

## Registration Service

# Policy Development Panel

**Dorset County Council**



Subject of Report	Future Registration Service Proposals.
Executive Summary	<p>This report sets out recommendations for the future delivery of the registration service in preparation for future anticipated changes in marriage legislation which could adversely impact upon service income. Currently the service is self-funding with approximately 70% of income (£550k) being derived from marriages.</p> <p>A member Policy Development Panel was set up to consider:</p> <ul style="list-style-type: none"><li>i) The implications of likely future national changes in relation to marriage and scenarios for service delivery and staffing structures.</li><li>ii) Examine the location of registration offices and consider whether it is feasible to reduce the number of offices, achieving budget savings, while maintaining reasonable access to services.</li><li>iii) Consider any other appropriate means of maintaining service delivery with a reduced budget.</li></ul> <p>The Panel met five times between January and December 2016. As part of its work it accepted five key considerations:</p> <ul style="list-style-type: none"><li>i) The desired strategic positioning of the service in respect of the anticipated future marriage marketplace.</li><li>ii) The strategy that Dorset County Council should pursue to attain that desired market position.</li><li>iii) The service delivery model which best fits the strategic positioning decision.</li><li>iv) Dorset County Council's charging policy for marriage fees.</li><li>v) What level of service (and locations) should Dorset County Council be offering to customers in respect of other registration and wider cross cutting local authority work?</li></ul> <p>A number of options were developed in relation to these considerations and these are summarised in Appendix 1. In addition to the anticipated changes in legislation the options presented take account of:</p> <ul style="list-style-type: none"><li>i) The views of the Policy Development Panel.</li></ul>

- ii) The policy of the County Council to reduce its property portfolio and the consideration of Living and Learning Centres.
- iii) Public consultation results.
- iv) The aspiration of town councils to retain existing registration facilities.
- v) Equality and environmental impact assessments completed to date.
- vi) All legal requirements and implications.

Key inter-dependent factors in determining the future provision for the registration service and which are important in arriving at a decision are:

- i) The provision of a high quality, customer tailored marriage and civil partnership service that can adapt rapidly to changing customer demands, to maintain income and maximise future income opportunities.
- ii) The provision of an accurate and timely birth and death registration service that is reasonably accessible to local communities; balanced against the demand for the service and available resources.
- iii) Establishing a sustainable staff recruitment, retention, training and management support system in the longer term; reducing the need for continual high levels of management involvement and releasing the capacity for future service development purposes.
- iv) Working within the policy of the County Council to reduce its property portfolio.
- v) Maintaining a sustainable revenue budget.

The Panel's recommended options for consultation on each of the considerations were as follows. A public consultation exercise was open for 8 weeks between Thursday 16 June and Wednesday 11 August 2016.

- **Consideration 1 – What is the desired strategic positioning of the service in respect of the anticipated future marriage market?**
  - To actively compete in the marriage market place and maintain market leader position (option 1a)
- **Consideration 2 – What is the strategy that Dorset County Council should pursue to attain that desired market position?**
  - To focus on delivering legal marriages at externally managed licensed venues and additionally, discretionary ceremonies at locations that fall both within and outside Dorset County Council geographical boundaries and provide seven ceremony rooms (option 2d).

- **Consideration 3 – Which service delivery model for marriages best fits the strategic positioning decision?**
  - To introduce a new two stage service delivery model for all marriages (Option 3b)
- **Consideration 4 – Dorset County Council’s charging policy for ceremony fees.**
  - The service should maintain a 3 year rolling programme of fees. The forward rate shall be calculated on the basis of the current fee uprated by the expected pay awards.
  - The service should review the level of fees on an annual basis and forward rates should be adjusted to reflect those findings.
  - The fee charged to a customer should be the fee quoted at the time of booking.
  - A non-refundable fee of 10% should be charged at the time of booking.
  - No fee should be charged for any booking amendments but if the booking is moved to a different financial year or to a different type of ceremony the new fee will be charged.
  - All ceremony fees that Dorset County Council has the discretion to set should be charged at full cost recovery based on controllable above the line costs. (Options 4a to 4f)
- **Consideration 5 – What level of service (and locations) should Dorset County Council be offering to customers in respect of other registration and wider cross cutting local authority work?**
  - Consideration 5A – Provision of the Tell Us Once Service.**
    - To withdraw the Births Tell Us Once Service (Option 5A(b)).
  - Consideration 5B – Provision of a Nationality Checking Service.**
    - To pilot the Nationality Checking Service (Option 5B(a) and European Economic Area (EEA) Passport Checking Service. NB The EEA passport checking service was not known at the time of the consultation.
  - Consideration 5C – Geographically, where should the registration offices be located?**
    - To reduce registration offices from eleven to six (Blandford, Bridport, Dorchester, Ferndown, Wareham and Weymouth) with three outreach offices partly funded by Town Councils (Sherborne, Gillingham & Swanage)(Option 5C(h))

