)	2% (0%)

Figures do not sum to 100% as the majority of respondents either did not know/did not reply.

The table shows that:

- 7% of respondents described the privacy as excellent or satisfactory (compared to 8% in 2001).
- 5% of respondents described the decor as excellent or satisfactory (compared to 6% in 2001).
- 7% of respondents described the cleanliness as excellent or satisfactory (compared to 8% in 2001).
- 5% of respondents described the access as excellent or satisfactory (compared to 7% in 2001).

The majority of respondents had not used the toilets. Of the few respondents that had used them, all described the privacy and cleanliness as excellent or satisfactory, and three quarters thought the décor was excellent or satisfactory. However of the five who rated the access two (40%) thought it was unsatisfactory or poor which is similar to the previous survey where 30% of those who replied thought it was unsatisfactory.

The Registrar Office

	Excellent	Satisfactory	Neither	Un-satisfactory	Poor
Comfort	37% (19%)	61% (72%)	0% (6%)	2% (1%)	0% (1%)
Privacy	59% (45%)	37% (51%)	0% (3%)	2% (0%)	0% (1%)
Décor	27% (12%)	64% (73%)	5% (13%)	0% (0%)	2% (1%)
Cleanliness	53% (37%)	44% (59%)	2% (4%)	0% (0%)	0% (0%)
Access	53% (30%)	44% (61%)	0% (6%)	0% (0%)	0% (1%)

Figures may not sum to 100% as some respondents stated they did not know or did not reply.

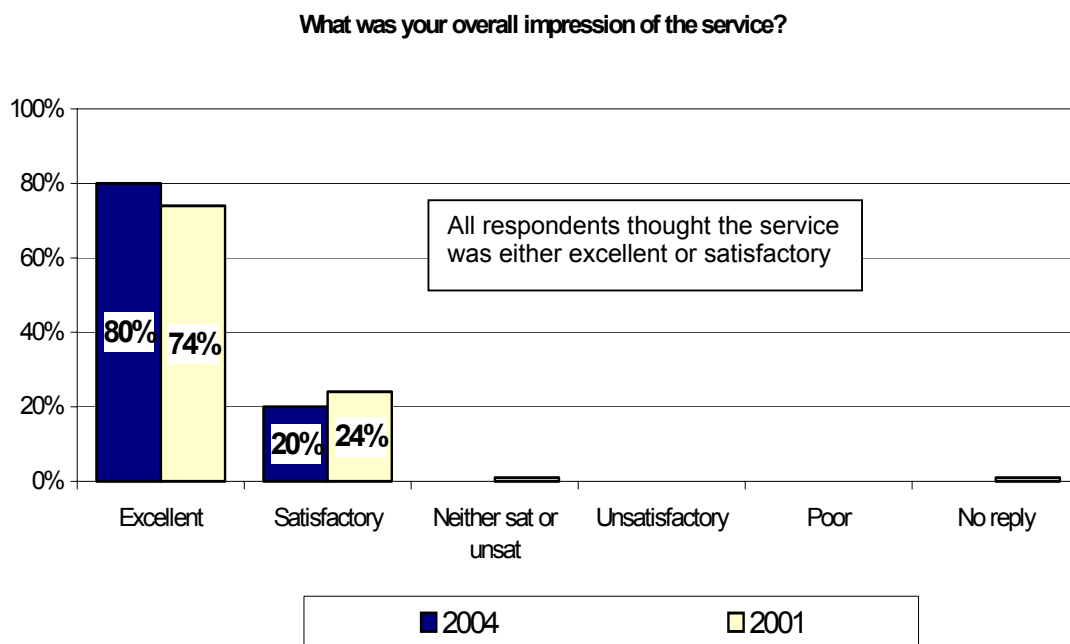
The table shows that:

- 98% of respondents described the comfort as excellent or satisfactory (compared to 91% in 2001).
- 96% of respondents described the privacy as excellent or satisfactory (same as in 2001).
- 91% of respondents described the decor as excellent or satisfactory (compared to 85% in 2001).
- 97% of respondents described the cleanliness as excellent or satisfactory (compared to 96% in 2001).
- 97% of respondents described the access as excellent or satisfactory (compared to 91% in 2001).

Almost all respondents who replied thought the facilities in the Registrar's office were either excellent or satisfactory. Areas of improvement can be identified as comfort, décor, cleanliness and access where a greater percentage of respondents described these facilities as either excellent or satisfactory compared to the previous survey.

Overall Impression

Respondents were asked what was the overall impression of the service they received. The results are shown below:



The graph shows that all respondents described their overall impression as either excellent or satisfactory with 80% rating it as excellent.

Areas of Improvement

Respondents were then asked what the office could do to provide a better service. A total of nine comments were received two of which praised the service. The remaining individual comments are listed below:

- Let people know parking is available.
- Poor visibility leaving car park due to overgrown hedge.
- Get the correct telephone number.
- Receptionist could be friendlier.
- More comfortable seating in the waiting area.
- Had to wait two weeks for an appointment.
- Ask the hospital to emphasise an appointment is a good idea.

Conclusion

Respondents continued to be very satisfied with the service they received while registering a birth with 80% of them describing it as excellent. Staff continued to be viewed as polite, helpful and approachable and all felt comfortable about asking the Registrars questions. Higher proportions of respondents were seen within 10 minutes in this survey despite fewer having made an appointment.

Two main areas for improvement were identified. 13 respondents, who contacted the office by telephone, had problems finding the correct number. They explained that Kingston Hospital had given them the incorrect telephone number for the Registry office. However this would appear to be beyond the control of the office as the number was published by the hospital. The other area related to access to the toilets. Although only five respondents replied to the question two of them thought the access was unsatisfactory. 39% of respondents also stated they were neither satisfied nor dissatisfied with the privacy of the waiting room.

It is, however, in the area of decoration and the facilities in the office that the greatest improvements can be seen. A higher percentage of respondents described the comfort, décor, cleanliness and access in the waiting room and Registrar's office as excellent or satisfactory compared to the previous survey with the greatest improvement being the comfort and décor in the waiting room.

Registration of Deaths Survey 2004

Response Rate

A total of 155 questionnaires were handed out to people registering a death and 24 completed questionnaires were received, giving us a response rate of 15%.

Profile of Respondents

As with previous surveys over half of all respondents were female (58%) and 42% were male. Only 38% of respondents lived in the borough, reflecting the large catchment area of the office due to its proximity to Kingston Hospital. This is a similar result to the previous surveys.

