APPENDIX A

THE REGISTRATION SERVICE
SERVICE WIDE REVIEW OF
LEICESTERSHIRE

July 2002
Lesley Fehrn -HM Inspector
## CONTENTS

<table>
<thead>
<tr>
<th>Chapter</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Executive Summary</td>
<td>3</td>
</tr>
<tr>
<td>2 Recommendations</td>
<td>5</td>
</tr>
<tr>
<td>3 Local Authority Registration Profile</td>
<td>8</td>
</tr>
<tr>
<td>4 Delivering Results</td>
<td>9</td>
</tr>
<tr>
<td>5 Accommodation</td>
<td>15</td>
</tr>
<tr>
<td>6 Customer Focus</td>
<td>17</td>
</tr>
<tr>
<td>7 Organisation and use of Resources</td>
<td>24</td>
</tr>
<tr>
<td>8 Security</td>
<td>32</td>
</tr>
<tr>
<td>Appendix A Background to the Registration Service</td>
<td>34</td>
</tr>
<tr>
<td>Appendix B Methodology</td>
<td>36</td>
</tr>
<tr>
<td>Appendix C Cost of Service/Event comparison information</td>
<td>37</td>
</tr>
<tr>
<td>Appendix D Staff Perception Questionnaire</td>
<td>38</td>
</tr>
<tr>
<td>Appendix E Substation Usage</td>
<td>47</td>
</tr>
<tr>
<td>Appendix F Accommodation</td>
<td>48</td>
</tr>
</tbody>
</table>
EXECUTIVE SUMMARY

1.1 This chapter summarises the key issues arising from the Registration Inspectorate's inspection of the Registration Service in Leicestershire. Detailed findings are contained in the main part of the report.

1.2 The Registration Inspectorate is an administrative branch of the General Register Office. Its main aim is to report on and seek improvements to, the general efficiency and effectiveness of the Local Registration Service. As part of this work, the Inspectorate undertakes wide-ranging reviews by Local Authority area. The resulting reports are designed to help Local Authorities in their management of the Local Registration Service. This can feed into Best Value reviews and help develop the service with the impending White Paper regulatory reforms in mind. See paragraph 6 of Appendix A for further details of the White Paper.

Overall Conclusions

1.3 The Leicestershire registration service has progressed far since being re-organised into one registration district in January 2000. The overall standard of service delivery in Leicestershire is very good. This is not easy to achieve because of the size of the county and the great variations in population and accommodation. There has been a significant investment to set up the Register office at County Hall Glenfield, which was purpose built, and provides a fresh modern environment.

1.4 The outstation accommodation gives the customers not only a wider choice of location for registrations and marriages, but an impressive range of venues. For example the marriage room at County Hall Glenfield is very fresh and modern whilst the marriage room at Hinckley is traditional, quaint, warm and homely. The offices have all been well maintained with the exception of Melton, which is in need of some refurbishment.

1.5 There is additional service provision at three substations, while popular with the communities they serve, this service is provided at a cost, especially as the usage is mainly for birth declarations, on which Leicestershire receives no fees.

1.6 Facilities for the disabled, pushchair users and nursing mothers need to be improved in Loughborough and Hinckley.
1.7 There is no uniform approach to certain aspects of marriage provision e.g. options and enhancements to the marriage ceremony at the outstations.

1.8 The Offices are managed and organised to ensure that members of the public are dealt with in a quick and effective way. There is a good understanding of customer care and of equal opportunity issues. All the experienced registration staff have the technical expertise necessary to carry out their statutory duties and the overall technical standard was high. They deliver the service in a polite friendly and knowledgeable way and the majority of returns to the General Register Office have been made on time and in good order. However, there is only a limited understanding of corporate matters and “Best Value” issues. This is largely due to the fact that Principal Officers are not Local Government Officers but statutory officers and have traditionally been reviewed as somewhat "outside the County Council. The Registration White Paper Review has brought forward proposals to change the status of employment, making them Local Authority employees.

1.9 A formal programme to review and develop staff training is currently being introduced.

1.10 The Proper Officer should be congratulated for the introduction of the standards of service booklet. The delivery of service compares favourably against these standards as well as the proposed national core standards.

1.11 The recent customer satisfaction survey, has been professionally analysed and presented. This demonstrates the commitment of the Local Authority to delivering a high level of customer service. The response was favourable with 89% reflecting a high level of customer satisfaction.

1.12 The Leicestershire Registration Service does have a service plan which links in with the strategic aims of the Authority.

1.13 A complete list of recommendations, which have been prioritised, can be found at Chapter 2.

1.14 The Inspectorate would like to thank all those who contributed to the inspection.
RECOMMENDATIONS

2

High Priority

2.1 Assess effectiveness of current telephone switchboard system including providing answering machines so that the public can leave a message in all of the offices (see chapter 6).

2.2 Use of computerised marriage diary to develop a more flexible workforce to undertake marriages by organising teams centrally. To consider as part of this a rota system for the approved premise weddings. (see chapter 6)

2.3 Utilise staff at the outstations more appropriately by reviewing conditions of service such as working on a Saturday. Consider recruiting “as and when” deputies who can deputise in any of the Leicestershire offices, who should be trained to cover both Principal officer roles to give maximum flexibility. Consideration should be given to who is best to make arrangements for deputy cover. (see chapter 7)

2.4 Consider a health and safety risk assessment and review the implications of lone working (see chapter 8).

Medium Priority

2.5 Review facilities for the disabled, nursing mothers and baby changing especially at Loughborough and Hinckley. Consider installing hearing loops in office marriage rooms. (see chapter 6)

2.6 Consider inviting all staff to an annual meeting with the Proper Officer and to consider the need, purpose and format of staff meetings within the offices to improve communication and feelings of isolation. (see chapter 7)

2.7 Ensure that there is a system in place at all outstations to advise customers when the registrar is engaged. (see chapter 6)
RECOMMENDATIONS CONTINUED

2

2.8 Encourage staff to study for the Registrar General’s Certificate of Competence. (see chapter 7)

2.9 Consider cost implications of providing extensive substation service and to consider providing a laptop computer and printer for use in the substations if the service there is to continue. (see chapter 7)

2.10 Amended banking instruction should be issued to all staff, who should acknowledge in writing that they have received them. Advise staff to hold a copy of these instructions in their cash book (see chapter 8)

Low Priority

2.11 Explore marketing opportunities, which could provide additional income and enhancements to the service. Further develop the Superintendent Registrar role in promoting and taking the service forward. (see chapter 6)

2.12 Providing a carousel leaflet stand for Melton and Wigston as per the other out stations, and to ensure all offices display the same leaflets (see chapter 6)

2.13 Consider providing all staff with name badges. (see chapter 6)

2.14 Suggest Registrars of Births and Death's have their own compliment slips showing the office telephone number and not the Register Office at County Hall. (see chapter 6)

2.15 Consider a printed memo to put into the certificate holder for birth declarations to inform parents where future certificates can be obtained as used by Market Harborough. (see chapter 6)
RECOMMENDATIONS CONTINUED

2.16 Set up a wedding pack to include the current printed ceremony sheet etc. Which would be presented to all couples having civil ceremonies in Leicestershire. (see chapter 6)

2.17 A documented system needs to be in place regarding the collection of completed registers from the outstations. (see chapter 7)

2.18 To consider allowing payment by credit cards. (see chapter 8)

2.19 Review emergency death registration procedures. To provide an efficient service for the registration of death outside office hours. (see chapter 6)

Longer Term

To consider the amalgamation of Leicester and Leicestershire, working in partnership with Leicester City to provide a cohesive registration service to the county.

The advantages of this would be to considerably reduce the amount of birth declarations for Leicestershire and reduce the pressure on staff at Leicester. Thus it would mean less upheaval for staff in the future when birth registrations can be made at any office. It would also give customers more choice as to where they registered an event and where notice can be given. (see chapter 7)
local authority registration profile

3

3.1 In 2000 Leicestershire's population was 611,200. This figure is the estimated mid-year figure published in the Office for National Statistics Monitor. The percentage breakdown by age is 0 to 15 19.5%, 16 to 64 62.5% and 65 + 18%.

3.2 The Leicestershire registration service has undergone significant change over the last five years. In 1997 it separated from Leicester City and in January 2000 a single registration district was created. This created a more efficient service to the people of Leicestershire, giving them a wider choice of venues at which to register an event. Central to this reorganisation was the creation of a new purposely-built register office at the County Council offices at County Hall. The Leicestershire Registration Service also has six main outstations and three substations situated around the County.

3.3 The Leicestershire Registration Service has an annual service plan, which has been included within that of the Regulatory Services Department of which it is a part. Its overall aim is "to provide a customer friendly facility for the registration of births, deaths and marriages; to ensure the availability of a range of suitable venues for marriages and to maintain the districts records relating to births, deaths and marriages".

3.4 Its strategic objectives are

a) To provide suitably equipped and accessible venues for the registration of births, deaths and marriages.

b) To grant approval for premises to be used for the solemnisation of marriages within Leicestershire.

c) To maintain and securely store records of births, deaths and marriages within the County.

d) To supply copies of certificates when requested and on payment of the required fee.

e) To provide the Office of National Statistics with such information as they require.

3.5 The Regulatory Service Department has IIP accreditation but due to the statutory status of staff and the connection with the General Register Office, the Registration Service was not included. Leicestershire did consider applying for the quality accreditation "Charter Mark" award, however this has been withdrawn as they feel they are not currently in a position to go forward with it.
Staff Competence

4.1 In the course of the inspection the work of all permanent members of staff was examined, this included Principal Officers, deputy registrars and clerical support officers. The overall standard of work was very good and demonstrated a high level of commitment to provide a good service within the legislative framework.

4.2 The staff generally meets and sometimes exceeds most of the proposed national standards of service delivery. A complaint procedure is in place, which is well advertised in all of the offices and is written in other languages.

4.3 There is a wide range of literature available to the public at the majority of offices, apart from Melton and Wigston.

4.4 It is a statutory requirement that the Superintendent Registrar submit certified copies of all register entries to the General Register Office on a quarterly basis, before the end of the month following the quarter end. The returns for Leicestershire have been submitted within the set time scale.

4.5 Accounts for statutory fees are required to be submitted to the General Register Office, in accordance with accounting regulations. The latest Leicestershire account returns were submitted on time apart from one Principal Officer, which was six weeks late. The General Register Office was notified by the Principal Officer that this account would be late. The majority of accounts were in good order and any minor queries raised by the General Register Office were cleared quickly.

4.6 The inspection also reviewed the system arrangements for statutory reporting of certain deaths to the Coroner. The local arrangements are working well and according to statutory provision.

Standards

4.7 The Leicestershire Registration Service does have advertised standards in place, which are fully monitored at the Register Office in Glenfield. The outstations however do not have a system in place to monitor waiting times or telephone answering, apart from ad hoc checks and customer satisfaction surveys. The tables set out on page 11 to 14 shows how service delivery in Leicestershire compares with the proposed national standards and the Local Authority standards in place.
4.8 Observations as part of the general registration inspections carried out have shown that standards are generally met and there are a couple of areas where they have been exceeded when compared to the General Register Office proposed standards.

4.9 The results of the 2002 customer satisfaction survey indicated that overall the standard of service is regarded highly by its clientele. 89% of customers surveyed reflected a high level of customer satisfaction particularly with customer care received. All the customers surveyed without an appointment were seen within thirty minutes. 99% of customers with an appointment were seen on time. 88% of the respondents experienced no difficulties when telephoning, of those that had a problem it was mainly due to busy lines and related to marriage enquiries made via the Register Office at County Hall. An action plan has been produced from these findings.
### DELIVERING RESULTS CONTINUED

<table>
<thead>
<tr>
<th>National Standards</th>
<th>Local Standards</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Waiting times</strong></td>
<td></td>
</tr>
<tr>
<td>In offices with an appointment system, if customers arrive on time - 95% of customers seen within 10 minutes of appointment time.</td>
<td>Waiting times</td>
</tr>
<tr>
<td>Offices without an appointment system - 90% of customers seen within 30 minutes of arrival.</td>
<td>An appointment will be given to register a death on the day requested or within 2 working days.</td>
</tr>
<tr>
<td><strong>Observations indicate National standards for appointments seen on time has been exceeded 98% of customers are seen within 10 minutes of their appointment time. However although all customers arriving without an appointment are seen the same day they may need to wait more than 30 minutes.</strong></td>
<td>To register a birth within 3 working days.</td>
</tr>
<tr>
<td><strong>Certificate issue</strong></td>
<td><strong>Certificate issue</strong></td>
</tr>
<tr>
<td>90% of certificates will be issued/posted within 2 days.</td>
<td>Urgent requests dealt with the same day, provided the request is received within one hour of closing.</td>
</tr>
<tr>
<td><strong>Observations indicate national standards are met.</strong></td>
<td>Normal requests will be dealt with within 3 working days of receipt.</td>
</tr>
<tr>
<td></td>
<td>Genealogy/research requests will be dealt with within 5 working days of receipt.</td>
</tr>
<tr>
<td></td>
<td><strong>Observations indicate local standards are met.</strong></td>
</tr>
</tbody>
</table>
## National Standards

### Incoming telephone calls
90% of telephone calls will be answered within 5 rings.  
*Observations indicate national standard are met. However, there are only two incoming lines at the central appointment system for marriages and thus there are problems in getting through to the office*  

### Service quality
An advertised complaints procedure must be in place and should include:

- An explanation of the procedure
- Who will deal with the complaint
- How quickly it will be dealt with
- What the complainant can do if not satisfied with outcome.

