



Cambridgeshire Registration Service
Cambridgeshire Register Office, Ascham Road, Cambridge, CB4 2BD

Changes to the site

The site has undergone a huge transformation from its previous use as a Library Depot, with investment that would not otherwise have taken place – and now sees the site brought back into public use.

The heritage of the building has been respected as much as possible. This includes the wooden part of the building and restoration of the railings along the front, as well as items such as internal wooden display cabinets along one corridor.

In considering environmental issues the building has been made much more energy efficient. Examples include an air source heat pump, improved insulation, LED lighting and secondary glazing (to reduce heat loss from the old windows).

One wing of the building is now devoted to ceremonies* (marriage, civil partnership, naming, renewal of vows and private citizenship) and the other wing to a combination of customer appointments (such as birth and death registrations as well as notices of marriage / civil partnership) and back-office support services. The two are joined by a new purpose-built main waiting room, with self-arrival check in.

The site has customer and staff parking, CCTV system and is one of the first of the Council's buildings to have a "Changing Places" facility (this is designed so that is completely accessible and provide sufficient space and equipment for people who are not able to use the toilet independently).

Design and service actions to minimise impact on the immediate area

Careful building design was used to aid with some aspects of addressing concerns and / or to meet planning conditions and considering Environmental Health Officer recommendations. Examples include:

- Where possible there are sound-insulated ceilings, walls and windows.
- The ceremony room has mechanical ventilation.
- The public will all normally enter the building through the main entrance. Ceremony parties will exit via the external doors from the ceremony room, all other customers will go back through the main entrance.
- The photo area was relocated from the original proposed location.
- Fenced and gated rear garden area, restricting public access.

The following operational changes were made in advance of the relocation (in preparation) and / or applied from day one of operational use:

- Caution, and consideration for residents, by those entering / exiting the site in vehicles
 - o Normally only 1 part of the entry gate will be open, to encourage caution.
 - o A frame external sign near the main entrance.
 - o Wording in relevant emails to customers.
- Removing the option for customers to book 9am appointments to minimise traffic levels at school drop off time.
- Lengthening the gap between ceremonies, to allow more staggered arrival / departures and space in the car park.
- The building is operated "by appointment only" and has no reception facility, to allow the service more control over customer flow.
- Staff have been reminded of the need to be considerate when outside the building, and mindful that any conversation can potentially be overheard.
- Rubbish collection will normally take place on a Monday as there are no ceremonies on site so easier for the vehicle to access the car park area.

Local community engagement

We are proud to be joining your local community, and keen to be part of it. Before we moved in we had already:

- Shown the local councillor, Hilary Cox Condron, around the building and explained the services we deliver.
- Contacted the local Primary School explaining our relocation but also offering to go into the school to explain more about what we do, or indeed support with any relevant aspect of the curriculum.
- Had a meeting with the Head of School at the Olive Academy on Ascham Road.
- Agreed with Cllr Cox Condron to work with her and other colleagues to invite local artists to have their works on display within the building (initial open event delayed due to recent national events), as well as to be part of other community opportunities.
- Whilst planning permission stipulates the landscaping and planting, we are keen to explore what opportunities are possible in terms of a more “wilderness” / “wildlife” approach.

Please use the feedback form (on the link below) for other suggestions and ideas you, or a local voluntary group you support, may have that you'd like the service to consider. Use the same form if you can help us pull a display together that covers the history of the building, something we are also keen to do.

Contacting the service

1. Registration Services

To book an appointment or ceremony, order a copy certificate and / or find a range of general information then please visit our website at cambridgeshire.gov.uk/bmd

For those without internet access, or unable to find the information required online, customers can call the contact centre on 0345 045 1363 (Monday to Friday 8am to 6pm, Saturday 9am to 12noon – excluding Bank Holidays)

2. Onsite issues

Emergency Contact (site closed)

If there is an emergency issue with the building / site when staff are not on site (i.e., the gates are closed) then residents / other members of the public should call First Reaction on either 0800 656 9989 or 01536 512999, who can respond accordingly.

All other contact

There is no reception facility on site (as the service operates primarily through pre-booked appointments), and staff work across multiple locations, so all other feedback should be made using the Council's feedback procedure. This clearly defines the recording of feedback, response times, investigations, actions, and resolutions.

cambridgeshire.gov.uk/council/contact-us/council-complaints-procedures/feedback-policy-for-compliments-complaints-and-suggestions

For those without internet access please call the contact centre on 0345 045 5200 (Monday to Friday 8am to 6pm, Saturday 9am to 12noon – excluding Bank Holidays)

The Cambridgeshire Registration Service will review all feedback once received, considering, and acting upon it as appropriate.

**Reminder that no reception events take place, just the ceremony itself.*