KENSINGTON AND CHELSEA REGISTRATION DISTRICT

THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

Registration Service Delivery Plan

June 2013

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The Royal Borough of Kensington and Chelsea

Our Values:

Responsive Innovative Collaborative Enterprising Serving our Public

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Registration Service Delivery Plan

THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

1. Background

The Royal Borough of Kensington and Chelsea is an inner London Borough and was named in the 2001 census as the most densely populated local authority in the United Kingdom with a population of 158,919 at 13,244 per square kilometre (the land area is approximately 12 square kilometres).

The Royal Borough is bordered by the London Borough of Hammersmith and Fulham to the west; Wandsworth across the River Thames to the south; Brent to the north and the City of Westminster to the east. A striking characteristic of the borough is the difference between the poorer, more deprived north of the borough (North Kensington beyond and to the west of the Westway) and the wealthier, more prosperous south (Holland Park and Kensington High Street through to Sloane Square and Chelsea). Bridging the gap between the north and the south of the borough is the major priority for the Council and its three R's, - Really Good Services, Responding to Residents and Renewing the Legacy.

The Council has an active Business Plan refreshed for the period 2009 - 2012. This plan sets out our vision and ambitions for improvement and describes how these will be achieved. A copy of the Council's Budget Proposlas 2013 - 2014 can be accessed via this link:

Budget Proposals 2013-14

Kensington and Chelsea is 79% white, 4% Black African and 3% Black Caribbean. 44% of households are owner–occupiers. As of October 2004, statistics released by the Office for National Statistics show that life expectancy at birth for females in Kensington and Chelsea was 84.8 years in 2001 - 2003, the highest in the United Kingdom. Male life expectancy at birth for the same period was 79.8 years, third highest in the UK.

The Royal Borough's affluence is demonstrated by the fact that it has the largest number of high-earners (over £60,000) of any local government district in the country — 16.6%. It has the highest number of workers in the financial sector and the lowest number working in the retail sector.

In December 2006, *Sport England* published a survey which revealed that residents of Kensington and Chelsea were the fourth most active in England in sports and other fitness activities - 27.9% of the population participate at least three times a week for 30 minutes.

Kensington and Chelsea offers many open spaces including Holland Park and Kensington Gardens and is rich in culture and the Arts (Holland Park Opera, Cadogan Hall, and the Royal Court Theatre). It is also home to the world famous Notting Hill Carnival – the largest two-day carnival in Europe and second largest in the world after Rio de Janeiro in Brazil.

The Borough also houses the Royal Hospital, home of the famous Chelsea Pensioners, and many famous people from the worlds of literature, television and the Arts live in Kensington and Chelsea. The Natural History and Victoria and Albert Museums are also housed within the Borough's boundaries.

The Borough has good connections with the London Transport network via the District, Circle, Piccadilly and Central lines and numerous bus routes provide easy access to the major sights in London and neighbouring boroughs.

Following a Comprehensive Performance Assessment external inspection in 2008 - 2009 the Audit Commission announced in March 2009 that the Council had been recognised as a four star authority for the third year in succession. This is the highest rating possible.

1.1 The Council's Mission

Our mission is to make Kensington and Chelsea a place where the council provides opportunity for individuals and families to prosper. We will enable local people to fulfil their ambition by providing educational opportunity and good value services in a safe and sustainable borough.

The mission focuses on our values which will deliver tangible benefits to local people –.
Responsive **Innovative** **Collaborative** **Enterprising** **Serving our Public** and these aims support the themes of the business plan of which one department in particular, Corporate Services, is where the Registration Service primarily contributes to the business plan.

1.2 Corporate Capacity

This key theme is that our residents and customers will receive excellent, value for money services. We will improve customer access to our services, set high standards of customer care and take advantage of new technology. We will manage our resources to provide value for money, high standards of local governance, financial control and budget management. We will recruit and develop our workforce so that it is equipped and motivated to deliver effective services.

2. The Registration Service

The Registrars provide statutory and some non-statutory services. The statutory services result from the various Registration Acts, in particular, the Registration of Births and Deaths Act 1953, the Marriage Act 1949, the Civil Partnership Act 2004 and Immigration and Asylum Act 2002. The non-statutory services result from the relaxations in the Local Government Act 2003 regarding previous restrictions on what services a local authority can and cannot

provide. The non - statutory services currently offered are naming ceremonies, renewal of vows, commitment ceremonies and the Borough is to introduce Nationality Checking and Civil Funerals as additional non-statutory services to the public.

The Registration Service is responsible for the registration of all births, deaths and still-births, the formalities for marriages and civil partnerships and for citizenship ceremonies within the boundary of the Royal Borough of Kensington and Chelsea. The Registration Service is operated by the Local Authority working with the Registration Officers and the Identity and Passport Office (General Register Office).

A Council Officer, currently the Director of Personnel and General Services, is appointed as Proper Officer for all registration matters. Registration Officers are personally responsible for the performance of their duties under the direction of the Registrar General and the Proper Officer.

The Registration Service forms part of the Royal Borough of Kensington and Chelsea's Policy and Partnership Unit and, currently, all registration services are provided from one location. However, a trial operation providing services from an outstation for death registration within the Chelsea and Westminster Hospital has been piloted and a commencement date will be looked at during 2012.

