

## Haringey Registration and Citizenship Service – Service Delivery Plan 2015 /16

Assistant Director

Bernie Ryan

Proper Officer

Terese Johansson

Superintendent Registrar

Paul Oram

# 1. Council Vision, Key Priorities and Over Arching Principles

**Vision:** To Work with communities to make Haringey an even better place to live

**Approach:** To encourage investment and create opportunities for all to share in

## Key Priorities

- Enable every child and young person to have the best start in life, with high quality education
- Enable all adults to live healthy, long and fulfilling lives
- A clean, well maintained and safe borough where people are proud to live and work
- Drive growth and employment from which everyone can benefit
- Create homes and communities where people choose to live and are able to thrive

## Underlying Principles

### PREVENTION AND EARLY INTERVENTION

- Preventing poor outcomes for children, young people and adults and intervening early when help and support is needed.

### A FAIR AND EQUAL BOROUGH

- Tackling underlying factors of poverty and discrimination with a scale and intensity proportionate to the level of disadvantage.

### WORKING TOGETHER WITH OUR COMMUNITIES

- Building resilient communities where people are able to help themselves and support each other.

### VALUE FOR MONEY

- Achieving the best outcome from the investment made.

### CUSTOMER FOCUS

- Placing our customers' needs at the centre of everything we do.

### WORKING IN PARTNERSHIP

- Delivering with and through others.

## Corporate Programmes

1. Tottenham Regeneration
2. Haringey 54,000
3. Housing unification and improvement
4. Health and social care integration
5. Business Infrastructure
6. Customer Services

## 1.2 Haringey Registration and Citizenship Service's Vision, Aim and Key Priorities

### 1.2 Service Vision

To operate as a high quality, efficient, cost effective, modern and client focused service. Provide an effective registration service that meets national standards as set by General Register Officer.

#### Achieved the following ways:

- By providing a service to clients based around their current and future needs.
- By delivering excellent value for money services, using modern technology and sound business practices.
- By promoting the highest standards of corporate governance.
- By maintenance of robust financial management of the business to deliver high levels of services at a value for money cost.
- By developing all staff to achieve their professional and personal potential.

## 2. Service Description

### 2.1 Boundaries

The boundaries of Haringey registration district and sub-district are the same as those of London Borough of Haringey.

### 2.2 Accessibility and opening times

The Register Office is located on the ground floor of the Civic Centre, High Road, Wood Green, London, N22 8LE (N22 9SB for SATNAVs and maps) and easily accessible for all visitors.

The Register Office counter is open from 9.30am to 4.00pm Monday to Friday. The office closes at 1pm on the first Thursday of each month for staff training.

Appointments are available between 9.30am to 4.30pm Monday, Tuesday, Thursday and Friday, 8.30am to 6pm Wednesday and 9am to 2.45pm. No appointments will take place after 1pm on the first Thursday of each month for staff training.

A ceremony service takes place every Saturday morning. Registrars attend ceremonies at approved Premises seven days a week (including bank holidays) on an as and when basis. A list of approved premises is available on Haringey Council's website [www.haringey.gov.uk/approved\\_premises](http://www.haringey.gov.uk/approved_premises)

The office can be contacted in emergencies and for faith deaths outside normal office hours via telephone on 020 8489 0000.

### **2.3 Service provision**

Haringey Registration and Citizenship Service (RCS) offers the following services:

- Notice of Marriage / Civil Partnerships
- Designated Register Office for people subject to immigration control
- Marriages and Civil Partnerships
- Register Office Marriages and Civil Partnerships for the statutory fee
- Ceremony planning meetings
- Naming and Renewal of Vows Ceremonies
- Registration of Births and Deaths
- Birth Declarations for babies born outside of the borough
- Licensing of Approved Premises for Marriages and Civil Partnerships
- Support to the Clergy / Registration of Place of Worship
- Nationality Checking Service
- Weekly Citizenship Ceremony
- Issuing of Certificates from the Historic Records

### **2.4 Staffing**

The Registration Service has 1 x Registration and Citizenship Manager / Superintendent Registrar, 1 x Senior Registration Officer, 5 x

Registration Officer. These officers are supported by a number of casual staff.

### **2.5 Additional service information**

Additional information about the service and services provided by RCS, including charges, can be found on the Birth, Death, Marriages and Civil Partnerships pages on Haringey Council's website: [www.haringey.gov.uk/bdm](http://www.haringey.gov.uk/bdm)

## **3. Service Context**

### *Brief description*

#### **3.1 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 in Haringey in 1977 and is known as "The Haringey Registration Scheme, 1977".

Under the new governance arrangements, Haringey is committed 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). The Code of Practice is supplemented by good practice guidance within the Proper Officer's Guide to Registration Service Delivery. The service is also required to publish an Annual Performance Report to the General Register Office by the 30<sup>th</sup> April each year. This report requires the service to report Key Performance Targets (Appendix A)

#### **3.2 Complaints and compliments**

The RCS follows the Councils wider Complaints and compliment scheme. Details of the scheme are on display in all council public buildings, including the Civic Centre and on the Council's website [www.haringey.gov.uk/council-feedback](http://www.haringey.gov.uk/council-feedback)

Haringey Council operates the Haringey Stars scheme where teams and individuals can be nominated for awards when staff has gone beyond the call of duty. The RCS has been nominated for awards under the previous Extra Mile Award scheme.

Formal complaint levels are very low. The service aims to resolve issues at the earliest possible opportunity. All formal complaints are fully investigated and action taken as necessary to prevent reoccurrences of problems.