*Complaints procedure in place and well advertised in a Local Authority information leaflet and in all the offices. The complaints procedure covers all the Local Authority service providers and meets all the criteria apart from how quickly the complaint will be dealt with.*  

### Information for customers
Regularly updated GRO and or local authority leaflets on birth, death and marriage procedures must be prominently displayed in a public area, with translations into ethnic minority languages where appropriate.  
*National standard met. Leaflets are available in the public areas, available in other languages and large print.*

## Local Standards

### Incoming telephone calls
Target time for answering telephones is 12 seconds.  
*Observations indicate that local standards are generally met.*

### Service quality
To encourage customer comment, suggestion or complaint and to consider appropriate changes within the service.

*To encourage customer comment the Local Authority has recently carried out a customer satisfaction survey, the results of which have been publicised.*

### Information for customers
No local standard
## 4 DELIVERING RESULTS CONTINUED

<table>
<thead>
<tr>
<th>National Standards</th>
<th>OBSERVATIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Accommodation</strong></td>
<td></td>
</tr>
<tr>
<td>The marriage room should provide adequate accommodation to meet the needs of the local population and must not disadvantage low income customers or those from the ethnic minorities.</td>
<td>National standard met.</td>
</tr>
<tr>
<td>The marriage room must be decorated to a good standard.</td>
<td>National standard met.</td>
</tr>
<tr>
<td>Service provision must be accessible for customers with disabilities/young children.</td>
<td>Not totally met at Hinckley and Loughborough, however informants can use the ground floor marriage room to register an event. Not met at Melton, Market Bosworth and Lutterworth</td>
</tr>
<tr>
<td>Privacy for customers registering events and giving notice of marriage must be ensured.</td>
<td></td>
</tr>
<tr>
<td><strong>Technical</strong></td>
<td></td>
</tr>
<tr>
<td>90% of Principal Officers, marked as “meets requirements” on inspection by H M Inspectors of Registration.</td>
<td>National standards exceeded 100% Principal Officers marked as met requirements. General Register Office standard met</td>
</tr>
<tr>
<td>The Superintendent Registrar must submit quarterly certified copies of entries of births, stillbirths, deaths and marriages for Register Office returns, received in respect of the quarter, including any “nil” certificates, to GRO on or before the last day of April, July, October and January.</td>
<td>Not met one principal Officer failed to submit their form of account on time</td>
</tr>
<tr>
<td>A complete and accurate form of account must be submitted to GRO within fourteen days of the end of a period account or end of year account.</td>
<td>Currently being reviewed with the introduction of a new training manager.</td>
</tr>
<tr>
<td>The training needs of staff must be assessed annually.</td>
<td></td>
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</tbody>
</table>
## Strengths

- Adequate marriage facilities available to all the community at the Statutory fee.
- All certificate applications are dealt with quickly.
- Urgent personal applications are considered and prepared immediately if appropriate and possible.
- Good well advertised complaints procedure in place.
- Staff meet national standards for service delivery.

## Areas for Improvement

- No monitoring in place to ensure national standards for service delivery are met in the outstations, apart from spot checks and customer surveys.
- Poor availability of Leaflets at Melton and Wigston
- Inadequate disabled access at Hinckley and Loughborough.
- Inadequate privacy for customers registering events at Melton Lutterworth and Market Bosworth due to the offices being shared and noisy.
- Telephone lines engaged at Glenfield thus the public are not always able to get through to make wedding appointments.

### RECOMMENDATIONS

- The Local Authority need to enhance monitoring systems which will demonstrate effectively the level of performance being achieved, thus ensuring national targets have been met.
- Assess effectiveness of current telephone switchboard system including providing answering machines where the public could leave a message in all offices.
- Review facilities for the disabled, nursing mothers and baby changing especially at Loughborough and Hinckley. Consider installing hearing loops in office marriage rooms.
- Providing a carousel leaflet stand for Melton and Wigston as per the other out stations, and to ensure all offices display the same leaflets.
Leicestershire became one single registration district on 1st January 2000. The accommodation now consists of one Register Office located at County Hall. This is a purpose built office where all the registers for the County are now stored. There are six main outstations and three substations also in the county.

The accommodation varies greatly across the County with some of it being ideal for the purpose but some not so suitable. For example at Melton and Market Harborough there are no waiting rooms for the wedding parties, thus if it is wet they all congregate in the small corridors making it a health and safety issue and also noisy if there is another wedding or a registration happening. Glenfield, Hinckley and Coalville do have spacious separate waiting areas for the marriage parties, making it less distressing for the bereaved.

The standard of venues at the register office and outstations for marriages also gives the customer a wider variety of choice. For example the register office at Glenfield is spacious and very modern in decor, whilst the marriage room at Market Harborough is small and cozy and the room at Hinckley is very Victorian in decor but very warm and traditional.

The accommodation at the substations is not ideal and in all three premises there is little privacy for informants, however these venues are well used and are popular with the public living close by.

The majority of accommodation has been well maintained with the exception of Melton, which is in urgent need of maintenance. The Local Authority however does take pride in the standard of accommodation that it provides.

Full details of accommodation at each office can be found in appendix F.
### ACCOMMODATION CONTINUED

<table>
<thead>
<tr>
<th>Strengths</th>
<th>weaknesses</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>locations</strong> - The offices are well distributed around the County.</td>
<td><strong>Facilities</strong> - No quiet room for the bereaved, loop hearing system, baby nappy changing facilities or facilities for nursing mothers in most of the offices.</td>
</tr>
<tr>
<td><strong>Buildings</strong> - The majority of buildings have been well maintained.</td>
<td><strong>Access</strong> - Disabled and pushchair access needs to be reviewed in some of the offices.</td>
</tr>
<tr>
<td><strong>Disabled Toilet</strong> - All the offices apart from the substations have a disabled toilet.</td>
<td><strong>External Sign-posting</strong> - There is no external sign posting to the majority of offices from the road.</td>
</tr>
<tr>
<td><strong>Marriage rooms</strong> - Most offices have a high standard of marriage room</td>
<td></td>
</tr>
</tbody>
</table>

### RECOMMENDATIONS

- Review disabled and pushchair access.
- Review directional signs to the offices.
- To consider installing a loop hearing system in the marriage rooms
- To consider providing baby nappy changing facilities possibly in the disabled toilet
- To consider providing a quiet room for the bereaved or for nursing mothers.
- To consider other accommodation issues for specific offices as noted in Appendix F
CUSTOMER FOCUS

Summary

6.1 Leicestershire is fortunate in having a customer-focussed workforce. The staff are welcoming, helpful and patient and use their experience to good effect when advising the customers.

6.2 Whilst the Authority is supportive in assisting individuals who may have difficulty in visiting an office, there is a need to review the working of emergency provisions for out of normal working hour death registrations.

Welcome to the office

6.3 The over riding impression received on entering any of the registration offices in Leicestershire is that there will be a welcoming atmosphere and that the staff including the deputies will provide an efficient service in a courteous and friendly manner. Waiting areas have been made as interesting as possible by the introduction of reading material, information leaflets and in some cases toys.

6.4 Customers attending the Register Office at County Hall Glenfield benefit from being greeted and assisted on their arrival by a receptionist. At Loughborough, Market Harborough and Coalville there is an intercom system to access the main offices. This can however be disruptive when in the middle of a registration. In the case of Loughborough the registrar has to move from her desk to answer. The other offices share accommodation with other services and thus use their receptions etc.

Informational Signs

6.5 There are no external directional signs to the Offices apart from Coalville and Hinckley. People visiting the other offices for the first time by car are unlikely to find them without specific directions. The information boards/plates on the outside of the offices are generally satisfactory.

6.6 Name badges have not been provided to staff.

6.7 All the outstations would benefit from an engaged/free sign on the office door to avoid being interrupted when in the middle of a registration.
Information available

6.8 There is a wide range of quality registration literature available to the public in most offices and the complaint procedure is clearly displayed on the wall in every office in various languages. The two offices at South Wigston and Melton who share their premises with Social Services do not have the space for leaflets. Providing these offices with a leaflet carousel, which would not take up a lot of space, could rectify this. There is currently no provision for providing information leaflets to the local hospitals, doctors or undertakers.

6.9 Good quality Local Authority leaflets are displayed in all the offices and are available in large print and other languages. There is a 'Complaints Comments and Commendation' leaflet detailing the procedures for dealing with complaints and what the complainant can do if unsatisfied with the outcome. A 'Standards of Service' leaflet, informs customers of the standard of service they can expect including timescales for appointments and certificate production. This form also has a tear off slip for raising feedback.

6.10 There is a Leicestershire Wedding Guide available, which is usually displayed in waiting areas and is also available in other formats such as large print. This guide gives information on places to marry in Leicestershire, how to make a booking including the legal preliminaries, and points to consider for the wedding ceremony.

6.11 A marriage appointment sheet is also provided to couples after they have given notice to marry. This is on an A4 sheet of paper with the Leicestershire Registration logo on the front and wedding date and time. On the reverse information is provided on the preliminaries such as witnesses, guests, fees and the format of the ceremony. Unlike other authority districts there is no wedding pack provided to customers giving notice to marry at either the register office or approved premises. The Local Authority may wish to consider such a pack that could include the appointment sheet, other information and be used to keep the marriage certificate in. Funding for this could be obtained by advertisements as for the wedding guide.

6.12 There is also a website that is well advertised, regularly updated and gives further information on the Leicestershire Registration Service.
CUSTOMER FOCUS CONTINUED

6

Opening Hours

6.13 There are two full-time offices in the County at the Register Office in County Hall Glenfield and the Loughborough outstation, all other offices are part-time. Details of the opening hours for each office is given in the Accommodation Section in appendix "F". Opening hours generally seem appropriate and all of the outstations, apart from Melton which is closed on a Thursday, are open every day in the week for birth and death registrations.

6.14 All offices provide a marriage programme on Saturdays, apart from Wigston and the Substations, which do not have a room for marriages. Although the available times vary across the County the Superintendent Registrar tries to cater for customer requirements. Some of the outstations are therefore only open on alternate Saturdays according to demand. Registrar staff are available for approved premise marriages at weekends and Bank Holidays. The majority of staff will also make appointments for other services on a Saturday if they are not fully booked with weddings.

6.15 There are no formal arrangement in the County for late night or out of hour's appointments for marriage notices or birth and death appointments. The majority of staff however are flexible and will stay late or come in early to accommodate the public if it is difficulty for them to attend within opening hours. Coalville have piloted opening one evening per week on Tuesdays from 5 to 7pm. Although this service is used and is popular with people who work in the day, the demand is not there for the office to be open every week and thus has been reduced to alternate Tuesdays.

6.16 Leicestershire will provide either a home visit or pay for an informant to be brought by taxi to their local office, where genuine difficulty exists that would prevent the person registering the event within the statutory time.

6.17 The current emergency arrangements in place is that the police and undertakers have been given a mobile telephone number in order to contact the proper officer if a speedy burial is required on Sundays and bank holidays. The Muslim and Jewish communities who are most likely to need this service are aware of the out of hours service. There is little call for this service in the district with it only being used twice in the last twelve months. Provisions are currently being looked into with a view of sharing the Leicester City's emergency service, which is currently in place.
Appointment system

6.18 Appointments for marriage enquiries and notice taking has been centralised at the Register Office at County Hall Glenfield. Appointments to register births and deaths remain with the outstations.