<p>Impact Assessment:</p>	<ul style="list-style-type: none"> <li>i) There is likely to be an adverse impact for some people on low incomes; greater travelling costs.</li> <li>ii) There is likely to be an adverse impact for some people living in rural communities; loss of rural services.</li> <li>iii) There is likely to be an adverse impact for some older persons or birth informants at stressful times of their lives; greater travelling distances.</li> <li>iv) There is likely to be an adverse impact for some people without access to private transport.</li> </ul> <p>However not making changes in relation to marriage ceremonies will have an adverse impact on all people getting married or entering civil partnerships. In addition the potential budget pressures are likely to require the same if not greater changes to reduce costs which are likely to have greater adverse impacts on the whole community and groups with protected characteristics.</p>
	<p>Budget:</p> <p>Currently the registration service is self-funding (zero budget control total). In advance of anticipated changes in marriage legislation, decisions are required which best positions the registration service to be able to respond to changing customer demand and to mitigate against a potential loss in service income (up to a maximum of £431,000 over the longer term).</p> <p>If there is no clear decision on the way forward, there is a risk to the implementation timetable for any change in advance of the anticipated legislative changes and responding to changes in customer demand. Proactive change would place the service in the best position to continue to maintain income and maximise future income opportunities.</p> <p>Provision of three outreach offices has a cost of £12,900, however with the recommendation of full cost recovery for the use of ceremony rooms (Option 4f) this cost should be offset in future years.</p>
	<p>Risk Assessment:</p> <p>Having considered the risks associated with this decision using the County Council's approved risk management methodology, the level of risk has been identified as:</p> <p>Current Risk: MEDIUM Residual Risk MEDIUM.</p>

	<p>Other Implications:</p> <p>There are environmental sustainability issues to consider; proposed closure of offices will result in more people travelling further distances to access the service.</p> <p>There are property issues to consider in that the registration office has had to vacate the current office and ceremony room at Blandford (NORDON) as the site is to be developed for social housing. New premises for an office and ceremony room will need to be identified (the office is temporarily sited in Blandford Community Centre). The proposed model would bring withdrawal from Shaftesbury and Christchurch.</p>
Recommendation	That the Committee approve the considerations outlined in the Executive Summary above and reflected in the final minutes of the Policy Development Panel.
Reason for Recommendation	Recommendations contribute to the overall principles and values of Dorset County Council's Forward Together transformation programme; focusing our resources on activities that produce the best outcomes for our residents in the most cost effective ways possible.
Appendices	<ol style="list-style-type: none"> <li>1. Full range of options considered by the Policy Development Panel</li> <li>2. Public Consultation Summary Report</li> <li>3. Travel times.</li> </ol>
Background Papers	Public Consultation: Responses Consultation Registration Service Overview.
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## Range of Options Considered by the Panel

The options set out for each key consideration (with the Panel's recommendations shown in italics) are:

- **Consideration 1 – What is the desired strategic positioning of the service in respect of the anticipated future marriage market?**  
*Option 1a – To actively compete in the marriage market place and maintain market leader position.*  
**Option 1b** – To actively withdraw from the marriage market place except for the provision of the minimum statutory requirement (Register Office marriages).  
**Option 1c** – To do nothing.
- **Consideration 2 – What is the strategy that Dorset County Council should pursue to attain that desired market position?**  
**Option 2a** – To focus on delivering legal marriages at externally managed licensed venues.  
**Option 2b** – To focus on delivering legal marriages at externally managed licensed venues and additionally, discretionary ceremonies at locations that fall within Dorset County Council geographical boundaries.  
**Option 2c** – To focus on delivering legal marriages at externally managed licensed venues and additionally, discretionary ceremonies at locations that fall both within and outside Dorset County Council geographical boundaries.  
*Option 2d – To combine sub options 2a, 2b or 2c above with the provision of multiple ceremony rooms.*  
**Option 2e** – To combine sub options 2a, 2b or 2c above with the provision of a single 'flagship' ceremony room.
- **Consideration 3 – Which service delivery model for marriages best fits the strategic positioning decision?**  
**Option 3a** – To continue with the current single stage service delivery model for all marriages.  
*Option 3b – To introduce a new two stage service delivery model for all marriages.*
- **Consideration 4 – Dorset County Council's charging policy for ceremony fees [The following options are mutually exclusive].**  
*Option 4a – The service should maintain a 3 year rolling programme of fees. The forward rate shall be calculated on the basis of the current fee uprated by the expected pay awards.*  
*Option 4b – The service should review the level of fees on an annual basis and forward rates should be adjusted to reflect those findings.*  
*Option 4c – The fee charged to a customer should be the fee quoted at the time of booking.*  
*Option 4d – A non-refundable fee of 10% should be charged at the time of booking.*  
**Option 4e** – No fee should be charged for any booking amendments but if the booking is moved to a different financial year or to a different type of ceremony the new fee will be charged.  
**Option 4f** – All ceremony fees that Dorset County Council has the discretion to set should be charged at full cost recovery based on controllable above the line costs.
- **Consideration 5 – What level of service (and locations) should Dorset County Council be offering to customers in respect of other registration and wider cross cutting local authority work?**