2.1 The Team

The Registration Service Team is comprised of seventeen full-time posts and eight part-time posts:

Full time positions

- One Superintendent Registrar (statutory post)
- Two Additional Superintendent Registrars (statutory posts)
- Three Registrars of Births and Deaths (statutory posts)
- One Registrar of Births and Deaths (secondment post)
- Two Additional Registrars of Marriages (statutory posts - one seconded as above))
- One Citizenship Co-ordinator
- One Register Office Administrator
- One Registration Support Officer
- One Receptionist
- Three Deputy Registrars / Clerical Officers
- Two Nationality Checking Officers

Part time positions

- One Senior Registration Officer

- Two Deputy Registrars / Deputy Superintendent Registrars
- Two Ceremonies Officers

2.2 Boundaries and Location

Kensington and Chelsea Registration District is one district which covers the local authority area encompassed by the Royal Borough of Kensington and Chelsea.

The Register Office is located in Chelsea Old Town Hall, Kings Road, which is a Grade II listed building set on the Kings Road in Chelsea. The complex is split over four floors and consists of a reception point and waiting area, a general office, eight interviewing rooms, two of which can double as ceremony rooms and three larger ceremony rooms.

The office is well served by London buses – five all stop outside the office and Sloane Square and South Kensington Underground stations are within a seven minute walking distance. A public car park is situated across the road in Sydney Street and there is an alighting and picking up bay provision for bridal cars and disabled customers at the front of the building.

The contact details for the Register Office are:

The Kensington and Chelsea Register Office
Chelsea Old Town Hall
Kings Road
London
SW3 5EE

Telephone 020 7361 4100

Fax 020 7361 4054

Email: chelsea.registeroffice@rbkc.gov.uk

Website: http://www.rbkc.gov.uk/communityandlocallife.aspx

2.3 Opening Hours

The Register Office is open from 09:00 to 16:00 on Mondays, Tuesdays and Wednesdays until 19:00 hours on Thursdays, until 18:00 hours on Fridays and on Saturdays from 09:45 to 17:45 by appointment only. There is one exception to these hours when the office opens at 10:00 on the last Wednesday of every month to release the team for matters such as team meetings and training.

An out of hours service is provided on Sundays and staff are on call to deal with emergencies e.g. Jewish and Muslim death registrations. The Royal Borough's Local Authority Liaison Officer via the Out of Hours service provides the necessary contact details.

Marriage Ceremonies and Civil Partnership Registrations take place by appointment in Approved Premises seven days a week. Private Citizenship Ceremonies are available at the Register Office by prior appointment and are usually bookable within 48 hours.

2.4 Customers

Our customers are principally members of the public who require any of the main services we provide as detailed below. We continually monitor customer feedback through questionnaires issued after ceremonies and have implemented customer suggestions into policy where appropriate.

Other external customers who have an interest in some of the main services we provide are the Identity and Passport Office (GRO), Home Office (UKBA), HM Coroners, Funeral Directors, Clergy of the Church of England and other Religious Denominations, General Medical Practitioners, Hospitals (both specialist and general) Approved Venue Operators, Genealogists and Press Researchers.

2.5 Our Core Services

- We register all births, deaths and stillbirths occurring within the Kensington and Chelsea Registration district.
- We conduct and register all civil marriage ceremonies occurring within the Kensington and Chelsea Registration district.
- We conduct and register all civil partnership registrations occurring within the Kensington and Chelsea Registration district.
- We conduct all citizenship ceremonies (Group and Private) occurring within the Kensington and Chelsea Registration district.
- We monitor and maintain the standards for registering births, deaths and marriages within the Kensington and Chelsea Registration district.
- We have care and custody of the registers relating to births, deaths and marriages from the district and issue copies of the entries on demand.
- We advise the public on the procedures for arranging marriages in England and Wales.
- We take notices of marriage from Kensington and Chelsea residents and those requiring the services of a designated office such as non EEA subjects.
- We support the Clergy and Authorised persons registering marriages throughout Kensington and Chelsea registration district, monitor their marriage numbers and registrations and offer in-house training when required.

- We conduct Naming Ceremonies and Renewal of Vow Ceremonies.

2.6 Our Latest Services

- A satellite office/outstation to register Deaths (primarily) was established at the Chelsea and Westminster Hospital
- Civil Funerals were introduced
- "Tell Us Once" initiative introduced

2.7 Our Non-core Services

- We sell ancillary products to customers e.g. confetti, champagne and commemorative certificates
- We have held "Register Office Open Days" when staff are freely available to answer questions any members of the public may have on all our services and to offer tours of our facilities

3. Service Standards

Under the current governance arrangements the Registration Service Act 1953 confers upon the Local Authority obligations and powers in regard to the registration of births, deaths and marriages. The current local Scheme as amended came into operation on 1st June 2005 and is known as "The Kensington and Chelsea Registration (Amendment) Scheme 2005".

As part of the Civil Registration Modernisation agenda local authorities are being given greater freedom to deliver the local registration service in partnership with the Registrar General.

The purpose of this agenda is to ensure the delivery of statutory services and encourage good practice which will enable the Local Authority to plan, develop and deliver a registration service which meets the needs of the local community.

Under the new revised governance arrangements, Kensington and Chelsea will commit to the service delivery standards contained in the Code of Practice for Local Registration Authorities in England and Wales developed by the General Register Office (GRO) and LACORS (the Local Authorities' Coordinators of Regulatory Services). The Code of Practice is complemented by a Good Practice Guide jointly developed by the GRO and LACORS. This guide provides information on specific national standards the Local Authority must meet together with aspirational standards.

In recent years a service delivery inspection was undertaken by the Registration Inspectorate of the General Register Office to assist in our transition towards the new governance arrangements. This inspection focused on our local delivery standards against those set out in the Good Practice Guide and also reported on the organisational and technical aspects of our service.

