

**Notice of a public meeting of
Decision Session - Executive Member for Culture, Leisure &
Tourism**

To: Councillor Ayre (Executive Member)

Date: Friday, 23 October 2015

Time: 2.00 pm

Venue: The Thornton Room - Ground Floor, West Offices
(G039)

A G E N D A

Notice to Members

Members are reminded that, should they wish to call in any item* on this agenda, notice must be given to Democratic Services within seven days of the item being added to the Forward Plan under the pre-decision scrutiny arrangements or by **4 pm on Tuesday 27 October 2015** if an item is called in after a decision has been taken.

*With the exception of matters that have been subject of a previous call in, require Full Council approval or are urgent which are not subject to the call in provisions.

Written representations in respect of items on this agenda should be submitted to Democratic Services by **5.00 pm on Wednesday 21 October 2015**.

1. Declarations of Interest

At this point in the meeting, the Executive Member is asked to declare:

- any personal interests not included on the Register of Interests
- any prejudicial interests or
- any disclosable pecuniary interests

which he might have in respect of business on this agenda.

2. **Minutes**

(Pages 1 - 2)

To approve and sign the minutes of the Decision Session held on 18 September 2015.

3. **Public Participation**

At this point in the meeting, members of the public who have registered their wish to speak at the meeting can do so. The deadline for registering is **Thursday 22 October 2015 at 5.00 pm**.

Members of the public may register to speak on :-

- an item on the agenda
- an issue within the Executive Member's remit;

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Please note this meeting will be filmed and webcast and that includes any registered public speakers, who have given their permission. This broadcast can be viewed at <http://www.york.gov.uk/webcasts>.

Residents are welcome to photograph, film or record Councillors and Officers at all meetings open to the press and public. This includes the use of social media reporting, i.e. tweeting. Anyone wishing to film, record or take photos at any public meeting should contact the Democracy Officer (whose contact details are at the foot of this agenda) in advance of the meeting.

The Council's protocol on Webcasting, Filming & Recording of Meetings ensures that these practices are carried out in a manner both respectful to the conduct of the meeting and all those present. It can be viewed at: https://www.york.gov.uk/downloads/file/6453/protocol_for_webcasting_filming_and_recording_council_meetingspdf

4. Registration Service - Service Delivery Plan 2015/17
(Pages 3 - 30)

The purpose of this report is to invite the Executive Member to approve a specific Service Delivery Plan for Registration Services as required by the General Register Office (GRO) under the 'New Governance' system of working.

5. Urgent Business

Any other business which the Executive Member considers urgent under the Local Government Act 1972.

Democracy Officer:

Name- Judith Betts

Telephone No.- 01904 551078

Email-judith.betts@york.gov.uk

For more information about any of the following please contact the Democratic Services Officer responsible for servicing this meeting:

- Registering to speak
 - Business of the meeting
 - Any special arrangements
 - Copies of reports and
 - For receiving reports in other formats
- Contact details are set out above.

This information can be provided in your own language.

我們也用您們的語言提供這個信息 (Cantonese)

এই তথ্য আপনার নিজের ভাষায় দেয়া যেতে পারে। (Bengali)

Ta informacja może być dostarczona w twoim własnym języku. (Polish)

Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)

یہ معلومات آپ کی اپنی زبان (بولی) میں بھی میا کی جاسکتی ہیں۔ (Urdu)

 **(01904) 551550**

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City of York Council

Committee Minutes

| | |
|---------|--|
| Meeting | Decision Session - Executive Member for Culture, Leisure & Tourism |
| Date | 18 September 2015 |
| Present | Councillor Ayre |

5. Declarations of Interest

The Executive Member was asked to declare any personal, prejudicial or disclosable pecuniary interests that he had in the business on the agenda. None were declared.

6. Minutes

Resolved: That the minutes of the Decision Session held on 29 July 2015 be signed and approved by the Executive Member as a correct record.

7. Public Participation

It was reported that there had been no registrations to speak at the meeting under the Council's Public Participation Scheme.

8. York Learning Strategic / Service Plan

The Executive Member considered a report that set out the strategic direction of York Learning and which presented a one year service/business plan which it was intended would form part of the governance arrangements for the service.

The Executive Member noted the arrangements that would be in place to monitor performance against the action plan, including the role of the Learning and Culture Policy and Scrutiny Committee in this process.

