



Registration Service

Annual Service Delivery Plan 2012/2013

Agreed and signed off by:

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Part 1: Introduction and Background

1.1 Function and purpose

Commemorating Life Events and Promoting and Celebrating Citizenship in the Community

The Caerphilly Registration Service establishes a permanent legal record of every birth, death, marriage and civil partnership in the County Borough, authorises and conducts civil marriage and civil partnership ceremonies, administers the oath and pledge taken by new British Citizens. The Service also provide a facility for the legal preliminaries to all religious marriages but excluding those of the Church in Wales except in particular circumstances.

Main functions are:

- The registration of all births, deaths and still births occurring within the County Borough
- Taking notices of intended marriage and civil partnership from persons resident within the County Borough
- Conducting and registering all civil marriages and civil partnerships taking place in any venue registered or licensed for the purpose
- Registering religious marriages where required
- Conducting citizenship ceremonies for Caerphilly County Borough residents who make successful applications for British Nationality.
- Safe custody of all historic records of births, deaths and marriages dating back to 1837 and issue of certified copies from these records on demand
- Inspection and registration of new venues for marriage and civil partnership
- Giving assistance and advice to customers on all aspects of registration, citizenship and nationality
- Providing data for vital work on population statistics and medical research

We work towards delivering shared outcomes with a number of key partners including the General Register Office, the Identity and Passport Service, The Home Office and the UK Border Agency, the Department for Work and Pensions and other central government departments.

1.2 Profile of the Local Authority

Geographical Situation

The district comprises the area forming the County Borough of Caerphilly. It is the 5th largest local authority in Wales. It covers an area of around 28,000 hectares with a population of approximately 171,000. It lies in the heart of South Wales, just a few miles from Cardiff to the south and the Brecon Beacons to the north.

It spans several valleys with the population mainly spread across several small towns and numerous villages.

Political Profile

Caerphilly County Borough Council is composed of 73 elected members in 33 electoral wards. The current membership is 50 Labour seats, 20 Plaid Cymru seats and 3 Independent seats.

The Council operates a cabinet style of local government. This creates the political structure for the council, speeds up decision-making and maintains an open, transparent form of community government.

A Corporate Management Team led by the Chief Executive, his Deputy and Directors undertake the day-to-day operation of the council's business.

1.3 Regulation and Inspection

The most recent Service Delivery Inspection in August 2008 gave Caerphilly the following assessment:

SERVICE DELIVERY AND CUSTOMER CARE	A
ORGANISATION AND TECHNICAL	A
GRO OVERALL ASSESSMENT	Excellent

This was prior to Caerphilly entering into a new governance scheme with the Registrar General in 2009. Since new governance Caerphilly Registration Service has submitted Annual Performance Reviews to the Registrar General confirming adherence to the Code of Practice, key service developments and performance indicators.

Follow up discussions to the Annual Review with the General Register Office Account Manager have confirmed that Caerphilly Registration Service continues to deliver services to the same excellent level.

The Registration Officers meet weekly to discuss all aspects of the service and the Superintendent Registrar meets monthly with the Proper Officer or group manager to discuss registration matters and other local authority requirements.

Part 2: Service Delivery

2.1 Structure

The Caerphilly Registration Service (CRS) sits within the Public Protection Division of the Environment Directorate.

The Head of Public Protection is the Proper Officer (PO) for Registration Matters. The County Borough of Caerphilly comprises 1 registration district. There have been 3 scheme changes since its inception on local government organisation in 1996. The most recent took place in November 2009 when new governance arrangements resulted in a move to 1 register to streamline administrative procedures within the district.

A breakdown of current staffing is given at Appendix 1. Key registration and budgetary activity is given at Appendix 2.

CRS has 7 buildings licensed for civil marriage and civil partnership, including Craig Penallta, the ceremony room at Penallta House . The current fee structure is detailed at Appendix 3.

CRS provides non-statutory naming and re-affirmation of vows ceremonies under local authority arrangements. Fees are attached at Appendix 4

There are no formal partnership agreements in place although there is an ongoing agreement with Network UK Ltd. to provide 2 brochures 'Celebratory Services in the County Borough of Caerphilly' and 'Bereavement Services in the County Borough of Caerphilly'.

CRS works closely with other registration districts throughout Wales on training matters and leads on the provision of a regional training group with Newport. This offers an annual training programme to the All Wales Registration group and beyond.

2.2 Location of offices and service availability

The District Register Office is situated at:

Penallta House, Tredomen Park, Ystrad Mynach, Hengoed CF82 7PG.

The service is available by appointment as follows:

Monday	9.00am to 4.30pm
Tuesday	9.30am to 4.30pm
Wednesday	9.00am to 4.30pm
Thursday	9.00am to 4.30pm
Friday	9.00am to 4.00pm
Saturday	Ceremonies and urgent notices or death registrations by appointment only
Sunday	Ceremonies only

The office opens at 9.30am on Tuesday mornings to allow for staff briefings and updates and closes at 2.45pm on the first Wednesday of every month for training and awareness.

Registrars operate a 24-hour contact service via direct mobile telephone 07813 094234 contact to a registration officer.

Out of hours appointments are offered for all urgent requirements. We are also able to offer a domiciliary service in some circumstances should a need arise.

2.3 Staff responsibilities and accountability

The Registration Service officers and administrators represent the service's most important resource. The professionalism and skill consistently shown by officers at all levels within the service means that our clients have a high satisfaction level across the range of services provided.

Registration Officers are accountable to the Registrar General for their acts and omissions under the terms of the Registration Acts. Whilst Registration Officers are employees of the local authority, they also retain personal statutory responsibility under the various registration service acts and regulations.

A consistent theme from the comments and letters received and response to surveys is the high standard of customer service provided by officers.

To equip staff with the necessary skills to deliver high quality services, a comprehensive training and development programme has been developed to provide both technical and non-technical training for all officers within the service. A training needs analysis has been carried out. All staff complete a form to assess their current competence levels and the Registration Service Training Co-ordinator uses the collated information to determine training priorities.

2.4 Council policy and service objectives

The Registration Service is committed to providing customers with high quality registration services at key times in their lives, reflected in the facilities provided within register offices and the skill and dedication of staff. Our Service Standards are shown at Appendix 5

The public are served in accordance with principles outlined in Caerphilly's policies and procedures. The service is totally customer focused and the high standard of service delivery achieved reflects positively on the local authority.

In the provision of facilities to register births, deaths, marriages and civil partnerships, the Registration Service is dealing with the public at key times of their lives. Registration Officers are aware that they are providing services to customers who are often in heightened emotional circumstances and so the values outlined below are paramount to our aims:

- To put people at the heart of what we do and to value their view.
- To listen to and involve our customers and be responsive to their needs
- To make the best use of resources, being innovative and creative and seeking continuous improvement
- To develop and support staff, cultivating enthusiasm and commitment and recognising achievement
- To work with others to improve the quality of service providing high quality services that give value for money and are based on best practice
- To develop and retain highly skilled and valued staff that are empowered to deliver our goals.

In order to deliver on these objectives we will pursue a number of initiatives in consultation with all members of the team.

- Continue a programme of customer consultation to ensure services are developed and delivered in accordance with customer demand
- Utilise the Good Practice Guide to test service provision against other providers in the region
- Review the processes within the district to ensure that we are making best use of the resources available
- Develop the partnership with the Home Office on all issues of citizenship and nationality

- Develop the Tell Us Once service in partnership with the Department for Work and Pensions to give a fuller service to the bereaved and to new parents
- Develop projects in which all team members can have input

2.5 Birth, Death and Still-birth Registration

Birth, death and still-birth registration and declarations for other districts are provided at various times at the main district office of the registrars at Penallta House.

Registrations are delivered using the secure Government web based Registration Online (RON) system.

No service is provided at the main hospitals but a domiciliary service could be provided at any time in cases of hardship or difficulty in attending the register office or out-station.

Birth registration statistics

Caerphilly Registration Service sees approximately 1500 to 2000 people a year wishing to register or re-register births. A large percentage of these customers are registering births by declaration.

These declarations are taken for births occurring outside the Caerphilly registration district mainly at hospitals in Cardiff, Newport, Rhondda Cynon Taff, Merthyr Tydfil and Monmouthshire.

Caerphilly Miners Hospital, the main maternity unit for the district reduced its facilities considerably in recent years resulting in many mothers having to give birth outside the County Borough. A new district hospital, Ysbyty Ystrad Fawr, opened in November 2011. Numbers of births in the district fell slightly during 2011/12 possibly due to uncertainty over the opening date of the new hospital.

	Total number of births registered (re-registered)	Total entries in birth register	Total number of outgoing declarations	Percentage of declarations taken to total number
2008/9	508 (91)	599	1256	68%
2009/10	525 (66)	591	1115	65%
2010/11	380 (55)	435	1137	72%
2011/12	371 (52)	423	1078	72%

CRS has reviewed its service provision for birth declarations at its out-stations in the last 2 or 3 years. Registrars were mainly attending a number of out-stations to attest declarations for births that had occurred outside the district. The out-station facilities are costly, including staff time and travelling expenses and no recompense is made to the service for this facility. It is now better managed with no detrimental effect on service provision to the public.

