**General Register Office**

**Local Authority Annual Performance Report 2019-20**

**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-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 Dale Mason (telephone 07771378257) or email: Dale.Mason@HMPO.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 2019/20. 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) | **2018-2019** (CPU to populate) | **2019-2020** (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 | Above the national average (97%), and level with the regional average (99%) |
| Still births - 98% registered within 42 days | 100 | 95 | Whilst this is a disappointing percentage decrease this directly relates to just 1 of the 19 still-births registered. This was a still-birth in April 2019 that went to inquest, and the inquest was not concluded until March 2020 – hence the late registration. |
| Deaths with MCCDs (no coronial involvement) - 90% registered within 5 days | 82 | 77 | Disappointing to see decrease on last year. Below the national average (79%) but above the regional average (70%). |
| Deaths with Part As (MCCDs with coronial involvement) - registered within 5 days | 57 | 43 | Disappointing to see decrease on last year. Below the national average (47%) but above regional average (30%). |
| Deaths excluding Part Bs and inquests - registered within 5 days | 74 | 68 | Disappointing to see decrease on last year. Below the national average (73%) but above regional average (64%). |
| Deaths with Part Bs (Post Mortems excluding inquests - registered within 7 days | 14 | 3 | Disappointing to see the large decrease on last year. Below the national average of 19% and the regional (10%) |

Re all death related KPIs (including remedial action)
- Deaths (except Part B and inquest cases) - The Coroner Service staffing has had another series of changes and the Medical Examiner system in one hospital has been expanded to cover all deaths. We continue to provide information and work in partnership, on the basis that timely and effective service for the bereaved (which is a joint goal) by all involved ultimately improves KPIs as a direct result.
- Deaths (Post Mortem cases) - This is an impact of continued pressures on the Coroner Service, the national lack of pathologists and the turnaround time for some aspects required before a Part B can be issued (such as histology or toxicology). The monthly stats issued by GRO are shared with the Coroner Service Manager, the Senior Coroner and appropriate colleagues in hospital trusts in order so that they are sighted on the impact this has in terms of registration KPIs.
- Exemption for the service over Christmas / New Year LRS shutdown was implemented to provide more than adequate appointment slots, but closure of GP surgeries and hospital bereavement care teams meant that customers were unable to collect required paperwork during that period.

In all cases customer choice continues to have an impact on performance as appointments are normally face to face, requiring travel for informants as well as often taking time off work. As of 1st April 2019 Ely changed from part time (3 days a week) to full time (5 days a week). We have also changed the opening hours of the 2 remaining part time offices (March & Wisbech) to improve access with the aim of widening

choice and improving relevant KPIs. We always have suitable appointment availability but not always the documents required and / or the informants available.

One of the major benefits introduced by the Emergency Bill in March 2020 was the introduction of telephone death registrations, and the associated processes. This has had huge benefits for all involved, especially bereaved families, and is something we are keen to continue with until an even more streamlined version can be introduced through primary legislation.

As part of a wider service review we are keen to contribute to a Cambridgeshire review of the entire bereavement journey with relevant partners, to see what further improvements can be made.

## Part A (ii). Key Performance Targets

| Availability of appointments (national target 95%) | 2018-2019 (CPU to populate) | 2019-2020 (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 | 100 | 100 | | | | Zipporah booking system is used to provide details. Checks are made on a daily basis to see when the earliest appointment available is, and that it is within the required timescales. |
| Still-births within 2 days | 100 | 100 | | | | |
| Deaths & declarations within 2 days | 100 | 100 | | | | |
| Notices for marriage and civil partnership within 10 days | 100 | 100 | | | | |

## Part A (iii). Performance Plan

| i) | Please provide the latest copy of your performance plan. | Tick |
|---|---|---|
| | Please attach a copy. | ✓ |

## Part B: Customer Engagement Strategy (Key Performance Standard)

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 | |
| **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.** | |
| | N/A - all feedback recorded but no numerical data collated | |
| **iv)** | **Please provide details of how you measure the level of customer satisfaction including the methodology (e.g. survey, sample size and response rate).** | |
| | N/A | |

