

22nd July 2011

Mr R Wynn

Dear Mr Wynn,

Freedom of Information Request-Ref 221881

I write following your request for information on certificates issues by the West Sussex Registration Service.

Please find below the information you requested.

1. How much do you currently charge for a copy of a birth, marriage or death certificate?

Response:

Certificates at time of registration £3.50

Certificates after registration £9.00

2. Where Q1 response is greater than £9.25, please provide me with the justification or rational for charging more than the standard £9.25 charge by the General Register Office for Copy Certificates?

Response: N/A

3. Can people order copy certificates from your council online?

Response: yes

4. Can people order copy certificates from your council to pick up the same day without extra charge?

Response: Not at present. This is a service we are seeking to develop.

5. If Q5 is no please provide the additional cost and the justification or rational for not allowing same day pick up without extra charge?

Response: Offering a same day service would require the service to devote extra resources to meet this demand. If the certificate request is urgent the service endeavours to meet the customer requirement which in some cases can mean providing the certificate the same day. There are plans to offer a same day service in the future. The estimated charge for this is £25.

Please note the General Registration Office offer a 24 hour priority service at a cost of £23.40.

(Continued)

6. Do you provide a verification service prior to orders being placed? E.g. A person will provide you with as much detail as possible and then you confirm or deny if you hold a register entry for those details?
Response: The current resource devoted to the certificate fulfilment does not provide a widely available verification service. On occasions, at the discretion of the service, a verification service is offered for urgent requests . It takes a similar amount of staff time to verify existence or non existence of a record to produce a certificate.
7. If applicable is there a charge for a verification service?
Response: The service does offer a verification service. As outlined in the above response in 6 verification is sometimes done to meet particular public need. For this reason no charges are published.
- 8a. How many copy certificates did you provide in 2010/11 **See Table**
 8b. How many copy certificates did you provide in 2009/10 **See Table**
 8c. How many copy certificates did you provide in 2008/09 **See Table**

Description	2008	2009	2010
At time of registration	53729	52452	69543 (includes 15667 short birth certificates issued at no charge.)
After registration	9789	8401	8621
Total	63518	60853	78164

9. Where the information is recorded, how many whole time equivalent employees (WTE) do you have devoted to providing copy certificates?
Response: 2 Full Time Equivalent.

If you are dissatisfied with the way your request has been handled, you may wish to ask for a review of our decision under our complaints procedure. Please follow the procedure outlined in the Complaints section via our website.

If you have any queries about this letter, please contact me.

Yours sincerely,



Kevin Stephenson
 Principal Trading Standards Officer