



## Service Delivery Plan 2015/17

Service:	Registration Service
Directorate:	Communities & Neighbourhoods
Service Delivery Plan Holder	Steve Waddington
Director:	Sally Burns
ExecutiveMember:	Cllr Nigel Ayre



## Section 1: The Service – An Introduction

### **Description**

The City of York Council's Registration Service carries out a variety of functions largely around the registration of births, deaths and marriages. We conduct ceremonies to mark significant life events including baby naming, marriage/civil partnership and civil funerals. We also conduct British Citizenship ceremonies for foreign nationals amongst other things.

Our main customers are residents from the City of York and beyond, local businesses, the Coroner, Funeral Directors, and York District Hospital.

For much of our work we are accountable to the General Register Office (GRO) which is part of Her Majesty's Passport Office, an Executive Agency of the Passport Office. We complete statistical returns to the GRO and provide information which underpins and supports Government priorities to reduce crime and tackle immigration abuse.

The service holds 'Customer Service Excellence' recognition as part of the Communities and Neighbourhoods Directorate's award. We participate in the regional Panel for Registration and are members of the Local Registration Services Association to discuss strategic issues, help develop services and share best practice.

## **Key information (as prescribed by GRO)**

We deliver the Registration Service to national standards as set out in Good Practice Guide issued by the GRO.

York registration service consists of a unified district and sub-district, the boundaries of which are coterminous with the City of York Council. Anyone who gives birth within the City of York boundary can be registered within York as the sub-district is singular and unified.

The 'organisation tree' in section 5 below shows the officers roles including the Principal Officers i.e Service manager (who holds the post of Superintendent Registrar) and the Deputy Service Manager/Registration Officers who are the four 'Registrars' of births and deaths (they also register marriages). This enables us to have four registers to meet the demand of our customers. Furthermore there is one Additional Registrar of Marriages to deal with the volume of ceremonies.

We deliver most of our service from York Register Office at 56 Bootham in York. In addition, we operate from thirty one approved venues for marriages and civil partnerships, plus three Sure Start Children's Centres (Hobmoor School, The Avenues Children's Centre, and Clifton Children's Centre) for the registration of births. We also operate from York District Hospital Bereavement Suite for the registration of deaths.

The main York Register Office is open as follows:-

8.30am – 5.00pm Monday to Friday

9.00am – 4.00pm Saturday (ceremonies and appointments only)

Emergency number for funerals conducted at weekend for religious reasons  
Saturday/Sunday/Bank Holiday 10.00am – 11.00am (Tel: 07786 747859)

The Sure Start Children's Centres are attended by **appointment only** on certain mornings (9.30am – 12.30p.m.) during the week as follows:-

Monday: Hobmoor School, Acomb, YO24 4PS

Tuesday: The Avenues, Sixth Avenue, YO31 0UT

Thursday: Hobmoor School, Acomb (The House) YO24 4PS

Friday: Clifton Childrens Centre, Kingsway North, YO30 6JA

The Hospital Bereavement Suite is attended every afternoon and all day Tuesday by **appointment only** as follows:-

Monday, Wednesday to Friday: 1.00pm – 4.00pm  
Tuesday: 9.30am – 4.00pm

The City of York Council's feedback and complaints procedure (Have Your Say) is accessible through the website at [www.york.gov.uk](http://www.york.gov.uk). We also obtain feedback through a 'comments book' at the Register Office, by email to [registrar@york.gov.uk](mailto:registrar@york.gov.uk), and by letter.

Service delivery is protected through a business continuity plan.

## Section 2: The Service – Issues Dashboard Monitor

Measures in bold are statutory targets set by the General Register Office for their key performance measures