Details were given of some of the challenges that the service was facing, as outlined in the annex to the report, including those relating to funding for programmes.

The Executive Member requested that the service's self-assessment be made publically available through a decision session in January at which it would be signed off.

Officers were asked about the timescale for preparing the 2016/17 Strategic Plan. The Executive Member requested that there be opportunities for input at an early stage and that the targets that were included were clearly measurable. The draft Plan would be brought to the Executive Member for consideration at a meeting in May 2016 and the final plan in August 2016.

Resolved: That the York Learning Strategic/Service Plan 2015/16 be approved.

Reason: To provide a sound governance arrangement for the York Learning Services.

Action Required

1. Include items on Forward Plan

AG

Councillor Ayre – Executive Member

[The meeting started at 3.00 pm and finished at 3.25 pm].



Decision Session – Executive Member for Culture Leisure and Tourism 23 October 2015

Report of the Assistant Director for Housing and Community Safety

**Service Delivery Plan 2015/17
– Registration Service**

Summary

1. The purpose of this report is to invite the Executive Member to approve a specific Service Delivery Plan for Registration Services as required by the General Register Office (GRO) under the 'New Governance' system of working.

Background

2. City of York Council (the Council) Registration and Celebratory Services operate under the 'New Governance' arrangements which mean that changes to the service are determined by us rather than the GRO. The scheme requires the Council to publish a Service Delivery Plan to set specifications including:
 - a clear statement of the Local Authority's commitment to delivering the registration service to national standards, as set out in the Good Practice Guide
 - the number, names and boundaries of registration districts and sub-districts within the authority
 - the location of register offices, head offices and any additional service delivery points for each district (e.g. including hospitals and one-stop shops)
 - the number of principal officer posts (registrars and superintendent registrars) appointed within each district and sub-district
 - access and service availability times including emergency out of hours arrangements
 - details of the suggestions and complaints procedure for the registration service (e.g. corporate council process followed)
 - statement that a business continuity plan is in place

3. The Service Delivery Plan at Annex 1 is designed to meet our obligations. Registration Services are subject to audit from the GRO to ensure that the plan is in place and being implemented as well as other matters such as the stock and security of certificates.
4. Given the current financial pressures on the council, a key aspect of the 2015-17 plan is to review how the service operates and implement more efficient working practices without compromising the quality of service or our obligations under 'New Governance'.

Consultation

5. Consultation with staff, customers and key stakeholders will take place during the service review. The GRO have been informed that the review is to take place.

Options

6. The Executive Member is invited to:
 - i) 'approve' or
 - ii) 'not approve'

the Service Delivery Plan accompanying this report. In making their decision, the Executive Member is invited to make suggestions.

Analysis

7. Approval of the Service Delivery Plan will give direction to the Registration Service for the next 18 months. It will also ensure the Council meets its legal obligations under the New Governance arrangements and give us full control over service delivery. Failing to implement a Service Delivery Plan means that the GRO could remove 'New Governance' and make detailed requirements in respect of service delivery.

Council Priorities

8. The activities in the Service Delivery Plan support the draft priorities in the Council Plan 2015-19 namely a Council that meets its statutory obligations by providing 'A prosperous City for all', 'A focus on front-line services' and 'A council that listens to residents'.

Implications

9. **Financial:** There are no financial implications directly associated with this report, although many aspects of the Service Delivery Plan are intended to deliver greater efficiencies.
10. **Human Resources:** There are no Human Resources implications directly associated with this report, although the review of operational delivery may lead to some staff changes.
11. **Equalities:** An equalities impact assessment accompanies this report.
12. **Legal:** There are no legal implications associated with this report.
13. **Crime and Disorder:** Much of the information provided by the Register Office to the GRO supports Government priorities for reducing crime and tackling immigration abuse.
14. **Information Technology (IT):** There are no IT implications directly associated with this report, although the Service Delivery Plan refers to enabling booking and payment services on line to improve the customer journey and help deliver efficiency savings.
15. **Other:** There are no other implications associated with this report.

Risk Management

16. Failure to approve the Service Delivery Plan risks the Council breaching its obligations under the 'New Governance' arrangements and the GRO having greater control in our operational delivery.

Recommendations

17. That the Executive Member approve the Service Delivery Plan in Annex A.

Reason: So that the Registration Service meets its obligations under the 'New Governance' arrangements.

