



REGISTRATION SERVICE  
BUSINESS CONTINUITY PLAN

1 January 2007

## **Contents**

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	<b>Page</b>
1.0 Business Continuity Planning in Halton	3
2.0 Introduction	3
3.0 Aims and Objectives	4
4.0 Register Office Locations and Contacts	5
5.0 Priority between Services and Sections	6
6.0 Action Plans for Services	6
7.0 Minimum Requirements for Continuation of Service Delivery	7
8.0 Accommodation	8
9.0 Key Staff and Staffing Implications	9
10.0 Working Procedures	10
11.0 Template for Assessing Core Requirements	11
12.0 Business Impact Analysis	12
13.0 Action Plan for Priority 1 Services (0 – 24 hrs)	13
14.0 Action Plan for Priority 2 Services (3 days)	14
15.0 Action Plan for Priority 3 Services (14 days)	15
16.0 Venues for Marriage / Civil Partnership etc.	16
17.0 Information and Guidance from the GRO	17
18.0 GRO Contact Numbers	19

## **1.0 BUSINESS CONTINUITY PLANNING in HALTON**

As instructed by the Civil Contingencies Act 2004, Halton Borough Council prepared and maintains a major emergency plan for the district to ensure that they can continue to exercise their functions, as far as is reasonably practicable, in the event of an emergency. It is this plan that underpins all other plans. The Corporate Business Continuity Plan provides the overall framework for the Council and Directorate Business Continuity Plans have been developed as part of this to complement the overall risk arrangements and help to maintain critical services during and after any major disruption.

The Registration Service is covered by the Health and Community Directorate Business Continuity Plan for:

- Initial actions / contact / liaison with other departments
- Arrangements for contacting staff
- Action Plan for Priority 1 Services – to be restored within 0-24 hours
- Action Plan for Priority 2 Services – to be restored within 3 days
- Action Plan for Priority 3 Services – to be restored within 14 days

Since the Registration Service must document its Business Continuity arrangements as part of its Service Delivery and Improvement Plan (required by the Code of Practice that forms part of the new Registration Scheme) this “Service” Business Continuity Plan has been produced as the next level down in the hierarchy of Halton Business Continuity Plans.

## **2.0 INTRODUCTION**

In the event of any emergency situation or disaster, which resulted in the total or partial loss of one or more of the elements of accommodation used by the Registration Service, it is unlikely that the service would be able to function normally and the daily routine / services to customers could be disrupted considerably.

Pandemic flu is considered inevitable and will have a considerable impact on the delivery of Registration Services. Estimates vary, but it is anticipated that up to one third of staff may be absent due to sickness or care commitments combined with a potentially overwhelming demand for services.

Thus, in order to eliminate, minimise or otherwise manage these or indeed any other situations that might impact upon business continuity, a risk analysis was carried out against four risk scenarios:

- Damage/denial of access to premises
- Loss/damage to IT systems and data
- Non availability of key staff
- Loss/damage to other resources

The length of time needed before normal working can be resumed will be dependent upon the extent of the emergency or disaster, the numbers of staff temporarily incapacitated, and any damage to buildings or equipment. In extreme situations a return to the existing accommodation may not be feasible at all.

The risk analysis showed that for the Registration Service the non-availability of key staff carried the highest risk, with damage to premises having a medium risk. The other two factors (loss/damage to IT systems or other resources) carried a low risk.

The core activities of the Registration Service were prioritised and together with the above scenarios, an action plan was produced that set out the procedures to be followed and identified the key areas of work to be considered to enable these priority services to be restored within set time-scales (see Sections 13 to 15 of this plan).

The first contact member for each office will be required to hold a copy of the Plan in a safe and confidential manner at home. Copies should also be kept in individual office safes.

### **3.0 AIMS AND OBJECTIVES**

The aim of this Business Continuity Plan is to minimise the delay in returning to normal after a crisis thus enabling the Registration Service to continue to deliver the services it currently provides with as little disruption as possible to the general public and other client groups within identified timescales.

