

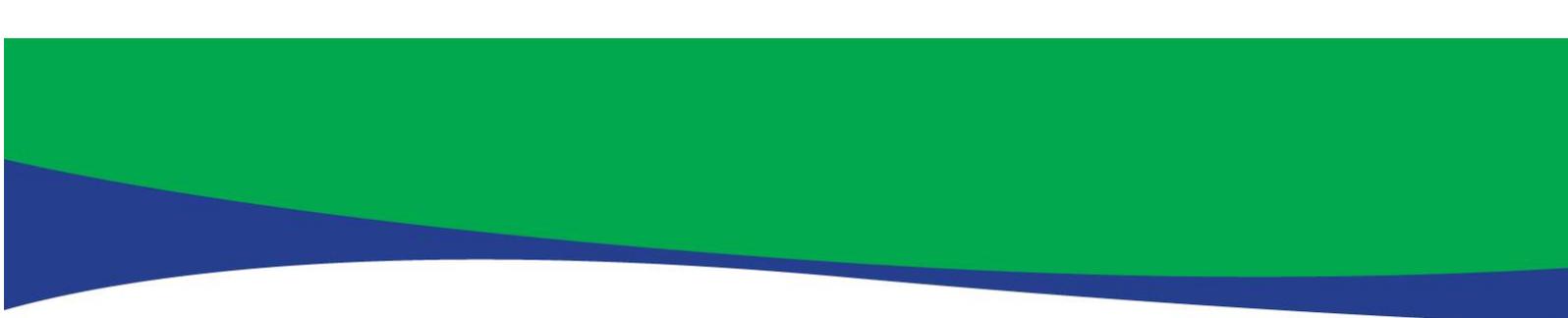
# South Tyneside Registration District

## Service Delivery Plan

### April 2019 to March 2020



South Tyneside Council



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## 1. Statement of level of service

South Tyneside registration Service aims to provide an outstanding service to our customers. This will be achieved by consistently meeting the standards set out in the Guide to good practice in the delivery of the local registration service.

South Tyneside Registration Service provides a range of statutory services:

- an appointment based service for birth, death and still-birth registrations
- an appointment based service for taking notices of marriage and civil partnerships and booking future ceremonies up to 18 months in advance
- administration of the approval process for premises wanting to be a venue for ceremonies
- the care and custody of registers and the provision of electronic indexes to the registers
- the issue of certificates from deposited registers
- the provision of citizenship ceremonies

As well as statutory services we also offer some non-statutory services:

- baby naming ceremonies
- renewal of vows ceremonies

We have published a set of service standards, which set out the level of service our customers can expect from us:

- Our reception desk will see customers within 5 minutes
- Letters and e-mails will be acknowledged within 5 working days
- We will respond to a formal complaint within 8 working days. If we need more time to deal with a complaint we will contact our customer within the 8 working days to let them know what's happening
- We will see 95% of our customers with appointments within 10 minutes of their appointment time
- If a customer does not have an appointment, we will tell them how long they will have to wait until they are able to see a registrar
- We will arrange an appointment to give notice of marriage or a civil partnership within 10 working days for 95% of our customers.
- We will arrange an appointment to register a birth within 5 working days for 95% of our customers

- We will arrange an appointment to register a death within 2 working days for 95% of our customers
- We will arrange an appointment to register a still birth within 2 working days for 95% of our customers
- We will issue 100% of priority requests for certificates on the same day
- We will issue 100% of certificate applications by post after 5 working days

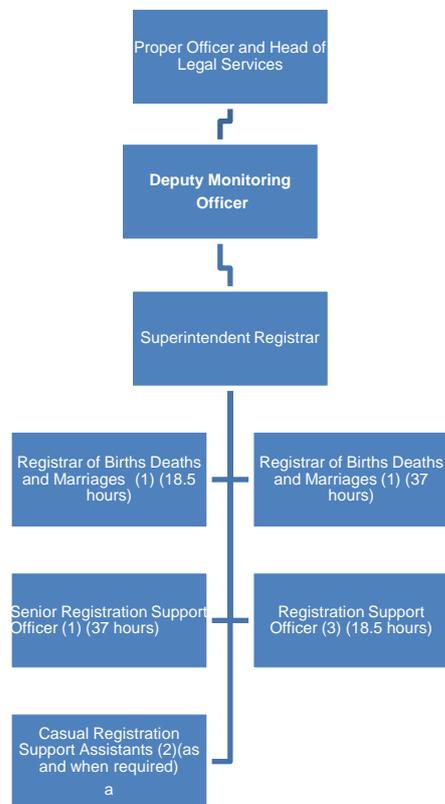
### **Our Commitment**

We remain committed to achieving the current national standards and will adopt any new standards that are brought in during the coming year.

