

Registration Service

Customer Satisfaction Survey

2003

Research study for
Registration Service Modernisation Project Team

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Executive Summary

The Registration Service in Lancashire has set up a Modernisation Project Team to drive the development of the Service. The team has commissioned a research study of service users to assess their current satisfaction with the service and gain a view on the possible developments that the project team is considering.

A questionnaire was sent out to almost 4,400 service users. 1,564 were returned giving a response rate of 36%. Overall the Registration has a high level of user satisfaction. Across all the main service aspects the ratings are again very positive, and looking at individual experiences during the visit reveals in the main that the majority of customers are satisfied.

The survey tested respondents views on a number of changes that the Modernisation Project Team are considering. The results were again favourable, but there were differences in degree of agreement to some of the proposals.

The main recommendations from the survey are:

- The opening hours of the offices should be extended to include evening opening and Saturday morning
- Improve the parking facilities at some of the offices
- Ensure appointment times are adhered to whenever possible
- Allow customers to register their event at any Register Office within Lancashire
- Out stations should be placed in the majority of offices, particularly targeted at birth registration
- The quality of meeting rooms at some offices should be improved
- Review the information and communications given to customers and ensure they meet customers' needs
- Make sure the benefits of the single contact point for the Registration is clearly communicated and it improves the overall ability of customers to contact the Service
- Review staff training to ensure all staff are customer centric in their contacts
- Conduct subsequent research once all changes to the Registration Service have been made to assess the impact of the changes
- Consider the introduction of some form of regular customer feedback mechanism or promote any existing scheme
- Publicise the positive results of this research to both staff and customers and what is happening as a result.

Introduction

The principal functions of the Registration Service are:

- To establish a permanent legal record of every birth, marriage and death and to provide documentary evidence of these events;
- To authorise civil and non-conformist marriage and conduct civil marriage ceremonies;
- To furnish the Registrar General and Local Authorities with regular returns of births, marriages and deaths for vital work on population statistics and medical research.

The Registration Service in England and Wales started in July 1837 and is one of the oldest services administered by local authorities. These services are provided or overseen by the General Register Office (GRO) which is part of the Office for National Statistics.

Lancashire Registration Service covers 16 offices across the county. Some of these are open full time (9am to 4.30pm) and others are only part-time, opening selected days and/or selected times. The main offices are situated in Burnley, Chorley, Accrington, Lancaster, Preston, Clitheroe and Ormskirk. There are also satellite offices located in Kirkham, Preesall, Barnoldswick, Garstang, Nelson, Rawtenstall, Fleetwood, Lytham and Morecambe.

The Lancashire Registration Service has set up a Modernisation Project Team to improve the Service, aiming to use best practice models and customer research to shape the department for the future. This report outlines the methodology, results, and subsequent conclusions and recommendations following the research that has been undertaken. It seeks to inform and advise the Registration Service on the views of current customers and feelings about potential service developments that could be implemented. This will then feed into the decision making process to improve the Registration Service.

Research Objectives

The questionnaire aims to provide data to the Registration Service on the key issues the modernisation project team are considering. These were:

- The satisfaction with the current service received by users and particular aspects of the experience
- How respondents would prefer to contact the Registration Service in the future, which office they would use out of preference in Lancashire and the times they would prefer to visit
- The likelihood of respondents using the service if it were available in their local hospital for the registration of births or deaths
- Any comment users had on improvements that could be made to the Service

- Relate the above findings to the office most recently used and the type of registration to ascertain any significant differences in either of these two variables.

The results of the research will then be used to feed into the Registration Service modernisation process. This divides into two main considerations. Firstly, how the current service can be improved i.e. user satisfaction with the current levels of service given. And secondly, the views of users on the service developments being considered by the project team.

A copy of the covering letter can be found in Appendix 1 and a copy of the questionnaire is included in Appendix 2.

Methodology

The Registration Service Customer Satisfaction Survey was a self-completion postal survey. It was mailed out to 4,373 previous users of the service, who had visited the office to either register a birth, marriage or death. The sample size of each office was broadly pro rata to the number of each type of registration performed.

Names and addresses were sourced from the GRO system for each Register Office. The time period from which the sample was drawn varied depending upon the throughput of each office and ranged from 1 to 12 months. All child deaths i.e. those aged 16 and under, and any combined child birth and death registrations were removed from the sample. All data were formatted, cleaned and de-duplicated as necessary.

The questionnaire was sent to the sample on the 6 August with respondents given until 22 August to complete and return it i.e. just over two weeks of fieldwork. No respondent incentive was used for completion. Overall 1,564 service users responded to the questionnaire, a response rate of 36%.

Response by Office

The table below shows the number of questionnaires sent out to users of each office with the absolute and percentage response rates for each.

Response by office			
	Quantity sent	Quantity returned	Response %
Accrington	354	117	33
Barnoldswick	0	11	-
Burnley	321	93	29
Chorley	257	113	44
Clitheroe	185	88	48
Fleetwood	215	101	47
Garstang	118	23	19
Kirkham	22	8	36
Lancaster	554	201	36
Lytham	278	141	51
Morecambe	118	28	24
Nelson	273	40	15
Ormskirk	331	116	35
Preesall	64	34	53
Preston	1028	312	30
Rawtenstall	255	124	49
None given		14	-
TOTAL	4373	1564	35.8

There were some low responses from Nelson (15%) and Garstang (19%), and this was combined with a low original sample from Garstang of 118 people. Other offices were also affected by having a low sample, which meant that responses were low from Kirkham (8 respondents), Morecambe (28 respondents) and Preesall (34 respondents). Barnoldswick did not have any sample data provided, but 11 people responded saying they had visited the office.

Limitations

The survey only covers customer satisfaction with the Registration Service over a brief period of time so serves as a snapshot. The survey does not take into account those customers who have used the Service to obtain copy certificates, or possibly those who have attended a wedding, as neither were included in the original sample, although some respondents did cite these as their reason for most recent visit. It could be that the sample has visited the Service on more than one occasion and had experiences of the other services provided.

There are issues surrounding the sampling of the smaller offices combined with low response rates for some offices. As there are very low footfalls in some of the offices e.g. Preesall, the sample size used means that the findings for these offices are subject to a high degree of statistical error. Therefore any results should be taken as indicative given the sample size, rather than being statistically valid. Also, to gain even a small sample at these meant that the timeframe of sample visits was up to 12 months. This will have affected overall response from people who were sampled and the ability of respondents to remember in detail their experiences.

The table below shows the sample tolerances that apply to the results in this survey. The table shows the variation possible due to the sample, rather than the entire customer base that responded. Sampling tolerance vary with the size of the sample as well as the percentage results.

Sample tolerances based on sample size				
Number of Respondents	50/50	30/70	10/90	
	+ / -	+ / -	+ / -	
1600	2%	2%	1%	
1400	3%	2%	2%	
1200	3%	3%	2%	
1000	3%	3%	2%	
800	3%	3%	2%	
600	4%	4%	2%	
400	5%	5%	3%	
200	7%	6%	4%	
100	10%	9%	6%	
50	14%	13%	8%	

On a question where 50% of the people in a sample of 1,400 respond with a particular answer, the chance are 95 out of 100 that the answer would not vary by more than 2 percentage points, plus or minus, versus a complete coverage of the entire customer base using the same procedure.

Main Research Findings

This section of the report details the main findings from the survey in questionnaire order. Any additional analysis of the data is included within the section. Following this the conclusions are drawn together, followed by a series of recommendations based upon the findings.

Visiting the Registration Service

All Registration Service offices were represented within the survey. As stated in the limitations, the sampling used or the low response rates has meant that some of the offices have a low number of respondents due to their low number of visitors.

Q1	Which one of the following Register Offices did you visit most recently? PLEASE TICK ONE	% visiting an office
	Accrington	7
	Barnoldswick	1
	Burnley	6
	Chorley	7
	Clitheroe	6
	Fleetwood	6
	Garstang	2
	Kirkham	1
	Lancaster	13
	Lytham	9
	Morecambe	2
	Nelson	3
	Ormskirk	8
	Preesall	2
	Preston	20
	Rawtenstall	8
Base: all respondents (1,564)		

The main reason cited by respondents for visiting the Registration Service was to register a death. Therefore, it analysing these results is should be borne in mind that two thirds of the sample have registered a death with the Registration Service. The actual ratios are 55% visit the Service to register a death, 32% register a birth and 13% give notice of a marriage (excluding additional registry services).

