

Oldham Registration Service Delivery and Improvement Plan 2018

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Contents

1. Introduction
2. District Profile
3. Service Standards
4. Performance Review 2016/17
5. Suggestions, Complaints and Consultation
6. Service Improvement Plan 2018/19
7. Service Continuity Plan



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:

An inclusive economy where people and enterprise thrive

Thriving communities where everyone is empowered to do their bit

Co-operative services with people and social value at their heart

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

Oldham Registration Service Delivery and Improvement Plan 2018

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 C), based at Rochdale Register Office. The closure of maternity services at Rochdale Infirmary 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)

3x Senior Registration Officers

(1 x part time zero hours post, 2 x part time (30 hours) posts- registrar births, deaths & marriages)

4x Registration Officers

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

Oldham Registration Service Delivery and Improvement Plan 2018

10x Sessional Registrars

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