### **3.3 Responsibilities**

- Registers and secure stock
- Following guidelines and best practice
- Ensure continuous service provision
- Business continuity planning

### **3.4 Local management issues**

- Possible re-location of some or all services
- Ensure the council stays within its budget
- Fulfil statutory obligations placed on Registrars including requirements of the General Register Office
- Meet General Register Office requirements including service standards and tough performance targets
- Maintain a highly functioning case management system during IT infrastructure changes
- Training and development of permanent staff
- Establish a training programme for registration staff to complete General Register Office e-learning
- Customer relationship with Customer Services
- Introduce quality monitoring and mystery shopper checks for Registrars

### **3.5 Links to statutory, policy and other plans**

- Part of the Customer Services Transformation agenda
- Customer Services Commissioning Group member
- Haringey Corporate Plan 2015-18 [www.haringey.gov.uk/local-democracy/policies-and-strategies/corporate-plan-2015-18](http://www.haringey.gov.uk/local-democracy/policies-and-strategies/corporate-plan-2015-18)

### **3.6 Service priorities for 2015-16**

- Achieve greater channel shift including increasing the number of people booking appointments online

- Reposition the service to achieve a cost recovery budget
- Review of online content with the aim of reducing avoidable contacts
- Review of the staffing structure and staff terms and conditions
- Continue the, “My Conversation” approach to staff development

## 4.

# Completed and new initiatives

### 4.1 Completed in 2014 – 15

- Customer telephone calls for notice of marriage / civil partnership, births, deaths and the Nationality Checking Service were transferred to Customer Services.
- Telephone answering times extended to 9am to 5pm Monday to Friday
- Online booking for notice of marriage / civil partnership, NCS, births and deaths was introduced

### 4.2 Introduced for 2015 – 16

- Civil partnership to marriage conversions
- The Stopford online booking system has been upgraded. This now allows customers to pay for notice of marriage / civil partnership appointments at the time of booking
- Introduction of new fees allowing customers to get married or form a civil partnership over a 24 hour period of time
- Increased options for customers to personalise their ceremony scripts including ceremony planning meetings
- Migration of the registration website onto a new improved platform including better functionality on tablets and mobile devices
- Recruitment of two additional casual registrars

### 4.3 Planned for 2015 – 16

- A review of opening hours including the possibility of extended opening hours at least one working day per week
- Opening for longer on Saturdays including offering afternoon weddings and civil partnerships
- Further development of the renewal of vows and naming ceremony services
- Adoption of the council's one account system and increasing the digital offer to customers
- Introduction of online booking of citizenship ceremonies
- The adoption of New Governance with the General Register Office

# APPENDIX A – Key Performance Targets from April 2015

Extracted from The Proper Officers Guide to Registration Service Delivery August 2015 Appendix G

Key Performance Target	Standard
<p><b>1. <u>Waiting times for appointment</u></b></p> <p>Where an appointment system is operated, ensure an appointment within the agreed timescales for:</p> <ul style="list-style-type: none"> <li>• Birth registration</li> <li>• Still-birth registration</li> <li>• Death registration</li> <li>• Marriage / Civil Partnership (CP) notice.</li> </ul>	<p>95% Births – within 5 working days of request</p> <p>95% Stillbirths – within 2 working days of request</p> <p>95% Deaths – within 2 working days of request</p> <p>95% Marriage / Civil Partnership notice – within 10 working days of request and therefore to allow the marriage / CP to proceed at a time and venue of the customer’s choice where reasonable and practical</p>
<p><b>2. <u>Customer Satisfaction</u></b></p> <p>Customers should be dealt with courteously, with sensitivity and in a personalised manner.</p> <p>To evaluate this and other aspects of service delivery, the customer should be asked a set of questions covering:</p> <ul style="list-style-type: none"> <li>• Courteousness</li> <li>• Accessibility (e.g. initial contact and location);</li> <li>• Appointment availability;</li> <li>• Office accommodation</li> <li>• Future service provision / planning needs</li> </ul>	<p>95% of customer s satisfied</p>
<p><b>Annual Assurance Statements:</b></p> <p>In addition to reporting on the key performance targets above, the annual performance report template requires local authorities to include a compliance statement to the effect that national standards have been applied to guard against and report fraud, and to protect data. Details of the standards to be applied and the actions to be taken are set out in the Good Practice Guidance. The target is for the</p>	

Registrar General to receive a positive response from 100% of local authorities. To provide assurance of local monitoring, the Registrar General recommends that the Local Authority monitors volumes of S24 reports and suspicious certificate applications, and this is completed alongside the monitoring of the other performance targets. Proper Officers will also want to be made aware of these volumes / figures on a quarterly basis.

<p><b>3. <u>Suspicious certificate applications / Sham Marriage</u></b></p> <p>In the course of their duties, registration officers should maintain an awareness of suspicious certificate applications and the use of marriage and civil partnership to circumvent immigration controls and utilise the reporting mechanisms to counter it</p>	<p>Local Authority assurance statement provided to GRO relating to the principles set out in the associated APR Public Protection and Counter-fraud assurance statement template</p>
<p><b>4. <u>Data Protection</u></b></p> <p>Local authorities and registration officers should meet all legal responsibilities and obligations in respect of the security and sharing of data, including ensuring the integrity and security of the RON system</p>	<p>Local Authority assurance statement provided to GRO relating to the principles set out in the associated APR Public Protection and Counter-fraud assurance statement template</p>