# 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<br>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<br>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) | ✔ | | 5 | 5 | |
| 6. Sham Marriage | ✔ | | 4 | 4 | |
| 7. Data Protection | ✔ | | 10 | 10 | |
| 8. Registration Online (RON) | ✔ | | 5 | 5 | |
| 9. Stock and Security | ✔ | | 8 | 8 | |
| 10. Fraud | ✔ | | 4 | 4 | |
| 11. Other | ✔ | | 3 | 3 | |

# 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** |
| | | ✔ |
| 1. Registration Appointments<br>2. Events registered<br>3. Declarations<br>4. Requisitioning<br>5. MCCD scrutiny<br>6. Statistics collection<br>7. Burial Certificates<br>8. Corrections/re-registrations<br>9. Notices of Marriage/CP<br>10. Ceremonies/formations<br>11. CP conversions<br>12. Marriage/CP registered<br>13. Bi-lingual Notices/Registrations<br>14. Approved Premises Applications<br>15. Office Plans<br>16. Custody of records<br>17. Index availability<br>18. Certificate issue<br>19. Quarterly Certified Copies<br>20. Notifications (weekly returns)<br>21. Sham marriage reporting<br>22. Citizenship Ceremonies<br>23. Citizenship certificates | If No, please list standards not met and provide details of planned remedial action<br><br>Of the 23 standards required the only one not met in full is item 2. This is solely in relation to death registrations (which continue to be a national and regional issue). Please see page 2 section A (i) for full details, the improvements made and remedial action being taken. | |

| Operational Standards | | |
|---|---|---|
| **Are all standards met? (tick)** | **Yes** | **No** |
| | | ✔ |
| 1. Customer Service<br>2. Business Continuity and Resource<br>3. Leadership<br>4. Learning and Development | If No, please list standards not met and provide details of planned remedial action<br><br>Of all the requirements the only one not fully met is:<br>• Performance data is shared with staff and appropriate partners but not wider, as corporate policy is not to do so | |

## 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 2019/20 and any planned developments for 2020/21, including details of your Business Continuity Plan.

If it is more convenient you may attach a copy of your 2020/21 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.

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**E1. Progress against 2019/20 Service Delivery Plan**

- Over 2 million records, and all SR certificate production re-located from Cambridge and Huntingdon offices to the new Ely office from October 2019.
- Relocation of customer appointment room and ceremony room from rented Ely building into new Ely office in September 2019
- SLAs with Suffolk and Essex for them to register births in Cambridgeshire registers - *due to local issues in each of those counties agreed to move to 2020/2021*
- Reviewed, consulted and started to implement revised structure to secure robust efficient and effective service delivery for the next 10 years
- Completion of phase 1 of service re-structure
- Finalised the proposed new site for Cambridgeshire Register Office relocation and commenced planning for implementation in 2021, including initial local residents meetings.
- Extended the Access database for the recording and tracking of quarterly copy checking for births, deaths and marriages to notices
- Changed opening hours in March & Wisbech Registration Offices to improve customer choice and improve KPIs in rural districts
- Planned and implemented changes required due to the granting of Royal Assent for the Private Member Bill, primarily relating to mixed sex civil partnerships
- Introduced 'self-arrival' of customers attending appointments to two offices

We also achieved the following:

- RSM contributions to regional LRS services as Chair of Regional Panel, and as a member of the National Panel for Registration Service for England (including all pandemic related matters)
- Worked closely with partners to achieve the improvements outlined earlier in terms of death registrations (excluding post mortem cases)
- Engaged with relevant colleagues for the expansion of the Medical Examiner program at Cambridge University Hospital, Hinchingbrooke Hospital and Papworth Hospital
- Implementation of changes to digital service delivery - phase 2 complete with implementation of online booking of ceremonies and notices by customers
- Initial income target exceeded
- Active participation in corporate review of service delivery
- Implemented payment integration between online registration index system (Camdex) and local authority income system. This means income is processed on-line and through the various IT systems ends up straight into the correct cost centre, negating the need for manual intervention by income processing.
- Dealing with initial impact of pandemic. This included:
  - implementing a complete new process for telephone death registrations only days after the Emergency Bill received Royal Assent, including all relevant process changes with partners.
  - cessation of all birth registrations, notices and ceremonies with no prior notice