Q2 Why did you visit the Register Office?	
<i>PLEASE TICK ONE</i>	
	% of reason for visit
Register a birth	20
Register a death	67
Give notice of marriage	9
Marriage ceremony	3
Request/obtain copy certificates	1
Other	0

Base: all respondents (1,544)

An analysis of key questions by the respondents' type of registration can be found in Appendix 4.

Rating the service

Respondents were asked to rate the main elements of the personal service they received when visiting the office. Firstly, they were asked to rate the promptness when visiting.

Three quarters of the sample said that the service they received was very good, with a further one in five rating the service as good. Only 5% of respondents felt the service was average or poor. No-one rated promptness as very poor.

Q3 Thinking about the last time you visited, how would you rate the following aspects of the service you received?	
<i>PLEASE TICK ONE FOR EACH OPTION</i>	
	%
Promptness	
Very good	75
Good	19
Average	4
Poor	1
Very poor	0
Don't know	5

Base: all respondents (1,525)

Respondents were then asked to rate the politeness during their visit. Again this rated highly with 84% of the sample considering politeness as very good and 13% rating it as good. Only 3% thought the politeness was average or poor.

Q3 Thinking about the last time you visited, how would you rate the following aspects of the service you received?
PLEASE TICK ONE FOR EACH OPTION

	%
Politeness	
Very good	84
Good	13
Average	2
Poor	1
Very poor	0
Don't know	0

Base: all respondents (1,521)

The next service element was that of helpfulness. This scored similarly to politeness with 83% rating it as very good and 13% rating it as poor. Only 3% though it was average, with no respondent scoring helpfulness lower than this.

Q3 Thinking about the last time you visited, how would you rate the following aspects of the service you received?
PLEASE TICK ONE FOR EACH OPTION

	%
Helpfulness	
Very good	83
Good	13
Average	3
Poor	0
Very poor	0
Don't know	0

Base: all respondents (1,523)

Finally, respondents were asked their view on the knowledge of staff during their visit. Again this was rated highly, with 80% rating it is very good and 16% rating it as good. Only 3% thought this service element was average, and no respondents scored it lower than this.

Q3 Thinking about the last time you visited, how would you rate the following aspects of the service you received?
PLEASE TICK ONE FOR EACH OPTION

	%
Knowledge	
Very good	80
Good	16
Average	3
Poor	0
Very poor	0
Don't know	1

Base: all respondents (1,500)

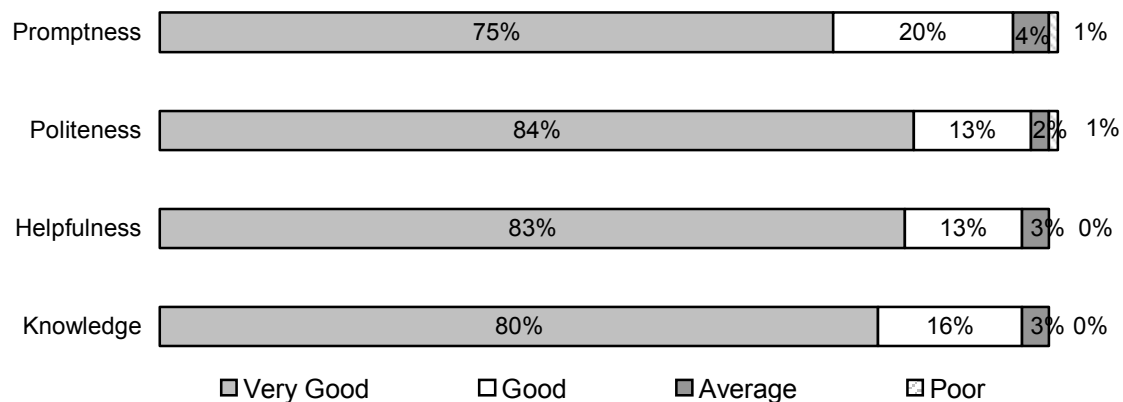
Taking all the above service elements into consideration the following chart shows the net rating for each i.e. the difference between those who rated the service as very good or good and those who rate the service as poor or very poor, and excluding those who rate the service as average.

Q3 Thinking about the last time you visited, how would you rate the following aspects of the service you received?			
<i>PLEASE TICK ONE FOR EACH OPTION</i>			
	Good	Poor	Net rating
	%	%	±%
Promptness	95	1	94
Politeness	97	1	96
Helpfulness	96	1	95
Knowledge	96	1	95

Base: all respondents (1,500)

All aspects of the service score highly and because there are very few respondents who rated any element as poor the net scores remain strong. The service element with the lowest net score is promptness, and this is also the service aspect that has the lowest number of respondents who rate it as very good (75%). This suggests that the promptness of appointments could be improved.

% Ratings for service aspects



Base: all respondents (1,500)

Satisfaction with the service

Overall, users of the Registration Service are satisfied with the service they received. Almost nine out of ten visitors were very satisfied with the service and one in ten was fairly satisfied. Only 2% of respondents were dissatisfied in some way with the service, but this does equate to 22 respondents.

Q4 Overall, how satisfied or dissatisfied are you with the service you received?	
<i>PLEASE TICK ONE</i>	
	%
Very satisfied	88
Fairly satisfied	10
Neither	1
Fairly dissatisfied	1
Very dissatisfied	1

Base: all respondents (1,545)

Once respondents had rated the overall service they were asked to rate a series of different aspects of their visit. The following table ranks each aspect in terms of its overall net satisfaction i.e. the difference between those who are satisfied and those who are dissatisfied.

Q5 Now, thinking about the Registration Service in general, how satisfied or dissatisfied are you with the following aspects?			
<i>PLEASE TICK ONE FOR EACH OPTION</i>			
	Satisfied	Dissatisfied	Net satisfied
	%	%	±%
The information you received	98	1	97
The given appointment time	96	2	94
Ease of contacting	94	3	91
Appointment system	94	4	90
Ease of access to the building	92	4	88
Ease of finding the actual office	91	4	87
The physical condition of the room where you were seen	90	5	85
Opening hours	86	7	79
Parking facilities	56	28	28

Base: all respondents (1,487)

It can be seen that the information received, the appointment time, appointment system and ease of contact all have a high satisfaction score. Having easy access to the building and finding the actual office had a slightly lower satisfaction, as did the condition of the room where respondents were seen. The two elements that caused the least satisfaction were the opening hours and the parking facilities where over a quarter of respondents were dissatisfied.

Therefore, to increase the customers' satisfaction with the Registration Service a number of elements need to be improved. The most significant of

these is the parking facilities available at each office; the ratings should be taken on an office-by-office basis (see Appendix 3). The opening hours are also a cause for concern. This is an issue the Service is already aware of and has been tackled in a later question. Finally, the physical environment of the offices should be considered, again on an office-by-office basis.

Comments on the Registration Service

As with any open ended commentary question, not all respondents have a comment to make. Only 28% of respondents made a comment. Other comments were made which were either specific to one office or were simply reiterating the good service they had received.

The main themes from respondents have been drawn together to highlight the key commentaries made.

Q6	Please tell us how you think the Registration Service could be improved.	Number of respondents
	Longer opening hours	122
	Better parking facilities	110
	Improved room quality	61
	Better sign posting / directions	35
	Easier access into to the building	31
	Easier phone contact / appointments	29
	More professional staff	23
	Register at a different office	23
	Hospital registration	19
	Clearer information	16
	Walk in appointments	11
	More offices	10
	Free certificates / cheaper copies	9
Base: all making a comment (436)		

Developing the Registration Service

Following the questions covering satisfaction with the service, respondents were then asked their view on a number of development issues that the Registration Service is considering as part of the modernisation project team review.

Over three quarters of respondents preferred to first contact their local Register Office, followed by one in eight who would visit their local office in person. Only 5% would prefer to use a single telephone contact point to reach all Lancashire Register Offices and 5% said they were not bothered. Only 1% would contact the Service in the first instance by email. The answers reflect the fact that people would be happy to continue with the current, existing way

they contacted the service as they have not yet used an alternative such as a single contact centre.

