

**14 July 2015****Agenda Item: 4**

## **REPORT OF SERVICE DIRECTOR, ACCESS AND PUBLIC PROTECTION**

### **OVERVIEW OF REGISTRATION SERVICE PROPERTY**

#### **Purpose of the Report**

1. To give an overview of Registration Offices across Nottinghamshire.

#### **Information and Advice**

##### Background

2. The County Council's Registration Service is utilised by customers at some of the most significant and memorable points in their lives. Some are joyous occasions, associated with the birth of a child or the marriage of a couple, while other occasions are sombre such as registering the death of a close family member. In all, some 20,000 appointments take place each year in Nottinghamshire Registration Offices, plus around 1,200 wedding ceremonies (other venues for civil marriages are the subject of a separate 'Approved Premises' report each year to Planning and Licensing Committee and to Community Safety Committee).
3. Registration Offices are generally placed at easily accessible locations, within all large communities, and where there are good public transport links to surrounding smaller communities. This is in consideration that many customers are elderly widows or widowers, or are parents with young children, who may not have their own means of transport. The larger offices include ceremony rooms that offer a range of options for civil marriages and other ceremonies, from a very simple, small-scale marriage, at a national statutory fee, through to the opportunity to pay more for a larger scale wedding with dozens of guests. The income from these contributes to the Service being cost neutral overall for the people of Nottinghamshire.

##### Registration Offices in Nottinghamshire

4. There are eighteen Registration Offices across the County. Their locations are listed in the table at Appendix A, together with general information and statistics relating to the services provided from each site. Most are part of a County Office or are within a County Library; others are in other public buildings or are in rented rooms.
5. The whole of Nottinghamshire is one 'Registration District', and has one principal 'Register Office'. This is within the office in Worksop where there are facilities for the full range of registration services including birth and death registration, notice of marriage

and civil partnership, and all types of registration service ceremonies. The north of the County is also served by offices in Retford and Newark (each of which have ceremony rooms) and at Ollerton.

6. The main registration office serving the Central area of Nottinghamshire is in Mansfield. Other offices in this area are at Sutton-in-Ashfield, Southwell, Eastwood and Hucknall, plus an office within Kings Mill Hospital (mainly for death registration appointments). Ceremonies are available at the Mansfield office and at Eastwood where services have recently been re-located to the D H Lawrence Heritage Centre.
7. There is currently no main office in the south of the County, pending completion of refurbishment work at The Hall in West Bridgford. Main office functions are carried out from temporary offices within County Hall and at West Bridgford Library, while ceremonies are provided from the Welbeck Banqueting Suite. Birth and Death appointments, and services other than ceremonies are provided from offices in Carlton, Bingham, Beeston, Stapleford and East Leake.
8. In addition to the services discussed above, the County Council is also the custodian of legal records of births, deaths, marriages and civil partnerships occurring in Nottinghamshire since 1837. These records are stored in secure, fire proof accommodation within the registration offices in Mansfield and Retford, and at the Basford Registration Office in Bulwell. The public have access to these to obtain copy certificates for family history research and for key activities within society throughout their lives. Work is in progress to bring all records together into one location.

## **Statutory and Policy Implications**

9. This report has been compiled after consideration of implications in respect of crime and disorder, finance, human resources, human rights, the NHS Constitution (Public Health only), the public sector equality duty, safeguarding of children and vulnerable adults, service users, sustainability and the environment and ways of working and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

## **Financial Implications**

10. There are no financial implications as the report is for noting only. The Registration Service operates on a full cost recovery basis, and therefore all property costs are covered by income.

## **Implications for Service Users**

11. The report is for noting and so there are no implications for the users of registration services. The distribution of offices, and the availability of public transport, ensures there is good access to services throughout the County.

## **RECOMMENDATION/S**

- 1) It is recommended that the Committee notes the number and location of Registration Offices across the County, and the services offered from these.

