

Nottinghamshire County Council
Registration & Celebratory Services
SERVICE DELIVERY PLAN
2021 – 2022

Version 9.00 (May 2021)

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Section 1

Vision and Aspirations

(This section will be reviewed following the forthcoming release of a new Council Plan for 2021 – 2025).

The Registration Service operates within the ethos of Nottinghamshire County Council and the Council's Plan 2017 - 2021: 'Your Nottinghamshire, Your Future'. We work to the four vision statements, to make Nottinghamshire a great place to:

- bring up your family
- fulfil your ambition
- enjoy your later life
- start and grow your business

The specific vision for the Registration Service is that we will be a successful, innovative business, focusing on the core principles of high levels of customer satisfaction, income generation, efficiency of operation, technical accuracy, and staff commitment. This is to be achieved through:

- Customer Satisfaction – constantly strive to improve the Service by engaging customers in the business decisions we make, and by being responsive to customer needs.
- Income generation – develop the Service to allow it to be self-sustaining and to reinvest in growth and wellbeing
- Efficiency of operation – identify and implement efficiencies which reduce costs and improve the service to customers
- Technical accuracy - maintenance of technical and statutory standards via induction and training
- Staff engagement – give staff the opportunity to contribute to the vision through listening to them, encouraging and acknowledging their contribution and reporting back

Commitment to the Code of Practice and National Standards

Nottinghamshire County Council (NCC) confirms its formal commitment to the General Register Office (GRO) Code of Practice and associated statutory requirements.

We are committed to meeting the service delivery standards established in the Guide for Councils on the delivery of Local Registration Services and will strive to develop services to meet the changing needs of our communities. Specific objectives to achieve this ambition are detailed in this Plan.

Section 2

Description of the service

Nottinghamshire County Council's Registration Service has the statutory function of providing a responsive service to the public for the registration of births, stillbirths, deaths; notices of marriage and civil partnership and consequent ceremonies; production of legal documentation and the approval of premises for marriages and partnerships; it is also responsible for citizenship ceremonies. The Service offers a range of non-statutory ceremonies and also delivers, on request, the 'Tell Us Once' service on behalf of the Department for Work and Pensions (DWP). The Service reports to NCC's Planning and Licensing Committee on licensing matters and on other issues to the Communities and Place Committee.

Substantial changes to the service have been implemented in recent years and further progress will be addressed as set out in this Service Delivery Plan.

Registration Districts and Sub-districts

The boundaries of Nottinghamshire Registration District and unified sub-district are coterminous with those of the county of Nottinghamshire.

Location of Service Points

The organisation comprises of a management and support team based at County Hall, West Bridgford, and the **Register Office** in Worksop, plus a central records repository in Bulwell, and Registration Offices providing registration services located at:

- Arnold
- Beeston
- East Retford
- Eastwood
- Hucknall
- Mansfield
- Newark
- Sutton-in-Ashfield
- West Bridgford

Details of the management structure of the service are given at Appendix A.

Access to Services

The key route for public access to our services is via the County Council's Customer Services Centre, telephone 0300 500 80 80. This number is staffed Monday to Friday 8am to 6pm.

Emergency registration services - the need for a Registrar General's licence for a marriage or civil partnership ('deathbed' marriage), or to obtain a disposal certificate (Form 9 or 'green') for a faith death, to enable a burial to take place quickly – are accessible 24/7.

There are online self-service options for customers to book birth and death appointments and order copy certificates.

The Service has a dedicated weddings website www.celebrateinnottinghamshire.co.uk and communicates with existing and potential customers via social media.

Partnership Working

The County Council has a Service Level Agreement with Nottingham City Council whereby Nottinghamshire Registration Service will complete birth registrations on behalf of the City of Nottingham in certain circumstances.

To achieve this, Nottinghamshire registrars are appointed as deputies to registrars employed by Nottingham City Council.

Section 3

Operational Context

New Governance

The Nottinghamshire Registration Service works within the 'New Governance' system of working. This means that changes to the service are determined by Nottinghamshire County Council and a legal and lengthy scheme change through the Registrar General is not required. The scheme requires the County Council to:

- sign up to a national Code of Practice.
- meet national standards set out in the Good Practice Guides.
- publish a Service Delivery Plan to set specifications, including a suggestions and complaints procedure, description of the service structure, access times, and a statement of commitment to service levels
- consult with staff, customers and stakeholders.

This Service Delivery Plan is designed to maintain these arrangements.