Q7 How would you prefer to make first contact with the Registration Service? PLEASE TICK ONE	
	%
Telephone my local Register Office	77
Telephone a single contact point to reach all Lancashire Register Offices	5
Email a single address for all Lancashire Register Offices	1
Visit my local Register Office in person	12
Not bothered	5

Base: all respondents (1,528)

With the advent of the Lancashire County Council contact centre there may be implications in the way customers first contact the Registration Service. Almost 90% of customers would prefer to contact their local office direct. Any changes in the way this was done would need to be communicated effectively to make the transition as seamless as possible.

The Registration Service wanted to assess the demand for out stations to be present in the larger hospitals in the County. Respondents were asked if a Register Office was available in their local hospital for birth or death registry would it be used. Overall, two thirds said they would use this service and one third said they would not.

Q8 If a Register Office was available in your local hospital to register a birth or a death would you be likely to use it? PLEASE TICK ONE	
	%
Yes	68
No	32

Base: all making a comment (1,491)

Looking at the type of registry which the respondent had previously made, 81% of those people who registered a birth would use the service within a hospital versus 62% of those who registered a death who said they would use the service. The result may be due to the possible age of respondents registering these two different events or there could be other, more personal reasons, for this difference.

Respondents were then asked if they were able to use any of the offices in the county, rather than the one closest to the event, which would they be most likely to use. The table below gives the proportion of people who, having used an office, would choose to visit the same office again, even if they could visit any other. It shows that the majority of people would choose to use the same office that they had previously visited.

Q9 If you could use any of the Register Offices in Lancashire, which one of the following offices would you be most likely to use? <i>PLEASE TICK ONE</i>	
	%
Accrington	76
Barnoldswick	9*
Burnley	70
Chorley	88
Clitheroe	93
Fleetwood	95
Garstang	77*
Kirkham	50*
Lancaster	79
Lytham	77
Morecambe	93*
Nelson	87*
Ormskirk	93
Preesall	60*
Preston	86
Rawtenstall	91

Base: all respondents (1,508)
All percentages marked * based on small sample sizes

Care should be exercised when analysing at the percentage scores for the offices indicated above that are based on small sample sizes. These are based on a small number of respondents and are subject to a significant degree of error. It does appear though, that in the main, respondents would choose an office that is the most convenient to their individual situation.

The final question sought to ascertain demand for opening times of the Service. Registry Offices are currently open from 9am to 4.30pm, Monday to Friday. The Service wanted to understand if there was a demand to extend these opening hours during the week, and also consider the possibility of opening on a Saturday.

The table below gives a clear indication that there is a demand to increase the times that the service is available to the public. Respondents were asked to choose up to three times they would be most likely to visit a Registration Office.

Q10 Finally, please indicate when you would be most likely to visit the Registration Service, other than attending a marriage ceremony. PLEASE TICK UP TO THREE TIMES YOU WOULD BE MOST LIKELY TO VISIT THE SERVICE		
		%
Monday - Friday	8am - 12 noon	64
	12 noon - 2pm	37
	2pm - 4.30pm	47
	4.30pm - 8pm	30
Saturday	8am - 12 noon	37
	12 noon - 2pm	16
	2pm - 4.30pm	12
	4.30pm - 8pm	3
Base: all respondents (1,481)		

The most popular time to visit is on a weekday morning, between 8am and 12noon, indicated by almost two thirds of respondents. This is followed by weekday afternoons, between 2pm and 4.30pm, when just under half would visit. The next time slots most likely to be chosen are weekday lunchtimes and Saturday mornings. As many people have said they would visit on a Saturday morning as would visit during weekday lunchtime. It should be considered that there is only one Saturday a week, as opposed to five weekdays. Finally there appears to be a demand for opening after 4.30pm during weekdays as three out of ten respondents have indicated this would be a likely time for them to visit the Service.

Conclusions

The survey results indicated that overall the Registration Service is well regarded by its customers. In the main all service aspects score highly, with most respondents rating the elements as either very or fairly good. There are a limited number of opportunities to improve the service and improve further the levels of satisfaction experienced by users.

Customers of the service visit the offices during times of very different emotions from the very highest to the very lowest. Across all groups the service they receive seems appropriate to their needs within the framework of this questionnaire. It is more the physical, tangible elements of the experience that require an improvement.

The results show a small number of key areas to improve the Service. The main areas to improve the service are:

- the parking facilities for customers
- the opening hours of the office
- the promptness of the appointment times
- the physical environment of the office where customers are seen.

The comment section underlined many of the key issues the Service is considering. This was an unprompted open-ended question. The key themes raised by respondents in order of frequency were:

- longer opening hours
- improved parking
- better room quality
- better sign posting / directions
- staff to be more professional
- register at different offices
- easier access into the building
- hospital registration
- clearer information
- walk in appointments
- more offices
- free certificates / cheaper copies.

Whilst the Registration Service scores highly on the majority of service aspects there are a number of suggestions made to improve the visit. Many of these are approached directly in the questionnaire, but thought should be given to all comments however minor, as they represent the views of customers. Altogether 28% (436) of respondents made some form of comment to improve the service.

The section of the questionnaire dealing with service developments gave insight into the demand for some of the proposed improvements. The results

indicated that there is a definite demand for longer opening hours and that out stations in hospitals would be used. The use of other offices was less clear cut, with most respondents choosing to use the office they previously visited. The method of first contact also indicated that direct contact with the individual office was the users' preference.

The following section prescribes a number of recommendations for the Registration Service as a result of this customer satisfaction survey.

Recommendations

The Registration Service is in a very strong position, with a high level of satisfaction with the services it offers. There are, however, a number of elements that should be considered to further improve the user satisfaction with the Service and add to the overall visit experience. The following recommendations are made as a result of this research:

- The opening hours of the offices should be extended. It is recommended that offices should open later in the evening and they should open on a Saturday morning, as there is customer demand for this change. The issue has been raised in a current low satisfaction rating, the demand for additional opening hours and feedback in the comments.
- Improve the parking facilities at some of the offices, as parking facilities have a lower satisfaction rating than the majority of elements. Not all offices have their own parking facilities, but possibly advice could be offered at the time of making a visit appointment as to where customers should park. The results do vary by office, with Burnley, Ormskirk, Chorley and Accrington as the offices that score particularly low. Each of these should be examined in detail to look at possible solutions. In addition, it is those people who had given a notice of marriage who rate parking as a problem. Again, advice or a map in an information pack could be provided. Any new office builds or relocations should also consider this factor as key part of the site selection criteria.
- Appointment times should be adhered to whenever possible. Slippage time should either be built into the appointment times or, with extended opening hours, the appointment length could be extended.
- Allow customers to register at other Lancashire offices. Whilst most respondents would visit the same office they had previously used, there remains an opportunity to enable people to register an event at any of the Lancashire offices, irrespective of their location.
- Out stations should be put in place in the larger hospitals within the county. The majority of people indicate they would use them, and it may help, in part, to alleviate some of the problems with parking at the current offices experienced by some, but not all customers. Opening times of these out stations should be thought through in the light of the extended times recommended in this report and the specific timing needs of those visiting the hospitals. The timing decisions should probably more focused around the registration of births rather than deaths.

- The quality of the rooms where customers are seen should be improved. This would need to be considered on an office-by-office basis and prioritised accordingly, but it is a factor of which visitors are consciously aware. Again any relocations should consider this factor.
- The information and communication received by customers should be reviewed. It was not evident as an issue within the direct, specific service aspects, but was raised by a number of respondents in the comment section. Relevant to this is ease of finding the office, the directions and sign posting pinpointing the office for visitors.
- Most users prefer to contact their particular office direct, by either telephone or a personal visit. The use of a contact centre as a single telephone connection to the whole service must be well communicated to customers and the benefits and reality reinforced as to why this is an improvement. Out of hours office contact to make appointments would be such a benefit.
- Staff training is needed to improve the customer care skills of staff. Despite not being an issue in the customer service section of the questionnaire, the professionalism of staff was raised as a problem by 23 respondents in the open comment box.
- As there is now a baseline set of results for the service further research should be conducted at a suitable time once all changes to the Service have been implemented. This would enable the impact of any changes to be benchmarked against these results and highlight any further improvement areas.
- The comments received from users imply there is a need to establish an ongoing feedback mechanism for the Registration Service where customers can make their feelings known. If this is already in place it may need to be made more obvious how it operates, or included as part of any information given out following a visit.
- Publicise the results of this survey to both staff and customers. These are a very positive set of results and should be portrayed as such. All recommendations taken forward should be fed back via the media to ensure that Registration Service customers can see how their input has improved the service. It would have the additional benefit of publicising any changes. Feedback should be communicated sooner rather than later.

