

1. Comments were sought on the following information:

A facility to request and pay for a certificate of birth, death, marriage and civil partnership certificates will be available:

- over the telephone between 9:00am and 3:00pm Monday to Friday, and
- online anytime at Derby Direct to You - <https://directtoyou.derby.gov.uk/>

Comments received:

At present customers have the opportunity to order in person and get advice and guidance. An excellent customer service that would seem to be being withdrawn. How can that be an enhanced customer experience? How will customers get their money back if they order incorrectly? Are you offering a timescale for any such refunds?

Not long enough

Why only 9-3 over the phone? Surely the council call centre is open longer than this? The council call centre is going to provide this service all of the time - surely?? Don't let the registrars near this service as they create industries... I speak as one!

Being able to access this service only at anytime is very important for people in similar circumstances to myself

2. Comments were sought on the following information:

The collection of certificates for birth, death, marriage and civil partnership will be from the Council

House, with the following options available:

- Same day collection if requested before 12:30pm at a cost of £20
- A 48 hour service at a cost of £15
- A 4 day service at a cost of £10

Certificates can be posted at an additional cost of £1.

Comments received:

The current timescales to get certificates is quicker than what you are proposing. The service was excellent when I used it. In fact my certificate was ready in under an hour! How is what you are proposing here a better service? The charges for the services are the same as they are now but it takes longer to get the certificates. It's a joke. Typical of council

Too expensive

My Superintendent Registrar says we only need to do certificates in 7 days, really, according to the nationally suggested guidelines, so why 4 days? Make it 7! Save an essential social work role rather than an industry creating certificates sooner than required!

The Council House acts as an ideal location to access this service whilst accessing other council services

3. Comments were sought on the following information:

Appointments to register births, deaths and still births that have occurred in the city will be held at the Council House and at the Public Patient Partnership Unit at Royal Derby Hospital. A private room will be used to register deaths and still births.

Comments received:

So where will births be registered? Is there no privacy for anyone? What will happen if someone wants a private room for a birth registration? Are you expecting people to register births in an open environment? Total lack of respect for people if so, may as well set up in the market place and be done with it

Seems ideal. Why do I need to fit around the availability of a private room to register a birth or death when I could get it done more quickly and pleasantly with your front of house customer service staff? They are so reasonable and have sorted my council tax and electoral registration so easily... what's so complicated about producing a birth, death or marriage certificate? Modern times, modern customers!

I feel that the Council House acts as an ideal location to access this service providing a nice open friendly environment that is easily accessible

4. Comments were sought on the following information:

Appointments to attest (legally declare) declarations of births, deaths and still births that have occurred outside of the city of Derby will be held at the Council House and at the Public Patient Partnership Unit at Royal Derby Hospital. A private room will be used to register deaths and still births.

All three responses referred to their previous response to Question 3.

5. Comments were sought on the following information:

Appointments to conduct marriages and civil partnerships will be held at Royal Oak House and other venues across the city.

Comments received:

Surely ceremonies are already booked as it isn't possible to just turn up and be married like we see on tv and films

A nice place to get married. Cannot really see why you have to go there beforehand to talk to the registrars. Surely, people can hand over their essential documents at the council house where the important stuff takes place? Multi skilled staff could assist with all sorts of things... Customer service!

Royal Oak house provides a nice location for the ceremonies

6. Comments were sought on the following information:

Appointments to attest (legally declare) notices of civil partnership and intention to marry and conduct Public Citizenship ceremonies will be held in a private room at the Council House.

Comments received:

Will we be able to view the rooms before deciding to marry?

Seems ideal as long as staff can help with a wide range of enquiries, not just births, marriages and deaths. Hopefully, you will be able to speak to one person about lots of things and they will resolve them, themselves.

This is a good idea, I do not see a reason for these to be held in Royal Oak house if it is just to book or declare.

7. Comments were sought on the following information:

Booking of appointments will be available over the telephone and by the end of January 2016, online anytime at Derby Direct to You -

<https://directtoyou.derby.gov.uk/>

Comments received:

If the phones are ever answered! It took over an hour to get through the other week with a query about my bin collection. Needs to be reviewed before making promises like this. Shocking service at the moment. Will there be the chance to go in and make an appointment?

Should be online already.

I am glad that the booking of appointments will be available online, preventing me needing to call and wait to speak with someone.

8. Comments were sought on the following information:

Appointments to register a birth and a death will be available at Royal Derby Hospital five days a week— Monday to Friday.

Comments received:

Do you have enough staff available to offer this service? Another rash council statement that may not be able to be achieved if the manpower isn't there

When registering the birth of my daughter this service would have been very useful

9. Comments were sought on the following information:

The Nationality Checking Service will be held in a private room at the Council House.

Comments received:

Why do these customers get the luxury of a private room when birth registrations do not. Surely all customers deserve to be treated the same

Why a private room? Who says so? Why not at the desks where the births and deaths will take place?

10. Participants were asked to submit any further information.

Comments received:

I have used the register office on many occasions over the years. The staff are very friendly and helpful and i have always be dealt with very professionally, very efficiently and with the utmost respect. Your proposals suggest that the service is going to be split accross 3 different sites. I feel sorry for the lovely staff who will be working all over the place, the public wont know where they are and there will be no contiuiity. Why not put unison in the council house and leave well alone. The register office is brilliant where it is. A lot of unnecessary upheaval for very little gain, but then thats derby city council for you.

Great news. It's about time this service was modernised.