Death and stillbirth registration statistics

	Total number of deaths registered	Total number of outgoing declarations	Percentage of declarations taken to total number
2008/9	823	7	<1%
2009/10	757	7	<1%
2010/11	803	0	0%
2011/12	799	5	<1%

Death informants are offered a booklet produced by the registration and bereavement service containing information on bereavement after care services. This includes signposting to other facilities eg. probate, counselling, options for burial or cremation.

There were no still-births registered in Caerphilly district in 2011/12

2.6 Marriage and Civil Partnership

Numbers of civil marriages taking place in the district have increased year on year following the inception of Caerphilly Registration Service in 1996.

Civil Partnership Registration was introduced in December 2005 and annual numbers of registrations undertaken have remained consistent since its introduction.

In December 2011, the Marriages and Civil Partnership (Approved Premises) (Amendment) Regulations 2011, enabled owners / trustees of religious premises to apply for approval for their venues to hold civil partnership registrations.

A survey carried out gave a very positive response to the level of service provided in the County Borough from those couples who had registered their civil partnerships or given notice in the County Borough.

The local authority has its own Ceremony Room, Craig Penallta, decorated to a high standard at Penallta House, Ystrad Mynach.

There are 6 other venues licensed for civil marriage and civil partnership in the district. These are:

- Caerphilly Castle
- Llancaiach Fawr, Nelson
- Llechwen Hall Hotel, Llanfabon
- Maes Manor Hotel, Blackwood
- Bryn Meadows Hotel, Maesycwmmmer
- New Cottage Dance Centre, Ystrad Mynach

Again, these have proved popular venues and numbers of ceremonies taking place have increased year after year.

Ceremonies are offered at Penallta House (either in the district register office or Craig Penallta) during the week and until 4.30pm on Saturday throughout the year. Civil marriages and partnerships at Approved Premises are attended on all days.

When the removal of restrictions on the times when marriages and civil partnerships may take place is implemented as a result of the Protection of Freedoms Bill in Autumn 2012, Caerphilly Registration Service will extend the times at which they will attend ceremonies.

	1.Register Office		2.Craig Penallta		3.Licensed venues		4.Housebound/ Detained, RG's Licence and Special Provisions		5.Religious marriages – churches and chapels etc.	
	Marr.	CP	Marr	CP	Marr	CP	Marr	CP	Registrar attending	Registrar not attending
2004/5	389	N/A	N/A	N/A	52	N/A	1	N/A	14	339
2005/6	334	12	N/A	N/A	60	0	0	0	23	270
2006/7	331	15	N/A	N/A	90	2	0	1	17	282
2007/8	306	12	N/A	N/A	116	2	0	0	18	258
2008/9	268	4	N/A	N/A	128	3	0	0	13	237
2009/10	200	3	27	0	168	4	0	0	13	228
2010/11	2	0	283	6	190	1	1	0	16	195
2011/12	1	0	261	5	215	6	0	0	12	169

The table above shows the number of marriages and civil partnerships taking place at:

1. The Register Office
2. Craig Penallta – the de-commissioned ceremony room
3. Licensed venues
4. Other venues (housebound & detained, Registrar General's Licence)
5. Registered buildings (Registrar attending or Registrar not attending)

The overall number of civil ceremonies taking place has remained steady throughout at around 400-440 ceremonies every year but rose to 483 in 2010/11 and again slightly to 488 in 2011/12. Licensed premise ceremonies show sustained growth whilst register office/de-commissioned room ceremonies have declined slightly.

Currently, the fee for licensing premises for civil marriage and civil partnerships is a licensing section function and is not received as income to the Registration Service in Caerphilly. This is not the situation nationally.

Fees for attendance of registration officers at Approved Premises and Craig Penallta were re-assessed and increased on 1st April 2011. However, Caerphilly's fees are currently competitive and tend to the lower side of fees charged in the South Wales area. The council decided to retain fees at the same level for the year 1st April 2012 to 31st March 2013

The income received from ceremonies and legal notices is detailed in the table below:

	Income for Register Office/Craig Penallta ceremonies	Income for Approved Premise ceremonies	Income for registrars attending religious buildings	Income from notices of marriage and civil partnership
2008/9	£10,720.00	£27,250.00	£611.00	£35,520.00
2009/10	£10,280.00	£39,455.00	£611.00	£36,630.00
2010/11	£23,410.00	£41,230.00	£1,280.00	£45,103.50
2011/12	£29740.00	£57715.00	£960.00	£44756.00

Fees charged are detailed at **Appendix 3**

2.7 Citizenship

Caerphilly has now established an informal pattern of holding ceremonies at approximately 5 week intervals and this seems to work well administratively. Those who have used the service have been very appreciative of the level of provision within the County Borough.

The Mayor and Leader are involved in the ceremonies along with the Lord Lieutenant and his deputies and again a very favourable response has been received.

Income from Citizenship rose from £2240.00 in 2008/9 to £5440.00 in 2009/10 and just slightly to £5600 in 2010/11

2.8 Registers and certificates

Deposited birth, death and marriage records for much (though not all due to many boundary changes over the years) of the County Borough of Caerphilly dating back to 1837 are held at the Register Office, Penallta House in secure storage facilities.

The number of certificates issued increased significantly in the 5 year period between 2005 and 2009 but is now steady..

	Income from certificates issued (incl. Search, Priority and Administration Fees)
2008/9	£37,241.00
2009/10	£40,412.00
2010/11	£49,891.50
2011/12	£47303.00

A slight decrease in the number of death certificates issued at the time of registering has occurred as a result of the introduction of Tell Us Once. However there has been little change in the numbers of certificates issued from archived records.

Certificate production, coupled with the increase in the number of outside ceremonies attended, has had a significant impact on staff resources.. In February 2012 a part-time Registration Administrator was appointed to bring the administrative post up to full-time hours. The post-holder will take up duties in mid-May 2012. The council have also agreed to resource a pool of relief officers who will assist within a busy ceremony programme and at times of increased demand and workload.

This, coupled with the management of the priority and standard system for the issue of certificates, should create a better work programme and a better managed flow of business.

2.9 Non-statutory ceremonies and services

CRS delivers non-statutory ceremonies – Naming Ceremonies and Re-affirmation of Vows. These services currently generate around £1200- £1300 income per annum.

It is recognised that the registration service is ideally placed to act as a focal point for information on a range of issues associated with births, deaths, marriages, civil partnerships, nationality and citizenship.

Any opportunities for cross service working between registration and other local authority services within the County Borough of Caerphilly and beyond will continue to be considered whenever possible to ensure the best possible service to the public.

Part 3: Organisation and Finance

3.1 Staffing arrangements

Currently, the numbers of staff employed in the register offices are:

- 2 full-time Statutory Officers,
- 1 full-time Senior Celebratory Services Officer,
- 2 full-time Registration and Celebratory Services Officers,
- 2 part-time Registration Administrators
- 10 relief Deputy Registrars or Registration and Celebratory Services Officers.

3.2 Finance

The Registration Service Manager is the Superintendent Registrar with statutory responsibility for the district and is the budget holder and manages income and expenditure on a daily basis.

A Management Accountant has the service within his remit and the Finance Directorate processes claims, payments, salaries, income etc. The service is audited internally and is subject to inspection by GRO

In recent years annual income targets have been increased and consistently met.

3.3 Achieving Savings

It is unlikely that we will achieve further savings during 2012/13. The introduction of the Tell Us Once service has had a significant impact on the registration of births and deaths provision. It has resulted in additional appointment times for death registration. As the requirement on the public to register a birth or death is statutory, there is no fee for the birth and death registration service. This is a staffing cost that cannot be recovered, other than through the budget afforded to the service by the local authority through the central government settlement.

We have also seen a slight decline in the number of certificates purchased at the time of registering a death as a result of Tel Us Once. This will result in a slight decrease in income. However, we are always seeking to maximise income generation on a cost recovery basis where appropriate in order to reduce the overall cost of the service to the taxpayer. There will always be a challenge in terms of achieving income targets, particularly as fees are mainly set nationally and little can be done to influence how or why people use some of our services. The local authority decided not to increase fees for ceremonies for 2012/13.

Some statutory fees for certificates and the attendance of registration officers to provide certain functions have been increased slightly for 2012/13 and should result in a potential increase in income of around £6500

The de-commissioning of the ceremony room has allowed more realistic fees to be charged for ceremonies but the fee charged is still falling slightly below the service cost. The fees charged for administration around certificate production and issue and for the attendance of registration officers to conduct and register civil marriage and civil partnerships have already increased income to a more proportionate level of service cost.

Part 4: Continuous Improvement

4.1 New Services

The local authority is committed to delivering a service that meets and exceeds the national standards in all areas.

A continuous programme of improving service by adapting policy and procedure to reflect the needs of users is part of Caerphilly's Service Improvement Plan.

Members are asked to consider policies and new services that should be adopted to give the best possible registration and celebratory services

Tell Us Once

Caerphilly Registration Service worked with IT and Customer First to develop a Tell Us Once programme that enabled a more joined-up service to citizens who register births and deaths. Citizens, tax-payers and public sector organisations will benefit from a notification service provided through a single point of contact.

Caerphilly County Borough Council introduced the Tell Us Once (TUO) service for the Bereaved in October 2011. This is a national project in partnership with the Department for Work and Pensions (DWP) that will enable local authorities to offer a more complete service around bereavement, death and potentially birth registration.

