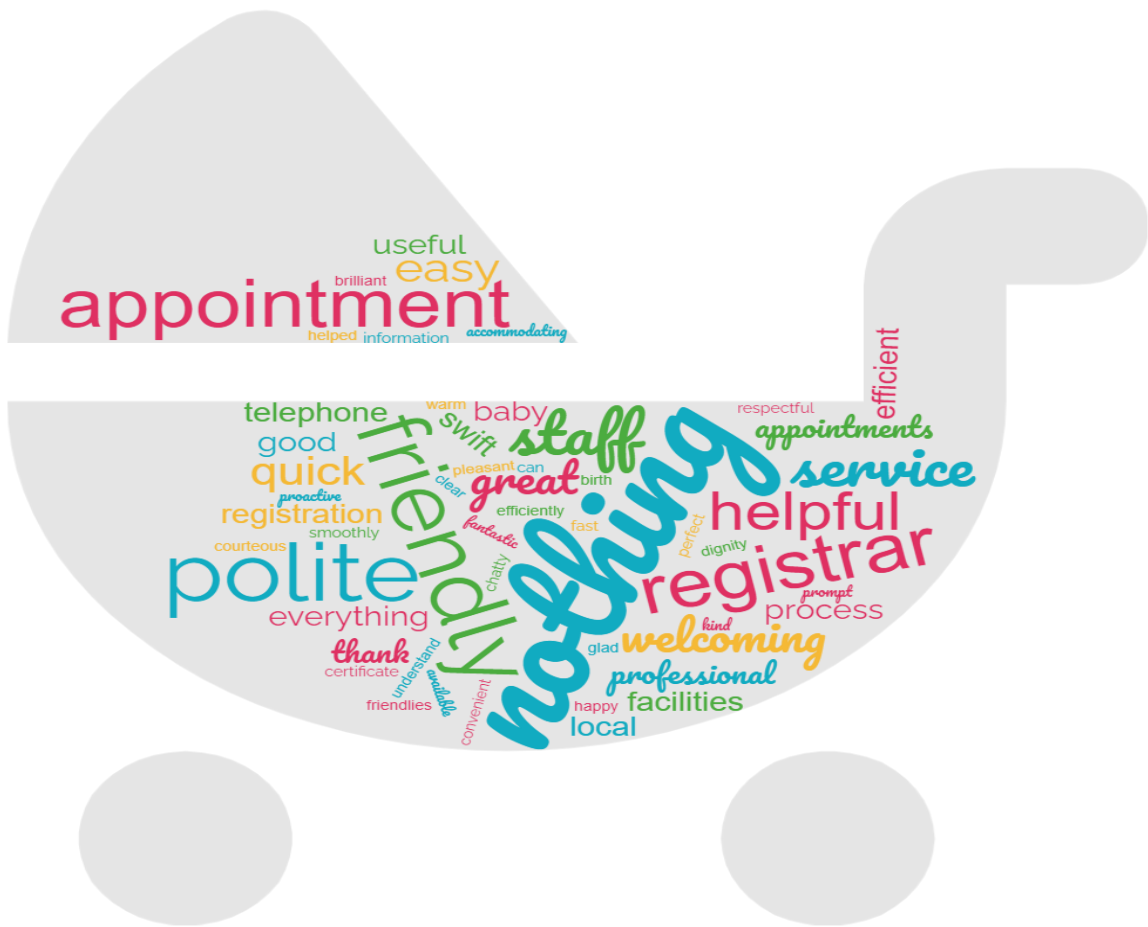


# Registration & Celebratory Service - Customer Feedback 2023-2024 Birth Appointments



**What people said about us! - there were many positive comments received -**

**Thank you all - you made our day!!**

# Registration Service Appointments

## Births

During the 2023-2024 period we distributed 618 customer feedback requests and of those we received 48 (a disappointing 8%) replies.

### **Where did our Birth respondents attend their appointments**

50% of respondents visited the Shrewsbury Office

23% of respondents visited the Oswestry Office

10% of respondents visited the Market Drayton Office

6% of respondents visited the Ludlow Office

11% visiting Bridgnorth/Whitchurch, /Wem or Bishops Castle

## Getting an appointment

80% of respondents had all been provided within information about costs and document in advance

92% of birth informants made their appointments over the telephone

56% of birth informants said that they were able to get an appointment either on the same day or within 5 working days

of those who waited longer than 5 days for their appointment, 100% of these answered that it was their choice.

96% of respondents answered that they were seen within 10 minutes of their appointment time

2 respondents did not make an appointment of these 1 was seen straight away and the other was seen within 30 minutes of arrival

## Birth Appointments– Customer Satisfaction

100% of Customers registering births who had telephoned to make an appointment were happy with the courtesy they had received on the phone

98% of Customers who registered a birth were happy with the opening hours

100% if Customers who registered a birth were happy with the service they received from the registrar

100% of customers felt that they had been treated with courtesy and respect.

96% of birth informants said that they were happy with the facilities of the offices which they had visited

Some of the issues identified from the feedback are reproduced below in line with our commitment to be open and transparent, honest answers are provided by the service

<b>Issue Raised</b>	<b>Service Response</b>
Ideally Telford need more appointments as most north shrop babies are born there.	Unfortunately, this is not within our control. Telford Registrars are separate from Shropshire's.
<b>Issue Raised</b>	<b>Service Response</b>

<p>Just lacking in appointments in Whitchurch and Telford. Birth certificate was needed quickly &amp; no fast tracking option available.</p>	<p>Unfortunately, Shropshire Registration Service does not have any influence over Telford Registrars in relation to appointment provision or certificate provision</p> <p>Apologies if you were unable to get an appointment in the Whitchurch office.</p>
<p><b>Issue Raised</b></p>	<p><b>Service Response</b></p>
<p>Office could be bigger?</p>	<p>Yes, it could be, we are hopeful that one day we will be able to improve facilities</p>
<p><b>Issue Raised</b></p>	<p><b>Service Response</b></p>
<p>Potentially a confirmation email afterwards with a link for how to buy the birth certificate for those like us who were declaring a birth someone other than where the baby was born</p>	<p>Unfortunately, it would be the registrars for the area in which the baby was born who would provide that facility</p>
<p><b>Issue Raised</b></p>	<p><b>Service Response</b></p>
<p>Waiting area at Ludlow inadequate</p>	<p>We agree and are hopeful for better facilities in the future.</p>
<p><b>Issue Raised</b></p>	<p><b>Service Response</b></p>
<p>We should have registered my son's birth at Telford but was impossible to get an appointment within the allocated 6 week window. We had to make a declaration at Shrewsbury then wait a week before ordering a certificate and then another month before</p>	<p>Unfortunately, we cannot influence how other registration services work.</p>

<p>receiving his certificate. So some way of keeping up with demand needs allocating.</p>	
<p>Would be good if birth certificates were issued at Shrewsbury but postal service from Telford was very quick</p>	<p>Unfortunately, this is not legally possible at present</p>
<p>The building could be more bright and welcoming it looked rather dated and derelict</p>	<p>Yes, we agree and are hopeful for better facilities one day.</p>