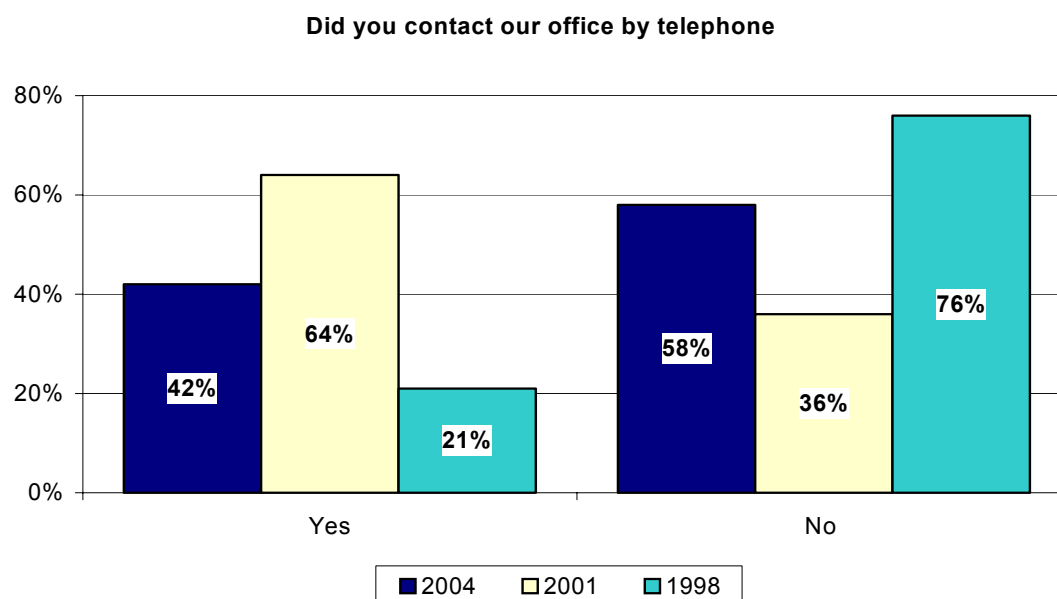
Respondents were then asked to describe their ethnic origin. The results show that:

- 92% were White British, compared to 97% in the 2001 survey.
- 8% were Asian/Asian British Indian, compared to none in 2001.

Initial contact

As with previous surveys only one respondent reported having any problems finding the address for the office and only one person was unable to find the office easily.

Respondents were asked if they contacted the office by phone. The results are displayed in the graph below:



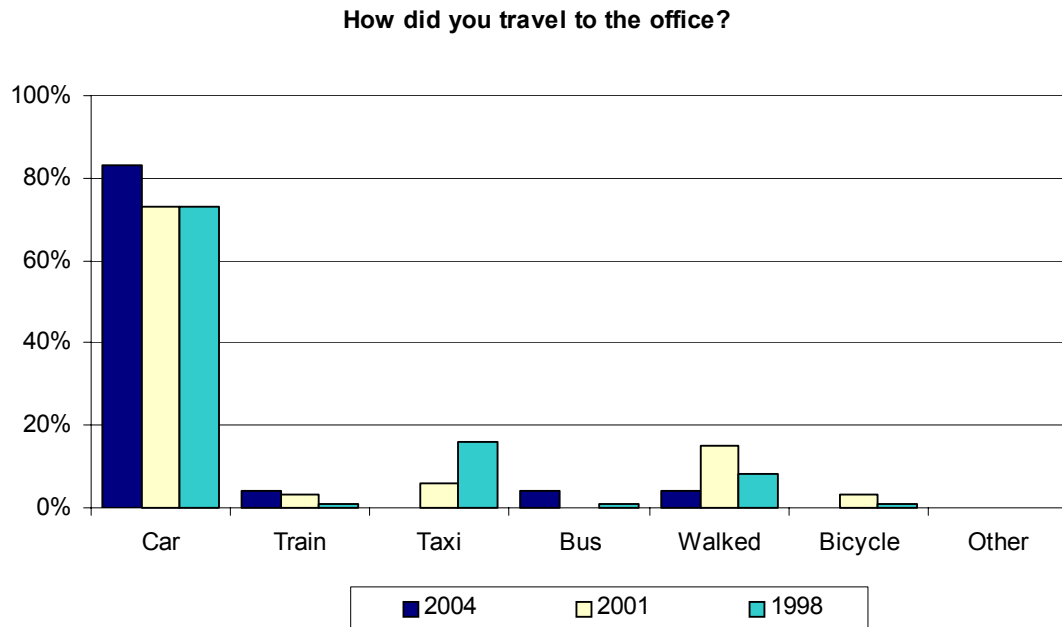
The results show that fewer respondents contacted the office by telephone compared to the previous survey.

Respondents were then asked if they had contacted the office by telephone did they have any problems finding the telephone number. Of the ten respondents who had made contact via the telephone only one of them had problems finding the number (compared to none in the previous survey). This respondent explained that they had difficulties because “*wrong number given to me on information handed to me at the Hospital.*”

No one experienced any problems getting through to the right person, compared one person in the previous survey.

Travelling to the office

Respondents were asked how they travelled to the office. The results are illustrated in the graph below:



The graph shows that travel by car is still the most popular method of transport and that usage has slightly increased to 83% in this survey (compared to 73% previously).

The Appointment System

Less than a quarter (21%) of respondents had made an appointment (compared to 55% from the previous survey) and less than half (46%) thought an appointment system was a good idea (compared to just over three quarters in the previous survey).

Respondents were then asked when they arrived at the office how quickly were they seen. The results are illustrated in the table below:

The percentage of respondents who were seen...	2004	2001	1998
Immediately	33%	45%	48%
Within 10 minutes	46%	48%	32%
Between 10 and 20 minutes	17%	6%	13%
Over 20 minutes	0%	0%	6%

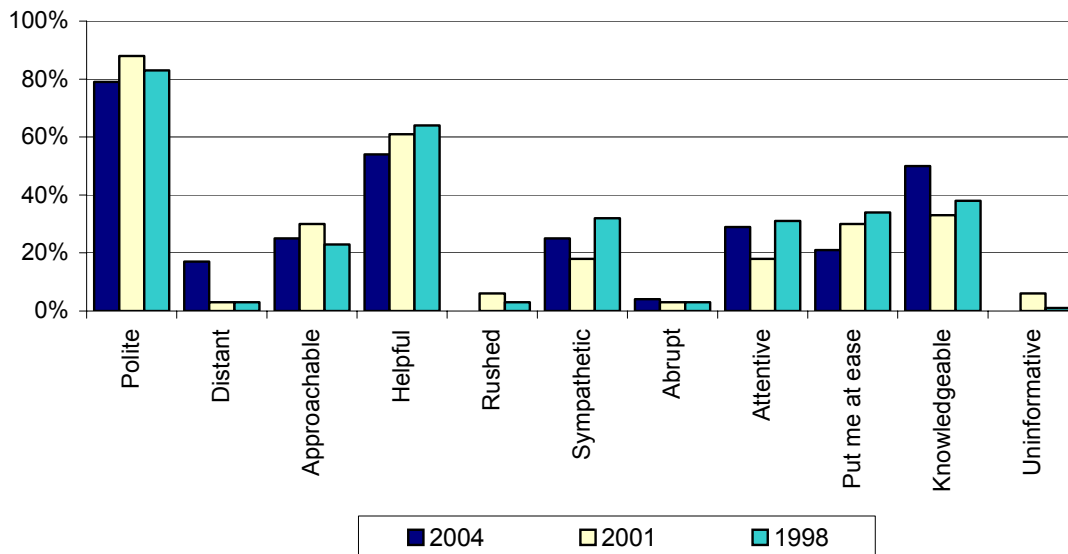
The remainder did not reply

The table shows that 79% of respondents were seen within 10 minutes of arrival compared to 93% in 2001 and 80% in 1998. Although this is a lower result to the previous survey it should be pointed out that less than a quarter of all respondents had made an appointment. 17% (four respondents) had to wait between 10 and 20 minutes to be seen. Further analysis of these four respondents shows that three quarters of them had not made an appointment.