We will report on our performance against these targets within two months of the end of the financial year and publicise this performance on our website and in the Register Office. We will also report at the same time in our annual stewardship return to the Registrar General against the five key performance indicators noted below:

1. Events registered within statutory timeframe

- % of births registered within 42 days (and total number of births)
- % of still-births registered within 42 days (and total number of still-births registered)
- % of deaths registered within 5 days (and total number of deaths)

2(a) Local Authorities with an appointment system

i) Waiting times for appointments for:

- birth registration / declaration
- still-births registration / declaration
- death registration / declaration
- marriage and civil partnership notice

ii) % of customers seen within 10 minutes of appointment time

2b) Local Authorities with no appointment system

- % of customers for birth registration etc (as above) seen within 30 minutes of arrival

3. Certificate applications

- % of applications dealt with within 5 days of receipt

4. Customer satisfaction surveys

- % of satisfied customers, number of forms returned and response rate. As a minimum, surveys to cover satisfaction with service access and availability.

5. Complaints

- Total number of formal complaints received (actual and as a % of all registrations)

3.1 Service Delivery Inspection

HM Inspectorate for Registration have rated the Kensington and Chelsea Registration District as excellent both in terms of organisational and technical ability and of service delivery and customer care. The overall rating for the service was excellent.

4. Customer Services Developments

The modernisation agenda is developing a reliance on electronic delivery of the service. Currently Kensington and Chelsea registers Births and Deaths and Civil Partnerships directly online via the RON (Registration on Line) system which is web based. In November 2009 RON for Marriages was introduced enabling Marriage Notices to be taken via RON. Kensington and Chelsea is ensuring that it is providing its staff with the tools and training to ensure that customers receive the best possible service.

4.1 Information Technology

- All of the staff PCs have recently been replaced or upgraded to be able to use RON
- Our Marriage and Civil Partnership Brochures are available in electronic format and can be sent out to customers by email
- We take debit and credit card payment from customers electronically

4.2 Building

- The Rossetti Room ceremonial suite was redecorated and the heritage chairs re-upholstered since the last SDP
- The heritage chairs in The Brydon Room ceremonial suite have also been re-upholstered since the last SDP
- The General Reception area was re-decorated, repainted and new chairs installed since the last SDP

4.3 Community and Customer Engagement

- Discussions continue with Historic Royal Palaces to enable a special Citizenship Ceremony being held at Kensington Palace

- In November 2012 we opened an outstation at the Chelsea and Westminster Hospital where a registrar will be in attendance enabling relatives to register deaths immediately following the interview with the Hospital's Bereavement Officer
- We have recently fully introduced the Government's "Tell Us Once" facility within the Register Office
- We have organised and attended meetings (Meet and Greet) with stakeholders such as Approved Venue proprietors etc.
- We held our second "open day" at the Register Office in February which encouraged members of the public to visit and ask staff questions on aspects of registration and intend to make this an annual event. A comprehensive exhibition of famous entries and accompanying press cuttings and stories was also staged.

4.4 Customer Service Excellence

- The Register Office has been awarded Chartermark status in the past and is constantly striving to improve its standards of service delivery and customer
- There are many questionnaires and testimonials of good service delivery returned throughout the year

5. Review Work

5.1 Methodology

The Council is committed to supporting the Registration Service having attained new governance status; to meeting the Good Practice Guide's national standards and to operate and manage the service in compliance with the Code of Practice.

Systems have been implemented to ensure that all correspondence, however received, is date stamped and recorded on the electronic postal recording system in the service's electronic directory providing a clear audit trail and facilitating monitoring to meet the required standards.

5.2 Developing Needs

We have begun and will continue to talk to neighbouring districts to explore working together where practicable and within the legal restrictions of some of the posts and functions. The advent of Tri and Bi Borough working is a new and exciting initiative which will be pursued throughout the coming year

We shall work towards improving consultation with customers and review our continuity plan in consultation with stakeholders such as HM Coroner's office and funeral directors etc.

6. Training and Development

Development of personal and registration skills through training is considered to be an essential requirement of the job for every member of staff. Each member of staff has completed a training needs analysis and detailed training records are kept electronically to monitor the training provided.

In-house training issues are raised either at the monthly staff meetings, at Performance Reviews where staff are actively encouraged to create a Personal Development Plan for the coming year or by direct request to the respective Training Officer or Line-Managers.

All staff have completed a e-package Diversity training programme and H&S awareness as required by the Local Authority. The office has a dedicated Training Officer to monitor standards and assess individual training needs.

The General Register Office provides training related to new legislation such as The Human Embryology and Fertilisation Act and RON marriages. This is then cascaded to all registration staff by the designated Training Officer and a Senior Registrar of Births and Deaths.

The Royal Borough of Kensington and Chelsea Learning and Development team organise numerous training events that registration staff are able to participate in. These incorporate IT, customer care and career development courses. The department actively encourages staff members to attend two in-house training events relative to their post (where possible) each year.

External events such as those organised by the Home Office and Civil Ceremonies are utilised to provide specialist training in certain areas such as Nationality Checking and marketing skills.

7. Record Storage/Safety/Custody

Chelsea Old Town Hall, which is the location of the Register Office in the Royal Borough of Kensington and Chelsea, has three fireproof vaults designated for the storage of registers and security stock – one on the ground floor within the environs of the general office for easy accessibility and two within the basement area. All three vaults are fully shelved and, due to their location, have a constant temperature.

The vault located in the general office houses the majority of birth registers and all marriage registers (Register Office, Church of England and other religious denominations) deposited since 1837, together with current security stock in use.

One of the basement vaults houses all the death registers deposited from 1837. The vault also has within it locked security cupboards housing the security stock for the Superintendent Registrar, the Registrars of Births and Deaths, the Additional Registrars and the Officer responsible for the security stock pertaining to Civil Partnerships.

The second basement vault houses the little used Kensington Town ancient registers and the pandemic 'flu security stock is currently housed here. This vault is also used as an overflow area for other storage (champagne, picture frames etc.)

