

# ARDS AND NORTH DOWN BOROUGH COUNCIL

## Policy Screening Form

1.	Policy Reference (Equality use only)	E 87
2.	Policy Name	Registration of births, deaths, marriages and civil partnerships – Introduction of an appointment system
3.	<del>Existing / Revised</del> / New Policy	New
4.	Responsible Officer	Director of Organisational Development and Administration
5.	Description of policy to be screened	<p>The Council currently operates a Registration service from the Town Hall, Bangor and the Council Offices, Newtownards. Both offices register births, deaths, marriages and civil partnerships during defined opening hours on a queuing basis.</p> <p>The Registration function needs to be delivered by staff equipped with suitable knowledge and aptitude who have also been approved by General Registration Office (GRO) to use the software system provided. This means that it is not possible to draw staff from other parts of the Council without significant training and experience.</p> <p>The GRO, which governs how registration services are provided by Councils and funds service delivery, has been encouraging Councils across Northern Ireland to introduce appointment systems as it believes that this is a more financially efficient way of delivering the service and a more effective use of human resources.</p> <p>The other Councils now either operate an appointment system only or a hybrid service of appointments and walk-in registration. They have reported the introduction of an appointment system has been well received by customers and most expect this to become the normal way of delivering the registration service in the future.</p> <p>It is proposed to pilot an appointment-only system at the Council Offices, Church Street, Newtownards for a period of six months, commencing on 1 December 2016, after which the practice will be reviewed. A walk-in service will continue to be provided at Town Hall, Bangor for this period and an efficiency and customer satisfaction comparison will take place thereafter to determine the optimal model for future</p>

		<p>service delivery.</p> <p>The performance of marriage and civil partnership ceremonies will be carried out by all registration staff at approved venues throughout the Borough on a rota basis. The proposed change to service delivery will be promoted through:</p> <ul style="list-style-type: none"> <li>• Advertisements in local newspapers</li> <li>• Posters and leaflets in Council Offices</li> <li>• Council's website and Facebook page</li> <li>• Bespoke information cards distributed to funeral directors, local clergy, hospitals and wedding venues.</li> </ul>
	<p>Aims and Expected Outcomes – what is the Policy expected to achieve?</p>	<p>The provision of a hybrid of appointment and walk in services offers greater choice to customers while the pilot is in operation. The benefits of operating an appointment system have been identified as:-</p> <ul style="list-style-type: none"> <li>• Eradicates waiting time for customers</li> <li>• Reduces the likelihood of uncomfortable or distressing scenarios occurring where, for example, recently bereaved parents have to wait alongside parents with a new-born baby.</li> <li>• Improved ability for Registration staff to manage their time, thus avoiding peaks and troughs.</li> </ul>

6.	<p>Section 75 categories which might be expected to benefit and how they may benefit.</p>	<p>All Section 75 categories are expected to benefit due to the availability of a service that gives service users a choice of drop in or appointment.</p>
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7.	<p>Factors which could contribute to / detract from the intended aims / outcomes of the Policy when being implemented.</p>	<p>If the policy is not implemented across the Council as intended.</p>
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8.	<p>The main stakeholders on which the policy will impact. For example, Employees, Potential Service Users and Community Groups. Consider the internal and external impacts (either actual or potential) and comment, or list, information where appropriate.</p>	<p>The Council, Council employees, service users, potential service users, residents, funeral undertakers, local Clergy, hospital employees and wedding venue management.</p>
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9.	<p>Please provide details of other policies which have a bearing on this one.</p>	
	<p>Policies: E 15 Ards and North Down Borough Council - Corporate Plan E 28 Corporate Complaints policy and procedure</p>	<p>Owned by : Ards and North Down Borough Council</p>

10.	Available evidence (quantitative and qualitative) considered as important to encourage completion in relation to :	
	Religious Belief	The records of registrations are retained by General Registration Office. The data for the 12 month period 2015 - 2016 for Ards and North Down Borough Council area are: Births 1784 Deaths 1943 Still births 3 Civil Marriages 234 Religious Marriages 483 Civil Partnerships 6 Total number of registrations 4453 Data is collated on a limited number of S 75 dimensions for those using the services
	Political Opinion	
	Racial Group	
	Age	
	Marital Status	
	Sexual orientation	
	Men & Women generally	
	Disability	
	Dependents	

11.	Based on data previously provided what are the needs, experiences and priorities for each of the following categories, in relation to this policy/decision?	
	Religious Belief	All individuals will be treated equitably in relation to the appointment system and drop in arrangements. All will be taken in their order and when the next available appointment does not suit an individual they will be offered one at a more suitable date/time.
	Political Opinion	
	Racial Group	
	Age	
	Marital Status	
	Sexual orientation	
	Men & Women generally	
	Disability	
	Dependents	

**Does this Policy require an Equality Impact Assessment?**

1.	What is the likely impact on equality of opportunity for each of the Section 75 categories?		
		Detail of Impact	Level of Impact Minor/Major/None
	Religious Belief	All individuals will be treated equitably and no impact will be incurred on any one dimension.	None
	Political Opinion		
	Racial Group		
	Age		
	Marital Status		
	Sexual orientation		
	Men & Women generally		
	Disability		
	Dependents		