The current financial climate, and the pressure on all public spending, inevitably has an effect on the service. Consequently, the Service regularly explores means of offering new or enhanced services. By this approach, it is intended to increase the income generation potential of the service to off-set the net cost of the service to the County Council.

Service structure

The whole Nottinghamshire County Council area forms a single registration district and unified subdistrict. That district is sub-divided into three management areas (North, South and Central), plus the Records Repository, each with their own local managers. Those managers, together with the Proper Officer, form the Registration Management Team.

COVID-19

The ongoing pandemic affecting all areas of society dictates that we continue to be adaptable and flexible in our service provision, in accordance with periodically changing government guidelines:

- ensuring that all offices continue to be COVID-safe, for staff and customers, through social distancing, and personal and office hygiene regimes
- continuing to register deaths by telephone only
- minimising contact with birth registration and notice of marriage customers where possible, plus other appropriate measures
- minimising or cutting back on non-statutory services

Section 4

Service Activities

The Key Activities of the Service are:

1.	To manage the continual development and improvement of Registration and Celebratory Services.
2.	To fulfil all statutory duties regarding the registration of births, stillbirths, marriages, civil partnerships and deaths.
3.	To administer and carry out citizenship ceremonies.
4.	To establish and maintain a permanent and accurate legal record of all births, deaths, marriages and civil partnerships in Nottinghamshire.
5.	To provide, on request, the 'Tell Us Once' service for birth and death registrations
6.	To issue certified copies of register entries for legal and family history purposes
7.	To administer and facilitate marriages/civil partnerships, including the provision of registration ceremony rooms and approved premises.
8.	To maintain the records of all registration events in a secure environment.
9.	To provide an effective emergency response facility for burial in certain circumstances.
10.	To provide a responsive emergency service for marriage and civil partnership by Registrar General's Licence (RG's Licence)
11.	To provide non-statutory celebratory ceremonies e.g. Naming, and Celebration of Vows
12.	To maintain and improve registration office facilities
13.	To signpost customers to other services and inform them of related issues.
14.	To participate in the County Council's corporate and departmental initiatives with a commitment to staff training and development.
15.	To generate additional income through the sale of service-related merchandise
16.	To administer Clergy and Authorised Person services
17.	To administer the registration of religious buildings and the licensing of approved premises, including health and safety checks
18.	To provide training for staff (and other local authorities where possible)
19.	Civil Funerals
20.	To participate actively in the work of East Midlands Registration (EMREG) and National Panel.
21.	To recruit to, and maintain, an appropriate part-time staffing level to meet seasonal weddings demand
22.	To advertise and market the whole Service and promote weddings and civil partnerships via the Council's website and social media platforms
23.	To maintain, monitor and review all Service operations within ongoing Covid-19 guidelines and restrictions

Section 5

Key Areas of Responsibility

Group Manager, Emergency Management and Registration

Proper Officer for Registration Matters
New governance compliance
Elected Member Liaison / political reporting
Link Officer for Business Support

All Registration Managers (generic areas of responsibility)

Leadership in their area
Resource management and the implementation of County Council procedures
Local accommodation, including storage of secure stock
Maintaining customer service standards in respect of their specific service area
Development and implementation of new services
Commonality / standardisation / best practice
Partnership working/shared services

Superintendent Registrar

Nottinghamshire Register Office,
Memorial Avenue, Worksop, S80 2BP, tel. 0115 804 2994

(areas of responsibility specific to the role)

Legal preliminaries to marriage and civil partnership
Officiating at marriages and civil partnerships in the Register Office and at Approved Premises
Overall legal responsibility for birth, marriage and death registers
Customer Service Centre relationship
Lead manager for Stopford diary system liaison
Nottinghamshire representative at EMPOWER & EMREG
Performance monitoring, benchmarking and reporting to GRO

County Registrar

Rushcliffe Registration Office

The Hall, West Bridgford, Nottingham, NG2 6AT, tel. 0115 977 5742

(areas of responsibility specific to the role)

County Registrar of Births and Deaths / registers holder
Lead manager for the recruitment of apprentice Registration Support Officers (RSOs)
Staff competencies and training
Marketing lead officer
Line management of Training Officer
Nottinghamshire representative at EMPower & EMREG
East Midlands representative on National Panel

Policy Lead

Mansfield Registration Office

100 Chesterfield Road South, Mansfield, NG19 7DN, tel. 0115 8041132

(areas of responsibility specific to the role)