**Consideration 5A – Provision of the Tell Us Once Service.**

**Option 5A(a)** – To continue to provide a Tell Us Once Service for births and deaths.

**Option 5A(b)** – To withdraw the Births Tell Us Once Service.

**Consideration 5B – Provision of a Nationality Checking Service.**

**Option 5B(a)** – To introduce the Nationality Checking Service.

**Option 5B(b)** – To do nothing.

**Consideration 5C – Geographically, where should the registration offices be located?**

**Option 5C(a)** – Status quo maintaining eleven offices (Blandford, Bridport, Christchurch, Dorchester, Ferndown, Gillingham, Shaftesbury, Sherborne, Swanage, Wareham, and Weymouth).

**Option 5C(b)** - Reduction in offices from eleven to eight (Blandford, Bridport, Christchurch, Dorchester, Ferndown, Gillingham, Wareham, Weymouth).

**Option 5C(c)** - Reduction in offices from eleven to seven (Blandford, Bridport, Christchurch, Dorchester, Ferndown, Wareham, Weymouth).

**Option 5C(d)** - Reduction in offices from eleven to five [Sturminster Newton option] (Bridport, Dorchester, Ferndown, Sturminster Newton, Wareham).

**Option 5C(e)** - Reduction in offices from eleven to five [Blandford option]. (Blandford, Bridport, Dorchester, Ferndown, Wareham)<sup>1</sup>.

**Option 5C(f)** - Reduction in offices from eleven to three. (Blandford, Dorchester, Ferndown).

**Option 5C(g)** – Reduction in offices from eleven to six (Blandford, Bridport, Dorchester, Ferndown, Wareham & Weymouth) with four outreach offices (Sherborne, Gillingham, Swanage & Christchurch)

**Option 5C(h)** – Reduction in offices from eleven to six (Blandford, Bridport, Dorchester, Ferndown, Wareham & Weymouth) with three outreach offices partly funded by Town Councils (Sherborne, Gillingham, Swanage)

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<sup>1</sup> This option formed the basis for public consultation

## Dorset Registration Service Review Public Consultation: Summary Report

### 1.0 Introduction

- 1.1 A members Policy Development Panel was established to consider:
- The implications of likely future national changes in relation to marriage and scenarios for service delivery and staffing structures.
  - Examine the location of registration offices and consider whether it is feasible to reduce the number of offices, achieving budget savings, while maintaining reasonable access to services.
  - Consider any other appropriate means of maintaining service delivery with a reduced budget.
- 1.2 The scoping document for the Panel outlined five considerations to which recommendations were sought. Those considerations were:
1. The desired strategic positioning of the service in respect of the anticipated future marriage marketplace.
  2. The strategy that Dorset County Council should pursue to attain that desired market position.
  3. The service delivery model and structure which best fits the strategic positioning decision.
  4. Dorset County Council's charging policy for marriage fees
  5. What level of service (and locations) should Dorset County Council be offering to customers in respect of other registration and wider cross cutting local authority work?

Considerations 1, 2 and 3 are linked. Making decisions at each of these stages defines the future approach of the County Council to service delivery.

A range of alternatives for each consideration were proposed. The recommendations arising from the Policy Development Panel at the meeting of 6 April 2016 are shown in Table 1 below:

**Table 1: Panel Recommendations**

Consideration		Recommendation	
Consideration No.	Consideration Detail	Alternative No.	Alternative Detail
1	The desired strategic positioning of the service in respect of the anticipated future marriage marketplace	1a	To actively compete in the marriage market place and maintain market leader position
2	The strategy that Dorset County Council should pursue to attain that desired market position	2c	To focus on delivering legal marriages at externally managed approved premises and additionally, discretionary marriage ceremonies at locations that fall both within and outside Dorset County Council geographical boundaries
3	Service delivery model which best fits the strategic positioning decision	3b	To introduce a new service delivery model for all marriages



