

**General Register Office**

**Local Authority Annual Performance Report 2016-17**

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| **Local Authority:** BATH NORTH EAST SOMERSET |

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| **Introduction** |
| Proper Officers are required to provide annual assurance to the Registrar General in relation to service delivery, performance, public protection & counter fraud and the requirements set out in the Registration Acts.  In order to complete your Annual Performance Report you should refer to ‘The Proper Officers Guide to Registration Service Delivery’ (the PO Guide) and associated appendices.  For guidance go to the Registrar’s Website <https://gro-extranet.homeoffice.gov.uk>. For ease of reference, the relevant sections of the PO Guide have been listed within each element of this template (parts A-F).  The GRO Compliance & Performance Unit will use this report to identify future engagement requirements and will undertake local field checks to ensure that the information provided is accurate and appropriately reflects local authority performance.  If you have any problems in completing the report please contact your Compliance Officer - Simon O’Neil tel: 07789-650746 or e-mail: simon.o’neil@gro.gsi.gov.uk |

# Part A: Key Performance Indicators and Key Performance Targets

In this section you are required to report on your performance in terms of registration timeliness and appointment availability for 2016/17. In the “comments” section of the tables please explain the reasons for any under-performance, trends identified between the two years and where appropriate provide details of any proposed remedial action or good practice. To assist in the completion of this section, please refer to PO Guide 6.2-6.5 and appendices A1: Good Practice Guide: Statutory Standards and A2: Good Practice Guide: Operational Service Delivery and Performance Standards.

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| **Part A (i). Key Performance Targets / Indicators** | | | |
| **Registration timeliness** (national target) | **2015-2016** (CPU to populate) | **2016-2017**  (Please provide percentage attainment level) | **Comments** (e.g. explanation of trend and remedial actions/ good practice undertaken) |
| Births - 98% registered within 42 days | 98 | 97 | This office has maintained its high standards and has a system in place for requisitioning late registrations. We also offer birth appointments at the Royal United Hospital for babies in the special care unit whose parents may find it difficult to come to an office for the registration. |
| Still births - 98% registered within 42 days | 100 | 100 |  |
| Deaths with MCCDs (no coronial involvement) - 90% registered within 5 days |  | 71 | Regional 68%, National 78%  As a rural district, informant’s choice mean that they choose to register locally to where they live or where they can park easily and at a time that suits them but still allows the funeral to go ahead. We do state the requirement in law to adhere to the 5 days but informants choose to wait, particularly as there is no penalty for not registering within 5 days. |
| Deaths with Part As (MCCDs with coronial involvement) - registered with 5 days |  | 24 | Regional 49%, National 53%  We have an ongoing issue with the coroner’s office producing parts A within the required timeframe. The coroner is aware of the issue and we are working with South Gloucestershire, Bristol and Somerset Registration services to have a joint approach with the coroner to see if there is any ways of improving the situation. We meet as a group to plan the way forward and this is very constructive. The Proper Officers have also sent a joint letter but we have not yet found a solution.  We are liaising with the office to try and minimise the delay for informants by asking for direct contact details and working on improving timescales. |
| Deaths excluding Part B’s and inquests - registered within 5 days | 69 | 59 | Regional 63%, National 72%  As above |
| Deaths with Part B’s (Post Mortems excluding inquests - registered within 7 days | 7 | 2 | Regional 19%, National 30%  As above |

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| **Part A (ii). Key Performance Targets** | | | | | | |
| **Availability of appointments** (national target 95%) | **2015-2016**  (CPU to populate) | **2016-2017**  (Please provide percentage attainment level) | **Monitoring Methodology** | | | **Comments**  (e.g. explanation of trend and remedial actions/ good practice undertaken) |
| Electronic diary reports  (tick) | Periodic diary checks (please state the frequency) | Other (please specify) |
| Births & declarations within 5 days | 93 | 95 | x | X  Every 2 weeks |  | We offer birth appointments at 4 offices, 2 of which are open on 2 days of the week. Customer choice means that customers often prefer to wait for an appointment at their local office rather than attend one offered within 5 days. |
| Still-births within 2 days | 100 | 100 | x |  |  |  |
| Deaths & declarations within 2 days | 94 | 83 | x | X  Every 2 weeks |  | We have monitored the availability of death appointments with customers and although an appointment may be available, customer choice means they choose to delay their attendance |
| Notices for marriage and civil partnership within 10 days | 95 | 100 | 100 | 100 |  |  |

# Part B: Customer Engagement Strategy

In this section you are required to provide your customer engagement strategy. To assist in the completion of this section, please refer to PO Guide 6.30-6.32 and appendix A4: Customer Engagement Strategy Framework.

