

Impact Assessment of: Leeds Register Office
Service/ Directorate: Legal, Licensing & Registration
Date Completed: 28th October 2008
Lead Officer: Steve Coupe

Members of the assessment team:

Name	Organisation	Role on assessment team
Steve Coupe	Register Office	Manager of Service
Carole Caslake	Register Office	General Office Manager
Janet Barrick	Register Office	Citizenship/NCS Manager
Caryl Burnham	Register Office	Births/Deaths Manager
Jean Lee	Register Office	Ceremonies Co-ordinator

Brief description of policy/ service:

- To issue copies of certificates from birth, death and marriage records dating back to 1837.
- To register all births, deaths and still-births occurring in Leeds.
- To make arrangements for and perform marriage, civil partnership and citizenship ceremonies and to provide a Nationality Checking Service for British Citizenship applicants in conjunction with the Home Office.

Brief account of how the impact assessment was carried out:

Carole Caslake, our Equalities representative briefed team managers on the assessment form and the EDCC process. Team managers then discussed with their teams possible barriers/adverse effects, and identified evidence to assist us in completing the assessment. We looked at all the current services and facilities we provide, and how we could improve on this to make the Service as a whole more accessible to everyone.

Brief description of any adverse affects found:

Access issues in the Town Hall – signage and disabled access issues.
 Leaflets and literature – all need updating and availability made more public.
 Staff training – not all staff are trained in the range of Equality issues
 Service availability – need to review opening times and locations for service.

Summary of Actions arising from Assessment

Actions	Responsibility	Timescale
Improve signage	SC/SH	31/12/08
Improve access, particularly for disabled users	SC/SH	31/03/09
Install ramp to mezzanine floor	SC/SH	31/09/09
Repair induction loop	JB	31/12/08
Update leaflets	SC	31/03/09
Ensure web-site is large text enabled	CB	31/12/08
Promote NCS/Citizenship	JB	On-going
Ensure staff aware of interpreter services (CITU)	CC/CB	On-going
Improve sign-posting to other services	All	On-going
Training in sign-language, using minicom.	CC	31/03/09
Training for all staff in Equalities awareness.	All	On-going
Review Saturday pm death appointments	CB	31/12/08
Review opening hours/locations for service	CB	31/03/09
Make better use of Equality monitoring data	SC	31/12/08
Add Equality actions to SIP	SC	31/01/09
Complete application for Cust. Serv. Excellence	SC	31/03/10
Provide training for religious authorities to register their own marriages	JL	31/03/09
Add EDCC actions to Management and staff meetings agenda and 1-2-1 agendas	SC	On-going

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