

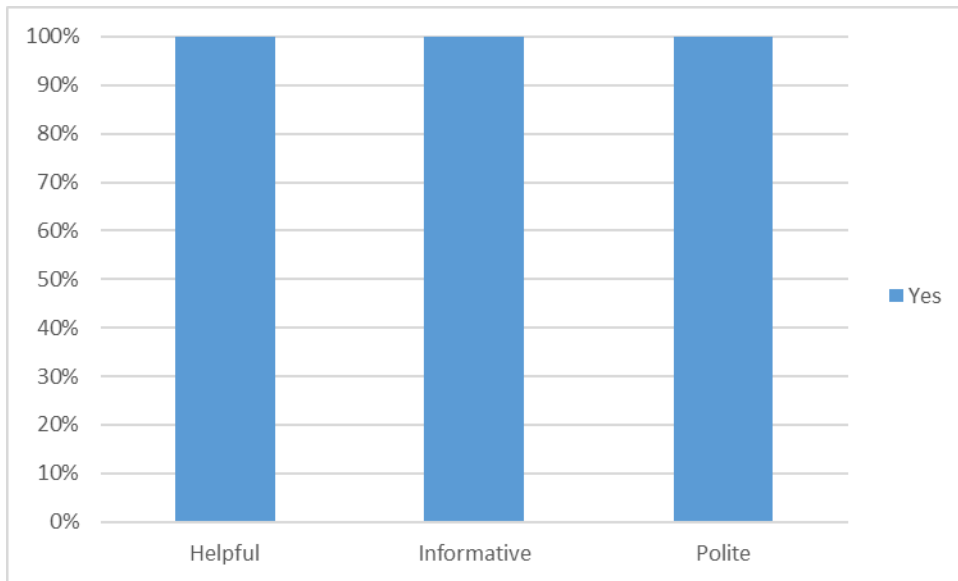
Customer Survey Results

Births and Deaths

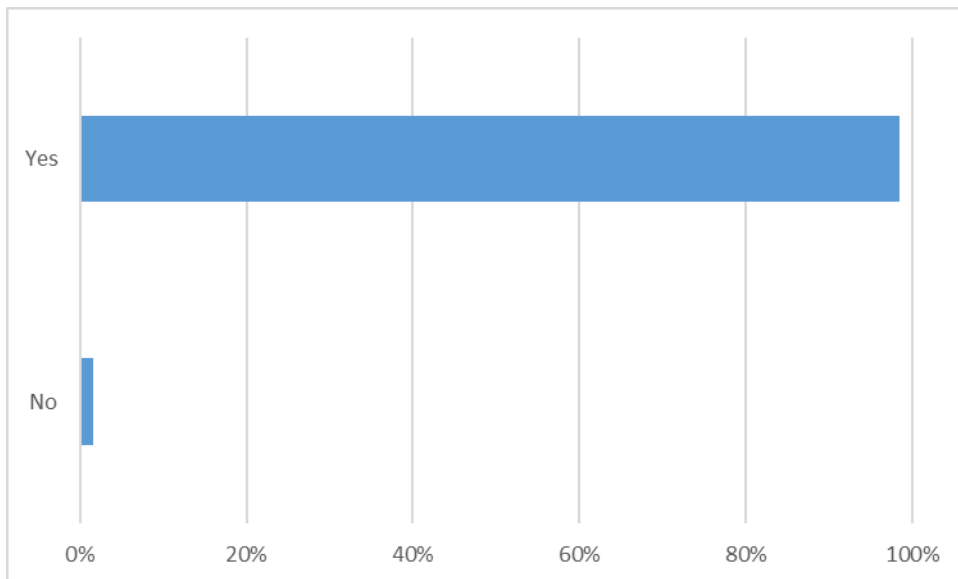
Every birth and death registration informant is provided with a link to our survey in their registration / declaration confirmation email. If the informant does not have access to email a paper questionnaire is issued as part of their document pack.

A total of 62 surveys have been completed during 2023-24, a 4% response rate based the number of registrations and declarations completed.

