

**Register Services**  
Nelson Hospital  
Hamilton Wing, First Floor  
Kingston Road  
Raynes Park  
London  
SW20 8DB



## Service Quality Audit 2010

### Summary

Register Services wanted to find out what people thought about the 'I Count' Register and the Service it gives.

In June 2010 we sent an email to registered people with learning disabilities and their families, families of registered children with disabilities and professionals.

We asked them to fill in a survey form on-line.

We found that we had lots more email addresses for families of registered children with disabilities than people with learning disabilities and their families.

Of those asked, over a quarter filled in the survey form.

More families of registered children with disabilities filled in the survey form than families of people with learning disabilities.





We found out lots of information and some new ideas.



Lots of people said they wanted to be registered so they could have an 'I Count' card.



People wanted the Service to be advertised more.



People would like to get Newsletters.



People did not know about the websites and that a list of places that accept the 'I Count' card can be found on the websites.



Register Services is making a new way of registering or updating on a computer but some people would still like to register on paper.



Some people would like the Register to be in other areas.



Most people said they liked the Register.