Appendices

Appendix 1: Covering letter

01772 533994
01772 534402
sandra.culshaw@env.lancscc.gov.uk

Our ref ENV/REG/SC
Date 13 August 2003

Dear Customer,

Registration Service : Customer Satisfaction Survey

We want to offer you the best service we can and would value your views on our Service based upon your recent visit to the Register Office.

We would be grateful if you could spend a few minutes completing the enclosed questionnaire. We will use the results to improve our services. All information you provide is treated in the strictest confidence and will only be used for statistical and research purposes. A pre-paid envelope is provided for your reply, and it would be especially helpful if you could return it before 22 August 2003.

If you wish to speak to someone from the Registration Service, please telephone Sandra Culshaw, Registration Service Manager, on 01772 533994 or email sandra.culshaw@env.lancscc.gov.uk. Alternatively if you wish to speak to someone regarding the survey please contact Mike Walker, Research Manager, on 01772 533445 or email mike.walker@css.lancscc.gov.uk.

Thank you very much for your assistance.

Yours faithfully,

Sandra Culshaw

Sandra Culshaw
Registration Service Manager

Appendix 2: Questionnaire

Registration Service Customer Satisfaction Questionnaire



Please answer all questions following the instructions.

Q1 Which one of the following Register Offices did you visit most recently?
PLEASE TICK ONE

Accrington	<input type="checkbox"/>	1	Garstang	<input type="checkbox"/>	7	Ormskirk	<input type="checkbox"/>	13
Barnoldswick	<input type="checkbox"/>	2	Kirkham	<input type="checkbox"/>	8	Preesall	<input type="checkbox"/>	14
Burnley	<input type="checkbox"/>	3	Lancaster	<input type="checkbox"/>	9	Preston	<input type="checkbox"/>	15
Chorley	<input type="checkbox"/>	4	Lytham	<input type="checkbox"/>	10	Rawtenstall	<input type="checkbox"/>	16
Clitheroe	<input type="checkbox"/>	5	Morecambe	<input type="checkbox"/>	11			
Fleetwood	<input type="checkbox"/>	6	Nelson	<input type="checkbox"/>	12			

Q2 Why did you visit the Register Office?
PLEASE TICK ONE

Register a birth	<input type="checkbox"/>	1	Marriage ceremony	<input type="checkbox"/>	4
Register a death	<input type="checkbox"/>	2	Request/obtain copy certificates	<input type="checkbox"/>	5
Give notice of marriage	<input type="checkbox"/>	3	Other	<input type="text"/>	
			(PLEASE SPECIFY)		6

Q3 Thinking about the last time you visited, how would you rate the following aspects of the service you received? PLEASE TICK ONE FOR EACH OPTION

	Very good (1)	Good (2)	Average (3)	Poor (4)	Very poor (5)	Don't know (6)
Promptness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Politeness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Helpfulness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Knowledge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q4 Overall, how satisfied or dissatisfied are you with the service you received?
PLEASE TICK ONE

Very satisfied (1)	Fairly Satisfied (2)	Neither (3)	Fairly dissatisfied (4)	Very dissatisfied (5)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q5 Now, thinking about the Registration Service in general, how satisfied or dissatisfied are you with the following aspects? PLEASE TICK ONE FOR EACH OPTION

	Very satisfied (1)	Fairly satisfied (2)	Neither (3)	Fairly dissatisfied (4)	Very dissatisfied (5)
Opening hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ease of contacting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Appointment system	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The given appointment time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ease of finding the actual office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parking facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ease of access into the building	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The physical condition of the room where you were seen	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The information you received	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please turn over

Q6 Please tell us how you think the Registration Service could be improved.

Developing our service

Q7 How would you prefer to make first contact with the Registration Service?

PLEASE TICK ONE

- Telephone my local Register Office 1
- Telephone a single contact point to reach all Lancashire Register Offices 2
- Email a single address for all Lancashire Register Offices 3
- Visit my local Register Office in person 4
- Not bothered 5

Q8 If a Register Office was available in your local hospital to register a birth or a death would you be likely to use it? *PLEASE TICK ONE*

- Yes 1 No 2

Q9 If you could use **any** of the Register Offices in Lancashire, which **one** of the following offices would you be **most** likely to use?

PLEASE TICK ONE

- | | | |
|---|---------------------------------------|---|
| Accrington <input type="checkbox"/> 1 | Garstang <input type="checkbox"/> 7 | Ormskirk <input type="checkbox"/> 13 |
| Barnoldswick <input type="checkbox"/> 2 | Kirkham <input type="checkbox"/> 8 | Preesall <input type="checkbox"/> 14 |
| Burnley <input type="checkbox"/> 3 | Lancaster <input type="checkbox"/> 9 | Preston <input type="checkbox"/> 15 |
| Chorley <input type="checkbox"/> 4 | Lytham <input type="checkbox"/> 10 | Rawtenstall <input type="checkbox"/> 16 |
| Clitheroe <input type="checkbox"/> 5 | Morecambe <input type="checkbox"/> 11 | |
| Fleetwood <input type="checkbox"/> 6 | Nelson <input type="checkbox"/> 12 | |

Q10 Finally, please indicate when you would be **most** likely to visit the Registration Service, other than attending a marriage ceremony.

*PLEASE TICK UP TO **THREE** TIMES YOU WOULD BE MOST LIKELY TO VISIT THE SERVICE*

Most likely to visit

- | | Monday-Friday
(1) | Saturday
(2) |
|---------------|--------------------------|--------------------------|
| 8am – 12 noon | <input type="checkbox"/> | <input type="checkbox"/> |
| 12 noon – 2pm | <input type="checkbox"/> | <input type="checkbox"/> |
| 2pm – 4.30pm | <input type="checkbox"/> | <input type="checkbox"/> |
| 4.30pm – 8pm | <input type="checkbox"/> | <input type="checkbox"/> |

Please return your completed questionnaire in the pre-paid envelope by
22 August 2003.

Thank you for your time.

Appendix 3: Analysis by Office

Accrington

Q3 Thinking about the last time you visited, how would you rate the following aspects of the service you received? <i>PLEASE TICK ONE FOR EACH OPTION</i>			
	Good %	Poor %	Net rating ±%
Promptness	94	1	93
Politeness	100	-	100
Helpfulness	100	-	100
Knowledge	99	-	99

Base: all visiting Accrington (112)

Q4 Overall, how satisfied or dissatisfied are you with the service you received? <i>PLEASE TICK ONE</i>	
	%
Very satisfied	93
Fairly satisfied	7
Neither	-
Fairly dissatisfied	-
Very dissatisfied	-

Base: all visiting Accrington (117)

Q5 Now, thinking about the Registration Service in general, how satisfied or dissatisfied are you with the following aspects? <i>PLEASE TICK ONE FOR EACH OPTION</i>			
	Satisfied %	Dissatisfied %	Net satisfied ±%
Opening hours	88	8	80
Ease of contacting	96	1	95
Appointment system	94	5	89
The given appointment time	96	3	93
Ease of finding the actual office	93	4	89
Parking facilities	37	40	-3
Ease of access to the building	96	3	93
The physical condition of the room where you were seen	87	8	79
The information you received	99	1	98

Base: all visiting Accrington (111)

Q10 Finally, please indicate when you would be **most** likely to visit the Registration Service, other than attending a marriage ceremony. PLEASE TICK UP TO **THREE** TIMES YOU WOULD BE MOST LIKELY TO VISIT THE SERVICE

		%
Monday - Friday	8am - 12 noon	58
	12 noon - 2pm	34
	2pm - 4.30pm	44
	4.30pm - 8pm	35
Saturday	8am - 12 noon	36
	12 noon - 2pm	22
	2pm - 4.30pm	11
	4.30pm - 8pm	2

Base: all visiting Accrington (113)

Barnoldswick

Care should be taken with the results for Barnoldswick as they are based on a very small sample size.

