

Challenge	<p>What influences impact in the service (political social economical, technological)</p> <p>What resources are used</p>	<p>Every local authority must provide the superintendent registrar with an office, to be used, amongst other things, for the purpose of civil marriage and civil partnerships.</p> <p>Under the provisions of the 1949 Act and the Marriage (Approved Premises) Regulations 1995 & Civil Partnership Act 2004, it is possible for a local authority to approve suitable premises for the purpose of civil marriage/civil partnerships. We currently have 8 approved premises (AP) within the Borough, which have been granted a licence (3 years renewable licence).</p> <p>In certain circumstances, marriages and civil partnerships can also take place at the residence of someone who is housebound or detained (prison) or of someone who is terminally ill.</p> <p>2010/11 Stockton Register Office Statistics:</p> <table border="1" data-bbox="996 576 1758 1082"> <tr> <td>Births Registered: 3223</td> <td>Deaths Registered: 1704</td> <td>Stillbirths Registered: 25</td> </tr> <tr> <td>Marriage Notices Taken: 1154</td> <td colspan="2">Civil Partnership Notices Taken: 18</td> </tr> <tr> <td>RO Marriage Ceremonies: 199</td> <td colspan="2">RO Civil Partnership Formations: 7</td> </tr> <tr> <td>AP Marriage Ceremonies: 208</td> <td colspan="2">AP Civil Partnership Formations: 3</td> </tr> <tr> <td>New British Citizens Welcomed: 191</td> <td colspan="2">Certified copy certificates Issued: 3106</td> </tr> <tr> <td>Prison Weddings: 1</td> <td colspan="2">Death-Bed Weddings: 1</td> </tr> <tr> <td>Civil Funeral Ceremonies: 280</td> <td colspan="2">Renewal of Vows Ceremonies: 8</td> </tr> <tr> <td>Naming Ceremonies: 10</td> <td colspan="2"></td> </tr> </table> <p>The service is heavily regulated based on the Registration Service Act 1953.</p> <p>The main influences that impact on the service are health and wellbeing, changes in legislation, advances in IT technology</p> <p>Resources are primarily human resource as described above.</p>	Births Registered: 3223	Deaths Registered: 1704	Stillbirths Registered: 25	Marriage Notices Taken: 1154	Civil Partnership Notices Taken: 18		RO Marriage Ceremonies: 199	RO Civil Partnership Formations: 7		AP Marriage Ceremonies: 208	AP Civil Partnership Formations: 3		New British Citizens Welcomed: 191	Certified copy certificates Issued: 3106		Prison Weddings: 1	Death-Bed Weddings: 1		Civil Funeral Ceremonies: 280	Renewal of Vows Ceremonies: 8		Naming Ceremonies: 10		
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What does inspection tell us about this service

How does the service perform

The Registration Service is inspected by General Register Office (GRO). Service delivery inspections focus on technical inspections, taking into account the customer experience when accessing the registration service. Stockton's last SDI was completed in July 2008. A recent inspection on the 27th June 2011, focussed on certificate stock checks.

GRO, in partnership with LACORS has produced national statutory and non-statutory service delivery standards for registration services, together with guiding principles for good practice in the delivery of customer service, business continuity & resources, leadership and training & development.

Performance in 2010/11 against those standards is provided in the following table:

Key Performance Indicators		
	Year 10/11 – Average Performance for Stockton Register Office Q1 – Q4	
	National Standard	SBC Performance
1. Events registered within statutory timeframe		
i) % of Births registered within 42days	98%	98.97%
ii) % of still-births registered within 42days	98%	100%
iii) % of Deaths registered with 5 days	95%	97%
2. i) Average waiting times for registration and notice taking.	95% within:	
- Birth registration/declaration	3 Days	98.91%
- Stillbirth registration/dec	2 Days	100%
- Death registration/declaration	2 Days	99.88%
- Marriage/CP Notice	2 Days	97%
ii) % of customers seen within 10 minutes of appointment time.	90%	97.39%
3. Certificate applications		
% of applications dealt with within 5 days of receipt.	95%	99%
4. % of satisfied customers (Evidence from response to customer satisfaction surveys and actual number of returned forms.)	90%	96%
5. Total number of formal complaints (actual and as a % of all registrations).	0.5%	0.09%