Currently, Tell Us Once in Caerphilly offers bereaved families the opportunity to notify a number of local and central government departments at the same time as registering the death, thus reducing the number of separate contacts made.

A similar service may be offered to parents registering the birth of a baby in due course.

Nationality Checking Service

Caerphilly Registration Service has considered the introduction of NCS subsequent to the successful introduction and ongoing management of Tell Us Once and as long as resources allow. The Service, if introduced, would be available to residents of the County Borough and those who are not resident. Customers outside the County Borough may choose to utilise the service because their own local authority does not offer the service but the numbers applying for Citizenship within reasonable travelling distance of Penallta House are low, other than in Newport and Cardiff. Cardiff currently offer the NCS service and Newport and the Vale of Glamorgan will also offer the service locally.

4.2 Partnership Working

Our partners play an essential role in helping us to achieve our service objectives.

General Register Office

The civil registration service is based on a relationship between the Registrar General and local authorities. Local authorities work together with wider central government on customer care and general public service standards e.g. The Good Practice Guide and Code of Practice for the Registration Service.

The GRO are responsible for the legislative framework that governs the registration service nationally

The Registration Service delivers Civil Partnership Registration on behalf of the local authority

In addition, the Registration Service has established close working relationships with various other authorities/bodies in order to provide efficient services.

Home Office and UK Border Agency

The Registration Service works with the Home Office in the delivery of Citizenship Ceremonies.

We will continue to make the application process as simple and trouble free as possible for CCBC residents. This is a reasonable revenue stream for the registration service and it is vitally important we maintain income in this area of business but more importantly it encourages local cohesion and a sense of inclusion for all residents.

A significant business partner is the Nationality Group of the UK Border Agency. They process all applications for citizenship and despatch certificates to the local authority for the ceremony arrangements. If the Nationality Checking Service is introduced, it will be in partnership with Nationality Group

The Registration Service nationally will be developing further partnership working with the Home Office on assisting clients with applications for permanent settlement and any other areas of nationality that they believe would be beneficial to customers

Partnerships with other local authorities

The South Wales Registration Training Group will continue to develop and will look to expand into other areas. Caerphilly is the lead authority for this service with Newport and provides training to 16 local authorities in South Wales. Caerphilly Registration Service will continue its membership of the Wales Proper Officer Strategic Group and the Wales Registration Operational Group. The Registration Service Manager will continue to represent Wales within the National Training framework.

Coroner Service

The Registration Service relies heavily on the Coroner Service to provide an efficient service to bereaved relatives at times of great stress. We have a reasonable relationship with the Coroner's Officers at the moment but there is scope for improvement in joint working arrangements.

Other working priorities

The *mission statement* adopted by the council is:

“Working together for the good of all in Caerphilly County Borough”

There are cross cutting priorities for action that reflect key areas of concern for local residents.

The Registration Service seeks to contribute to these cross cutting priorities in the following ways:

Promoting Quality of Life

The Registration Service is working to promote a more active sense of citizenship and contributing to social integration and community cohesion through our nationality and citizenship services.

The Service intends pursuing the opportunity to offer the **Nationality Checking Service** that will further enable us to develop a relationship with citizenship applicants prior to the application being submitted to the Home Office.

Through this service, it is intended that registration officers will be able to offer advice and support on the application process and supplying application forms provided by the Home Office.

Citizenship ceremonies, which are now an essential element of the acquisition of British nationality, help new citizens to celebrate their new status and enable representatives of the community and the Council to welcome citizens into the County Borough.

The welcome packs issued to all new citizens will continually be developed to include information on environmental sustainability and any other relevant issues within the Council's policy agenda.

Registrars have also just become involved in ensuring those new parents who are entitled to the provisions of the **Flying Start** programme will receive welcome packs and help to register at the time of registering the birth of a baby.

Tackling Crime and Community Safety

Although it is difficult to envisage the Registration Service being involved in prevention of crime, nationally work on tackling the abuse of the marriage laws by racketeers involved in immigration fraud resulted in new legislation being introduced by the government in February 2005.

The legal provisions have had a significant impact on the problem right across the country and resulted in a huge reduction in **sham marriages**.

Registrars in the Caerphilly district have also contributed to the consultation on **forced marriages** that has resulted in the introduction of new legislation and guidance for people who, due to cultural and other influences, may be forced into marriage under duress or threat.

Another major issue is the **fraudulent use of certificates**. Registrars are contributing to national initiatives aimed at combating the issue and use of certificates of birth, death, marriage and civil partnership that may be used in criminal and fraudulent activity.

4.3 Achieving Service Excellence

Customer Contact

The Caerphilly Registration Service has been providing excellent service delivery since its inception in 1996.

Our hours of opening have been extended to meet customer demand and we offer service over 7 days of the week.

We offer a 24 hour contact service for urgent registration matters (including death registration for people where there is a cultural requirement for urgent burial and facilities to urgently allow a marriage or civil partnership registration where a person is seriously ill and not expected to recover)

We are also working to improve access to our service by electronic methods. Website information is constantly reviewed with on-line application and enquiry facilities available and the payment by debit or credit card over the telephone.

Comments and complaints

The Council's corporate complaints policies apply to the registration service. It provides facilities for customers to complain as follows:

- Completing an online form on the website - www.caerphilly.gov.uk
- Sending an email
- Telephone
- In person at any one of the council offices
- In writing

Each department has a dedicated Complaints Officer who will investigate the complaint. A written complaint will be acknowledged in 4 working days with a full explanation within 28 working days or should that not be possible, we will explain why and confirm how long it will take.

Leaflets are available at all sites

A comment book is also available in the register office waiting areas and complaints, compliments and suggestions are analysed and used to improve service delivery.

Promoting feedback from customers via these simple but effective mechanisms ensured a regular flow of feedback on basic customer service standards. The quantifiable results are very positive. Specific, positive comments are made in abundance, for example:

“We could not find fault”

“We had a wonderful day”

“Lovely, friendly, helpful and obliging”

“The service was wonderful”

“Everything was perfect”

“Everything about the lead up and the day itself was first class”

“..... was understanding, friendly and put us at ease”

“We have nothing but praise for everyone involved”

However, constructive criticism and general suggestions are also received, the most significant examples resulting in various changes and improvements to service provision in recent years. As a result of these suggestions, the local authority have improved signage outside the Register Office and created additional and improved accommodation for pre-ceremony interviews.

Customer Surveys take place covering Birth and Death registration, Marriage and Civil Partnership Registration and Ceremonies and Citizenship.

Consultation

In order to capture the views of users and stakeholders on any changes to the registration service and future provision, CRS can access established panels and the relevant forum providing consultation facilities.

Questionnaires may be sent to:

- Funeral Directors
- Venues licensed for ceremonies
- Council Members
- GP practices
- Coroner
- Bereavement Officers
- Registration Officers

Consultation questionnaires are also available in the reception areas and an electronic format of the consultation will also be placed on the registration service's web page throughout any consultation period.

Current channels of communication are used, such as the Council's newsletter, the local press, Caerphilly's website and stakeholder meetings can be arranged.

The 'Code of Practice' and 'Good Practice Guide' are considered when further developing this Service Delivery Plan for Caerphilly Registration service

Performance Monitoring

Performance Standards in respect of certificate applications, incoming and outgoing post, corrections and re-registrations, waiting times are monitored and reported via a Performance Information Measurement System (FFYNNON).

RON management systems also provide information to monitor the registration of events within statutory timescales

Customer satisfaction will continue to be monitored by using feedback forms and regular surveys and we will publish results on the waiting area screens and also on our website.

Our standards relate primarily to waiting and turnaround targets. Listed below are our performance targets and also a note of the National Standard (NS) for the Registration Service where applicable.

Performance Targets	Caerphilly Target
% of customers seen within 10 minutes of appointment time (Births & Deaths) NS 90%	95%
% of births registered within statutory time frame NS 98%	98%
% of deaths registered within statutory timeframe (if no post mortem) NS 95%	95%
% of stillbirths registered within statutory timeframe NS 98%	98%
% of customers seen within 10 minutes (Notice of intent to marry or enter civil partnership) NS 90%	95%
% of times death/stillbirth registration appointment offered within 2 working day of request NS 95%	99%
% of times birth registration appointment offered within 3 working days of request NS 95%	99%
% of times notice appointment offered within 5 working days of request NS 95%	95%
% of postal certificate applications dealt with NS 95% within 5 days of receipt	98% within 48 hours
% of customers expressing overall satisfaction with the service NS 90%	95%
Total number of formal complaints received (actual and as % of all registrations) NS 0.5%	0.5%
% British Citizenship applicants going through a ceremony within 6 weeks of contact	100%

We also record details of:

- Performance Development Reviews Undertaken
- Number of Civil Partnership Notices
- Number of Civil Partnership Registrations Undertaken
- Number of Marriage Notices
- Number of Marriage Registrations undertaken
- Total Number of formal Complaints Received (actual and as a percentage of all registrations)
- Staff sickness absence