Q3 Thinking about the last time you visited, how would you rate the following aspects of the service you received?
PLEASE TICK ONE FOR EACH OPTION

	Good %	Poor %	Net rating ±%
Promptness	100	-	100
Politeness	100	-	100
Helpfulness	100	-	100
Knowledge	100	-	100

Base: all visiting Barnoldswick (11)

Q4 Overall, how satisfied or dissatisfied are you with the service you received?
PLEASE TICK ONE

	%
Very satisfied	91
Fairly satisfied	9
Neither	-
Fairly dissatisfied	-
Very dissatisfied	-

Base: all visiting Barnoldswick (11)

Q5 Now, thinking about the Registration Service in general, how satisfied or dissatisfied are you with the following aspects?

PLEASE TICK ONE FOR EACH OPTION

	Satisfied %	Dissatisfied %	Net satisfied ±%
Opening hours	80	20	60
Ease of contacting	100	-	100
Appointment system	100	-	100
The given appointment time	100	-	100
Ease of finding the actual office	73	27	46
Parking facilities	73	27	46
Ease of access to the building	100	-	100
The physical condition of the room where you were seen	91	-	91
The information you received	100	-	100

Base: all visiting Barnoldswick (11)

Q10 Finally, please indicate when you would be most likely to visit the Registration Service, other than attending a marriage ceremony. PLEASE TICK UP TO THREE TIMES YOU WOULD BE MOST LIKELY TO VISIT THE SERVICE

		%
Monday - Friday	8am - 12 noon	80
	12 noon - 2pm	60
	2pm - 4.30pm	80
	4.30pm - 8pm	-
Saturday	8am - 12 noon	30
	12 noon - 2pm	10
	2pm - 4.30pm	10
	4.30pm - 8pm	-

Base: all visiting Barnoldswick (10)

Burnley

Q3 Thinking about the last time you visited, how would you rate the following aspects of the service you received?

PLEASE TICK ONE FOR EACH OPTION

	Good %	Poor %	Net rating ±%
Promptness	91	2	89
Politeness	90	3	87
Helpfulness	90	3	87
Knowledge	92	4	88

Base: all visiting Burnley (91)

Q4 Overall, how satisfied or dissatisfied are you with the service you received?
PLEASE TICK ONE

	%
Very satisfied	82
Fairly satisfied	12
Neither	2
Fairly dissatisfied	4
Very dissatisfied	-

Base: all visiting Burnley (93)

Q5 Now, thinking about the Registration Service in general, how satisfied or dissatisfied are you with the following aspects?
PLEASE TICK ONE FOR EACH OPTION

	Satisfied %	Dissatisfied %	Net satisfied ±%
Opening hours	83	9	74
Ease of contacting	95	3	92
Appointment system	92	5	87
The given appointment time	92	3	89
Ease of finding the actual office	86	5	91
Parking facilities	24	60	-36
Ease of access to the building	89	3	86
The physical condition of the room where you were seen	90	5	85
The information you received	97	2	95

Base: all visiting Burnley (89)

Q10 Finally, please indicate when you would be most likely to visit the Registration Service, other than attending a marriage ceremony. PLEASE TICK UP TO THREE TIMES YOU WOULD BE MOST LIKELY TO VISIT THE SERVICE

	%	
Monday - Friday	8am - 12 noon	67
	12 noon - 2pm	43
	2pm - 4.30pm	39
	4.30pm - 8pm	30
Saturday	8am - 12 noon	39
	12 noon - 2pm	20
	2pm - 4.30pm	11
	4.30pm - 8pm	3

Base: all visiting Burnley (90)

Chorley

Q3 Thinking about the last time you visited, how would you rate the following aspects of the service you received?
PLEASE TICK ONE FOR EACH OPTION

	Good	Poor	Net rating
	%	%	±%
Promptness	96	2	94
Politeness	94	2	92
Helpfulness	93	2	91
Knowledge	94	1	93

Base: all visiting Chorley (112)

Q4 Overall, how satisfied or dissatisfied are you with the service you received?
PLEASE TICK ONE

	%
Very satisfied	88
Fairly satisfied	8
Neither	1
Fairly dissatisfied	1
Very dissatisfied	2

Base: all visiting Chorley (113)

Q5 Now, thinking about the Registration Service in general, how satisfied or dissatisfied are you with the following aspects?
PLEASE TICK ONE FOR EACH OPTION

	Satisfied	Dissatisfied	Net satisfied
	%	%	±%
Opening hours	94	3	91
Ease of contacting	97	-	97
Appointment system	94	4	90
The given appointment time	97	2	95
Ease of finding the actual office	89	5	84
Parking facilities	29	49	-20
Ease of access to the building	84	13	71
The physical condition of the room where you were seen	80	8	72
The information you received	95	1	94

Base: all visiting Chorley (109)

Q10 Finally, please indicate when you would be **most** likely to visit the Registration Service, other than attending a marriage ceremony. PLEASE TICK UP TO **THREE** TIMES YOU WOULD BE MOST LIKELY TO VISIT THE SERVICE

		%
Monday - Friday	8am - 12 noon	59
	12 noon - 2pm	38
	2pm - 4.30pm	51
	4.30pm - 8pm	32
Saturday	8am - 12 noon	33
	12 noon - 2pm	13
	2pm - 4.30pm	11
	4.30pm - 8pm	1

Base: all visiting Chorley (112)

Clitheroe

Q3 Thinking about the last time you visited, how would you rate the following aspects of the service you received? PLEASE TICK ONE FOR EACH OPTION

	Good %	Poor %	Net rating ±%
Promptness	89	3	86
Politeness	95	2	93
Helpfulness	94	1	93
Knowledge	95	-	95

Base: all visiting Clitheroe (86)

Q4 Overall, how satisfied or dissatisfied are you with the service you received? PLEASE TICK ONE

	%
Very satisfied	82
Fairly satisfied	16
Neither	-
Fairly dissatisfied	-
Very dissatisfied	2

Base: all visiting Clitheroe (87)

Q5 Now, thinking about the Registration Service in general, how satisfied or dissatisfied are you with the following aspects?
PLEASE TICK ONE FOR EACH OPTION

	Satisfied %	Dissatisfied %	Net satisfied ±%
Opening hours	62	29	33
Ease of contacting	78	11	67
Appointment system	87	6	81
The given appointment time	92	5	87
Ease of finding the actual office	86	6	80
Parking facilities	79	11	68
Ease of access to the building	92	1	91
The physical condition of the room where you were seen	89	1	88
The information you received	94	1	93

Base: all visiting Clitheroe (86)

Q10 Finally, please indicate when you would be **most** likely to visit the Registration Service, other than attending a marriage ceremony. PLEASE TICK UP TO **THREE** TIMES YOU WOULD BE MOST LIKELY TO VISIT THE SERVICE

		%
Monday - Friday	8am - 12 noon	74
	12 noon - 2pm	22
	2pm - 4.30pm	39
	4.30pm - 8pm	36
Saturday	8am - 12 noon	38
	12 noon - 2pm	12
	2pm - 4.30pm	6
	4.30pm - 8pm	1

Base: all visiting Clitheroe (85)

Fleetwood

Q3 Thinking about the last time you visited, how would you rate the following aspects of the service you received?
PLEASE TICK ONE FOR EACH OPTION

	Good %	Poor %	Net rating ±%
Promptness	98	-	98
Politeness	99	-	99
Helpfulness	97	-	97
Knowledge	97	-	97

Base: all visiting Fleetwood (99)

Q4 Overall, how satisfied or dissatisfied are you with the service you received?
PLEASE TICK ONE

	%
Very satisfied	92
Fairly satisfied	7
Neither	-
Fairly dissatisfied	1
Very dissatisfied	-

Base: all visiting Fleetwood (100)

Q5 Now, thinking about the Registration Service in general, how satisfied or dissatisfied are you with the following aspects?
PLEASE TICK ONE FOR EACH OPTION

	Satisfied %	Dissatisfied %	Net satisfied ±%
Opening hours	86	6	80
Ease of contacting	92	2	90
Appointment system	93	2	91
The given appointment time	96	1	95
Ease of finding the actual office	96	1	95
Parking facilities	60	19	41
Ease of access to the building	99	-	99
The physical condition of the room where you were seen	97	-	97
The information you received	99	-	99

Base: all visiting Fleetwood (95)

Q10 Finally, please indicate when you would be most likely to visit the Registration Service, other than attending a marriage ceremony. PLEASE TICK UP TO **THREE TIMES YOU WOULD BE MOST LIKELY TO VISIT THE SERVICE**

		%
Monday - Friday	8am - 12 noon	72
	12 noon - 2pm	42
	2pm - 4.30pm	42
	4.30pm - 8pm	25
Saturday	8am - 12 noon	40
	12 noon - 2pm	14
	2pm - 4.30pm	9
	4.30pm - 8pm	4

Base: all visiting Fleetwood (95)

Garstang

Care should be taken with the results for Garstang as they are based on a very small sample size.

