

# Cumbria Registration Service Emergency Customer Access Policy

## 1. Purpose

This procedure is designed to assist bereaved families who need to access our services outside office hours on religious or cultural grounds

## 2. Background

We currently conduct death registrations at 6 Registration offices throughout Cumbria on an appointment basis during office opening hours. Full time central offices are open from 9am to 4.30pm Monday to Friday. Some individuals within our communities may have a cultural or religious need to have a burial or cremation at a weekend or after standard office hours

Please note during the Covid19 Pandemic appointments are being held over the telephone with the informant from 9am to 4pm

## 3. Scope

The scope of this policy is to provide some guidance in an easy to follow systematic format, which will inform the public of our service and enable staff to act appropriately to assist the clients in the best possible manner in the above circumstances

## 4. Policy- Registration of Death on religious or cultural grounds

- Service to be available 7 days per week including bank holidays
- Monday to Friday during open hours - If an appointment is required to register a death on religious or cultural grounds if we are contacted before 2pm we will ensure an appointment no later than 5pm on the same day at an office within the County
- Monday to Friday outside open hours – we have an emergency system in place from 5pm until 8pm. If we receive a call prior to 6pm we will endeavour to attend one of our main offices to undertake the Registration.
- Our main offices in Barrow, Kendal, Carlisle and Whitehaven are open 9am to 4.30pm Monday to Friday.
- Our telephone calls are answered Monday to Friday 9am to 5pm.
- On a Saturday/Sunday or public holiday an emergency system is available and will take calls between 8am and 8pm. If we are contacted before 2pm we

will ensure an appointment at an office in the county no later than 5pm on the same day. If we are contacted prior to 6pm we will endeavour to attend one of our main offices to undertake the Registration. The office location will be determined by the officer who can attend.

- This service will be offered at the following offices - Barrow in Furness, Kendal, Carlisle and Whitehaven.
- Registration can only be undertaken by a qualified informant on production of a Medical Certificate of Cause of Death which is in order.
- Registration can only proceed if the death happened within Cumbria
- If there has been any referral or involvement with the Coroner then an appointment can not be allocated until the Coroner has issued the appropriate paperwork
- The Coroner is only available out of office hours to deal with urgent statutory matters, such as Organ Donation and requests for Home Office Post Mortems. Death referrals are non-statutory matters will be dealt with by the Coroners Service the next working day.
- The offer of a provision to register a death out of normal business hours does not imply that the Coroner or Burial Services can accommodate such requests.

Please note during the Covid19 Pandemic the above policy will still apply however there is no face to face appointment. We will instead arrange a telephone appointment with the informant within the agreed parameters.

## 5. Responsibilities

Registration Managers will:

- Review this policy and ensure it is kept updated at all times, engaging with the local community and other stakeholders on an ongoing basis to achieve continual improvement
- Provide training in this regard to all staff
- Ensure that every effort is made to ensure a registration of death or marriage goes ahead within a reasonable time frame whilst taking in to consideration the health and safety of employees at all times

Customers will:

- Call the telephone number as early as possible to alert us to a possible need to attend the office outside normal working hours
- Be flexible in the location we can perform the registration
- Be prompt for the appointment and be prepared with the appropriate information

- Be a qualified informant with the appropriate paperwork to enable the registration
- Only 2 clients to attend a Registration appointment outside office hours.

## 6. Review

This policy and procedures will be reviewed periodically in light of developments in the law, practices within the wider Council or Registration Service or changes in the needs of the organisation to ensure continuing effectiveness and relevance.

Reviewed 20<sup>th</sup> April 2020