



SHARED SERVICES

LORRAINE DEWISON
DURHAM & NORTHUMBERLAND REGISTRATION SERVICE




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DRIVERS FOR CHANGE

- **Transformation & Modernisation**
 - **Generate Efficiencies**
 - **Resilience**
 - **Shared Knowledge & Skills**
 - **Increase Income**
 - **Generates Savings!**
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FOUNDATIONS

- **Support form both Councils**
- **Robust Shared Service Agreement**
- **Clear Financial Direction**
- **Set up a “Board” to Oversee the new Service**
- **Support from GRO**
- **Staff “buy-in” is critical**

BENEFITS

- **Saying “yes” more often to couples who wish to marry as you have a greater pool of staff to choose from**
 - **Re-engineering of systems and processes**
 - **Shared knowledge and skills from a wider pool of staff**
 - **Maximise your spend on marketing**
 - **Combats the threat of celebrants**
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TIMESCALES

- **Discussions took place in January 2015**
 - **Registration Board set up March 2015**
 - **Review of Durham Registration Service in April 2016**
 - **Restructure implemented December 2015**
 - **Licencing and budget transferred April 2016**
 - **Joint Service Plan Complete April 2016**
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QUESTIONS