In case of emergencies, arrangements are in train for a supply of prescribed forms and a marriage register to be stored in the vault at Kensington Town Hall, approximately a mile and a half away. Another spare marriage register is to be stored at the home of the Superintendent Registrar once a fireproof register box has been purchased.

It is anticipated that a reciprocal arrangement can be introduced with a neighbouring registration district for the supply of security stock in an emergency.

8. Complaints, Suggestions and Compliments

8.1 Complaints

The Council of the Royal Borough of Kensington and Chelsea aims to provide excellent services to all our customers but recognises occasionally things may go wrong. Complaints are welcomed because they can help us to achieve this aim by providing us with an opportunity to put things right if we have made an error, and to make sure the same mistake does not happen again. Corporate leaflets are freely available in reception and all the interview rooms.

Kensington and Chelsea has a Corporate Complaints Policy and an on-line complaints form and this can be accessed via the following link:

http://www.rbkc.gov.uk/contacts/webmaster/reportaproblem.asp

The policy is comprehensive and the stages of our complaints policy are as follows:

Informal Stage

If a customer is already dealing with a Council officer or knows which officer to contact, they may wish to raise an issue face-to-face, by telephone, email or in writing. Often, matters can be resolved at this stage. If unsure about which part of the Council is responsible a telephone Enquiry Line is available on 020 7361 3000.

Stage 1

If the customer remains unhappy about the response to the initial complaint, he/she should tell the officer with whom they have been dealing that they wish to take the complaint further or complete our Comments, Complaints and Compliments form and send it to the relevant department.

If the complaint relates to the way in which a particular officer has dealt with the complainant, the complaint will be looked into by a third party. An initial acknowledgement will be given and the complainant should receive a full reply within fifteen working days.

The Council's complaints form is available here: Comments, complaints and compliments

Stage 2

If the customer is dissatisfied with the response to Stage 1, they should let us know. The head of the relevant section will investigate further and should respond fully within fifteen working days.

Stage 3

If the customer is still unhappy, the relevant Director or Executive Director will review the complaint and respond within fifteen working days.

If, having received a response from the Director or Executive Director, the complainant wishes to take the matter further, there is the opportunity to take up their complaint with the Local Government Ombudsman.

The Local Government Ombudsman

The Local Government Ombudsman is an independent service that investigates complaints about councils. Advice can be sought from the ombudsman at any time but they will refer a complaint back to the Council if it has not been though our complaints procedure.

Contact

Local Government Ombudsman
PO Box 4771
Coventry CV4 0EH

telephone: 0300 061 0614
email: advice@lgo.org.uk

fax: 024 7682 0001
text: 'call back' to 0762 480 4299

The Registration Service complies with this policy. Details of complaints are monitored by the Superintendent Registrar and, if necessary, details are forwarded to the Proper Officer. In the period 1st January – 31st December 2012 there has been one level two complain. The Proper Officer also monitors any negative feedback from customer questionnaires and these issues are addressed at the six weekly meeting held with the Superintendent Registrar.

For a table of complaints received during the last twelve months please see appendix

8.2 Compliments

The Registration Service receives many unsolicited compliments from customers. Written compliments are sent to the Proper Officer for Registration Matters and from January – December 2012 we have received 27 additional letters of praise for our services.

We have a customer feedback form which is given to customers at the end of marriage and citizenship ceremonies and our results are shown at the end of this report

8.3 Comments

We welcome customers' comments and recommendations either via questionnaires, e-mail or letters and suggestions regarding the registration service are evaluated and where, considered prudent so to do, implemented.

9. Business Continuity Plans

Kensington and Chelsea has a Corporate Business Continuity Plan which provides a framework for the restoration of Council services should their delivery be interrupted by an unexpected event or series of events outside the Council's control. Registration Services is included within this plan.

A copy of the Council's Business Continuity Plan for Registrars can be accessed via the following link: http://teamareas/corporateservices/ppu/Contingency_Planning/Registrars_BC Plan.pdf

The Council has a 'flu pandemic plan as does the Register Office, which has been distributed to staff and all plans are subject to regular review and amendment.

10. Objectives for 2013-2014

The district has set out the following objectives:

1. increase the number of Approved Venues being licensed for Marriage and Civil Partnerships giving more choice to customers
2. appointed at least one more "generic" registrar to facilitate greater flexibility in carrying out statutory registration duties
3. explore opportunities to improve the amenity of and access to the Small Hall at COTH, in order to increase the choice and availability of venues that can be offered for weddings and other events
4. examine the desirability of relocating the nationality checking service to Kensington Town Hall in order to improve accessibility to the customer
5. keep under review the new staffing arrangements introduced last year to ensure that these offer the necessary quality and coverage of service to the public
6. monitor the take up of the slots offered by the extended hours for wedding ceremonies and review whether and how these hours should be amended further
7. sustain the current high standard of customer care and positive feedback from clientele. To improve on this it is anticipated that 2013 will see the introduction of touch screen customer satisfaction units and an e-survey form being sent to informants and those who have visited the office
8. Introduce improvements to service delivery including:
    - Continue to maximise Saturday ceremonies with effective use of Part-time and Full-time staffing levels for Brydon Room, Rossetti Room and Approved Venues
    - Identify and implement Staff training needs through Annual Performance Reviews and monitoring
    - Outreach on Citizenship ceremonies – choice of venues etc.