Development and maintenance of Service policies
Standard Operating Procedures
Maintenance and safekeeping of deposited registers (County House)
Business Continuity lead officer
Lead manager for registration systems and procedures to satisfy the General Data Protection Regulations (GDPR)
Customer surveys and consultation processes
Equality and diversity lead
Service Development budget monitoring and forecast

Records Manager

Records Repository, Basford Registration Office

Highbury Road, Bulwell, Nottingham, NG6 9DA, tel. 0115 9277786

(areas of responsibility specific to the role)

Responsibility for managing central repository of historic records
Recording, movement, maintenance and safekeeping of all deposited registers

Accommodation for, and security of, registers, security stock, and repository staff
Development of copy certificates service
Technical Business Sponsor for DWP / TUO / NRA liaison
Public protection and counter fraud lead
Information technology lead (web content, new uses of technology)
Nominated Property Contact
TUO strategic and development lead

CURRENT REGISTERS

Nottinghamshire is a unified sub-district for the purposes of the registration of births, still-births and deaths.

All offices can be reached via telephone number 0300 500 80 80.

REGISTER	LOCATION
1A	Beeston Registration Office, Beeston Library, Foster Avenue, Beeston NG9 1AE
1B	Arnold Registration Office, Arnot Hill House, Arnold, Nottingham NG5 6LU
1C	Eastwood Registration Office, Eastwood Town Council Offices, 120c Nottingham Road, Eastwood NG16 3NP
1D	Retford Registration Office, County Council Offices, Chancery Lane, Retford DN22 6DG
1E	The Register Office, Memorial Avenue, Worksop S80 2BP
1F	The Registration Office, Bridgford Hall, Bridgford Road, West Bridgford NG2 6AT
1G	The Registration Office, Sutton-in-Ashfield Library, Idlewells Centre, Sutton-in-Ashfield NG17 1BP
1H	Hucknall Registration Office, Ashfield District Council Offices, Watnall Road, Hucknall NG15 7LA
1I	The Registration Office, Sutton-in-Ashfield Library, Idlewells Centre, Sutton-in-Ashfield NG17 1BP
1J	Mansfield Registration Office, County House, 100 Chesterfield Road South, Mansfield NG19 7DN
1K	Newark Registration Office, The Gilstrap, Castle Gate, Newark NG24 1BG
1L	Newark Registration Office, The Gilstrap, Castle Gate, Newark NG24 1BG
1M	The Registration Office, Bridgford Hall, Bridgford Road, West Bridgford NG2 6AT
1N	Mansfield Registration Office, County House, 100 Chesterfield Road South, Mansfield NG19 7DN

Additional Marriage Registers

REGISTER	LOCATION
1	Arnold Registration Office, Arnot Hill House, Arnold, Nottingham NG5 6LU
2	Arnold Registration Office, Arnot Hill House, Arnold, Nottingham NG5 6LU
3	The Registration Office, Bridgford Hall, Bridgford Road, West Bridgford NG2 6AT
4	The Registration Office, Bridgford Hall, Bridgford Road, West Bridgford NG2 6AT

OFFICE OPENING HOURS (when not subject to Covid-19 restrictions)

The Register Office, Worksop	Monday to Friday 0900 to 1630
Arnold	Monday to Thursday 0900 to 1630 Friday 0900 to 1600
Beeston	Monday to Thursday 0900 to 1630 Friday 0900 to 1600
Bulwell – Records Repository	Monday to Friday 0900 to 1630
Eastwood	Tuesday and Wednesday 0900 to 1230 and 1330 to 1630
Hucknall	Thursday and Friday 0900 to 1230 and 1330 to 1630
Mansfield	Monday to Friday 0900 to 1630
Newark	Monday to Friday 0900 to 1300 and 1400 to 1630
Retford	Monday to Friday 0900 to 1300 and 1400 to 1630
Sutton in Ashfield	Monday to Friday 0900 to 1230 and 1330 to 1630
West Bridgford	Monday to Friday 0900 to 1630

Section 6

Performance monitoring and reporting

The Nottinghamshire 'Registration Management Team' comprises the Proper Officer, three Area Managers and the Records Manager. The team meets regularly and includes performance monitoring in its key activities, ensuring that performance at least meets the national standards set out in the GRO 'Good Practice Guide'. Particular attention is given to the KPIs on appointment and waiting times.

The Proper Officer reports annually to the General Register Office and the Service reports quarterly to GRO on appointment availability.

Further details on this topic are given in Appendix E.