Reception Staff

Respondents were asked to describe how the member of staff on reception greeted them from a list of given responses. The results are illustrated in the graph below:

How would you describe the reception staff

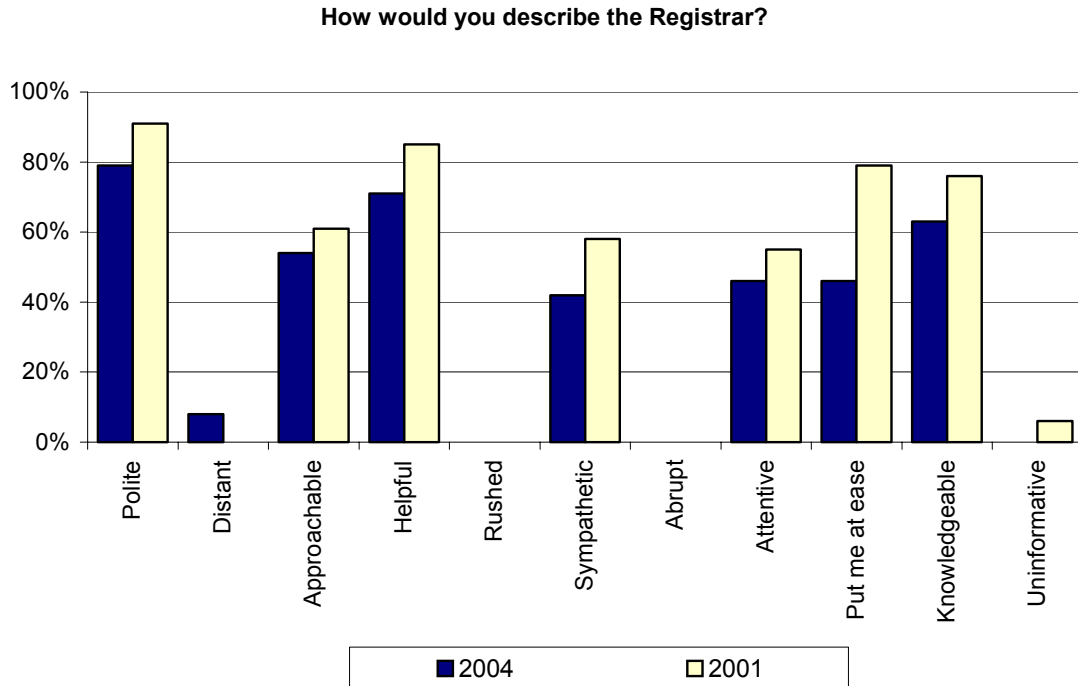


As you can see from the graph as with the previous survey reception staff were viewed as being polite, helpful and knowledgeable. Only four people gave negative responses, saying the reception staff were distant (one of these also described the staff as being abrupt). Of these four, two had waited

between 10 and 20 minutes to see the Registrar. One respondent (who described the reception staff as distant, abrupt and knowledgeable) explained why they thought this was by saying “...ignored me for a couple of minutes and then was quite abrupt – It’s a sensitive time registering a death”.

Registration Staff

Respondents were asked to describe the Registration Officer they saw using the same given list of responses. The results are shown in the graph below:



As you can see from the graph Registration officers were viewed as being polite, helpful, knowledgeable, approachable and attentive (as with the previous survey). Only two people described the registrars as being distant and both of these also described the reception staff as being distant.

All respondents who replied thought the Registration Officer clearly explained the process of registering the death (compared to an average of 93% in the previous surveys) and all respondents continued to feel comfortable about asking questions.

Decoration

Initial Impressions

29% of respondents thought their initial impression of the decoration of the office when they arrived was excellent, 63% thought it was satisfactory and 4% thought it was neither satisfactory nor unsatisfactory (the remainder did

not reply). As with the previous survey no one described it as being unsatisfactory or poor, however slightly fewer respondents described the decoration as excellent (29%) in this survey compared to the previous survey (42%).

Respondents were asked to rate various aspects of the waiting area, toilets and Registrar’s Office on a scale of excellent to poor. The tables below set out the results for each area. The figures in brackets show the corresponding results from the 2001 survey.

The Waiting Area

	Excellent	Satisfactory	Neither	Un-satisfactory	Poor
Comfort	8% (27%)	58% (61%)	17% (9%)	0% (0%)	0% (0%)
Privacy	4% (21%)	13% (33%)	46% (24%)	4% (15%)	8% (0%)
Décor	13% (30%)	54% (42%)	13% (9%)	0% (3%)	0% (0%)
Cleanliness	42% (52%)	38% (42%)	4% (0%)	0% (0%)	0% (0%)
Access	33% (48%)	42% (39%)	0% (3%)	0% (0%)	0% (0%)

Figures may not sum to 100% as some respondents stated they did not know or did not reply.

The table shows that:

- No one described the comfort, décor, cleanliness or access of the waiting area as unsatisfactory/poor.
- 66% of respondents described the comfort as excellent or satisfactory (compared to 88% in 2001).
- 17% of respondents described the privacy as excellent or satisfactory (compared to 54% in 2001).
- 67% of respondents described the decor as excellent or satisfactory (compared to 72% in 2001).
- 80% of respondents described the cleanliness as excellent or satisfactory (compared to 94% in 2001).
- 75% of respondents described the access as excellent or satisfactory (compared to 87% in 2001).

The results appear to show lower levels of satisfaction than in previous surveys however a higher proportion of respondents did not reply to the questions and importantly no one listed the comfort, décor, cleanliness or access of the waiting room as unsatisfactory or poor. Respondents were not so positive about the privacy of the waiting room with 11 of them (46%) describing it as neither satisfactory nor unsatisfactory, one describing it as unsatisfactory and two thinking it was poor.

The toilets

	Excellent	Satisfactory	Neither	Un-satisfactory	Poor
Privacy	0% (6%)	13% (15%)	4% (6%)	0% (0%)	0% (0%)
Décor	0% (3%)	13% (15%)	4% (6%)	0% (0%)	0% (0%)
Cleanliness	0% (6%)	13% (15%)	4% (3%)	0% (0%)	0% (0%)
Access	0% (3%)	13% (12%)	4% (3%)	0% (0%)	0% (3%)

Figures do not sum to 100% as the majority of respondents either did not know/did not reply.

The table shows that:

- No one described any aspects of the toilets as unsatisfactory/poor.
- 13% of respondents described the privacy as excellent or satisfactory (compared to 21% in 2001).
- 13% of respondents described the decor as excellent or satisfactory (compared to 18% in 2001).
- 13% of respondents described the cleanliness as excellent or satisfactory (compared to 21% in 2001).
- 13% of respondents described the access as excellent or satisfactory (compared to 15% in 2001).

The majority of respondents had not use the toilets. Of the four respondents that had used them, three quarters described the facilities as satisfactory and the remaining quarter described them as neither satisfactory nor unsatisfactory.

The Registrar Office

	Excellent	Satisfactory	Neither	Un-satisfactory	Poor
Comfort	21% (58%)	67% (39%)	0% (0%)	0% (0%)	0% (0%)
Privacy	54% (73%)	33% (27%)	0% (0%)	0% (0%)	0% (0%)
Décor	25% (45%)	46% (45%)	13% (3%)	0% (3%)	0% (0%)
Cleanliness	38% (64%)	46% (33%)	4% (0%)	0% (0%)	0% (0%)
Access	42% (58%)	38% (36%)	0% (0%)	0% (0%)	0% (0%)

Figures may not sum to 100% as some respondents stated they did not know or did not reply.