Contact Details

Author:

Matt Boxall
Head of Public Protection
Phone: 01904 551528

Chief Officer Responsible for the report:

Steve Waddington
Assistant Director (Housing and
Community Safety)

**Report
Approved**



Date 29 September
2015

Specialist Officer Implications: None

Wards Affected:

All

Background Papers:

None

Annexes

Annex A : Service Delivery Plan 2015/17 - Registration Service

Annex B: Community Impact Assessment



Service Delivery Plan 2015/17

| | |
|-------------------------------------|---|
| Service: | Registration Service |
| Directorate: | Communities & Neighbourhoods |
| Service Delivery Plan Holder | Steve Waddington |
| Director: | Sally Burns |
| ExecutiveMember: | Cllr Nigel Ayre |

Section 1: The Service – An Introduction

Description

The City of York Council's Registration Service carries out a variety of functions largely around the registration of births, deaths and marriages. We conduct ceremonies to mark significant life events including baby naming, marriage/civil partnership and civil funerals. We also conduct British Citizenship ceremonies for foreign nationals amongst other things.

Our main customers are residents from the City of York and beyond, local businesses, the Coroner, Funeral Directors, and York District Hospital.

For much of our work we are accountable to the General Register Office (GRO) which is part of Her Majesty's Passport Office, an Executive Agency of the Passport Office. We complete statistical returns to the GRO and provide information which underpins and supports Government priorities to reduce crime and tackle immigration abuse.

The service holds 'Customer Service Excellence' recognition as part of the Communities and Neighbourhoods Directorate's award. We participate in the regional Panel for Registration and are members of the Local Registration Services Association to discuss strategic issues, help develop services and share best practice.

Key information (as prescribed by GRO)

We deliver the Registration Service to national standards as set out in Good Practice Guide issued by the GRO.

York registration service consists of a unified district and sub-district, the boundaries of which are coterminous with the City of York Council. Anyone who gives birth within the City of York boundary can be registered within York as the sub-district is singular and unified.

The 'organisation tree' in section 5 below shows the officers roles including the Principal Officers i.e Service manager (who holds the post of Superintendent Registrar) and the Deputy Service Manager/Registration Officers who are the four 'Registrars' of births and deaths (they also register marriages). This enables us to have four registers to meet the demand of our customers. Furthermore there is one Additional Registrar of Marriages to deal with the volume of ceremonies.

We deliver most of our service from York Register Office at 56 Bootham in York. In addition, we operate from thirty one approved venues for marriages and civil partnerships, plus three Sure Start Children's Centres (Hobmoor School, The Avenues Children's Centre, and Clifton Children's Centre) for the registration of births. We also operate from York District Hospital Bereavement Suite for the registration of deaths.

The main York Register Office is open as follows:-

8.30am – 5.00pm Monday to Friday

9.00am – 4.00pm Saturday (ceremonies and appointments only)

Emergency number for funerals conducted at weekend for religious reasons
Saturday/Sunday/Bank Holiday 10.00am – 11.00am (Tel: 07786 747859)

The Sure Start Children's Centres are attended by **appointment only** on certain mornings (9.30am – 12.30p.m.) during the week as follows:-

Monday: Hobmoor School, Acomb, YO24 4PS

Tuesday: The Avenues, Sixth Avenue, YO31 0UT

Thursday: Hobmoor School, Acomb (The House) YO24 4PS

Friday: Clifton Childrens Centre, Kingsway North, YO30 6JA

The Hospital Bereavement Suite is attended every afternoon and all day Tuesday by **appointment only** as follows:-

Monday, Wednesday to Friday: 1.00pm – 4.00pm
Tuesday: 9.30am – 4.00pm

The City of York Council's feedback and complaints procedure (Have Your Say) is accessible through the website at www.york.gov.uk. We also obtain feedback through a 'comments book' at the Register Office, by email to registrar@york.gov.uk, and by letter.

Service delivery is protected through a business continuity plan.