<p>Customer Baseline</p>	<p>Who are the customers what are their needs now</p> <p>How are service users consulted and how do their views shape delivery</p> <p>How satisfied are the customers</p> <p>How do you communicate with your users</p> <p>How are these services promoted / marketed</p>	<p>For the registration of births, deaths, marriages & civil partnerships our customers are predominately residents living within the District of Stockton-on-Tees.</p> <p>For weddings, civil partnership ceremonies and celebratory ceremonies customers are both residents and non-residents of our Borough.</p> <p>Family research and certified copy certificate requests are not restricted to any particular geographical location or demographic group.</p> <p>Customer satisfaction questionnaires are issued at every registration and marriage/civil partnership surveys are sent to customers monthly. This enables us to seek the views of our customers and implement any changes, which will enhance the customer experience.</p> <p>For any development plans or major policy changes we work closely with the Communications Unit to develop and deliver a consultation and communications plan.</p> <p>Overall customer satisfaction levels are high – since the introduction of the key performance indicators for the registration service, satisfaction levels have remained above the national standard of 90%.</p> <p>Most communication is either face-2-face or by telephone, though we have a range of information and guidance leaflets available at every Council reception and NTGH</p> <p>Services are promoted and marketed in a variety of ways and we work closely with the Communications Unit for larger projects. Registration & Bereavement Service have a portfolio of information and guidance leaflets & brochures. The services hold road shows, wedding fayres and promote new services via press releases, Stockton News and the Council's website.</p>
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Service Baseline / Initial Challenge	Guidance	Information										
<p>Customer Challenge</p>	<p>Are there customers who could use the service but don't</p> <p>Are there customers using the service who shouldn't be</p> <p>Who are the customers of the future and what are their needs / What is likely to impact on demand for these services in the future</p> <p>What do complaints/ compliments tell you about these services</p>	<p>Although a couple must give Notice of their intention for marry or form a civil partnership in the district in which they reside, the legal ceremony may take place in any register office or approved premise venue.</p> <p>No – The service is available to all, including advice and guidance on all aspects relating to Registration.</p> <p>Registration services are the likely subject of further legislation. Technological improvements will impact on the way in which the service is provided.</p> <p>In 2010/11, Registration Services received:</p> <table border="1" data-bbox="994 719 2045 815"> <thead> <tr> <th></th> <th>Commendations</th> <th>Compliments</th> <th>Comments</th> <th>Complaints</th> </tr> </thead> <tbody> <tr> <td>Registration</td> <td>11</td> <td>35</td> <td>0</td> <td>0</td> </tr> </tbody> </table>		Commendations	Compliments	Comments	Complaints	Registration	11	35	0	0
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<p>Aims & Objectives Baseline</p>	<p>Is the service required by statute</p> <p>Is there a statutory level of service</p>	<p>Yes based on the Registration Service Act 1953.</p> <p>Yes – For example, all births registered within 42 days, all still-births registered within 42 days, all deaths registered within 5 days (except those following inquest), all deaths after inquest registered on receipt of the Coroner’s certificate.</p> <p>Historically, the number of statutory officers required within each local authority was calculated by GRO using an assessment formulae based on the number of ‘events’ registered within each district and time allotted for each statutory duty. Each individual Registrar Birth, Death, Marriage & CP (RBD) was allocated a set of registers, which were completed manually. Stockton was allocated 1 Superintendent Registrar (SR), 3 RBDs (Registers A, B & C) and 1 Additional Marriage Registrar (with 9 hours statutory duties).</p> <p>On 6 March 2006 a web-based system was introduced which enabled registrars to record civil partnership registrations online (RON – Registration On-Line). In November 2006, a pilot scheme was introduced to enter details of birth, stillbirth and death registrations and was rolled out nationally on the 26 March 2007. (Stockton Borough Council was one of 14 authorities that went live on the 12 March 2007.) On the 16 November 2009 Marriage preliminaries registration were registered on RON.