Q3 Thinking about the last time you visited, how would you rate the following aspects of the service you received?			
<i>PLEASE TICK ONE FOR EACH OPTION</i>			
	Good	Poor	Net rating
	%	%	±%
Promptness	85	-	85
Politeness	95	-	95
Helpfulness	81	-	81
Knowledge	85	-	85

Base: all visiting Garstang (20)

Q4 Overall, how satisfied or dissatisfied are you with the service you received?	
<i>PLEASE TICK ONE</i>	
	%
Very satisfied	70
Fairly satisfied	26
Neither	4
Fairly dissatisfied	-
Very dissatisfied	-

Base: all visiting Garstang (23)

Q5 Now, thinking about the Registration Service in general, how satisfied or dissatisfied are you with the following aspects?			
<i>PLEASE TICK ONE FOR EACH OPTION</i>			
	Satisfied	Dissatisfied	Net satisfied
	%	%	±%
Opening hours	64	32	32
Ease of contacting	70	10	60
Appointment system	81	19	62
The given appointment time	100	-	100
Ease of finding the actual office	73	14	59
Parking facilities	45	36	9
Ease of access to the building	95	-	95
The physical condition of the room where you were seen	87	4	83
The information you received	100	-	100

Base: all visiting Garstang (22)

Q10 Finally, please indicate when you would be most likely to visit the Registration Service, other than attending a marriage ceremony. PLEASE TICK UP TO THREE TIMES YOU WOULD BE MOST LIKELY TO VISIT THE SERVICE		
		%
Monday - Friday	8am - 12 noon	68
	12 noon - 2pm	41
	2pm - 4.30pm	59
	4.30pm - 8pm	18
Saturday	8am - 12 noon	59
	12 noon - 2pm	9
	2pm - 4.30pm	5
	4.30pm - 8pm	5
Base: all visiting Garstang (22)		

Kirkham

Care should be taken with the results for Kirkham as they are based on a very small sample size.

Q3 Thinking about the last time you visited, how would you rate the following aspects of the service you received? PLEASE TICK ONE FOR EACH OPTION			
	Good %	Poor %	Net rating ±%
Promptness	86	-	86
Politeness	100	-	100
Helpfulness	100	-	100
Knowledge	100	-	100
Base: all visiting Kirkham (7)			

Q4 Overall, how satisfied or dissatisfied are you with the service you received? PLEASE TICK ONE	
	%
Very satisfied	100
Fairly satisfied	-
Neither	-
Fairly dissatisfied	-
Very dissatisfied	-
Base: all visiting Kirkham (8)	

Q5 Now, thinking about the Registration Service in general, how satisfied or dissatisfied are you with the following aspects?

PLEASE TICK ONE FOR EACH OPTION

	Satisfied %	Dissatisfied %	Net satisfied ±%
Opening hours	75	25	50
Ease of contacting	86	-	86
Appointment system	100	-	100
The given appointment time	100	-	100
Ease of finding the actual office	88	-	88
Parking facilities	100	-	100
Ease of access to the building	100	-	100
The physical condition of the room where you were seen	86	-	86
The information you received	100	-	100

Base: all visiting Kirkham (7)

Q10 Finally, please indicate when you would be most likely to visit the Registration Service, other than attending a marriage ceremony. PLEASE TICK UP TO THREE TIMES YOU WOULD BE MOST LIKELY TO VISIT THE SERVICE

		%
Monday - Friday	8am - 12 noon	8
	12 noon - 2pm	1
	2pm - 4.30pm	1
	4.30pm - 8pm	1
Saturday	8am - 12 noon	2
	12 noon - 2pm	-
	2pm - 4.30pm	-
	4.30pm - 8pm	-

Base: all visiting Kirkham (8)

Lancaster

Q3 Thinking about the last time you visited, how would you rate the following aspects of the service you received?

PLEASE TICK ONE FOR EACH OPTION

	Good %	Poor %	Net rating ±%
Promptness	98	1	97
Politeness	98	1	97
Helpfulness	98	-	98
Knowledge	97	-	97

Base: all visiting Lancaster (197)

Q4 Overall, how satisfied or dissatisfied are you with the service you received?
PLEASE TICK ONE

	%
Very satisfied	89
Fairly satisfied	9
Neither	-
Fairly dissatisfied	1
Very dissatisfied	1

Base: all visiting Lancaster (200)

Q5 Now, thinking about the Registration Service in general, how satisfied or dissatisfied are you with the following aspects?
PLEASE TICK ONE FOR EACH OPTION

	Satisfied %	Dissatisfied %	Net satisfied ±%
Opening hours	85	5	80
Ease of contacting	95	3	92
Appointment system	95	3	92
The given appointment time	96	2	94
Ease of finding the actual office	94	3	91
Parking facilities	46	32	14
Ease of access to the building	89	7	82
The physical condition of the room where you were seen	97	-	97
The information you received	99	2	97

Base: all visiting Lancaster (195)

Q10 Finally, please indicate when you would be most likely to visit the Registration Service, other than attending a marriage ceremony. PLEASE TICK UP TO THREE TIMES YOU WOULD BE MOST LIKELY TO VISIT THE SERVICE

		%
Monday - Friday	8am - 12 noon	58
	12 noon - 2pm	41
	2pm - 4.30pm	50
	4.30pm - 8pm	31
Saturday	8am - 12 noon	34
	12 noon - 2pm	20
	2pm - 4.30pm	14
	4.30pm - 8pm	3

Base: all visiting Lancaster (185)

Lytham

Q3 Thinking about the last time you visited, how would you rate the following aspects of the service you received?

PLEASE TICK ONE FOR EACH OPTION

	Good	Poor	Net rating
	%	%	±%
Promptness	99	-	99
Politeness	99	-	99
Helpfulness	99	1	98
Knowledge	99	-	99

Base: all visiting Lytham (138)

Q4 Overall, how satisfied or dissatisfied are you with the service you received?

PLEASE TICK ONE

	%
Very satisfied	94
Fairly satisfied	4
Neither	1
Fairly dissatisfied	-
Very dissatisfied	1

Base: all visiting Lytham (141)

Q5 Now, thinking about the Registration Service in general, how satisfied or dissatisfied are you with the following aspects?

PLEASE TICK ONE FOR EACH OPTION

	Satisfied	Dissatisfied	Net satisfied
	%	%	±%
Opening hours	89	4	85
Ease of contacting	95	3	92
Appointment system	98	2	96
The given appointment time	98	1	97
Ease of finding the actual office	97	1	96
Parking facilities	47	32	15
Ease of access to the building	95	1	94
The physical condition of the room where you were seen	93	3	90
The information you received	100	-	100

Base: all visiting Lytham (134)

Q10 Finally, please indicate when you would be most likely to visit the Registration Service, other than attending a marriage ceremony. PLEASE TICK UP TO THREE TIMES YOU WOULD BE MOST LIKELY TO VISIT THE SERVICE		
		%
Monday - Friday	8am - 12 noon	61
	12 noon - 2pm	34
	2pm - 4.30pm	56
	4.30pm - 8pm	24
Saturday	8am - 12 noon	43
	12 noon - 2pm	13
	2pm - 4.30pm	13
	4.30pm - 8pm	2

Base: all visiting Lytham (134)

Morecambe

Care should be taken with the results for Morecambe as they are based on a very small sample size.