6.19 The appointment system for marriages is currently a manual system involving a separate diary for each office. This is not ideal as the two members of staff making appointments are in separate offices and need to keep running between the two offices for the relevant diary keeping the customer on the telephone for longer than necessary. Networking would resolve this.

6.20 Officers at the outstations have no idea of the appointments made apart from the fax they receive on Mondays for the week. Some of these faxes are not very readable due to appointments being manually written and there being a lot of crossing out and alterations on the sheet.

6.21 At times it is difficult to get through to the Register Office at County Hall, especially on a Monday morning when the line is permanently engaged. This has an effect at the other offices as the public try alternative registration numbers.

6.22 Under "registration of births deaths and marriages" in the local telephone directory only the telephone number for the Lichfield registration office is shown. The Local Authority may wish to consider entering a cross reference there to the "Leicestershire Registration Service", where the office numbers appear. The yellow pages show the telephone numbers for County Hall, Market Harborough, Hinckley, Wigston and Loughborough but not for Melton or Coalville. These telephone numbers are not shown in a box advertising the service as a whole, nor does it indicate that County Hall should be contacted for all marriage appointments and enquiries. This has resulted in the outstations receiving unnecessary calls, and as they do not have access to their diary's the public gets aggravated by being told they must telephone County Hall.

6.23 The telephone number for Leicester City Registration Service does not appear in either telephone book, thus the County are receiving a lot of the City calls. The City has also handed out a leaflet to the hospitals showing the telephone number for births and deaths as being at County Hall and not the individual outstations. This has however been pointed out to Leicester City and it has been agreed that this will be corrected at the next reprint.

6.24 Although the outstations all have answer-phones none of them are able to record messages. If customers were able to leave a message the registrars would not have to answer the telephone whilst in the middle of a registration.
CUSTOMER FOCUS CONTINUED

6.25 The appointment system in operation does incorporate provisions for customers arriving without an appointment. These customers are given the choice of a convenient appointment time on another day, a time later in the day or simply waiting to be seen. Callers to the outstations requesting certificates have to be turned away because the registers are not available there. This is one of the consequences of being one district in which the registers are centrally kept. They are however given the relevant forms to complete and given advice of what they need to do especially if a certificate is required urgently.

6.26 The appointment system is currently being reviewed with the aim of installing electronic diaries.

Marriage Provision

6.27 The County Council and the registration staff have done much to actively promote Leicestershire as a location for couples to marry. The Superintendent Registrar and the publicity officer have set up the Leicestershire Registration Service website and the Wedding Guide Publication. They have also prepared a trade stand for wedding fairs etc. The Superintendent Registrar has also been proactive in recruiting new approved premises.

6.28 All the offices with a marriage room are open for weddings on a Saturday morning although the times of the last appointment do vary in accordance with popularity. The time allocated for statutory marriages throughout the county is thirty minutes. There are no provisions for enhancements for weddings at the statutory fee but as long as it is legal "anything goes" for approved premise weddings. There are thirty-nine approved premises, which are evenly distributed around the county. There is however a larger concentration of approved premises to the North West of the county.

6.29 Provisional bookings can be made for more than twelve months in advance, due to some of the approved premises being fully booked up for the year. The couple are advised however that they must ring up a year before their wedding to confirm that it is still taking place and reminded to give notice of marriage. Provisional bookings are made in pencil and are kept open up to three months before the wedding day.
Customer Surveys

6.30 The Local Authority has recently undertaken a customer satisfaction survey to monitor and make improvements on the standard of service provided. The questions included appointments, accommodation opening hours, location, parking and how were dealt with by the registrar.

6.32 On the whole all parties surveyed appeared to be satisfied with the level of service provided by the County. 89% reflected a high level of customer satisfaction particularly with customer care. The service's staff were noted for their helpfulness, kindness and professionalism. This latest survey was professionally analysed and the results published.
CUSTOMER FOCUS CONTINUED

<table>
<thead>
<tr>
<th>Strengths</th>
<th>Areas for Improvement</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Welcoming atmosphere.</td>
<td>• There are few directional signposts to the Register Offices.</td>
</tr>
<tr>
<td>• Efficient service provided in a courteous friendly and helpful manner.</td>
<td>• No enhancements to marriage ceremonies at registration offices.</td>
</tr>
<tr>
<td>• Home visits or assisted travel possible for informants.</td>
<td>• No leaflets provided at hospitals etc.</td>
</tr>
<tr>
<td>• Waiting rooms have a wide range of literature.</td>
<td>• Appointment and current telephone system.</td>
</tr>
<tr>
<td>• Website and promotion of the service.</td>
<td>• Name badges and engaged signs.</td>
</tr>
<tr>
<td>• Regular surveys undertaken.</td>
<td>• Information leaflets available in large print and other languages.</td>
</tr>
<tr>
<td>• Complaints leaflet and procedure.</td>
<td>• Complaints leaflet and procedure.</td>
</tr>
</tbody>
</table>

RECOMMENDATIONS

• Investigate the possibility of installing directional signs in the vicinity of all Register Offices.

• Consider enhancements to the marriage ceremonies at the registration offices.

• Consider providing a wedding pack to couples marrying in Leicestershire when they give notice.

• Provide leaflets to the hospitals doctor's surgeries and undertakers.

• Review emergency death registration procedures.

• Review the current appointment and telephone system including better publicity of the telephone numbers.

• Consider providing name badges for all staff.

• Consider providing engaged signs for the offices without them.
ORGANISATION AND USE OF RESOURCES

Registrar General's Extent of Service Assessment

7.1 The Local Authority staff the service in line with the Registrar General's extent of service assessment. The 'extent of service' is defined as the 'average number of hours service per week required for the proper performance of the duties of a Principal Officer. These are assessed annually by the General Register Office on the evidence of work performed in the district in the previous twelve months.

7.2 Implementing the marriage aspects of the Immigration and Asylum Act at the beginning of 2001 had a big impact on the workload of the Superintendent Registrars. This is because the changes require each person to give their own notice of intention to marry whereas previously one person could give notice for both parties.

7.3 The most recent annual extent of service figures from the General Register Office (For the year ending December 2001) indicate that the overall staffing levels are broadly in line with the scheme assessment. However, although the Superintendent Registrar post is somewhat under assessed on paper, there is additional support provided by two full time clerical staff and deputies.

Staff Profile

7.4 The staffing profile appears to provide an appropriate level of resource within a service that has made marked progress within the last two years, with the creation of the single registration district in January 2000. Staff appear to be converse with a wide range of computer software although the local authority could make wider use of technology, by creating a computerised diary and improving communication between the various offices. Staff training is an area requiring some attention and might be helped by the creation of a Training Liaison Officer post. None of the Leicestershire staff have obtained the Registrar General's Certificate of Competence qualification.

7.5 Every year the General Register Office produces "extent of service figures" for guidance on workload. These are defined as the average number of hour's service per week required for the proper performance of the duties of a principal officer. The figures are calculated from returns submitted by offices each spring. Due to the impact of the Immigration and Asylum Act on the workload figures were calculated earlier this year. For the year ending 31st December 2001 the figures indicated a weekly requirement of 212 SR hours and 228 RBD hours, totalling 440 hours. The actual number of hours available (principal officers and clerical assistants) totals approximately 424. In addition deputies also provide further support in conducting or registering marriages.
Organisation of Work

7.6 The Leicestershire Registration Service has progressed a long way since becoming a unified district. It has overcome the hurdle of storing registers at one site. These are stored in the county archives, County Hall, in which there is ample storage space. With the onset of the registration review, it will also mean that the records will probably remain in house. Although there were initial teething problems the county now provides an efficient and speedy turn round of certificate applications. Procedures have been put in place to ensure that notices of marriage taken at the outstations can be transmitted with minimal delay for entry into the Register Office Notice Book. Consideration should also be given to produce guidelines to ensure standards are consistent throughout the county, in areas such as notice taking and the information provided on the reverse of the notice.

7.7 Although the Leicestershire Registration Service is unified the separate boundaries of the various offices still exist to staff internally. In order to make the service more flexible these boundaries need to be removed. In order to do this the Proper Officer may wish to consider that the organisation of weekend weddings be centralised at the Register Office at County Hall. This way rather than staff being brought in to undertake only one or two weddings in their office area, teams could be organised centrally to work a full day at various locations in easy reach of each other. This would eliminate excessive use of deputies and fully utilise staff available.

7.8 Rather than having Deputies working for a particular office it would be more flexible if they could deputise for any of the offices within the county, within reasonable travelling distance to minimise travelling costs. Currently Leicestershire have individual deputies to provide cover for a particular principal officer, rather than having a pool of deputies. The majority of deputies are not duel trained to cover both principal officer roles in each office, and thus there is little flexibility. There is some contention amongst the deputies that some people are utilised more than others especially at County Hall. Each Principal Officer makes their own arrangements for deputy cover.

7.9 A more flexible service within Leicestershire is provided by the majority of Registrars of Births and Deaths being trained to take notices and as Deputy Superintendent Registrars. They can assist the Additional Superintendent Registrars in the outstations by taking notices of marriage in their capacity as a Registrar of Births and Deaths.
7.10 There are a large number of birth declarations attested in Leicestershire; this is because all the main maternity hospitals in the region are within the Leicester City boundaries. Because of this the City has an extremely stretched workforce. The split between the County and the City was resisted by the County Council at Local Government Reorganisation. This also has a knock on effect with the County with the public making appointments there, to make a declaration, rather than waiting for an appointment at the City Register Office. The Proper Officer may wish to consider approaching the City Council with a view to unifying the service as a partnership to rectify this problem. This would benefit customers who could then register events at the nearest or most convenient Leicestershire location. This would also overcome the problem of where people's birth records are held in the County - there would only be one option. It would also benefit staff by reducing the overall workload in both areas.

7.11 In order to provide a more flexible workforce the Proper Officer may wish to consider Reviewing the current deputy usage. It would be more advantageous for the county to have a pool of multifunctional deputies able to cover any of the offices in the county on a rota basis rather than the current system.

7.12 There are no written procedures in place for the collection of the completed registers from the outstations. In some instances this is not a problem as the Additional Superintendent Registrars and Deputy Superintendent Registrars work the odd day at the Register Office at County Hall and can take the registers with them when they attend. There are however three offices were none of the staff attend at the Register Office at County Hall.

Substation Usage

7.13 The county also provides a service at three substations based at Ashby, Lutterworth and Market Bosworth. While the provision of outstation facilities is clearly popular with the local communities they serve, there is a cost implication in providing this service in terms of the Registrar's travelling time and payment of travel costs.

7.14 As there are no maternity hospitals in these areas, the majority of the work of the Registrars consists of attesting declarations on behalf of other districts. Indeed approximately 95% of the work carried out at the substations were for births to be registered outside the county. A further breakdown of the substation usage can be found in appendix E
Cost of the Service

7.15 Leicestershire spent £513,728 on registration service provision for 2001-2002, whilst the income received amounted to £346,598 showing 67% of the costs were recovered. Shown at Appendix C are comparison costs for other local authority districts.

Team Working and Valuing People

7.16 The majority of staff appear to be well motivated, show a high degree of commitment and have a flexible approach to their work. Staff relations are generally good although some underlying tensions were noted. There does appear to be a them and us situation with the outstations and County Hall, with the outstations feeling somewhat isolated.

7.17 There are no regular meetings held with the Proper Officer for all staff however he does holds regular meetings with the Superintendent Registrar. The proper officer will also arrange ad hoc meetings for staff, such as the meeting attended by all staff recently to discuss the service wide review and white paper issues.

7.18 There are no local staff meetings held for all staff or by position. Some of the outstations do have the odd informal meetings to discuss work and organise teams for weddings. The senior registrar structure, Superintendent Registrar, Additional superintendent Registrars and Deputy Superintendent Registrars, might wish to consider holding meetings where hopefully officers would feel they have a forum for more direct input.

7.19 The newly appointed Leicestershire registration service manager has instigated one to one interviews with all the principal officer staff. There are however currently no formal staff appraisals apart from the reports carried out by the General Register Office inspectors, these are however only carried out approximately once every three years.

Health and Safety

7.20 The Local Authority carried out a health and safety review recently. This identified the need for a number of risk assessments to be undertaken in the service. Steps have been taken to address this.
Use of Technology

7.21 All staff are reasonably confident in the use of the registration computer packages. The Local Authority is currently in the process of providing Outlook email access to all Principal Officers and Deputies. The Outlook software will be used at a later date to provide the electronic diary.

