HM Passport Office

General Register Office

Local Authority Annual Performance Report 2017-18

Local Authority: Somerset

Introduction
Proper Officers are required to provide annual assurance to the Registrar General in relation to service delivery, performance, public protection & counter fraud and the requirements set out in the Registration Acts.

In order to complete your Annual Performance Report you should refer to 'The Proper Officers Guide to Registration Service Delivery' (the PO Guide) and associated appendices.
For guidance go to the Registrar's Website https://gro-extranet.homeoffice.gov.uk. For ease of reference, the relevant sections of the PO Guide have been listed within each element of this template (parts A-F).

The GRO Compliance & Performance Unit will use this report to identify future engagement requirements and will undertake local field checks to ensure that the information provided is accurate and appropriately reflects local authority performance.

If you have any problems in completing the report please contact your Compliance Officer - Simon O'Neil tel: 07789-650746 or e-mail: simon.o'neil@gro.gsi.gov.uk |

Part A: Key Performance Indicators and Key Performance Targets

In this section you are required to report on your performance in terms of registration timeliness and appointment availability for 2017/18. In the "comments" section of the tables please explain the reasons for any under-performance, trends identified between the two years and where appropriate provide details of any proposed remedial action or good practice. To assist in the completion of this section, please refer to PO Guide 6.2-6.5 and appendices A1: Good Practice Guide: Statutory Standards and A2: Good Practice Guide: Operational Service Delivery and Performance Standards.

Part A (i). Key Performance Targets / Indicators			
Registration timeliness (national target)	**2016-2017** (CPU to populate)	**2017-2018** (Please provide percentage attainment level)	**Comments** (e.g. explanation of trend and remedial actions/ good practice undertaken and expected timescales for KPT attainment. If considered to be a long-term issue, record reasons and improvement planning approach).
Births - 98% registered within 42 days	99%	99%	Target exceeded.
Still births - 98% registered within 42 days	100%	100%	Target exceeded.
Deaths with MCCDs (no coronial involvement) - 90% registered within 5 days	78%	79%	Attainment level remains above regional and national averages (70% and 77% respectively). The district experienced an unusually high level of death registrations during the final quarter of the year, peaking in February at 25% more deaths than during the same period in 2017. An audit of Medical Certificates of Cause of Death (MCCD) was undertaken in December and January, mapping the journey from doctor to Registration office with a view to identifying any trends or anomalies. The information gathered has been extremely useful in helping to identify localised issues (problems with individual GP practices or office availability for example). In addition, the data was used to measure the number of days taken for a GP to sign the MCCD following date of death and compare results over a holiday period (Christmas) and over a normal period. Over Christmas, an average of 49% of all late death registrations were signed by the doctor 3 or more days after the date of death, with 37% taking 4 or more days. In comparison, over a normal period, 38% took 3 or more days with only 17% taking 4 or more days before signature. The service intends to use this data to inform and support further training and awareness for doctors and is planning to produce a short, interactive e-learning module to assist with their understanding of the process. The County Registrar is also working with the

| | | | local Medical Committee, utilising local discussion forums and newsletters to raise awareness of the need for prompt signatures as well as decrease the number of MCCDs which need returning to GPs or referring to the Coroner.

A review of call centre scripts is also planned for this year, alongside a mystery shopping exercise to ensure a consistent approach to appointment booking is in place. |
|---|---|---|---|
| Deaths with Part As (MCCDs with coronial involvement) - registered within 5 days | 68% | 68% | Attainment levels remain well above regional and national averages (45% and 51% respectively).

Somerset benefits from a good relationship with the Coroner's service, which is co-located within the same building as the County Register Office. This facilitates the prompt receipt of part As which are then uploaded to the shared network and instantly available to the registrar that will be undertaking the registration. |
| Deaths excluding Part B's and inquests - registered within 5 days | 75% | 75% | National average 71%, regional average 64%

Comments as above. |
| Deaths with Part B's (Post Mortems excluding inquests - registered within 7 days | 53% | 47% | Somerset compare very favourably against the national average of 26%, and regional average of 17%.

Attainment in this area is almost entirely dependent on the Coroner and pathology services, and the Registration service have little or no influence or control in this area.

It is nationally recognised that the issuing of the Coroner's interim death certificate significantly reduces the need for relatives to formally register the death once the outcome of the post mortem is known.

