



Registration and Citizenship Services

SERVICE DELIVERY PLAN 2019 - 2020

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Author: *Besserat Atsebaha*
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Distribution

Name	Role
Andrew Carter	Proper Officer for Registration Matters
GRO	Delivery Partnership Support
Monica Patel	Commissioning
James Chapple	Account Manager – General Register Office

1. INTRODUCTION

The City of London Registration Service provides core statutory services around the official recording of key events – birth, stillbirth and death registrations, marriage ceremonies and civil partnerships.

The City of London provides a Registration Service in partnership with the London Borough of Islington. The boundaries of the City of London registration district and sub-district are coterminous with those of the City of London. The appointed Superintendent Registrar holds a joint appointment for Islington and London City and is based in the Islington Town Hall. The service is provided 7 days a week at Islington Town Hall by a Principal Registrar (part-time) and deputy registrars. We also provide the service every Wednesday at the Guildhall from 10am to 2pm.

Partnership working is essential to the Registration Service and other partners include Her Majesty's Passport Service, UK Border Agency, Coroners Office, Whittington & St Bartholomew's Hospitals, Approved Venues, Places of Worship, Home Office, Funeral Directors and Bereavement Office.

1.1 Contact details

In writing: London City Register Office
Town Hall
Upper Street
N1 2UD

By e-mail: registrars@islington.gov.uk

Online: www.islington.gov.uk

Telephone 0207 527 6350

Out of hours: Emergency contact details are relayed via Islington Council's main telephone number - 0207 527 6350

Out of Hours mobile (given out to Contact Centre for Sundays).

SR 0207 527 8851

RBD 0207 527 6357

AR 0207 527 6553

2. NEW GOVERNANCE SCHEME

The City of London Registration service implemented New Governance on the 4th July 2011.

The City of London in partnership London Borough of Islington commits to meeting the national standards as set out in the Good Practice Guide (GPG). We will consult staff, stakeholders and service users on improving to 'Good' or 'Better' practice standards in the GPG.

3. COMMITMENT TO CODE OF PRACTICE

The City of London is confirming its formal commitment to the Code of Practice by adhering to the New Governance Scheme.

It is committed to providing the service delivery standards contained in the Code of Practice as an absolute minimum but will continue to develop services in accordance with the needs of Islington residents.

An annual report will be submitted to the Registrar General by the end of April of each year with the following year's service delivery plan. This report will show achievements as per the guidance and give the required assurances.

4. COMMITMENT TO NATIONAL STANDARDS IN THE GOOD PRACTICE GUIDE

The City of London Registration Service is committed to ensuring that it will deliver a service that will meet local needs and adheres to the National Standards for registration service delivery as set out in the Good Practice Guide.

It is also committed to continual improvement and to work towards the better or best practice standards as set out in the Good Practice Guide.

5. REGISTRATION SERVICE STRUCTURE

The Registration service structure comprises of a Superintendent Registrar, Registrar of Births and Deaths and Additional Registrar of Marriages. The appointed Superintendent Registrar holds a joint appointment for Islington and London City and is based in the Islington Town Hall.

5.1 Structure, District Details and Organisation

- The district and sub district name will remain London City
- The London City Register Office (Head Office) will be located at Islington Town Hall Upper Street, London, N1 2UD
- All historical records will be kept at the London City Register Office in the current approved repository in the Town Hall Upper Street N1 2UD
- The RBD will be based at London City Head Office and sub district office located in the London Guildhall

- The AR will be based at London City Head Office and sub district office located in the London Guildhall
- Deputy Registrars and DSR's to cover from Islington Registration Service.
- The Proper Officer will be based in Department for Community and Childrens Services, City of London Corporation, PO BOX 270, Guildhall, London EC2P 2EJ
- The Superintendent Registrar will be based at London City Register Office located at Islington Town Hall Upper Street, London, N1 2UD

5.2 Service Availability

The City of London will offer appointments to service users at Islington Register Office. Presence will remain in the district as an RBD or deputy will also offer the service at the London Guildhall every Wednesday from 10am to 2pm.

