

# Oldham Registration Service Delivery and Improvement Plan 2016

Date: May 2016

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## 1. Introduction

Oldham Council is committed to developing a co-operative future, one where citizens, partners and staff work together to improve the borough and create a confident and ambitious borough.

We have a clear set of values that outline how we do business. We share these borough-wide with our residents, partners and businesses.

These values have been translated into five co-operative behaviours which outline the priority areas of focus for staff at all levels. By living our values and behaviours we will deliver the change we need to meet our vision of building a co-operative borough.

There are three corporate objectives that help make this ambition a reality:

A productive place where business and enterprise thrive

Confident communities where everyone does their bit

A co-operative council delivering good value services to support a co-operative borough

Within the council we are working to ensure all of our policies, procedures and practices are co-operative. This means we've made fundamental changes to the way the organisation works.

The annual registration service delivery and improvement plan aims to help the Council achieve its goal to deliver our statutory services to a good standard and ensuring continued improvement and development in our services by reviewing the way we work and introducing new and improved systems and processes.. As part of the co-operative vision the plan incorporates feedback from customer consultation and is delivered through the Oldham Performance Management Process, including an appraisal scheme.

## 2. District Profile

### Registration Service Objectives

The service aims to provide quality services that meet the needs of Oldham's communities, and more specifically we aim to:-

Ensure the provision of effective and efficient statutory services in line with national standards and best practice

Ensure the provision of a range of additional non-statutory services to meet the needs of Oldham's communities

Continually seek to improve accessibility to the service for users

Listen to our customers and respond to their needs

Work with our partners and neighbours to improve the way we work and deliver cost effective services for our residents and service users.

### Partnership Working

In line with its co-operative values Oldham Council is keen to develop partnership working arrangements where ever possible to ensure the delivery of good services that meet the needs of its users whilst wherever possible reaping the benefits of cost efficiencies. In July 2011 an agreement was made between Oldham and Rochdale Registration Services for the creation of a new Registrar post, (Registrar D), based at Rochdale Register Office. The closure of maternity services at Rochdale Infirmary has resulted in the transfer of births of Rochdale residents to Oldham. The partnership agreement allows for Rochdale residents to register their babies at Rochdale directly if they prefer. Other examples of partnership working include the 100% registration to children's centres of all new parents whose baby was born in Oldham and reside in

the borough via data sharing powers under the Education Act from birth registration data. New parents are then given the option to opt out of the registration scheme. We also include voter registration forms and details of volunteering opportunities within the borough in new citizen's packs at citizenship ceremonies. The Council aims to develop its relationships with partners and neighbours across Greater Manchester to look for innovative ways of working to provide cost effective services for the future.

#### Team Profile:

The Registration Service reports to the Director of Legal Services, within the Corporate and Commercial Services Directorate.

The Proper Officer according to the Councils Scheme of Delegation is Paul Entwistle, the Director of Legal Services, within the Corporate and Commercial Services Directorate.

#### Oldham Registration Service comprises:

1x Registration Service Manager

(Full time statutory post- Superintendent Registrar)

1x Superintendent Registrar

(Full time statutory post- Additional Superintendent Registrar)

4x Senior Registration Officers

(1 x part time zero hours post, 3 x part time (30/32 hours))

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posts- registrar births, deaths & marriages)

4x Registration Officers

(2 x full time, 2 x part time, non-statutory posts- deputy/clerical posts)

10 x Sessional Registrars

(Employed for weekend ceremonies only on a 4 hours per session basis)

### 3. Service Standards

Oldham Council is committed at all times to meeting the national standards of service as outlined in the Good Practice Guide for Registration Services. For certain aspects of the Service these minimum standards are exceeded and the Service meets the "Good Practice" or "Better Practice" criteria.

Whilst service delivery is measured against the Good Practice Guide as a whole, it is recognised that there are two underpinning Key Performance Indicators (KPIs). As part of the annual Service Delivery and Improvement Plan, a review of performance against the wider performance standards in the previous year is undertaken and published.

#### Performance Review

Please see below for Service activity levels for 2015 compared with previous 12 months period

Birth	Still-birth	Death	Notice of Marriage	Certificate Applications	Citizenship Ceremonies	Marriage Ceremonies	Civil Partnerships		
							Notices	Formations	conversions
5106	21	2368	1398	5717	27	604	6	1	7
4876	23	2416	1315	7928	22	546	4	0	7

■ 2015

■ 2014

Citizenship & Nationality Checking Service	2014/15	2015/16
No. Ceremonies Held	22	27
No. of Private Ceremonies Held	5	5
No. New Citizens	445	
Total Nationality& Settlement Applications	365	425
% attended ceremony within 3 months	100%	100%
% notified to Home Office 14 Days	100%	100%

Marriages in the Register Office	114	95
Marriages at Chadderton Town Hall	239	293
Marriages at Approved Premises	193	186
Naming/Reaffirmation Ceremonies	11	9
Civil Funerals	67	40

Certificate Applications	7928	5717
Number of certificates sold	12035	23929
Service requests via email	3458	4154
Online applications	4280	2017