Suggestions made and actions undertaken

Continue to offer extended opening hours	Registrars continually assess service provision and react to customer requirements and views. In recent years we've extended our opening hours and will attend to customer needs out of hours, including evening and weekend appointments if required.
Ensure that any one who contacts the office before attending an appointment is clearly aware of the requirements and of any documentation they should produce	Leaflets and brochures are made available to the public in advance of service use and full information is given on our website. We also ensure all customers making appointments to attend the Register office are fully informed of service requirements and documents they may need to produce
Keep customers informed of the current waiting times.	All customers attending the RO are given details on arrival of the registration officer they will be seeing and an estimate of any waiting time if applicable.
Develop system to pay online when requesting a certificate via our current online enquiry service.	IT systems and protocols around payment to registrars before certificate is provided have to be addressed – some difficulties if payment is made online with request and Caerphilly Registrars then unable to issue a certificate
Introduce the Nationality Checking Service	Considering introduction of this service when resource requirements can be addressed and managed
Provide facilities for customers to access the Tell Us Once service	introduced in October 2011. 94% uptake and 100% customer satisfaction
Develop brochure 'A Guide for New Parents'	Considered during 2009 but costly. Work continues with other Early Years Providers to ensure appropriate information is given to all new parents. Registrars give new parents who are entitled the Flying Start welcome packs and assist with registration into the scheme.
Organise timely advertising of specific services to ensure maximum income generation	Income generation mainly through celebratory services (ceremonies) and nationality/citizenship procedures. Brochures and website information constantly updated and provided to potential users.
Ensure as many as possible are 'multi-tasked' to provide more efficient use of resources	80% fulltime staff fully multi-tasking. Part-time and casual staff also able to provide range of duties
Continue to develop the South	Full annual programme and all Registration Officers

Wales Registration Training programme	attend training where appropriate
Set meaningful performance targets for customers and staff.	See above and Appendix 6
Improve monitoring and reporting systems for all service targets	See above and Appendix 6
Ensure staff fully participate in appraisal process.	Staff included in PDR processes and assessed against service standards on an annual basis.

In summary, Caerphilly Registration Service set standards and monitor against the Good Practice Guide. The officers work hard in looking at the service and making improvements continually through the year to meet the required standards.

The Ffynnon Performance Management System is used to report. Close monitoring and reporting of the data on a monthly or quarterly basis is required and everyone has to appreciate the importance of accurately recording the data and publishing successes.

The volume of telephone calls to the service is large but lack of reporting from IT/Customer Service on the number and types of calls received or on statistics around the answering of calls by departments means monitoring is poor. It is imperative to focus on a co-ordinated strategy for the operational needs of the service

4.4 Use of IT and future IT requirements

The RON web-based system for registering births and deaths is used at the main office at Penallta House. This has removed the need for paper quarterly copies of registered records to be submitted to the Registrar General and improved processing times for registering events.

RON Marriages Phase 1 was introduced in November 2009 with few problems in notice taking and issuing of authorities experienced to date. Ron Marriages Phase 2 was introduced in January 2010 to allow the recording of marriage register entries and the printing of certificates from the record. Some initial input and printing problems were experienced but the General Register Office is currently addressing these.

Records dating back to 1996 and the index of marriages dating back to 1837 are held on RSS. The index of births and deaths back to 1837 are paper based currently. GRO have removed support of RSS. Caerphilly Registration Service has procured a replacement that will allow export of the electronic marriage index and those records held electronically and further input of the birth and death index to allow easy search and print facilities for certificates.

The system will be installed in May/June 2012 and a programme of digitisation of the index to the birth, death and marriage records will commence soon after.

Consideration is being given to the following:

- Benefit to the community from digitisation and access to index from the website.
- Staff time saved in searching through paper records – number of requests or searches made per annum.
- Storage issues – ability to archive the original paper index once digitised.

- Fragility of records and benefit from reduction in handling.
- Improved service/access to the public, genealogists, historical society etc.
- Length of time it will take to transfer the records even with additional assistance.
- Consideration of other options e.g. volunteers, historical society etc., but concerns re. confidentiality, accuracy and requirement for registrars to still check the work.

Part 5: Objectives for year ahead

5.1 Constraints

Public expectation remains high and demand for service is likely to increase. The introduction of Tell Us Once in October 2011 has had a great impact on the day to day birth and death service provision. Work programmes can be prioritised to a degree but much of the standard provision is demand led, fluctuates daily and is unpredictable. Flexibility in staffing levels, including the use of casual deputy registration officers is key and these officers have to retain knowledge through training and experience through opportunity to work.

The impact of Tell Us Once on neighbouring registration districts has also had an effect on demand for declarations out of district. This impacts on Caerphilly where large numbers of declarations for other districts are taken. It has become more difficult to ensure we meet our stringent targets for offering appointments to those wishing to register or make a declaration for a birth

Changes were introduced in December 2011 to allow Civil Partnerships to be registered in Religious Buildings. Changes nationally to the Death Certification Processes and the introduction of a Medical Examiner, have been delayed until at least April 2014. All changes will impact on the Registration Service. Ensuring staff are trained and engaged in the change processes is vital as is ensuring partners are also making the necessary provisions in a timely manner.

5.2 Opportunities

Partnership working remains a key opportunity. Continuing to work with neighbouring registration districts on Tell Us Once and to ensure other areas of service provision are not detrimentally affected will be vital. The Tell Us Once initiative has enabled information recorded by Registrars on births & deaths to be shared with other central and local government services and agencies.

The introduction of Tell Us Once has also encouraged closer working with other council departments and better understanding of how the registration service may support their initiatives through the early contacts we have with new parents and bereaved families (links with Education to assist with the Flying Start initiatives and with the Supporting People Team to promote their services for the more vulnerable customers)

The South Wales Registration Training Group works to provide high level technical training to 16 registration districts at very low cost. This training also offers opportunities to network and share best practice.

The South Wales Registration Officers Group also commissioned the development of a successor to the Registration Service Software system that will allow the eventual electronic capture and search of the index to birth, death and marriage records and the printing of records previously captured via RSS

5.3 Service Improvement

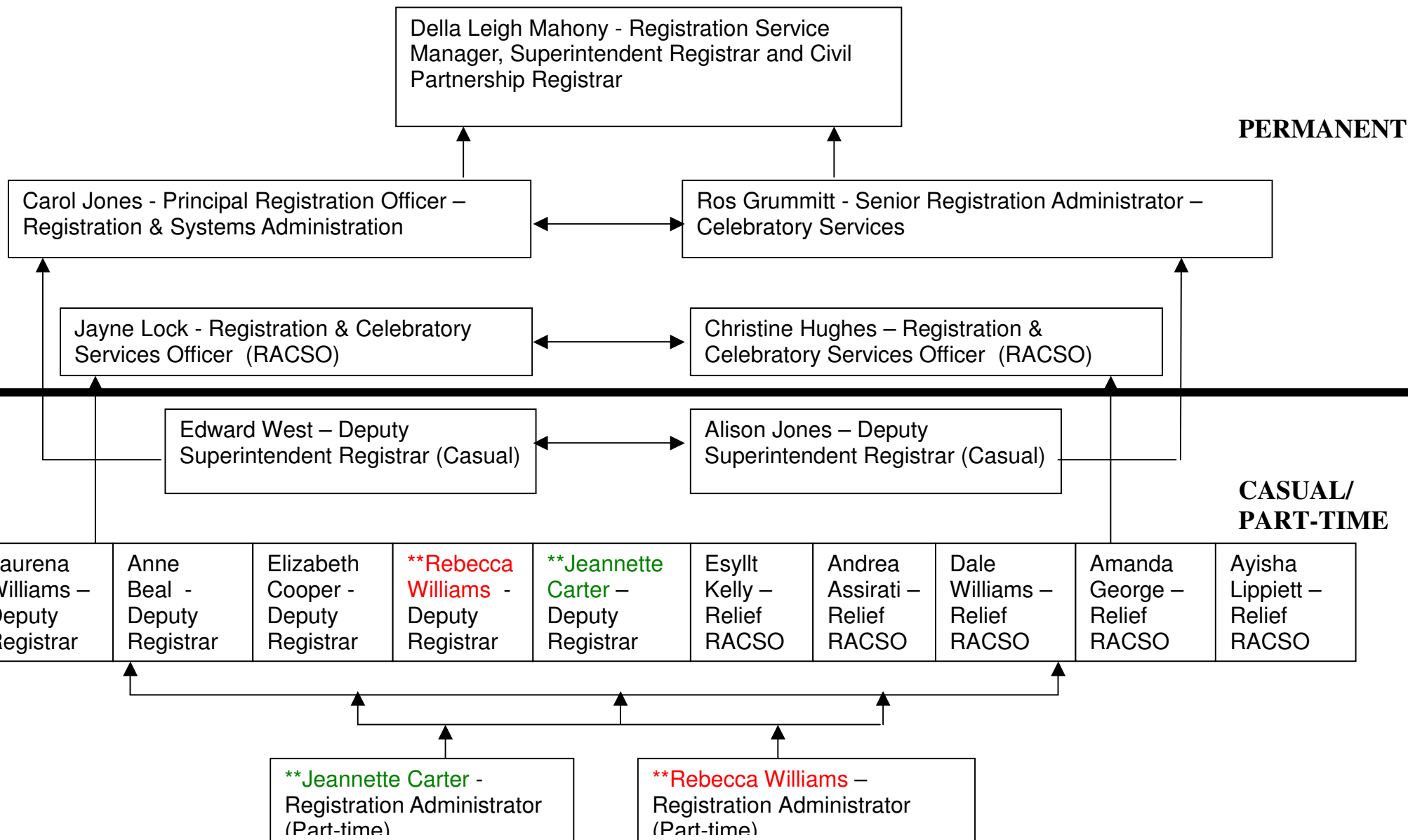
Service Area:		<i>PUBLIC PROTECTION – REGISTRATION SERVICE</i>		
A Key Outcome		Exemplary services that provide opportunities to commemorate life events in appropriate and timely manner and promote and celebrate citizenship in the community		
B	Threat/Risk	Category	Score	Progress
1	The introduction of Tell Us Once could increase the length of contact handling time for customers and hinder our ability to meet other service needs/statutory response times.	Medium	9	TUO for death registration introduced in Oct. 2011 and working well. 92% take up so impact has been greater than expected. Implications of Birth registrations on an already busy service to be considered in line with current resources and increasing levels of demand.
2	GRO removing support of RSS, which currently holds records since 1998, and indexes back to 1837. No local IT support for RSS	High	20	S.P.I.C.E the electronic indexing solution to be purchased and implemented by April 2012. Significant additional resources will be required to transfer the information to the data base.
3	A pandemic or incident leading to a vast increase in death registrations would impact on ability to deliver general service as well as actions for improvement.	Low	6	Plans & risk assessments in place to deal with such incidents.
4	Extension of times at which marriages and civil partnerships may take place will impact on working patterns if we are to meet customer requirements	Medium	8	A pool of 12 Casual /Relief officers can be utilised to meet fluctuations in demand throughout the year, including evening ceremonies. An additional part time Registration Administrator has also been appointed.