An out of hour's emergency service is available on Sundays, Bank Holidays, Easter and Christmas. This provision operates by the Superintendent Registrar informing Islington's Contact centre, St Bartholomew's Hospital, Coroners and other stakeholders of the out of hours' numbers dedicated throughout the year.

Below are the opening times of the Registration Service.

Monday	Tuesday	Wednesday	Thursday	Friday	Weekend
09:00 – 16:30	09:00 – 16:30	09:00 – 16:30	09:00 – 16:30	09:00 – 16:30	By appointment

* The public are offered notice appointments from 4.30pm to 7pm Monday to Thursday.

6. MONITORING PERFORMANCE

We will monitor performance in accordance with the GPG and the Proper Officers Guide.

Our monitoring tool is the electronic diary management system and local monitoring procedures against the key performance targets.

6.1 Customer Feedback

Customers are given surveys to complete and we collate that information on a quarterly basis. *Results from the last quarter shows that customer satisfaction levels are high.

We will introduce new surveys via online before the end of the year across all areas of the service.

6.2 Complaints Policy

The Local Authority's Corporate Complaints Procedure is used to evidence this performance indicator. Leaflets are readily available in the Register Office explaining how to complain and detailing the procedure. It is collated centrally but further efforts will be made to ensure annual records are available to the Superintendent Registrar.

Customers can also complain online on Islington Council's website;

www.islington.gov.uk/complaints

7. Stock Control

Principal Officer and deputies will be responsible for security stock, registers, and all fees received.

Each Registrar will be responsible for the safety of loose-leaf register pages along with another documents received relating to births, deaths, marriages and civil partnerships.

Registers will be kept in the approved safes and vaults within the Town Hall.

A form of account is submitted to the Local Authority at the end of each financial year. All accounts are subject to the Local Authority's auditing procedures.

8. SERVICE DEVELOPMENTS

- Review online booking process for the service to ensure user experience is increased (mobile friendly, less pages and wording).
- Undergo digitalisation project of historical entries with preferred supplier to assist with the preservation and quick access of entries.
- Increase number of approved venues to give greater choice to residents and those living in neighbouring districts.
- Marketing strategy to improve use of social media and optimising webpages to increase page hits.
- Collaboration with events team to introduce packages for ceremonies to include venue, staff and catering.
- Relationship building with stakeholders such as External Venues, Hospitals, Funeral Directors and local businesses.

9. BUSINESS CONTINUITY PLAN

Islington Registration Office has robust plans in place to ensure that a satisfactory level of service can be provided during unforeseen emergencies. This is evidenced through mutual agreements between Camden and Islington for Excess Death Planning.

Please see attached a Business Continuity Plan and Excess Death Plan for Pandemic Flu emergency planning. We also have a departmental crisis plan in place to deal with emergencies (see attached).

10. SERVICE DELIVERY

The Service operates under one Combined Head of Service (CHS) who oversees the service across COL and LBI. Staffing structure for both local authorities is shared across the service with 50 staff (permanent and sessional) covering the service delivery.

Locations of the Register Offices and delivery points are at Islington Town Hall, Guildhall and outstations as and when required.

Services managed by Combined Head of Service

The Services detailed below will be managed by LBI on behalf of COL. The parties agree that additional Services may be provided by LBI with the consent of the Governance Board.

Registration of births, deaths, still births

CHS manages the statutory registration of births, deaths and still births that occur in the COL registration district. Service will be provided in the current locations and service delivery points pending review from the Governance Board. CHS will ensure wherever possible appointments for births are made available within five days of request and for deaths and still births within two days of request.

CHS provides an out of hours' Registrars standby duty rota service for religious belief death registrations every Saturday, Sunday and bank holidays. Current arrangements will be reviewed LBI and stakeholders contacted to ensure the need of the residents are met. The Superintendent Registrar will be available seven days a week, day or night throughout the year for any emergency escalations or Registrar General's licences for deathbed marriages and civil partnerships.

Attestation of marriage and civil partnership notices

CHS manages the statutory attestation of marriage and civil partnership notices for residents of COL. Service will be provided at the current locations Monday to Friday at the agreed opening hours. CHS will ensure wherever possible appointments for notices are made available within 5 working days of request, or to allow the marriage / civil partnership to proceed at a time and venue of the customer's choice. CHS also provides evening appointments up to 7pm Monday to Thursday.