South Tyneside has performed well when compared against the key performance indicators in 2018/19 and we aim to maintain all of our current levels.

## 2. South Tyneside registration team

Current staffing structure:



## 3. Location and service access

The South Tyneside Registration District covers the whole of the local authority area of South Tyneside Council.

### **Service location**

The Registration Service is housed in the Register Office, which is on Broughton Road, South Shields. It is opposite the Town Hall, the main administrative centre of South Tyneside Council and home to a large customer service centre, which the Council has created, so that customers can access a range of face-to-face services in one place. The office fully complies with the requirements of the Disability Discrimination Act, has a hearing loop system throughout and provides comfortable modern facilities for all of our customers.

The building is all on one level and provides the following:

- a ceremony room which can accommodate up to 70 guests
- a ceremony room which can accommodate up to 30 guests and be used for indoor photographs
- a statutory ceremony room which can accommodate Bride/ Groom and 2 witnesses
- a large, modern, dedicated waiting area for ceremonies
- an extensive garden area for photographs
- an ante room for brides/grooms/partners to be used as required prior to ceremonies
- office accommodation comprising rooms for:
  - Superintendent Registrar
  - Registrar of Births, Deaths and Marriages
  - Registrar of Births, Deaths and Marriages
  - General Office accommodation for three staff
  - An additional office for contingencies
  
- a waiting room for birth, death and ceremony appointments
- a reception and waiting area for day to day customers
- a strong room which contains all registers for South Tyneside
- a baby change/nursing mothers room
- public toilet facilities
- staff kitchen facilities
- staff toilet facilities

## **Service access**

The office is open Monday to Friday – 9.00 am to 4.00 pm and operates an appointment system. It is also open on Saturday morning - 10.00 am to 1.00 pm, for ceremonies.

South Tyneside Council operates an emergency out of hour's service, with all telephone calls going to the Customer Contact Centre which has 24 hour opening. This number is **427 7000**. The Customer Contact Centre has contact telephone numbers for the Superintendent and Deputy Superintendent Registrars, who will respond to any emergency calls.

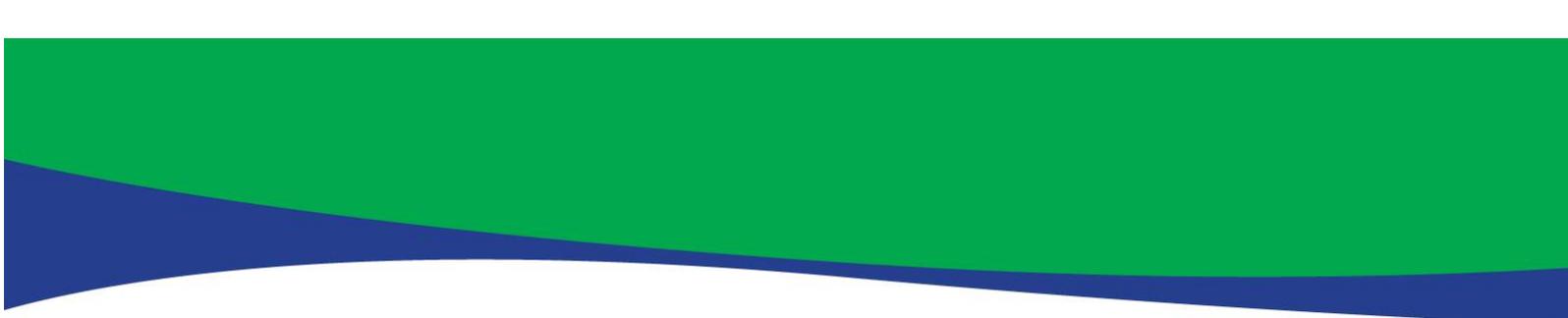
Since the introduction of approved premises for ceremonies the service has been privileged to be able to offer their expertise in ten locations.

- Town Hall, South Shields
- Hedworth Hall, South Shields
- The Dunes, South Shields
- Littlehaven Hotel, South Shields
- Town Hall, Jarrow
- The Clarion Hotel, Boldon
- The Grotto, South Shields
- Jarrow Hall, Jarrow
- The Sea Hotel and Sea Lodge, South Shields
- The Customs House, South Shields

These venues, which are licensed for marriages and civil partnerships in the district, offer a varied customer choice and have proved themselves to be very popular with both staff and our customers.

## **Complaints procedure**

All suggestions and complaints are dealt with in an appropriate manner. The service utilises the Council's corporate complaints procedure and this



is publicised extensively in all council buildings and on the website. It can be accessed on-line as well as by completing the relevant forms.