Somerset works collaboratively with the Coroner's service to ensure relatives understand the need and legal requirement to complete the registration. |

Part A (ii). Key Performance Targets						
Availability of appointments (national target 95%)	**2016-2017** (CPU to populate)	**2017-2018** (Please provide percentage attainment level)	**Monitoring Methodology**			**Comments** (e.g. explanation of trend and remedial actions/ good practice undertaken and expected timescales for KPT attainment. If considered to be a long-term issue, record reasons and improvement planning approach).
			Electronic diary reports (tick)	Periodic diary checks (please state the frequency)	Other (please specify)	
Births & declarations within 5 days	92%	94%	✔			Due to the significant variations in monitoring methodology it is not possible to compare

Still-births within 2 days	100%	100%	✓				Somerset against regional or national averages for appointment availability.
Deaths & declarations within 2 days	78%	86%	✓				Appointment availability has improved significantly in all areas this year. KPI awareness has been a key focus of the re-structured customer service team. The additional training and awareness that has been undertaken throughout the year has proved to be successful.
Notices for marriage and civil partnership within 10 days	70%	85%	✓				In addition, local office managers monitor performance at individual offices on a monthly basis, and where necessary putting in remedial measures if possible. This was particularly important following the introduction of the online appointment booking facility for Notice of marriage/CP during the summer. Local managers have also continued to increase their use and understanding of the electronic diary tools available to assist with appointment management. Throughout the year they have trialled a number of different methods to manage the flow of appointments over periods where bottlenecks are expected (Christmas, bank holidays, school holidays etc). The success of the different approaches will be reviewed during the first quarter of this year and key learning outcomes are expected to further improve diary management. During the coming year, the service will undertake a review of opening hours, focusing specifically on part time offices, to ensure there is an appropriate balance of available appointment space to meet changing customer demand.

Part B: Customer Engagement Strategy

In this section you are required to provide your customer engagement strategy. To assist in the completion of this section, please refer to PO Guide 6.30-6.32 and appendix A4: Customer Engagement Strategy Framework.

Part B. Customer Engagement Strategy		
i)	**Do you have a Customer Engagement Strategy?**	**Tick**
	Yes (please attach or provide a link in the comments box below).	✓
	No (please provide an explanation in the comments below).	
	Comments North Somerset and Somerset Customer E	
ii)	**Do you measure the level of customer satisfaction for the Registration Service?**	**Tick**
	Yes	✓
	No	
ii)	**If you measure customer satisfaction and you have numerical values of customer satisfaction please provide the latest figures and the dates to which they relate.**	

The figures below relate to the period 1/04/2017 – 31/3/2018

Service Area	Satisfaction
Birth and Death Registrations and Notice of Marriage / CP	97%
Marriage or CP ceremony	97%
Citizenship Ceremonies	97%
Copy Certificate Production	95%

iv)	**Please provide details of how you measure the level of customer satisfaction including the methodology (e.g. survey, sample size and response rate).**

The level of customer satisfaction is currently collated by issuing feedback forms to customers after every registration appointment, ceremony conducted or copy certificate issued. We carry this out routinely throughout the year and forms part of Registrar's initial training.

The format for gathering feedback consists of numbered tick boxes for differing areas of the service. 5 being strongly agree, 4 agree, 3 neither, 2 disagree to 1 strongly disagree. When collating the information we record numbers 4 & 5 as 'satisfied customer'. All free format comments are also reviewed regularly for any trends or issues.

Service area	Response rate
Registrations	3%
Ceremonies	4%

Copy Certificates		8%	
Citizenship		7%	

The service is in the process of exploring alternative methods for collecting feedback with a view to increasing the response rates.

Part C: Public Protection and Counter Fraud (PPCF) Framework

Before completing this section you should self-assess against **all** elements of the PPCF Assurance Framework.

Your findings from the self-assessment should be provided in the table below. In the "comments" box below, please provide details of remedial action being taken for elements of the PPCF framework that are not currently being met.

If a local authority has undertaken self-assessment against the PPCF framework and created its own assessment document <u>and where the document provides sufficient information to meet the reporting requirement below</u> you may simply attach a copy. There is no need to attach associated evidence.

The GRO Compliance & Performance Unit will undertake local field checks to ensure that the information provided is accurate and appropriately reflects local authority performance.

To assist in the completion of this section, please refer to PO Guide 6.6-6.29 and appendix A3: Public Protection and Counter Fraud Assurance Framework.

