

# North Lanarkshire Council Report

## Finance and Resources Committee

approval  noting

Ref AA/PD

Date 27/11/19

## Registration Service – Review of festive opening hours

**From** Archie Aitken, Head of Legal and Democratic Solutions

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### Executive Summary

At its meeting on 3 October 2019, the Council decided that the Head of Legal and Democratic Solutions should investigate the possibility of the Council's registration offices being kept open during the festive period (excluding weekends and bank holidays) and that a report setting out his findings should be submitted to a future meeting of this Committee.

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### Recommendations

The Committee is asked to note the contents of the report, and that, having investigated the current arrangements in place for the registration of deaths during the festive period, the Head of Legal and Democratic Solutions is of the opinion that the arrangements currently in place should not be changed.

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### The Plan for North Lanarkshire

Priority Improve North Lanarkshire's resource base

Ambition statement (24) Review and design services around people, communities, and shared resources

#### 1. Background

- 1.1 At the Special Council meeting on 14 December 2010 it was agreed to close Council Offices over the festive period as part of the savings exercise.
  - 1.2 At the Policy and Resources (Human Resources) Sub Committee in May 2012 it was agreed that, where Council premises are closed between Christmas and New Year, employees would be expected to take three days leave from their annual leave entitlement.
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## **2. Report**

- 2.1 The Registration Service introduced festive closure arrangements in December 2012 opening the registration office in Coatbridge each day during the period when other Council offices were closed. This arrangement continued in 2013. From 2014 onwards, one office in each area was opened on alternate days, namely in Motherwell, Coatbridge and Cumbernauld. Latterly, the Airdrie office has been used instead of Coatbridge.
- 2.2 The staffing arrangements in each office are set at a maximum of 6 officers with the capacity to register 21 deaths per day, if required. It should be noted that the Standby out of hours facility operates throughout the festive period (including weekends, public holidays and evenings) to meet the needs of those who require to register a death as a matter of urgency for religious reasons.
- 2.3 Analysis of the registration of deaths over last year's festive period (2018) is summarised as follows;
- During the three days of 27<sup>th</sup>, 28<sup>th</sup> and 31<sup>st</sup> December, 62 death registrations took place in North Lanarkshire (Appendix 1 shows details by office).
  - On the first two working days after the New Year, the 3<sup>rd</sup> and 4<sup>th</sup> of January, 39 death registrations took place (Appendix 2 shows details by office).
  - From 7<sup>th</sup> to 11<sup>th</sup> January 2019, the first full working week of the new year, 99 death registrations took place (Appendix 3 shows details by office).
- 2.4 Having reviewed the above information, it is clear that, by opening one office, on each of the days during the festive closure, demands for this service have been fully met, with 22, 19 and 21 death registrations having taken place each day.
- 2.5 Furthermore, on 3<sup>rd</sup> and 4<sup>th</sup> January 2019, the number of death registrations made was in single figures for each office. This trend continued into the following week, and demonstrates that there had been no accumulation of outstanding registration requests as a result of only one office being open, each day, over the festive period.
- 2.6 The Registration Service has no record of any complaints about the availability of its services since the introduction of the festive closure in 2012.

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## **3. Equality and Diversity**

- 3.1 Fairer Scotland Duty  
Not Applicable
- 3.2 Equality Impact Assessment  
Not Applicable

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## **4. Implications**

- 4.1 Financial Impact

Not Applicable

4.2 HR/Policy/Legislative Impact

Not Applicable

4.3 Environmental Impact

Not Applicable

4.4 Risk Impact

Not Applicable

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**5. Measures of success**

5.1 The Registration Services continues to provide a highly efficient and effective service to the people of North Lanarkshire.

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**6. Supporting documents**

6.1 Appendix 1 – Death registrations for 27<sup>th</sup>, 28<sup>th</sup> and 31<sup>st</sup> December 2018.

6.2 Appendix 2 – Death registrations for 3<sup>rd</sup> and 4<sup>th</sup> January 2019.

6.3 Appendix 3 – Death registrations for 7<sup>th</sup> to 11<sup>th</sup> January 2019.

A handwritten signature in black ink, appearing to be 'C. C. C.', written in a cursive style.

