

Record of operational decision

Decision title:	Decision to approve the procurement and award of contract for a new registration services management system.
Date of decision:	18 December 2025
Decision maker:	Director of Governance and Law
Authority for delegated decision:	The chief executive's scheme of delegation Under general delegations the Director of Governance and Law has delegated power to act on behalf of the council in relation to any incidental operational matters within the service areas for which they are responsible, including spending decisions, and shall be in accordance with contract and financial procedure rules and approved capital and revenue budgets.
Ward:	Countywide
Consultation:	Internal users and the ICT procurement team will be involved in this tender exercise.
Decision made:	Agree the procurement and award a contract for the provision of a registration services management system for a period of up to 7 years at a total cost of up to £200k.
Reasons for decision:	<p>The Registration Services is a front-line service providing the following statutory services, as directed by the General Register Office, direct to the public:</p> <ul style="list-style-type: none"> • Registering all Births, Deaths, Still Births, Marriages and Civil Partnerships • Attending to civil preliminaries for Marriage and Civil Partnerships • Facilities for the custody and care of registers and for the creation, storage and provision of public access to indexes to the registers • Providing copy birth, death and marriage certificates from current and historic registers • Administer the licensing process for approved premises • Administer and provide British Citizenship Ceremonies <p>Annually the service:</p> <ul style="list-style-type: none"> • registers approximately 1500 births and 2500 deaths • conducts nearly 1000 ceremonies • issues over 16000 certificates

	<p>The service currently operates an in-house developed online system which enables customers to book birth and notice appointments and ceremonies online. There is also certain functionality using online forms via the service webpages e.g. the ability to order copy certificates.</p> <p>However, this system does not allow the team to self-serve, undertake timely maintenance and further service development is difficult when there are other council priorities for the ICT team to deliver. The online system is supplemented by several separate databases tracking various customer data and management information.</p> <p>There are systems on the market that are known to provide the necessary functions that would better support the service, increase efficiency and allow staff to concentrate on other income generating activities. Many other local authorities are known to use these systems.</p>
Equality Considerations	All necessary accessibility requirements will form part of the invitation to tender.
Highlight any associated risks/finance/legal/equality considerations:	<p>This award of contract for up to 7 years (5 years plus possible 2-year extension) will require a financial commitment of up to £200k to include all initial purchase, implementation and set up costs, annual licences and training.</p> <p>Improving technology with one system will create efficiencies in the team potentially meaning staff can be re-directed to income generating work.</p>
Details of any alternative options considered and rejected:	Maintain the current system. This has been rejected as it has ongoing functionality, maintenance and further development issues. The additional manual systems to supplement the ICT system often require duplication of effort by staff.
Details of any declarations of interest made:	None declared.

Signed

C Porter

Date: 18 December 2025