APPENDIX A

COMPLIANCE WITH THE GOOD PRACTICE GUIDE

GPG – Key Performance Indicators

Key Performance Indicator	National Standard	Suggested evidence/ monitoring mechanism
1. Events accurately registered within statutory timeframe	Events registered within statutory timeframe i) 98% of Births registered within 42 days ii) 98% of Still-births registered within 42 days iii) 95% of Deaths registered with 5 days	RON Reports
2. Average waiting times for registration and notice taking	i). 95% of customers to be able to obtain an appointment for business as follows: - Births/ declarations 3 working days - Deaths/ Still-births /declarations 2 working days - Marriage/ Civil Partnership notice 5 working days ii) % of customers seen within 10 minutes of appointment time	Regular assessment of diary and logging of next appointment dates Data captured on excel spreadsheet (arrival times)
3. Issue certificates from deposited registers	Certificate applications 95% of applications dealt with within 5 days of receipt	Data captured on excel spreadsheet (post book)
4. Customer satisfaction	90% of customers satisfied	Survey questionnaires and customer feedback
5. Total number of formal complaints received	Less than 0.5% as a percentage of all registrations	Corporate record Logging by SR of complaints

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GPG – Other Statutory Standards

Performance Indicator	National Standard	Suggested evidence/ monitoring mechanism
Accurately record Birth, Still-birth and Death information on forms of declaration	Completed declarations sent to receiving authority on the same day 90% of incoming declarations registered within 24 hours of receipt	Information recorded on counterfoils Data captured on excel spreadsheet (post book)
Requisitioning of unregistered Births	Procedure in place for the reminding of outstanding registrations after 28 days and issuing formal requisitions after 42 days	Procedure in place Process delivered through RON system
Scrutiny of medical certificate of cause of death	Referral to coroner followed up by completion of Form 52	Form 52s issued and counterfoils accurately completed
Collection of official statistics	All relevant information requested and recorded Basis of request for information clearly explained to customers	Observation and spot checks by managers/registrars
Burial or cremation certificates issued	Relevant documents accurately completed and issued at the appropriate time	Local performance management monitoring processes
Timely and accurate corrections and re-registrations	90% of applicants offered appointment within 7 working days of Registration Officer receiving GRO notification.	Data captured on excel spreadsheet (post book)
Taking notices of marriage and civil partnership	Couples able to give notice in time to allow the marriage or civil partnership to take place as planned	Customer satisfaction surveys
Accurate completion and processing of notices	Preliminaries completed in accordance with legal requirements	Local performance management monitoring processes
Marriage and Civil Partnership Ceremonies	Provision of a room within the Register Office to accommodate the couple and two guests for statutory fee	Room provided and advertised
Marriages and Civil Partnerships accurately recorded	Marriages registered immediately following the event. Civil Partnerships recorded onto RON within 2 working days of the formation	Marriage registers/ceremony observations RON Reports

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

Registration Service Delivery Plan

THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

Business Group: **ersonnel and General Services**
Service: **Registrars**

Number of complaints received

	Level One	Level Two	Level Three	LGO
2011	**9**	**1**	**0**	**0**
2010	3	0	0	0
2009	2	1	0	0
2008	NA	NA	NA	NA

If you were unable to include any figures in the table above please explain why.
2008 figures are not applicable as 2009 was the first year the Registration Service had been asked to complete such an exercise.
If there is a significant variation between the number of complaints received in 2010 and 2011 please detail why this may be the case.
We have been busier than usual this year (approximately 5000 calls per month) and understaffed by two officers and the loss of a third through retirement and it is possible this additional pressure has had a slight bearing on the rise in the number of complaints

Further information

Please put the number of complaints received into context. This could include detailing the number of customer/resident contact received over the same period, or highlighting if a service is likely by its nature to attract a large number of complaints.
1 complaint concerned the state of décor in the Rossetti Room; **1** concerned mis-information given by St Charles Hospital resulting in the informant attending KTH instead of COTH to register a death; **1** challenged the legal documents required to be presented to give Notice of Marriage; **1** concerned accuracy of details recorded in a marriage entry in 1947(!); **1** customer complained about access to the office – he was using the wrong door after hours; **1** regarding the pre-marriage questions at interview and alleged poor treatment of guest who was hard of hearing; **1** regarding a referral of a death to the Coroner (the registrar has a legal obligation to do this); **1** suggesting an officer had used inappropriate language in explaining certificate of naming procedures and **1** regarding a double-booked appointment for correction which was escalated to Level Two (Proper Officer level)
Can you please outline what learning there has been as a result of receiving and dealing with complaints during this reporting period.
The above were a "mixed bag" of complaints so it is difficult to find a common thread. All were dealt with correctly, in a timely manner and in accordance with Council policy.
Use the space below to comment on praise or positive comments received during the reporting period.
The Register Office received 18 letters/e-mails of unsolicited thanks for services provided between 1st January and 31st December 2011.

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ANNUAL PERFORMANCE REPORT SUMMARY
APRIL 2012

LOCAL AUTHORITY	***Kensington and Chelsea (The Royal Borough of Kensington and Chelsea)***

Part A. Level of service			
Has the delivery of the local registration service been undertaken in line with the Good Practice Guide? *If no, please comment*	**Yes**	**No**	**Comments**
	Yes		

Part B. Good Practice Attainment

B1. Key Performance Indicators
Level of performance measured against the following key performance indicators for registration

Activity (NS = National Standard)			
1	**Events registered within statutory timescales** (i) % births registered within 42 days (NS 98%)	**Compliancy Level %** ***98%***	**Comments**
	(ii) % still-births registered within 42 days (NS 98%)	***100%***	
	(iii) % deaths registered within 5 days, excluding registrations following inquests (NS 95%)	***92%***	
	(iv) % deaths after post mortem registered within 7 days (NS 95%)	***65%***	***Factors contributing to this are: it is recognized that 95% is an unachievable level and this office has no access to the majority of informants details relating to Post Mortem referrals. Therefore we have no means of contact with informants to ensure compliance.***
	Monitoring methodology used		