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| **Part B. Customer Engagement Strategy** | | |
| **i)** | **Do you have a Customer Engagement Strategy?** | **Tick** |
|  | Yes (please attach or provide a link in the comments box below). | x |
| No (please provide an explanation in the comments below). |  |
| Comments | |
| **ii)** | **Do you measure the level of customer satisfaction for the Registration Service?** | **Tick** |
|  | Yes | x |
| No |  |
| **iii)** | **If you measure customer satisfaction and you have numerical values of customer satisfaction please provide the latest figures and the dates to which they relate.** | |
|  | Survey taken for all registrations and ceremonies from the 1st February 2017 to the 31st March 2017. | |
| **iv)** | **Please provide details of how you measure the level of customer satisfaction including the methodology (e.g. survey, sample size and response rate).** | |
|  | Births  150 surveys were given out and 104 returned.  100% said the overall service received from initial contact to the end of the registration process was excellent. There were 2 comments regarding parking around the Guildhall and we have reviewed the emails that are sent after making the appointment to ensure that full advice of parking options is given.  There were comments noting that booking was easy and the information received clear and easy to follow, and stating that the service was very efficient and the process thoroughly explained.  Deaths  150 surveys were given out and 136 returned.  96% said the overall service received from initial contact to the end of the registration process was excellent. The 4% who found the service very good, commented that the printing of certificates ( from RON) was an issue or making an appointment via the call-centre and then being put through to the office was an unnecessary wait. We will be offering an online appointment system in 2017 and continue to work with Council Connect to ensure training levels are appropriate.  There were comments of thanks for the exceptional and very good service, professional and empathetic approach and that it was good that at the hospital the bereavement office and the registration office are in one place.  Notice of Marriage or Civil Partnership  50 surveys were given out and 38 returned.  100% said the overall service received from initial contact to the end of the registration process was excellent.  There were comments noting that it was a very good and easy experience and one asking for a fees list to be on display of all fees.  Ceremonies  50 surveys were given out and 28 returned.  100% said the overall service received from initial contact to the end of the registration process was excellent.  The register office continually receives thank you’s for all its work particularly for ceremonies.  There were comments of thanks for a beautiful ceremony and how professional registrars were. Manu noted that they and their guests thoroughly enjoyed the ceremony.  We will continue to deliver a service of excellence and plan continuous training programme for all staff at all levels to ensure a consistent approach and a professional service. | |

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# Part C: Public Protection and Counter Fraud (PPCF) Framework

Before completing this section you should self-assess against **all** elements of the PPCF Assurance Framework.

Your findings from the self-assessment should be provided in the table below. In the “comments” box below, please provide details of remedial action being taken for elements of the PPCF framework that are not currently being met.

The GRO Compliance & Performance Unit will undertake local field checks to ensure that the information provided is accurate and appropriately reflects local authority performance.

To assist in the completion of this section, please refer to PO Guide 6.6-6.29 and appendix A3: Public Protection and Counter Fraud Assurance Framework