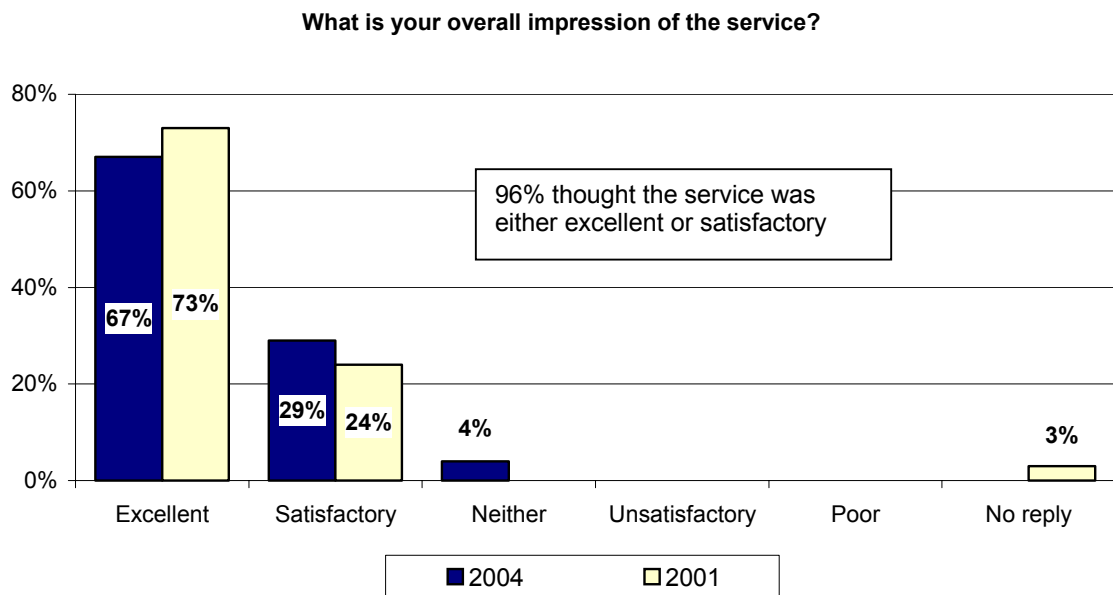
The table shows that:

- No one described any aspects of the office as unsatisfactory/poor.
- 88% of respondents described the comfort as excellent or satisfactory (compared to 97% in 2001).
- 87% of respondents described the privacy as excellent or satisfactory (compared to 100% in 2001).
- 71% of respondents described the decor as excellent or satisfactory (compared to 90% in 2001).
- 84% of respondents described the cleanliness as excellent or satisfactory (compared to 97% in 2001).
- 80% of respondents described the access as excellent or satisfactory (compared to 94% in 2001).

Although initially the results appear to show lower levels of satisfaction than the previous survey again a higher proportion of respondents did not reply to the questions compared to the previous survey. All respondents who replied thought the comfort, privacy and access in the Registrar's office was either excellent or satisfactory.

Overall Impression

Respondents were asked what was the overall impression of the service they received. The results are shown below:



The graph shows that 96% of respondents described their overall impression as either excellent or satisfactory with the remaining 4% (one respondent) thinking it was neither satisfactory nor unsatisfactory.

Areas of Improvement

Respondents were then asked what the office could do to provide a better service. A total of three comments were received all of which suggested the need for a separate waiting area for those waiting to register a death with one example being *“You might want to segregate the waiting room – births and marriages generally being happy occasions, deaths generally not”*. Two of those commenting also went on to say how helpful the Registrar had been with one example being *“...[name] was exceptional and made the whole process very peaceful.”*

Conclusion

Respondents continued to be very satisfied with the service they received while registering a death. In contrast with the Registration of births and marriages surveys less than a quarter of respondents had made an appointment to register the death and yet over three quarters of respondents were seen within 10 minutes.

Staff continued to be viewed as polite, helpful and knowledgeable and all respondents felt the Registrar clearly explained the process for registering a death. Over two thirds of respondents viewed the comfort, décor, cleanliness and access in the waiting room and Registrar’s office as excellent or satisfactory. The privacy in the waiting room was identified as an area for improvement with a few respondents suggesting that there should be a separate area for those waiting to register a death. However 96% of respondents thought their overall impression of the service they received was excellent or satisfactory.

Registration of Marriages Survey 2004

Response Rate

A total of 75 questionnaires were handed out to people registering a marriage and 13 completed questionnaires were received, giving us a response rate of 17%.

Profile of Respondents

As with previous surveys over half of all respondents were female (54%) and 38% were male (the remainder did not reply). Three quarters of respondents lived in the borough and the remainder did not reply.

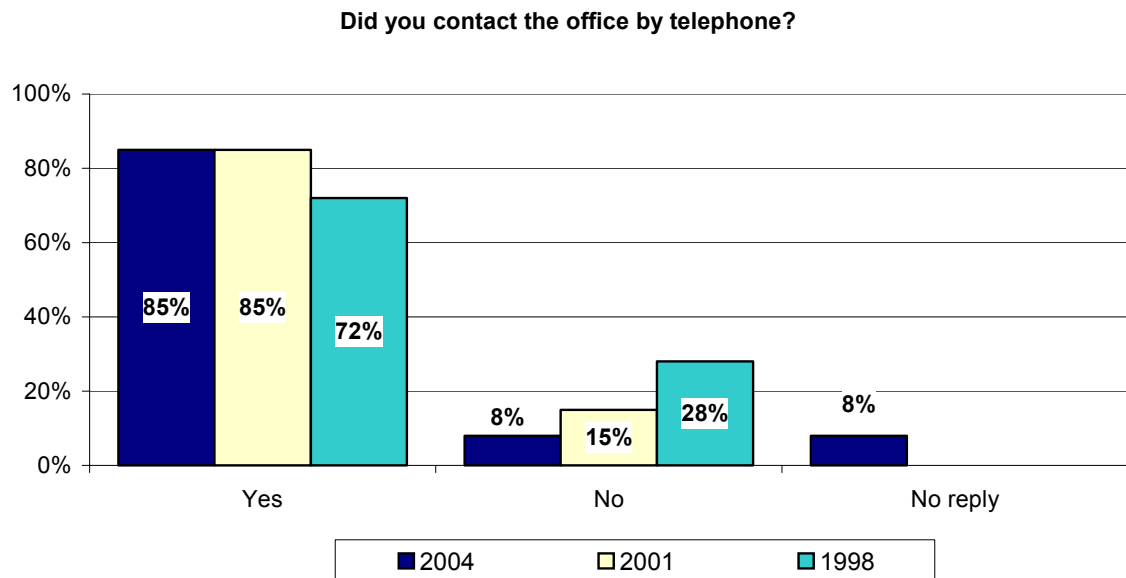
Respondents were then asked to describe their ethnic origin. The results show that:

- 69% were White British, compared to 92% in the 2001 survey.
- 8% were Asian/Asian British Indian, compared to none in 2001.
- 8% were Mixed White and Black African, compared to none in 2001.
- 8% were Other, compared to none in 2001.

Initial contact

As with previous surveys no respondents reported having any problems finding the address for the office all found the office easily.