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	RON Birth and Death report from GRO

2	**Waiting times** **A. Offices with appointment system** 1. Waiting times for appointment (NS 95%) for: (i) birth registration/declaration within 3 working days	**Compliancy Level %** ***100%***	**Comments** ***The average waiting time for an appointment for a birth registration or birth declaration was 2.8 days.***
	(ii) still-birth registration/declaration within 2 working days	***100%***	***All still-birth registrations and still birth declarations are seen as non-appointments.***
	(iii) death registration/declaration within 2 working days	***100%***	***All death registrations and death declarations are seen as non-appointments.***
	(iv) notices for marriage and civil partnership within 5 working days	***100%***	***The average waiting time for an appointment for Notice attestation was 4.2 days.***
	2. % of customers seen within 10 minutes of appointment time (NS 90%)	***97.5%***	
	Monitoring methodology used ***Once a week the appointment sheets are checked manually and the date of the first available appointment is recorded. This information is recorded on an excel spreadsheet***		

	Waiting times **B. Offices without appointment system** % of customers seen within 30 minutes of arrival (NS 90%) for: (i) birth registration/declaration	**Compliancy Level %** ***N/A***	**Comments** ***As this district has an Appointment System in operation this section does not apply***
	(ii) still-birth registration/declaration	***N/A***	
	(iii) death registration/declaration	***N/A***	
	(iv) notices for marriage and civil partnership	***N/A***	
	Monitoring methodology used	***Not applicable***	

3	**Certificate applications** % dealt with within 5 days of receipt (from	**Compliancy Level %** **100%**	**Comments**

	deposited registers) (NS 95%)	***97.7%***	
	Monitoring methodology used: ***Data regarding the receipt and despatch of postal applications is recorded in an excel spreadsheet. Data regarding the receipt and despatch of certificates for collection is recorded in a collection register (hard copy)***		

4	**Customer satisfaction** % of satisfied customers, evidenced from response to customer satisfaction surveys and actual number of returned forms (NS above 90%, or corporate standard, in which case, identify corporate standard)	**Compliancy Level %** ***99.7%***	**Comments**
	Monitoring methodology used: ***Questionnaires are given out to customers and the returned responses and recorded and analysed***		

5	**Complaints** Total number of formal complaints received (actual and as % of all registrations) (NS 0.5%)	**Compliancy Level %** ***0.09%*** **0.09%**	**Comments (including total number of complaints)** ***Our compliancy level as a percentage of all registrations is 0.09%. The actual number of complaints received was 9 and the total number of Registrations effected 1st April 2011 to 31st March 2012 was 10,173. This figure includes births, deaths, stillbirths, notices, marriages and civil partnership registrations.***
	Monitoring methodology used: ***The number of complaints received expressed as a percentage of the total of registrations effected***		

B2. Statutory Standards relating to tasks not in KPI Table

Summary of performance against the statutory standards in the Good Practice Guide as a whole. Please include details of any work planned, in progress or undertaken to address any issues of areas of weakness.

(SS1) % deaths registered on day of receipt following coroner's inquest (NS 90%)

Although data has not been recorded regarding the receipt and processing of coroner's inquests, office policy dictates that they are registered by 10 am on the next working day

(SS2) Completed declarations sent to receiving authority on the same day

100% compliance

95% of incoming declarations registered within 24 hours of receipt.

97.67% compliance

(SS3) Procedure in place for reminding of outstanding registration after 28 days and issuing formal requisition after 42 days

Documented procedure in place

(SS4) Referral to coroner followed up by completion of form 52

A form 52 is completed for each death referred to HM Coroner by a registration officer

(SS5) Basis of request for information clearly explained to informants

All registration officers make informants aware of the collection of information is for official statistics

(SS6) Burial or cremation certificates issued at the appropriate time

All relevant documents completed and issued a the time of the registration

(SS7) 90% of applicants (corrections & re-registrations authorized by GRO) offered appointment that is within 10 days of Registration Officer receiving GRO notification

From the point of contact with the applicant there is an average waiting time of 2.8 days for an appointment to be made

(SS8) Accurate completion and processing of notices

All daily notices are checked at the close of business to ensure accurate completion

(SS9) Marriage ceremonies and civil partnership formations

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 and couples offered choice of legal

words of declaration for marriage ceremonies

All the above criteria are met

(SS10) Marriages registered immediately following the ceremony and Civil partnerships recorded as soon as is practicable

All marriage registrations are effected once the declaratory and contracting words have been exchanged. All marriages and civil partnership registrations are entered on RON within 1 working day

(SS11) Administration of Approved Premises

Robust procedures and controls are in palce for all aspects of Licensing and Approval of premises, expiry dates and renewals.

(SS12) Register Office Approvals

All plans unchanged since surrendering to GRO for New Governance implementation

(SS13) Registers to be kept in suitable fireproof repository or strong fire-resisting boxes for the safe custody of the records

All registers are suitably and securely stored

(SS14) Provide public access to indexes on request

All indexes available for General Search requests

(SS15) ***See KP1 above***

(SS16) Submission of certified copies to GRO

Registration officers ensure that all RON registrations are certified upon completion of entry.
Marriage registrations are entered onto RON within one working day
Currently, Superintendent Registrars certification is not being achieved but procedures are being introduced to address this
Additional Registrars have procedures in place to ensure Quarterly copies of Marriage Registrations from Clergy and Authorised Persons are submitted in a timely manner

(SS17) Submission of statutory returns

All returns and Section 24 reports are made in accordance with statutory requirements and timescales

(SS18) Citizenship Ceremonies

There are multiple venues where citizenship ceremonies may be held and Citizens are offered the opportunity for their ceremony to take place within 3 months of the applicant being informed that the application has been successful. All ceremonies are conducted by a superintendent registrar or deputy

(SS19) Citizenship certificates accurately completed and Home Office informed

These criteria are fulfilled

(SS20) Appointing registration officers and civil partnership registrars

GRO is kept apprised of the current status of all appointments and those with accessibility to RON

(SS21)

Not applicable

B3. Non-Statutory Standards relating to activities not in KPI Table

Summary of performance against the non-statutory standards in the Good Practice Guide as a whole. Please include details of any work planned, in progress or undertaken to address any issues of areas of weakness, and details of significant achievements and measures taken to improve customer service standards.