Section 2: The Service – Issues Dashboard Monitor

Measures in bold are statutory targets set by the General Register Office for their key performance measures

| Customer Measures | | | | |
|---|---------|---------|---------|----------------|
| Measure | 2012/13 | 2013/14 | 2014/15 | 2015/16 Target |
| % of customers seen within 10 minutes of appointment time: | 95% | 95% | 100% | 100% |
| - Appointments for birth registration/ declaration within 3 working days | 98% | 98% | 100% | 100% |
| - Appointments for still birth registration/ declaration within 2 working days | 98% | 98% | 100% | 100% |
| - Appointments for death registration/ declaration within 2 working days | 98% | 98% | 100% | 100% |
| - Appointments for Marriage/ Civil Partnership notice within 5 working days | 98% | 98% | 100% | 100% |
| % of satisfied customers as evidenced from responses to satisfaction surveys and actual number of returned forms | 92.5% | 92.5% | 95% | 100% |
| Total number of formal complaints received as a percentage of all registrations | <0.3% | <0.3% | 0% | 0% |
| Letters replied to within 10 working days | 100% | 100% | 100% | 100% |
| % of telephone calls answered within 20 seconds | 100% | 100% | 100% | 100% |

| Process Measures | | | | |
|--|----------------|----------------|----------------|----------------|
| Measure | 2012/13 Target | 2013/14 Target | 2014/15 Target | 2015/16 Target |
| % of births registered within 42 days | 98% | 98% | 98% | 98% |
| % of still births registered within 42 days | 98% | 98% | 98% | 100% |
| % of deaths registered within 5 days | 95% | 95% | 95% | 98% |
| % of certificate applications dealt with within 5 days of receipt | 95% | 95% | 95% | 100% |

Section 3: Actions 2015/16

Theme 1. List below activities that contribute to the delivery of a Council Plan Priority & identify if they are statutory or non-statutory.

| Council Plan (draft at the time of writing) | | Activity | Statutory Yes/No | Lead officer | Milestones | Indicators by which performance will be measured & Frequency |
|--|---|---|---------------------|-----------------|------------|---|
| Priority | Work theme | | | | | |
| A council that... meets its statutory obligations | Celebrate and champion the diversity of our population and encourage everyone to play an active role in the city. | Conducting Citizenship ceremonies to welcome new British citizens | Yes | Service Manager | Ongoing | Customer satisfaction measures including '% of satisfied customers as evidenced from responses to satisfaction surveys..' Reported annually |
| A council that listens to residents | Provide excellent customer service | Operation of 'tell us once' to enable a death to be registered to most Government departments in one go. | No | | | |
| A focus on front line services | Support services are available to those who need them | Nationality checking service to ensure that applications are submitted correctly and that the requirements for citizenship are met. | No | | | |

| | | | | | | |
|----------------------------------|--|---|----|--|--|--|
| A prosperous city for all | Everyone who lives in the city can enjoy its... range of activities. | Celebratory and other ceremonies such as baby naming, renewal of vows and civil funerals. | No | | | |
|----------------------------------|--|---|----|--|--|--|

Theme 2. List below activities that are statutory but do not contribute to a Council Plan Priority.

| Other key priorities/actions | Activity | No. | Lead officer | Milestones | Indicators by which performance will be measured & Frequency |
|------------------------------|--|---|-------------------------------|------------|--|
| Statutory registrations | Registration of births, deaths, still births, marriages and civil partnerships including corrections and re-registrations and providing copies within statutory time frames. | 3500 Births per annum 2800 Deaths per annum 1100 Marriages/civil partnerships Per annum | Registrars (Districts A-D) | Ongoing | Statutory indicators including: '% births/still births registered in 42 days' % of deaths registered in 5 days % of certificate applications dealt with within 5 days' Reported annually |

| | | |
|--|--|------------------------|
| Statutory notifications | Taking of notices of marriage and civil partnerships and complying with legal requirements. Notifying the Immigration Service of potential 'sham' marriages. | 1500 notices per annum |
| Conversion of civil partnerships into same sex marriages. | Facilitate the conversion of civil partnerships into marriages including providing a ceremony (for an additional fee) if desired | Up to 400 |
| Licence Venues approved for marriages and civil partnership ceremonies | Ensure that venues meet legal requirements and collect fees. | 31 venues |