Respondents were asked if they contacted the office by phone. The results are displayed in the graph below:



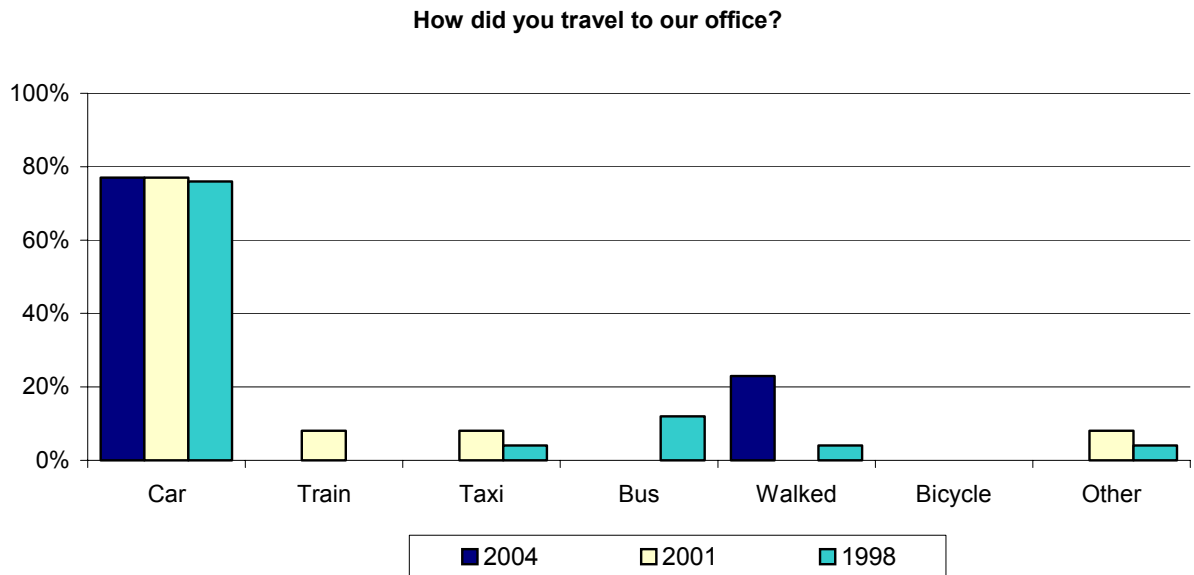
The results show that telephone contact has remained at a high level.

Respondents were then asked if they had contacted the office by telephone did they have any problems finding the telephone number. Of the eleven respondents who had made contact via the telephone only one of them had problems finding the number (same as in the previous survey). This respondent explained that they had difficulties because they “*couldn’t find right number.*”

No one experienced any problems getting through to the right person, compared one person in the previous survey.

Travelling to the office

Respondents were asked how they travelled to the office. The results are illustrated in the graph below:



The graph shows that travel by car is still the most popular method of transport and that usage has remained at just over three quarters of all respondents.

The Appointment System

As in the previous survey all respondents had made an appointment and all continued to think that an appointment system was a good idea.

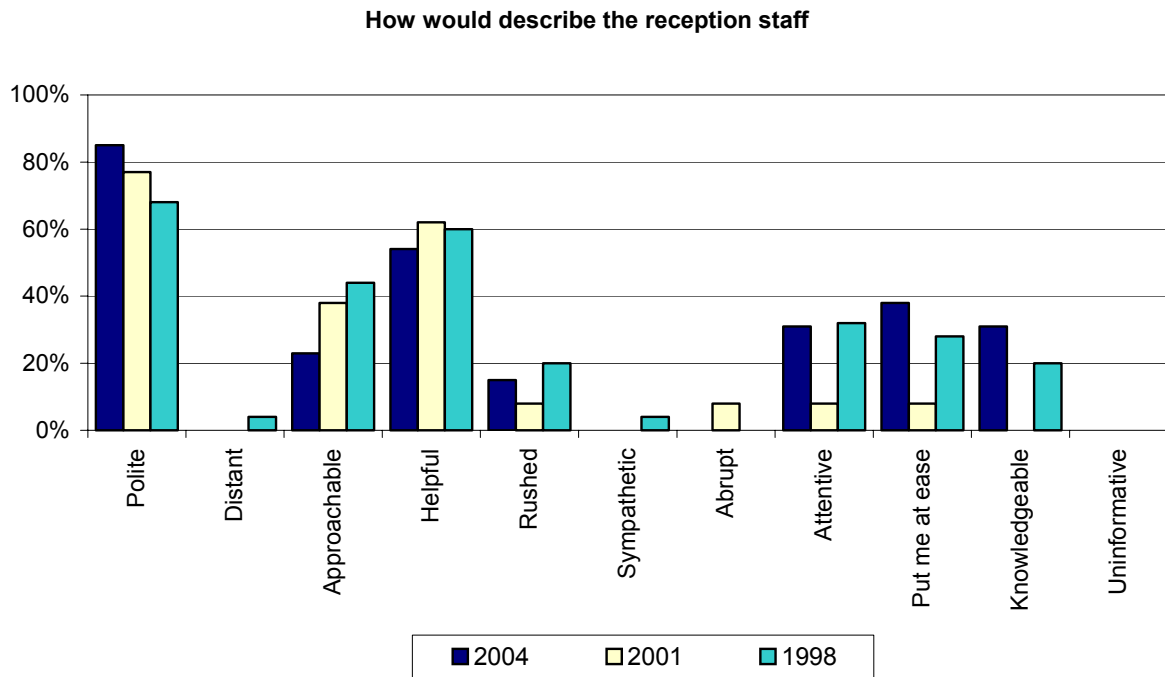
Respondents were then asked when they arrived at the office how quickly were they seen. The results are illustrated in the table below:

The percentage of respondents who were seen...	2004	2001	1998
Immediately	77%	54%	56%
Within 10 minutes	23%	46%	40%
Between 10 and 20 minutes	0%	0%	4%
Over 20 minutes	0%	0%	0%

The table shows that as with the previous survey all respondents were seen within 10 minutes.

Reception Staff

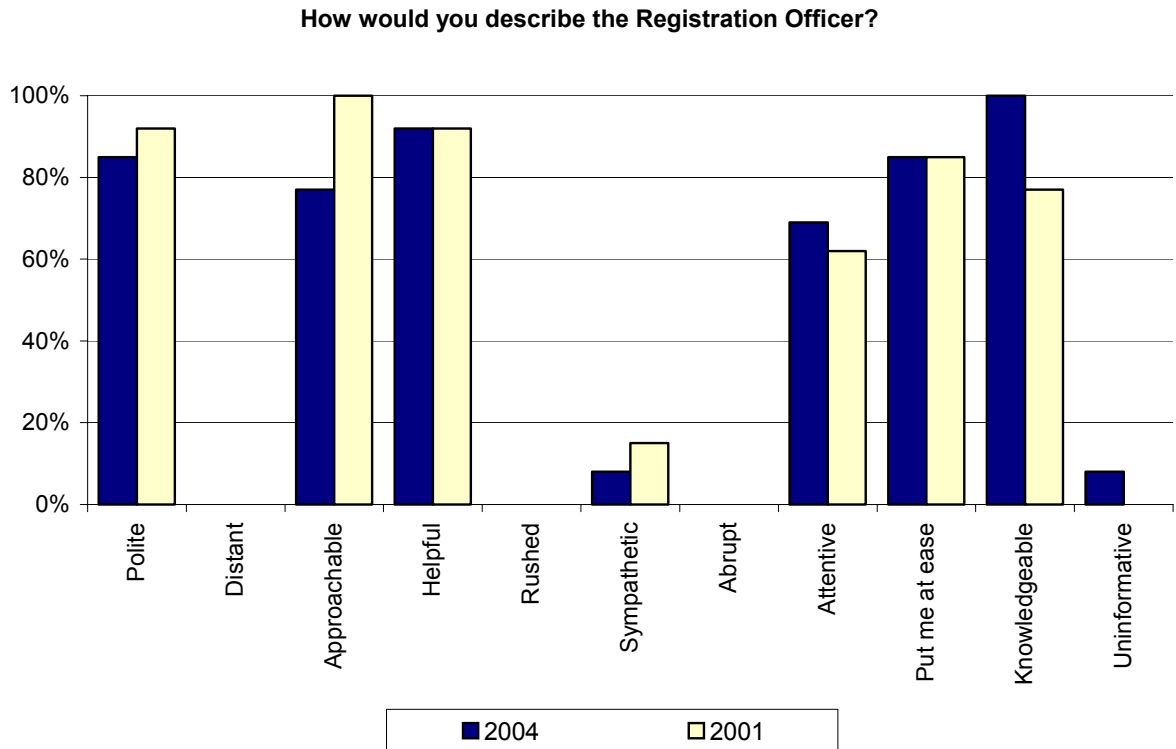
Respondents were asked to describe how the member of staff on reception greeted them from a list of given responses. The results are illustrated in the graph below:



As you can see from the graph as with the previous survey reception staff were viewed as being polite and helpful. Only two people gave negative responses, saying the reception staff were rushed, both of these respondents later went on describe their overall impressions of the service they received as excellent.

