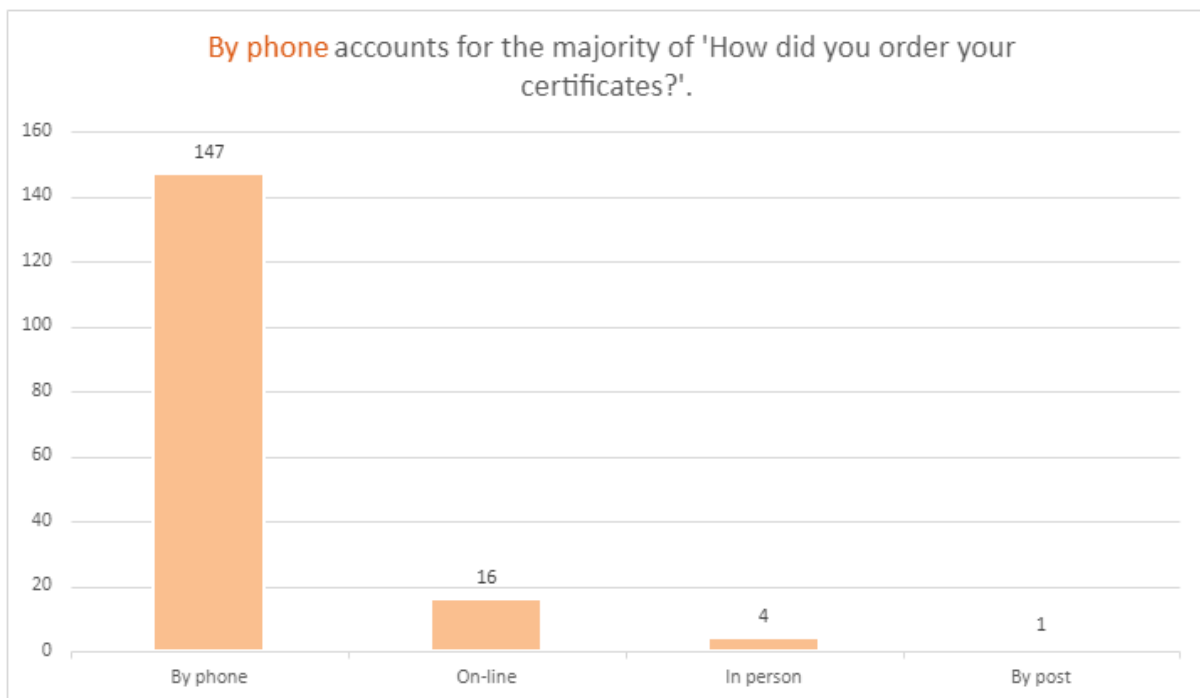


Any certificates which are requested after the point of registration are referred to as “historical”, whilst those issued at the time of registration are referred to as “present day”.

Over the last 12 months 821 customer surveys have been sent to customers. From this we have received 168 (20%) responses.

Headline findings:

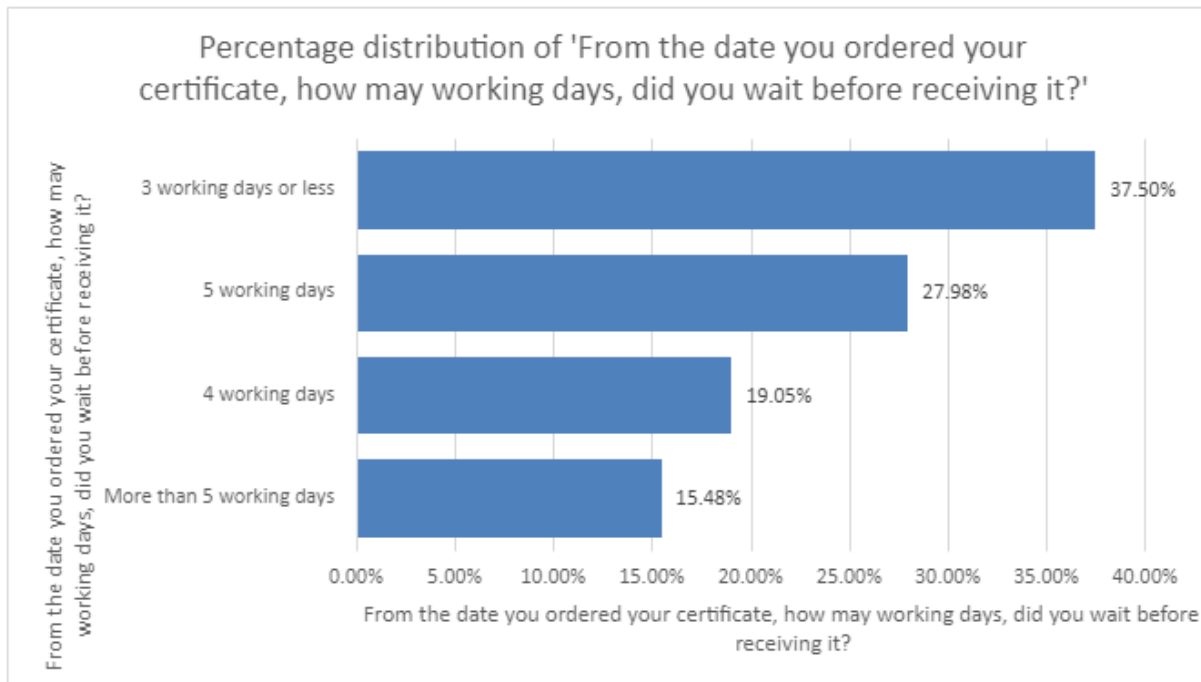
88% applied for their certificate over the telephone



