

Proposal to relocate Registration Services – Consultation outcome

SUMMARY

- 1.1 Further to the report dated 29 October 2015, a review of the delivery of this service has been undertaken and has been linked with the corporate review of the council's use of its buildings. For some considerable time the Registration Service has been based at Royal Oak House and, in addition, a predominantly death registration service has been offered at the Bereavement Centre at Royal Derby Hospital.
- 1.2 On 29 October 2015, authorisation was given for the Proper Officer for the Registration Service to commence a period of consultation in respect of the proposed re-location of the Registration Service from Royal Oak House to the Council House
- 1.3 The public consultation exercise concluded on 4 December 2015, and following a review of the responses it is proposed that the Registration Service should be re-located from Royal Oak House to the Council House from Monday 11 January 2016. The consultation responses are listed at Appendix 2 to this Report.
- 1.4 The Director of Governance is appointed as the Proper Officer with statutory responsibility for the delivery of the Registration Service.

RECOMMENDATIONS

- 2.1 To authorise the Proper Officer for the Registration Service to transfer the council's Registration Service from Royal Oak House to the Council House from 11 January 2016, having considered the responses received to the public consultation exercise.
- 2.2 To note that the Registration Service will still continue to offer a registration function at the Royal Derby Hospital.

REASONS FOR RECOMMENDATIONS

- 3.1 Transferring the service to the Council House will maximise the customer experience and offer greater resilience for delivery of the statutory services offered.

SUPPORTING INFORMATION

- 4.1 In order to comply with GRO guidance, a four-week public consultation exercise was undertaken to seek views from the public using the council's website about the transfer of the location from Royal Oak House to the Council House.
- 4.2 Three responses were received during this consultation period. Overall all three responses were in favour of the proposed re-location stating that the Council House seemed the "ideal location" for the Service.
- 4.3 The consultation responses also posed queries about privacy afforded to those wishing to register a birth and whether a private room would be available as opposed to a customer service booth and the minor changes to the copy certificate service collection times which are being adjusted to accommodate the proposed move to the Council House.
- 4.4 In response to these queries, arrangements can be made if a customer wishes to register a birth in a private room as such rooms are being made available to the Registration Service in any event. Customers would need to request a private room when booking the appointment.
- 4.5 In respect of the copy certificate service, the Registration Service already operates an expedited service for the request and collection of copy certificates and it is proposed that the timeframes for the request and collection are now on a more formalised basis as opposed to an ad hoc basis which operates at present.

OTHER OPTIONS CONSIDERED

- 5.1 The Registration Service could remain at Royal Oak House. The cost of retaining the St Mary's Gate property makes this option unaffordable.

This report has been approved by the following officers:

Legal officer	Janie Berry, Director of Governance, Proper Officer for Registration Services
Financial officer	N/A
Human Resources officer	N/A
Estates/Property officer	N/A
Service Director(s)	N/A
Other(s)	N/A

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Background papers:	None
List of appendices:	Appendix 1 – Implications Appendix 2 – Consultation Responses Appendix 3 – Report considered on 16 October 2015 – available online: https://cmis.derby.gov.uk/cm5/MeetingsCalendar/tabid/73/ctl/ViewMeetingPublic/mid/410/Meeting/8268/Committee/1889/Default.aspx

IMPLICATIONS

Financial and Value for Money

- 1.1 There are some costs incurred in relocating the service from Royal Oak House including removal costs for equipment and Serco costs for the network connections for the IT equipment. It is anticipated that these costs will be no greater than £5000 and are being funded by the Service.

Legal

- 2.1 The Registration Service is a statutory service regulated by the General Register Office. It is a requirement that consultation must occur in respect of the proposed change in location of the Designated Register Office.

Personnel

- 3.1 None arising from this report

IT

- 4.1 The Council House IT system can accommodate the transfer of the Service from Royal Oak House and servers currently supporting the service at Royal Oak House will no longer be required.

Equalities Impact

- 5.1 There are no known equalities impact issues related to this report. However it should be noted that the Council House is fully DDA compliant should the service be re-located.

Health and Safety

- 6.1 None arising from this report

Environmental Sustainability

- 7.1 None arising from this report.

Property and Asset Management

- 8.1 The use of Royal Oak House has been evaluated as part of the council's review of the usage of its buildings. While it is proposed that Registrars Service will be relocated to the Council House, it is proposed that the Ceremony Rooms would remain at Royal Oak House and will continue to be used for ceremonies etc. The space vacated by the service would host a wider range of other council services and thus maximise efficiencies.

Risk Management

9.1 None arising from this report.

Corporate objectives and priorities for change

10.1 The proposed transfer of the Registration Service would offer an enhanced customer experience.