The Business Continuity Plan will allow the determination of responses to a major incident by identifying:

- The priority between services and sections
- Action Plans for Services
- Minimum resources required for the continuation of service delivery
- Accommodation
- Key staff and staffing implications
- Working procedures

## **4.0 REGISTER OFFICE LOCATIONS & CONTACTS**

### **Halton Register Office**

Heath Road  
Runcorn  
WA7 5TN

Tel: 0151 471 7636 / 7635 Fax: 01928 575616

Contact:: Mrs Sandra Jones - Superintendent Registrar & Local Manager  
Mrs Pam Moore – Registrar births/deaths & Deputy Supt. Registrar  
Mrs Christine Ditchfield – Additional Registrar & Deputy SR  
Mrs Yvonne Macleod – Additional Registrar & Deputy SRths

### **Outstation – HDL Widnes**

Brook Street  
Widnes  
WA8

Tel: 01228 607432 (or 607433 & 607630) Fax: 01228 607434

Contact:: Mrs Jean Eager – Registrar births/deaths & Deputy Supt. Registrar

### **Outstation – HDL Halton Lea**

Halton Lea  
Runcorn  
WA7

Tel: 01900 325960 (or 325961) Fax: 01900 325962

Contact:: Mrs Pamela Moore – Registrar Births/deaths & Supt. Registrar

### **Proper Officer for Registration**

Mr John Downes  
Divisional Manager Consumer Protection  
Health & Community  
Rutland House  
Runcorn

Tel: 0151 906 4864

Fax: 0151 471 7516

## **5.0 PRIORITY BETWEEN SERVICES AND SECTIONS**

The core function of the Registration Service is the administration and management of the Registration of Births, Deaths and Marriages / Civil Partnerships. This includes the following core activities, listed in priority order:

1. Death registration (registration required within 5 days under normal circumstances)
2. Marriage & Civil Partnerships ceremonies
3. Copy Certificates (for passports and other official bodies/groups)
4. Births registration (registration required within 42 days under normal circumstances)
5. citizenship ceremonies
6. Notices of Marriage and Civil Partnership
7. Copy certificates (for family history and research purposes)
8. Renewal of vows & Baby Naming ceremonies

If the situation reaches a critical point no further ceremony bookings will be taken.

A key action that must be considered in relation to any interruption or issue that impacts upon the service is that of publicising the situation as widely as possible. If the public is aware of the problem, then they are at least informed and it should reduce any stress on the Service, and in particular on front-line officers.

For example, following a fire the Service should publicise the fact and advise of alternative arrangements that have been put into place, so that the public are aware of the location of any temporary register office, and the impact that such a temporary / emergency arrangement will have on the level of service.

A business impact assessment was carried out in 2006. The findings are listed in Section 12 of this plan.

## **6.0 ACTION PLANS FOR SERVICES**

As a result of the business impact assessment, action plans were developed for:

- Priority 1 Services – to be restored within 0 – 24 hours
- Priority 2 Services – to be restored within 3 days
- Priority 3 Services – to be restored within 14 days.

These are reproduced in Sections 13 to 15 of this plan, but the numbering in the tables is carried over from the Health & Community Directorate Business Continuity Plan.

## **7.0 MINIMUM REQUIREMENTS FOR CONTINUATION OF SERVICE DELIVERY**

The equipment and resources required to maintain the Service will be dependant upon two key factors. Firstly, the type and scale/severity of any emergency or disaster situation, and secondly, the numbers and locations of the offices affected.

By transferring to another office within the service, it may be possible to resume activities immediately. In other cases it may be that a complete inventory of resources and equipment is required. Listed below are the key resources required:

- Office accommodation
- Room for Civil weddings/partnerships (see Section 16 of this plan)
- Telephones – Landline or mobile
- GRO Documents and secure stock
- Fax machine
- Computers - PC's or Laptops (ultimately, to match current inventory)
- Modem and access to the Internet (network/broadband)
- Printer
- Photocopier
- Stationary (paper for printers, photocopier etc, envelopes etc)
- Furniture – desks, tables, chairs
- Diary
- Secure storage for cash and registers

(See Section 11 of this plan, “Template for Assessing Core Requirements”.)