C	Actions/Tasks	Progress	Owner and Completion Date	Additional resource required?
1	Review the expansion of TUO service for birth registrations to consider whether improvements can be achieved.		Della Mahony 31/12/2012	Yes

2	Implement agreed actions in Phase Two of the Service Development Project with Customer First to improve customer service.		Della Mahony 31/09/2012	
3	Commence the Births, Deaths and Marriages index digitisation project to provide electronic access to historical records.		Della Mahony 31/5/2012	Yes
4	Ensure service provided complies with National GRO Standards.		Della Mahony	

D	PI ref:	EVIDENCE / INDICATOR	10/11		11/12		Progress / Comments	12/13	
			Target	Result	Target	Result		Target	Result
6		All births registered within 42 days	98%	97.1%	98%	99%		98%	
6		All still-births registered within 42 days	98%	100%	98%	100%		98%	
6		All deaths registered within 5 days (except those following an inquest)	95%	97%	95%	97%		95%	
		Incoming declarations registered within 24 hours of receipt	90%	100%	90%	100%		90%	
		Applications for corrections and re-registrations processed within 7 working days of Registration Officer receiving GRO notification	90%	100%	90%	100%			
		Certificates from entries in deposited registers issued in response to application within 5 working days	95% 98%*	100% 99%*	95% 98%*	100	GRO target *CCBC target 98% within 48 hours	95% 98%*	

APPENDIX 1 CAERPHILLY REGISTRATION SERVICE STRUCTURE



Appendix 2

Budget 2012/13

ENVIRONMENT DIRECTORATE

PUBLIC PROTECTION DIVISION : REGISTRARS : ESTIMATES 2012 / 2013

	REGISTRARS
EXPENDITURE	(2916)
EMPLOYEES	(d)
Salaries	£ 230,200
PREMISES	
Registrars (Room Hire)	600
TRANSPORT	
Car Allowances / Subsistence	5,000
SUPPLIES & SERVICES	
Equipment and Furniture	1,150
Telephones - Allocation / Mobiles / Allowances	100
Printing, Photocopying & Stationery	1,000
Postages	1,500
Insurance	2,587
I.T.	840
Registrars (Gen. Office Expenses)	5,223
TOTAL EXPENDITURE	248,200
INCOME	
Registration Service Fees	185,000
TOTAL INCOME	185,000
NET EXPENDITURE	63,200
Pontllanfraith Civic / Ty Penallta Accomodation Apportionment	
Central Support Services Apportionments	14,589
	77,789

2011/12 = 60,998

Difference = 2,202

APPENDIX 3

TABLE OF FEES – STATUTORY SERVICES (FROM 1 APRIL 2012 TO 31 March 2013)

BIRTH, DEATH OR MARRIAGE CERTIFICATES

ISSUED BY REGISTRAR AT TIME OF REGISTRATION	£4.00
ISSUED BY REGISTRAR AFTER DAY OF REGISTRATION	£7.00

One **Short Birth Certificate** is issued **FREE OF CHARGE** at the time of registration of the birth. Certificates are only available from the Registrar at the time of registration or for a short time afterwards.

Once a register is filled it is passed to the Superintendent Registrar and certificates are no longer available from the Registrar.

ISSUED BY THE SUPERINTENDENT REGISTRAR FROM ARCHIVED RECORDS

STANDARD SERVICE

OUR STANDARD SERVICE IS THE ISSUE OF A CERTIFICATE WITHIN 48 HOURS OF A FULLY COMPLETED APPLICATION BEING MADE.

SHORT BIRTH CERTIFICATE	£10.00
STANDARD CERTIFICATE OF BIRTH, MARRIAGE OR DEATH	£10.00

THESE FEES ARE PAYABLE FOR OUR STANDARD SERVICE.

THE CERTIFICATE MAY BE COLLECTED OR POSTED WHEN READY.

PRIORITY SERVICE This service is only available if application is made by 3.00pm on the day

STANDARD CERTIFICATE ISSUED ON DAY OF APPLICATION (includes £3.00 processing fee and only if accurate information is provided to locate the record)	£13.00
SHORT CERTIFICATE ISSUED ON DAY OF APPLICATION (includes £3.00 processing fee and only if accurate information is provided to locate the record)	£13.00

SEARCH FEES

SEARCH 1 YEAR EITHER SIDE OF A DATE SPECIFIED	Free of charge
SEARCH A FURTHER 5 YEARS	£5.00
SEARCH OF A 10 YEAR PERIOD	£18.00

In all cases of certificates issued from archived records, an additional administrative fee of £2.00 is levied if application and payment is made by telephone

CIVIL PARTNERSHIP CERTIFICATES

FULL OR EXTRACT CERTIFICATE APPLIED FOR AT THE TIME OF REGISTRATION **£4.00**

FULL OR EXTRACT CERTIFICATE APPLIED FOR AT ANY OTHER TIME

STANDARD SERVICE **£10.00**

OUR STANDARD SERVICE IS THE ISSUE OF A CERTIFICATE WITHIN 48 HOURS OF A **FULLY COMPLETED APPLICATION** BEING MADE. THE CERTIFICATE MAY BE COLLECTED OR POSTED WHEN READY

PRIORITY SERVICE **£13.00**

CERTIFICATE ISSUED ON DAY OF APPLICATION

(includes **£3.00 processing fee** and only if accurate information is provided to locate the record)

This service is only available provided application is made by 3.00pm on the day

SEARCH FEES

SEARCH 1 YEAR EITHER SIDE OF A DATE SPECIFIED **Free of charge**

SEARCH A FURTHER 5 YEARS **£5.00**

SEARCH OF A 10 YEAR PERIOD **£18.00**

In all cases of certificates not applied for on the day of registration an additional administrative fee of £2.00 is levied if application and payment is made by telephone

FEES FOR MARRIAGES

Fee for the entry of each notice of marriage **£35.00**

Fee payable to the Registrar present at a ceremony in the Register Office **£45.00**

Fee payable to the Registrar present at a ceremony in a registered building (religious) **£84.00**

Fee payable for the attendance of a Superintendent Registrar and Registrar at a ceremony at Craig Penallta, Tŷ Penallta, Ystrad Mynach

Monday to Friday **£100.00**

Saturday **£120.00**

Fee payable for the attendance of a Superintendent Registrar and Registrar at a ceremony on approved premises (eg. Bryn Meadows, Caerphilly Castle, Llancaiach Fawr, Llechwen Hall, Maes Manor, New Cottage)

Monday to Friday **£220.00**

Saturday, Sunday or Bank Holiday **£290.00**

FEES FOR CIVIL PARTNERSHIPS

Fee for the entry of each notice of civil partnership **£35.00**

Fee payable to the Registrar present to register a civil partnership in the Register Office **£45.00**

Fee payable for the attendance of a Civil Partnership Registrar for a ceremony at Craig Penallta, Tŷ Penallta, Ystrad Mynach

Monday to Friday **£100.00**

Saturday **£120.00**

Fee payable for the attendance of Civil Partnership Registrars on approved premises (eg. Bryn Meadows, Caerphilly Castle, Llancaiach Fawr, Llechwen Hall, Maes Manor, New Cottage)

Monday to Friday **£220.00**

Saturday, Sunday or Bank Holiday **£290.00**

OTHER ADDITIONAL FEES PAYABLE IN CERTAIN CIRCUMSTANCES

Superintendent Registrar to attend outside his/her office to be given notice of marriage of a house-bound or detained person

£46.00 housebound
£67.00 detained

Superintendent Registrar attending to conduct a marriage at a residence of a house-bound or detained person

£82.00 Housebound
£93.00 detained

For registrar attending to register a marriage at the residence of a house-bound or detained person

£74.00 housebound
£86.00 detained

For authorised person attending outside his/her office for attesting the necessary declaration of civil partnership of a house-bound or detained person

£46.00 housebound
£67.00 detained

For Civil Partnership Registrar attending for signing the civil partnership schedule at the residence of a house-bound or detained person

£79.00 housebound
£86.00 detained

Certification for worship and registration for marriage (Payable by trustee of the building)

Certification of a place of meeting for religious worship

£28.00

Registration of a building for the solemnization of marriages

£120.00

APPENDIX 4

TABLE OF FEES - NON-STATUTORY CELEBRATORY SERVICES

NAMING CEREMONIES (FOR BABIES AND CHILDREN)

RE-AFFIRMATION OF VOWS (FOR COUPLES WISHING TO RE-AFFIRM THEIR MARRIAGE OR CIVIL PARTNERSHIP COMMITMENTS).