Compliments, Criticisms and Complaints

Staff record the compliments they receive, and written compliments are kept by the County Hall team.

The service receives very few complaints. These are responded to in accordance with the County Council's customer service procedures, with assistance as necessary from the Corporate Complaints and Legal Services teams.

The topic is considered in a standing item on the agenda of monthly Registration Management Team meetings.

Section 7

Service Improvement Action Plan

The following action plan is organised under the following headings.

SERVICE MANAGEMENT

SERVICE IMPROVEMENTS

NEW BUSINESS / INCOME GENERATION

MARKETING

ACCOMMODATION

SERVICE MANAGEMENT

Objective	Priority	Date to be achieved	Lead Officer	Evaluation & Review
Implement the Marriage Schedule System				
Implement Designated Registration Office requirements				
Clear the backlog of birth registrations				
Satisfy backlog in public demand for marriage and civil partnership ceremonies				
Satisfy backlog in public demand for citizenship ceremonies				
Completion of a Business Impact Analysis in support of the Service Business Continuity Plan				
Review and revise Registration Service Business Continuity Plan				
Maintain registration systems and procedures to satisfy the General Data Protection Regulations (GDPR).				

Objective	Priority	Date to be achieved	Lead Officer	Evaluation & Review
Ensure service compliance with Health and Safety requirements, including maintenance of the SR60 form.				
Customer Relations Management and satisfaction reporting.				
Maintain Standard Operating Procedures				
Bank Holidays / Christmas staff on-call processes				
Lead NCC contributions to the work of EMREG and EMPower				
Performance monitoring, recording, and publication of benchmarking data, inc. annual return to GRO.				
Maintenance and development of the Service's relationship with the County Council Customer Service Centre.				
Copy Certificate performance monitoring				

Objective	Priority	Date to be achieved	Lead Officer	Evaluation & Review
Public Protection Counter Fraud (PPCF) Compliance.				
Monitor that the Child death reporting system is working appropriately				
Registration link to ICT colleagues for maintenance and development of ICT systems				
Establish and lead a Working Party to review registration job descriptions				
Lead recruitment of additional Ceremony Officers				

SERVICE IMPROVEMENTS

Objective	Priority	Date to be achieved	Lead Officer	Evaluation & Review
Begin to plan for a comprehensive service review, to take place with capacity allows				
Review of our use of the Stopford Diary System				

Objective	Priority	Date to be achieved	Lead Officer	Evaluation & Review
Attend LRSA 'Year Ahead' Conference, and feedback learning to all staff as appropriate				
Re-development of the Registration Records Repository				
Staff survey to monitor staff awareness and ideas and improve staff communication				
Review of the Civil Funerals and Living Eulogies service offers and processes				
Website content and updates				
Website commercial content and design				
To work collaboratively with the Coroner's Office, hospitals and Medical Examiners				
Lead on staff training				
Local implementation of outcomes from Forced Marriage Working Party				

NEW BUSINESS / INCOME GENERATION

Objective	Priority	Date to be achieved	Lead Officer	Evaluation & Review
Dependent on Covid situation				

MARKETING

Objective	Priority	Date to be achieved	Lead Officer	Evaluation & Review
Ongoing design and production of county-wide promotional / marketing materials.				

ACCOMMODATION

Objective	Priority	Date to be achieved	Lead Officer	Evaluation & Review
Nominated Property Officer role				
Property Management in the North Area				
Property Management in the Central Area				
Property Management in the South Area				

Objective	Priority	Date to be achieved	Lead Officer	Evaluation & Review
Property Management (NPC) at Records Repository				

PARTNERSHIPS

Objective	Priority	Date to be achieved	Lead Officer	Evaluation & Review
Participate in consultations on potential new legislation.				

Section 6

Appendices

- Management Structure of the Service
- Training and development
- Business Continuity Management.
- Marketing Strategy
- Service Delivery monitoring and reporting
- Health and safety

Structure of the Service

* Colleagues based in these roles may be trained and supported to conduct ceremonies

Training and Development

OBJECTIVE

To develop a workforce equipped with the necessary skills, knowledge and behaviour capable of delivering consistently high quality and technically accurate outcomes in all aspects of service delivery.

METHODOLOGY

Develop a training, learning and delivery plan within the competency framework which will link to EPDRs and include group and individual training packages, giving colleagues the opportunity to contribute to the training vision to promote internal positive practice.