Consideration		Recommendation	
Consideration No.	Consideration Detail	Alternative No.	Alternative Detail
4	Dorset County Council's charging policy for marriage fees	(i)	The Service should maintain a 3 year rolling programme of fees. The forward rate shall be calculated on the basis of the current fee uprated by the expected pay awards
		(ii)	The Service should review the level of fees on an annual basis and forward rates should be adjusted to reflect those findings
		(iii)	The fee charged to a customer should be the fee quoted at the time of booking
		(iv)	A non-refundable fee of 10% should be charged at the time of booking
		(v)	No fee should be charged for any booking amendments but if the booking is moved to a different financial year or to a different type of ceremony the new fee for that financial year or type of ceremony will be charged
		(vi)	Fees for approved premises and ceremony rooms will be calculated at full cost recovery. (Methodology A). The fee will be rounded up to the nearest whole pound
5	What level of service (and locations) should Dorset County Council be offering to customers in respect of other registration and wider cross cutting local authority work?	5A(a)	Withdrawal of the Births Tell Us Once Service.
		5A(b)	Provision of a Nationality Checking Service
		5B(e)	That there is a reduction in offices from eleven to five (Blandford option)

- 1.3 A consultation exercise has been undertaken in order to provide an evidence base of the views of the local communities and the impact of the proposals on individuals. These consultation results will complement other service data, information and evidence which will help inform final recommendations.
- 1.4 The consultation exercise in respect of the panel's recommendations ran for 8 weeks between Thursday 16 June and Wednesday 11 August 2016. The on-line survey was kept open until Wednesday 17 August, allowing an additional week for late respondents and to allow for a two working day delay in public consultation notification to Dorset Parish and Town Councils. Hardcopy survey forms were accepted up until Tuesday 23 August to allow for postal delays.
- 1.5 The following people and organisations were consulted:
- The public
  - Funeral directors
  - Family Information Services newsletter members
  - District, Town and Parish Councils
  - Premises landlords (where applicable)
  - Tell Us Once stakeholders (district and council services)

- General Register Office.
- County Councillors

1.6 This report provides an opportunity for the Panel to reconsider its initial recommendations following an analysis of the consultation responses.

## 2.0 Summary of Findings

2.1 A report of the full consultation responses is provided as a background paper to this report.

### Understanding response representation

2.2 A total of 527 survey responses were received. In addition to the survey questions the literal comments, of which there were over 2850, have been coded and analysed.

2.3 The distribution (by postcode) of the responses received is shown in Map 1 at Appendix 1 and the distribution (by district) is shown in table 1 below:

2.4

**Table 1: Response Representation by District**

Results by District	No. of respondents	% of all respondents placed	% of those aged 16 and over living in the District as a proportion of all aged 16+ in Dorset	Respondent representation
Christchurch	13	3%	12%	Under represented
East Dorset	22	5%	21%	Under represented
North Dorset	210	48%	16%	Over represented
Purbeck	19	4%	11%	Under represented
West Dorset	66	15%	24%	Under represented
Weymouth and Portland	94	22%	15%	Over represented
Out of County	11	3%	-	N/A
Not placed				N/A

2.5 An examination of the distribution of the responses shows:

- The following district council areas were over-represented:
  - North Dorset District Council (population representation 16%, survey representation 48%).
  - Weymouth and Portland Borough Council (population representation 15%, survey representation 22%).
- The following district council areas were under-represented:
  - Christchurch Borough Council (population representation 12%, survey representation 3%)

- East Dorset District Council (population representation 21%, survey representation 5%)
- Purbeck District Council (population representation 11%, survey representation 4%)
- West Dorset District Council (population representation 24%, survey representation 15%).

2.6 As a result of this variance in representation, the statistics cannot be viewed at face value. Simply combining responses to get an overall picture of respondent views will not provide an accurate representation of the wider population. This variance in representation may:

- Reflect a localised demographic, not the wider Dorset population.
- Be biased by vested interest in completing the survey.
- Low response rates from areas where there is no or little impact arising from the proposals i.e. no change in local service (East Dorset, West Dorset). However a higher response rate would have been expected from Christchurch and Purbeck.
- Include potential non-users completing the survey in 'support of the cause'.
- Be influenced by different levels of campaigning in particular areas.

2.7 The consultation responses have however, provided an indication of key feedback themes for further consideration.

2.8 General key themes from the feedback are:

- The registration service is widely valued by local communities and forms an important part of the local service community offer provided by Dorset County Council.
- Some Town and Parish Councils see the presence of a registration office as an important contribution to the local community.
- Local access is important.
- If the number of registration offices is reduced there would be a high impact on people at stressful times of their life, in particular older people and those on low incomes.
- The availability of public transport would make it difficult for many people to access proposed registration offices.
- If registration offices are reduced there is a perception that it will adversely impact on the capacity of remaining offices; causing delays in obtaining an appointment.
- Travelling times to the proposed offices are unacceptable.
- Marriage is a choice; the fee charged should not be subsidised.

Additional themes from the feedback specific to each consultation proposal are outlined in more detail in the following sections below.