A ‘Grab-bag’ system should be implemented. The bag would contain key items required in the event of an emergency or disaster. These could include items such as the business continuity plan, staff contact details, venue contact details, lists of doctors, etc., stationery, blank draft forms, birth/death declaration pads, pens, mobile phone etc.

## 8.0 ACCOMMODATION

If there is the need for relocating any Registration Service offices or premises in the event of an emergency, or the lack of availability of staff at one site, alternative premises would be required. This may occur in the event of any major incident such as a fire, flood, explosion, or a flu pandemic. Offices should relocate as follows:

**OUTSTATIONS:** Any outstation that experiences difficulties will be closed on a temporary basis and any operations carried out from main office, or its nominated replacement, should the Register Office close for any reason.

**MAIN REGISTER OFFICE:** Priority will be given to keep open and maintain services at the Register Office, Runcorn Town Hall. Outstations will be closed.

Civil marriage and partnership ceremonies are held in the Register Office, Runcorn Town Hall, and at various approved premises, such as hotels, in the Borough. If the Register Office cannot be used, temporary approval of alternative accommodation can be given by GRO. The alternative accommodation should ideally be other council accommodation and be a suitable place for the superintendent registrar to have their office and to conduct marriages / civil partnership ceremonies etc. The place in which ceremonies will take place will be approved for the conduct of marriages / civil partnerships.

A local hotel or public house should be avoided unless there is no alternative.

The accommodation would ideally have a reception and a place where the couple could be asked their pre-ceremony questions in private.

**The General Register Office, at Southport, must be notified and the building given temporary approval before any ceremonies take place.**

In exceptional circumstances the Registrar General will allow the repository (for registers) to be split from the temporary Register Office i.e. it would be unreasonable to expect a temporary repository to be set up if in the long term the temporary accommodation was not to be the Register Office. It could be that repairs are made to the original Register Office. The crux is that the repository is made secure and fireproof as soon as possible.

Alternative venues for marriage/ civil partnership / citizenship ceremonies, together with contact details, are given in Section 16 of this plan.



## **9.0 KEY STAFF AND STAFFING IMPLICATIONS**

The registration of births, deaths, and marriages is a statutory duty. Those staff who carry out these duties, therefore, have to be appointed as deputy registration staff by the Registrar General. In order to provide greater flexibility and increased cover should there be a flu pandemic the Service has appointed six sessional civil celebrants.

The Service also attends two outstations at Halton Direct Link Widnes and Halton Lea. In the event of staff shortages these outstations would be closed and staff utilised at the Register Office, Runcorn Town Hall, or alternative venue if necessary.

Whilst each member of staff has some form of written job profile, which indicates what their core responsibilities are under normal circumstances, additional duties may need to be undertaken by some members of staff in times of crisis in order that a return to a normal state of working may be expedited for the Unit as a whole.

In all situations the safety and well-being of staff are of paramount importance. It must be accepted, however, that in order to continue to function it may be necessary for staff to work in an environment which is unfamiliar, and possibly, inconvenient immediately after a crisis.

### **Unavailability of Staff**

- In the event of staff not being available the GRO should be contacted in order to appoint Deputies (by Temporary Authority) over the telephone. Ideally the Deputies would be registration officers from other districts but if it was an immediate emergency, for example to allow a marriage to go ahead, a member of staff from another department, could be made a deputy registrar and be led through the registration by the person acting as the superintendent registrar.
- Recently retired staff from the district or surrounding districts should be asked if they would help and be appointed deputies temporarily by GRO. Advice has been drafted on options available when a registration officer does not attend an approved premise marriage which may be applicable in some emergency situations.

See Information and guidance from the General Register Office (GRO) on staff availability in Section 17 of this plan.