Criteria	Monitoring in place for each element		Number of elements…	…of which	
	Yes	No Please detail, by number and title, elements not being monitored and proposed remedial action / work in progress (e.g. 7.3 Data protection: technical audits to be introduced)		Compliant	Not compliant Please detail, by number and title, non-compliant elements and proposed remedial action / work in progress (e.g. 1.1 Statutory deadlines: Training to be introduced to ensure earliest appointment offered)
1. Pre-Registration	✓		6	**6**	
2. Point of Registration	✓		8	**8**	
3. Post-Registration	✓		12	**12**	
4. Certificates	✓		4	**4**	
5. Service Models (where applicable)	✓		4	**4**	
6. Sham Marriage	✓		4	**4**	
7. Data Protection	✓		10	**9**	*7.5 Security and integrity of IT System infrastructure / Data Storage systems (disk, cloud, server etc.), on-*

					line appointment systems / certificate ordering platforms. Work in Progress The development of a service specific policy around the retention of both personal and registration data to be established with the implementation of an associated destruction log.
8. Registration Online (RON)	✓		5	4	*8.5 RON Security protocols – Systems in place to ensure staff do not log into RON from outside of the office unless genuine business need and prior approval given by Registration Managers.* Work in Progress The development of a policy for 'out of hours' access to RON. Train registration officers in the associated policy and implement monitoring measures.
9. Stock and Security	✓		8	8	
10. Other	✓		6	6	

In August 2017 the service received a PPCF health-check from GRO compliance officer, the outcome of which was a high level of assurance in all areas. Recommendations from the report have either been implemented or are in progress and noted above.

Part D: Statutory and Operational Service Delivery Standards

Before completing this section you should self-assess against **all** statutory and operational service delivery standards. Your findings from the self-assessment should be provided in the tables below.

To assist in the completion of this section, please refer to PO Guide 6.2-6.5 and appendices A1: Good Practice Guide: Statutory Standards and A2: Good Practice Guide: Operational Service Delivery and Performance Standards.

If a local authority has undertaken self-assessment against the Good Practice Guide and created its own self-assessment document <u>and where the document provides sufficient information to meet the reporting requirement below</u> you may simply attach a copy. There is no need to attach associated evidence.

Statutory Delivery Standards		
Are all standards met? (tick)	**Yes**	**No**
		✓

	If No, please list standards not met and provide details of planned remedial action	
1. Registration Appointments 2. Events registered 3. Declarations 4. Requisitioning 5. MCCD scrutiny 6. Statistics collection 7. Burial Certificates 8. Corrections/re-registrations 9. Notices of Marriage/CP 10. Ceremonies/formations 11. CP conversions 12. Marriage/CP registered 13. Bi-lingual Notices/Registrations 14. Approved Premises Applications 15. Office Plans 16. Custody of records 17. Index availability 18. Certificate issue 19. Quarterly Certified Copies 20. Notifications (weekly returns) 21. Sham marriage reporting 22. Citizenship Ceremonies 23. Citizenship certificates	**Statutory Requirement**	**Comments**
	2. Events registered within statutory timescales	See Part A above
	19. Quarterly Certified Copies	In some areas around the District the returns of certified copies to GRO have been delayed during the year. This is particularly the case in full time offices with high appointment demand. Where possible, additional resources are being re-directed to prioritise the completion of this task in a timely manner, while continuing to balance customer demand with back office tasks.
	23. Notification of completed Citizenship Ceremonies sent to Home Office within 14 days	Following a restructure of the team responsible for the administration of citizenship ceremonies during the year, there were 2 instances of private citizenship ceremonies not being notified to the Home Office within the prescribed timescales. As a result, procedures have been reviewed and more robust processes put in place. There have been no further incidents following this remedial action.

Operational Standards		

Are all standards met? (tick)	Yes	No
		✓

1. Customer Service 2. Business Continuity and Resource 3. Leadership 4. Learning and Development	If No, please list standards not met and provide details of planned remedial action

Operational Requirement	Comments
Customer Service	Appointment availability See Part A above Online facilities for the public Online facilities are currently available for booking of birth, death and notice of marriage/CP appointments, as well as ordering copy certificates. This year the service is planning to compliment this with an online payment facility for ceremonies. Annual publication of complaints / compliment volumes Due to the sheer volume of compliments it has not been possible to collate and publish results throughout the year. In line with the customer engagement strategy, feedback mechanisms will be reviewed during 2018 / 2019 with a view to fully recording all compliments as well as complaints. The customer engagement review will also aim to increase response rates for customer satisfaction surveys.
Business Continuity	Following a number of business continuity test exercises during the year it has been identified that not all officers are confident with completing manual registrations. As a result further training and awareness will be undertaken with officers during the year and individual training/action plans implemented where necessary.