## **4. What did we do in 2018/2019**

The Registration Team holds regular meetings to discuss service issues and to enable management to keep the Team up to date with events happening in the Council and elsewhere that may have a potential impact. The SR and Deputy Monitoring Officer also meet on a bi monthly basis and performance monitoring is one of the key focus issues. The Superintendent Registrar also attends the NERGM and in this way we are able to keep up to date with all key issues.

### **Partnership working**

#### **Customer contact centre**

We have continued to work with our Customer Contact Centre and this partnership goes from strength to strength.

There are a number of benefits from having birth and death appointments made by the contact centre.

- the registration team has more time available to concentrate on other work, which means that they are more able to achieve the targets that have been set
- the public has access to an appointments service outside of normal office hours and this now operates 24 hours each day
- general office staff use the customer relationship management system to book appointments for civil partnerships and marriages
- the customer relations management software is able to provide statistics in relation to the good practice guide targets for availability of appointments
- the contact centre can continue to grow and provide an excellent service across the council

#### **Tell Us Once**

We work with the Department of Work and Pensions to provide local residents with the Tell Us Once service.

## **Other notable achievements**

### **Indexes on the internet**

With the help of volunteers from a local history group we now have Birth and Death Indexes from 1837 to 2007 and Marriages from 1837 to 2019 on the internet which has proved very popular with our customers. Register Office staff continue to work on the project to enable current records to be indexed and be uploaded onto our web page annually.

### **Customer Feedback**

We carry out customer satisfaction surveys in May and November to find out what they thought of our service. In addition customer satisfaction surveys are sent to new British Citizens after their ceremony.

This helps to reassure us that our customers thought that the service was performing well. The survey results are published on our website and displayed in the Register Office.

### **Baby naming and renewal of vows ceremonies**

We provide an in-house service for the provision of these non-statutory ceremonies. Stationery and scripts have been produced which is in line with our statutory ceremony packs which has streamlined the service.

We have a dedicated team member who deals with the administration of these ceremonies and our Registration Officers continue to provide an excellent non statutory celebratory service.

## 5. Service development plan 2017/18 and 2018/19

Key to table			
	Achieved objective		
	Ongoing objective		
	New objective		
Service objectives	By	When	Achieved/ ongoing
<ul style="list-style-type: none"> <li>Work with IT and Web Team to introduce secure on-line payments system</li> </ul>	JT	2019/20	Ongoing
<ul style="list-style-type: none"> <li>Work with IT and Web Team to introduce an on line appointment system for birth and death registration</li> </ul>	JT	2019/20	Ongoing
<ul style="list-style-type: none"> <li>Introduce staff training records to identify individual training/development requirements</li> </ul>	JT	2016/2017	2017
<ul style="list-style-type: none"> <li>Allocate staffing resources to continue indexing project (Historical indexing complete however current ongoing)</li> </ul>	JT	2017/2018	2017
<ul style="list-style-type: none"> <li>Prepare for revised Key Performance Targets and Annual Assurance Statement requirements 2016/2017</li> </ul>	JT	2016/2017	2017
<ul style="list-style-type: none"> <li>Introduce a documented Customer Engagement Strategy</li> </ul>	JT	2017/2018	2017

### Overall

Generally, we feel that we have consolidated our service during this year. There is still a lot of work to be done in some areas, but we continue to be confident that everything is moving in the right direction.

## 6. Key Performance Indicators 2018/19

<b>Events registered within the statutory timescale</b>				
		<b>% Attained</b>	<b>Regional %</b>	<b>National %</b>
<b>Births</b>	<b>98% registered within 42 days</b>	<b>100%</b>	<b>98%</b>	<b>97%</b>
<b>Still Births</b>	<b>98% registered within 42 days</b>	<b>100%</b>	<b>99%</b>	<b>98%</b>
<b>Deaths (no coronial involvement)</b>	<b>90% registered within 5 days</b>	<b>95%</b>	<b>92%</b>	<b>80%</b>
<b>Waiting times for appointment</b>				
		<b>Attainment level %</b>	<b>CRM Management System used to collate data</b>	
		<b>Target 95% app availability</b>		
<b>Birth registration/declaration within 5 working days</b>		<b>99%</b>		
<b>Still birth registration /declaration with 2 working days</b>		<b>100%</b>		
<b>Death registration/declaration within 2 working days</b>		<b>100%</b>		
<b>Notices of Marriages and Civil Partnership within 10 working days</b>		<b>100%</b>		
<b>Certificate Applications</b>		<b>100% dealt with within 7 working days</b>		
<b>Official Complaints</b>		<b>0</b>		