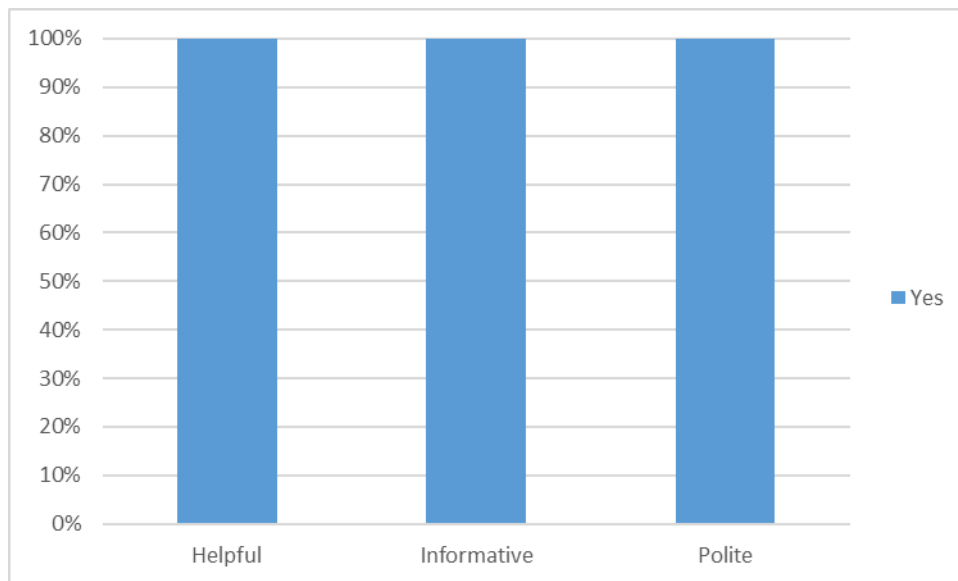
Contacting us – Was the member of staff you spoke to...



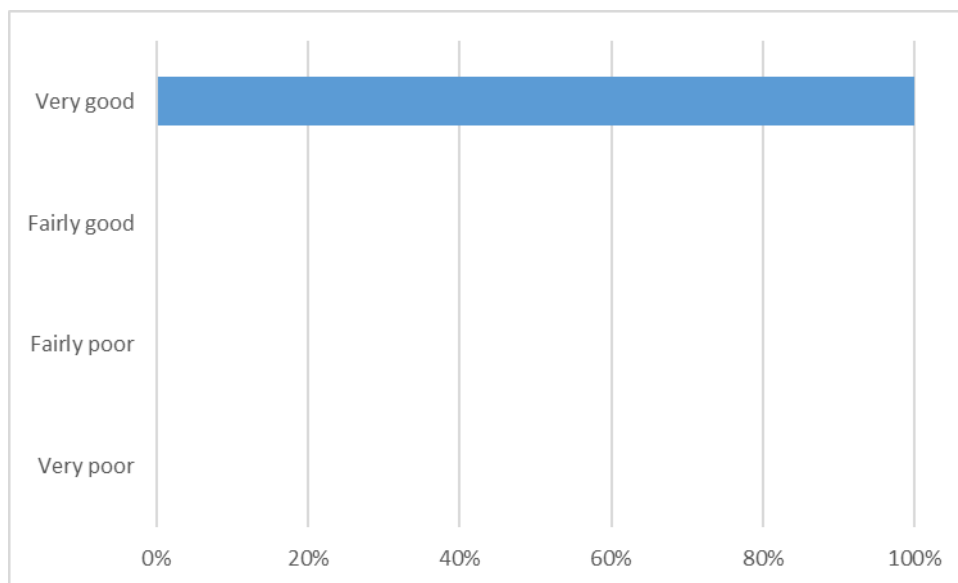
When you arrived for your appointment was the reception and waiting area welcoming and comfortable?



During the registration, was the Registrar...



Overall, how would you rate the standard of service you received?



Comments included;

“Both the call operator and registrar were very friendly and welcoming.” (Birth registration)

“The staff involved were extremely professional. A true credit to the service. Thank you all.” (Death registration)

“Very helpful and caring right from the beginning to the end. Felt comfort in knowing I was receiving the correct care during my difficult time.” (Death registration)

Online services

All customers who use a service on online.hartlepool.gov.uk are given the opportunity to give the process a 1-5 star rating and to leave a comment about the service.

During 2023-24, 1848 services were completed online. 572 star ratings were submitted, a 31% response rate.

Number of ratings	Rating					Average rating
	1 star	2 star	3 star	4 star	5 star	
572	1	0	11	46	512	4.87

Comments included;

*“Straight forward to complete, with plenty of choices. Very happy. Thank you.”
(Ceremony choices)*

“Very good and easy to understand for myself as a Silver Surfer!!” (Order a copy certificate)

“This service is so quick and easy to use, cannot fault it at all. Would highly recommend.” (Order a copy certificate)