<b>Customer Measures</b>				
<b>Measure</b>	2012/13	2013/14	2014/15	2015/16 Target
<b>% of customers seen within 10 minutes of appointment time:</b>	95%	95%	100%	100%
<b>- Appointments for birth registration/ declaration within 3 working days</b>	98%	98%	100%	100%
<b>- Appointments for still birth registration/ declaration within 2 working days</b>	98%	98%	100%	100%
<b>- Appointments for death registration/ declaration within 2 working days</b>	98%	98%	100%	100%
<b>- Appointments for Marriage/ Civil Partnership notice within 5 working days</b>	98%	98%	100%	100%
<b>% of satisfied customers as evidenced from responses to satisfaction surveys and actual number of returned forms</b>	92.5%	92.5%	95%	100%
<b>Total number of formal complaints received as a percentage of all registrations</b>	<0.3%	<0.3%	0%	0%
Letters replied to within 10 working days	100%	100%	100%	100%
% of telephone calls answered within 20 seconds	100%	100%	100%	100%

<b>Process Measures</b>				
<b>Measure</b>	2012/13 Target	2013/14 Target	2014/15 Target	2015/16 Target
<b>% of births registered within 42 days</b>	98%	98%	98%	98%
<b>% of still births registered within 42 days</b>	98%	98%	98%	100%
<b>% of deaths registered within 5 days</b>	95%	95%	95%	98%
<b>% of certificate applications dealt with within 5 days of receipt</b>	95%	95%	95%	100%

## Section 3: Actions 2015/16

*Theme 1. List below activities that contribute to the delivery of a Council Plan Priority & identify if they are statutory or non-statutory.*

Council Plan (draft at the time of writing)		Activity	Statutory Yes/No	Lead officer	Milestones	Indicators by which performance will be measured & Frequency
Priority	Work theme					
<b>A council that... meets its statutory obligations</b>	Celebrate and champion the diversity of our population and encourage everyone to play an active role in the city.	Conducting Citizenship ceremonies to welcome new British citizens	Yes	Service Manager	Ongoing	Customer satisfaction measures including  '% of satisfied customers as evidenced from responses to satisfaction surveys..'  Reported annually
<b>A council that listens to residents</b>	Provide excellent customer service	Operation of 'tell us once' to enable a death to be registered to most Government departments in one go.	No			
<b>A focus on front line services</b>	Support services are available to those who need them	Nationality checking service to ensure that applications are submitted correctly and that the requirements for citizenship are met.	No			

<b>A prosperous city for all</b>	Everyone who lives in the city can enjoy its... range of activities.	Celebratory and other ceremonies such as baby naming, renewal of vows and civil funerals.	No			
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*Theme 2. List below activities that are statutory but do not contribute to a Council Plan Priority.*

Other key priorities/actions	Activity	No.	Lead officer	Milestones	Indicators by which performance will be measured & Frequency
Statutory registrations	Registration of births, deaths, still births, marriages and civil partnerships including corrections and re-registrations and providing copies within statutory time frames.	3500 Births per annum  2800 Deaths per annum  1100 Marriages/civil partnerships Per annum	Registrars (Districts A-D)	Ongoing	Statutory indicators including:  '% births/still births registered in 42 days'  % of deaths registered in 5 days  % of certificate applications dealt with within 5 days'  Reported annually



Statutory notifications	Taking of notices of marriage and civil partnerships and complying with legal requirements. Notifying the Immigration Service of potential 'sham' marriages.	1500 notices per annum
Conversion of civil partnerships into same sex marriages.	Facilitate the conversion of civil partnerships into marriages including providing a ceremony (for an additional fee) if desired	Up to 400
Licence Venues approved for marriages and civil partnership ceremonies	Ensure that venues meet legal requirements and collect fees.	31 venues