</p> <p>In September 2006, in the absence of primary legislation to take forward the changes outlined in the White Paper, GRO and the LACORS jointly developed proposals for a more modern governance framework entitled “A Guide to Governance Arrangements for the delivery of Local Registration Services”. This document enables new governance arrangements to be put in place and agreed by GRO.</p> <p>A new governance scheme allows for a minimum of one Superintendent Registrar and one Registrar of Births & Deaths. The scheme provides local authorities with greater responsibility and accountability for service delivery. Proper Officers have greater flexibility including adjustment of staffing levels in the light of actual demands without the need for formal amendment to the existing scheme provisions. In addition, responsibility for the development of a Registration Service Strategy and Service Delivery Plan, staff discipline and review of service effectiveness also rests with the Proper Officer.</p>
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<p>Challenge</p>	<p>Is the service responsive or proactive or a mixture</p> <p>Is the service needed</p> <p>What would happen if the service was not provided either in whole or part</p> <p>How would the service react to new pressures what capacity would be required to deal with additional / new demands</p>	<p>The service is a mixture in that it responds to customer needs but is proactive in seeking and implementing improvements to improve the customer experience.</p> <p>Yes – The statutory element of the registration service is required by law. The non-statutory celebratory services could cease.</p> <p>If the non-statutory services were not provided customer satisfaction levels could reduce as a result of limiting choice. For the Council this could also mean a reduction in income as service would be sought from an alternative provider / elsewhere.</p> <p>The service is flexible to be able to react to new pressures. For example, the new 'Tell Us Once' service is being introduced in Summer 2011 and the service will absorb the additional duties at no extra cost. Additional/new demands could be accommodated with an increase in staffing resources, to conduct civil marriages at peak times for example. (Additional staff would be employed on a casual 'as and when' basis.)</p>
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Service Baseline / Initial Challenge	Guidance	Information
Aims & Objectives Challenge	Who provides a similar service to this using a different delivery mechanism e.g. external partnerships, shared services etc	<p>A number of authorities are exploring innovative ways of providing the Registration Service. Currently Kent County Council and Solihull Metropolitan Borough Council are leading on the modernisation of their Registration Service:</p> <ul style="list-style-type: none"> - Solihull Customer Service Administrators (CSA) are dual trained to take birth registrations as well as working in the contact centre. - Kent has moved the registration of births and deaths into libraries and dual trained their library and registration staff.
Relevance / Context Baseline / Challenge	<p>How does the service fit with the overall aims of the Council</p> <p>How does the service contribute to key policy areas</p> <p>What policies, plans and strategies impact on the service e.g. statutory, policy, function , other services</p> <p>Are there any political judgements / decisions involved in determining the level of service</p>	<p>The Registration Service contributes to the Council's vision – "We are ambitious, open and fair. We deliver great services for your money" – through the provision of accessible and efficient, fit for purpose services.</p> <p>The Service's strategic objective is: "To provide a dignified, efficient and professional Registration and Bereavement Service, offering greater freedom of choice to meet changing needs of our customers"</p> <p>The organisation of the registration service in England and Wales is based on the Registration Service Act 1953. A summary of applicable legislation is shown below:</p> <ul style="list-style-type: none"> ▪ Birth & Death Registrations (Birth & Death Registration Act 1953) ▪ Preliminaries and solemnisation of Marriages and Civil Partnerships (Marriage Acts of 1949 & 1994/Civil Partnership Act 2004) ▪ Citizenship Ceremonies (National Immigration & Asylum Act 2002) ▪ Provision of statistics to Central Government (Population [Statistics] Acts of 1938 & 1960) ▪ Issue of Certificates (Registration Service Act 1953) <p><i>Forthcoming legislation</i></p> <ul style="list-style-type: none"> ▪ Coroners and Justice Act 2009 – delayed until April 2013 ▪ Welfare Reform Act 2009 - any implications for the service or impact upon customers <p>Non-statutory fees are subject to annual review.</p>

