

**Decision Session – Executive Member for
Culture Leisure and Tourism**

23 October 2015

Report of the Assistant Director for Housing
and Community Safety

**Service Delivery Plan 2015/17
– Registration Service**

Summary

1. The purpose of this report is to invite the Executive Member to approve a specific Service Delivery Plan for Registration Services as required by the General Register Office (GRO) under the 'New Governance' system of working.

Background

2. City of York Council (the Council) Registration and Celebratory Services operate under the 'New Governance' arrangements which mean that changes to the service are determined by us rather than the GRO. The scheme requires the Council to publish a Service Delivery Plan to set specifications including:
 - a clear statement of the Local Authority's commitment to delivering the registration service to national standards, as set out in the Good Practice Guide
 - the number, names and boundaries of registration districts and sub-districts within the authority
 - the location of register offices, head offices and any additional service delivery points for each district (e.g. including hospitals and one-stop shops)
 - the number of principal officer posts (registrars and superintendent registrars) appointed within each district and sub-district
 - access and service availability times including emergency out of hours arrangements
 - details of the suggestions and complaints procedure for the registration service (e.g. corporate council process followed)
 - statement that a business continuity plan is in place

3. The Service Delivery Plan at Annex 1 is designed to meet our obligations. Registration Services are subject to audit from the GRO to ensure that the plan is in place and being implemented as well as other matters such as the stock and security of certificates.
4. Given the current financial pressures on the council, a key aspect of the 2015-17 plan is to review how the service operates and implement more efficient working practices without compromising the quality of service or our obligations under 'New Governance'.

Consultation

5. Consultation with staff, customers and key stakeholders will take place during the service review. The GRO have been informed that the review is to take place.

Options

6. The Executive Member is invited to:
 - i) 'approve' or
 - ii) 'not approve'

the Service Delivery Plan accompanying this report. In making their decision, the Executive Member is invited to make suggestions.

Analysis

7. Approval of the Service Delivery Plan will give direction to the Registration Service for the next 18 months. It will also ensure the Council meets its legal obligations under the New Governance arrangements and give us full control over service delivery. Failing to implement a Service Delivery Plan means that the GRO could remove 'New Governance' and make detailed requirements in respect of service delivery.

Council Priorities

8. The activities in the Service Delivery Plan support the draft priorities in the Council Plan 2015-19 namely a Council that meets its statutory obligations by providing 'A prosperous City for all', 'A focus on front-line services' and 'A council that listens to residents'.

Implications

9. **Financial:** There are no financial implications directly associated with this report, although many aspects of the Service Delivery Plan are intended to deliver greater efficiencies.
10. **Human Resources:** There are no Human Resources implications directly associated with this report, although the review of operational delivery may lead to some staff changes.
11. **Equalities:** An equalities impact assessment accompanies this report.
12. **Legal:** There are no legal implications associated with this report.
13. **Crime and Disorder:** Much of the information provided by the Register Office to the GRO supports Government priorities for reducing crime and tackling immigration abuse.
14. **Information Technology (IT):** There are no IT implications directly associated with this report, although the Service Delivery Plan refers to enabling booking and payment services on line to improve the customer journey and help deliver efficiency savings.
15. **Other:** There are no other implications associated with this report.

Risk Management

16. Failure to approve the Service Delivery Plan risks the Council breaching its obligations under the 'New Governance' arrangements and the GRO having greater control in our operational delivery.

Recommendations

17. That the Executive Member approve the Service Delivery Plan in Annex A.

Reason: So that the Registration Service meets its obligations under the 'New Governance' arrangements.

Contact Details

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Report
Approved



Date 29 September
2015

Specialist Officer Implications: None

Wards Affected:

All

Background Papers:

None

Annexes

Annex A : Service Delivery Plan 2015/17 - Registration Service

Annex B: Community Impact Assessment