## KEY PERFORMANCE INDICATORS

The table below represents the performance for 2015 against the standards of the Good Practice Guide. This confirms that all standards were met with the exception of deaths registered following referral to the Coroner where, as a result of the Coroner's involvement delays are experienced and it is therefore not within the control of the registrars service to meet these standards. National figures have also been provided which indicate that this is a national trend. Work has commenced on a joint working group between the registrars service and coroners service to improve the customer experience when registering a death following the Coroner's involvement,



Performance Targets	Percentage Attained	Percentage Attained Nationally
Events registered in statutory time frames) 95% of Births /Still births registered within 42 days	99%	97%
ii) 95% of Still-births registered within 42 days	96%	98%
iii) 95% of Deaths registered with 5 days excluding post mortem and inquest	80%	80%
iv) 80 % deaths after post mortem registered within 7 days	29%	43%

Performance Target	Percentage Attained
95% Deaths registered within 24 hours of receipt of Inquest	97%
incoming declarations registered within 24 hours of receipt	100%

Performance Target	Percentage Attained
95% of customers registering a birth receiving an appointment within 5 working days of request	99%
95% of customers registering a death receiving an appointment within 2 working days of request	99%
95% of customers registering a stillbirth receiving an appointment within 2 working days of request	100%
95% of customers wishing to give notice of marriage/civil partnership receiving an appointment within 10 working days of request	100%

Certificate applications	Percentage attained
90% of applications dealt with within 3 days of receipt	95%

Customer Satisfaction	Percentage attained
95% of satisfied customers (evidenced from response to customer satisfaction surveys and actual number of returned forms)	98%

Achievement against Service Improvement Plan Objectives 2015/16

Analysis of last year's performance and SIP

Action Description	Date for completion	Roll Over to 2016/17	Comments
Review internal processes with a view to improving efficiency	December 2015	Yes	Some work undertaken but extended to 2016/17 to bring efficiencies to service
Review Marriage ceremony choices for couples getting married in Oldham	October 2015	No	Completed
Changes to opening hours to include appointments on Saturdays	April 2015	No	Completed
Working with partners to identify service improvements/ efficiencies under the shared services agenda	January 2016	No	Work undertaken but not appropriate to pursue this avenue currently

Look at extending online booking facilities to include marriage notice appointments	October 2015	No	Completed
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Other Service Achievements for 2015/16

Customer satisfaction continues to be higher than the performance target at 98% overall and specific surveys returning 100% customer satisfaction rates with just 2 complaints received equating to 0.01% of service activity.

4. Suggestions, Complaints and Consultation

The Service adheres to the corporate standard in relation to receipt of complaints and suggestions, including the procedure adopted as published on the Oldham Council website. Information on how to make a complaint or suggestion is made available at the Register Office and is also available online at [www.oldham.gov.uk/contactus.htm](http://www.oldham.gov.uk/contactus.htm).

Total Number of Complaints	Nature of Complaint	Was the complaint upheld/partially upheld/ dismissed	Action taken as a result of complaint
2	Marriage ceremony was disrupted as a result of the registrar not allowing the music to be played for the bride's entrance	upheld	The music chosen should not have been stopped. Oldham Registration Service accepted that this caused upset to the couple and disrupted the event. Changes have been made to procedures ahead of the ceremonies and the information gathered prior to attending the marriage venues. Clarification has been given to all staff in respect of the type of music suitable and action to be taken by staff. The service apologised to the couple.
	Complaint about the delay experienced in obtaining an appointment to register a death.	Not upheld	Customer's comments taken into consideration and procedures adapted to ensure some availability for death registrations during the Saturday opening.

Consultation during the period 1/4/2015- 31/3/2016 was undertaken as follows:

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Nature of Survey	% Surveyed	% Response	% Satisfied
Notice of Marriage/ marriage ceremonies	100	2.5	100
New citizens attending citizenship ceremony	4%	100	100
Sample survey of clients attending to register a birth, death or give notice of marriage	4%	100	98
Funerals	Positive feedback no survey carried out		

6. **Service Improvement Plan 2016/17**

The following represents the service improvement plan relating to the Registrars Service for 2016/17

Service Priorities/Projects	Rational/Drivers	Links to other plans/strategies	Links to PI'	Completion Date
Deliver new Joint Citizenship and Passport Checking Service extending the current partnership working with the Home Office to allow new Citizens to apply for their first time passport at the same time as applying for British Citizenship.	High quality/ value for money services	Corporate plan		April 2016
Introduce changes to working practices required in response to Audit/Finance report December/January 2016	Co-operative Council	Corporate plan		April 2016
Liaise with HMPO Delivery Partnership Unit (DPU) re the stock audit and security assurance inspection April 2016	Co-operative Council	Corporate plan		October 2016
Prepare for changes to the Annual Performance Reporting and new key performance targets to be introduced for 2016/17	High quality services	Annual Performance Reporting Template	Yes	August 2016

Improve working relationship with Coroners in the hope of improving the customer experience when registering a death following referral to the Coroner and to potentially reduce the delays currently experienced	Key performance target	Annual Performance Reporting Template	Yes	January 2017
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## **7. Service Continuity Plan**

The Registration Service has been deemed a critical service and has to hold a Service Continuity Plan. This is held centrally with plans for other critical Oldham Council services. This plan is reviewed on an annual basis.