

# Registrars Shared Service – Q2 2016/17

## 1. SUMMARY

### 1.1 SERVICE DASHBOARD

Finance	Revenue Budget Variance	Capital Actual Variance
	185 (115.6%)	N/A

### 1.2 KEY SUCCESSES AND CHALLENGES

#### Key Successes

The number of private citizenship ceremonies this quarter have doubled; with a total of 47 compared to 23 in Quarter 1. Each private ceremony attracts a charge of £100 so the increase of 24 ceremonies taking place has increased the income generated by 104%. Private citizenship ceremonies have offered them at weekends and wherever the wedding slots were not filled in the diary to maximise income generation.

There has been a notable increase in the number of marriages officiated in Quarter 2 (221) compared to those in Quarter 1 (166) bringing the total income to £39,670. The income generated from marriages this quarter has seen an increase of £10875 compared to Quarter 1 this financial year.

This is due to the fact that this is one of the busiest periods of the year and also that this quarter saw an increase in ceremonies at approved premises in Barnet which have higher fees.

The Nationality Checking Service has seen an increase in demand for Quarter 2 (335) compared to Quarter 1 (241). The total income generated by the 335 customers that were seen for NCS was £19875, which compared to the previous quarter's 241 customers (£15180), shows an increase in the income generation by 31%.

Key Challenges	Actions Required
<p>Service has been operating with limited staffing resources, The training progression to have an officer cover all aspects of the registration and nationality process is approximately -3-6 months.</p>	<ul style="list-style-type: none"> <li>• Recruitment has taken place at the end of Quarter 1 and is now complete.</li> <li>• Training has been completed for Marriages and Nationality Checking Service but further training is required on births and deaths and this will be completed by the end of Quarter 3.</li> </ul> <p>This will allow for more double diaries for birth appointments to take place to improve performance and enable additional appointments for the Nationality Checking Service.</p>
<p>Increasing the percentage of deaths registered within the required legal period</p>	<ul style="list-style-type: none"> <li>• Rotation of staff beginning 3<sup>rd</sup> October 2016 to facilitate extra diaries to enable more customers to be seen within the 5 day target</li> <li>• Review of appointment times; extra appointment times added to diaries for death registrations</li> <li>• Review results end of November early December 2016</li> </ul>
<p>Income generation and maximisation</p>	<ul style="list-style-type: none"> <li>• Both authorities are going to start work over the next quarter on the reviewing of harmonising service fees and charges.</li> <li>• Diary and appointment times reviewed; the shortening of time allocated to registration of births will free up time available for other appointments such as notice of marriages and walk-in death registrations - which should also facilitate in improving performance.</li> <li>• Planned relocation to Hendon Town Hall in early 2017 will offer the opportunity to maximise income with marriages and charge higher fees for ceremonies</li> <li>• Being able to run bigger citizenship ceremonies in Hendon Town Hall in the Chambers Room will also support income generation. The service is charged per person and so having an additional 30 more people naturalised per ceremony will</li> </ul>

Key Challenges	Actions Required
	<p>increase revenue by £3000 (if the venue is at maximum capacity).</p> <p>Barnet community will be informed of the move and the website will be updated accordingly.</p>

### 1.3 OVERVIEW – FINANCE, PERFORMANCE AND RISK

The service has been under considerable pressure with a significant increase in birth and death appointments as a direct result of the closure of Chase Farm Hospital in Enfield. This additional work load does not generate any increase in income and is effectively a burden on the local authority. The additional staff resource will be necessary to register births and deaths and this continues to be the case.

Training is now partially complete for 1 officer to start which we are hoping will make a positive impact on improving the performance challenges that the service has been faced with.

With the extra provision in staffing resource, this should enable Barnet to address making a positive impact, particularly addressing the registration of deaths within 5 days, birth registrations within 42 days and also the number of marriage notice appointments offered within 10 working days.

Over the next quarter, Barnet's Registration and Nationality Service will be relocating the services to Hendon Town Hall. The move is going to be beneficial on many levels. First of all the Hendon Town Hall is positioned centrally in the borough and customers will no longer have to travel from one side of the borough to the other to give notice of marriage or go through the nationality checking service. It is also close to the main underground station Hendon Central with a good bus routes passing by.

Hendon Town Hall is a historic building and the home of the Mayor of Barnet, who has been invited on regular basis to officiate citizenship ceremonies in Burnt Oak. The Chambers room at the Hendon Town Hall can accommodate larger citizenship ceremonies than at the Oak Room in Burnt Oak (for example instead of 20 participants we will be able to book 30 plus participants in each ceremony if the demand is there).

We will also be able to maximise the marriage ceremonies income as we will have three rooms (the Heritage room, The Committee Room 1 and the Committee room 2) to use for marriage ceremonies as opposed to the Oak Room in Burnt Oak office. We will also be able to offer enhanced packages for marriage ceremonies e.g. the use of the balcony for the photo shoot etc.)