Marriage and Civil Partnership ceremonies

CHS manages the statutory celebratory ceremonies for marriages and civil partnerships to service users at COL using current permanent staff and casual/sessional registrars. Ceremonies held at the Town Hall (or such other council venues as agreed between the parties) and all Approved Premises within the COL Registration Districts. Service are provided seven days a week throughout the year apart from bank holidays, Good Friday, Easter Sunday, Christmas Day and New Year's Day. Additional services are provided out of hours for parties wishing to have late evening ceremonies and also in circumstances due to terminal illness where a Registrar is required at 'death bed' ceremonies.

Renewal of Vows ceremonies

CHS manages the provision of a Renewal of Vows Service to service users using current pool of permanent staff and casual/sessional Registrars. Ceremonies are held at the Town Hall (or such other council venues as agreed between the parties), all Approved Premises within the COL District, and at any other pre-inspected location.

Commitment Ceremonies

CHS manages the provision of a Commitment Ceremony Service to COL residents using current permanent staff and casual/sessional registrars. Ceremonies are held at the Town Hall (or such other council venues as agreed between the parties), all Approved Premises within COL Registration Districts, and at any other pre-inspected location.

Naming Ceremonies

CHS manages the provision of a Naming Ceremony Service to COL residents using its permanent staff and casual/sessional registrars. Ceremonies are held at the Town Hall, (or such other council venues as agreed between the parties), all Approved Premises within the COL Registration Districts, and at any other pre-inspected location.

Citizenship Ceremonies

CHS manages and administers the process of successful British nationality applicants in order that they may attend a citizenship ceremony, which will be held at the Town Hall, or such other premises within the COL Registration District as agreed between the parties.

Tell Us Once (TUO)

CHS provides the TUO service in conjunction with The Department for Works and Pensions (DWP) for any death registrations that occur in the COL registration district. This service allows users to inform various central and local government departments of the death of a relative/partner once through a dedicated portal. A named contact is sent a spreadsheet every week on all deaths registred so departments in the City can be informed and action appropriately.

Rehearsals

CHS provides a ceremony rehearsal service to COL residents using its permanent staff and casual Registrar/Celebrants. Rehearsals may be held at the Town Hall and all Approved Premises within the COL Districts.

Copy Certificates

CHS manages the production of copy certificates from current and historic records (births, deaths, marriages and civil partnerships) for COL residents.

Church applications and returns

CHS manages and administers COL applications for Certifying a Place of Meeting for Religious Worship under the Places of Worship Registration Act, 1855. Also LBI will manage applications for the Registration of a Place of Religious Worship for the Solemnization of Marriages under Sec.41 of the Marriage Act, 1949.

All statutory returns received from COL certified places of worship will be checked and reviewed by LBI every quarter and forwarded to the General Register Office for England and Wales.

Statutory Returns

CHS manages and administers weekly/monthly returns to relevant departments within COL (elections and council tax).

CHS manages and administers any new statutory services which arise due to changes of legislation for the Registration service.

Staff Training

CHS provides all training on statutory duties to permanent and casual/sessional staff. CHS ensures the flexibility of the Service by training all Staff to cover every aspect of the services offered by COL. Staff receive regular appraisals that are properly planned, recorded and monitored for their own personal development. All posts will be subjected to the Council's job evaluation scheme.

Opening Hours

Opening hours at the Register Office or Town Hall for ceremonies and birth, death and still-birth registrations will be [9] am- [4.30] pm, Monday to Friday. Ceremonies will be held at the [Town Hall and Approved Venues] between [10] am and [6] pm on weekends. These hours of opening may change, subject to the agreement of both parties.

CHS provides an out of hours' Registrars standby duty rota service for religious belief death registrations every Saturday, Sunday and bank holidays. Current arrangements will be reviewed in COL and stakeholders contacted to ensure the need of the residents are met. The Superintendent Registrar will be available seven days a week, day or night throughout the year for any emergency escalations or Registrar General's licences for deathbed marriages and civil partnerships.