7.22 The County has no replacement policy, equipment is replaced when necessary. After the initial twelve-month warranty period, a third party maintainer employed by the Information Support Unit maintains equipment. There has been a recent review of the hardware and machines in preparation for the Outlook rollout. Two computers were found to have insufficient memory and extra memory was installed. All the printers were replaced recently as the old ones were becoming too expensive to maintain.

7.23 All faults are reported to the Information Support Unit helpdesk to which all staff have a contact number for IT assistance. The target response time is within 8 hours, but experience to date is that the Information Support Unit responds extremely quickly normally within three hours.

7.24 Internet email access is being provided at all offices. There are however no plans to provide Internet access at this stage as there is no demonstrable need for it and the cost would be considerable.

7.25 The Registration Service Manager has recently submitted a business case for Enhancements of computer access facilities at remote registration offices. Part of this business case highlights the need for a new electronic diary system to be installed as a matter of urgency.

7.26 The Local Authority have looked at the possibility of installing GRONET, however they feel there would be little benefit at present for them to do so.
TRAINING AND USE OF RESOURCES
Continued

Training

7.27 Training procedures were put in place when the Registration district unified in January 2000. A training officer was appointed, trained and given five hours a week to carry out her duties. The overall training needs were minimum and the officer resigned from her role the following year. Since then there has been no formal training procedures in place apart from the local authority sending an annual letter around to all staff, for them to address training needs and requirements. The County have since recently appointed a new training officer for technical issues. The new Registration Manager as part of her job description is to introduce and maintain training and development activities to meet organisational needs and objectives and will provide any computer training required.

7.28 The General Register Office will continue to support technical training with the provision of further distance learning packages and facilitating or supporting a number of regional training groups.

7.29 None of the Leicestershire Registration Service staff hold the Registrar General’s Certificate of Competence.

The Registrar General’s Certificate of Competence in Registration Law and Practice is organised every 18 months by the General Register Office in partnership with the Improvement and Development Agency. Examinations are held at two levels – for Superintendent Registrars and Registrars of Births and Deaths and consist of both written and practical tests. The examinations are not compulsory but are an outward sign of an officer’s willingness to demonstrate and confirm their ability to undertake duties to the highest standards. Although 2003 is likely to be the last exam of the current format as a result of the proposals in the White Paper Review, it will still be recognised as a professional qualification.
Staff Perception Survey

7.30 Staff were invited to complete a staff perception questionnaire designed by the Inspectorate. A copy of the questionnaire issued can be found in Appendix D. There was a response rate of 75% (twenty-eight were issued and twenty-one returned).

7.31 At Appendix D is an analysis of the responses. In summary the survey highlighted the following issues.

• All respondents enjoy their job and three quarters of them felt involved with corporate issues.

• Most respondents feel that the organisation of the deputy cover provided could be improved.

• Most respondents are dissatisfied with the training they receive and would like to see a better training structure in place.

• From the comments made most of the respondents consider that there is a need for more regular staff meetings. Most staff feel they have some level of involvement in the decisions made, however due to lack of communication some of the officers in the outstations do feel isolated.

• The majority of respondents consider the standard of their accommodation is good and that the Proper Officer is committed and has a positive attitude to customer care.

• All respondents consider the standard of service the customers receive is good.
### ORGANISATION AND USE OF RESOURCES

Continued

<table>
<thead>
<tr>
<th>Strengths</th>
<th>Areas for Improvement</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Leicestershire have formally addressed the increased workload resulting from the implementation of the marriage aspects of the Immigration and Asylum Act.</td>
<td>• Inflexible Deputy arrangements.</td>
</tr>
<tr>
<td>• All staff has access to email.</td>
<td>• No regular meetings held with the Proper Officer or regular staff meetings held.</td>
</tr>
<tr>
<td>• Marketing and Promotions Officer appointed.</td>
<td>• No Laptop machines and printers provided for use at the sub-stations.</td>
</tr>
<tr>
<td>• Web Site.</td>
<td>• Standardising some of the systems in place within the county such as notice taking</td>
</tr>
<tr>
<td>• IT support delivered within the stipulated time scale.</td>
<td>• Current arrangements for weekend weddings</td>
</tr>
<tr>
<td>• Health and safety review undertaken</td>
<td></td>
</tr>
</tbody>
</table>

### RECOMMENDATIONS

- Review the current deputy arrangements to provide a more flexible service including training the deputies to cover both Principal Officer roles.
- Consider getting written procedures in place for staff to follow on the systems used.
- Consider centralising weekend weddings to provide a more cost effective and flexible service.
- Consider the need for regular meetings with staff.
SECURITY

8.1 All of the office buildings are alarmed and where the Registration Service is the sole occupant of the premises there are security intercom systems to gain access.

8.2 Panic alarms have been provided in all the offices solely occupied by Registration staff. In the majority of these offices, staff at times, are working on their own and therefore the panic alarms are of little use as there is nobody to provide assistance. The Local Authority may wish to consider the possibility of linking these panic alarms to a nearby police station or other nearby occupied building. The Proper Officer may also wish to review the implications of lone working.

8.3 Arrangements for the storage of security stock and money are consistent around the county. Security stock and money in the outstations are normally stored in the old strong room or security cabinets that were used to house the registers. At the Register Office at County Hall the registers and unused stock are kept secure in the repository. Current notice books and stock are kept in a secure cabinet in the Superintendent’s office.

8.4 In general the staff are security conscious however security can be lapse in the offices that have an intercom system on the main door into the office, and the staff do not as a matter of course lock their doors when vacating their offices.

8.5 After approved premise marriages, staff may sometimes return to their empty office alone to return registers. The Council may want to consider the safety aspects of this.

Banking Arrangements and Fees Reconciliation

8.6 Banking instructions, have been issued to all staff. Although staff are aware of the instructions few were able to readily produce a copy. The instructions lay down the procedure for recording and banking Registration Service fees and that banking must be done at least once a week. The banking instructions do not however provide a monetary limit to be held overnight in the office, nor do they prohibit the cashing of personal cheques.

8.7 The Registrars of Births and Deaths have their own cashbook and are responsible for their fees taken. They are also responsible for submitting an annual account to the General Register Office for their own stock and fees taken.
The Additional and Deputy Superintendent Registrars in the outstations issue a receipt for all monies taken. These receipts are sent to the Superintendent Registrar along with the banking slip when the money has been deposited. As the appointments for marriages and notices are made at the Register Office at County Hall the days fees for the services is completed in pencil in the cash book. Once the receipt for fees taken have been received from the outstations the amount is then entered in ink. This acts as a check for the Superintendent to ensure all the fees have been accounted for. Regular audits are made by the Local Authority of all the Registration Service fees. The Local Authority may wish to consider the use of credit cards for payment to reduce cash held at outstations.

<table>
<thead>
<tr>
<th>Strengths</th>
<th>Areas for Improvement</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Staff are generally security conscious</td>
<td>• Panic alarms are not linked to occupied premises.</td>
</tr>
<tr>
<td>• Offices are alarmed with the majority of offices having intercom security provided on the main door.</td>
<td>• Review the implications of lone working and returning alone to the Offices with the registers etc.</td>
</tr>
<tr>
<td>• Receipts issued for all wedding and notice fees taken.</td>
<td>• Consider payment by credit cards</td>
</tr>
<tr>
<td>• Banking instructions issued.</td>
<td></td>
</tr>
<tr>
<td>• Regular audits undertaken by the Local Authority.</td>
<td></td>
</tr>
</tbody>
</table>

**RECOMMENDATIONS**

- The personal safety of staff should be taken into consideration by providing personal alarms, panic buttons and mobile phones where appropriate.
- Consider payments being made by credit card.
APPENDIX

A  BACKGROUND TO THE REGISTRATION SERVICE

1. The modern system of registration has its origins in two Acts of Parliament, which came into operation in 1837. Since that date subsequent legislation has modified or extended the original powers. In 1949 an Act consolidating previous legislation concerned with marriage came into operation (The Marriage Act), followed in 1953 by similar Acts covering the organisation of the Registration Service (the Registration Service Act) and the registration of births, deaths and still-births (the Births and Deaths Registration Acts).

2. These three Acts are the basis for the main statutory powers under which marriage and registration are administered nation-wide. The Registration Service must by law exist for the registration of births, still births and deaths, for taking notices of marriage, both for religious buildings and civil venues and for conducting and registering civil marriage services.

3. The Registration Acts are specific about the way in which the service is delivered. There is no freedom of choice in how, if, or who provides it. Responsibility for delivering services is split between central and local government. Local Authorities appoint, pay and provide office accommodation for Registrars, and the Registrar General and his staff at the General Register Office (GRO) are responsible for discipline and technical standards. The Proper Officer for Registration Matters is the senior officer designated by the Local Authority to be responsible for the delivery of the local Registration Service. The quality of the local service is regularly audited by HM Inspectors of Registration, who are the field representatives of the Registrar General. Registrars have an independent statutory employment status, with duties set out in, and limited by, the Marriage and Registration Acts.

4. The Registration Acts provide for the following grades of principal officers:

   a) Superintendent Registrars (SRs) are responsible for the preliminaries to marriage, the performance of civil marriage ceremonies and have custody of the completed/filled registers of birth, death and marriage for their registration district

   b) Registrars of births and deaths (RBDs) are responsible for the registration of births, stillbirths, deaths (and marriages) occurring in their sub-district

   c) In some registration districts, additional registrars (ARs) are appointed to register marriages

In addition every principal officer must have a deputy. Deputies are normally employed by the local authority. Whilst Additional Registrars may deputise for a Registrar of Births and Deaths or Superintendent Registrar and Registrars of Births and Deaths may deputise for a Superintendent Registrar, a Superintendent Registrar may not deputise in one of the lower grades.
APPENDIX

BACKGROUND TO THE REGISTRATION SERVICE CONTINUED

5. The organisation of the service at the local level is set by the Registration Scheme. This states the staffing levels and other local arrangements including the location of the Register Office, any outstations and distribution of functions. Staffing levels are based on assessments of the workload. These are prepared annually by the General Register Office from returns made each spring by principal registration officers. The assessment figures are for guidance only as staffing levels are the responsibility of the County Council's Proper Officer. The current staffing levels in Leicestershire are as follows:

- 1 Full time Superintendent Registrar
- 4 Part time Additional Superintendent Registrars
- 1 Full time Registrar of Births and Deaths
- 7 Part time Registrar of Births and Deaths
- 1 Part time Additional Registrar

There are two full time clerical assistants at the Register Office and around 14 deputy registrars throughout the county.

6. In January this year the Government published a White Paper 'Civil Registration: Vital Change' setting out its proposals for the reform of the registration service. The Government intends to use the order-making powers of the Regulatory Reform Act 2001 to make the legislative changes to modernise the registration service. It will take at least two years for the Government to put in place the legislation to make the changes. Some examples of the proposals are as follows:

- Registrars - Registrars will lose their statutory officer status and become Local Authority employees, which will give them the protection of being governed by employment legislation.

- Registering a Birth or Death - People will have as wide a choice as possible in where, how and when they can get access to public services. It will be possible to register births and deaths in person at any Register Office or by using the phone or the Internet.

- Getting Married - Currently couples can only marry in certain buildings at certain times of the day. The Government intends to give couples more choice by allowing civil marriages to take place almost anywhere and at any time.

- Registers - Currently each registration district must store and maintain registers of births, deaths and marriages back to 1837. The Government intends to make historic records that are those over one hundred years of age, fully accessible. The more recent records will be used to create a central electronic database. Once this has been accomplished there will no longer be a need for Register Offices to store registers.
APPENDIX

B METHODOLOGY

1. The Inspection was conducted by Lesley Fehrn and was carried out between 15th January to 14th May 2002.

2. A pre-review meeting was held with the Proper Officer for Registration Matters, Mr Richard Peck in December 2001. This was to explain the background to the Service Wide Review, the methodology, and a draft framework for the report including the timetable.

3. A pre-review meeting was also held with all the registration staff prior to commencement in January to discuss the various areas which would be looked at as part of the review

4. A range of methods were used to gather information:

   a) Individual inspections on staff.

   b) Consultation with the Superintendent Registrar – who has delegated responsibility for the administrative management of the Register Office.

   c) Observations of team working and individual office practices.

   d) A perception survey completed on a voluntary basis by staff, including deputies and administrative staff.

   e) Reports from GRO sections regarding the timeliness and quality of account work and Quarterly Certified Copy returns.

