

**Shropshire Registration & Celebratory Services**  
**Stakeholder Survey, Dec 06/Jan 07, Analysed Feb 07, Outcomes and Actions to be taken by Management Team**

<p><b><u>Question</u></b> Do you find the service easy to contact</p>	<p><b><u>Action</u></b> Discuss at Management Team meeting. General level of satisfaction.</p> <p>No general issues just isolated dislikes of the central number. ? .</p>	<p><b><u>Management Team outcome</u></b> Keep monitoring via complaints, Compliments, general feedback and future stakeholder surveys. There is however a general level of satisfaction with methods of service contact.</p>
<p><b><u>Question</u></b> We are introducing a new appointment booking system shortly which will allow appointments to be booked on line. Would you be able to book these appointments direct for your customers.</p>	<p><b><u>Action- Funeral Directors</u></b> Discuss this further with interested parties when the functionality becomes available.</p> <p><b><u>Action Approved Venues</u></b> Contact Old Rectory, Lion Quays to discuss implications further when this functionality becomes available.</p> <p><b><u>Action Hospitals/Hospice</u></b> Discuss further with Ludlow Hospital and Registration Service Management Team when this feature becomes available.</p> <p><b><u>Action Med Practices</u></b> Discuss implications further with Management Team and the Caxton Surgery when this functionality becomes available.</p>	<p><b><u>Management Team outcome</u></b> Some level of interest in all areas in this. Will continue with caution and contact suitable and interested parties when functionality becomes available.</p>
<p><b><u>Question</u></b> Are our opening hours suitable for your clients?</p>	<p><b><u>Action</u></b> Discuss answers with Management Team. Continue to monitor opening hours and office usage.</p>	<p><b><u>Management Team outcome</u></b> Levels of satisfaction with opening hours are pleasing. A very small minority of respondents asked for weekend opening these responses came from an approved venue and a medical practice. We will continue to monitor satisfaction with opening hours via customer surveys, complaints &amp; Compliments, feedback from customers and stakeholders and future Stakeholder surveys</p>

<p><b><u>Question</u></b> Do you give out the Shropshire Registration Service Information Leaflets to your customers.</p>	<p><b><u>Action – Funeral Directors</u></b> None required. Continue to make leaflets available and encourage the use of these leaflets by the Funeral Directors. Contact information for the service is useful.</p> <p><b><u>Action -Med Practices</u></b> Distribute more leaflets and reorder forms to Medical Practices.</p> <p><b><u>Action – Hospitals &amp; Hospices</u></b> Contact Whitchurch Community Hospital re. leaflets and send supply as necessary.</p> <p><b><u>Action- Coroners</u></b> Ensure that leaflets are sent out to Mr Sibcy.</p> <p><b><u>Action- Approved Venues</u></b> Source additional copies of the Celebrations Brochure to pass on to the venues that are without.</p>	<p><b><u>Management Team outcome</u></b> Most respondents do distribute our helpful literature, we have sent out further supplies to those who needed them with reorder forms.</p>
<p><b><u>Question</u></b> Do you feel that you have up to date information at hand to give to your clients about the requirements and legalities of marriage and civil partnerships.</p>	<p><b><u>Action Approved Venues</u></b> Put together some helpful information clarifying:- “What happens on the day” handout for couples Role of the Hotel during a ceremony Raise awareness of the Website and the Brochure, which contains all of this information. Discuss at Management Team meeting – inclusion of the above information when venues licence or re-licence</p>	<p><b><u>Management Team outcome</u></b> This was interesting, some of our approved venues felt that they needed further information. As a result of the feedback we are going to produce some supporting literature which will be distributed at licensing, to all venues . The management team also felt that it would be helpful to offer a rehearsal opportunity at the time of licensing to all venues so that they get the opportunity to run through a mock ceremony to clarify roles and expectations and assist them in training staff.</p>