**Head of Legal and Democratic Solutions**

## APPENDIX 1

### Deaths Registered at Motherwell Registrars on 27<sup>th</sup> December 2018 – 22 in total

Entry Number	Home Address
971	Coatbridge
972	Coatbridge
973	Newmains
974	Motherwell
975	Morningside
976	Wishaw
977	Coatbridge
978	Motherwell
979	Coatbridge
980	Coatbridge
981	Hawick
982	Uddingston
983	Holytown
984	Motherwell
985	Calderbank
986	Ayr
987	Airdrie
988	Bellshill
989	Carluke
990	Allanton
991	Bellshill
992	Wishaw

Deaths Registered at Cumbernauld Registrars  
on 28<sup>th</sup> December 2018 – 19 in total

Entry Number	Home Address
634	Moodiesburn
635	Coatbridge
636	Bellshill
637	Wishaw
638	Hamilton
639	Airdrie
640	Wishaw
641	Wishaw
642	Wishaw
643	Airdrie
644	Motherwell
645	Cumbernauld
646	Coatbridge
647	Cumbernauld
648	Airdrie
649	Holytown
650	Cumbernauld
651	Cumbernauld
652	Carluke

Deaths Registered at Airdrie Registrars  
on 31st December 2018 – 21 in total

Entry Number	Home Address
744	Cumbernauld
745	Coatbridge
746	Coatbridge
747	Uddingston
748	Airdrie
749	Kilsyth
750	Airdrie
751	Cumbernauld
752	Motherwell
753	Motherwell
754	New Stevenston
755	Lenzie
756	Coatbridge
757	Cumbernauld
758	Bellshill
759	New Stevenston
760	Wishaw
761	Newmains
762	Motherwell
763	Airdrie
764	Greengairs

## APPENDIX 2

### Deaths Registered at Airdrie Registrars

3<sup>rd</sup> and 4<sup>th</sup> January 2019 – 7 in total

Entry Number	Date of Registration	Home Address if different
1	3 <sup>rd</sup> January	Wishaw
2	3 <sup>rd</sup> January	Coatbridge
3	3 <sup>rd</sup> January	Airdrie
4	3 <sup>rd</sup> January	Motherwell
5	3 <sup>rd</sup> January	Morningside
6	4 <sup>th</sup> January	Airdrie
7	4 <sup>th</sup> January	Airdrie

### Deaths Registered at Cumbernauld Registrars

3<sup>rd</sup> and 4<sup>th</sup> January 2019 – 9 in total

Entry Number	Date Registered	Home Address
1	3 <sup>rd</sup> January 2019	Croy
2	3 <sup>rd</sup> January 2019	Carstairs
3	3 <sup>rd</sup> January 2019	Cumbernauld
4	3 <sup>rd</sup> January 2019	Muirhead
5	3 <sup>rd</sup> January 2019	Cumbernauld
6	3 <sup>rd</sup> January 2019	Cumbernauld
7	4 <sup>th</sup> January 2019	Glasgow
8	4 <sup>th</sup> January 2019	Cumbernauld
9	4 <sup>th</sup> January 2019	Cumbernauld

## Deaths Registered at Coatbridge Registrars

3<sup>rd</sup> and 4<sup>th</sup> January 2019 – 8 in total

Entry Number	Date of Registration	Home Address if different
1	3 <sup>rd</sup> January	Coatbridge
2	3 <sup>rd</sup> January	Coatbridge
3	3 <sup>rd</sup> January	Glenboig
4	3 <sup>rd</sup> January	Coatbridge
5	3 <sup>rd</sup> January	Uddingston
6	4 <sup>th</sup> January	Coatbridge
7	4 <sup>th</sup> January	Baillieston
8	4 <sup>th</sup> January	Wishaw

## Deaths Registered at Motherwell Registrars

3<sup>rd</sup> and 4<sup>th</sup> January 2019 – 6 in total

Entry Number	Date of Registration	Home address
1	3 <sup>rd</sup> January	Allanton
2	3 <sup>rd</sup> January	Wishaw
3	3 <sup>rd</sup> January	Wishaw
4	3 <sup>rd</sup> January	Newarthill
5	3 <sup>rd</sup> January	Motherwell
6	4 <sup>th</sup> January	Motherwell



## Deaths Registered at Bellshill Registrars

3<sup>rd</sup> and 4<sup>th</sup> January 2019 – 9 in total

Entry Number	Date of Registration	Home address
1	3rd January	Bellshill
2	3rd January	New Stevenson
3	3rd January	Bellshill
4	3rd January	Shotts
5	3rd January	Wishaw
6	4 <sup>th</sup> January	Shotts
7	4 <sup>th</sup> January	Overton
8	4 <sup>th</sup> January	Bellshill
9	4 <sup>th</sup> January	Motherwell