**PAUL MCKAY**

**Service Director, Access and Public Protection**

**For any enquiries about this report please contact:**

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### **Constitutional Comments**

22. As this report is for noting only, no Constitutional Comments are required.

### **Financial Comments**

23. There are no financial implications.

### **Background Papers**

None

### **Electoral Division(s) and Member(s) Affected**

All

### Registration Office Information

#### Key to Principal Services:

- B and D = Birth and Death Registrations
- B, D and N = Births and Deaths, and notices of marriage
- All = the full spectrum of services identified to the committee in annual fees reports

(N.B. appointment statistics do not include ceremonies. The total number of appointments was **19,778** in 2013 – 2014 and **20,762** in 2014 – 2015)

<b>North Area</b>						
<b>Office</b>	<b>Location</b>	<b>Principal Services</b>	<b>Ceremony Room</b>	<b>Opening hours for appointments</b>	<b>Appointments 2013 – 2014</b> (and average per week)	<b>Appointments 2014 – 2015</b> (and average per week)
Worksop	Worksop Library	All	Yes	Monday to Friday 0900 to 1630	2072 (40)	2122 (41)
Retford	Chancery Lane	All	Yes	Monday to Friday 0900 to 1630	1559 (30)	1470 (28)
Newark	The Gilstrap	All	Yes	Monday to Friday 0900 to 1630	1691 (33)	1756 (34)
Ollerton	The Dukeries Complex	B and D	No	Tues and Thurs 0900 to 1200 and 1300 to 1630	370 (7)	330 (6)

<b>Central Area</b>						
<b>Office</b>	<b>Location</b>	<b>Principal Services</b>	<b>Ceremony Room</b>	<b>Opening hours for appointments</b>	<b>Appointments 2013 – 2014</b> (and average per week)	<b>Appointments 2014 – 2015</b> (and average per week)
Mansfield	County House	All	Yes	Monday to Friday 0900 to 1630	4493 (86)	3943 (76)
Sutton-in-Ashfield	Sutton Library	B, D and N	No	Monday to Friday 0900 to 1230 and 1330 to 1630	2211 (43)	2241 (43)
Southwell	The Bramley Centre	B, D and N	No	Mon and Tues 0930 to 1230 and 1330 to 1700	258 (5)	247 (5)
Eastwood	Now at the DH Lawrence Centre	B, D and N	Yes	Tues and Wed 0900 to 1230 and 1330 to 1630	742 (14)	564 (11)
Hucknall	Now at ADC Offices, Watnall Road	B, D and N	No	Thurs and Fri 0900 to 1230 and 1330 to 1630	766 (15)	802 (15)
Kings Mill	Kings Mill Hospital	Mainly death registrations	No	Tues to Thurs 0900 to 1630	No full year data	872 (17)

<b>South Area</b>						
<b>Office</b>	<b>Location</b>	<b>Principal Services</b>	<b>Ceremony Room</b>	<b>Opening hours for appointments</b>	<b>Appointments 2013 – 2014</b> (and average per week)	<b>Appointments 2014 – 2015</b> (and average per week)
County Hall / Welbeck	Main Reception	All	Yes	Mon to Thursday 0900 to 1630 Fri 0900 to 1600	826 (16)	716 (14)
West Bridgford	West Bridgford Library	B and D	No	Monday to Friday variable times	1525 (29)	1400 (27)
Carlton	Fairdale House	All	No	Mon, Tues, Wed 0900 to 1200 and 1300 to 1630 Fri 0900 to 1200 and 1300 to 1600	1532 (29)	2338 (45)
Bingham	Court House	B and D	No	Wed 0900 to 1230 and 1330 to 1630	283 (5)	292 (6)
Beeston	Beeston Library	B and D	No	Mon, Tues and Fri 0900 to 1230 and 1330 to 1600 Wed 0900 to 1215 to 1600	1281 (25)	1240 (24)
Stapleford	Stapleford Library	B and D	No	Thurs 0900 to 1630 (when booked)	83 (2)	319 (6)
East Leake	Parish Council Offices	B and D	No	Thurs 1000 to 1200 (when booked)	86 (2)	110 (2)
Basford	Bulwell	Records repository	No	N/A	N/A	N/A