2.	Are there opportunities to better promote equality of opportunity for people within the Section 75 equality categories?		
		If "Yes", provide details	If "No", provide details
	Religious Belief	No, as issues have been identified and addressed in planning this arrangement.	
	Political Opinion		
	Racial Group		
	Age		
	Marital Status		
	Sexual orientation		
	Men & Women generally		
	Disability		
Dependents			

3.	To what extent is the Policy likely to impact on Good Relations between people of different religious belief, political opinion or racial group?		
		Details of Impact	Level of Impact Minor/Major/None
	Religious Belief	None	
	Political Opinion	All individuals will be treated equitably.	
Racial Group			

4.	Are there opportunities to better promote Good Relations between people of different religious belief, political opinion or racial group?		
		If "Yes" provide details	If "No" provide details
	Religious Belief	No as all individuals will be treated equitably.	
	Political Opinion		
Racial Group			

#### Additional Considerations

	Multiple Identity Considerations	Details of Impact or potential impact (Positive/Negative)
	Are there any potential impacts of the policy decision on people with multiple identities? (e.g. disabled minority ethnic persons)	This policy will impact on all individuals who may require the services offered by the Registration Section of the Council. All individuals have their own multiple identities and all receive a service appropriate to meet their needs.
	Where appropriate provide details of data on the impact of the policy on people with multiple identities. Specify relevant Section 75 categories concerned.	

Does this proposed policy provide an opportunity to:	Yes / No	Explain your reasoning:
	Yes	Both buildings are accessible and the information is provided in a range of formats as well as being available on the Council's website.
<ul style="list-style-type: none"> <li>- <u>better promote positive attitudes</u> towards disabled people</li> <li>- <u>increase participation</u> by disabled people in public life</li> </ul>		

### Monitoring Arrangements

Section 75 places a requirement on the Council to have equality monitoring arrangements in place in order to assess the impact of policies and services, help identify barriers to fair participation and to better promote equality of opportunity.

Outline what data you could collect in the future in order to monitor the impact of this policy / decision on <u>equality, good relations and disability duties</u>	Data will be collated in accordance with the GRO requirements and will include Section 75 data as appropriate. Data from waiting times and appointment system will be analysed to identify if any dimensions are adversely impacted upon.
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### Consideration of Human Rights

The Human Rights Act 1998 brings the European Convention on Human Rights (ECHR) into UK and, therefore, Northern Ireland. Indicate below any potential adverse impacts that the policy / decision may have in relation to human rights issues

Right to Life	Article 2	<input type="checkbox"/>
Prohibition to torture, inhuman or degrading treatment	Article 3	<input type="checkbox"/>
Prohibition of slavery and forced labour	Article 4	<input type="checkbox"/>
Right to Liberty and Security	Article 5	<input type="checkbox"/>
Right to a Fair and Public Trial	Article 6	<input type="checkbox"/>
Right to no punishment without due legal process	Article 7	<input type="checkbox"/>
Right to respect for private and family life, home and correspondence	Article 8	<input type="checkbox"/>
Right to freedom of thought, conscience and religion	Article 9	<input type="checkbox"/>
Right to freedom of Expression	Article 10	<input type="checkbox"/>
Right to freedom of peaceful assembly and association	Article 11	<input type="checkbox"/>

Right to marry and found a family	Article 12	<input type="checkbox"/>
The prohibition on discrimination	Article 14	<input type="checkbox"/>
Protection of property and enjoyment of possessions	Protocol 1 Article 1	<input type="checkbox"/>
Right to education	Protocol 1 Article 2	<input type="checkbox"/>
Right to free and secret election	Protocol 1 Article 3	<input type="checkbox"/>

	Please explain any adverse impacts on human rights that you have identified?	
	Please indicate any ways in which you consider the policy positively promotes Human Rights	

I can confirm that the proposed policy / decision have been screened for:-

<input checked="" type="checkbox"/>	Equality of opportunity and good relations
<input checked="" type="checkbox"/>	Disabilities duties; and
<input type="checkbox"/>	Human rights issues

On the basis of the answers to the screening questions, I recommend that this policy / decision is:-

<input checked="" type="checkbox"/>	Screened Out – No EQIA necessary (no impacts)
<input type="checkbox"/>	Screened Out – Mitigating Actions (minor impacts)
<input type="checkbox"/>	Screened In – Necessary to conduct a full EQIA
	Please detail actions to be taken:  This policy was amended following first draft to ensure registration for all services of the GRO are available at both office locations.

Screening assessment completed by:-

Name: Amanda Martin  
Title: Head of Administration  
Date: 6 October 2016  
Signature:

Director/Head of Service decision approved by:

Name: Wendy Monson  
Title: Director of Organisational Development and Administration  
Date: 6 October 2016  
Signature:

If an Equality Impact Assessment is required

Priority Rating for Timetabling an Equality Impact Assessment. (1-3)	Priority Criterion	Rating
	Effect on equality of opportunity and good relations	
	Social need	
	Effect on people's daily lives	
	Relevance to a public authority's functions	

Is this Policy Affected by Timetables established by other relevant Public Authorities?	
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Monitoring Recommendation	
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Approval and Authorisation		
Screened by :	Position/Job Title:	Date:
	Head of Administration	6 October 2016
Approved by:	Director of Organisational Development and Administration	6 October 2016