These are non-statutory services and have no legal status and cannot be used to establish legal rights.

At Penallta House, Ystrad Mynach

Monday to Friday	£100.00
Saturday	£120.00
Sunday and Bank Holiday	£150.00

At any other approved venue

Monday to Friday	£120.00
Saturday	£170.00
Sunday and Bank Holiday	£190.00

The approved venues within the County Borough of Caerphilly are:

Bryn Meadows, Maesycwmmmer
Caerphilly Castle
Llancaiach Fawr, Nelson
Llechwen Hall, Llanfabon
Maes Manor Hotel, Blackwood
New Cottage Dance Centre, Ystrad Mynach

APPENDIX 5

REGISTRATION SERVICE CUSTOMER STANDARDS

GENERAL

- We will answer all incoming telephone calls within 5 rings
- An answerphone service will be available at all times when a registration officer is unavailable
- An emergency 24 hour contact number for a Registration Officer will be publicly available at all times (at registration office entrances, on website and telephone answer service)
- We will deal with all matters in a pleasant and efficient manner
- A registration officer wearing an identifying name badge will greet all visitors and explain procedures, expected waiting times and give details of the officer who will deal with the matter

BIRTH AND DEATH REGISTRATION

- Customers attending to register a birth or death will be seen by a Registrar within 10 minutes of their appointment time or an explanation given if longer
- If a birth or death cannot be legally registered when someone attends at the office we will clearly explain why
- To register a birth, death or stillbirth a person allowed by law must attend
- The registration will be a confidential personal interview that will take approximately 30 minutes
- If Tell Us Once service is required the interview will take an additional 30 minutes

MARRIAGES AND CIVIL PARTNERSHIP

- Customers attending to arrange a ceremony or give notice at the district Register Office, Penallta House, Ystrad Mynach will be seen by the Superintendent Registrar/Civil Partnership Registrar within 10 minutes of their appointment time or an explanation given if longer
- If Caerphilly Registrars are responsible for your ceremony or registration, enhancements and other requests to make the ceremony more memorable will be considered in all cases
- Our aim is to make your ceremony enjoyable and we will provide a friendly and welcoming atmosphere
- We will arrive at the venue for your marriage or civil partnership at least 30 minutes before the due start time

CERTIFICATE APPLICATIONS FROM ARCHIVED RECORDS

- We are only able to issue certificates from records we hold
- If applied for in person and the appropriate fee is paid, a certified copy of a birth, death or marriage entry, will be provided on the day that the properly completed application is made
- If we cannot do this we will clearly explain why
- Postal applications for certified copies will be considered on the day we receive the application
- All certificates of records held will be returned within 48 hours
- If we cannot trace the record required from information given we will write to tell you within 48 hours
- Telephone applications with payment made by debit card will be dealt with on the day of application and certificates posted within 24 hours

APPENDIX 6			
Statutory Standards			
KEY ACTIVITY	Statutory Requirement	National Standard	Caerphilly Standard and compliance
Events accurately registered within statutory timeframe (KPI1)			
% of births registered within 42 days	All births registered within 42 days	98% registered within 42 days of birth	Births - Caerphilly Target 98%. 99% actually registered within statutory timeframe
% of still-births registered within 42 days	All still-births registered within 42 days	98% of still-births registered within 42 days	Stillbirths – Caerphilly Target 98%. No stillbirths registered in 2011/12
% of deaths registered within 5 days	All deaths registered within 5 days (except those following an inquest - see below)	95% of deaths registered within 5 days of occurrence <i>[Standard to be reviewed when changes to death certification implemented</i>	Deaths – Caerphilly Target 98%. In 2011/12 97% of deaths were registered within 5 days (excluding post mortems and inquests) and rises to 99% where there is no Coroner involvement at all (deaths where Registrar can go ahead and register without requesting authority from Coroner). However, this figure reduces to 76% where post mortems have taken place. The delay is caused by the delay in receipt of PM reports or Part As from Coroner. This is an issue that has been raised with the Coroner but can't be influenced by Registrars
	All deaths after inquest registered on receipt of the coroner's certificate	90% to be registered on day of receipt of coroner's certificate	Caerphilly Target same. 99% of inquest cases are actually registered on day of receipt from Coroner
Accurately record birth, still-birth and death information on forms of declaration	Completed forms sent to receiving authority for registration on receipt	Completed declarations sent to receiving authority on the same day	Process in place to ensure all declarations sent daily to receiving authority

		90% of incoming declarations registered within 24 hours of receipt	Incoming declarations very low numbers. All registered on receipt
Requisitioning of un-registered births	Responsible person requisitioned to attend registrar's office	Procedure in place for reminding of outstanding registration after 28 days and issuing formal requisition after 42 days	Compliant.
Scrutiny of medical certificate of cause of death	Reportable deaths referred to Coroner prior to registration	Referral to coroner followed up by completion of form 52	Checks made on all deaths weekly. All Coroner reports made on Form 52.
Collection of official statistics	All relevant information requested and recorded	Basis of request for information clearly explained to informants	Compliant
Burial or cremation certificates issued	Relevant docs accurately completed and issued at the appropriate time	Same	Compliant
Timely and accurate corrections and re-registrations	Applications for corrections and re-registrations processed and effected in accordance with statute	90% of applicants offered appointment within 7 working days of Registration Officer receiving GRO notification	Compliant Documentation annotated with the date the applicant was contacted and offered an appointment
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	Same	Compliant
Accurate completion and processing of notices	Preliminaries completed in accordance with legal requirements	Same	
Marriage and civil partnership ceremonies	Provision of a room within the register office to accommodate the couple and two witnesses for the statutory fee	Room identified on plan approved by the RG. Couples offered choice of words of declaration and contract provided for in legislation	Compliant. Full choice of words, readings and music offered for all civil ceremonies
Marriages and civil partnerships accurately recorded	Marriages registered immediately following the event. Civil partnerships recorded on RON within 2 working days of formation	Same	Compliant. Marriages now also recorded on RON within 7 days of marriage
Administration of Approved Premises	Applications for approval processed in accordance with Marriages and Civil Partnerships (Approved	Procedures in place for approval process	Approvals dealt with by Licensing Section at the Local Authority. Registration Service Manager monitors renewals.

	<p>Premises) Regulations 2005</p> <p>Local authority maintains the Approved Premises register</p>	<p>Controls in place to manage the expiry and renewal of licences (See “Approved Premise Licensing” Case Studies)</p>	
<p>Submission of statutory returns</p>	<p>Quarterly copies certified and submitted to RG within 28 days of end of quarter</p> <p>Occasional copies of corrected entries not on RON submitted to RG within 7 days of correction</p> <p>Notifications to Health Authority, tax, electoral and education authorities, and to Local Safeguarding Children Boards made in accordance with statutory timescales</p> <p>Suspected sham marriages or civil partnerships reported to Home Office</p>	<p>All returns made in accordance with statutory requirements and timescales</p>	<p>All Registrar Quarterly copies certified and submitted within 28 days AP and Clergy also within 28 days but not always complete 100% received and forwarded by this time Occasional copies submitted to RG immediately following correction</p> <p>Registrars make weekly returns as required by statute</p> <p>Compliant</p> <p>Compliant</p>
<p>Custody and care of registers</p>	<p>Registers to be kept in repository approved by the Registrar General</p>	<p>Registers stored to prevent deterioration and in secure and accessible location</p> <p>Good Practice</p> <ul style="list-style-type: none"> Registers stored in accommodation with 	<p>Registers stored in conditions meeting Good Practice requirements</p> <p>Periodic checks and local monitoring of condition of registers and repository undertaken.</p>

		<p>environmental controls to limit fluctuation in humidity and temperature</p> <ul style="list-style-type: none"> Registers shelved so as to avoid damage in handling; little-used volumes stored in archive-quality boxes Conservation survey of physical state of registers undertaken <p>Better Practice</p> <ul style="list-style-type: none"> Registers stored in accommodation meeting BS 5454 Program of conservation and rebinding for damaged registers 	Archive quality boxes used to protect older more flimsy registers
Prepare, store and make available indexes to registers	Index to be prepared and made publicly available for deposited registration records	Provide public access to indexes on request	Compliant
Issue certificates from deposited registers (KPI 3)			
% of applications dispatched with within 5 working days of receipt)	Certificates from entries in deposited registers issued in response to application	95% of applications dealt with within 5 working days of application	Caerphilly Target – 98% dealt with within 48 hours. Target met - compliant
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	(See Good Practice Brochure on Citizenship Ceremonies)	Ceremonies held at Register Office on a 5 week cycle. Superintendent Registrar or Deputy conducts. Mayor, Leader, Lord Lieutenant or Deputy attend. New citizens are invited to bring up to 4 guests. Reception follows. Gift and photographs given to all new citizens