Booking appointments

All appointments for birth, death, still-birth registrations, notices, nationality and settlement checking services for COL Service Users will be made using current process at LBI. All appointments can be booked online or through the Contact Centre.

Licensing of Approved Premises

CHS assists with the process for licensing Approved Premises in the COL Registration District in accordance with the provisions of the Marriage Act 1994. The Superintendent Registrar will assist by inspecting each new application by an approved venue and also all renewal applications. CHS will actively seek to increase the number of Approved Premises within the COL Registration District.

Ceremonies administration

CHS manage ceremonies administration (enquiries, bookings, ceremony content, allocation of staff etc.) using the current process at LBI.

Archiving and storage of copy certificates

Historic registers for the COL Registration District will be kept at the current approved Repository at Islington Town Hall. All copy certificate applications will be sent to, processed and despatched from this office.

This service will be provided as follows:

A standard service whereby copy certificate applications will be processed and ready same day if applicant applies in person before 11am. The statutory fee applies to this service.

A standard service whereby copy certificate postal applications will be processed and despatched within 10 days of receipt. The statutory fee applies to this service.

A one-hour service whereby copy certificate applications will be processed within one hour for the agreed fee plus statutory fee.

In each case, applicants can also request the despatch of copy certificates via registered post and recorded delivery subject to payment of the appropriate Post Office charge.

Marketing

CHS will promote COL Approved Premises and its own decommissioned ceremony rooms through its programme of attendance at wedding fairs, promotional events such as open days and LBI bespoke ceremony website 'Say I do'. Also regular social media feeds will be used to enhance exposure. Marketing Officer appointed to carry forward marketing activities for the service.

Service standards and performance

The Registration Service Act 1953 confers upon Local Authorities, obligations and powers in regard to the registration of births, deaths and marriages.

As part of the Civil Registration Modernisation agenda, local authorities are being given greater freedom to deliver the local registration service in partnership with the Registrar General. The purpose of this is to ensure the delivery of statutory services and encourage good practice, which will enable the Local Authority to plan, develop and deliver a registration service which meets the needs of the local community.

CHS will commit to and comply with the Good Practice Guide (GPG) service delivery standards contained in the Code of Practice for Local Registration Authorities in England and

Wales developed by the General Register Office (GRO) and LACORS (the Local Authorities' Coordinators of Regulatory Services) for the purposes of managing the Services on behalf of the LBH. The Code of Practice is complemented by a Good Practice Guide jointly developed by the GRO and LACORS. This guide provides information on specific national standards the Local Authority must meet together with aspirational standards.

The table attached at the end of this document lists the Key Performance Indicators to be applied in the provision of the Service, though it is recognised by the parties that these may be supplemented by guidance from the annual meeting between the parties.

New business/services

When LBI develops and implements new services, or business improvements and efficiencies, these will be applied to the relevant services at COL. CHS will commit to develop new business and efficiencies as part of the annual service delivery commitments, as this is in the best interests of both parties.

Performance monitoring

In addition to the Key Performance Indicators, the method of monitoring the quality and standard of the services provided to the COL and as set out in this Service Delivery and Performance Management Plan will be subject to the following arrangements to ensure the provision of a high quality Service

11. SWOT ANALYSIS

Strengths	<p>Self-serve options for customers to book births, deaths and marriages online (85% annually book online).</p> <p>Bespoke promotional website 'Say I do' with over 150,000 visits to the website per year.</p> <p>Stakeholder engagement is strong with key partners St Bart's Hospital, Coroners, DWP and General Register Office.</p> <p>Tell Us Once notifications in place for death registrations which allows for information to pass to central and local departments to amend deceased records.</p> <p>Staff are trained in all areas of registration and can cover during increased demand, planned absence and sickness,</p>
Weaknesses	<p>Registrations that require post-mortems (Coroner involvement) are below 80% completed within 7 days. This is low nationally due to Coroner time constraints.</p>
Opportunities	<p>To increase number of approved venues for marriages and civil partnerships by marketing and engagement local businesses such as hotels, livery halls and iconic buildings.</p>
Threats	<p>Emergency planning consideration if major incident occurred in the City of London – location to register deaths, mortuary and Coroner implications. Andrew Carter (Proper Officer) is lead on this and will brief EP for any registration considerations.</p>