Only 24% of applications were for genealogy/family history purposes.

From the chart below, 85% of customers received their certificates within 5 working days of application.

The National standard is 95% of certificates should be produced within 15 days of application. From our own records we can see that 100% of applications were produced within 15 days of application.



96% of respondents were very satisfied or satisfied with the speed of the service they received.

97% of respondents were very satisfied or satisfied with the reproduction of the certificate.

93% of respondents were very satisfied or satisfied with the method by which they placed their order

95% of those customers who spoke to a member of council staff about their order were very satisfied or satisfied with the interaction.

As with all our other feedback, it is lovely to receive compliments, but it is essential to be able to find the areas or experiences which were not so positive. In line with our commitment to

be open and transparent with our customers, below are the negative issues which have been raised and each are accompanied by an honest service response.

Issue Raised	Service Response
<p>Waiting on hold for an inordinate length of time. Most other authorities simply have an online ordering service, whereas Shropshire it's telephone only. Seems the wait time for your customers could be reduced, and the telephone lines opened up significantly, if you just incorporated an online ordering service for copy certificates.</p>	<p>We absolutely agree. We did have an online facility which was removed during the pandemic and could not be reinstated. We are delighted that we have been able to procure a new software system which will reinstate this option later this year (2024)</p> <p>This comment was made multiple times and we have not published all of them which made the same point</p>
Issue Raised	Service Response
<p>Possibly you could advertise the fact that an appointment is necessary. I stood outside the locked door in the rain and strong winds on my mobile phone because I didn't know and just turned up.</p>	<p>Not sure about the circumstances around this comment. Usually, we post out all certificates or arrange for them to be collected in a specific time slot .</p>
Issue Raised	Service Response
<p>I requested 3 certificates for different family members. Two of the three received were correct, however the third was for somebody totally unrelated to my request.</p>	<p>Telephone calls are answered within the Councils Customer Service Centre, which is</p>

<p>Having attempted to contact your office by phone & waiting more than 15 minutes without answer, I sent an email. This got a response & a resolution within an hour. My concern is whether this incorrect certificate has breached GDPR guidance.</p>	<p>the way most people who want to phone in access the Council.</p> <p>Emails come direct to the service which means we can respond quickly.</p> <p>Apologies for the oversight with the certificate and am glad that we were able to sort it out quickly for you.</p> <p>Had there been any GDPR issues these would have been dealt with internally.</p>
<p>Issue Raised</p>	<p>Service Response</p>
<p>Don't charge for delivery of certificates.</p>	<p>There is a very small administrative and postage charge made in order that costs can be recovered.</p>
<p>Issue Raised</p>	<p>Service Response</p>
<p>We expected to pay £24 for the next day pick-up so we're surprised to be charged £35, I presume the £24 was the service charge on top of certificate purchase price. This should be made clearer on the website</p>	<p>Sorry if the website was not clear, the cost of the certificate is clearly stated and the postage options are provided separately.</p>
<p>Issue Raised</p>	<p>Service Response</p>

<p>Make it clear to the public, that Certificates can be purchased this way. I couldn't find anywhere on your website or, on any Search Engines this information. I called the Council on spec, to establish where a copy could be obtained. Only then, I found that one can purchase a copy from the local authority.</p>	<p>Our website contains information about how to apply for a certificate, clearly this information could have been made easier to find. We are replacing our webpages this year and hope to make it more transparent.</p>
<p>Issue Raised</p>	<p>Service Response</p>
<p>My request was for a birth certificate for my dad who recently died. The chap I spoke to had no sense of humour at all. he was very stiff I thought. Yes respect is required but some humour for some of us is also required</p>	<p>Difficult to provide an adequate response other than we appreciate that you would have welcomed a more light-hearted approach, it is difficult to pick up cues over the telephone, I'm sure that the advisor was trying to be respectful and has simply misjudged the situation</p>
<p>Issue Raised</p>	<p>Service Response</p>
<p>Hard to phone during your opening hours as I work.</p>	<p>Understood, this ties in with the need for an online ordering facility</p>
<p>Issue Raised</p>	<p>Service Response</p>
<p>I was very unhappy with the system in place, whereas in the past you could just turn up at the registry office and get a copy of a birth certificate at short notice for a small contribution, you now have to do it on line with</p>	<p>It has been a very long time since it was possible to turn up in a registrar's office and order a certificate and get it at short notice – in fact, this changed in either 2004 or 2005.</p>

a minimum of 2 weeks to wait, and no guarantee of delivery , or as if by miracle you triple the price you pay and can get it the next working day! It just looks like blatant profiteering

It had to change as the officers were not able to deal with truly urgent issues such as death registration because they were having to search for and produce certificates, whilst people waited, this was not a good service for those people.

