

Warrington Registration Service

Service Delivery Plan
2019 - 2020



WARRINGTON
Borough Council

Contents

	Page
1. The Service	3
2. Registration District and Staffing Structure	5
3. Location and hours of operation	7
4. Business Continuity	8
5. Comments and Complaints Procedure	9
6. Improving Customer Service and Service Delivery Standards	10



The Service

Warrington Registration Service is placed within the Corporate Services Directorate within Warrington Borough Council. The Role of the Service is to deliver statutory and non-statutory registration services within the borough of Warrington in accordance with national standards set out by General Register Office. The Register Office is situated on Museum Street in the Town Centre.

Warrington Registration Service provides the following statutory services:

- The registration of births, deaths and still births having occurred in the Warrington district within statutory timescales
- Attestation of notices of marriage and civil partnership
- The conducting and registering of marriage and civil partnership formations at the Register Office, licensed premises, and in (special circumstances) hospital, hospices, prisons and private residences
- The conversion of civil partnerships into marriage, with or without a ceremony
- The licensing of venues to be used as premises for marriages and civil partnership formations
- The safe custody and care of registers of birth, marriage and death dating from 1837
- The issuing of certified copies of entries from the birth, death, marriage and civil partnership registers in the form of certificates
- The provision of citizenship ceremonies
- The collection of official statistics
- The submission of certified quarterly copies of registrations to the Registrar General
- The checking and submission to the Registrar General of certified marriage entries from all non-denominational churches within Warrington
- The statutory re-registration of entries of birth
- Corrections to registrations on the authority of General Register Office
- The recording and processing of birth and death declarations for events occurring outside of Warrington.



In addition to the above, Warrington Registration Service also offers the following non-statutory services:

- Naming ceremonies
- Renewal of vows ceremonies
- Private citizenship ceremonies
- Fast track certificate ordering service



Registration District and Staffing Profile

Warrington is a single district registration authority. The boundaries of the registration district correspond with the boundaries of the borough council. It is the sixth largest of the ten unitary authorities in the North West. As of 1st February there will be one sub district, A.

Warrington's resident population stands at 209,700, consisting of 104,100 males and 105,600 females.¹

At the time of the 2011 Census, 4.1% of Warrington's population recorded their ethnicity as non-white. Compared with the North West average, Warrington has a slightly higher proportion of residents born in EU countries outside the UK and Ireland. Warrington has similar proportions of the broad population groups to those found at regional and national level: - 39,800 (19%) young people aged 0-15. - 131,600 (63%) working age population aged 16-64. - 38,300 (18%) aged over 65.²

Within the boundaries of Warrington registration district there is one major hospital, Warrington and Halton Hospitals NHS Foundation Trust. The hospital has an Accident and Emergency department and a large maternity unit.

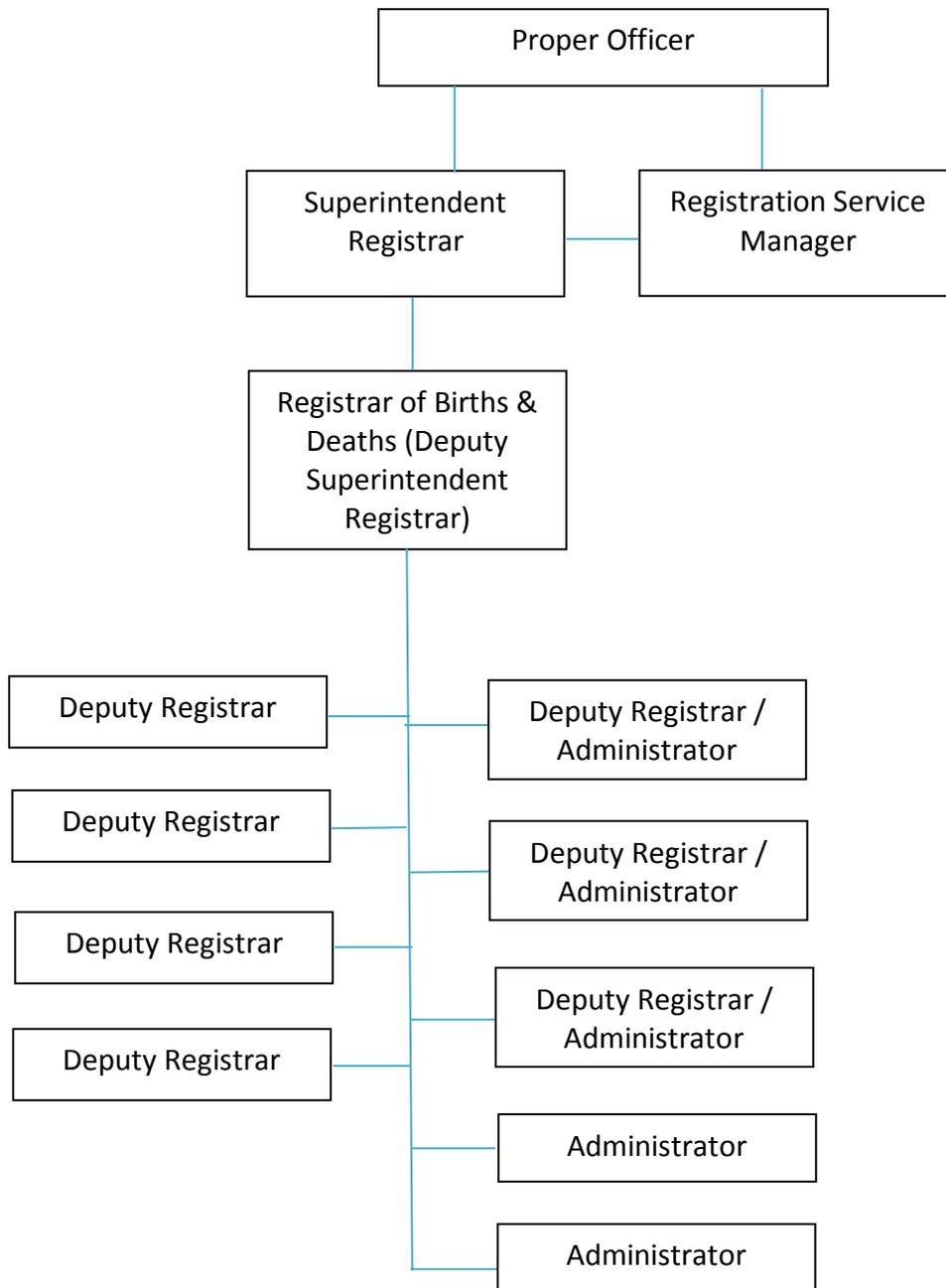
The location, size and range of specialist services offered at the hospital, and the closure of maternity wards in neighbouring districts means that the hospital is used to a significant extent by people who are resident outside the Warrington boundary. All birth and deaths occurring at the hospital fall under the responsibility of Warrington registration service.