Key Performance Indicators		
Key Performance Indicator	National Standard	Suggested evidence/monitoring mechanism
Events accurately registered within national standard timeframe	<p>Events registered within statutory timeframe</p> <p>98% of births registered within 42 days</p> <p>98% of still-births registered within 42 days</p> <p>95% of deaths registered within 5 days (excluding post mortem and inquest cases)</p> <p>95% of deaths after post mortem (excluding inquest cases) registered within 7 days of occurrence</p>	<p>RON reports</p> <p>Recording and monitoring dates of incoming declaration and when registered.</p>
Average waiting times for registration and notice taking	<p>95% of Service Users to be able to obtain an appointment as follows:</p> <ul style="list-style-type: none"> • births/declarations 5 working days • deaths/still-births/declarations 2 working days • marriage/civil partnership notice 5 working days <p>90% of Service Users seen within 10 minutes of appointment time</p>	<p>Regular assessment of diary and logging of next appointment dates</p> <p>Data captured on Excel spreadsheets</p>
Issue Certificates from deposited registers	95% of applications dealt with within 7 days of application	Data captured from certificate application booking or other electronic systems
Service User satisfaction	90% of Service Users satisfied	Survey questionnaires and Service User feedback
Total number of formal complaints received	Less than 0.5% as a percentage of all registrations	Corporate Logging by SR

Accurately record Birth, Still-birth and Death information on forms of declaration	Completed declarations sent to receiving authority on the same day 90% of incoming declarations registered within 24 hours of receipt	Information recorded on counterfoils Data captured on Excel spreadsheet (post book)
Requisitioning of unregistered Births	Procedure in place for the reminding of outstanding registrations after 28 days and issuing formal requisitions after 42 days	Procedure in place Process delivered through RON system
Scrutiny of medical certificate of cause of death	Referral to coroner followed up by completion of Form 52	Form 52s issued and counterfoils accurately completed
Collection of official statistics	All relevant information requested and recorded Basis of request for information clearly explained to Service Users	Observation and spot checks by managers/ registrars
Burial or cremation certificates issued	Relevant documents accurately completed and issued at the appropriate time	Local performance management monitoring processes
Timely and accurate corrections and re-registrations	90% of applicants offered appointment within 7 working days of Registration Officer receiving GRO notification.	Data captured on excel spreadsheet (post book)
Taking notices of marriage and civil partnership	Couples able to give notice in time to allow the marriage or civil partnership to take place as planned	Customer satisfaction surveys
Accurate completion and processing of notices	Preliminaries completed in accordance with legal requirements	Local performance management monitoring processes
Marriage and Civil Partnership Ceremonies	Provision of a room within the Register Office to accommodate the couple and two guests for statutory fee	Room provided and advertised

Marriages and Civil Partnerships accurately recorded	<p>Marriages registered immediately following the event.</p> <p>Civil Partnerships recorded onto RON within 2 working days of the formation</p>	<p>Marriage registers/ceremony observations</p> <p>RON Reports</p>
Administration of Approved Premises	<p>Procedures in place for approval process</p> <p>Controls in place to manage the expiry and renewal of licences</p>	Local performance management monitoring processes
Submission of statutory returns	All returns made in accordance with statutory requirements and timescales	Local performance management monitoring processes
Custody and care of registers	Registers to be kept in repository approved by the Registrar General and in a secure and accessible location	Periodic checks and local monitoring of condition of registers and repository
Prepare, store and make available indexes to registers	To provide public access to indexes on request	Local performance management monitoring processes
Citizenship Ceremonies	Provision of or make arrangements for premises where citizenship ceremonies may be held Ceremony must take place within 3 months of the applicant being informed that the application has been successful and must be conducted by a superintendent registrar or deputy	Local performance management monitoring processes
Citizenship certificates accurately completed and Home Office informed	Certificates to be dated correctly and notification sent to Home Office within 14 days of ceremony	Local performance management monitoring processes