The inspection of individual staff followed normal routine inspection procedures. however, the new style report based on competencies was used. Each member of staff inspected received a written report to confirm the verbal feedback. A copy of each report will be sent to the Proper Officer in due course.

General Register Office proposed national standards were used to monitor and compare the effectiveness of any local standards and performance targets. In addition the Local Government Association's "Good Practice Guide" was used to score the Leicestershire Registration Service.
## APPENDIX

### EVENT COMPARISON INFORMATION

<table>
<thead>
<tr>
<th>Events</th>
<th>Leicestershire</th>
<th>Lincolnshire</th>
<th>Warwickshire</th>
<th>Northamptonshire</th>
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</thead>
<tbody>
<tr>
<td>Population-000</td>
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<td>643</td>
<td>507</td>
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<td>Indicative costs per head of population</td>
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<td>Number of offices</td>
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<td>Total number of employees</td>
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<tr>
<td>Principal Officers Full time</td>
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<td>7</td>
<td>3</td>
<td>8</td>
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<tr>
<td>Principal Officers Part time</td>
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<td>25</td>
<td>17</td>
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<tr>
<td>Deputies</td>
<td>15</td>
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<td>4</td>
<td>3</td>
<td>5</td>
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<td>Approved Venues</td>
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<td>35</td>
<td>61</td>
<td>46</td>
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<td>Death registrations</td>
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<td>Approved venue marriages</td>
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<td>2853</td>
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<td>Copy certificates issued (SR)</td>
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<td>12710</td>
<td>10640</td>
<td>12299</td>
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</tbody>
</table>

2001/02 assessment and Population information used
APPENDIX

C

EVENT COMPARISON INFORMATION

C.1 The three Local Authority districts were chosen for comparison as they are all near neighbours with a similar population size. They are also all members of the East Midlands Proper Officer Group.

C.2 The table highlights the high proportion of declarations taken at Leicestershire and the low proportion of birth registrations and copy certificates issued in comparison with Northamptonshire and Warwickshire. This is due to all the main hospitals in Leicestershire being within the Leicester City boundaries. (An event has to be registered within the district in which it occurs).
APPENDIX

D

STAFF PERCEPTION QUESTIONNAIRE RESULTS

D.1 Summary
Prior to the commencement of the Leicestershire Registration Service Wide Review a questionnaire was issued to all staff including deputies and administrative staff. A copy of this questionnaire is shown on the following page.

D.2 Out of the twenty-eight questionnaires issued twenty-one were returned, which is a good response rate.

D.3 Section B General
29% of staff were satisfied with the way the work is distributed and 95% of staff liked their job.
76% of staff felt involved with corporate issues, but only 5% agreed that they regularly received information on corporate issues.

D.4 The comments on section 'B' were as follows:-
Two members of staff remarked on how much they enjoyed their job
Three members of staff remarked on the problems experienced of obtaining deputy cover.
One deputy remarked that they would like more regular work.
One officer was confused about their overall role within a unified registration district.
One officer was concerned about the state of their accommodation.
One officer was dissatisfied with the way work was distributed.
One office commented on there being too much emphasis on weddings at the expense of registrations.
One officer objected that Principal Officers were being used to man the telephones at the Register Office.

D.5 Section C Training
29% of staff were satisfied with the training that they had received, 5% agreed that they received notification of available courses and training opportunities. 52% of staff disagreed that they were encouraged and given support for training.

D.6 The comments on section 'C' were as follows:-
Eight officers commented on the lack of training available.
One officer felt training was considered an unacceptable expense.
One officer did not know what training if any was on offer.
One officer felt they needed more training on the computer.
Two officers commented that they would like to see more training carried out by GRO.
APPENDIX

D

STAFF PERCEPTION QUESTIONNAIRE RESULTS CONTINUED

D.7 Section D Meetings
24% of staff agreed they were invited to meetings, regularly attended meetings and agreed that their comments were listened to.
62% of staff agreed that they would like more meetings with the Local Authority.

D.8 The comments on section 'D' were as follows:-
Four officers commented on the lack of county meetings, one however mentioned they were seen by the Local Authority representative on an individual basis.
One officer would like more meetings of registration staff
One officer felt the lack of meetings was down to cost
Three deputies would like more to have more meetings not only with the Local Authority but to be invited on a more regular basis to attend staff meetings at the offices in which they deputise. One deputy was under the impression that deputies don't attend meetings.

D.9 Section E Customer Care
62% of staff agreed the client areas and office facilities were good.
100% of staff agreed the clients received a good service.
95% of staff agreed the Local Authority has a positive approach to customer care.

D.10 The comments on section E were as follows: -
One officer would like refreshments such as bottled water to be available for clients
Two officers commented on the poor state of the accommodation at their office and as such that business has been lost to other districts.
One officer would like to see better disabled access to the offices.
Two officers would like a better waiting/reception area to be provided.
Two officers felt customer care begins with staff feeling valued and small signs of appreciation would go a long way to raise morale.
One officer wished staff welfare was given a higher priority.
Three officers commented on the good service provided by the district as a whole and the effort made to accommodate the public over and above their job description.

D.11 Section F Communication
24% of staff agreed they received sufficient information about changes in the job and service.
19% felt they could contribute to decisions affecting their work.
57% agreed the needed to know more about what was going on in the Council.
76% agreed they needed to know more about what is going on in the Registration Service and only 10% felt they got all the information they needed for their job.
APPENDIX

D

STAFF PERCEPTION QUESTIONNAIRE RESULTS CONTINUED

D.12 The comments on section F were as follows:-
Two deputies felt uninformed of what was going on in the registration service, and
did not always get the chance to read the circulars etc..
One officer felt isolated
One officer would like more contact with GRO
One officer felt logistics make the Council appear remote
One officer only wanted to be informed of things that effected them personally.
One officer wanted to receive information on the registration review before the press,
as they are the ones getting the enquiries.

D.13 Section G Organisation
62% of staff felt part of a professional group and 57% of staff agreed that they felt
part of a team.
19% agreed that they felt part of the Local Authority.
43% agreed that they received the necessary support from their supervisor/manager
and 33% agreed that senior management take time to talk to them.

D.14 The comments on section G were as follows: -
One officer commented that management since 2000 has been unsatisfactory.
Communication in writing has been minimal and verbal discussions frustrating.
One officer felt isolated.
One officer commented on the hierarchy of the Registration Service.
One officer felt part of the office team but not part of the entire district.
One officer although had no contact with management felt if help was needed it
would be forthcoming.

D.15 Further Comments
57% of respondents took the opportunity to make further comments on how the
service could be improved a summary of which is as follows: -

"As of our recent meeting re the changes I feel that any improvements may not be
relevant as registration as such is to be fazed out".

"The main register office takes resources away from the outstations. The telephone
system at County Hall needs to be improved it is inadequate and frequently
overloaded. Deputies should have authorisation to work at any office in the county,
saving the need to obtain temporary authorities on an individual basis from GRO".

"More meetings required, encourage staff to consider GRO exams. The possibility of
having SORO meetings in Leicestershire. To consider a large project such as a
fashion show to include photographers' etc. and promote venues. To consider
Webcam".
APPENDIX

D
STAFF PERCEPTION QUESTIONNAIRE RESULTS CONTINUED

"I should be on the circulation list at home to be able to keep up to date or paid to go in to do this".

"Establish a proper management structure. Give staff the chance to gain qualifications and develop their roles. Relate office opening hours to the needs of the public. Nearly all officers finish work by 2.30 PM how can this be a reasonable service. I have made the above points and many more on numerous occasions but they have not really been addressed".

"There is not much point in having a review if everything is going to change so dramatically in the near future".

"Deputies have a difficult job because of the infrequency of their work, having said that I don't know how to improve matters".

"I feel unable to offer any suggestions until the new proposals regarding registration are in place".

"Many aspects will be improved by the new changes e.g. wedding venues and times. Think it is unnecessary to have separate SR/RBD roles, as staff should be able to do both types of appointment on RS2000. Would be very happy to work in multi-role".

"I would appreciate time to update with my SR in order to always feel confident".

"More even distribution of workloads and staffing resources. More team meetings, sharing of ideas and good practice leading to more support for each other".

"The GRO run course was excellent and I was sorry to hear that they have been stopped. Registration staff are left very much on their own to work and for the most part have to assume they are doing the job correctly. Training helps greatly to correct problems and reassure people. Distant learning and handouts are no substitute to sitting in a room of 15-20 other registrars and working together".
REGISTRATION SERVICE STAFF PERCEPTION SURVEY

Section A - About You

1. Principal Officer (SR/RBD)
2. Deputy (DSR/DRBD)
3. Clerical/Support staff
4. Male
5. Female
6. Age <40  41-60  >60
7. Full time
8. Part-time (1-18 hours)
9. Part-time (19-36 hours)
10. On call
11. Time in Registration service
    0-5yrs  6-12yrs  13+ years

Section B - Work General
Which of the following descriptions do you think fits you and your job. Please place a cross in one box for each statement listed.

<table>
<thead>
<tr>
<th>Statement</th>
<th>Agree</th>
<th>Neither Agree or Disagree</th>
<th>Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. I am satisfied with the way work is distributed</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. I am satisfied with the way deputy cover is organised.</td>
<td></td>
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<tr>
<td>3. The leave which I request is generally approved.</td>
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<td></td>
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<tr>
<td>4. I have the necessary equipment/resources to do my job</td>
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</tr>
<tr>
<td>5. I like my job</td>
<td></td>
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</tr>
<tr>
<td>6. My office accommodation and facilities are good</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7. I feel involved with corporate issues</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8. I regularly receive information on corporate issues</td>
<td></td>
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</tbody>
</table>

Comments
### Section C - Training

<table>
<thead>
<tr>
<th>Agree</th>
<th>Neither Agree or Disagree</th>
<th>Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. You are satisfied with the training you have received.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. You receive notification of available courses and training opportunities.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Training is ongoing.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. You are encouraged and given support for training.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Comments**

### Section D - Meetings

<table>
<thead>
<tr>
<th>Agree</th>
<th>Neither Agree or Disagree</th>
<th>Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. You are regularly invited to attend staff meetings.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. You regularly attend meetings.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Your comments are listened to.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. You feel involved in the decisions that are made.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. You would like more meetings with the Local authority.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Comments**
### Section E - Customer Care

<table>
<thead>
<tr>
<th></th>
<th>Agree</th>
<th>Neither Agree or Disagree</th>
<th>Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>The client areas/facilities in my office are good.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Clients who visit my office receive good service.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>The authority has a positive approach to customer care.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>I could make a greater contribution to the service if encouraged.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Comments**

### Section F - Communication

<table>
<thead>
<tr>
<th></th>
<th>Agree</th>
<th>Neither Agree or Disagree</th>
<th>Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>I receive sufficient information about changes in my job/service.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>I have the opportunity to contribute to decisions affecting my work</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>I need to know more about what is going on in the Council</td>
<td></td>
<td></td>
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<tr>
<td>4.</td>
<td>I need to know more about what is going on in the Registration Service.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>I get all the information I need for my job.</td>
<td></td>
<td></td>
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</tbody>
</table>

**Comments**
### Section G-Organisational

<table>
<thead>
<tr>
<th></th>
<th>Agree</th>
<th>Neither Agree or Disagree</th>
<th>Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>I feel part of a professional group</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>I feel part of a team</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>I feel part of the Local Authority</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>I receive the necessary support from my Supervisor/manager.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>Members of senior management take time to talk to me.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### Comments

If you have any ideas how the service could be improved please write them in the box below.

---

**Thank you for completing this questionnaire**
## APPENDIX

### D

**STAFF PERCEPTION QUESTIONNAIRE RESULTS**

<table>
<thead>
<tr>
<th>Section</th>
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<td></td>
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</table>
APPENDIX

E

SUBSTATION USAGE JANUARY TO DECEMBER 2001

<table>
<thead>
<tr>
<th>Name of Office</th>
<th>ASHBY</th>
<th>LUTTERWORTH</th>
<th>MARKET BOSWORTH</th>
</tr>
</thead>
<tbody>
<tr>
<td>Death Registrations</td>
<td>34</td>
<td>8</td>
<td>14</td>
</tr>
<tr>
<td>Birth Registrations</td>
<td>4</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>Total Declarations</td>
<td>94</td>
<td>69</td>
<td>88</td>
</tr>
<tr>
<td>Leicester City Declarations</td>
<td>6</td>
<td>59</td>
<td>60</td>
</tr>
<tr>
<td>Number of Days No appointments</td>
<td>30</td>
<td>13</td>
<td>15</td>
</tr>
</tbody>
</table>

75% of the appointments are declarations taken on behalf of other districts for which no certificate fees are obtained for the service. There is considerable expense incurred in both travelling time and expenses. The Local Authority does however not send the officer out to the substation if there are no appointments.