Citizenship certificates accurately completed and Home Office informed	Certificates to be dated correctly and notification sent to Home Office within 14 days of ceremony		Compliant. Notifications sent on day or following day and all certificates dated accurately.
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Non-Statutory Standards			
1. Customer Service			
Key Activity	National Standard	Improving	Caerphilly standards and compliance
<p>1.1 Customer Satisfaction</p> <p>The customer should expect to be dealt with courteously, with sensitivity and in a personalised manner. To evaluate this, the customer should be asked a set of service delivery questions</p> <p>(KPI 4 - % of satisfied customers, number of forms returned and response rate. As a minimum, surveys to cover satisfaction with service access and availability)</p> <p>Does this meet expectations (measure) e.g. "Did you receive the service you expected?"</p> <p>Identify and investigate areas of service delivery dissatisfaction with a view to establish if improvements can be made</p> <p>Publish summary customer satisfaction survey results and outcomes of any areas of dissatisfaction</p>	<p>Meet corporate standard or above 90%</p> <p>Identify and investigate areas of service delivery dissatisfaction with a view to establish if improvements can be made. Demonstrate action taken to address these concerns</p> <p>Publish results and improvements to satisfaction levels</p>	<p>92.5% rated at met expectation and above</p> <p>Add proactive question: 'What can we do to improve service?'</p> <p>Publish results to show continuous year on year improvement</p>	<p>Annual consultation carried out as part of wider local authority review.</p> <p>Customer satisfaction evaluated continually</p> <p>Rolling process of customer satisfaction with results analysed and published bi-annually. All customers surveyed continually</p> <p>Most recent surveys are of last 2 quarters in 2011/12 for ceremonies and death registrations. Ceremonies – 65 survey returns to date from 138 couples surveyed with 100% satisfaction from those returned Deaths – 423 survey returns from 451 customers surveyed with 100% satisfaction from those returned. The 451 people surveyed were all also offered Tell Us Once following the death registration</p>

<p>1.2 Compliments and Complaints</p> <p>(KPI 5 – Total number of formal complaints received (actual and as a % of all registrations)</p> <p>Official complaints as a percentage of number of all activities to include registrations, NCS and ceremonies</p>	<p>0.5%</p> <p>A clear compliments and complaints policy which is accessible and available in different formats on request (This could be adopting the corporate policy or implementing an individual service policy)</p> <p>As part of the corporate/service reporting procedures publish the results of compliments and complaints on an annual basis</p>	<p>0.3%</p> <p>Contact complainant and staff after 3-6 months to investigate if the complaint could have been handled in a more appropriate manner. (Checking procedure not outcome)</p> <p>Publish year on year results to demonstrate improvements</p>	<p>2 complaints received.</p> <p>First from couple who were marrying in chapel in this district but had given notice in 2 other districts for wrong chapel. Caerphilly registrars did all they could to put this right but all that could be done, when it was established that couple were actually marrying in another chapel in same village, was advise fresh notice to be given in the other districts. Error was noticed only a few days before ceremony. We were involved in complaint to all 3 authorities and upheld the couple's complaint that the error should have been spotted earlier and before issue of authorities</p> <p>Second from couple who were advised of an increase in approved premise fee 4 months before their ceremony (having been previously advised that fee was subject to increase) but felt they should have been charged the fee they were quoted at the time of booking. CCBC did not uphold complaint but refunded the amount of the increase as goodwill gesture.</p>
<p>1.3 Consultation</p> <p>Who How Where When</p>	<p>Demonstrate and document in the service delivery plan that you have taken into account public/staff consultation, and actions taken or to be taken as result</p>	<p>Demonstrate a proactive approach to consultation using a variety of mediums eg focus groups, feedback channels, and newsletters</p>	<p>Local Authority use a variety of media to consult with a number of groups of people and stakeholders</p>

<p>To include Staff, Customers, Stakeholders.</p>	<p>Documented consultation policy that outlines who, how, where and when we consult with our customers/staff, which is reviewed on a regular basis</p> <p>Publication = service delivery plan</p>	<p>Wider publication of results through timely and appropriate media releases</p>	<p>Suggestions for continuous improvement included in Service Delivery Plan</p>
<p>1.4 On arrival - waiting times</p> <p>Those offices with appointment times</p> <p>(KPI 2a) ii) % of customers seen within 10 minutes of appointment time)</p> <p>Seen on arrival, on time or earlier</p>	<p>90%</p> <p>Identification of reasons why this standard is not met, and actions taken to improve the level of performance</p>	<p>95%</p> <p>Identification and formal documentation of reasons why this standard is not met, and actions taken to improve the level of performance</p>	<p>Appointment system in place. Caerphilly target 95%. Met- compliant</p> <p>Data extracted from “booking in” records</p>
<p>1.5 Waiting Times for Appointments</p> <p>(KPI 2a) i) Waiting times for appointment for: Birth registration/declaration Still-births registration/declaration Death registration/declaration Marriage and civil partnership notice)</p>	<p>95%</p> <p>Identify and investigate areas of dissatisfaction with view to establish if improvements can be made to appointment availability. Demonstrate action taken to address concerns</p>	<p>98%</p>	<p>Caerphilly Targets</p> <p>Births - 99% within 3 days – met – compliant</p> <p>Stillbirths and deaths – 99% within 2 days – met - compliant</p>

<p>The ability to offer an appointment within these timescales at point of request</p> <ul style="list-style-type: none"> a) Births (or declaration) – 3 working days b) Deaths (or declaration) – 2 working days c) Marriage/Civil Partnership notice – 5 working days or to allow the marriage/CP to proceed at a time and venue of the customers choice d) Still birth (or declaration) – 2 working days <p>Customers without an appointment</p>	<p>To be able to complete their business on the day if they choose to wait</p>		<p>Marriage & Civil Partnership notices – appointments offered within 5 days in all cases and in most cases within 1 day. Would be seen immediately and out of hours if urgent need.</p>
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<p>1.6 Information about Services provided</p>	<p>Available for statutory functions Available for non statutory services where appropriate Obtainable at appropriate outlets Produce publications to a corporate local standard Annually review content to ensure up to date information</p>	<p>Available in various formats on request</p>	<p>Celebratory Services Brochure and Bereavement Services Brochure published annually and link on website. How to register/give notice information on website Constantly reviewed to keep up to date.</p>
<p>1.7 e-facilities</p>	<p>Web site that gives up to date information on your service with the ability to update the</p>	<p>Contact details of all approved premises</p>	<p>Compliant. All services described and information provided on website. Links to other relevant websites and Approved</p>

	<p>information quickly</p> <p>Credit/debit card payment facilities available to clients</p> <p>E-appointment booking system in place</p>	<p>On-line ordering and payment for services</p> <p>Credit/debit card payment facilities available to clients in person or via the telephone</p> <p>Credit/debit card payment facilities available to clients on-line</p> <p>On-line appointment booking facility plus statistical and performance information</p> <p>E-appointment booking system available to public 24-7</p> <p>Links to all related websites and other linked authority services</p> <p>In-house supported electronic cashbook</p>	<p>Venues.</p> <p>Online enquiry form for certificates. Credit/debit card payment by telephone or in person only currently.</p> <p>Not available at present</p> <p>Not available at present</p> <p>Not available at present</p> <p>Compliant</p> <p>Electronic cash book used for all services.</p>
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2. Business Continuity and Resources

Key Activity	National Standard	Improving	Caerphilly standard and compliance
2.1 Business Continuity	Owning a Business Continuity plan that links with the Local Authority's Emergency Plans and other	Business Continuity plan reviewed and updated on a regular basis	Business Continuity plan in place and updated annually. Feeds into Local Authority Emergency Plans

	<p>key stakeholders. Ensure staff are aware of the plan</p> <p>Business Critical levels agreed with IT departments</p> <p>All above reviewed and tested regularly</p> <p>Local Authority data security protocols in place</p> <p>Risk Register in place</p>		<p>Agreed</p> <p>Compliant</p> <p>Compliant</p> <p>Compliant</p>
2.2 Resources	Sufficient levels of appropriately trained staff employed to meet service delivery plan commitments	Sufficient levels of appropriately trained staff employed to meet service delivery plan commitments and new initiatives	Meeting National Standards
3. Leadership			
Key Activity	National Standard	Improving	Caerphilly standards & compliance
3.1 Developing a direction for the Service	<p>There is a clear statement of Service Aims and Objectives ("Mission")</p> <p>Service objectives are linked to the local authority's corporate objectives and priorities and take account of Regional and National agenda</p> <p>Annual Service Plan based on customer and staff consultation and are clearly</p>	<p>Identified improvements are prioritised, planned and implemented and reviewed and updated regularly</p> <p>Assessment of the Service involves external stakeholders and customers peers</p>	<p>Service Delivery Plan in place stating aims and objectives</p> <p>Annual Service Improvement Plan made and links to Corporate Service Improvement Plans</p> <p>Team meetings held weekly and service manager meets with Head of Service's representative on monthly basis</p> <p>LA performance monitoring with KPIs included in Ffynnon reporting system</p>