Financial / Resource Considerations Baseline	What are the costs of the service	Resource allocation and projected income/expenditure for 2011/12														
	Revenue costs	<table> <tr> <td>Employees – direct</td> <td>277,651</td> </tr> <tr> <td>Employees – indirect</td> <td>6,329</td> </tr> <tr> <td>Transport</td> <td>1,878</td> </tr> <tr> <td>Supplies & Services</td> <td>17,722</td> </tr> <tr> <td>Total Expenditure</td> <td>303,580</td> </tr> <tr> <td>Income</td> <td>183,316</td> </tr> <tr> <td>Net Cost</td> <td>120,264</td> </tr> </table>	Employees – direct	277,651	Employees – indirect	6,329	Transport	1,878	Supplies & Services	17,722	Total Expenditure	303,580	Income	183,316	Net Cost	120,264
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Capital costs	None															
What is the level of 3 rd party expenditure	N/A															
What contracts or other arrangements are in place (spend analysis)	N/A															
What is the Council's commitment to contracts / other arrangements	SBC have no control over statutory fees, these are set and reviewed by the Registrar General.															
Do you have any charging policies	Other (non-statutory) fees and charges are set by the Council. These fees are benchmarked and reviewed on an annual basis by the Head of Service.															

Service Baseline / Initial Challenge	Guidance	Information																																				
Financial / Resource Considerations Challenge	How can you demonstrate that the service is cost effective overall?	Fees comparison of main services with other Tees Valley Local Authorities: <table border="1" data-bbox="994 352 2047 587"> <thead> <tr> <th data-bbox="994 352 1160 427">Approved Premise Marriage/CP</th> <th data-bbox="1160 352 1326 427">Stockton</th> <th data-bbox="1326 352 1491 427">Redcar & Cleveland</th> <th data-bbox="1491 352 1704 427">Middlesbrough</th> <th data-bbox="1704 352 1870 427">Hartlepool</th> <th data-bbox="1870 352 2047 427">Darlington</th> </tr> </thead> <tbody> <tr> <td data-bbox="994 427 1160 459">Mon - Thurs</td> <td data-bbox="1160 427 1326 459">283.50</td> <td data-bbox="1326 427 1491 459">343.50</td> <td data-bbox="1491 427 1704 459">330.00</td> <td data-bbox="1704 427 1870 459">283.50</td> <td data-bbox="1870 427 2047 459">307.00</td> </tr> <tr> <td data-bbox="994 459 1160 491">Friday</td> <td data-bbox="1160 459 1326 491">323.50</td> <td data-bbox="1326 459 1491 491">343.50</td> <td data-bbox="1491 459 1704 491">330.00</td> <td data-bbox="1704 459 1870 491">328.00</td> <td data-bbox="1870 459 2047 491">307.00</td> </tr> <tr> <td data-bbox="994 491 1160 523">Saturday</td> <td data-bbox="1160 491 1326 523">423.50</td> <td data-bbox="1326 491 1491 523">373.50</td> <td data-bbox="1491 491 1704 523">330.00</td> <td data-bbox="1704 491 1870 523">348.50</td> <td data-bbox="1870 491 2047 523">407.00</td> </tr> <tr> <td data-bbox="994 523 1160 555">Sunday</td> <td data-bbox="1160 523 1326 555">473.50</td> <td data-bbox="1326 523 1491 555">403.50</td> <td data-bbox="1491 523 1704 555">383.00</td> <td data-bbox="1704 523 1870 555">409.50</td> <td data-bbox="1870 523 2047 555">507.00</td> </tr> <tr> <td data-bbox="994 555 1160 587">Bank Holiday</td> <td data-bbox="1160 555 1326 587">473.50</td> <td data-bbox="1326 555 1491 587">453.50</td> <td data-bbox="1491 555 1704 587">383.00</td> <td data-bbox="1704 555 1870 587">409.50</td> <td data-bbox="1870 555 2047 587">507.00</td> </tr> </tbody> </table>	Approved Premise Marriage/CP	Stockton	Redcar & Cleveland	Middlesbrough	Hartlepool	Darlington	Mon - Thurs	283.50	343.50	330.00	283.50	307.00	Friday	323.50	343.50	330.00	328.00	307.00	Saturday	423.50	373.50	330.00	348.50	407.00	Sunday	473.50	403.50	383.00	409.50	507.00	Bank Holiday	473.50	453.50	383.00	409.50	507.00
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Service Drivers	What do we need to change and why? What are the main drivers of change?	To identify options for future strategy, policy and service provision that will provide a dignified, efficient and professional Registration and Bereavement Service for SBC residents. Meeting efficiency targets through the Efficiency, Improvement and Transformation (EIT) programme and exploring alternative options.																																				