Registration Staff

Respondents were asked to describe the Registration Officer they saw using the same given list of responses. The results are shown in the graph below:



As you can see from the graph Registration officers were viewed as being knowledgeable, put me at ease, helpful, polite, approachable and attentive (as with the previous survey). Only one respondent described the registrar as being uninformative but they also described the registrar as being knowledgeable, put me at ease, helpful, polite, approachable and attentive.

As with the previous surveys all respondents thought the Registration Officer clearly explained the process of registering the marriage and all respondents continued to feel comfortable about asking questions.

Decoration

Initial Impressions

31% of respondents thought their initial impression of the decoration of the office when they arrived was excellent, 62% thought it was satisfactory and 8% thought it was poor. This shows an improvement on the previous survey where less than half (46%) of respondents thought the decoration was excellent or satisfactory and almost a quarter (23%) described it as poor.

Respondents were asked to rate various aspects of the waiting area, toilets and Registrar's Office on a scale of excellent to poor. The tables below set out the results for each area. The figures in brackets show the corresponding results from the 2001 survey.

The Waiting Area

	Excellent	Satisfactory	Neither	Un-satisfactory	Poor
Comfort	23% (0%)	62% (69%)	0% (15%)	8% (0%)	0% (8%)
Privacy	15% (0%)	46% (38%)	23% (15%)	0% (23%)	0% (15%)
Décor	54% (0%)	38% (38%)	0% (23%)	0% (8%)	0% (23%)
Cleanliness	31% (23%)	62% (46%)	0% (23%)	0% (0%)	0% (0%)
Access	38% (31%)	54% (46%)	0% (15%)	0% (0%)	0% (0%)

Figures may not sum to 100% as some respondents stated they did not know or did not reply.

The table shows that:

- No one described the privacy, décor, cleanliness or access of the office as unsatisfactory/poor.
- 85% of respondents described the comfort as excellent or satisfactory (compared to 69% in 2001).
- 61% of respondents described the privacy as excellent or satisfactory (compared to 38% in 2001).
- 92% of respondents described the decor as excellent or satisfactory (compared to 38% in 2001).
- 93% of respondents described the cleanliness as excellent or satisfactory (compared to 69% in 2001).
- 92% of respondents described the access as excellent or satisfactory (compared to 77% in 2001).

The results show that a greater percentage of respondents listed all the areas of the office as either excellent or satisfactory compared to the previous survey. The greatest areas of improvement can be seen in the décor and privacy of the waiting area where a third had previously described it as unsatisfactory or poor.

The toilets

	Excellent	Satisfactory	Neither	Un-satisfactory	Poor
Privacy	8% (0%)	8% (15%)	0% (15%)	0% (0%)	8% (0%)
Décor	8% (0%)	8% (0%)	0% (8%)	0% (0%)	8% (15%)
Cleanliness	8% (0%)	8% (23%)	0% (0%)	0% (0%)	8% (8%)
Access	0% (0%)	0% (15%)	0% (0%)	0% (8%)	23% (0%)

Figures do not sum to 100% as the majority of respondents either did not know/did not reply.

The table shows that:

- 16% of respondents described the privacy as excellent or satisfactory (compared to 15% in 2001).
- 16% of respondents described the décor as excellent or satisfactory (compared to none in 2001).
- 16% of respondents described the cleanliness as excellent or satisfactory (compared to 23% in 2001).
- No respondents described the access as excellent or satisfactory (compared to 15% in 2001).

Of the three respondents that had used the toilets, two described the privacy, décor and cleanliness as excellent or satisfactory and the remaining one thought they were poor. However all three described the access as poor. It is important to realise that as the numbers are very small the results must be treated with caution however it would appear that this survey shows that the décor has improved while the access is now viewed as poor.

The Registrar Office

	Excellent	Satisfactory	Neither	Un-satisfactory	Poor
Comfort	23% (15%)	69% (69%)	0% (15%)	0% (0%)	0% (0%)
Privacy	62% (38%)	23% (62%)	8% (0%)	0% (0%)	0% (0%)
Décor	54% (8%)	38% (54%)	0% (15%)	0% (15%)	0% (8%)
Cleanliness	46% (31%)	46% (69%)	0% (0%)	0% (0%)	0% (0%)
Access	46% (15%)	38% (69%)	8% (8%)	0% (0%)	0% (8%)

Figures may not sum to 100% as some respondents stated they did not know or did not reply.

The table shows that:

- No one described any aspects of the office as unsatisfactory/poor.
- 92% of respondents described the comfort as excellent or satisfactory (compared to 84% in 2001).
- 85% of respondents described the privacy as excellent or satisfactory (compared to 100% in 2001).
- 92% of respondents described the decor as excellent or satisfactory (compared to 62% in 2001).
- 92% of respondents described the cleanliness as excellent or satisfactory (compared to 100% in 2001).
- 84% of respondents described the access as excellent or satisfactory (compared to 84% in 2001).

All respondents who replied thought the comfort, décor and cleanliness in the Registrar’s office was either excellent or satisfactory. Décor saw the greatest improvement from the previous survey as 23% had previously described it as unsatisfactory or poor.

The Function Room

	Excellent	Satisfactory	Neither	Un-satisfactory	Poor
Comfort	23% (0%)	23% (23%)	0% (15%)	0% (0%)	0% (0%)
Privacy	15% (0%)	31% (38%)	0% (0%)	0% (0%)	0% (0%)
Décor	23% (0%)	23% (8%)	0% (8%)	0% (8%)	0% (8%)
Cleanliness	23% (0%)	23% (31%)	0% (8%)	0% (0%)	0% (0%)
Access	15% (0%)	31% (31%)	0% (8%)	0% (0%)	0% (0%)

Figures may not sum to 100% as some respondents stated they did not know or did not reply.