E.1 While the provision of substations is clearly popular and welcomed by the local communities they serve. The service is provided at a cost both financially to the Local Authority and at some cost to the service delivery at the outstations.

E.2 There are no recommendations to close any of the substations as they are well used. However if the County merged with the City then at least some fees would be obtained for the certificates issued.
APPENDIX F

ACCOMMODATION

REGISTER OFFICE DETAILS

GLENFIELD COUNTY HALL REGISTER OFFICE

F.1 The Register office was purposely built to be the head office and controlling centre when Leicestershire became a unified registration district in January 2000. It is a very modern, self-contained building that adjoins County Hall.

F.2 The Register Office is centrally located in the district although slightly to the North, due to Leicester City district being in the middle. There are ample parking spaces at the front of the building and also the County Hall car park can be used as an over-spill if necessary. Public transport to the office is also good; there is a main bus route, which stops at the County Hall gate.

F.3 The Register Office is well signed once you turn into County Hall and although there are no specific directional signs on the main road to the Register Office. It is well signed from both sides of the city to County Hall.

F.4 The access into the office is through automatic double doors at the front of the building that brings you into the foyer. The receptionist opens the inner door via a buzzer/intercom system. The reception area is manned at all times when open to the public. There is easy access into the waiting rooms, Registrars office and marriage room for wheelchairs and pushchairs.

F.5 The offices are rather small however they are clean modern and well maintained. Due to an increase in workload and thus an increase in staff, there does seem to be a shortage of office space.

F.6 The registers are stored in the Modern Records section in County Hall in sliding racks. The area has been further secured by internal secure partitioning separating the registers from County Hall records. There is adequate space for future storage of records.

F.7 There are separate waiting rooms for marriage parties and for registrations of births and deaths. Both these waiting rooms are of a reasonable size, have seating for six, flowers and ample reading material.

F.8 The marriage room is clean, modern and quite large with room for up to fifty guests with excellent photographic opportunities both inside and outside the building.
APPENDIX F

ACCOMMODATION CONTINUED

F.9 The toilet facilities are fully equipped and accessible for wheelchair users but there are no baby nappy changing facilities, no facilities for nursing mothers and no loop hearing system.

STAFFING

F.10 The main staff consists of one full time Superintendent Registrar, one part-time Registrar of Births and Deaths (RBD), one part time Additional Registrar (AR) and two full time administrative staff. The Additional Registrar and Registrar of Births and Deaths answer the telephones and book the appointments as well.

The Registrar of Births and Deaths is not trained as a Deputy Superintendent Registrar. There is only the one shared deputy available to register births and deaths and various deputies cover the Superintendent Registrar's office. There is difficulty in finding cover for this post, as it is full time and with managerial responsibility.

OPENING HOURS

F.11 The office is open from 09.00 to 16.00 Monday to Friday
Saturday 10.30 to 14.30 by appointment only.

The Registrar for Births and deaths only works up until 14.00 on a Wednesday and Thursday They will however register births and deaths on a Saturday if not busy with weddings. Notices will also be taken on a Saturday if not busy with weddings.
### GLENFIELD

<table>
<thead>
<tr>
<th>Strengths</th>
<th>Weaknesses</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Location</strong>- The office is ideally located within the district. It is near enough the city centre to cater for the urban population in the County and is almost centrally based within the district area.</td>
<td><strong>Telephones</strong>- Frequently engaged for long periods especially on a Monday, which is not ideal as the appointments system for marriages and notices is centralised here.</td>
</tr>
<tr>
<td><strong>Parking</strong>- There are around ten specified parking spaces outside of the office and there are also overspill parking spaces in the main County Hall car park. There is a provision for the elderly and the disabled to park right outside the front door of the office.</td>
<td><strong>Offices</strong>- Due to the increase in staff at Glenfield there appears to be insufficient office space for staff to work in.</td>
</tr>
<tr>
<td><strong>Public Transport</strong>- The office is on a main bus route that stops outside the main gates of County Hall.</td>
<td><strong>Facilities</strong>- No quiet room for the bereaved, loop hearing system, baby nappy changing facilities or facilities for nursing mothers.</td>
</tr>
<tr>
<td><strong>Garden</strong>- There is a nice garden and courtyard at the main entrance for photo opportunities.</td>
<td></td>
</tr>
<tr>
<td><strong>Marriage Room</strong>- Modern and spacious</td>
<td></td>
</tr>
<tr>
<td><strong>Disabled Access</strong>- Access into the building is good, there is an automatic double door at the main entrance, good size internal corridors and wide doorways. There is a disabled toilet on site.</td>
<td></td>
</tr>
<tr>
<td><strong>Offices</strong>- The offices are smart, clean and are well decorated with a modern theme.</td>
<td></td>
</tr>
</tbody>
</table>

### RECOMMENDATIONS

- To review the current telephone system
- To review usage of the individual offices at Glenfield.
- To consider installing a loop hearing system in the marriage room
- To consider providing baby nappy changing facilities possibly in the disabled toilet
- To consider providing a quiet room for the bereaved or for nursing mothers.
APPENDIX F

ACCOMMODATION CONTINUED

COALVILLE OUTSTATION

F.12  This office is located on the outskirts of the town. There is limited parking space within the grounds but plenty of on street parking spaces. Public transport is poor, there is a bus service that runs past the office but this is very infrequent.

F.13  The office building is a self-contained bungalow with no shared occupants. The area in which it is situated is not ideal; there is a problem with youths getting into the grounds at night and the police sometimes use the car park for surveillance.

F.14  There is a directional sign to the office from the road and a sign showing opening hours and registration staff in the grounds.

F.15  The offices are of a good size, clean and well maintained. There are separate waiting rooms for marriage parties and for registrations of births and deaths. Both these waiting rooms are of a reasonable size, contain eight to ten chairs, a table, flowers and ample reading material.

F.16  There is easy access into the building and to the waiting rooms for wheelchairs and pushchairs.

F.17  The Marriage room is in a separate area and thus makes it quieter and less disturbing for the bereaved. The marriage room seats twenty eight people, is clean, nicely decorated, has flower displays and has recently had a new carpet due to flooding.

F.18  There is a small garden at the back of the office with a paved patio area for photo opportunities.

F.19  There is only the one toilet on site, which is a disabled toilet, and is used by both staff and public. The toilet is however positioned in the middle of the floor and it would not be easy to manoeuvre a wheelchair around this and the door. The toilet is in a poor state of repair, the paintwork is peeling off and the pipes etc are exposed.

F.20  There are no nappy changing facilities, facilities for nursing mothers and no loop hearing facilities.

F.21  There is a sub-station in this district at Ashby. (see F.78)
APPENDIX F

ACCOMMODATION CONTINUED

COALVILLE OUTSTATION

STAFFING

F.22 The main staff consists of one part-time Registrar of Births and Deaths and one part-time Additional Superintendent Registrar who also works at the Loughborough Office. The Registrar of Births and Deaths is not trained as a Deputy Superintendent Registrar. There is only the one deputy available to register births and deaths and a separate deputy to cover the Additional Superintendent Registrar's office.

OPENING HOURS

F.23 The office is open from 09.00 to 13.00 Monday to Thursday
Alternate late Tuesday opening 17.00 to 19.00
Friday 09.00 to 13.00 13.45 to 15.30
Alternate Saturdays 09.45 to 12.15 by appointment only
They will however register births and deaths on a Saturday if not busy with weddings.
Notices will also be taken on a Saturday if not busy with weddings.

The Registrar of Births and Deaths will do registrations on a Saturday if they can fit it around the weddings and the Additional Superintendent Registrar will take notices on a Saturday, however they do try to avoid this if possible as the Additional Superintendent Registrar and Registrar of Births and Deaths provide an evening service for the working public on a Tuesday. The Additional Superintendent Registrar is available at Coalville on Tuesday and Thursday only.
APPENDIX F

ACCOMMODATION CONTINUED

COALVILLE

<table>
<thead>
<tr>
<th>Strengths</th>
<th>weaknesses</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Parking- There are three specified parking</td>
<td>• Location- The area in which the office</td>
</tr>
<tr>
<td>spaces outside of the office, plus a disabled</td>
<td>is situated is not ideal.</td>
</tr>
<tr>
<td>space and there is also ample street parking.</td>
<td>• Security- Current security system is very</td>
</tr>
<tr>
<td></td>
<td>basic and there is a lack of available keys.</td>
</tr>
<tr>
<td></td>
<td>This causes problems getting access into the</td>
</tr>
<tr>
<td></td>
<td>building if staff go sick.</td>
</tr>
<tr>
<td></td>
<td>• Facilities- No quiet room for the bereaved,</td>
</tr>
<tr>
<td></td>
<td>loop hearing system, baby nappy changing</td>
</tr>
<tr>
<td></td>
<td>facilities or facilities for nursing mothers.</td>
</tr>
<tr>
<td>• Garden- Small garden with a paved patio</td>
<td>• Disabled Toilet- There is a disabled toilet</td>
</tr>
<tr>
<td>area at the rear of the building.</td>
<td>on site, however it is in urgent need of</td>
</tr>
<tr>
<td></td>
<td>refurbishment. Due to the positioning of the</td>
</tr>
<tr>
<td></td>
<td>toilet in the middle it does not leave a lot of</td>
</tr>
<tr>
<td></td>
<td>space in which to manoeuvre a wheelchair.</td>
</tr>
<tr>
<td>• Waiting Rooms- Two very pleasant good-sized</td>
<td>• Public Transport- The office is on a bus</td>
</tr>
<tr>
<td>waiting rooms with ample seating and reading</td>
<td>route that stops outside however this only</td>
</tr>
<tr>
<td>material available.</td>
<td>operates hourly.</td>
</tr>
</tbody>
</table>

RECOMMENDATIONS

- To consider looking for alternative accommodation.
- To consider upgrading the alarm system and have it linked to either the police station or a security firm.
- Providing a keypad on the door for easier access.
- To consider installation of a linked panic alarm system in the offices for when staff are lone working.
- To consider installing a loop hearing system in the marriage room
- To consider providing baby nappy changing facilities possibly in the disabled toilet
- To consider providing a quiet room for the bereaved or for nursing mothers.
This office is located just a ten minute walk away from the town centre, there are ample parking spaces at the back including disabled spaces. Public transport to the office is very good being near to the town centre and there is also a train station nearby.

An information board is displayed both outside the building, showing opening hours etc. and there is also a directional sign from the road.

The office is situated in a Victorian two storey house that is shared with the Citizens Advice Bureau. The Superintendent's office is situated on the ground floor and the Registrar of Births and Deaths office is situated upstairs. Access into the building and ground floor rooms is good but access to the first floor is poor. There is no lift and the registrar's room is not accessible for wheelchairs and pushchairs have to be left in the corridor.

The internal appearance of the office is of reasonable decor, well maintained and organised. The fax machine however would be better placed in the Superintendent's room as she is the main user and has to frequently leave her room to go upstairs to use it.

There are separate waiting rooms for marriage parties and for registrations of births and deaths. Both these waiting rooms are of a good size, have ample seating, flowers and reading materials.

The marriage room is situated at the back of the office, is a good size, with seating capacity for fifty guests. It is very nicely decorated and furnished and has an elegant wood panelled fireplace as a centrepiece, making it warm and homely.

There is an excellent garden at the rear of the premises for photo opportunities. It is a very pleasant area with lawns, mature trees and a bench. If wet there is also a paved and railed patio area

There is a disabled toilet on the ground floor and another toilet on the first floor, which are used by both members of the public and staff.

There are no provisions made for nappy changing or for nursing mothers and there is no hearing loop system for the hard of hearing.

There is a sub-station in this district at Market Bosworth. (see F.94)
STAFFING

F.34 The main staff consists of one part time Additional Superintendent Registrar, one part-time Registrar of Births and Deaths.

The Registrar of Births and Deaths is not trained as a Deputy Superintendent Registrar, however is trained to take notices. There is only the one shared deputy available to register births and deaths and a separate deputy to cover the Additional Superintendent Registrar's office.