Reduction in the number of registration offices from eleven to five

2.9 The consultation results are shown in Table 2 below:

**Table 2: Consultation Responses: How much do you agree with the proposal to reduce the number of registration offices from eleven to five?**

	Responses	
	No.	%
<b>Strongly Agree</b>	16	3.0
<b>Agree</b>	52	9.9
<b>Neither Agree nor Disagree</b>	21	4.0
<b>Disagree</b>	92	17.5
<b>Strongly Disagree</b>	345	65.6
<b>TOTAL</b>	<b>526</b>	<b>100</b>

2.10 The responses show that there is an overall disagreement with this proposal.

2.11 The key themes of the feedback to this proposal are:

- There should be no reduction in the number of registration offices.
- There should be registration offices in areas of high population or population growth.
- Reducing offices from eleven to five is too severe – insufficient coverage across the county.
- Closing offices that are hosted by town councils are not perceived as contributing towards Dorset County Council savings.

Location of registration offices at Blandford, Bridport, Dorchester, Ferndown and Wareham

2.12 The consultation results are shown in Table 3 below:

**Table 3: Consultation Responses: How much do you agree with the proposal to base the future offices at Blandford, Bridport, Dorchester, Ferndown and Wareham?**

	Responses	
	No.	%
<b>Strongly Agree</b>	23	4.4
<b>Agree</b>	38	7.3
<b>Neither Agree nor Disagree</b>	23	4.4
<b>Disagree</b>	75	14.4
<b>Strongly Disagree</b>	361	69.5
<b>TOTAL</b>	<b>520</b>	<b>100</b>

2.13 The responses show that there is an overall disagreement with this proposal.

2.14 The key themes of the feedback to this proposal are:

- A local service is important.
- Offices should be located in high population density areas or areas of high population growth.
- There are poor transport links to the proposed offices.
- The travelling distance and times are too great.
- The geographical distribution of proposed offices is unfair.

### Number and location of ceremony rooms

2.15 Consultation results are shown in Table 4 below:

**Table 4: Consultation Responses: How much do you agree with the proposal to reduce the number of ceremony rooms from eight to three?**

	Responses	
	No.	%
<b>Strongly Agree</b>	36	6.9
<b>Agree</b>	74	14.3
<b>Neither Agree nor Disagree</b>	138	26.6
<b>Disagree</b>	93	17.9
<b>Strongly Disagree</b>	178	34.3
<b>TOTAL</b>	<b>519</b>	<b>100</b>

2.16 The responses show that there is an overall disagreement with this proposal.

2.17 The key themes of the feedback to this proposal are:

- A locally available facility is important; concerns about travelling times, distances and costs.
- If the council closes Gillingham ceremony room it would not bring about savings.
- If the council closes ceremony rooms it would bring about savings and provide more resources to spend on other services.
- The council could reduce the number of ceremony rooms as there are other marriage venue choices for couples.

### Important factors for determining location of ceremony rooms

2.18 The consultation results are shown in Table 5 below:

**Table 5: Consultation Responses: To help us determine the locations of the ceremony rooms please tell us how important the following factors would be?**

Factor	High Importance		Low Importance	
	No. of Responses	% of Responses	No. of Responses	% of Responses
<b>Easy transport links</b>	427	87.0	64	13.0
<b>Car parking facilities</b>	426	88.4	56	11.6
<b>Large room to accommodate wedding guests</b>	347	75.8	111	24.2
<b>Outside space for photographs</b>	237	53.0	210	47.0

2.19 The order of importance (from high to low) of factors that consultees thought are important in determining the location of ceremony rooms are:

- Car parking facilities.
- Easy transport links.
- Large room to accommodate wedding guests.
- Outside space for photographs.

- 2.20 The key additional considerations in determining the location of ceremony rooms in order of importance are:
- Travel time and distance.
  - A local facility in a familiar environment.
  - Quality / attractive room with good facilities.

#### Two Stage Marriage Process

- 2.21 The consultation results are shown in Table 6 below:

**Table 6: Consultation Responses: If you were getting married or holding a civil partnership how much do you agree that the proposed two stage marriage preparation process would work better for you than a single stage process**

	Responses	
	No.	%
<b>Strongly Agree</b>	56	11.1
<b>Agree</b>	142	28.2
<b>Neither Agree nor Disagree</b>	193	38.3
<b>Disagree</b>	50	9.9
<b>Strongly Disagree</b>	63	12.5
<b>TOTAL</b>	<b>504</b>	<b>100</b>

- 2.22 The responses show that there is an overall agreement with this proposal.
- 2.23 The key themes of the feedback to this proposal in order of popularity are:
- Meeting the celebrant, providing reassurance and being able to discuss the ceremony details with their own celebrant is important to couples.
  - The marriage system needs to be flexible to allow couples to only attend one meeting if that is their preference; this is due to concerns about travelling distances / times to registration offices if the proposed closures proceed and obtaining time off work to attend two appointments.
  - The proposal makes sense and is practical.
  - Keep things simple (single stage only).