Part E: Service Delivery Plans, Local Service Developments and Business Continuity

Local Authorities are required to have a Service Delivery Plan in respect of civil registration. In the tables below, please provide information confirming progress against your Service Delivery Plan for 2017/18 and any planned developments for 2018/19, including details of your Business Continuity Plan.

If it is more convenient you may attach a copy of your 2018/19 Service Delivery Plan.

To assist in the completion of this section, please refer to PO Guide 5.1-5.5; 5.20 and appendix F: Business Continuity Plan.

E1. Progress against 2017/18 Service Delivery Plan
1. **Development of marketing strategy** A marketing officer was appointed in July 2017. Achievements to date include: service branding; bespoke website and additional income stream from supplier directory, twitter and facebook pages; increased selection of AP venues 2. **Development and implementation of robust business support team structure** In April 2017 the business support team transferred into the registration service structure. A new management and supervisory structure was put in place with improved resilience, support, training and performance monitoring. 3. **Online facilities for the public** In addition to the new website with improved information, the service also launched an online appointment booking facility for notice of marriage (and CP) appointments to compliment the birth and death facility already in place. This has been popular with customers, with around 30% of couples booking their notice appointment in this way.

E2. 2018/19 Service Delivery Plan	Tick
2018/19 Service Delivery Plan attached	✓
Service Delivery Plan not attached (please summarise key deliverables) 📊 Combined Som & N Som Service Plan.xlsx	

E3. Business Continuity Plan		
Do you have a Business Continuity Plan?	**Tick**	**Comments**
Yes	✓	Please provide detail of when it was last reviewed and updated. March 2018
No		What actions are you taking to put one in place?

Part F: Registration Scheme Related Issues and Service Delivery Plan 2018/19

You are required, for registration scheme purposes, to confirm that the information in the table below is included in your Service Delivery Plan. Please confirm that the following information is included and whether or not there were changes implemented during 2017-18 or if any are proposed in 2018-19. To assist in the completion of this section, please refer to PO Guide 3.4-3.8 and appendix C: Code of Practice.

F1. Please confirm that the following information, which is required for registration scheme purposes, is included in your current Service Delivery Plan	Tick
The number, names and boundaries of registration districts and sub-districts within the local authority	✓
The number of principal officer posts appointed within each district and sub-district	✓
The location of register offices, head offices and other service delivery points within each registration district (e.g. including hospitals and other outstations)	✓
Access and service availability times including emergency 'out of hours' arrangements; telephone numbers	✓

F2. Changes to Registration Service Provision					
	During 2017-2018		Planned for 2018-2019		If Yes please provide details below:
	Yes	No	Yes	No	
(i) Boundaries and districts		✓		✓	
(ii) Principal Officer Posts abolished and/ or created		✓		✓	
(iii) Service point locations		✓	✓		The Bridgwater office is expected to move to a hub location (in Bridgwater) – planned for June 2018 The new address will be Bridgwater Library, Binford Place, Bridgwater TA6 3LF Opening hours will not be affected. The Williton office is expected to move to an alternative location (within Williton) during 2018/2019, exact date and location currently unknown.
(iv) Service opening times and telephone numbers		✓		✓	

Acknowledgement	
Document prepared by (name)	Genevieve Branch
Role in the registration service	Service Manager
Date	25th April 2018

Declaration	

I hereby confirm that this document provides an accurate reflection of civil registration performance of this local authority and declare that the local authority;

- continues to commit to meeting the national standards contained in the Good Practice Guide and the principles of the Code of Practice;
- is committed to the local application of the Public Protection and Counter-Fraud framework in accordance with the Home Office agenda; and
- understands that GRO will make available statistical performance data amongst local authorities to support regional and national performance benchmarking and improvement.

Name: Alyn Jones Signature: (Proper Officer for Registration Matters)	Date: 30/04/18

The completed report should be returned to cpu@gro.gsi.gov.uk **by 30th April 2018.**