OPENING HOURS

F.35 The office is open from 09.00 to 12.45 Monday to Thursday
Friday 09.30 to 12.30, 13.00 to 15.30 by appointment to 16.45

Alternate Saturday 10.00 to 12.30, 13.00 to 15.30 by appointment only.
They will however register births and deaths on a Saturday if not busy with weddings.
Notices will also be taken on a Saturday if not busy with weddings.

The Additional Superintendent Registrar does not attend on a Tuesday or Thursday but does stay until 16.45 on a Friday
### ACCOMMODATION CONTINUED

#### HINCKLEY

<table>
<thead>
<tr>
<th>Strengths</th>
<th>Weaknesses</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Location</strong> - The office is situated just ten minutes away from the town centre.</td>
<td><strong>Shared Premises</strong> - As they share the main entrance, there is a problem trying to distinguish whether people coming in want the Citizens' Advice Bureau or the registrars. It can also get noisy</td>
</tr>
<tr>
<td><strong>Parking</strong> - There is ample parking at the rear of the building.</td>
<td><strong>Facilities</strong> - No quiet room for the bereaved, loop hearing system, baby nappy changing facilities or facilities for nursing mothers.</td>
</tr>
<tr>
<td><strong>Public Transport</strong> - Due to the office being near the town there is a reasonable bus service to the office. There is also a train station that is just five minutes walk away.</td>
<td><strong>Access</strong> - the Registrar of Births and Deaths office is up stairs and there is no lift. Pushchairs have to be left downstairs in the corridor</td>
</tr>
<tr>
<td><strong>The Marriage Room</strong> - has been decorated and furnished to a high standard.</td>
<td><strong>Fax Machine</strong> - This would be better sited in the Superintendent Registrars room, as she is the main user. The fax machine is currently upstairs</td>
</tr>
<tr>
<td><strong>Garden</strong> - There is a beautiful garden at the rear with mature trees and a bench. Very quiet and picturesque for photo opportunities. There is also a patio outside if it is wet.</td>
<td></td>
</tr>
<tr>
<td><strong>Waiting Rooms</strong> - Two very pleasant good-sized waiting rooms with ample seating and reading material available.</td>
<td></td>
</tr>
<tr>
<td><strong>Disabled Toilet</strong> - There is a disabled toilet situated on the ground floor.</td>
<td></td>
</tr>
</tbody>
</table>

#### RECOMMENDATIONS

- To consider disabled and pushchair access.
- To consider moving the fax machine into the Superintendent Registrars office.
- To consider installing a loop hearing system in the marriage room
- To consider providing baby nappy changing facilities possibly in the disabled toilet
- To consider providing a quiet room for the bereaved or for nursing mothers.
APPENDIX F

F ACCOMMODATION CONTINUED

LOUGHBOROUGH OUTSTATION

F.36 The office is located just a fifteen minute walk away from the town centre. There are a few car parking spaces at the front of the building and on street parking if these are all taken. Public transport to the office is good having the university and the town centre nearby, there are frequent buses and also a train station nearby.

F.37 An information board is displayed at the side of the buildings showing opening hours. There are however no directional signs to the office from the road or from the town centre.

F.38 The office is a dedicated two-storey house, however access into the building for wheelchair and pushchair users is poor. The Registrar of Births and Deaths is situated on the first floor to which there is no lift.

F.39 The offices are of a good size, clean, nicely decorated and well maintained. There are two waiting rooms and ample literature available for the public to read or take with them.

F.40 The marriage room is a reasonable size, seating up to thirty guests and is nicely decorated, having a bright airy atmosphere.

F.41 There is a very nice lawn garden at the rear of the building, which can be used for photo opportunities.

F.42 There is a disabled toilet if the disabled can manoeuvre their wheelchair through the front door and a staff toilet situated on the first floor.

F.43 There are no provisions made for nappy changing or for nursing mothers and there is no hearing loop system for the hard of hearing.
APPENDIX F

ACCOMMODATION CONTINUED

LOUGHBOROUGH OUTSTATION

STAFFING

F.44 The main staff consists of one part time Additional Superintendent Registrar and one part time deputy superintendent registrar, one Full time and one part-time Registrar of Births and Deaths.

The full time Registrar of Births and Deaths is trained as a Deputy Superintendent Registrar and the part-time Deputy Superintendent Registrar, Registrar of Births and Deaths is the same person providing flexibility within the office to cover both roles. There is only the one shared deputy available to register births and deaths and a separate deputy to cover the Additional Superintendent Registrar's office.

OPENING HOURS

F.45 The office is open from 09.30 to 16.00 Monday to Friday. Saturday 10.00 to 14.00 by appointment only.

The Additional Superintendent Registrar and Deputy Superintendent Registrar attend mornings only. They will however register births and deaths on a Saturday if not busy with weddings. Notices will also be taken on a Saturday if not busy with weddings.
**Loughborough**

<table>
<thead>
<tr>
<th>Strengths</th>
<th>weaknesses</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Location</strong>- The office is situated just fifteen minutes away from the town centre.</td>
<td><strong>Facilities</strong>- No quiet room for the bereaved, loop hearing system, baby nappy changing facilities or facilities for nursing mothers.</td>
</tr>
<tr>
<td><strong>Building</strong>- Dedicated building with good external appearance.</td>
<td><strong>Access</strong>- The only disabled access is around the back of the premises into the marriage room, which is not ideal. The Registrar of Births and Deaths office is up stairs and there is no lift. Pushchairs have to be left downstairs in the corridor.</td>
</tr>
<tr>
<td><strong>Parking</strong>- There are a few visitor spaces and on street parking if all of these are taken.</td>
<td><strong>External Sign-posting</strong>- There is no external sign posting to the Register Office from the road.</td>
</tr>
<tr>
<td><strong>Public Transport</strong>- Due to the office being near the town and university there is a good bus service to the office. There is also a train station which nearby.</td>
<td></td>
</tr>
<tr>
<td><strong>Garden</strong>- There is a nice lawn garden at the rear for photo opportunities.</td>
<td></td>
</tr>
<tr>
<td><strong>Waiting Rooms</strong>- Two very pleasant good-sized waiting rooms with ample seating and reading material available.</td>
<td></td>
</tr>
<tr>
<td><strong>Disabled Toilet</strong>- There is a disabled toilet at the front of the building.</td>
<td></td>
</tr>
</tbody>
</table>

**RECOMMENDATIONS**

- To consider disabled and pushchair access.
- To consider installing an external signpost to the Register Office.
- To consider installing a loop hearing system in the marriage room.
- To consider providing baby nappy changing facilities possibly in the disabled toilet.
- To consider providing a quiet room for the bereaved or for nursing mothers.
F.46 The office is located just a five minute walk away from the town centre. Car parking is poor; there are no allocated parking spaces outside of the office, the only parking is on the road and these spaces are usually taken. Public transport to the office is reasonable, being near to the town centre however the buses run infrequently. There is also a train station about twenty minute's walk away.

F.47 An information board is displayed at the side of the buildings showing opening hours. There are however no directional signs to the office from the road or from the town centre.

F.48 The office is housed on the ground floor of a two-storey building the upstairs is on occasions used by trading standards. It is a fairly small building with no waiting room. Access into the building is good, as there is a ramp outside for wheelchair and pushchair users however it is fairly steep.

F.49 The offices are of a reasonable size, clean, nicely decorated and well maintained. Good use has been made of the notice board in the corridor and there is ample literature available for the public to read or take with them. Two chairs are available in the corridor if the next appointment arrives early.

F.50 The marriage room is very small and can only seat up to twenty guests. It is however well decorated cheerful and bright. There is a large mirror strategically placed to make the room look bigger. It is not ideal however if wet, as there is no waiting room and the corridor is small. It is also not ideal for the bereaved if there is a wedding on as there is no quiet room for them.

F.51 There is an area at the front, which can be used for photo opportunities, however there is no garden or greenery. The public do however like to use the disabled ramp and rails like a balcony for photographs.

F.52 There is a disabled toilet that can be used by both members of the public and staff.

F.53 There are no provisions made for nappy changing or for nursing mothers and there is no hearing loop system for the hard of hearing.

F.54 There is a sub-station in this district at Lutterworth. (see F.86)
MARKET HARBOROUGH OUTSTATION

STAFFING

F.55  The main staff consists of one part time Additional Superintendent Registrar, one part-time Registrar of Births and Deaths.

The Registrar of Births and Deaths was trained as a Deputy Superintendent Registrar, but no longer provides cover for the Additional Superintendent Registrar. There is only the one shared deputy available to register births and deaths and a separate deputy to cover the Additional Superintendent Registrar's office.

OPENING HOURS

F.56  The office is open from 09.30 to 12.30 Monday to Friday
Alternate Saturday's by appointment only. They will however register births and deaths and take notices on a Saturday if not busy with weddings.

The Additional Superintendent Registrar only attends on Mondays and Fridays but is open from 9.15 to 14.45
Market Harborough

<table>
<thead>
<tr>
<th>Strengths</th>
<th>Weaknesses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Location- The office is situated near to the town centre.</td>
<td>Parking- There are no allocated parking spaces outside of the office. The only parking is on the road and these spaces are usually taken.</td>
</tr>
<tr>
<td>Public Transport- There is a reasonable bus service to the office and also a train station that is a 20-minute walk away.</td>
<td>Garden- There is no garden available or nearby for photographs, however the front of the building is popular and the railings for the disabled ramp is used like a balcony.</td>
</tr>
<tr>
<td>Disabled Facilities- A ramp has been installed to access the front of the building and there is a good-sized disabled toilet on site.</td>
<td>Facilities- No quiet room for the bereaved, loop hearing system, baby nappy changing facilities or facilities for nursing mothers.</td>
</tr>
<tr>
<td>Offices- Are of a good size and have been well maintained.</td>
<td>Waiting Rooms- There are no waiting rooms just two chairs in the corridor. This does cause problems on a busy Saturday when the next wedding party starts to arrive when there is a wedding in progress.</td>
</tr>
<tr>
<td>Security- Is good the front door is kept locked with an intercom buzzer system to open. There is also a security camera on the front and the premises are alarmed.</td>
<td>External Sign-posting- There is no external sign-posting</td>
</tr>
</tbody>
</table>

RECOMMENDATIONS

- To review usage of the individual offices to try to create a waiting area.
- To consider installing an external signpost to the Register Office.
- To consider installing a loop hearing system in the marriage room.
- To consider providing baby nappy changing facilities possibly in the disabled toilet.
- To consider providing a quiet room for the bereaved or for nursing mothers.
The office is located on the outskirts of the town, with ample car parking spaces at the back of the building and plenty of other parking close by. The public transport to the office is reasonable, a bus stops outside and there is a train station 10 minutes walk away.

An information board is displayed at the side of the buildings showing opening hours. There are however no directional signs to the office from the road or from the town centre.

The office is housed on the ground floor of an unattractive sixties style council property. It is shared with Social Services, Probation and Highways and thus is very noisy cramped and poorly maintained. Access into the building is good there is a ramp outside for wheelchair and pushchair users however it is awkward for wheelchairs and pushchairs to be manoeuvred into the offices.

The offices are cramped, untidy and in urgent need of refurbishment and would benefit from being closer to each other. The Superintendent Registrars room has a square patch missing in the carpet, there are tiles hanging off the ceiling in the Register of Births and Deaths room, there are boxes stacked up next to and on top of the cupboards and the windows could be made brighter and more welcoming.

There is one small waiting room situated outside the Registrar of Births and Deaths room, but this is very cramped and made worse by the photocopier and shredder being sited there. Sometimes reception send people through to the Superintendent Registrar but do not notify her that they have arrived and thus they may wait in the waiting room and as her office is further down the corridor she is unaware they are there.

The marriage room is small, seating twenty-five people and is reasonably decorated. It can be noisy for midweek wedding parties and as there is no separate waiting area for marriages, the guests’ etc. have to wait in the corridor, which is not ideal. The marriage room is also situated next door to the men's toilet, which unfortunately is audible. Due to the unattractiveness of the building and the poor facilities a lot of the marriages in this area are lost to Oakham.

There is no garden at Melton however there is an area that is grassed at the side of the building and a shrubbery at the front, which can be used for photo opportunities.

There are toilets available to the public one of which is for the disabled.
MELTON MOWBRAY OUTSTATION

F.65 There are no provisions made for nappy changing or for nursing mothers and there is no hearing loop system for the hard of hearing.

STAFFING

F.66 The main staff consists of one part time Additional Superintendent Registrar, one part-time Registrar of Births and Deaths.