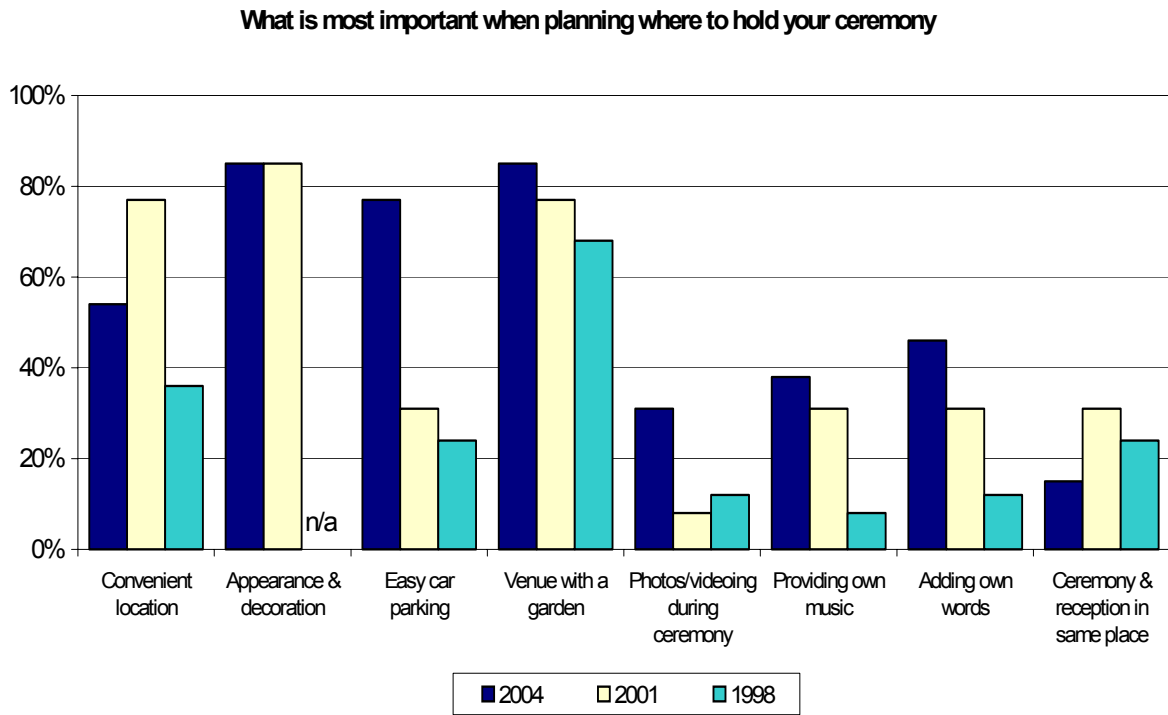
The table shows that:

- No one described any aspects of the function room as unsatisfactory/poor.
- 46% of respondents described the comfort as excellent or satisfactory (compared to 23% in 2001).
- 46% of respondents described the privacy as excellent or satisfactory (compared to 38% in 2001).
- 46% of respondents described the decor as excellent or satisfactory (compared to 8% in 2001).
- 46% of respondents described the cleanliness as excellent or satisfactory (compared to 31% in 2001).
- 46% of respondents described the access as excellent or satisfactory (compared to 31% in 2001).

It would appear that six respondents used the function room (compared to five in the previous survey) and all described the facilities as either excellent or satisfactory. The main improvement can be seen in the décor. Previously this was the only aspect of the function room that was described as being unsatisfactory or poor.

Planning a Ceremony

Respondents were asked to tell us what were the most important things when planning where to hold a wedding ceremony from a list of given responses. The results are shown in the graph below:

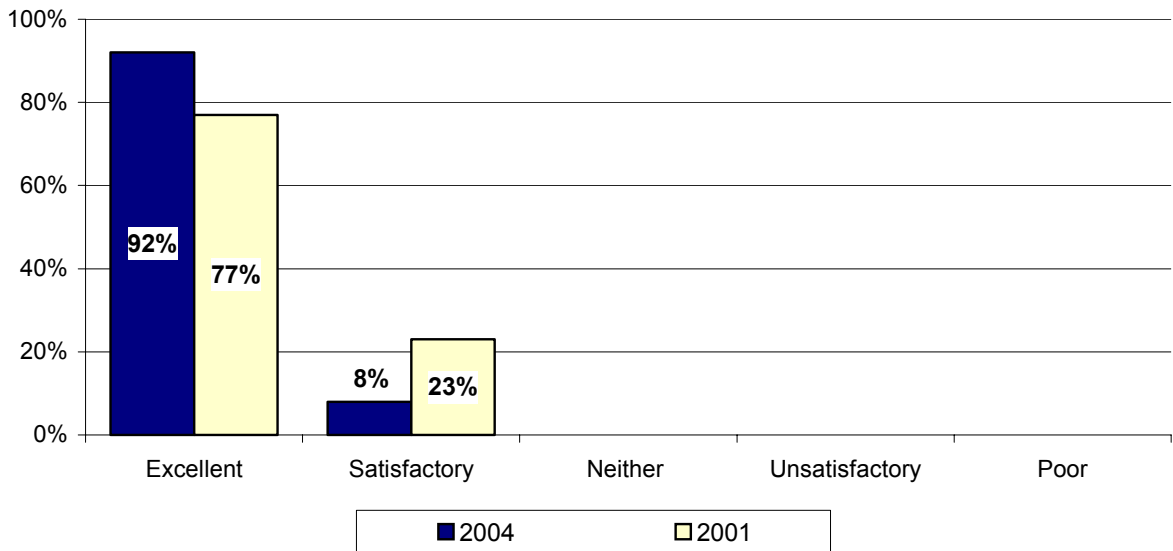


The graph shows that appearance and decoration and a venue with a garden continue to be the most important consideration when planning where to hold a wedding. Easy car parking was also listed as being important by three quarter of respondents compared to an average of 28% in previous surveys.

Overall Impression

Respondents were asked what was the overall impression of the service they received. The results are shown below:

What was your overall impression of the service?



The graph shows that all respondents continued to describe their overall impression as either excellent or satisfactory with all but one person describing it as excellent.

Areas of Improvement

Respondents were then asked what the office could do to provide a better service. A total of three comments were received the details of which are listed below:

- More time between ceremonies.
- More recognition of the service.
- Notice period seem obsolete so process should be quicker.

Conclusion

Respondents continued to be very satisfied with the service they received while registering a marriage with 92% describing their overall impression of the service as excellent or satisfactory. All respondents had made an appointment and all continued to be seen within 10 minutes of arrival. Staff were again viewed as being polite and helpful and all felt the Registrar clearly explained the process of registering the marriage. Facilities in the waiting area, Registrar's office and function room continued to be viewed as excellent or satisfactory. Only three respondents answered questions about the toilets but all thought the access was poor. However it is in the area of décor that the greatest improvement from the previous survey can be seen, particularly in the waiting area and function room where all respondents who replied now thought the décor was excellent or satisfactory.

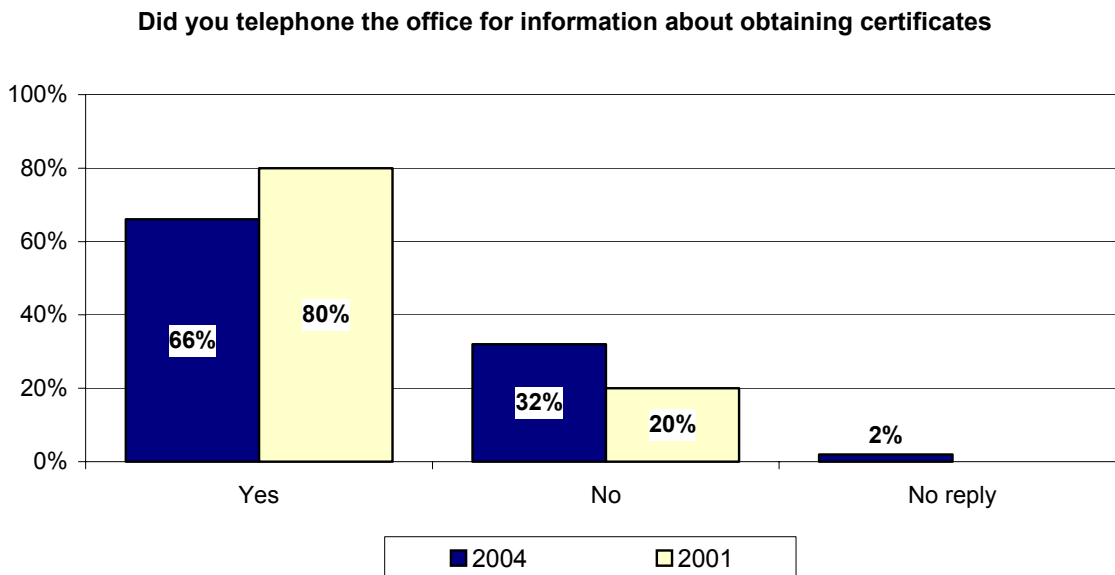
Postal Certificates Survey 2004

Response Rate

A total of 164 questionnaires were posted out to people requesting a copy certificate and 47 completed questionnaires were received, giving us a response rate of 29%.