¹ ONS mid-year estimate 2017

² Warrington Borough Council Borough Profile 2016/17
www.warrington.gov.uk



Staffing Structure



The Registration Service consists of 10.07 full time equivalent staff.

The Service also has seven Sessional Registrars. One Deputy Registrar and one Administrator are shared with Warrington Borough Council's Customer Contact Centre. All staff act as celebrants for ceremonies.

Location and Hours of Operation

Warrington Register Office is located in the town centre, close to the library.

Warrington Register Office

Museum Street
Warrington
WA1 1JX

01925 442762

registrars@warrington.gov.uk

www.warrington.gov.uk/registrars

Opening hours

Monday	Tuesday	Wednesday	Thursday	Friday
09.00 – 4.30	09.00 – 4.30	09.00 – 4.30	09.00 – 4.30	09.00 – 4.30

The Register Office closes at 3 pm once a month for staff training. The precise dates are publicised on our [website](#) and in reception well in advance.

The office is open for ceremonies only on Saturdays and is closed on Sundays and public holidays.

Emergency Out of Hours Service

Registrars are available outside normal working hours for those who need to organise a burial within 24 hours. Emergency contact numbers are held by Contact Warrington, Warrington Hospital and the Coroner's Service.



Business Continuity

Warrington Registration Service has a Business Continuity Plan in place, which is reviewed and updated regularly.



Comments and Complaints

Warrington Registration Service operates its complaints procedure in line with Warrington Borough Council policy.

Informal Complaints

If you are unhappy with the service you have received, please tell a member of staff at reception and they will deal with your complaint or refer it if appropriate. Alternatively, you may fill out one of our comment cards and leave it in our comments box.

Formal Complaints

If you have a formal complaint you can email us at registrars@warrington.gov.uk or write to the Superintendent Registrar, The Register Office, Museum Street, Warrington, WA1 1JX.

We handle your complaint by following three stages:

Stage 1 – Local Resolution.

The Superintendent Registrar will acknowledge your complaint within 5 working days and give you a full response within 10 working days.

If you are not happy with the outcome of your complaint then you can request that the complaint is escalated to a Stage 2 complaint.

Stage 2 – Formal Investigation.

If the complaint has not been resolved under Stage 1, or you are unhappy with the outcome then you can request that a Stage 2 Investigation is undertaken.

Stage 2 is a request for a formal investigation. It is a comprehensive consideration of the complaint. The outcome will be a formal written report of the investigation.

We aim to clarify the details of your complaint within 5 working days of receiving it and give you a full response within 10 working days.

Stage 3 – Procedural Review.

The Stage 3 Review will be handled by a Director or appropriate Senior Officer within the Council. It is a review of the way a complaint has been handled against the policy to ensure the complaint has been dealt with appropriately; it is not a review of the complaint itself.

If you wish your complaint to be looked at under stage 3 then please be as detailed as possible about the reasons why you want to do this, why you are still not satisfied, and what you think we should do to resolve this complaint.

If the Council believes that a Stage 3 Review is unlikely to produce a different outcome than the Stage 2 outcome for the customer, we have the option of referring the case direct to the Local Government Ombudsman, rather than completing a Stage 3 Review.

We aim to send you an acknowledgement within 5 working days of receiving it, and inform you of the outcome of the review within 10 days of receiving it.



Improving Customer Service and Delivery Standards

Objectives for 2019 / 20:

- Warrington Registration Service will undergo a formal scheme change on 1st May 2019, converting the service to a single RBD model of registration service delivery.
- Warrington Registration Service (WRS) will continue to deliver the registration service to national standards as prescribed in the Good Practice Guide.
- WRS will ensure it complies with standards relating to Public Protection and Counter Fraud.
- WRS will continue to prepare for a move to new civic building within the next year / year and a half.
- WRS is committed to moving more of its services online, including advance ceremony payments.
- WRS is committed to the continuing training and development of staff in order to achieve best practice and the greatest level of service for the customer.
- WRS will continue to act as lead in the North West regional benchmarking exercise.
- WRS will ensure that waiting times for appointments are kept within appropriate timescales.
- WRS will continue to work with the Coroner to promote timely registrations and ensure the process is as seamless as possible for the customer. The service will maintain and improve this working relationship with the Coroner for Cheshire.
- WRS is committed to promoting equality and valuing diversity. We will treat all citizens, including those who identify with a protected characteristic (as defined in the Equality Act 2010), fairly and with respect.
- WRS will continue its contribution to the process of implementing Death Certification Reform.
- WRS will endeavour to maintain the highest level of customer satisfaction.