#### Full Cost Recovery for Marriage Fees

- 2.24 The consultation results are shown in Table 7 and 8 below:

**Table 7: Consultation Responses: How much do you agree that, where Dorset County Council has the discretion to set the fee, all marriages and civil partnership fees should be charged at full cost recovery?**

	Responses	
	No.	%
<b>Strongly Agree</b>	162	31.2
<b>Agree</b>	183	35.3
<b>Neither Agree nor Disagree</b>	117	22.5
<b>Disagree</b>	28	5.4
<b>Strongly Disagree</b>	29	5.6
<b>TOTAL</b>	<b>519</b>	<b>100</b>

- 2.25 The responses show that there is an overall agreement with this proposal.

- 2.26 The key themes of the feedback to this proposal:
- Marriage is voluntary, it is only fair that couples should pay; the marriage fee is relatively small compared to the total cost of a couple's marriage spend.
  - Need to provide a low cost option for low income couples and / or to encourage people to marry.

**Table 8: Consultation Responses: Are there any occasions that you can think of when couples should not be charged the full cost of providing their marriages or civil partnership?**

Occasion	No. of Responses	% of Responses
None	144	47.6
Low income/ in receipt of benefits	85	28.1
Terminally illness	41	13.5
Registered disabled	10	3.3
County Council discretion	8	2.6
Don't know	7	2.3
Other	8	2.6
<b>TOTAL</b>	<b>303</b>	<b>100</b>

- 2.27 Feedback suggests that occasions that may warrant charging less than a full cost recovery fee are:
- None.
  - Low income couples or those in receipt of benefits.
  - Terminally ill person.

#### Tell Us Once Service

- 2.28 The consultation results are shown in Table 9 below:

**Table 9: Consultation Responses: How much do you agree with this proposal to withdraw the service?**

	Responses	
	No.	%
<b>Strongly Agree</b>	65	12.7
<b>Agree</b>	127	24.8
<b>Neither Agree nor Disagree</b>	168	32.9
<b>Disagree</b>	56	11.0
<b>Strongly Disagree</b>	95	18.6
<b>TOTAL</b>	<b>511</b>	<b>100</b>

- 2.29 The responses show that there is an overall agreement with this proposal.
- 2.30 The key themes of the feedback to this proposal in order of popularity are:
- Tell Us Once Service for Births is not an essential service; parents should take responsibility for notifying organisations or claiming benefits that they want.
  - Raising awareness or signposting new parents to sources of help should be encouraged.
  - If it is not a popular service then stop doing it.

- If it is not a popular service or the correct documentation is not provided then the service should undertake activities that raise awareness and ensure that the correct documentation is provided.

### Nationality Checking Service

2.31 The consultation results are shown in Table 10 below:

**Table 10: Consultation Responses: How much do you agree with this proposal to provide this service?**

	Responses	
	No.	%
<b>Strongly Agree</b>	169	32.7
<b>Agree</b>	213	41.2
<b>Neither Agree nor Disagree</b>	84	16.2
<b>Disagree</b>	20	3.9
<b>Strongly Disagree</b>	31	6.0
<b>TOTAL</b>	<b>487</b>	<b>100</b>

2.32 The responses show that there is an overall agreement with this proposal.

2.33 The key themes of the feedback to this proposal in order of popularity are:

- The service must be full cost recovery and / or it will provide an additional income stream for Dorset County Council.
- Introduction will provide better access.
- The service will help discourage fraudulent applications.
- The introduction of the service must not impact on office capacity for birth and death appointments.

