

Registration Services Engagement Strategy

Why we have a customer engagement strategy

Nottinghamshire County Council Registration and Celebratory Services is committed to continued service development and customer satisfaction. The essence of this engagement strategy is to outline how team members engage with others, seek feedback and suggestions and how these are used to inform frontline service delivery.

How engagement takes place

Information about services available, service delivery points and how to engage is on the council's website www.nottinghamshire.gov.uk/registrars and wedding site www.celebrateinnottinghamshire.co.uk printed and electronic leaflets and guides are available. Social media including Facebook and Twitter are also used. Contact with the service is made through social media, via websites, email, telephone and face to face. A number of activities are undertaken at regular and periodic intervals to ensure views are sought from customers, stakeholders and colleagues.

Customer surveys – after their appointment customers are invited by email to complete a short electronic (or paper, depending on preference) survey about their experience. This survey asks customers to rate their satisfaction and to provide additional comments/suggestions if they wish. Paper copies of the survey are available also.

Employee surveys – colleagues are invited to complete an annual survey, rating their experiences of working within the registration service and suggestions for improvement. Nottinghamshire County Council also runs regular staff surveys. Team members take part in meetings, 1:1 and training sessions, learning events and consultation events. A service newsletter/bulletin is issued approximately twice a year.

Licenced venues – partners who are responsible for licenced ceremony venues are invited to contribute views through surveys and at their annual health and safety visit. Information is also made available through Registration Service Proper Officer correspondence update emails/letters.

Public and partner consultation – as part of planned significant operational changes views are sought from others such as GPs where a change in the service delivery is planned. Where appropriate the service will undertake equality impact assessments. Any such work is carried out using the local authority's corporate guidelines and processes.

County Council meetings – elected council members are engaged with the service through the committee meeting structure. This is done via papers issued in advance and also through verbal updates, requests for change and general discussions during meetings which are attended by senior team members. Meeting papers, records and decision minutes are made publically available through the county council website.

Regular planning and engagement meetings take place between operational managers from the registration service and the county council's customer service centre.

Public events – members of the team attend/present at events such as wedding fairs to engage with members of the public and stakeholders.

How this engagement information is used

- The information is used to monitor customer, colleague and partner satisfaction.
- To identify where there is room to improve the service provision including access and training.
- To inform future service development, delivery and improvements or change programmes.
- Results are either formally published or shared as appropriate at meetings, via email or on the web.
- Customer feedback and learning is a standing agenda item at all management and service team meetings.

Customer complaints

Nottinghamshire County Council operates a corporate complaints procedure. This procedure includes full investigation, review and learning.