	<p>communicated to all staff</p> <p>There is an annual review of the service plan which identifies success and failure to meet targets with an action plan to rectify failures</p> <p>Service leaders engaged in processes or activities, which ensure that they are aware of external issues and influences eg attending regional management groups</p> <p>Service leaders participate in their authority's appraisal and development programme</p> <p>Service leaders work within the authority's financial framework to ensure the service is resourced to meet the national standards</p>	<p>Service leaders are engaged in a process of helping others to improve their leadership skills, e.g. training, mentoring or coaching</p> <p>Best practice is shared with other local authority colleagues</p>	<p>Training programme – part of the South Wales Registration Training Group</p> <p>Registration Service Manager and Group Leader attend regional management groups</p> <p>PDRs and 121 for all staff in place</p> <p>Service Manager and Group Leader meet with accountant to set and monitor budget</p>
<p>3.2 Engagement with customers and key partners</p>	<p>Relevant external partners have been identified</p> <p>Service leaders receive and take account of customer and key partner feedback and comments regarding service provision</p> <p>Service leaders endeavour to involve Elected members</p>	<p>The outcome of the service plan objectives involves key stakeholders in a clear and transparent way</p> <p>Members are actively involved and updated on service developments</p> <p>The effectiveness and benefits of engagement and partnership working are regularly reviewed and</p>	<p>Registration Service Manager and/or Head of Service attend regional and national meetings</p> <p>Reports are prepared for Cabinet and scrutiny when appropriate</p> <p>The Leader of Council and Mayor attend every Citizenship Ceremony and are fully engaged in the delivery of the service</p>

		<p>assessed</p> <p>Potential new services and key partners are identified and the benefits to the service of engagement assessed</p> <p>Leaders seek to influence the policy and practice of customers and key partners for the benefit of Service provision</p>	
<p>3.3 Developing an appropriate culture and leading by example</p>	<p>Cultural values and behaviour are clearly stated and are in line with corporate policy and are clearly communicated to all staff</p> <p>Service leaders adhere to the stated values when making decisions in all dealings with staff, customers and key partners</p> <p>Service leaders deal promptly and effectively with behaviours and decisions not in accordance with the values for the Service</p> <p>All staff receive appropriate training on fairness and diversity issues</p>	<p>Demonstrating adherence to the values is considered as part of performance monitoring and appraisal</p> <p>The service carries out equality impact assessments</p>	<p>Registration Service adheres to all the local authority policies and procedures</p> <p>Additional training specific to the Registration Service activities is provided</p> <p>HR procedures are in place and monitored</p> <p>All staff have access to relevant local authority or registration training</p>

<p>4 Managing Change</p>	<p>Service leaders monitor outside influences to identify any need for change in service delivery methods, objectives or priorities</p> <p>Any need to change is communicated and explained to all staff affected and they are engaged in designing changes and improvements to service delivery and working practices</p> <p>Changes are implemented in a planned and structured manner and the effectiveness of change is monitored</p>	<p>Proposed changes are piloted whenever possible and appropriate</p> <p>Review of change is openly communicated to staff and key stakeholders</p> <p>Service leaders promote a culture of change and innovation for the purpose of improving Service delivery</p> <p>The power to influence change and innovate is delegated to all staff as far as possible</p> <p>Service leaders champion change and innovation and become recognised as exemplars of service excellence.</p>	<p>All staff are included in any consultations and plans for change</p> <p>Views are sought and integrated within service delivery</p>
<p>3.5 Managing Systems</p>	<p>Systems are in place to collect, collate and provide leaders with information regarding the achievement of objectives and delivery of service plans</p> <p>There is an appropriate system of delegation to ensure efficient running of the service</p>	<p>The power to make decisions is delegated to the lowest appropriate level for the purpose of effectiveness and efficient Service delivery</p> <p>Service leader continually reviews systems to ensure that they remain appropriate for the purpose of achieving service</p>	<p>Annual Service Delivery Plan Report made to DMT</p>

	<p>The roles and responsibilities of all posts within the service are clearly documented and communicated to staff</p> <p>Effective succession plan in place</p>	<p>objectives</p> <p>Service leaders are engaged in adopting, implementing and ensuring compliance with external management standards such as Investors in People and Customer Service Excellence Model</p>	
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<p>3.6 Improving Performance</p>	<p>The Service is designed and structured to deliver continuous improvement within available resources</p> <p>Service leaders are responsible for setting standards for Service delivery and performance and regularly review service performance and make appropriate changes to the targets or resources in line with corporate and national agendas</p> <p>Service performance issues are communicated to staff and service plans clearly identify team targets which are communicated to all staff involved</p>	<p>Service planning is completed to coincide with corporate performance management process</p> <p>Service performance is evaluated by comparison with other services or organisations</p> <p>Leaders regularly give feedback personally to staff at briefing sessions regarding service performance issues</p> <p>Leaders ensure team members receive individual performance targets to ensure effective contribution to team performance</p>	<p>External audit reports and reviews undertaken – GRO Service Delivery Inspection and ongoing monitoring</p> <p>Performance Development Reviews undertaken with staff</p> <p>Staff assessed against local authority and registration service competences</p> <p>Caerphilly gathers and provides information for benchmarking purposes on behalf of 16 South Wales authorities</p>
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	<p>The LACORS/GRO Guide to Good Practice is used to evaluate and improve key processes and practices involved in service delivery</p> <p>The Service responds to internal and external audit reports such as GRO inspections, corporate audits or assessments from external agencies (eg CSE, IIP etc.)</p>	<p>Leaders participate in the process of regular achievement, performance and development reviews with their managers</p> <p>Effective use is made of comparison and benchmarking processes in order to evaluate and improve performance</p> <p>Leaders undergo an assessment of the effectiveness of their leadership, e.g. 360 degree appraisal, if supported corporately</p> <p>Local registration service feeds into continuous improvement of the GPG</p>	
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4. Training and Development			
Key Activity	National Standard	Improving	Caerphilly standards & compliance
4.1 Induction	<p>Corporate and registration induction within corporate timescale</p> <p>Evaluation of induction</p>		Corporate & registration induction for all new staff
4.2 Identify and plan training needs – current and future	Registration plan for a new starter with training delivered in a timely manner	Process in place to identify new training requirements (eg new legislation)	Competences document and Training Needs Analyses completed and training needs identified through the South Wales Registration

	<p>Statutory and/professional competency requirements and other essential training needs for all staff</p> <p>Essential training needs identified as part of an induction program for new and newly promoted staff</p> <p>Appraisal reviews are held in accordance with the corporate policy to identify individual development needs for all staff during the course of the year</p> <p>Training delivered for new legislative changes</p> <p>GRO/IPS circulars read and actioned</p>	<p>New training requirements to be evaluated and implemented in line with policy and service needs</p> <p>Annual appraisal and interim reviews are used to identify and document individual development needs during the course of the year</p> <p>Annual “one to one” appraisal with all staff</p> <p>Full evaluation procedure in place. Job specific training based around competencies of a corporate nature not just registration</p> <p>Training and development needs and opportunities are discussed and shared regionally</p> <p>Mid/long term and desirable training needs are identified</p>	<p>training Group for technical training and local authority for other skills</p> <p>GRO circular instructions shared and discussed</p> <p>All staff encouraged to access IPS registrars’ pages on website</p> <p>HR structure charts in place with Job Descriptions</p> <p>Job Evaluation was fully completed by end December 2010</p> <p>PDRs and 121 take place annually for all staff</p>
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4.3 Delivery methods	Developmental activities include work shadowing, cascade training, mentoring and internal discussion	Officers with particular expertise are encouraged to share it.	As a small group of 5 full-time staff and 12 part-time or casual staff registration officers work together constantly to ensure sharing of
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	groups	Process in place to share examples of good/best practice and other learning experiences	expertise and understanding of best practice
4.4 Access to or appoint competent trainer	Access to corporate and/or service training officer	Access to registration coaching/mentoring officer	All staff members of South Wales Registration Training Group and SR/Registration Service Manager is lead trainer within this group
4.5 Evaluation, and records of training	<p>Corporate training record</p> <p>All staff are set annual objectives against which performance is reviewed. Staff understand their role and responsibility in delivering the service plan</p>	<p>Individual development information maintained</p> <p>Staff and line manager agree objectives prior to training and evaluate afterwards. Evaluate and record impact on training on individual performance</p> <p>Registration training record Evaluation is used to review the policy and plans</p> <p>Individual training record</p>	Training records made available to corporate HR team
4.6 Active regional training group	Participate in a regional training group	Contribute to planning and delivery of regional training	Minutes of regional training group shared Caerphilly SR is regional training lead
4.7 Sharing of good practice	<p>Sharing ideas and good practice within training group</p> <p>Training as a standard item on team meetings</p>	<p>Sharing ideas and good practice nationally</p> <p>Training as a standard</p>	Training Group meets to develop training plan. SR/Registration Service Manager is member of National Training Steering Group

		item on team meetings held monthly	Team meetings held weekly and staff awareness/training sessions held monthly
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