Appraisal process

Establish a county-wide appraisal process using EPDRs and best practice models; use this to identify training needs and build them into the training plan in conjunction with area managers and GRO guidelines.

Use of local, regional and national resources

Local

Promote, identify and share good practice.

Encourage cross-boundary working and staff exchanges/visits at all levels, including County Hall staff.

Develop a common and comprehensive suite of training packages for all colleagues and implement an evaluation procedure.

Develop and run specialist courses based on identified needs.

Incorporate into training plans any developmental needs identified from customer feedback.

Priorities:

Technical

Registration of births and deaths (basic)

Attestation of notice of marriage / civil partnership (basic)

Registration of marriages

Conducting of ceremonies

Use of RON and RAFTS

Re-registration of births

Dealing with marriage caveats/objections

General administration procedures

Processing of quarterly returns including church marriages

Production of certificates (current and archived), including identity fraud

Generic

BMS
Civica
Agenda diary
Dealing with abusive behaviour
First Aid
Safeguarding vulnerable people
Lone working
Customer Service
Equality and Diversity
Business continuity (flu pandemic)

Regional

Be an active member of the East Midlands Training Group (EMPower) and explore opportunities for training collaboration with neighbouring local authorities.

Take a lead in key initiatives such as the National Qualification.
The Service has Internal Verifiers and an Assessor.

National

Utilise national run courses via GRO.

Use national competency standards provided by GRO. Incorporate these standards into our induction programme and use GRO circulars to make staff aware of legislative changes.

COMMUNICATION

Develop effective communication tools to ensure that all staff are aware of, and have access to, training opportunities identified in EPDRs and supervisions. Routes to explore include:

NCC Learning and Development

Business Continuity Management

The full Registration Service Business Continuity Plan is available to view at NCC Business Continuity One Space <http://onespace.nottscc.gov.uk/teams/business-continuity/default.aspx> or for those with access, in the Registrars I:drive <I:\CSRP\Registrars\One District Information\Staff Information includes all SOPS, forms & JDs\Business Continuity\CURRENT BCP\Reg Serv Bus Cont Plan v1.4 Revised Sept'17.docx>

The following Registration staff hold copies of the plan but it is freely available to all members of staff:

Robert Fisher, Group Manager
Diane Smith, Area Manager (Central), (author)
Jeanette Hall, Superintendent Registrar & Area Manager (North)
Hazel Tait, County Registrar & Area Manager (South)
Mirek Rus, Records Manager

The contents of the Business Continuity Plan are under the headings:-

- Version control / distribution
- Plan purpose
- Co-ordination of response
- Activation of plan
- Roles and responsibilities
- Loss of staff
- Loss of premises
- Loss of ICT / telecommunications
- Loss of fuel
- Loss of key suppliers
- Loss of utilities
- Training and exercising
- Pandemic planning

Appendix A	Team contact information
Appendix B	Critical Function Summary
Appendix C	Key suppliers and back-up suppliers' contact details
Appendix D	GRO Proper Officer's Guide to Business Continuity

Marketing Strategy

The Service maintains a stand-alone marketing strategy entitled 'Promoting Registration Services'. This is a working document which is updated and revised when required and serves as a central point for all communication and marketing activity by the Service.

The aims and objectives are identified as:

- Raising the profile of main services
- Raising the profile of registration services within the County Council
- Developing an organised approach to media handling
- Creating an overall public image

The key messages of our publicity are:

- We are compassionate, professional and caring people
- We are experienced, well established and the only official providers of civil ceremonies
- Personal and quality service
- Always seeking development and improvement of our services
- Our offices and our approved premises are attractive, accessible and have excellent facilities.
- Central location in UK with good transportation network
- Nottinghamshire as a visitor destination has lots to offer

Our next actions include:

- Improving our website
- Corporate publicity materials
- Local events
- Press releases

Service Delivery Monitoring and Reporting

Nottinghamshire Registration Service monitors basic performance indicators daily and benchmarks them across the East Midlands. The birth and death performance indicators are published along with the wider county council measures.

Customer satisfaction surveys are carried out for birth/death registrations and notices of marriage.

The wider expectations contained within the good practice guide are monitored in a number of ways:

- An ongoing customer survey to seek continuous feedback from users will cover some customer service items.
- An annual customer engagement survey to guide service developments and priorities.
- Nottinghamshire instigated and supported the work of the EMREG sub group which has quality- performance and benchmarking- as its focus.

Health and Safety

The current Nottinghamshire County Council SR60 form for the service is not included in the Public Version of this document.

