

## **Shropshire Councils Registration Service**

### Outcome of 2019 /2020 annual customer survey

Shropshire Council are required to undertake a customer satisfaction survey at least annually.

The service is expected to have a numerical measure of customer experience.

Where a Customer Experience measure is in place, we are required to publish the results and details of sample sizes, return rates and survey dates. We are also interested in capturing Customer views on relevant aspects of service.

The 2019/2020 survey was carried out over a 2 month period between 11<sup>th</sup> November and 11<sup>th</sup> January.

The numbers of surveys sent out and return rates are as follows:

Type of survey	Number sent out	Number returned	Response Rate
Registration Service Appointments	424	124	29%
Ceremonies and Celebrations	353	101	29%
Certificate Applications	267	58	22%
British Citizenship	83	33	40%

As well as the national requirement for the survey to be conducted, it certainly allows service management to identify any areas which can be improved.

The Registration service has a series of national key performance indicators against which performance is measured these are:

95% of certificate applications under standard service arrangements to be dealt with within 7 days of application

95 % of Customer registering a Birth should be offered an appointment within 5 working days of request

95% of Customers registering Death or Still birth should be offered an appointment within 2 working days of request

95% of Customers wishing to give notice of marriage or civil partnership to be offered an appointment within 10 days of request

Where an appointment system is in place

all customers are seen within 10 minutes of their appointment time

This does not apply to those customers that attend late

Our performance against the national key performance indicators is shown below:

**Certificate applications:**

100% of customers who responded to our Survey – KPI 95%

**Availability of Appointments:**

In the response group the following was shown:

100% of Birth customers were offered an appointment within 5 days of request – KPI- 95%

79% of Death customers were offered an appointment within 2 working days of request – KPI 95%

100% of Notice customers were offered an appointment within 10 working days of request – KPI – 95%

The above figures are supported by our weekly appointment availability monitoring which shows that appointments were available within the specified time frame across the area covered by Shropshire Council.

The shortfall in the numbers of Death customers who were offered an appointment within the national target time can be put down to the understandable reluctance of families to travel further than their closest registration service point, which may be a part time office. This hypothesis is supported further by the results of the survey - customers were asked whether they were offered the appointment at their office of choice on the date and at the time of choice – 79% of death customers were and 21% were not

**Appointment times**

**Of the respondents to the survey 94% if customers said that they were seen within 10 minutes of their appointment time the KPI for this is 100%**

**In terms of overall customer satisfaction rate we arrive at this by amalgamating the results of all questions in all surveys relating to satisfaction measures and averaging out the result.**

**Certificate Application Survey – Customer Satisfaction Rate: 100% (customers very satisfied or satisfied)**

**Registration Service Appointment Survey – Customer Satisfaction rate – 98% (customers satisfied or very satisfied)**

**Ceremonies and Celebrations Survey – Customer Satisfaction rate -99%(customers very satisfied or satisfied)**

**British Citizenship Ceremonies Customer Survey -Customer Satisfaction Rate 100%**

**Our overall satisfaction rate is based on an amalgam of the overall results – 99%**

**Issues raised within the survey are few but the most common one related to provision of parking spaces for customers at our Shrewsbury office.**

**Customer parking is provided right outside the office door and is marked by signage we will continue to look at how we can make this more visible.**