## APPENDIX 3

### Deaths Registered at Coatbridge Registrars

7<sup>th</sup> to 11<sup>th</sup> January 2019 – 22 in total

Entry Number	Date of Registration	Home Address
9	7 <sup>th</sup> January	Uddingston
10		Coatbridge
11		Glasgow
12		Wishaw
13	8 <sup>th</sup> January	Motherwell
14		Wishaw
15		Shotts
16		Bellshill
17	9 <sup>th</sup> January	New Stevenston
18		Airdrie
19		Coatbridge
20		Glasgow
21		Carluke
22	10 <sup>th</sup> January	Cumbernauld
23		Bellshill
24		Coatbridge
25		Cleland
26		Coatbridge
27		Cumbernauld
28	11 <sup>th</sup> January	Coatbridge
29		Cumbernauld
30		Blantyre

## Deaths Registered at Airdrie Registrars

7<sup>th</sup> to 13<sup>th</sup> January 2019 – 31 in total

Entry Number	Date of Registration	Home Address
<b>Entry Number</b>	<b>Date of Registration</b>	<b>Home Address if different</b>
8	7 <sup>th</sup> January	Airdrie
9		Airdrie
10		Airdrie
11		Coatbridge
12		Caldercruix
13		Airdrie
14		Chapelhall
15	8 <sup>th</sup> January	Airdrie
16		Airdrie
17		Coatbridge
18		Plains
19		Hamilton
20		Coatbridge
21		Chapelhall
22		Cumbernauld
23		Cumbernauld
24		Airdrie
25		Uddingston
26	9 <sup>th</sup> January	Claderbank
27	10 <sup>th</sup> January	Airdrie
28		Coatbridge
29		Airdrie
30		Airdrie
31		Airdrie
32		Airdrie
33		Coatbridge
34		Chapelhall
35	11 <sup>th</sup> January	Motherwell
36		Airdrie
37		Bargeddie
38	13 <sup>th</sup> January (call out Cultural death)	Bellshill

## Deaths Registered at Motherwell Registrars

7<sup>th</sup> to 11<sup>th</sup> January 2019 – 15 in total

Entry Number	Date of Registration	Home Address
7	7 <sup>th</sup> January	Wishaw
8		Kirknowe
9		Motherwell
10		Braidwood
11	8 <sup>th</sup> January	Motherwell
12		Waterloo
13		Carfin
14		Motherwell
15	9 <sup>th</sup> January	Wishaw
16	10 <sup>th</sup> January	Motherwell
17		Carluke
18		Motherwell
19	11 <sup>th</sup> January	Wishaw
20		Motherwell
21		Blackburn , W.Loathian

## Deaths Registered at Bellshill Registrars

7<sup>th</sup> to 11<sup>th</sup> January 2019 – 20 in total

Entry Number	Date of Registration	Home Address
10	7 <sup>th</sup> January	Bellshill
11		Bellshill
12		Glasgow
13		Uddingston
14		Shotts
15	8 <sup>th</sup> January	Bellshill
16		Wishaw
17		Wishaw
18	9 <sup>th</sup> January	Holytown
19		Shotts
20		Motherwell
21	10 <sup>th</sup> January	Holytown
22		Coatbridge
23		Uddingston
24	11 <sup>th</sup> January	Bellshill
25		Bellshill
26		Newarthill
27		Motherwell
28		Bellshill
29		Uddingston

## Deaths Registered at Cumbernauld Registrars

7<sup>th</sup> to 11<sup>th</sup> January 2019 – 11 in total

Entry Number	Date of Registration	Home Address
10	8 <sup>th</sup> January 2019	Banknock
11	8 <sup>th</sup> January 2019	Cumbernauld
12	9 <sup>th</sup> January 2019	Bonnybridge
13	9 <sup>th</sup> January 2019	Muirhead
14	9 <sup>th</sup> January 2019	Cumbernauld
15	10 <sup>th</sup> January 2019	Kilsyth
16	10 <sup>th</sup> January 2019	Cumbernauld
17	10 <sup>th</sup> January 2019	Cumbernauld
18	11 <sup>th</sup> January 2019	Auchinloch
19	11 <sup>th</sup> January 2019	Kilsyth
20	11 <sup>th</sup> January 2019	Kilsyth