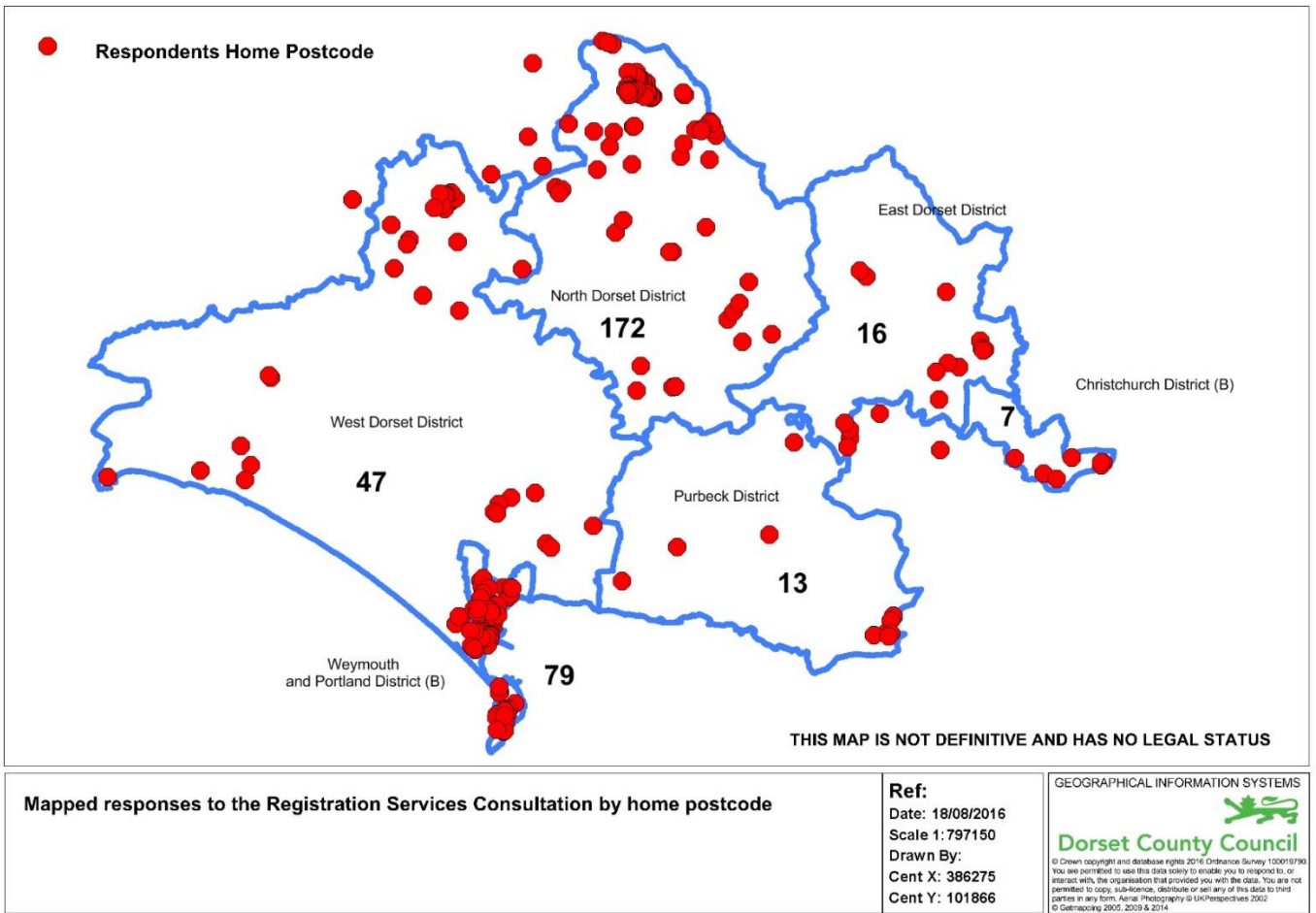
## **3.0 Conclusions and Recommendations**

3.1 There is evidence from the consultation responses that the registration service is widely valued by local communities and forms an important part of the local community service offer. The responses were not representative of the whole population with some districts being under-represented and others over-represented so the statistics cannot be taken at face value. However the consultation has provided useful information of the key themes arising from the proposals for further consideration.

3.2 The consultation, together with other data, will enable the Policy Development Panel to further consider the options to inform the final recommendations of the Panel.



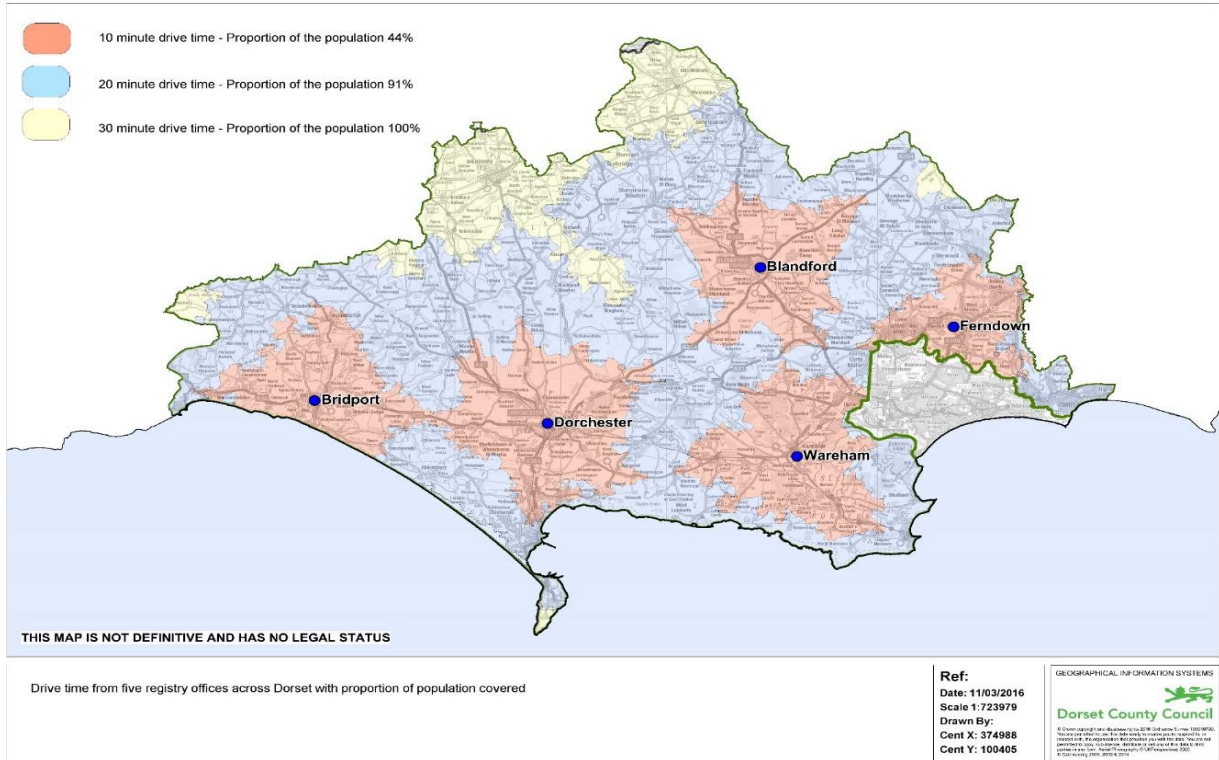
**Appendix 1: Map showing consultation responses by district**