Overall the new accommodations for the Registration and Nationality Service will have far more attractive surroundings to conduct and facilitate all activities of the service.

## 2. Finance

### 2.1 Revenue

Description	Variations				Comments	% Variation of revised budget
	Original Budget	Budget V1	Q2 Forecast	Variation		
	£000	£000	£000	£000		
Births Deaths & Marriages	(160)	(160)	25	185	Legislative changes since the budget was set has resulted in the demand for ceremonies decreasing significantly. Work is being continued within the service to maximise existing resources and overcome financial constraints.	115.6%
<b>Total</b>	<b>(160)</b>	<b>(160)</b>	<b>25</b>	<b>185</b>		<b>115.6%</b>

### 3. Performance

#### 3.1 Overview of performance for Corporate Plan and Service indicators

	RAG						Long Term Direction of Travel			No. of indicators expected to report this quarter
	Green	Green Amber	Red Amber	Red	Total RAG ratings	Monitor	Improving or the same	Worsening	No Direction of Travel	
CPI	0	0	0	0	0	0	0	0	0	0
SPI	0	0	0	0	0	0	0	0	0	0
MPI or KPI	4	3	0	2	9	1	0	0	0	10
<b>Overall</b>	<b>44% (4)</b>	<b>33% (3)</b>	<b>0% (0)</b>	<b>22% (2)</b>	<b>100% (9)</b>	<b>10% (1)</b>	<b>0</b>	<b>0</b>		<b>10</b>

**Key:**

CPI	Corporate Plan Indicator
SPI	Commissioning Plan Indicator
MPI	Management Agreement Indicator
KPI	Contract Performance Indicator

### 3.2a Indicators

Ref	Indicator description	Polarity	2016/17 Annual Target	Q2 2016/17 Target	Numerator and Denominator	Q2 2016/17 Result	Q1 2016/17 Result	DOT Short Term (From Q1 2016/17)	Q2 2015/16 Result	DOT Long Term (From Q2 2015/16)	Benchmarking
R/ 1	% of births registered within 42 working days of request	Bigger is Better	95%	95%	1320/1448	91% (GA)	94%	Worsening	New for 2015/16 – first reported in Q3	New for 2015/16 – first reported in Q3	Not Available
R/ 2	% of still births registered within 42 working days of request	Bigger is Better	95%	95%	3/3	100% (G)	100%	Same	New for 2015/16 – first reported in Q3	New for 2015/16 – first reported in Q3	Not Available
R/ 3	% of deaths registered within 5 working days of request	Bigger is Better	95%	95%	325/531	61% (R)	33%	Improving	New for 2015/16 – first reported in Q3	New for 2015/16 – first reported in Q3	Not Available
R/ 4	% of Marriage/Civil Partnership notices appointments offered within 10 working days of request	Bigger is Better	90%	90%	226/612	37% (R)	22%	Improving	New for 2015/16 – first reported in Q3	New for 2015/16 – first reported in Q3	Not Available
R/ 6	Citizenship Ceremonies: % of ceremonies that take place with 3 months (or 90 days) of the applicant being informed that their application has been successful	Bigger is Better	100%	100%	316/316	100% (G)	100%	Same	New for 2015/16 – first reported in Q3	New for 2015/16 – first reported in Q3	Not Available
R/ 7	Issue certificates from deposited registrars: %of applicants dealt with within 7 days of application	Bigger is Better	95%	95%	300/300	100% (G)	100%	Same	New for 2015/16 – first reported in Q3	New for 2015/16 – first reported in Q3	Not Available

Ref	Indicator description	Polarity	2016/17 Annual Target	Q2 2016/17 Target	Numerator and Denominator	Q2 2016/17 Result	Q1 2016/17 Result	DOT Short Term (From Q1 2016/17)	Q2 2015/16 Result	DOT Long Term (From Q2 2015/16)	Benchmarking
R/ 8	Birth, still-born and death declarations: % of incoming declarations registered with 24hrs of receipt	Bigger is Better	90%	90%	85/105	81% (GA)	100%	Worsening	New for 2015/16 – first reported in Q3	New for 2015/16 – first reported in Q3	Not Available
R/ 9	Corrections and re-registration: % of applications offered appointment within 7 working days of Registration Officer receiving GRO notification	Bigger is Better	90%	90%	88/110	80% (GA)	98%	Worsening	New for 2015/16 – first reported in Q3	New for 2015/16 – first reported in Q3	Not Available
R/ 10	Citizenship certificates: % of notifications sent to the Home Office within 14 working days of the ceremony taking place	Bigger is Better	100%	100%	316/316	100% (G)	100%	Same	New for 2015/16 – first reported in Q3	New for 2015/16 – first reported in Q3	Not Available

### 3.2b Comments and proposed interventions for indicators that have not met target

Ref and Indicator Title	Comments and Proposed Intervention
R/ 1 % of births registered within 42 working days of request	The increase in birth appointments requests is due to the closure of Chase Farm Hospital, all Chase Farm Hospital births are now occurring in Barnet Hospital, this has increased the number of births being registered in the district of Barnet overall. 2015/2016 reported birth registered in Barnet was 1381, compared to 1448 in the second quarter of 2016/2017. The volume of births outweighs other service demands. The recent recruitment drive will enable more rotation of staff to fulfil additional service diaries, and reduce shortfalls in service waiting times.

