



# REGISTRARS SERVICES

←-----→  
**POST COVID COUNCIL**

## **Pre COVID**

The registration service is for the registration of all Births, Deaths and Notices of Marriage and Civil Partnership. A service which has long required attendance at offices in order to present details and confirm information that is needed for registrations and a legal necessity for citizens to register.

## **COVID Challenge**

The increase in death figures since March 2020 has seen an increase need for citizens to get the registration completed quickly and easily. After a three/four-month halt on registrations, registrars all over the country are struggling to keep up with birth, notice, ceremony and citizenship registration demand.

Plenty of citizens who still want to get married and on top of all this, citizenship is still necessary and many people still want or need copy birth certificates. Many, if not all, of these services also have payment elements. The security matters of the increased data that may be needed for the extra information captured or, more importantly, for dealing with scenarios where card details may be given over the phone – a risk while staff were working at home – has seen many options be derived to try and get these payments through.

Zipporah has seen assisting our clients there throughout, and historically have been providing solutions that could solve these issues without needing rewrites. Already in law for as much as three years, its clear the registration service will be seeing change for some time to come.



## How Zipporah can assist with the issue

- Document uploads allow for information to be attached to the booking when it comes into the central office; so that the registrars at home can easily gather that information on-screen - without needing the physical copy
- The Zipporah portal created to allow NHS and others to load documents and get a receipt for records they need to pass to registration services, allows for easy data communication and the ability for customers to be given a code that they can use to book their appointment.
- Doctors, coroners and hospitals can upload relevant documents to a secure, online portal along with the informant details. At the click of a button, registrars now review documentation and can accept or reject what they've received. Rejections are returned to the uploader, with guidance on the issue. On acceptance, an email is triggered and sent to the informant with a link to make their appointment - automatically attaching all relevant documents.
- Documents uploaded and accepted where appointments have not been made can be followed-up and bookings can be made directly from accepted documents.
- Zipporah are already providing functionality to prioritise registrations for those who had children born earliest in lockdown.

Continued...

## Features & Benefits

**Handles complex rules** in accordance with GRO – ensure you're working in chime with GRO. Manage all the mandatory data, ensuring no missed information and correct charges and checks take place every time.

**Task management** for workflow and reminders – particularly important with social distancing measures in place – ensure all tasks are completed on time – every time. Ensure you're on top of your service every time.

**Manage all of your fee structures** and delivery payment management – ensure that all payments are made upfront, and online. No more missed payments, incorrect payments or late payments.

300%

300% increase in uptake of upfront certificates payments

- Authorities using Zipporah are already able to generate and send pre-populated pro-formers, ensuring there is a consistent, thorough flow of information ahead of appointments – minimising face-to-face time at appointments.
- The Zipporah system has been offering up-front payments for copy certificates for a long time and this is becoming increasingly more relevant as a method of dealing with the certificates needed and taking payment up front
- For those who are worried about upfront payment, system's copy certificate request module has been used to store up all appointment certificate requests and issue
- Zipporah's Cashbook system ensures that even though stock may not be in the offices, it is still fully managed and audited
- The Zipporah booking system has always asked for the information to suit even the most in-depth of client dives in terms of up-front information. As such, the new GRO required information for death registrations by phone was already gathering data key to the process
- The capacity to change and manage all content in the system including emails which are sent to the customer at various stages allows for easy control, to deal with changing circumstances
- The capacity to control what is available when, including the ability to suspend specific appointments for specific time periods allows registrars to keep the service in line with the on-going Government reviews, currently every 3 weeks. Controlling the time allotted for appointments at the touch of a button allows for easy amendment for the changing circumstances as people first get used to, and then become experts at their new processes
- Triggers and workflow allow for the customer to be advised when documentation is received so they can book their appointment and attach the documents to that appointment
- Zipporah already supplying systems to NHS departments ensured that we were already in line with Information Governance requirements of the NHS to share data
- Additional costs such as postage charges or admin fees can be added on top of the costs of purchase ensuring all payments are made up front without the need for physical money or contact
- Customer ceremony portals allow for all controls and booklets to be operated online and tasks to alert customers so that the system can readily help control process. Ceremony order of service available online allows that there is no need for physical collection from offices reducing unnecessary travel
- New functions for mapping ensure that when allocating staff for ceremonies, distance can be maintained at a minimum for registrars to ensure that travel is limited and controls any threat of spread or increase in R numbers

**Intelligent workflow** to guide all user-types and ensure valid appointments – no more erroneous paperwork, no more missed fields and no more incomplete applications.

**Restrict booking types**, delivering diary control when you need it – ensure that you have all your appointment needs catered for, including the management of busy periods.

**No more chasing sessionals** for their availability – you control your sessionals. Allocate work based on skillset and diary availability.

30 mins

Zipporah document management and workflow - time savings on current process - 30 minutes per appointment.

## Learn more about our Post Covid Council services

**Canteen Services**

**Customer Services**

**Environment Services**

**Finance & Accounting**

**Housing Services**

**Internal Services**

**Leisure, Outdoor Gatherings  
& Activity Centres**

**Library Services**

**Licensing & Trading Standards**

**MOT, Vehicles & Licensing**

**Parks & Highways**

**Registrars Services**

**Social Care Services**

**Sports & Venues**

**Training Services**

**Launch Post Covid Council**