



HM Passport  
Office

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General Register Office

# Clergy Newsletter

## Introduction

Hello and welcome to the fifth edition of the Clergy Newsletter and the first of 2014.

We really do value your feedback so it has been wonderful to receive your comments and views on previous issues. It's great to know that you are finding the articles both informative and useful in your day to day duties as a member of the clergy.

In this issue you will see an article on how we at GRO are seeking to improve on our communication and stakeholder engagement as well as a reminder on your vital role in submitting quarterly returns.

**Reminder:** Please complete the Change of Contact Details form (held on GOV.UK) if necessary. It is important that our records contain the most up to date contact details for you in order that we may advise you when a later edition of the newsletter is available to you but also that on the rare occasion we need to discuss a registration we are able to do so without delay.

We hope you enjoy this latest issue.

***The Training and Improvement Team  
General Register Office***

## Community News

### Can you help please?

At GRO we are always looking to improve our communication with people we work with in the wider community who perform marriage ceremonies.

Some of the feedback we have received suggests that the information we send out is not always understood or would be better received in a different format.

To this end we are trying to engage with representative groups from the Church of England who perform marriage ceremonies to find better ways of getting information directly to you.

If you are a representative who circulates information within your community or if you get together with other clergy, we would like to hear from you about how we can interact with your group.

Please contact:-  
[mandy.clough@gro.gov.uk](mailto:mandy.clough@gro.gov.uk)

For general queries please contact:

[GROTrainingandBusinessImprovement@gro.gov.uk](mailto:GROTrainingandBusinessImprovement@gro.gov.uk)



# It Starts with You!

## Quarterly Returns – Your role is vital!

As you know four times a year you send copies of your register entries to your local register office. However what you may not be aware of is how important it is for these returns to be made and how your role in the whole process is vital.

By submitting your returns in good time and of a good quality you act as the starting point for the journey which transforms an unassuming, albeit important, piece of paper into an electronic record. This creates national records, informs debates on social policy and enables the citizen to obtain marriage certificates for production to organisations, as well keeping it as a personal reminder of the happy event.

On receipt of your return, via your local register office, our team here at the General Register Office firstly check for completeness and legibility. In this respect we would like to thank you for all your hard work on this front. Back in 2011 when we started keying records onto our system approximately 50% of all the records could not be used straight away as they contained errors, omissions or weren't completely legible. With your co-operation this has been turned-around and now we have at least 90% of records ready to be keyed on receipt.

Once keyed the data creates the annual national index of marriages which is available at host sites throughout England and Wales for public inspection. The keyed data is also provided, via our electronic system, to colleagues within the Office for National Statistics who produce annual statistics which are used by Government departments such as Department for Work and Pensions which feeds into their planning in respect of pensions and welfare provisions, as well as those involved with social policy initiatives not to mention churches and religious organisations who use the data for their own planning purposes.

Lastly but just as important, once we have the record we are in a position to provide that record in the form of a marriage certificate. This means that we do not have to refer the applicant back to the building where the marriage took place (which we may have to do if we haven't received the return in the first place), which may be inconvenient for all those involved.

As you can see the quarterly return you produce provides for all of the above and without it and ultimately you, we would not be able to meet the expectations of society and in particular the individual so we would like to say a big thank you for all your hard work.