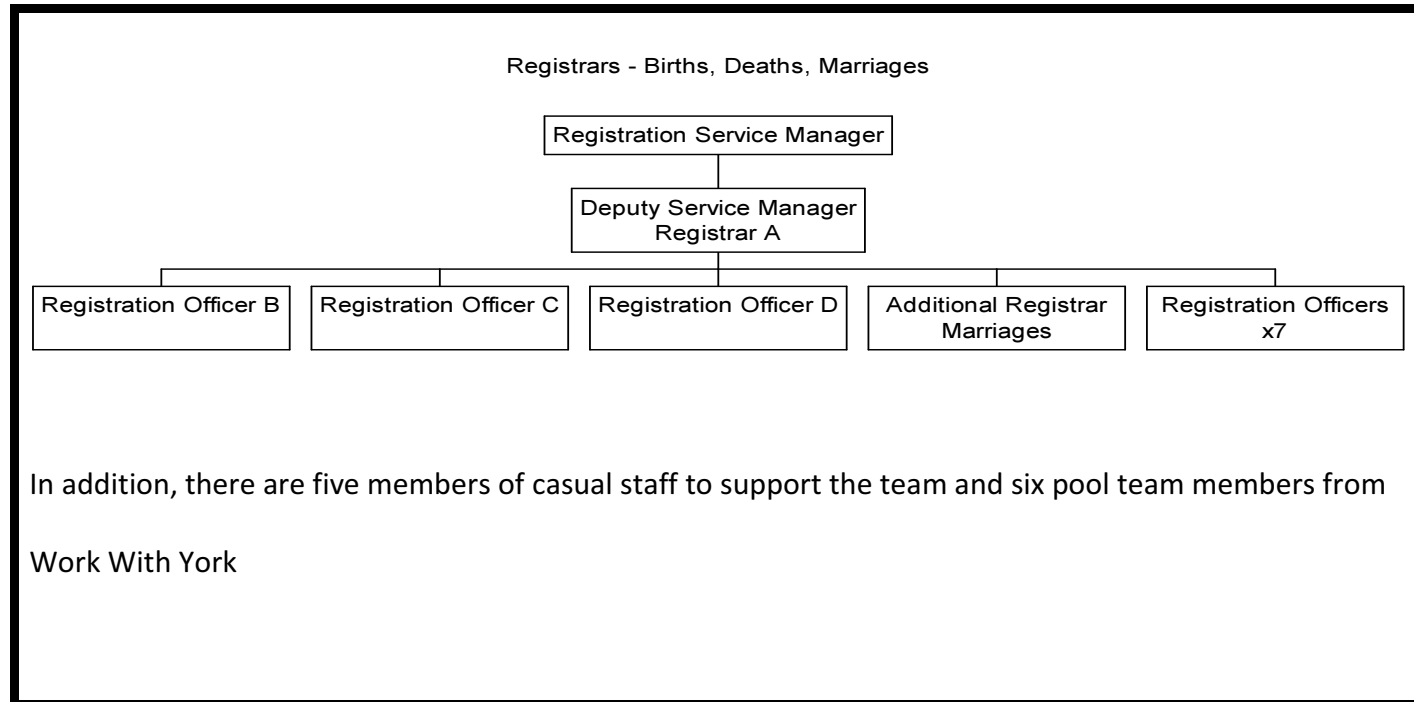
| | |
|---|---|
| Ongoing | '% of satisfied customers as evidenced from responses to satisfaction surveys...' |
| After 9 December 2015 there will be a fee applicable in all cases | '% of satisfied customers as evidenced from responses to satisfaction surveys...' |
| Licences run for 3 years. | '% of satisfied customers as evidenced from responses to satisfaction surveys...' |

Theme 3. List below activities that are part of the Council's Transformation Programme/Re-wiring Public Services.

| Priority/Theme <i>(i.e./resident engagement)</i> | Action | Lead officer | Milestones | Expected Impact & Outcomes & How Performance will be tracked to secure progress with plans. |
|---|----------------------------|---------------------------|------------|---|
| Business Efficiency | Review of service delivery | Head of Public Protection | July 2016 | Aim to reduce cost of operational delivery without impacting on customer satisfaction |

| | | | | |
|---|--|------------------------|-------------------|---|
| | | | | <p>levels or statutory requirements.</p> <p>‘Change Management’ process to be used and track progress</p> |
| <p>Community and Resident Engagement</p> <p>Customer Service Design</p> <p>Rewiring the web</p> | <p>Provide e-booking and payment facilities on-line</p> | <p>Service Manager</p> | <p>July 2016</p> | <p>Improved customer journey and greater process efficiency (particularly in respect of handling payments)</p> <p>Follow CYC Programme (due for release in October ‘15)</p> |
| <p>Business efficiency</p> | <p>Enable customers from neighbouring areas to register births (of babies born in York) at their local register office</p> | <p>Service Manager</p> | <p>April 2016</p> | <p>Improved customer journey for non-York residents.</p> <p>Progress checked by working towards Executive member report in Jan 16.</p> |