The Registrar of Births and Deaths is also trained as a Deputy Superintendent Registrar, however there are currently problems getting deputy cover for the Registrar of Births and Deaths. The Superintendent registrar is also the Superintendent Registrar for Rutland and does have separate deputy cover provided in addition to the Registrar of Births and Deaths acting as Deputy Superintendent Registrar.

OPENING HOURS

F.67 The office is open from 09.30 to 13.00, 13.30 to 15.00 Monday, Tuesday and Friday 9.30 to 12.30 Wednesdays and is closed on Thursdays.
Saturdays 9.30 to 12.30 by appointment only

The Additional Superintendent Registrar attends on Monday afternoons, Tuesday and Friday mornings and Saturday by appointment only.

The Registrar will register births and deaths and the Additional Superintendent Registrar will take notices on a Saturday provided they are not busy with weddings.
Melton Mowbray

<table>
<thead>
<tr>
<th>Strengths</th>
<th>Weaknesses</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Location</strong> - The office is situated near to the town centre.</td>
<td><strong>Shared Premises</strong> - The office is shared with Social Services, Highways and the Probation Service. It is therefore not very private and is noisy.</td>
</tr>
<tr>
<td><strong>Parking</strong> - There is a large car park at the rear of the offices and plenty of other parking on site.</td>
<td><strong>Building</strong> - Is not particularly attractive and thus customers prefer to go to Oakham to get married.</td>
</tr>
<tr>
<td><strong>Public Transport</strong> - There is a reasonable bus service to the office and also a train station that is a 10-minute walk away.</td>
<td><strong>Garden</strong> - There is no garden available for photographs.</td>
</tr>
<tr>
<td><strong>Disabled Facilities</strong> - A ramp has been installed to access the front of the building and there is a disabled toilet on site.</td>
<td><strong>Facilities</strong> - No quiet room for the bereaved, loop hearing system, baby nappy changing facilities or facilities for nursing mothers.</td>
</tr>
<tr>
<td><strong>Shared Premises</strong> - The office is shared with Social Services, Highways and the Probation Service. It is therefore not very private and is noisy.</td>
<td><strong>Waiting Room</strong> - Is cramped untidy and in need of decoration. There is no waiting room for wedding parties, which causes a problem in the week when the other offices are busy. Not helped by having the photocopier and shredder situated there.</td>
</tr>
<tr>
<td><strong>Building</strong> - Is not particularly attractive and thus customers prefer to go to Oakham to get married.</td>
<td><strong>Offices</strong> - Are poorly decorated and in need of re-furnishing. The Superintendent Registrar and Registrars offices are situated apart.</td>
</tr>
<tr>
<td><strong>Garden</strong> - There is no garden available for photographs.</td>
<td><strong>External Sign-posting</strong> - There is no external sign-posting to the Register office from the road.</td>
</tr>
</tbody>
</table>

**RECOMMENDATIONS**

- To consider looking for alternative accommodation. Alternatively to redecorate, carpet and refurnish offices re-siting the photocopier and shredder.
- To consider installing an external signpost to the Register Office.
- To consider installing a loop hearing system in the marriage room.
- To consider providing baby nappy changing facilities possibly in the disabled toilet.
- To consider providing a quiet room for the bereaved or for nursing mothers.
APPENDIX F

ACCOMMODATION CONTINUED

SOUTH WIGSTON OUTSTATION

F.68 The office is located near to the centre of the town. There are car parking spaces at the front of the premises but these spaces are quite tight making it difficult for mothers with young babies to get them out of the car. If all these spaces are taken there is some on street parking near by. The public transport to the office is reasonable there are buses to Wigston from neighbouring towns and there is a train station 20 minutes walk away.

F.69 An information board is displayed at the side of the buildings showing opening hours. There are however no directional signs to the office from the road or from the town centre.

F.70 The office is housed on the ground floor of the council offices, which is shared with Social Services. Access into the building is good being on the flat and having double automatic doors.

F.71 The office is quite small and could do with some form of air conditioning as there are no windows which can be opened and it does get stuffy in there when the door is closed.

F.72 There is no waiting room for the Registrar but a couple of seats have been positioned outside her door. There is however a reception area which is manned by Social Services and they do notify the Registrar when anyone arrives.

F.73 There is no marriage room at these premises.

F.74 There are toilets available to the public one of which is for the disabled and there are also nappy changing facilities.

F.75 There is an interview room that could be used as a quiet room for the bereaved or for nursing mothers.

STAFFING

F.76 The main staff consists of one part time Registrar of Births and Deaths.

The Registrar of Births and Deaths does have a designated deputy and is also trained to act as a Deputy Superintendent Registrar.
APPENDIX F

ACCOMMODATION CONTINUED

SOUTH WIGSTON OUTSTATION

OPENING HOURS

F.77 The office is open from 09.30 to 12.00 Monday to Friday the Superintendent Registrar for Market Harborough attends there 12.30 to 14.30 Wednesday afternoons for notices.
South Wigston

<table>
<thead>
<tr>
<th>Strengths</th>
<th>weaknesses</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Location- The office is situated near to the town centre.</td>
<td>• Shared Premises- The office is shared with social services, highways and probation service. It is therefore not very private and sometimes is noisy.</td>
</tr>
<tr>
<td>• Parking- There is a large car park at the front of the offices and on street parking if full.</td>
<td>• Waiting Room- There is no waiting room just two chairs outside the registrars office</td>
</tr>
<tr>
<td>• Public Transport- Due to the office being near the town there is a reasonable bus service to the office. There is also a train station that is a 20-minute walk away.</td>
<td>• External Sign-posting-There is no external sign-posting to the Register office from the road</td>
</tr>
<tr>
<td>• Disabled Facilities- Good disabled parking and access into the building, there is also a disabled toilet on site.</td>
<td>• Office- Gets very stuffy when the door is closed.</td>
</tr>
<tr>
<td>• Facilities- There is an interview room that can be used as a quiet room for the bereaved, or for nursing mothers.</td>
<td></td>
</tr>
<tr>
<td>• Security- The reception area is supervised and the building is shuttered and alarmed at night.</td>
<td></td>
</tr>
</tbody>
</table>

**RECOMMENDATIONS**

- To provide ventilation or air-conditioning in the office
- To consider installing an external signpost to the Register Office.
ASHBY SUBSTATION

F.78 The office is located in the centre of the town adjacent to the library with car parking spaces at the back. There is public transport to the office however the service runs infrequently.

F.79 An information board is displayed at the side of the buildings showing opening hours. There are however no directional signs to the office from the road or from the town centre.

F.80 The office is housed on the ground floor and the room when not used for registrations is used by the Citizens Advice Bureau. Access into the building is reasonable however the double doors are awkward to open if in a wheelchair or pushing a pram.

F.81 The office is quite small and not very private being behind glass doors. The office also gets very hot in the summer and is cold in the winter.

F.82 There is no waiting room but a couple of seats have been positioned outside her door in the corridor.

F.83 There is no marriage room at these premises.

F.84 There are no toilet facilities, nappy changing facilities, or quiet room for the bereaved or for nursing mothers.

OPENING HOURS

F.85 The office is open from 2.30 to 4.00 Monday and Thursday attended by the Registrar from Coalville by appointment only.
### ACCOMMODATION CONTINUED

### Ashby

<table>
<thead>
<tr>
<th>Strengths</th>
<th>Weaknesses</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Location</strong>- The office is situated near to the town centre.</td>
<td><strong>Office</strong>- Needs redecorating it is not a very warm or welcoming building. The office is not particularly private being behind glass doors.</td>
</tr>
<tr>
<td><strong>Parking</strong>- There is a car park at the front of the offices and on street parking if full.</td>
<td><strong>Waiting Room</strong>- There is no waiting room just two chairs outside the registrars office</td>
</tr>
<tr>
<td><strong>Public Transport</strong>- Due to the office being near the town there is a reasonable bus service to the office.</td>
<td><strong>External Sign-posting</strong>- There is no external sign-posting to the Register office from the road</td>
</tr>
<tr>
<td><strong>Disabled Facilities</strong>- Good disabled parking and access into the building, however the double doors are awkward to open if in a wheelchair or pushing a pushchair. There is also a disabled toilet on site.</td>
<td></td>
</tr>
</tbody>
</table>
The office is located in the centre of the town in the council's Area Service Shop. Although there are no allocated car parking spaces here there are two public car parks close by. There is public transport to the office however the service runs infrequently.

There is no information board displayed outside of the buildings showing opening hours and no directional signs to the office from the road or from the town centre.

The office is housed on the ground floor and is accessible for wheelchairs and pushchairs. There is a receptionist at the front desk who informs the registrar when her appointments arrive.

The office is quite small and not very private, there are adjoining offices next door and invariably other office users open the adjoining door. The rooms are not sound proofed so not only can you hear the conversation going on in the next office they can also hear the informants giving personal information.

There is no waiting room but there are seats in the reception area.

There is no marriage room at these premises.

There are no toilet facilities, nappy changing facilities, or quiet room for the bereaved or for nursing mothers.

The office is open from 1.30 to 3.00 Wednesday attended by the Registrar from Market Harborough by appointment only.
Lutterworth

<table>
<thead>
<tr>
<th>Strengths</th>
<th>weaknesses</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Location</strong>- The office is situated in the town centre.</td>
<td><strong>Office</strong>- The office is not very private and people in the adjoining offices can hear the informants.</td>
</tr>
<tr>
<td><strong>Public Transport</strong>- Due to the office being near the town there is a reasonable bus service to the office.</td>
<td><strong>External Sign-posting</strong>- There is no external sign-posting to the Register office from the road</td>
</tr>
<tr>
<td><strong>Reception</strong>- There is a reception and small waiting area with ample reading material and public notices.</td>
<td><strong>Parking</strong>- There is no parking at the office, although there are a couple of public car parks five minutes away.</td>
</tr>
</tbody>
</table>

**RECOMMENDATIONS**

- To consider making the office more private.
- To consider installing an external signpost to the Register Office.
APPENDIX F

**F ACCOMMODATION CONTINUED**

**MARKET BOSWORTH SUBSTATION**

**F.94** The office is located in the centre of the town between the Library and the High School. Car parking is poor, although there are spaces outside these are normally filled and there is no on street car parking near by. There is public transport to the office however this only runs hourly.

**F.95** There is an information board displayed outside of the buildings showing opening hours but no directional signs to the office from the road or from the town centre.

**F.96** The office is on the ground floor and is accessible for wheelchairs and pushchairs. There is a receptionist at the front desk in the library who directs the appointments through.

**F.97** The office is part of the library annex and is very large; it is used as a classroom when not being used by the registrar. There have been problems when the Registrar has found the room being used as a classroom on her attendance afternoons. The room is dark miserable and noisy. The table and three chairs being positioned in the middle of the room making it look like an interrogation room. There is an interconnecting door from the school into the room that is frequently opened by teachers and pupils, thus the room is not very private and is noisy.

**F.98** There is no waiting room.

**F.99** There is no marriage room at these premises.

**F.100** There are no toilet facilities, nappy changing facilities, or quiet room for the bereaved or for nursing mothers.

**OPENING HOURS**

**F.101** The office is open from 2.00 to 4.00 Monday and Wednesday attended by the Registrar from Hinckley by appointment only.
APPENDIX F

ACCOMMODATION CONTINUED

Market Bosworth

<table>
<thead>
<tr>
<th>Strengths</th>
<th>Weaknesses</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Location</strong>- The office is situated in the town centre.</td>
<td><strong>Office</strong>- The office is not very private and noisy. As adjacent to the classrooms with an adjoining door, the registrar is regularly interrupted</td>
</tr>
<tr>
<td><strong>Public Transport</strong>- Due to the office being near the town there is a reasonable bus service to the office.</td>
<td><strong>External Sign-posting</strong>- There is no external sign-posting to the Register office from the road</td>
</tr>
<tr>
<td><strong>Access</strong>- being an annex of the library disabled and pushchair access is good.</td>
<td><strong>Parking</strong>- very limited spaces at the front are normally taken. There are no nearby public car parks and little on street parking.</td>
</tr>
<tr>
<td><strong>Facilities</strong>- There are no toilets</td>
<td></td>
</tr>
</tbody>
</table>

RECOMMENDATIONS

- To consider finding more suitable accommodation, or alternatively see other recommendations below.
- To consider installing an external signpost to the Register Office.
- To consider putting a lock or sign on the inter connecting door to stop interruptions
- To brighten up the room and rearrange the furniture to make it more welcoming