



EMPLOYEE ENGAGEMENT PROGRAMME

SERVICE LEARNING VISIT: FEEDBACK FORM

Registrars
Thursday 15th March 2018

CMT Rep: Denise Whitworth, Corporate Director (Corporate Services)
Councillor Rep: Councillor James Allan, Councillor George Alexander
HR Rep: Kara Morrison, HR Adviser

FEEDBACK

On arrival, we were met by the Senior Registrar who introduced us to her team of Registrars. We were provided with a tour of the facilities which included their main office, interview rooms for registering births and deaths, burial admin room, kitchen/tea point, senior registrar's room and the marriage room. During the tour, further information was provided about the service they provide:

Burial ground admin are based here, they have copies of the burial books dating back to 1855. There is work currently being undertaken to digitalise them making it easier to navigate.

Citizenship ceremonies are conducted here to grant British citizenship. There is a test to complete initially, if they pass it the Home Office will issue a certificate, which is then signed, dated and presented to the individual after the ceremony. There are also plans to provide a medal to citizens as part of their ceremony. Within Moray there are 67 different nationalities.

Marriage rooms are available in Elgin, Forres and Buckie. The room in Forres is quieter, they will hold the second marriage this year later this week, however it is also doubled up as a meeting room. Each marriage room has varying levels of capacity and fees, for example Forres has a capacity of 20 people and hiring of the whole room costs £270. Marriages can be conducted on any day of the week, however during the summer most weddings are held on a Saturday.

Registration of births/deaths works on an appointment system to make effective use of time, this was introduced 10+ years ago. The legal obligation is to register deaths within 8 days and register births within 21 days. Registering the death of children is one of the most challenging aspects of the role. The birth/death/marriage registrations are all digitalised but they also have historical physical records available.

Discussions led to how the team felt working for Moray Council, they provided positive feedback advising that they all enjoyed their work, enjoyed working together as a team and with members of the public. They described some of the qualities required in their role as having a degree of empathy, ability to read people alongside local knowledge.

In summary, the visit provided a valuable insight into the role and responsibilities of a registrar and gave staff an opportunity to discuss the challenges that they face and developments that would assist in further improving service delivery. These are set out below with action points where appropriate.

Summary of Points from Visit		
Issue	Points Raised/Noted	Feedback
Apprentice	The current team of registrars are all over the age of 60, given our age profile is there scope to secure an apprentice registrar?	To secure an apprentice there needs to be a vacant post in the first instance, the registrar team is currently fully staffed. There are additional options for example participating in the Career Ready scheme in collaboration with our local schools. A senior pupil would come in during the summer for a set period, however in return the service would need to commit to mentoring them throughout the year.
Office Standards	The windows are filthy and haven't been cleaned inside or out for at least 5 years, can this be looked into?	Tenders are currently being sought for a new council window cleaning contract which will include the Registrars building.
	The marriage room and corridor which the bride would walk through is a bit grubby and could do with a paint. Who do we contact about this?	The Helpdesk can be contacted to log a request for a repair to property. You can request a quote initially, or you can request just to go ahead with the painting, however it is important to note that the work will attract financial implications and will require to be agreed by the budget manager.
"Tell us Once"	<p>"Tell us once" has been extremely beneficial to us and our customers. Once a death has been registered we go online to the DWP website to notify them, which subsequently notifies Council Tax, DVLA (driving licence), HMRC (passport), DWP (pension) etc.</p> <p>In terms of cancelling a bus pass, we currently advise customers to go to the Access Point to cancel it, however other local authorities have this function within Tell us Once. Can ours be amended to include a bus pass?</p>	Through "Tell Us Once," part of the process involves notifying the library service of the death. This notification also automatically cancels the bus pass; therefore there is no separate requirement for customers to go into the Access Point.
Workload	Summer is a busy period for us; it can be challenging to carry out tasks alongside the increased number of weddings.	Work is being undertaken to determine if there is scope for the Contact Centre to provide assistance, for example taking calls and making appointments. It was acknowledged that managing with fewer resources is a challenge

		across the Council.
Acknowledgements		
<p>The Corporate Director advised that there was a positive level of engagement between staff and summarised her visit as a valuable insight into Registrars. She thanked everyone for their time and participation in the service meeting.</p>		