Q3 Thinking about the last time you visited, how would you rate the following aspects of the service you received? PLEASE TICK ONE FOR EACH OPTION			
	Good %	Poor %	Net rating ±%
Promptness	100	-	100
Politeness	100	-	100
Helpfulness	100	-	100
Knowledge	100	-	100

Base: all visiting Morecambe (27)

Q4 Overall, how satisfied or dissatisfied are you with the service you received? PLEASE TICK ONE	
	%
Very satisfied	96
Fairly satisfied	4
Neither	-
Fairly dissatisfied	-
Very dissatisfied	-

Base: all visiting Morecambe (28)

Q5 Now, thinking about the Registration Service in general, how satisfied or dissatisfied are you with the following aspects?
PLEASE TICK ONE FOR EACH OPTION

	Satisfied %	Dissatisfied %	Net satisfied ±%
Opening hours	89	-	89
Ease of contacting	93	-	93
Appointment system	96	4	92
The given appointment time	100	-	100
Ease of finding the actual office	96	-	96
Parking facilities	100	-	100
Ease of access to the building	96	-	96
The physical condition of the room where you were seen	54	32	22
The information you received	100	-	100

Base: all visiting Morecambe (27)

Q10 Finally, please indicate when you would be most likely to visit the Registration Service, other than attending a marriage ceremony. PLEASE TICK UP TO THREE TIMES YOU WOULD BE MOST LIKELY TO VISIT THE SERVICE

		%
Monday - Friday	8am - 12 noon	79
	12 noon - 2pm	36
	2pm - 4.30pm	39
	4.30pm - 8pm	14
Saturday	8am - 12 noon	39
	12 noon - 2pm	7
	2pm - 4.30pm	4
	4.30pm - 8pm	-

Base: all visiting Morecambe (28)

Nelson

Care should be taken with the results for Nelson as they are based on a very small sample size.

Q3 Thinking about the last time you visited, how would you rate the following aspects of the service you received?
PLEASE TICK ONE FOR EACH OPTION

	Good %	Poor %	Net rating ±%
Promptness	97	-	97
Politeness	92	-	92
Helpfulness	95	-	95
Knowledge	94	-	94

Base: all visiting Nelson (36)

Q4 Overall, how satisfied or dissatisfied are you with the service you received?
PLEASE TICK ONE

	%
Very satisfied	73
Fairly satisfied	23
Neither	3
Fairly dissatisfied	3
Very dissatisfied	-

Base: all visiting Nelson (40)

Q5 Now, thinking about the Registration Service in general, how satisfied or dissatisfied are you with the following aspects?
PLEASE TICK ONE FOR EACH OPTION

	Satisfied %	Dissatisfied %	Net satisfied ±%
Opening hours	75	18	57
Ease of contacting	89	8	81
Appointment system	87	8	81
The given appointment time	95	3	92
Ease of finding the actual office	93	5	88
Parking facilities	62	24	38
Ease of access to the building	82	5	77
The physical condition of the room where you were seen	68	24	44
The information you received	93	3	90

Base: all visiting Nelson (34)

Q10 Finally, please indicate when you would be most likely to visit the Registration Service, other than attending a marriage ceremony. *PLEASE TICK UP TO THREE TIMES YOU WOULD BE MOST LIKELY TO VISIT THE SERVICE*

	%	
Monday - Friday	8am - 12 noon	53
	12 noon - 2pm	57
	2pm - 4.30pm	57
	4.30pm - 8pm	38
Saturday	8am - 12 noon	23
	12 noon - 2pm	23
	2pm - 4.30pm	18
	4.30pm - 8pm	15

Base: all visiting Nelson (40)

Ormskirk

Q3 Thinking about the last time you visited, how would you rate the following aspects of the service you received?

PLEASE TICK ONE FOR EACH OPTION

	Good	Poor	Net rating
	%	%	±%
Promptness	92	2	90
Politeness	97	-	97
Helpfulness	90	-	90
Knowledge	93	1	92

Base: all visiting Ormskirk (113)

Q4 Overall, how satisfied or dissatisfied are you with the service you received?

PLEASE TICK ONE

	%
Very satisfied	84
Fairly satisfied	12
Neither	2
Fairly dissatisfied	2
Very dissatisfied	1

Base: all visiting Ormskirk (116)

Q5 Now, thinking about the Registration Service in general, how satisfied or dissatisfied are you with the following aspects?

PLEASE TICK ONE FOR EACH OPTION

	Satisfied	Dissatisfied	Net satisfied
	%	%	±%
Opening hours	95	2	93
Ease of contacting	96	3	93
Appointment system	97	1	96
The given appointment time	98	1	97
Ease of finding the actual office	88	6	82
Parking facilities	26	59	-33
Ease of access to the building	90	4	86
The physical condition of the room where you were seen	83	5	78
The information you received	96	2	94

Base: all visiting Ormskirk (113)

Q10 Finally, please indicate when you would be most likely to visit the Registration Service, other than attending a marriage ceremony. PLEASE TICK UP TO THREE TIMES YOU WOULD BE MOST LIKELY TO VISIT THE SERVICE		
		%
Monday - Friday	8am - 12 noon	72
	12 noon - 2pm	39
	2pm - 4.30pm	50
	4.30pm - 8pm	32
Saturday	8am - 12 noon	34
	12 noon - 2pm	9
	2pm - 4.30pm	11
	4.30pm - 8pm	4

Base: all visiting Ormskirk (114)

Preesall

Care should be taken with the results for Preesall as they are based on a very small sample size.

Q3 Thinking about the last time you visited, how would you rate the following aspects of the service you received? PLEASE TICK ONE FOR EACH OPTION			
	Good %	Poor %	Net rating ±%
Promptness	84	6	78
Politeness	91	3	88
Helpfulness	88	6	82
Knowledge	81	3	78

Base: all visiting Preesall (32)

Q4 Overall, how satisfied or dissatisfied are you with the service you received? PLEASE TICK ONE	
	%
Very satisfied	68
Fairly satisfied	26
Neither	-
Fairly dissatisfied	3
Very dissatisfied	3

Base: all visiting Preesall (34)

Q5 Now, thinking about the Registration Service in general, how satisfied or dissatisfied are you with the following aspects?
PLEASE TICK ONE FOR EACH OPTION

	Satisfied %	Dissatisfied %	Net satisfied ±%
Opening hours	72	22	50
Ease of contacting	85	12	73
Appointment system	91	6	85
The given appointment time	94	3	91
Ease of finding the actual office	88	3	85
Parking facilities	91	3	88
Ease of access to the building	91	3	88
The physical condition of the room where you were seen	82	9	73
The information you received	91	6	85

Base: all visiting Preesall (32)

Q10 Finally, please indicate when you would be **most** likely to visit the Registration Service, other than attending a marriage ceremony. PLEASE TICK UP TO **THREE** TIMES YOU WOULD BE MOST LIKELY TO VISIT THE SERVICE

		%
Monday - Friday	8am - 12 noon	62
	12 noon - 2pm	34
	2pm - 4.30pm	45
	4.30pm - 8pm	31
Saturday	8am - 12 noon	38
	12 noon - 2pm	14
	2pm - 4.30pm	17
	4.30pm - 8pm	3

Base: all visiting Preesall (29)

Preston

Q3 Thinking about the last time you visited, how would you rate the following aspects of the service you received?
PLEASE TICK ONE FOR EACH OPTION

	Good %	Poor %	Net rating ±%
Promptness	94	1	93
Politeness	96	2	94
Helpfulness	95	1	94
Knowledge	95	-	95

Base: all visiting Preston (301)

Q4 Overall, how satisfied or dissatisfied are you with the service you received?
PLEASE TICK ONE

	%
Very satisfied	87
Fairly satisfied	11
Neither	2
Fairly dissatisfied	1
Very dissatisfied	-

Base: all visiting Preston (311)

Q5 Now, thinking about the Registration Service in general, how satisfied or dissatisfied are you with the following aspects?
PLEASE TICK ONE FOR EACH OPTION