## 10.0 WORKING PROCEDURES

Under the present scheme and existing arrangements the following procedures could be utilised.

- Extend opening hours and the introduction of evening / weekend working.
- Train other Local Authority employees to register births and deaths (appointed as Deputy RBD) if sessional staff were unavailable.
- Block out the registration of births to one particular day a week, enabling the rest of the week to be dedicated to death registrations (allowing of course for any "drop-in" callers).
- The RBD and deputy working in tandem on a death registration to possibly shorten appointment times.
- Stockpile all certificate applications that are not urgent and / or required for evidential purposes.
- Prioritise death registrations and stillbirth registrations, and then birth registrations close to the 42 days.
- Prioritise notice taking to people who need to / wanted to marry urgently.

### Other Issues to Consider

#### Registers

- If these are destroyed or cannot be accessed then customers can be directed to GRO.

(If the registers have been destroyed (such as is the case for some of Bristol's records that were destroyed in the war) then GRO fees will be at the local rates. It is unlikely that one would not occur without the other. If a situation did arise and GRO was the only option for issue then the rate would be decided on the case merits.)

#### Stock (*Secure and otherwise*)

- Stock is kept in two locations; the Register Office, and Halton Direct Link Widnes. However, if stock (including certificates, forms, registers, ink etc.) were not available, could not be accessed or is damaged/destroyed, stock can be transferred from other districts. Most registrars have spare registers and secure and non-secure stock that they can give to a colleague from another district. GRO should be advised of the transfer of secure stock. This is the quickest resolution so that a break in service was kept to a minimum.
- Alternatively, GRO will issue any stock required.

(For General Register Office contact numbers – see Section 18 of this plan.)

## 11.0 TEMPLATE for ASSESSING CORE REQUIREMENTS

<b>Core Activity</b>	<ul style="list-style-type: none"> <li>• Conduct of Civil Weddings / Partnerships</li> <li>• Registration of Deaths</li> <li>• Provision of current B/M/D certificates</li> <li>• Registration of Births</li> <li>• Provision of historical B/M/D certificates</li> </ul>
<b>Is the Services a Statutory Requirement</b>	Yes
<b>Resources required</b>	<ul style="list-style-type: none"> <li>• Registration staff</li> <li>• Access to ICT facilities (including databases and other information sources)</li> <li>• Registers and Certificates</li> <li>• Access to paper records</li> <li>• Transport</li> </ul>
<b>Accommodation required</b>	<ul style="list-style-type: none"> <li>• <i>Accommodation for staff incl. desks etc</i></li> <li>• Room for Civil Weddings / Partnerships</li> <li>• <i>Access to RTH if possible</i></li> </ul>
<b>List of equipment requirements</b>	<ul style="list-style-type: none"> <li>• Landlines / mobile phones</li> <li>• Office diary</li> <li>• PCs with RSS installed and Internet access</li> <li>• B/M/D registers</li> <li>• All certificates required for registration</li> <li>• Pen and Ink</li> <li>• Secure store for records</li> </ul>
<b>How would you communicate with your staff</b>	<ul style="list-style-type: none"> <li>• Face-to-face</li> <li>• Landlines / mobile phones</li> <li>• E-mail</li> </ul>
<b>Have you suggestions for alternative accommodation</b>	<ul style="list-style-type: none"> <li>• Office in another Council Building (incl. HDLs / Community Centres etc.)</li> <li>• Council Conference Rooms or Approved Buildings for ceremonies</li> </ul>
<b>Can any of your staff work from home, have you considered implications</b>	Yes to provide telephone service, but security and harassment issues would preclude home working for face-to-face role
<b>OTHER COMMENTS</b>	

## 12.0 BUSINESS IMPACT ANALYSIS

(List in order of priority the **main** functions and the implications in the long and short term if they were disrupted. **Where possible** identify any significant cost implications.)