(NS1) Customer Service

1.1 Customer Satisfaction

We exceeded the national standard with a customer satisfaction index of 99.7%
Procedures are in place to identify and address dissatisfaction/complaints
Results are published on our web-site and displayed publicly on our premises

1.2 Compliments and Complaints

The national standard for official complaints is 0.5%. The index for this office is 0.09%.
Comment forms are available on our web-site and on the premises and these are in addition to the Corporate complaints policy. Results are published annually by the Council

1.3 Consultation

The questionnaires distributed to our customers for the customer satisfaction ratings also provide the opportunity to make comments and suggestions on service improvement. Staff consultation occurred on a monthly basis

1.4 Waiting Times (on arrival)

Our compliance level for waiting times on arrival was 97.5% thus exceeding the national standard

1.5 Waiting Times (appointment)

Our compliance level for waiting times for an appointment was 100%
Birth and Death registrations without an appointment are seen within 30 minutes of arrival.

1.6 Information about services provided

Information about all statutory and non-statutory services is available on our web-site and this is reviewed annually or as necessary. Additionally there are publications and leaflets available on the premises and at appropriate outlets and these are re-printed and updated annually.

1.7 E-facilities

Information about all aspects of the service is available on our web-site including links to related web-sites. Credit and Debit payment facilities are available to customers in person or on the telephone and there is an in-house electronically supported cash-book for all officers. On line application forms available from June 2012.

(NS2) Business Continuity and Resources

2.1 Business Continuity Plan

We own a Business Continuity plan that links with the Local Authority's Emergency Plans and other key stakeholders and our staff are aware of the plan. We have Business Critical levels agreed with IT department and all of the above reviewed and tested regularly

2.2 Resources

National standards on targets have been met and in most cases exceeded despite reduced staffing levels. This result was due to an exceptional effort by all members of staff and should not be seen as a long term solution

(NS3) Leadership

3.1 Developing a direction for the Service

The Service Delivery Plan incorporates service aims and objectives and was, in part, based on customer and staff consultation and this is reviewed on an annual basis. All staff have been provided with a copy of this plan.

Superintendent Registrars attend regional seminars as and when available

The Head of Section prepares an annual brief for the Proper Officer which is incorporated into the department's Business Plan

Regular meetings with the Proper Officer allow for business case presentations to improve service delivery and income

3.2 Engagement with customers and key partners

We work closely with other sections in the Council to provide a seamless service and regular departmental meeting provide a forum whereby they provide feedback. We communicate regularly with the Licensed Venues to ensure that all licensing requirements are fulfilled and take account of any comments they have regarding our services. We analyse any comments contained within the returned customer questionnaires and follow-up any that require action. Elected members form a cabinet that has overall responsibility for the Registration Service and regular progress reports are provided to them, in addition elected members participate in the Group Citizenship ceremonies to welcome new citizens to the Royal Borough.

3.3 Developing an appropriate culture and leading by example.

The Royal Borough has an on-going series of on-line training courses, ensuring that all staff are fully trained in appropriate behaviour, cultural understanding, fairness and diversity. There are clearly stated regulations and procedures for interactions with customers and staff and these are adhered to in all circumstances. Instances of inappropriate or unprofessional behaviour are dealt with promptly and in line with the Council's policies.

3.4 Managing Change.

The Superintendent Registrar monitors GRO Circulars and communications from other Register Offices and liaises regularly with the GRO Inspector to identify trends and necessary changes to our service delivery. If there is a need for change, this is discussed with staff during the monthly staff meetings and their input is taken into account. Any changes are implemented in a planned manner to ensure the minimum of disruption and are monitored carefully to ensure their effectiveness.

3.5 Managing Systems

Monitoring systems are in place through the service to ensure we are achieving our objectives and targets, and are delivering an appropriate level of service. Staff are aware of their roles and responsibilities within the Registration Service, and take responsibility for their share of the monitoring process. All staff are aware of the hierarchy within the section and department.

3.6 Improving Performances.

Our Service Delivery Plan sets the standards for our service delivery and performance and is

structured so that it accommodates regular reviews of the service and changes to targets. It is designed to delivery continuous improvement within our available resources. Monthly staff meetings are used to keep staff informed of any issues and team/individual targets are included in the Council's annual Staff Appraisals. The 'Good Practice Guide' and audit reports are key to guiding improvements in our service delivery

(NS4) Training and Development

4.1 Induction.

All new staff attend a Corporate Induction course within 2 months of commencement of employment and the training officer for the Register Office organises for new starters to shadow registration staff in order to gain an overview of the Registration Service prior to formal training.

4.2 Identify and plan training needs (current and future).

The training officer devises a training plan/schedule for new starters, based on the needs of their post, with training delivered in a timely manner. The competency of all staff is continuously assessed and any deficiency is addressed with further training. Staff Appraisals take place on an annual basis, as per the Council's policy, where individual development needs are identified and targets set. In the event of changes to the service/legislation, full training is delivered to all affected staff. Circulars are distributed to all staff, with action taken where necessary.

