

Service Delivery

Customer Satisfaction Questionnaire

The Registrars department at the Royal Borough of Kensington and Chelsea has a long history of excellent customer service and your views are important to help us further improve the service that we provide.

If you have used one of our services, we are keen to hear your views on the service you received. Whether this was for a happy occasion such as a marriage ceremony or the registration of a birth, or a sadder occasion such as the registration of a death of a loved one. Your views are important to us so that we can understand what we are doing well, and what we can improve on.

We would therefore be extremely grateful if you were able to take a minute to complete our short survey. All responses are anonymous and will be used solely for the purpose of improving our customer service.

[Complete the survey](#) [1]

Our Service Delivery Agreement

The Registration Service Delivery Plan encourages good practice and outlines our commitment to the service delivery standards contained in the Code of Practice for Local Registration Authorities in England and Wales. This code of practice is complemented by a good practice guide which provides information on specific national standards we must meet, together with aspirational standards.

The details are contained in our Registration Service Delivery Plan:
[2][Registration Service Delivery Plan 2019 - 20](#) [2] [PDF] (file size 264.79 KB)

Our Performance

Our performance against six key performance indicators, published in our Registration Service Delivery Plan, is shown below.

Good Practice Guide Key Performance Indicators (KPIs)

1. Events accurately registered within statutory timeframe

i) National Standard: 98% of births and still-births registered within 42 days

Our Performance: 98% of births and 100% of still-births

ii) National Standard: 90% of non-coronial deaths registered within 5 days

Our Performance: 88%

iii) National Standard: Declare percentage of coronial deaths (excluding post mortem and inquest cases) registered within 5 days

Our Performance: 47%

iv) National Standard: Declare percentage of deaths after post mortem (excluding inquest cases) registered within 7 days

Our Performance: 28%

v) National Standard: Declare percentage of deaths registered within 24 hours of receipt of coroner's certificate after inquest

Our Performance: 100%

2. Average waiting times

i) National Standard: 95% of customers able to obtain an appointment to register a birth or birth declaration within 5 working days

Our Performance: 96%

ii) National Standard: 95% of customers able to obtain an appointment to register a death or still-birth, including declarations, within 2 working days

Our Performance: Deaths 99% and still-births 96%

iii) National Standard: 95% of customers able to obtain an appointment to give notice within 10 working days

Our Performance: 98%

iv) National Standard: 90% of customers with an appointment were seen within 10 minutes of their appointment time

Our Performance: 91%

3. Issue certificates from deposited registers

i) National Standard: 95% of certificate applications from deposited registers to be dealt with within 7 days of receipt

Our Performance: 99%

4. Citizenship Certificates

i) National Standard: 100% of notifications for Citizenship certificates dated correctly and sent to the Home Office within 14 days of the ceremony

Our Performance: 99%

5. Offer facility for forms of declaration for birth, still-birth and deaths

i) National Standard: 95% of incoming declarations registered within 24 hours of receipt

Our Performance: 98%

6. Customer satisfaction

i) National Standard: 95% of customers satisfied with our service

Our Performance: 97%

In 2018-19 the Kensington and Chelsea Registration Service received 532 comments of praise and 13 complaints.

You Commented, We Listened, The Result

You Commented	We Listened	The Result
You told us that you wanted to be able to book and pay for all of our services online.	All of our main services can now be booked and paid for online, except for some rarer and more specific procedures that require a prior conversation with a registrar.	72% of our appointments were booked online.
You told us that the ordering certificates facility on our website needed some technical improvement.	We collated all of these comments and ensured that all technical issues were fixed, and also introduced the facility to order certificates online, specifying priority service and a selection of postage methods.	We have seen a major reduction in the amount of constructive feedback on our online certificates ordering facility.
You told us that the content and layout of our webpages needed	We rewrote and restructured our webpages to ensure that all	There has been a reduction in the number of email and

You Commented	We Listened	The Result
to be updated.	information was clear, up to date, and presented logically. The updates were based on analysis of your comments and web analytics.	telephone enquiries where the website wasn't clear or where information wasn't easy to find.
You told us that you wanted to see more images of our ceremony rooms online.	We have launched a microsite specific to ceremonies, which allows many images of our ceremony rooms and venues to be displayed, as well as all relevant information, and the ability to check availability, book and pay online.	We have received positive feedback on the new website and fewer requests for additional images of the ceremony rooms.
You told us that our facilities and décor needed to be updated.	Our premises at Chelsea Old Town Hall were fully refurbished.	We received outstanding feedback on our refurbished premises and an increase in bookings for ceremonies.
You told us that you wanted assistance with applying for settled or pre-settled status as an EU national residing in the UK.	We introduced the EU Settlement Scheme, allowing us to assist you with your online application for settled or pre-settled status if you don't have the relevant smartphone. The service is free for Kensington and Chelsea residents.	We received excellent feedback on this new service and appointments have been fully booked on a daily basis.

Customer Charter for Kensington and Chelsea Register Office

[3][Customer Charter for Kensington and Chelsea Register Office: 2018-19](#) [3] [PDF] (file size 105.83 KB)

Print page: /

[Contact the Registrars service team](#) [4]

Source URL: <https://www.rbkc.gov.uk/births-deaths-and-marriages/service-delivery>

Links

[1] https://www.rbkc.gov.uk/survey/registerofficesatisfactionsurvey/register_office_satisfaction_survey.htm

[2] <https://www.rbkc.gov.uk/sites/default/files/atoms/files/Registration%20Service%20Delivery%20Plan%202019%20-%202020.pdf>

[3] <https://www.rbkc.gov.uk/sites/default/files/atoms/files/Customer%20Charter%20-%20Kensington%20and%20Chelsea%20Register%20Office%20-%202018-19.pdf>

[4] <http://www.rbkc.gov.uk/az/az.aspx?searchletter=&orgid=1329>