

Draft - Supporting Information and Impact Assessment

Budget Proposal:	Relocation of Registrars Service
Executive Lead:	Elected Mayor Oliver – Executive Lead for Assets, Finance, Governance and Corporate Services, Economic Regeneration and Transformation
Director / Assistant Director:	Anne-Marie Bond

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Section 1: Background Information

1. What is the proposal / issue?

The Registrars (Births, Deaths and Marriages) are currently located at two sites – Paignton Library and Information Centre (PLAIC) and Cockington Court. The Statutory Registry Office is located at Cockington Court. Secure storage of registers is split across the two sites. The current arrangements are not fit for purpose and there are inefficiencies in operating the service across two sites. The rooms at PLAIC are also not being used to their full potential to generate rental income for the Council.

The proposal is to locate the main administrative base of the service on one site at the Town Hall, Torquay with some off-site appointments offered at PLAIC and Torbay Hospital, whilst delivering the statutory registry office weddings at Cockington Court.

2. What is the current situation?

The accommodation at PLAIC includes four rooms for interviewing members of the public for birth and death registrations and taking notices for marriage. There is no dedicated waiting area for bereaved families. The rooms are not fit for purpose and too large for the purpose of interviews.

Cockington Court provides three rooms to the Service which are currently let to the Council. These include the Statutory Register Office for the conduct of statutory weddings (£50 per ceremony), along with a ceremony room for larger weddings and a general office.

Secure storage of records is held over the two sites as there is not room to accommodate them on one site. The space at Cockington is near to capacity.

Customer contact with the team is via the Connections Service with back office calls only being able to be taken at Cockington.

There are a number of inefficient working practices resulting from operating from two sites, including impacting on the team's ability to meet statutory timescales

	<p>to the requirements of the General Register Office. The ability for customers and stakeholders to contact the team is also limited.</p> <p>Locating the team on one site will meet service requirements. The proposal will also make available further space at PLAIC for income/letting opportunities.</p>
3.	<p>What options have been considered?</p> <p>There are no other suitable alternatives within the Council's asset portfolio to locate the Registration Team.</p> <p>No change – the ability of the service to meet statutory requirements and operate efficiently will continue to be affected. The space occupied at PLAIC will not be available for letting. Budget savings on rental at Cockington Court will not be realised.</p>
4.	<p>How does this proposal support the ambitions and principles of the Corporate Plan 2015-19?</p> <p>Locating the Registrars on one site will assist the Council in using reducing resources to best effect.</p>
5.	<p>Who will be affected by this proposal and who do you need to consult with?</p> <p>Members of the public will be required to attend Torquay Town Hall and adjoining offices to access the services provided by the Registrars rather than PLAIC. It is expected that a level of presence could be maintained at PLAIC for birth and death registration appointments, which will be similar to the provision already provided at Torquay Library. However, it is expected that demand for this provision will be reduced following the introduction of a service for registering deaths at Torbay Hospital alongside the Bereavement Service.</p> <p>The General Register Office will be consulted.</p>
6.	<p>How will you propose to consult?</p> <p>The service does not include regular users, but more the wider general public. Therefore, the proposals will be consulted upon as part of the overall consultation on the Elected Mayor's budget proposals.</p>

Section 2: Implications and Impact Assessment

7.	<p>What are the financial and legal implications?</p> <p>The relocation to the Town Hall will result in savings on rent. Minor alterations at Torquay Town Hall will be required to enable public access to the Registrars and to accommodate the specialist safes, plus moving costs</p>
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	<p>to relocate the service on one site. Facilities at Tor Hill House will also be dedicated to the Registrars to ensure appointments are accessible.</p> <p>The Council’s Local Registration Scheme will require review/updating to the satisfaction of the General Register Office.</p>																														
8.	<p>What are the risks?</p> <p>The risk of moving of the Registrars Services from PLAIC is that the Council is unable to let the accommodation at PLAIC to other tenants.</p>																														
9.	<p>Public Services Value (Social Value) Act 2012</p> <p>Not applicable.</p>																														
10.	<p>What evidence / data / research have you gathered in relation to this proposal?</p> <p>Usage data and income projections, plus review of working practices across two sites.</p>																														
11.	<p>What are key findings from the consultation you have carried out?</p> <p>Consultation on this proposal was undertaken as part of the Budget Consultation between 2 November and 14 December 2018. The findings are set out below:</p> <table border="1"> <thead> <tr> <th></th> <th colspan="2">Do you support this proposal?</th> <th colspan="2">Do you feel this proposal will impact on you?</th> </tr> <tr> <th></th> <th>Number</th> <th>Percent</th> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td>141</td> <td>70.5%</td> <td>28</td> <td>14.0%</td> </tr> <tr> <td>No</td> <td>30</td> <td>15.0%</td> <td>128</td> <td>64.0%</td> </tr> <tr> <td>No answer</td> <td>29</td> <td>14.5%</td> <td>44</td> <td>22.0%</td> </tr> <tr> <td>Total</td> <td>200</td> <td>100%</td> <td>200</td> <td>100%</td> </tr> </tbody> </table> <p>A variety of comments were received about this proposal and these are included within the report setting out the findings from the Budget Consultation.</p>		Do you support this proposal?		Do you feel this proposal will impact on you?			Number	Percent			Yes	141	70.5%	28	14.0%	No	30	15.0%	128	64.0%	No answer	29	14.5%	44	22.0%	Total	200	100%	200	100%
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12.	<p>Amendments to Proposal / Mitigating Actions</p> <p>Whilst the consultation supported the proposal, the Elected Mayor has decided to withdraw it.</p>																														

Equality Impacts

13	Identify the potential positive and negative impacts on specific groups		
	Positive Impact	Negative Impact & Mitigating Actions	Neutral Impact
	Older or younger people	no differential impact	
	People with caring Responsibilities	no differential impact	
	People with a disability	<p>Torquay Town Hall is currently not accessible, and therefore permanent appointment space will be made available in adjoining offices to ensure full accessibility.</p> <p>The alterations will need to be to the satisfaction of the General Register Office.</p>	
	Women or men	no differential impact	
	People who are black or from a minority ethnic background (BME) <i>(Please note Gypsies / Roma are within this community)</i>	no differential impact	
	Religion or belief (including lack of belief)	no differential impact	
	People who are lesbian, gay or bisexual	no differential impact	
	People who are transgendered	no differential impact	
	People who are in a marriage or civil partnership	no differential impact	
	Women who are pregnant / on maternity leave	no differential impact	
	Socio-economic impacts (Including impact on child	no differential impact	

	poverty issues and deprivation)	
	Public Health impacts (How will your proposal impact on the general health of the population of Torbay)	no differential impact
14	Cumulative Impacts – Council wide (proposed changes elsewhere which might worsen the impacts identified above)	None
15	Cumulative Impacts – Other public services (proposed changes elsewhere which might worsen the impacts identified above)	None