	Satisfied %	Dissatisfied %	Net satisfied ±%
Opening hours	91	1	90
Ease of contacting	96	-	96
Appointment system	94	3	91
The given appointment time	95	2	93
Ease of finding the actual office	90	4	86
Parking facilities	85	10	75
Ease of access to the building	96	2	94
The physical condition of the room where you were seen	98	-	98
The information you received	99	-	99

Base: all visiting Preston (301)

Q10 Finally, please indicate when you would be most likely to visit the Registration Service, other than attending a marriage ceremony. PLEASE TICK UP TO **THREE TIMES YOU WOULD BE MOST LIKELY TO VISIT THE SERVICE**

		%
Monday - Friday	8am - 12 noon	60
	12 noon - 2pm	31
	2pm - 4.30pm	43
	4.30pm - 8pm	34
Saturday	8am - 12 noon	34
	12 noon - 2pm	20
	2pm - 4.30pm	18
	4.30pm - 8pm	3

Base: all visiting Preston (298)

Rawtenstall

Q3 Thinking about the last time you visited, how would you rate the following aspects of the service you received?
PLEASE TICK ONE FOR EACH OPTION

	Good	Poor	Net rating
	%	%	±%
Promptness	98	1	97
Politeness	100	-	100
Helpfulness	100	-	100
Knowledge	100	-	100

Base: all visiting Rawtenstall (118)

Q4 Overall, how satisfied or dissatisfied are you with the service you received?
PLEASE TICK ONE

	%
Very satisfied	95
Fairly satisfied	5
Neither	-
Fairly dissatisfied	-
Very dissatisfied	-

Base: all visiting Rawtenstall (123)

Q5 Now, thinking about the Registration Service in general, how satisfied or dissatisfied are you with the following aspects?
PLEASE TICK ONE FOR EACH OPTION

	Satisfied	Dissatisfied	Net satisfied
	%	%	±%
Opening hours	86	5	81
Ease of contacting	93	2	91
Appointment system	91	3	88
The given appointment time	96	1	95
Ease of finding the actual office	91	4	87
Parking facilities	56	21	35
Ease of access to the building	92	3	89
The physical condition of the room where you were seen	87	9	78
The information you received	99	-	99

Base: all visiting Rawtenstall (117)

Q10 Finally, please indicate when you would be **most** likely to visit the Registration Service, other than attending a marriage ceremony. PLEASE TICK UP TO **THREE** TIMES YOU WOULD BE MOST LIKELY TO VISIT THE SERVICE

		%
Monday - Friday	8am - 12 noon	72
	12 noon - 2pm	42
	2pm - 4.30pm	45
	4.30pm - 8pm	26
Saturday	8am - 12 noon	42
	12 noon - 2pm	6
	2pm - 4.30pm	6
	4.30pm - 8pm	2

Base: all visiting Rawtenstall (118)

Appendix 4: Analysis by registration type

Births

Q3 Thinking about the last time you visited, how would you rate the following aspects of the service you received? <i>PLEASE TICK ONE FOR EACH OPTION</i>			
	Good %	Poor %	Net rating ±%
Promptness	95	-	95
Politeness	94	1	94
Helpfulness	93	1	92
Knowledge	95	1	94

Base: all registering a Birth (313)

Q4 Overall, how satisfied or dissatisfied are you with the service you received? <i>PLEASE TICK ONE</i>		%
Very satisfied		82
Fairly satisfied		13
Neither		3
Fairly dissatisfied		2
Very dissatisfied		-

Base: all registering a Birth (315)

Q5 Now, thinking about the Registration Service in general, how satisfied or dissatisfied are you with the following aspects? <i>PLEASE TICK ONE FOR EACH OPTION</i>			
	Satisfied %	Dissatisfied %	Net satisfied ±%
Opening hours	86	6	80
Ease of contacting	96	2	94
Appointment system	95	2	92
The given appointment time	96	2	94
Ease of finding the actual office	89	5	84
Parking facilities	54	32	22
Ease of access to the building	86	9	77
The physical condition of the room where you were seen	88	6	81
The information you received	96	1	95

Base: all registering a Birth (313)

Q10 Finally, please indicate when you would be most likely to visit the Registration Service, other than attending a marriage ceremony. PLEASE TICK UP TO THREE TIMES YOU WOULD BE MOST LIKELY TO VISIT THE SERVICE		
		%
Monday - Friday	8am - 12 noon	50
	12 noon - 2pm	34
	2pm - 4.30pm	36
	4.30pm - 8pm	40
Saturday	8am - 12 noon	41
	12 noon - 2pm	25
	2pm - 4.30pm	22
	4.30pm - 8pm	5

Base: all registering a Birth (315)

Deaths

Q3 Thinking about the last time you visited, how would you rate the following aspects of the service you received? PLEASE TICK ONE FOR EACH OPTION			
	Good %	Poor %	Net rating ±%
Promptness	96	1	95
Politeness	98	-	98
Helpfulness	97	1	96
Knowledge	96	-	0

Base: all registering a Death (1014)

Q4 Overall, how satisfied or dissatisfied are you with the service you received? PLEASE TICK ONE	
	%
Very satisfied	91
Fairly satisfied	8
Neither	-
Fairly dissatisfied	-
Very dissatisfied	-

Base: all registering a Death (1030)

Q5 Now, thinking about the Registration Service in general, how satisfied or dissatisfied are you with the following aspects?
PLEASE TICK ONE FOR EACH OPTION

	Satisfied %	Dissatisfied %	Net satisfied ±%
Opening hours	87	6	81
Ease of contacting	93	2	91
Appointment system	94	3	91
The given appointment time	97	1	96
Ease of finding the actual office	92	4	89
Parking facilities	58	26	33
Ease of access to the building	95	2	92
The physical condition of the room where you were seen	92	4	88
The information you received	99	0	99

Base: all registering a Death (993)

Q10 Finally, please indicate when you would be **most** likely to visit the Registration Service, other than attending a marriage ceremony. PLEASE TICK UP TO **THREE** TIMES YOU WOULD BE MOST LIKELY TO VISIT THE SERVICE

		%
Monday - Friday	8am - 12 noon	72
	12 noon - 2pm	39
	2pm - 4.30pm	52
	4.30pm - 8pm	23
Saturday	8am - 12 noon	35
	12 noon - 2pm	10
	2pm - 4.30pm	8
	4.30pm - 8pm	2

Base: all registering a Death (981)

Marriages

Q3 Thinking about the last time you visited, how would you rate the following aspects of the service you received?
PLEASE TICK ONE FOR EACH OPTION

	Good %	Poor %	Net rating ±%
Promptness	89	3	86
Politeness	93	5	88
Helpfulness	92	2	90
Knowledge	92	2	90

Base: all giving notice of Marriage (140)

Q4 Overall, how satisfied or dissatisfied are you with the service you received?
PLEASE TICK ONE

	%
Very satisfied	83
Fairly satisfied	13
Neither	1
Fairly dissatisfied	2
Very dissatisfied	-

Base: all giving notice of Marriage (140)

Q5 Now, thinking about the Registration Service in general, how satisfied or dissatisfied are you with the following aspects?
PLEASE TICK ONE FOR EACH OPTION

	Satisfied %	Dissatisfied %	Net satisfied ±%
Opening hours	75	15	60
Ease of contacting	89	6	83
Appointment system	89	7	82
The given appointment time	88	9	79
Ease of finding the actual office	89	5	84
Parking facilities	44	36	8
Ease of access to the building	94	1	93
The physical condition of the room where you were seen	83	6	78
The information you received	94	2	92

Base: all giving notice of Marriage (140)

Q10 Finally, please indicate when you would be most likely to visit the Registration Service, other than attending a marriage ceremony. PLEASE TICK UP TO THREE TIMES YOU WOULD BE MOST LIKELY TO VISIT THE SERVICE

		%
Monday - Friday	8am - 12 noon	50
	12 noon - 2pm	34
	2pm - 4.30pm	36
	4.30pm - 8pm	40
Saturday	8am - 12 noon	41
	12 noon - 2pm	25
	2pm - 4.30pm	22
	4.30pm - 8pm	5

Base: all registering a Birth (315)