



### Local Authority Annual Performance Report 2016-17

Local Authority: Merton

#### 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 – Steve Ralph ([steve.ralph@gro.gsi.gov.uk](mailto:steve.ralph@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 2016/17. 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.

<b>Part A (i). Key Performance Targets / Indicators</b>			
<b>Registration timeliness</b> (national target)	<b>2015-2016</b> (CPU to populate)	<b>2016-2017</b> (Please provide percentage attainment level)	<b>Comments</b> (e.g. explanation of trend and remedial actions/ good practice undertaken)
Births - 98% registered within 42 days	95%	98%	
Still births - 98% registered within 42 days	N/A	N/A	
Deaths with MCCDs (no coronial involvement) - 90% registered within 5 days		84%	Local analysis suggests that this is driven by the speed of medical practitioners and customer choice and is not controllable by the service.  Our Coroner has stated that Part A are of secondary importance to her.
Deaths with Part As (MCCDs with coronial involvement) - registered with 5 days		53%	
Deaths excluding Part B's and inquests - registered within 5 days	78%	80%	
Deaths with Part B's (Post Mortems excluding inquests - registered within 7 days	39%	41%	

<b>Part A (ii). Key Performance Targets</b>						
<b>Availability of appointments</b> (national target 95%)	<b>2015-2016</b> (CPU to populate)	<b>2016-2017</b> (Please provide percentage attainment level)	<b>Monitoring Methodology</b>			<b>Comments</b> (e.g. explanation of trend and remedial actions/ good practice undertaken)
			Electronic diary reports (tick)	Periodic diary checks (please state the frequency)	Other (please specify)	
Births & declarations within 5 days	100%	100%	✓	Daily		As all staff are multi trained and when shortages of appointments appear staff can be redeployed to meet timeliness targets.
Still-births within 2 days	N/A	N/A				
Deaths & declarations within 2 days	100%	100%	✓	Daily		
Notices for marriage and civil partnership within 10 days	100%	100%	✓	Weekly		

## 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.

<b>Part B. Customer Engagement Strategy</b>		
<b>i)</b>	<b>Do you have a Customer Engagement Strategy?</b>	<b>Tick</b>
	Yes (please attach or provide a link in the comments box below).	✓
	No (please provide an explanation in the comments below).	
	Comments	
<b>ii)</b>	<b>Do you measure the level of customer satisfaction for the Registration Service?</b>	<b>Tick</b>
	Yes	
	No	✓
<b>ii)</b>	<b>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.</b>	
	These will be launched shortly.	
<b>iv)</b>	<b>Please provide details of how you measure the level of customer satisfaction including the methodology (e.g. survey, sample size and response rate).</b>	
	The size of the services precludes a survey providing accurate data as a response rate of around 50% would be needed to produce a sample large enough to give a 5% range of confidence.	

## 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.

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	Yes		6	6	
2. Point of Registration	Yes		8	8	
3. Post-Registration	Yes		12	12	
4. Certificates	Yes		4	4	
5. Service Models (where applicable)	N/A		4	N/A	
6. Sham Marriage	No	6.4 -'Chip & Check' Document Verification – no department has provided this equipment therefore it is difficult to comply with this requirement	4	3	6.4 -'Chip & Check' Document Verification – no department has provided this equipment therefore it is difficult to comply with this requirement
7. Data Protection	Yes		10	10	
8. Registration Online (RON)	Yes		5	5	
9. Stock and Security	Yes		8	8	
10. Other	Yes		6	8	

## 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.

Statutory Delivery Standards		
Are all standards met? (tick)	Yes	No
		✓
<ol style="list-style-type: none"> <li>1. Registration Appointments</li> <li>2. Events registered</li> <li>3. Declarations</li> <li>4. Requisitioning</li> <li>5. MCCD scrutiny</li> <li>6. Statistics collection</li> <li>7. Burial Certificates</li> <li>8. Corrections/re-registrations</li> <li>9. Notices of Marriage/CP</li> <li>10. Ceremonies/formations</li> <li>11. CP conversions</li> <li>12. Marriage/CP registered</li> <li>13. Bi-lingual Notices/Registrations</li> <li>14. Approved Premises Applications</li> <li>15. Office Plans</li> <li>16. Custody of records</li> <li>17. Index availability</li> <li>18. Certificate issue</li> <li>19. Quarterly Certified Copies</li> <li>20. Notifications (weekly returns)</li> <li>21. Sham marriage reporting</li> <li>22. Citizenship Ceremonies</li> <li>23. Citizenship certificates</li> </ol>	<p><i>If No, please list standards not met and provide details of planned remedial action</i></p>	

Operational Standards		
Are all standards met? (tick)	Yes	No
		✓
<ol style="list-style-type: none"> <li>1. Customer Service</li> <li>2. Business Continuity and Resource</li> <li>3. Leadership</li> <li>4. Learning and Development</li> </ol>	<p><i>If No, please list standards not met and provide details of planned remedial action</i></p>	

## 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 2016/17 and any planned developments for 2017/18, including details of your Business Continuity Plan.

If it is more convenient you may attach a copy of your 2017/18 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.

<b>E1. Progress against 2016/17 Service Delivery Plan</b>	
Register office refurbishment should begin shortly	
Closer working with other services are currently on hold due to merger of Wandsworth and Richmond	

<b>E2. 2017/18 Service Delivery Plan</b>	
	Tick
2017/18 Service Delivery Plan attached	✓
Service Delivery Plan not attached (please summarise key deliverables)	

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

## Part F: Registration Scheme Related Issues and Service Delivery Plan 2017/18

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 2016-17 or if any are proposed in 2017-18. 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 2016-2017		Planned for 2017-2018		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		✓		✓	
(iv) Service opening times and telephone numbers		✓		✓	

Acknowledgement	
Document prepared by (name)	Tomas Dyson
Role in the registration service	Superintendent Registrar
Date	13/04/2017

**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: SEAN CUNNIFFE	Date:
Signature:  (Proper Officer for Registration Matters)	21/04/2017

**The completed report should be returned to [cpu@gro.gsi.gov.uk](mailto:cpu@gro.gsi.gov.uk) by 28<sup>th</sup> April 2017.**