Section 4: Resources



Budget (£000s)

| | £000 | |
|-----------------------|-------------|---------------|
| Employees | 337 | |
| Premises | 1 | |
| Transport | 1 | |
| Supplies and Services | 27 | |
| Miscellaneous | 0 | |
| Recharges | 81 | Support Costs |
| Other | 0 | |
| Capital Financing | 0 | |
| | | |
| Gross cost | 447 | |
| | | |
| Less Income | -590 | |
| | | |
| Net cost | -143 | |

SECTION 1: CIA SUMMARY
Community Impact Assessment: Summary
1. Name of service, policy, function or criteria being assessed:

Executive Member report for Register Office Service Delivery Plan 2015-17

2. What are the main objectives or aims of the service/policy/function/criteria?

To invite the Executive Member to approve a specific Service Delivery Plan for Registration Services as required by the General Register Office (GRO) under the 'New Governance' system of working.

3. Name and Job Title of person completing assessment:

Matt Boxall – Head of Public Protection

4. Have any impacts been Identified? (Yes/No)

Yes

Community of Identity affected:

Yes

Summary of impact:

Registration of births available at Surestart children's centres ensures the services are promoted to new parents for the benefit of the child.

We ensure that weddings and civil partnerships are legal and convert civil partnerships into marriages to give full equality to same sex couples.

We conduct Citizenship ceremonies to welcome foreign nationals into British society.

| | | |
|---|--------------|--------------------------|
| 5. Date CIA completed: 20/08/15 | | |
| 6. Signed off by: | | |
| 7. I am satisfied that this service/policy/function has been successfully impact assessed. Name: Position: Date: | | |
| 8. Decision-making body: | Date: | Decision Details: |
| Send the completed signed off document to ciasubmission@york.gov.uk It will be published on the intranet, as well as on the council website. Actions arising from the Assessments will be logged on Verto and progress updates will be required | | |

Community Impact Assessment (CIA)

Community Impact Assessment Title:
Service Delivery Plan 2015-17 - Registration Service

What evidence is available **to suggest that the proposed service, policy, function or criteria could have a negative (N), positive (P) or no (None) effect** on quality of life outcomes? (Refer to guidance for further details)

Can negative impacts be justified? **For example: improving community cohesion; complying with other legislation or enforcement duties; taking positive action to address imbalances or under-representation; needing to target a particular community or group e.g. older people.** NB. Lack of financial resources alone is NOT justification!

Community of Identity: Age

| Evidence | Quality of Life Indicators | Customer Impact (N/P/None) | Staff Impact (N/P/None) |
|---|----------------------------|-------------------------------|----------------------------|
| Registration of births at Surestart centres is aimed to promote the support available to new parents (and their children) | Health | P | None |

| Details of Impact | <i>Can negative impacts be justified?</i> | Reason/Action | Lead Officer | Completion Date |
|---|---|---|-----------------|-----------------|
| Barnardos report (2015) recognises that in the first six weeks of a baby's life children need more support than ever. | N/a | Continue offering registration of babies at local children's centres meaning parents can find out what's on offer – particularly around post natal depression and safeguarding. | Service Manager | Ongoing |

Community of Identity: Carers of Older or Disabled People

| Evidence | | Quality of Life Indicators | Customer Impact (N/P/None) | Staff Impact (N/P/None) |
|-------------------|---|----------------------------|----------------------------|-------------------------|
| N/a | | N/a | None | None |
| Details of Impact | <i>Can negative impacts be justified?</i> | Reason/Action | Lead Officer | Completion Date |
| None | | N/a | None | None |

Community of Identity: Disability

| Evidence | | Quality of Life Indicators | Customer Impact (N/P/None) | Staff Impact (N/P/None) |
|-------------------|---|----------------------------|-------------------------------|----------------------------|
| N/a | | N/a | None | None |
| Details of Impact | <i>Can negative impacts be justified?</i> | Reason/Action | Lead Officer | Completion Date |
| None | | N/a | None | None |