Priority	Service	Impact / Implications (e.g. stakeholders / vulnerable groups)
<b>1, to be restored within 0-24 hours</b>	Conduct of civil weddings / civil partnership registrations	<ul style="list-style-type: none"> <li>• Potential of significant disrepute for Council as guests may have travelled from abroad to attend</li> <li>• Significant cost implications for Council if sued for costs of wasted reception, honeymoon, cars, flowers, suit hire etc.</li> </ul>
	Registration of deaths	<ul style="list-style-type: none"> <li>• Potential of significant disrepute for Council as families would be unable to bury their loved ones</li> <li>• Other post-death arrangements would have to be put on hold, adding to the distress of the bereaved</li> <li>• Increasing backlog of bodies to be buried / cremated with knock-on effect for other services</li> </ul>
<b>2, to be restored within 3 days</b>	Provision of current birth, death and marriage certificates	<ul style="list-style-type: none"> <li>• Unable to provide copy certificates for passports etc. which could have significant consequences for certain individuals and bring the Council into disrepute</li> </ul>
<b>3, to be restored within 14 days</b>	Registration of births	<ul style="list-style-type: none"> <li>• Parents unable to access benefits with significant impact on the poorest in the community</li> </ul>
	Provision of historical birth, marriage, death certificates	<ul style="list-style-type: none"> <li>• Dissatisfied customers pursuing growing hobby / interest in genealogy</li> </ul>

### 13.0 Action Plan for Priority 1 Services – to be restored within 0 - 24 hours

Service	Nature of Loss	Recovery Strategy
6.4.6 Conduct of civil weddings / Civil partnership registration	Damage or denial of access to premises	<ul style="list-style-type: none"> <li>• Maintain list of suitable alternative Council rooms plus relevant contact / booking details.</li> <li>• Agree arrangements for short-notice bookings with approved marriage / partnership premises.</li> <li>• Agree phone referral protocol with HDL Contact Centre.</li> </ul>
	Loss or damage to IT systems / voice networks / hardware / software / data	<ul style="list-style-type: none"> <li>• Ensure paper backup systems available at RO and HDLs (Widnes and Halton Lea).</li> </ul>
	Non-availability of key staff	<ul style="list-style-type: none"> <li>• Consider appointing Deputies on a temporary basis. Casual posts have been advertised.</li> </ul>
	Loss or damage to other resources	<ul style="list-style-type: none"> <li>• Maintain spare set of registers and certificates at HDL Widnes.</li> </ul>
6.4.7 Registration of deaths	Damage or denial of access to premises	<ul style="list-style-type: none"> <li>• Ensure infrastructure in place to deliver service at RO, or HDLs (Widnes and Halton Lea).</li> <li>• Revise appointments protocol with HDL.</li> </ul>
	Loss or damage to IT systems / voice networks / hardware / software / data	<ul style="list-style-type: none"> <li>• Ensure paper backup systems available at RO and HDLs (Widnes and Halton Lea).</li> </ul>
	Non-availability of key staff	<ul style="list-style-type: none"> <li>• Consider appointing Deputies on a temporary basis.</li> <li>• Agree reciprocal cover arrangements with neighbouring authorities.</li> </ul>
	Loss or damage to other resources	<ul style="list-style-type: none"> <li>• Maintain spare set of registers and certificates at HDL Widnes.</li> <li>• Buy, lease or borrow (e.g. from other Council services) the necessary office resources.</li> </ul>

## 14.0 Action Plan for Priority 2 Services - to be restored within 3 days

Service	Nature of Loss	Recovery Strategy
7.4.10 Provision of current birth, death and marriage certificates	Damage or denial of access to premises	<ul style="list-style-type: none"> <li>• Ensure infrastructure in place to deliver service at RO, or HDLs (Widnes and Halton Lea).</li> <li>• Agree phone referral and amended appointments protocols with HDL Contact Centre.</li> </ul>
	Loss or damage to IT systems / voice networks / hardware / software / data	<ul style="list-style-type: none"> <li>• Ensure paper backup systems available at RO and HDLs (Widnes and Halton Lea).</li> </ul>
	Non-availability of key staff	<ul style="list-style-type: none"> <li>• Ensure all staff are trained and authorised in this duty.</li> <li>• Agree reciprocal cover arrangements with neighbouring authorities.</li> </ul>
	Loss or damage to other resources	<ul style="list-style-type: none"> <li>• Ensure RO records storage room is secure and equipped with fire door / cupboards.</li> </ul>