4.3 Delivery Methods.

New starters shadow experienced staff and receive 'on the job' training from them. If there is a new procedure or service selected staff members are trained, and training is then cascaded down to the relevant staff. Monthly staff meetings provide a forum for new procedures or ideas to be discussed and refined by all members of staff.

4.4 Access to or appoint competent trainer.

The Register Office has its own training officer who maintains training records, monitors training requirements and devises training plans for all staff. The Council operates an on-line 'Student Centre', where staff may book training courses on a variety of subjects and if a subject is not included in the 'Student Centre' they may request specific training through the 'Learning and Development Section'.

4.5 Evaluation and records of training.

Staff may access their training records through an on-line 'Student Centre' and these records may be viewed by the training officer. Individual staff performance is continuously assessed and then reviewed during their annual Staff Appraisal, where targets and objectives are discussed. Members of staff are provided with a copy of the 'Service Delivery Plan' and their roles and responsibilities to service delivery are discussed during the monthly staff meetings.

4.6 Active regional training group.

Individual members of staff are sent to relevant training courses held in other registration districts or other bodies. Participation in a regional training group is not deemed suitable for current needs.

4.7 Sharing of good practice.

The results of any new training/procedure are discussed and evaluated at monthly staff meetings where members of staff have the opportunity to contribute their observations and assessments as to its effectiveness.

Part C. Wider service achievements and developments

Summary of attainment against wider service delivery plans and any other significant developments.

The section has transferred from General Services to the Policy and Partnership Unit w/e/f 1st April 2012 and a new Proper Officer has been appointed. Preliminary talks have taken place on Tri and Bi Borough inclusion and how the three boroughs may work together to deliver Registration across the three boroughs. A second NCS officer has been appointed to broaden this very valuable and popular service. Several auspicious Citizenship Ceremonies have taken place over the last twelve months. Discussions continue regarding the introduction of on-line certificate application forms.

Part D. Scheme related issues

Activity				
1	**Service delivery plan**	**Yes**	**No**	**Comments**
	Has the service delivery plan for the registration service for the forthcoming year been produced? *If yes, please forward an electronic copy with this report.* *If no, when will SDP be available?*		***No***	***This is nearing completion and will be available from mid-June 2012***
	Has the service delivery plan been published on the local authority's website? *If yes, please provide link to website publication.* *If no, when will publication take place?*		***No***	***This is nearing completion and will be available from mid-June 2012***

2	**Business Continuity Plan**	**Yes**	**No**	**Comments**
	Has the business continuity plan been reviewed and updated? *If no, when will this action be taken?*	***Yes***		***The Business Continuity Plan is updated annually in August each year. A reminder note and electronic form is***

				surrendered to the Superintendent Registrar at least six weeks before renewal by the Emergency Planning Department. SDP's for all Council Department's are available on the Councils' internal (Intranet) website.

3	**Service provision changes made over reporting period** *If changes made, provide details with dates.*	**Yes**	**No**	**Comments**
	(i) Boundaries and districts		***No***	***No changes have taken place and non are envisaged within the next twelve months***
	(ii) Posts abolished and/or created		***No***	***Please see below***
	(iii) Service point locations		***No***	***At the time of completing this report, discussions continue with the Chelsea and Westminster Hospital regarding the satellite station based there.***
	(iv) Opening times		***No***	***Opening hours remain as in previous years***
	(v) Service point telephone numbers		***No***	***All calls to the Register Office are answered by the Borough's Customer Service Centre and apportioned to the Register Office as required***

4	**Service provision future changes** *If changes planned, provide details with dates.*	**Yes**	**No**	**Comments**
	(i) Boundaries and districts		***No***	***No changes have taken place and none are envisaged within the next twelve months***
	(ii) Posts abolished and/or created		***No***	***An RBD post has been vacated owing to the retirement of the previous post-holder. This is currently being staffed by another full-time member of the RO team***
	(iii) Service point locations		***No***	***At the time of completing this report, discussions continue with the Chelsea and Westminster Hospital regarding the satellite station based there.***
	(iv) Opening times		***No***	***Opening hours remain as in previous years***

	(v) Service point telephone numbers		***No***	***All calls to the Register Office are answered by the Borough's Customer Service Centre and apportioned to the Register Office as required***

5	**Register storage**	**Yes**	**No**	**Comments**
	Are all registration records in the charge of the superintendent registrar stored centrally at the district register office? *If no, provide details.* *If changes planned, provide details with dates.*	***Yes***		***There are three dedicated strong rooms for register deposit at the Register Office based at Chelsea Old Town Hall***

Part E. Key aims

Please note the key aims of your local authority with regard to the delivery of the local service for coming year.

Over the next twelve months the Registrar's Service will have:

successfully introduced the "Tell us Once" service – a new initiative whereby informants who come to register a death will be offered the opportunity to be able to cancel all services the deceased was using at the time of death (Council Tax, Blue Badge, Library Cards, Driving Licence etc.) in one efficient and effective system

increased the number of Approved Venues being licensed for Marriage and Civil Partnerships giving more choice to customers

appointed at least one more "generic" registrar to facilitate greater flexibility in carrying out statutory registration duties

sustained the current high standard of customer care and positive feedback from clientele. To improve on this it is anticipated that 2012 will see the introduction of touch screen customer satisfaction units and an e-survey form being sent to informants and those who have visited the office

refurbished the Rossetti Marriage Suite and General Reception areas of the Register Office

Part F. Acknowledgement	**Yes**	**No**
The local authority continues to commit to meeting the national standards contained in the Good Practice Guide.	***Yes***	

Registration Service Delivery Plan

THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

The local authority agrees to sharing statistical data contained in this report with other local authorities.		***No***
Signed A. J. Redpath (Proper Officer for Registration Matters)	Date 30/5/12	

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