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| **Criteria** | **Monitoring in place for each element** | | **Number of elements…** | **…of which** | |
| **Yes** | **No**  Please detail, by number and title, elements not being monitored and proposed remedial action / work in progress  (e.g. 7.3 Data protection: technical audits to be introduced ) | **Compliant** | **Not compliant**  Please detail, by number and title, non-compliant elements and proposed remedial action / work in progress (e.g. 1.1 Statutory deadlines: Training to be introduced to ensure earliest appointment offered) |
| 1. Pre-Registration | Yes |  | 6 | **6** |  |
| 1. Point of Registration | Yes |  | 8 | **8** |  |
| 1. Post-Registration | No | 3.7, 3.8, 3.12 Local monitoring to be introduced. | 12 | **9** | 3.7, 3.8, 3.12 Procedure to be reviewed and training introduced. |
| 1. Certificates | Yes |  | 4 | **4** |  |
| 1. Service Models (where applicable) | Yes |  | 4 | **4** |  |
| 1. Sham Marriage | Yes |  | 4 | **4** |  |
| 1. Data Protection | Yes | 7.5 Adherence to data retention timelines/deletion not evidenced  7.7, 7.8 Service level agreement not in place | 10 | **7** | * 1. Procedure to be introduced   7.7,7.8 Liaise with Information Governance and Audit to progress. |
| 1. Registration Online (RON) | Yes |  | 5 | **5** |  |
| 1. Stock and Security | Yes | 9.5 Register Storage is on lower floor and so could liable to flooding in extreme circumstances | 8 | **7** | 9.5 Security safeguards are in place and evidenced but flooding liability remains |
| 1. Other | Yes | 10.1 Training on citizenship localised | 6 | **5** | 10.1 Training to be introduced for more staff |

Please see attached report.

# Part D: Statutory and Operational Service Delivery Standards

Before completing this section you should self-assess against **all** statutory and operational service delivery standards. Your findings from the self-assessment should be provided in the tables below.

To assist in the completion of this section, please refer to PO Guide 6.2-6.5 and appendices A1: Good Practice Guide: Statutory Standards and A2: Good Practice Guide: Operational Service Delivery and Performance Standards.

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| **Statutory Delivery Standards** | | |
| **Are all standards met? (tick)** | **Yes** | **No** |
| **X** |  |
| 1. Registration Appointments 2. Events registered 3. Declarations 4. Requisitioning 5. MCCD scrutiny 6. Statistics collection 7. Burial Certificates 8. Corrections/re-registrations 9. Notices of Marriage/CP 10. Ceremonies/formations 11. CP conversions 12. Marriage/CP registered 13. Bi-lingual Notices/Registrations 14. Approved Premises Applications 15. Office Plans 16. Custody of records 17. Index availability 18. Certificate issue 19. Quarterly Certified Copies 20. Notifications (weekly returns) 21. Sham marriage reporting 22. Citizenship Ceremonies 23. Citizenship certificates |  | |

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| **Operational Standards** | | |
| **Are all standards met? (tick)** | **Yes** | **No** |
| **x** |  |
| 1. Customer Service 2. Business Continuity and Resource 3. Leadership 4. Learning and Development | If No, please list standards not met and provide details of planned remedial action | |

**Part E: Service Delivery Plans, Local Service Developments and Business Continuity**

Local Authorities are required to have a Service Delivery Plan in respect of civil registration. In the tables below, please provide information confirming progress against your Service Delivery Plan for 2016/17 and any planned developments for 2017/18, including details of your Business Continuity Plan.

If it is more convenient you may attach a copy of your 2017/18 Service Delivery Plan.

To assist in the completion of this section, please refer to PO Guide 5.1-5.5; 5.20 and appendix F: Business Continuity Plan.