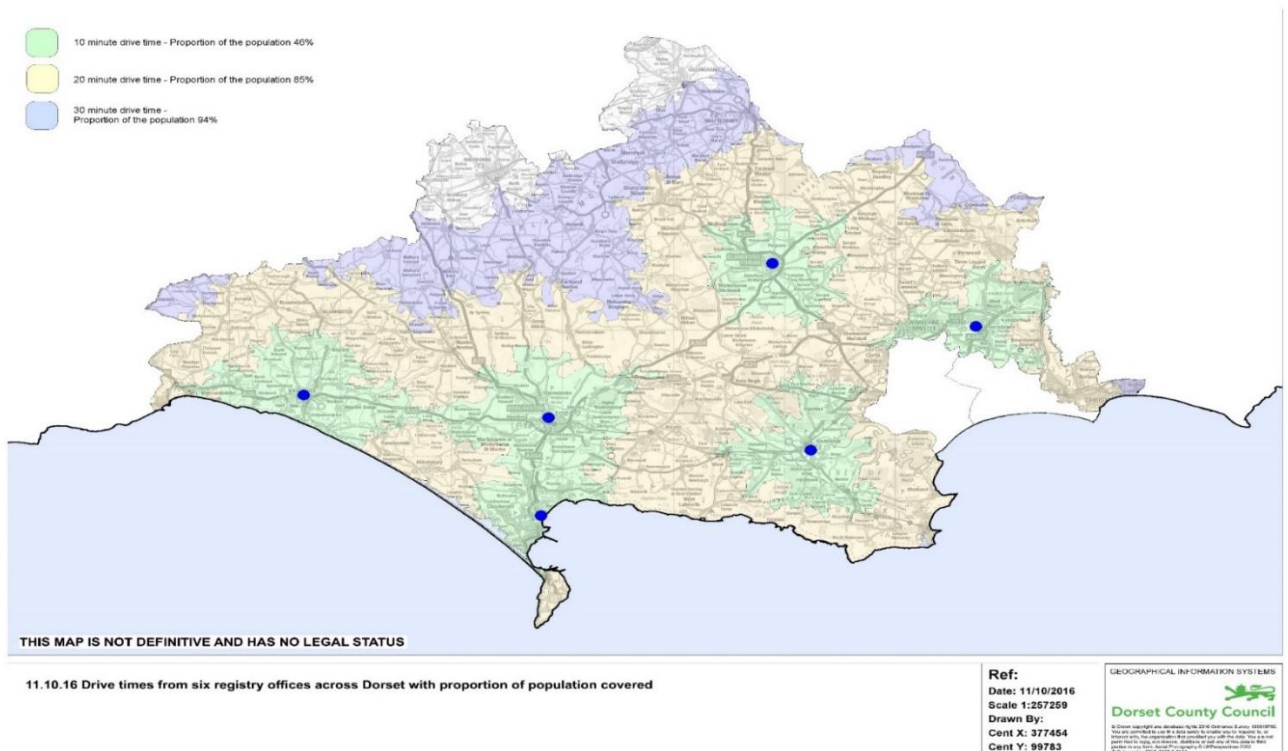
Travel Times

Future Review of Registration Service – Travel times between locations

A.5 Offices



B. 6 Offices



# Review of Future Registration Service Proposals; Post Consultation

## C. 9 Offices