A certificate fee is a statutory charge laid down by the government and the prioritisation option is also a statutory fee. This prevents people insisting that their request is more urgent than someone else's request which happened frequently prior to the introduction of a prioritisation fee.

It is not profiteering it is simply diverting resources from their usual routine to deal specifically with a truly urgent request. If it is urgent then the fee is inconvenient but necessary if it isn't urgent then people will wait the few days, it takes to have their request dealt with.

Very rarely does the service take more than 5 days to produce a certificate but the statutory requirement is within 15 days.

Issue Raised	Service Response
<p>I was told it could take 3 weeks which is a really long wait especially if you need it quickly and you can't afford to pay £30. However, we received it within 7-10 days which was excellent. This should really be the norm.</p>	<p>Thank you, this really is the norm, however the information you were provided with relates to the national standard which we work hard to surpass.</p>
Issue Raised	Service Response
<p>to be charged £12.50 for a piece of paper is too high. I was told the postage cost would be £1.50 yet it was actually half this as shown in the franking, and no way is an envelope 75 pence. This data should be stored in a central register, this is money making just for fun.</p>	<p>Fees are statutory. The piece of paper required is important and is produced from a protected historical document which is the legal record. There is no central register unless you apply to the General Register Office, which takes longer.</p> <p>A small fee is charged to cover the administration and postage costs.</p> <p>It is not money making, the government have set the fees to represent the cost of production of the certificate and the cost of storage of the original registers, local authorities have no discretion</p> <p>There were other comments about price which we have not reproduced</p>
Issue Raised	Service Response

<p>Although I ordered the certificate via phone, I had to go in person to the register office in Shrewsbury 10 miles away in order to have it in my hands the following day-which was not particularly convenient</p>	<p>Not sure what the issue is here. If the certificate were provided to the customer under priority service, it could have been posted out by next day by 1pm for the same cost. It must have been a personal choice to collect the certificate.</p>
<p>Issue Raised</p>	<p>Service Response</p>
<p>The woman who I spoke to when ordering the certificate was quite rude and abrupt. Didn't really explain and said I need XYZ to be able to pick it up from shire hall. When taking this it was just handed over no questions asked (which was a pain to get organised) she also didn't tell us that it needs to be picked up the next working day when ordering when I was placing the order. Said I couldn't do xyz again. I had to use my own bank card to order, even though it wasn't for me it was for my mum. She wanted to use her bank card to pay for her certificate, with her permission. Overall just no customer service at all if I'm honest. Wasn't very helpful at all.</p>	<p>Do not fully understand the issue, here. Payment card industry regulations prevent the use of someone else's card unless they are there to provide their permission which could not have been the case. This is to prevent fraudulent use of cards.</p>
<p>Issue Raised</p>	<p>Service Response</p>

<p>Quicker delivery time, I know the proper search as to take place but maybe offer a quicker postage option once the certificate is ready</p>	<p>There is a quicker postage option in the priority service.</p>
<p>Issue Raised</p>	<p>Service Response</p>
<p>Allow people to order certificates when they attend in person to your offices</p>	<p>They can! They can order but it will not be produced whilst they wait. Personal callers without appointments are not encouraged as there are other options available. It is important that our staff team prioritise the registration of births marriages and deaths over face-to-face orders for certificates.</p>
<p>Issue Raised</p>	<p>Service Response</p>
<p>Give the info over the phone for free, it was a simple request . I shouldn't have to pay for a single detail you already have on your system.</p>	<p>Nothing is on any system. The law prevents a registrar from giving information from any register unless it is in certificate form. Registrars are allowed to verify information which is provided to them – for example if someone has a date of birth and wants the record checked to see if it is correct, we can do this.</p> <p>The fees are statutory, and the information is protected in the way it is described above.</p>

	It must be taken from the legal record which is a paper register currently.
Issue Raised	Service Response
<p>provide a service designed around the customer not the council staff. If you were a private company that attitude would see you go bankrupt very quickly. You only get away with it because there is no other option.</p>	<p>Sorry you feel like that. I believe the certificate in question was wanted for a house sale, so it could have been ordered in good time? In future customers should be aware that certificates can also be ordered direct from the General Register Office in Southport, though the prioritisation fee is the same, but turnaround time is not so quick and there is no option for collection in person. Given that the fees are so small, we agree that bankruptcy would certainly be on the horizon if the service were delivered by a private company.</p>