Initial Contact

Respondents were asked if they telephoned the office for information about obtaining certificates. The results are displayed in the graph below:



Of the 31 respondents who contacted the office by telephone nine of them had problem getting through to the right person (compared to two in the previous survey) and all of them explained what these problems were.

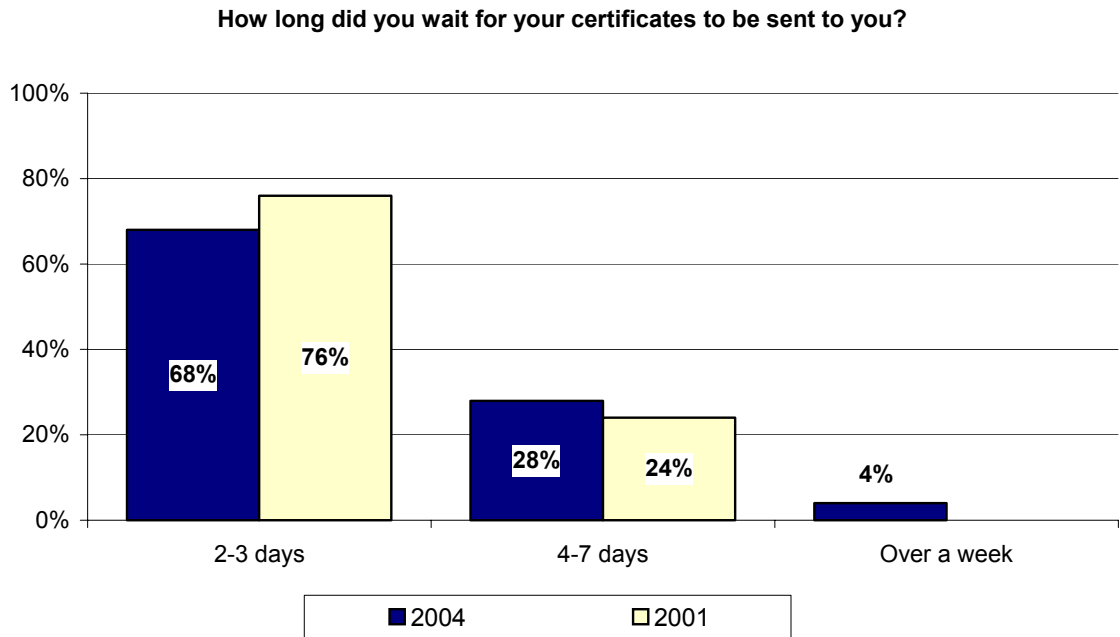
- Four respondents stated that they telephoned their local registry office and were given the wrong number by their local office.
- Two respondents said the number in the Yellow pages or Thomson local was incorrect.
- Two respondents said they could not find the number in the Yellow Pages.
- One respondent thought the number needed updating on a national computer.

As with the last survey one person had a problem getting through to the right person and this person explained that *“left message on your answer phone but nobody responded to the message. Sent an email but nobody responded*

to this either. Used your website in the end to obtain these certificates” Another respondent commented that the website told them they should contact Richmond but their details were sent back to them, however it is not clear which website they looked at.

Certificates

Respondents were asked how long they had to wait for their certificates to be sent to them. The results are illustrated below:

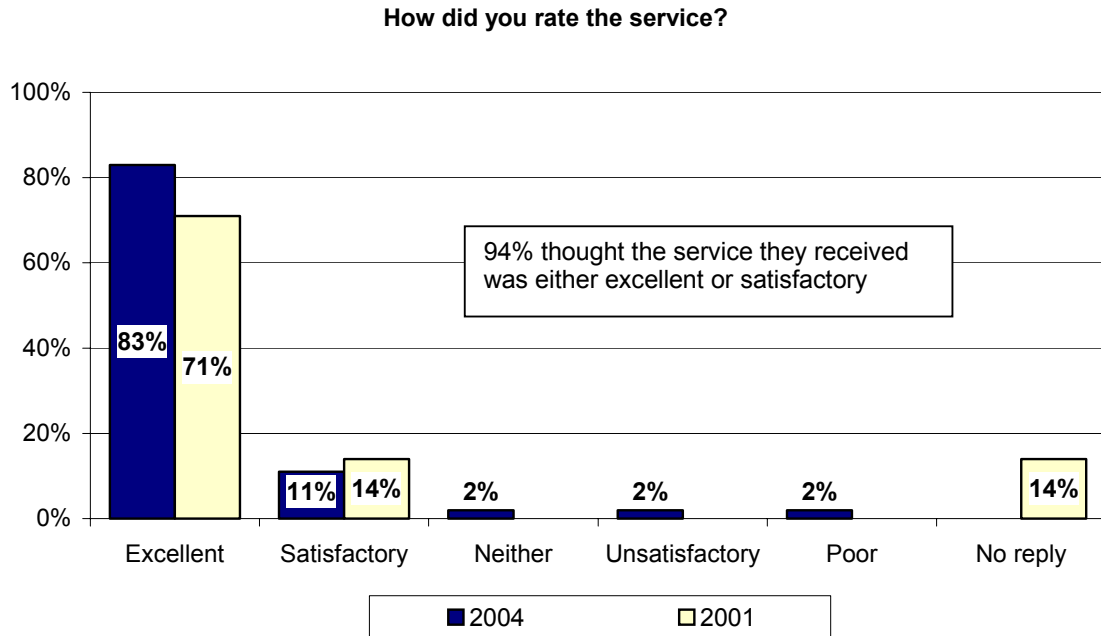


The results show that 96% of certificates were sent within a week and one (4%) waited over a week.

As with the previous survey two thirds of respondents thought that ordering over the telephone and paying by credit card would have been of use to them and third thought it would not have been useful.

Overall Service

Respondents were asked to rate the service they received. The results are displayed below:



The graph shows that 94% of respondents rated the service as excellent or satisfactory, slightly higher than the previous survey (85%). Unfortunately two respondents listed the service as unsatisfactory or poor (one of these respondents had experienced a problem getting through to the office).

Conclusion

Respondents continued to be very satisfied with the service they received while ordering a copy certificate. Almost all certificates were received within a week and as with the previous survey two thirds of respondents thought that paying by credit card would have been of use to them. The only area where respondents were not so positive was about finding the correct telephone number. Nine respondents experienced problems, although four of these stated that their local office gave them the wrong number. However 94% rated the service they received as either excellent or satisfactory.