## 15.0 Action Plan for Priority 3 Services – to be restored within 14 days

Service	Nature of Loss	Recovery Strategy
8.4.10 Registration of births	Damage or denial of access to premises	<ul style="list-style-type: none"> <li>• Ensure infrastructure in place to deliver service at RO, or HDLs (Widnes and Halton Lea).</li> <li>• Agree phone referral and amended appointments protocols with HDL Contact Centre.</li> </ul>
	Loss or damage to IT systems / voice networks / hardware / software / data	<ul style="list-style-type: none"> <li>• Ensure paper backup systems available at RO and HDLs (Widnes and Halton Lea).</li> </ul>
	Non-availability of key staff	<ul style="list-style-type: none"> <li>• Consider appointing Deputies on a temporary basis.</li> <li>• Agree reciprocal cover arrangements with neighbouring authorities.</li> </ul>
	Loss or damage to other resources	<ul style="list-style-type: none"> <li>• Maintain spare set of registers and certificates at HDL Widnes.</li> <li>• Buy, lease or borrow (e.g. from other Council services) the necessary office resources.</li> </ul>
8.4.11 Provision of historical birth / marriage / death certificates	Damage or denial of access to premises	<ul style="list-style-type: none"> <li>• Ensure infrastructure in place to deliver service at RO, or HDLs (Widnes and Halton Lea).</li> <li>• Agree phone referral and amended appointments protocols with HDL Contact Centre.</li> </ul>
	Loss or damage to IT systems / voice networks / hardware / software / data	<ul style="list-style-type: none"> <li>• Ensure paper backup systems available at RO and HDLs (Widnes and Halton Lea).</li> </ul>
	Non-availability of key staff	<ul style="list-style-type: none"> <li>• Ensure all staff are trained and authorised in this duty.</li> <li>• Agree reciprocal cover arrangements with neighbouring authorities.</li> </ul>
	Loss or damage to other resources	<ul style="list-style-type: none"> <li>• Ensure RO records storage room is secure and equipped with fire door / cupboards.</li> </ul>

## 16.0 Venues for Marriage / Civil Partnership or other celebratory services

Venue	Nos.	Comments	Charges	Contact Details
Municipal Building Mtg Room 1 Mtg Room 2	10 6	Only rooms which can have layout changed	-	Support Services, Municipal Bldg. 0151 471 7648 (Internal 1013)
Runcorn Town Hall Civic Suite	50 – 60	Layout can be changed	-	As above
“ “ Council Chamber	80 – 90	Layout cannot be changed	-	As above
Kingsway Learning Centre (Widnes Library)	60 – 70	Upstairs Large Meeting Room (Divided into 3) Disabled Facilities Lift	£10 per hour for 3 rooms	Heather Smith (4274) Andrew Lucas (4275) 0151 471 7369
Castlefields Community Centre	Variable		£7.75 per hour - £4.00 per hour weekdays, depending on room. Charges - double on Sat. Treble on Sundays – by arrangement	Gayle Pickering 01928 563839 <a href="mailto:castlefields.cc@halton.gov.uk">castlefields.cc@halton.gov.uk</a>
Ditton Community Centre	Variable		_____ “ _____	Ken Neale 0151 423 3121 <a href="mailto:ditton.cc@halton.gov.uk">ditton.cc@halton.gov.uk</a>
Grangeway Community Centre	Variable		_____ “ _____	Bev Peyton 01928 569474 <a href="mailto:grangeway.cc@halton.gov.uk">grangeway.cc@halton.gov.uk</a>
Upton Community Centre	Variable		_____ “ _____	Ste Grice 0151 423 1386 <a href="mailto:upton.cc@halton.gov.uk">upton.cc@halton.gov.uk</a>
Murdishaw Community Centre	Variable		_____ “ _____	Mark McGlinchey 01928 718185 <a href="mailto:murdishaw.cc@halton.gov.uk">murdishaw.cc@halton.gov.uk</a>



