HM Passport Office

General Register Office

Local Authority Annual Performance Report 2022-23

Local Authority: Cambridgeshire

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 log on to the Registrar's Website. For ease of reference, the relevant sections of the PO Guide have been listed within each element of this template (parts A-G).

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 Fria Qayyum.

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 for 2022/23. 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, refer to PO Guide 6.2-6.5 and appendices B1: Good Practice Guide: Statutory Standards and B2: Good Practice Guide: Operational Service Delivery and Performance Standards.

Part A (i). Key Performance Targets / Indicators		
Registration timeliness (national target)	**2021-2022** (CPU to populate)	**2022-2023** (Please provide percentage attainment level)
Births - 98% registered within 42 days	97%	97%
Still births - 98% registered within 42 days	98%	97%
Deaths with MCCDs (no coronial involvement) - 90% registered within 5 days	73%	60%

Part A (ii). Key Performance Targets			
	2022-2023	**Monitoring Methodology**	

Availability of appointments (national target *95%*)	(Please provide percentage attainment level)	Electronic diary reports (tick)	Periodic diary checks (please state the frequency)	Other (please specify)	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 & declarations within 5 days	100	✓	Each weekday		Zipporah booking system is used to provide details.
Still-births within 2 days	100	✓	Each weekday		2 hours of capacity are reserved exclusively for death appointments in each of our rooms on every working day. This can be over-ridden by a manager if it is deemed necessary.
Deaths & declarations within 2 days	100	✓	Each weekday		
Notices for marriage and civil partnership within 10 days	100	✓	Each weekday		

Part B: Customer Engagement Strategy

In this section you are required to provide a copy of your customer engagement strategy and record any measure of customer satisfaction. Refer to PO Guide 6.30-6.32 and appendix A4: Customer Engagement Strategy Framework.

Part B: Customer Engagement Strategy			
	Yes (tick)	No (tick)	Comments (if no)
i. Please provide a copy of your Customer Engagement Strategy	✓		The Customer Engagement Strategy is currently under review. There are however a number of customer engagement initiatives that will be captured within the strategy such as a Member/Officer Working Group, online questionnaires, 1-1 meetings and trade fairs with Approved Venues, enhancements to online platform to simplify bookings, engagement with and promotion of support services that customers can access. Please see page 6 of Cambridgeshire Registration Service – Service Plan 2023-24
ii. If you measure Customer Satisfaction and you have numerical values, please provide the latest figures for 2022/23 in the comments box			No numerical values recorded, though feedback obtained from customers in the form of comments to help inform service delivery.

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 and where the document provides sufficient information to meet the reporting requirement below 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	✓	
2. Point of Registration	✓		8	✓	
3. Post-Registration	✓		12	✓	
4. Certificates	✓		4	✓	
5. Service Models (where applicable)	✓		5	✓	
6. Sham Marriage	✓		4	✓	
7. Data Protection	✓		10	✓	
8. Registration Online (RON)	✓		5	✓	
9. Stock and Security	✓		8	✓	
10. Fraud	✓		4	✓	
11. Other	✓		3	✓	

Part D: Statutory and Operational Service Delivery Standards

In this section you should be working to **all** statutory and operational service delivery standards. To assist in the completion of this section, 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.

D1. Statutory Delivery Standards

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

	Yes (tick)	No (tick)
Have all standards as listed above been met?	✓	
If 'No' please provide comment below on any standards not achieved.		
The volume of death registrations completed within 5 days has worsened since 2021-22. In mitigation the volume of deaths registered has increased by 7%. In relation to the regional performance of 49% and national performance of 47% we are performing comparatively well.		

D2. Operational Standards

1. Customer Service
2. Business Continuity and Resource
3. Leadership and Learning & Development

	Yes (tick)	No (tick)
Have all standards as listed above been met?	✓	
If 'No' please provide comment below on any standards not achieved.		

Part E: Service Delivery Plans

Local Authorities are required to have a Service Delivery Plan established in respect of civil registration. To assist in the completion of this section, refer to PO Guide 5.1-5.5; 5.20.

E1. Service Delivery Plan

	Yes (tick)	No (tick)
Is an updated Service Delivery Plan in place? Please attach as an appendix to this report.	✓	

E2. 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 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	✓
The number of principal officer posts appointed within each district and sub-district	✓
Please provide a full list of Principal Post Holders and associated designations: • Claire Norman – Superintendent Registrar • Sue Williams – Additional Superintendent Registrar • Rachel Jones – Registrar (A and C) • Kelly Lambert – Registrar (B)	
Please provide details of any formal partnership working arrangements established with other registration districts:	

There is a Service Level Agreement (SLA) in place for delegation of birth registrations for Suffolk County Council. An SLA for delegation of births registrations to Hertfordshire Registration Service will be in place shortly.

There is also a Service Level Agreement in place for Norfolk County Council to have delegation to register births on behalf of Cambridgeshire Registration Service.

Part F: Business Continuity Plans

Local Authorities are required to have a Business Continuity Plan established in respect of civil registration. To assist in the completion of this section, refer to PO Guide 5.1-5.5; 5.20 and appendix F: Business Continuity Plan.

F1. Business Continuity Plan		
	Yes (tick)	No (tick)
Do you have a Business Continuity Plan in place?	✓	
If 'No' please provide comment:		

Part G: Registration Scheme Issues

You are required, for registration scheme purposes, to confirm that the information in the tables below are included in your Service Delivery Plan. Please confirm that the following information is included and whether or not there were changes implemented during 2022-23 or if any are proposed in 2023-24. To assist in the completion of this section, refer to PO Guide 3.4-3.8 and appendix C: Code of Practice.

G1. Changes to Registration Service Provision					
	During 2022-2023		Planned 2023-2024		If Yes, please provide details below:
	Yes	No	Yes	No	
(i) Boundaries and districts		✓		✓	
(ii) Principal Officer Posts abolished and/ or created		✓	✓		SLA in place for delegation of births registrations to Hertfordshire Registration Service. We are in the process of creating Sub-District 1D for the new register.
(iii) Service point locations	✓			✓	Cambridgeshire Registration Office has been relocated from Shire Hall site to Roger Ascham site on Milton Road, Cambridge.

Citizenship ceremonies are being delivered from New Shire Hall in Alconbury. |
| (iv) Service opening times and telephone numbers | ✓ | | | ✓ | March and Wisbech opening times were reviewed. |

Acknowledgement	
Document prepared by (name)	Steven Bending
Role in the registration service	Business Support Manager, Cambridgeshire Registration Service
Date	20/04/2023

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 maintaining or improving performance as appropriate in accordance with the local performance plan agreed with the GRO Regional Compliance Officer
- 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: Peter Gell, Assistant Director Regulatory Services	Date: 24th April 2023
Signature: (Proper Officer for Registration Matters)	

The completed report should be returned to **cpu@gro.gov.uk** and copied into your Compliance Officer Fria Qayyum; email **fria.qayyum@hmpo.gov.uk** by **2 May 2023.**