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| **E1. Progress against 2016/17 Service Delivery Plan** |
| In 2016-2017 the service has implemented a full service review. This has defined a clear service structure and the roles of staff. The service has gone from 7 registrars with 2 additional registrars for marriages scheme to a single registrar scheme. This has enabled the service to be more flexible, to increase the appointments available and to ensure resilience of multi-skilled staff with extensive knowledge, experience and consistency of delivery.  The quarterly copies and church returns are now up to date from being 2/3 quarters in arears.  The service has maintained or increased the number of appointments across the 4 offices and works with our partners to monitor and evaluate service provision as customer needs and demand changes.  We have introduced a skills audit to highlight and address the training needed for all staff and we supported this with complimentary training courses and opportunities provided by the Council and other bodies. Following on from the audits we will introduce a rolling training programme in 2017. The programme of GRO assessments will run alongside this.  We sit on the South West and National users groups to help develop the service as a whole and we meet regularly with our neighbouring districts to support and share best practice.  We have supported the national accredited programme from GRO in 2016 assessing the candidates in Gloucester and Somerset. We have 3 candidates in Bath and North East Somerset on the present cohort and this is supported by an assessor and verifier within our service. We will also support the assessor and 2 candidates in Gloucester and South Gloucester. We are committed to the standards required for this qualification and will use much of the resources available from GRO is our training programme.  Full refresher training regarding section 24 reports has been given to all staff.  Our staff have engaged with the PPCF, having working knowledge of the documents. The Council have a mandatory data protection and information governance essential e-learning course for fraud, safeguarding and data protection that all staff have completed and passed above 80%.  We have worked throughout the year with the corporate departments to secure the online facilities and shortly will be providing online appointments for birth and deaths. All other online applications will be provided in 2017.  We have reviewed and implemented new fees for ceremonies in line with Council policy. A new procedure for ceremony booking has been introduced that supports customers and staff ability to access ceremony information. We have introduced new ceremony scripts engaging in a workshop with staff for this.  This year we have worked alongside our venues, heritage and parks, building strong relationships and to increase the number of ceremonies. We offer morning (7:30 am) and evening (7:30pm) ceremonies and work with parks to promote auxiliary services for ceremony flowers and bouquets providing an extra service to our customer.  The Registration service is pleased to support apprentices and students from Project Search within the service. |

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| **E2. 2017/18 Service Delivery Plan** | |
|  | **Tick** |
| 2017/18 Service Delivery Plan attached | x |
| Service Delivery Plan not attached (please summarise key deliverables) | |
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| **E3. Business Continuity Plan** | | |
| **Do you have a Business Continuity Plan?** | **Tick** | **Comments** |
| Yes | x | Updated April 2017 |
| No |  | What actions are you taking to put one in place? |

# Part F: Registration Scheme Related Issues and Service Delivery Plan 2017/18

You are required, for registration scheme purposes, to confirm that the information in the table below is included in your Service Delivery Plan. Please confirm that the following information is included and whether or not there were changes implemented during 2016-17 or if any are proposed in 2017-18. To assist in the completion of this section, please refer to PO Guide 3.4-3.8 and appendix C: Code of Practice.

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| **F1. Please confirm that the following information, which is required for registration**  **scheme purposes, is included in your current Service Delivery Plan** | **Tick** |
| The number, names and boundaries of registration districts and sub-districts within the local authority | x |
| The number of principal officer posts appointed within each district and sub-district | x |
| The location of register offices, head offices and other service delivery points within each registration district (e.g. including hospitals and other outstations) | x |
| Access and service availability times including emergency ‘out of hours’ arrangements; telephone numbers | x |

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| **F2. Changes to Registration Service Provision** | | | | | |
|  | During  2016-2017 | | Planned  for 2017-2018 | | If Yes please provide details below: |
| Yes | No | Yes | No |
| (i) Boundaries and districts |  | x |  | x |  |
| (ii) Principal Officer Posts  abolished and/ or created | x |  | x |  |  |
| (iii) Service point locations |  | x |  | x |  |
| (iv) Service opening times  and telephone numbers | x |  | x |  |  |

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| **Acknowledgement** | |
| Document prepared by (name) | Jacqueline Bennett |
| Role in the registration service | Registration Service Manager and SR |
| Date | 27th April 2017 |

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| **Declaration** | |
| I hereby confirm that this document provides an accurate reflection of civil registration performance of this local authority and declare that the local authority;   * continues to commit to meeting the national standards contained in the Good Practice Guide and the principles of the Code of Practice; * is committed to the local application of the Public Protection and Counter-Fraud framework in accordance with the Home Office agenda; and * understands that GRO will make available statistical performance data amongst local authorities to support regional and national performance benchmarking and improvement. | |
| Name: Ian Savigar  Signature:  (Proper Officer for Registration Matters) Ian Savigar | Date:  27th  April  2017 |
| **The completed report should be returned to** [cpu@gro.gsi.gov.uk](mailto:cpu@gro.gsi.gov.uk)**by 28th April 2017.** | |