## 17.0 INFORMATION and GUIDANCE from the GENERAL REGISTER OFFICE

### Staff Availability

With regards to staff availability, a summary of what can be done:

- (i) *“Where the RBD attends but not the SR - a member of the public should be deputised as DSR and sign the register (the RBD will lead the ceremony);*
- (ii) *Where the SR attends but not the RBD - a member of the public should be deputised as DRBD and be led through the pre-marriage questioning (by the SR), sign the register and issue a certificate; (s58 of the Marriage Act 1949 empowers the registrar to ask*
- (iii) *the pre-marriage questions. I understand Marriages policy is to interpret the section as meaning the questioning must take place, and it has to be done by the registrar)*
- (iv) *If the officer who attends is a DSR/RBD (or some other combination i.e. DSR/DRBD or DSR/AR or DSR/DAR) that officer should take the role of registrar i.e. follow (i) above”.*

#### Other points

- *If the officer who attends is the SR or ASR (rather than a DSR), that officer cannot be deputised as a deputy registrar (an SR or ASR is excluded by regulation from being a registrar or deputy registrar).*
- *The officer who attends should not take on both roles.\**
- *For the temporary appointment, by the Marriages Branch, of a deputy in an emergency situation, the rules for disqualification should be applied by Marriages.Branch. \*\**
- *Local Services, GRO, should be informed of the name and address of the person so deputized the following Monday where the temporary appointment is made by Marriages Branch over the weekend (the details are kept for record purposes; no letter will be sent to the individual).#*
- *If neither officer attends, it would not be possible for two members of the public to be deputised as DSR and DRBD, since the SR certificate probably won't be available for pre-marriage checks nor will the marriage register (the couple need to use their best efforts to contact one of the officers, possibly the RO will have left emergency telephone numbers with the local authority or the police will have an emergency number for the SR or the LA might operate a help line, in one LA this is called a Community Alarm System)”.*

\* The marriage must be in the presence of the SR and the RBD must hear the words of D&C being spoken - normally, but not necessarily, led by the SR.

**\*\*** The rules of disqualification are:

*No person shall be qualified to any registration post if:*

- 1. He is a bankrupt.*
- 2. He has been dismissed by the RG and the RG does not consent to his appointment.*
- 3. He has been, 12 months preceding the appointment, a member of the council or of a committee of the council having duties in relation to the appointment of registration officers.*
- 4. He holds office as an authorised person, secretary of a synagogue or registering officer of the Society of Friends.*
- 5. He is a minister of religion, medical practitioner, midwife, undertaker or other person concerned in a burial or cremation business, a person engaged in any business concerned with life insurance, or a person engaged in any other calling which would conflict with or prevent the proper performance in person of the duties of the office for which he is a candidate.*
- 6. He has been appointed by the council to carry out proper officer duties.*

It would be preferable if the above points could be checked by the member of staff present before getting approval for any deputy appointment. If the volunteer from the wedding party turns out to be disqualified, hopefully another volunteer will be found. In terms of privacy, and because the officer present may have their hands full coping with the absent officer, a copy of the above list should be kept in the "Grab Bag". Otherwise, the member of Marriages staff could help to go through the list with them.

## **18.0 GENERAL REGISTER OFFICE CONTACT NUMBERS**

Registration Officers can contact the General Register Office by telephone (between 9.00 am to 5.00 pm Monday to Friday on the following numbers:

Marriages /	0151 471 4803
Civil Partnerships	if unavailable use 01704 563146

Local Services	0151 471 4817
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Should it be necessary to telephone outside office hours, one of the officers nominated in the Registration Handbook (Marriages) Section M16.10 should be contacted.