<p><b><u>Question</u></b> What could we do to improve our links with your organisation?</p>	<p><b><u>Action Hospitals&amp; Hospices</u></b> Provide e-mail information to hospitals to enable electronic re-order facility.</p> <p><b><u>Action – Funeral Directors</u></b> Discuss the suggestion re email updates at Management Team meeting with regard to the possibilities of constructing an email group for Funeral Directors.</p> <p><b><u>Action – Med Practices</u></b> Discuss suggestion put forward by Ellesmere Medical Practice, to hold open days or put up displays in other organisations, at Management Team meeting and look to see if and how we could achieve better communication.</p> <p><b><u>Action – Approved Venues</u></b> Continue to communicate with approved venue managers, Try to identify ways in which training and assistance can be provided to existing licence holders and new licence applicants.</p> <p>Discuss at Management Team meeting.</p>	<p><b><u>Management Team outcome</u></b></p> <p>Will work to establish an on line re-order facility for brochures and leaflets, an e-mail contact group for Funeral directors, and other types of stakeholders in order to keep them informed of changes and developments.</p> <p>Management team decided to incorporate training by means of a rehearsal opportunity at the time of licensing venues, to assist our venues with the training of their staff for ceremonies.</p>
<p><b><u>Question – Approved Venue’s only</u></b> Are your staff fully aware of their responsibilities on the day of a ceremony or would you like additional training?</p>	<p><b><u>Action</u></b> Discuss with Management Team the possibility of offering an opportunity to role play a ceremony at the time of re-licence, licence or at any time that the venue or the Registration Service are concerned about the practicalities of managing a ceremony.</p>	<p><b><u>Management Team outcome</u></b> As above , approved by management team</p>
<p><b><u>Question</u></b> How could we work together to improve things for your customers?</p>	<p><b><u>Action Hospitals&amp; Hospices</u></b> Discuss this at Management Team meeting, with a view to making ourselves available to give talks to smaller hospitals similar to those given to Funeral Directors and Royal Shrewsbury Hospital etc.</p> <p><b><u>Action – Funeral Directors</u></b> Discuss at Management Team meeting – could explore this further. Maps are available <a href="http://www.shropshire.gov.uk">www.shropshire.gov.uk</a> via multimap. Can we also make Funeral Directors aware that we are quite happy to host a forum or give informative talks on our side of things, even one-to-one discussions would be welcome where they are worthwhile.</p> <p><b><u>Action – Med Practices</u></b> Discuss Ellesmere Medical Practice suggestion at Management Team meeting to see how this could be developed.</p>	<p><b><u>Management Team outcome</u></b> Management team agreed that we should make our stakeholders aware that we are happy to provide talks or information on our role and how we could work together better.</p> <p>Will publicise the multi map facility with our funeral directors.</p> <p>Ellesmere idea for a display or open day needs further thought and consideration.</p>

<p><b><u>Question – Approved Venues only</u></b>  In 2006 we added your website details (with permission from yourselves) to our web pages, has this worked well and do you have our website available as a link from your own web pages?</p>	<p><b><u>Action</u></b>  Try to raise awareness of webpages by sending out the links for all pages to out Venues when we send out the overview and action plan to respondents</p> <p><b><u>Question</u></b></p>	<p><b><u>Management Team outcome</u></b>  send out links for pages with overview and action plan to our approved venues.</p>
<p><b><u>Question:</u></b>  Are there any improvements that you would like to see Shropshire Registration Service make – if so what would they be?</p>	<p><b><u>Action Hospitals/Hospices</u></b>  Continue to develop dialogue to see how best we can work together.</p> <p><b><u>Action</u></b>  Inform Funeral Directors that we have been actively seeking an office at the RSH to facilitate the registration of deaths for the last 18 months. RSH are keen to see us there too, as yet there is no accommodation.</p> <p>Continue dialogue with RSH.</p> <p>Discuss comments from A J Summer and Sons further – it may be useful to find out if there is a particular problem or explain some of the difficulties experienced by registration staff over which they have no control i.e. incorrect MCCOD and doctors signatures etc.</p> <p>Also discuss further with the Management Team, the issue raise by Cooperative Funeral Services re. communication</p>	<p><b><u>Management Team outcome</u></b>  Actions as described were all approved by management team.</p> <p>Discussed comments received from AJ Sumners with management team and no one was aware of a problem, this may have been temporary will write to them.</p> <p>Will write to Cooperative Funeral Services</p>
<p><b><u>Question</u></b>  Are there any specific problems with our service that you would like to bring to our attention</p>	<p><b><u>Action</u></b>  Discuss point raised by The Mill Hotel at Management Meeting and feedback to venues.</p>	<p><b><u>Management Team outcome</u></b>  This item related to the extension of the provisional booking arrangements for ceremonies at Approved Venues to 2 years. There were mixed feelings in the management team meeting and the item has been deferred to next management team meeting. End April. Will feed back</p>

<p><b><u>Question</u></b></p> <p>If you wanted to make a complaint about Shropshire Registration Service would you know who to talk to and how to do this?</p>	<p><b><u>Action – Approved Venues</u></b></p> <p>Discuss with Management Team – inclusion of complaints information in future licensing packs and also send out some complaints leaflets to approved venue managers in the interim period.</p>	<p><b><u>Management Team outcome</u></b></p> <p>Include copy of complaints procedure in future licensing packs, from 1<sup>st</sup> April 07.</p>
<p><b><u>Question</u></b></p> <p>Is there any feedback that you receive from your customers about our service that you could pass on to us?</p>	<p><b><u>Action</u></b></p> <p>Continue to monitor and feedback to staff via Management Team.</p>	<p><b><u>Management Team outcome</u></b></p> <p>Continue to monitor via customer surveys and complaints and compliments</p>
<p><b><u>Question</u></b></p> <p>Any other comments</p>	<p><b><u>Action</u></b></p> <p>Discuss Mr Sibcy's comment at Management Team in order to discover the root cause of the problem and feedback to Mr Sibcy</p>	<p><b><u>Management Team outcome</u></b></p> <p>Mr Sibcy, Coroner covering the South of the county expressed concern over Part A's and Part B's not reaching their destinations. Area Coordinators and South based staff unaware of any problems and will discuss direct with Mr Sibcy.</p>