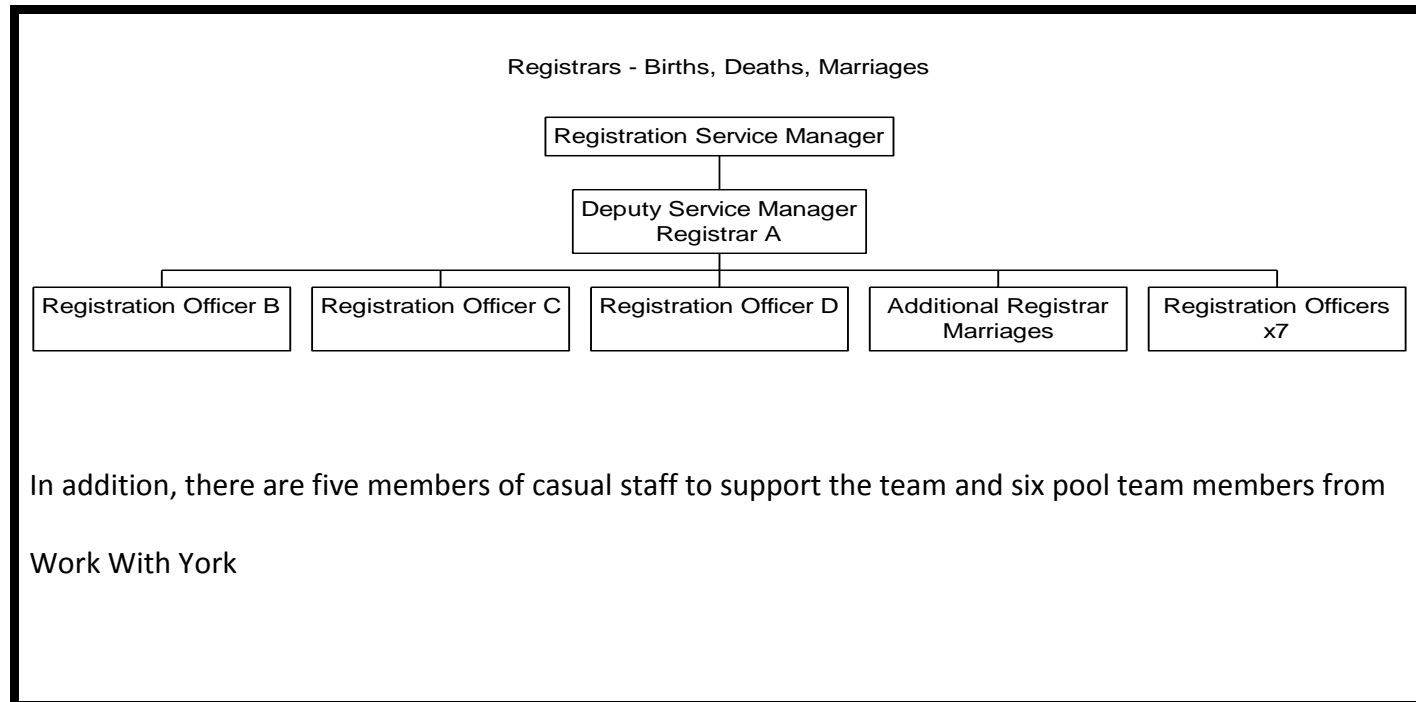
Ongoing	'% of satisfied customers as evidenced from responses to satisfaction surveys...'
After 9 December 2015 there will be a fee applicable in all cases	'% of satisfied customers as evidenced from responses to satisfaction surveys...'
Licences run for 3 years.	'% of satisfied customers as evidenced from responses to satisfaction surveys...'

*Theme 3. List below activities that are part of the Council's Transformation Programme/Re-wiring Public Services.*

<b>Priority/Theme</b> <i>(i.e./resident engagement)</i>	<b>Action</b>	<b>Lead officer</b>	<b>Milestones</b>	<b>Expected Impact &amp; Outcomes &amp; How Performance will be tracked to secure progress with plans.</b>
Business Efficiency	Review of service delivery	Head of Public Protection	July 2016	Aim to reduce cost of operational delivery without impacting on customer satisfaction

				levels or statutory requirements.  'Change Management' process to be used and track progress
Community and Resident Engagement  Customer Service Design  Rewiring the web	Provide e-booking and payment facilities on-line	Service Manager	July 2016	Improved customer journey and greater process efficiency (particularly in respect of handling payments)  Follow CYC Programme (due for release in October '15)
Business efficiency	Enable customers from neighbouring areas to register births (of babies born in York) at their local register office	Service Manager	April 2016	Improved customer journey for non-York residents.  Progress checked by working towards Executive member report in Jan 16.

## Section 4: Resources



**Budget (£000s)**

	£000	
Employees	337	
Premises	1	
Transport	1	
Supplies and Services	27	
Miscellaneous	0	
Recharges	81	Support Costs
Other	0	
Capital Financing	0	
Gross cost	447	
Less Income	-590	
<b>Net cost</b>	<b>-143</b>	