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## E2. 2020/21 Service Delivery Plan

| | Tick |
|---|---|
| 2020/21 Service Delivery Plan attached | |

Service Delivery Plan not attached (please summarise key deliverables)

- Planning for relocation of Cambridgeshire Register Office as part of Shire Hall relocation project
- Amend days covered at Cambridge University Hospital for death registrations (carried forward)
- Ensure that the service plan and income targets for the Registration Service are met as required, and make robust plans for 2021/22
- Complete the implementation of the revised structure to secure robust efficient and effective service delivery for the next 10 years, and the wider benefits around staff development and partnership working.
- Enable customers to purchase certificates when booking appointments with our integrated payments system.  Two phases.  Phase 1 - Births and Deaths.  Phase 2 - Marriage and Civil Partnerships.
- Enable customers to book citizenship ceremonies (Group and private) through on-line booking
- Complete a business specification and re-tender for a booking / stock control / tills system suitable for the next 10 years
- RSM contributions to regional LRS services as Chair of Regional Panel, and as a member of the National Panel for Registration Service for England – including as part of the pandemic birth recovery sub group and RON Governance lead
- Integrating the team and service into Regulatory Services
- Plan and implement changes required due to the:
    - impact of pandemic and Emergency Bill, including recovery
    - granting of Royal Assent for the Private Member Bill to introduce schedules to marriage registration
    - impact of Brexit, including changes re notices for all EEA citizens from 1st January 2021
    - impact of legislation to facilitate the conversion of mixed sex civil partnerships to marriages
- Review dedicated ceremonies website to improve electronic channel delivery
- Agree and implement service level agreements with Essex and Suffolk, to allow them to register births rather than sending declarations

## 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. <br><br> March 2020 |
| No | | What actions are you taking to put one in place? |

# Part F: Registration Scheme Issues and Service Delivery Plans

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 2019-20 or if any are proposed in 2020-21. 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 2019-2020 | | Planned for 2020-2021 | | If Yes please provide details below: |
| | Yes | No | Yes | No | |
| (i) Boundaries and districts | | ✓ | | ✓ | |
| (ii) Principal Officer Posts abolished and/ or created | | ✓ | TBC | | Under consideration with regard to SLA implementation for birth registrations with other LRS – creating Post C for a new register for such use |
| (iii) Service point locations | ✓ | | ✓ | | **19-20**<br>Ely Registration Office (appointments and ceremonies) and all records (previously held in Cambridge and Huntingdon) relocated to new Cambridgeshire Archives building in Ely (September / October 2019)<br><br>**20-21**<br>Cambridgeshire Registration Office to be relocated from Shire Hall site to Roger Ascham site on Milton Road, Cambridge (subject to planning consent).<br><br>Delivery of some ceremony types e.g. citizenship ceremonies from new council offices in Alconbury. |
| (iv) Service opening times and telephone numbers | ✓ | | ✓ | | **19-20**<br>1st April 2019 opening hours for Ely Registration Office changed from Mon / Weds / Fri 9.30am to 4.00pm to Mon-Fri 9am to 4.00pm (in line with other full time offices)<br><br>Opening hours for the 2 remaining part time offices (March & Wisbech) taking |

| | | | | | place to improve customer access by reallocating hours across the week. **20-21** Review of opening hours for new Cambridgeshire Registration Office in consultation with local councillors, customers and residents. |

| **Acknowledgement** | |
|---|---|
| Document prepared by (name) | Louise Clover |
| Role in the registration service | Registration Service Manager |
| Date | 28th May 2020 |

| **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 | Date: 29th May 2020 |
| Signature: *Pete Gell* | |
| (Proper Officer for Registration Matters) | |

The completed report should be returned to **cpu@gro.gov.uk** and copied in to your Compliance officer, Dale Mason, **by 1st May 2020**