

Registration Service Standards

Our objective is simple, it is to provide our customers with excellent services every time.

Customer care is high priority, our aim is to provide an efficient service for the public.

Our Standards of Service are set by the Registrar General's Good Practice Guide. We aim, at a minimum to:

Register 98% of births within 42 days of the event

Register 95% of deaths within 5 days of the event

Offer appointments to 90% of our clients for:

- births within 3 working days
- deaths within 2 working days and
- civil marriage and civil partnership notices within 5 working days

See 90% of our clients within 10 minutes of their pre-booked appointment time

Deal with 95% of our copy certificate requests within 5 working days of receiving them

Score 90% or more satisfaction rating from our clients

Complaints about our service will be less than 0.5% of all registration events.

How did we do it?

During 2010/2011 we registered:

5416 births

4264 deaths

2198 marriages

57 civil partnerships

and produced 7771 copy certificates of birth, death, marriage and civil partnership.

507 new British Citizens had their citizenship ceremonies with us in Warwickshire.

Our average standard of customer satisfaction (measured on a scale of 1-5) was that 97% of clients who returned a survey assessed the service as good-excellent.

Good Practice Guide Standards

99% of births were registered within 42 days

89% of deaths were registered within 5 days

We were able to offer 100% of birth and death appointments, and 100% of clients seeking marriage or civil partnership appointments within the timescales set

96% of clients were seen within 10 minutes of their appointment time

100% of copy certificate requests were dealt with within 5 days of receipt

We received 4 complaints from clients during the year, which represents less than 0.5% of the events registered.

What you said about us

Births

“Good quick service, Registrar was very helpful. Receipt for birth certificate would be appreciated”

“I was amazed no form of ID needed from person registering birth. I could have been anyone!”

This is a comment we sometimes get from new parents. Notification of the birth of babies is given to the Registration Service by the Health Authority, so there is no need to produce identification or proof of the birth. However, as with the registration of all statutory events, it is a criminal offence to lie to give false information to the Registrar.

“Very friendly - could not improve. Very accommodating and allowed to breastfeed in private”

Deaths

“I could not have wished for greater kindness. Thank you - perhaps a separate area for registration of death as for most it is an emotional time”

Unfortunately none of the Register Offices in the County has sufficient space for a separate waiting room for bereaved families. This comment was written by a client who had visited our Leamington office.

“The registrar with her charm and easy manner made what was for me, a difficult time more bearable. A superb service, many thanks”

Civil Funerals

“On behalf of all the family I thank you for your support and guidance with regards to my mother’s funeral last week”

“Thank you for the service, everybody there enjoyed it, as much as that is possible in the circumstances”

Citizenship Ceremonies and Nationality Checking service

“Thank you so much for all your help I can’t tell you how much I appreciate what you did for me – it’s the best service in the world!”

“Thank you for all your help with our friend’s citizenship ceremony. We are so grateful to you for letting us take part. It was everything she had hoped for and more”

“Thanks for all your prompt replies and helpful advice with the Nationality Checking Service”

Marriages and Civil Partnerships

“Thank you for making our wedding ceremony and the start of our marriage so special”

“Thank you for a wonderful day, it was very relaxed and friendly”

“Thank you for conducting our ceremony. It was lovely and I know our guests were touched by the words”

Copy Certificates

“I know where to come for good service. You were wonderful with my research project!”