Ref and Indicator Title	Comments and Proposed Intervention
<p>R/ 3 Percentage of deaths registered within 5 working days of request</p>	<p>The service has recruited two additional staff in Brent to fill a number of vacancies that had been held to assist in mitigating the budget deficit. These staff will be rotated between Barnet and Brent and this will enable a further appointment diary to be opened. This will provide an additional 12 appointment slots per day and we hope to provide this additional staff resource twice a week. Unfortunately the training of new staff is a long process and these staff will not be fully effective for about 6 months. However, they have been trained on some duties and this will release more senior staff to register births and deaths.</p> <p>We will be asking the contact centre to prioritise death registrations and we will be allocating more death registration slots on each day to help cope with demand.</p> <p>We are reviewing the time allocation for birth registrations and are looking to reduce the slots from 30 minutes to 25 minutes. This will place additional pressure on the registrars but it is possible to complete a birth registration within this time frame unless there are problems with the parents. This initiative will increase the number of appointments on each diary from 12 to 15 each day resulting in a further 18 appointment slots each working week on each diary. Unfortunately these diary changes cannot be effected with immediate effect as diaries are booked up two weeks in advance. It is likely they will be effective from mid-October.</p>
<p>R/ 4 Percentage of Marriage/Civil Partnership notices appointments offered within 10 working days of request</p>	<p>With changes proposed in R1 and R3 and additional staffing, new diary times and maximising staffing allocation will increase the numbers of appointments available which will therefore reduce the current waiting times.</p>
<p>R/ 8 Birth, still-born and death declarations: Percentage of incoming declarations registered with 24hrs of receipt</p>	<p>We are making all efforts to deal with the incoming declarations within the 24hours of receipt. If declarations are made on a Saturday then all effort will be made to process them on Monday depending on staff availability. The Nominated Officer/Senior Registration and Nationality Officer is also processing them in between other duties such as inquests and officiating marriages. In addition we are allocating as much staff resource as possible to support wherever possible.</p>
<p>R/ 9 Corrections and re-registration: Percentage of applications offered appointment within 7 working days of Registration Officer receiving GRO notification</p>	<p>If corrections do not require a witness they will always be done within the 48 hours of the receipt as they get filed in the main office and the Nominated Officer deals with them on a weekly basis. When it comes to corrections which require a witness to be present, this proves to be more of a challenge as on occasions it is hard to get hold of the customer and book the for the appointment or that we may not have any available slots in the births and deaths diaries for a number of days ahead. Additionally, where staffing capacity allows, a member of staff will be assigned to deal with the corrections and re-registrations outside their main duties.</p>



## 4. Risk

The Registrars service has reported no risks this quarter.

## 5. Equalities

Equalities Description	Comments and Proposed Intervention			
Equality Characteristics	Positive	Negative	Neutral	Planned activity and comments
Age	No	No	Yes	<ul style="list-style-type: none"> <li>Positive impact on younger people who prefer to use online services than face to face interactions.</li> <li>Potential negative impact on older people who may be less comfortable using online services - mitigations in place to reduce this negative impact and ensure access.</li> </ul>
Disability	Yes	Yes	N/A	<ul style="list-style-type: none"> <li>Positive impact on disabled people as people with some impairments may find it easier to access services online than having to speak to an advisor.</li> <li>Potential negative impact on disabled people who are less comfortable online but a range of other channels are available</li> </ul>
Gender identity and expression	No	No	Yes	<ul style="list-style-type: none"> <li>No differential impact related to gender identity</li> </ul>
Race	No	Yes	Yes	<ul style="list-style-type: none"> <li>If a foreign national who cannot supply correct papers will automatically exceed waiting period to 70 days – enforcement of legislation out of Council control</li> </ul>
Religion or belief	No	No	Yes	<ul style="list-style-type: none"> <li>No differential impact related to religion</li> </ul>
Sex	No	No	Yes	<ul style="list-style-type: none"> <li>No differential impact related to sex</li> </ul>
Sexual Orientation	No	No	Yes	<ul style="list-style-type: none"> <li>No differential impact related to sexual orientation</li> </ul>
Pregnancy and maternity	No	No	Yes	<ul style="list-style-type: none"> <li>No differential impact</li> </ul>
Marriage and civil partnership	No	No	Yes	<ul style="list-style-type: none"> <li>No differential impact</li> </ul>