

Warrington Registration Service

Service Delivery Plan
2023 - 2024



WARRINGTON
Borough Council

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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 in the Council Offices at 1 Time Square 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, places of detention and private residences
- The conversion of civil partnerships into marriage, with or without a celebratory 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 registration of all marriages taking place in registered buildings in Warrington (Church of England and non-conformist)
- 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
- 'Your Choice' ceremonies
- Private citizenship ceremonies
- Priority certificate ordering service

We also regularly send representation to wedding and ceremony fairs at Warrington Approved Premises in order to promote the 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. There is one sub district, A.

Warrington's resident population stands at around 210,900, according to the 2021 Census. This represents around a 4.3% increase since 2011.

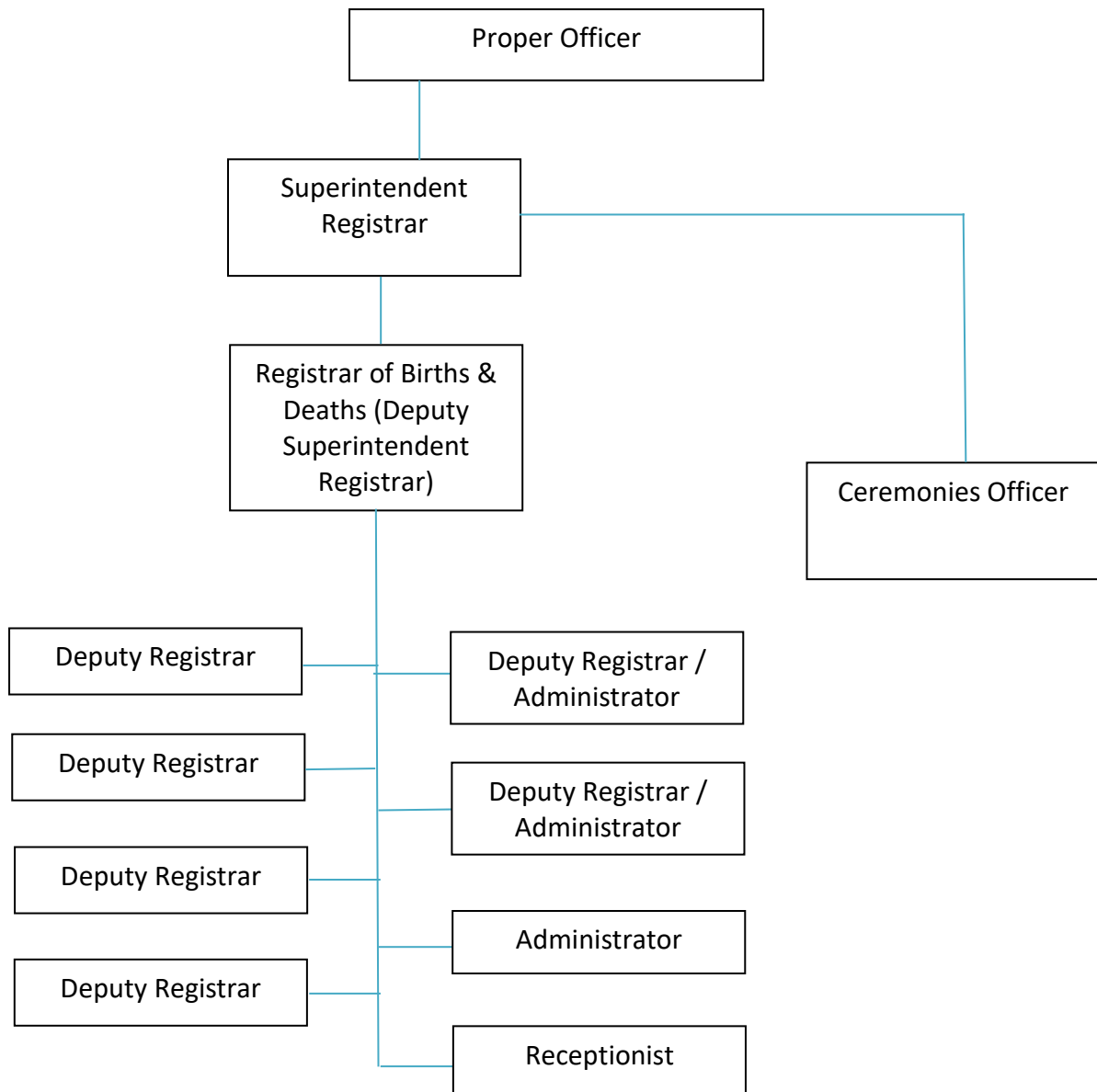
At the time of the 2021 Census, there has been an increase of 24.5% in people aged 65 and over. 6.5% of Warrington's population recorded their ethnicity as non-white. 50.% of Warrington's residents are female and 49.5% are male.

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.



Staffing Structure



The Registration Service consists of 9.56 full time equivalent staff (including one fixed term post).

The Service also has 18 Sessional Registrars.

Location and Hours of Operation

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

Warrington Register Office

1 Time Square
Warrington
WA1 2NT

01925 443322

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 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, or need to quickly marry or form a civil partnership. 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.

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, 1 Time Square, Warrington WA1 2NT.

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 2023/2024:

- Warrington Registration Service (WRS) will continue to deliver the registration service to national standards as prescribed in the Good Practice Guide.
- WRS will continue a full and swift reestablishment of all services following the pandemic.
- WRS will ensure it complies with standards relating to Public Protection and Counter Fraud.
- WRS is committed to moving more of its services online, including online notice of marriage booking, which we hope to implement before autumn 2023.
- 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 ensure that waiting times for appointments are kept within appropriate timescales.
- WRS will continue to actively participate in the development of death registration transformation.
- WRS will have representation at the Mersey Training Group, putting forward delegates and trainers.
- WRS will continue to host the North West Registration Managers meeting at their premises on a quarterly basis.
- WRS will continue to nurture and develop working relationships with the Medical Examiner and his team in order to assist with the smooth transition of ME scrutiny of community Medical Cause of Death Certificates.
- 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 endeavour to maintain the highest level of customer satisfaction.