Community of Identity: Gender

| Evidence | | Quality of Life Indicators | Customer Impact (N/P/None) | Staff Impact (N/P/None) |
|-------------------|---|----------------------------|-------------------------------|----------------------------|
| N/a | | N/a | None | None |
| Details of Impact | <i>Can negative impacts be justified?</i> | Reason/Action | Lead Officer | Completion Date |
| None | | N/a | None | None |

Community of Identity: Gender Reassignment

| Evidence | | Quality of Life Indicators | Customer Impact (N/P/None) | Staff Impact (N/P/None) |
|-------------------|---|----------------------------|-------------------------------|----------------------------|
| N/a | | N/a | None | None |
| Details of Impact | <i>Can negative impacts be justified?</i> | Reason/Action | Lead Officer | Completion Date |
| None | | N/a | None | None |

Community of Identity: Marriage & Civil Partnership

| Evidence | | Quality of Life Indicators | Customer Impact (N/P/None) | Staff Impact (N/P/None) |
|---|---|---|-------------------------------|----------------------------|
| <p>Service is responsible for the legal preliminaries prior to marriage and civil partnership as well as approving venues for non-religious ceremonies. We also conduct wedding and civil partnership ceremonies at the Register Office and approved venues.</p> <p>Additionally we facilitate the conversion of civil partnerships into marriages including providing a ceremony (for an additional fee) if desired.</p> | | Individual, family and social life. | P | None |
| Details of Impact | <i>Can negative impacts be justified?</i> | Reason/Action | Lead Officer | Completion Date |
| Failing to comply with the legal preliminaries to marriage correctly could render the marriage void. We provide a facility to enable a couple to marry/enter a civil partnership for the minimum fee prescribed by law. Conversion of civil partnership into marriages gives equal rights to same sex couples. | N/a | Statutory requirement to deal with preliminaries and register marriages civil partnerships. | Service Manager | Ongoing |

Community of Identity: Pregnancy / Maternity

| Evidence | | Quality of Life Indicators | Customer Impact (N/P/None) | Staff Impact (N/P/None) |
|-------------------|---|----------------------------|-------------------------------|----------------------------|
| N/a | | N/a | N/a | N/a |
| Details of Impact | <i>Can negative impacts be justified?</i> | Reason/Action | Lead Officer | Completion Date |
| N/a | | N/a | None | None |

Community of Identity: Race

| Evidence | | Quality of Life Indicators | Customer Impact (N/P/None) | Staff Impact (N/P/None) |
|--|---|--|-------------------------------|----------------------------|
| Provision of Citizenship ceremonies to welcome foreign nationals to Britain | | Participation, influence and voice | P | None |
| Details of Impact | <i>Can negative impacts be justified?</i> | Reason/Action | Lead Officer | Completion Date |
| Applicants make an oath of allegiance (or make an affirmation if they prefer not to swear by God) and a pledge. This means a promise to respect the rights, freedoms and laws of the UK. | N/a | Statutory duty - The Home Office, which administers all applications for British citizenship, believes that all new citizens should be encouraged to feel a sense of belonging to the wider community. A ceremony of a public and celebratory nature helps to foster this. | Service Manager | Ongoing |

Community of Identity: Religion / Spirituality / Belief

| Evidence | | Quality of Life Indicators | Customer Impact (N/P/None) | Staff Impact (N/P/None) |
|---|---|---|-------------------------------|----------------------------|
| We operate an 'out of hours' contact telephone service to register deaths for funerals which need to be conducted the same day for religious reasons. | | N/a | None | None |
| Details of Impact | <i>Can negative impacts be justified?</i> | Reason/Action | Lead Officer | Completion Date |
| The needs of those who for for religious or cultural reasons need to make brial provision without delay are met. | N/a | Ensures that religious or cultural needs are catered for. | None | None |

Community of Identity: Sexual Orientation

| Evidence | | Quality of Life Indicators | Customer Impact (N/P/None) | Staff Impact (N/P/None) |
|-------------------|---|----------------------------|-------------------------------|----------------------------|
| N/a | | N/a | None | None |
| Details of Impact | <i>Can negative impacts be justified?</i> | Reason/Action | Lead Officer | Completion Date |
| None | | N/a | None | None |

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