

1. Introduction

From the 1st October 2010 the Isle of Wight Registration Service and Register Office moved to Seaclose Park, Fairlee Road, Newport, PO30 2QS. This registration service covers the whole of the county of the Isle of Wight, comprising one district and boundary.

The office opening times:

Monday to Friday - 08:30 to 17:00 Saturdays - by appointment only.

Contact details -

Tel. (01983) 823233 or (01983) 821000

Fax. (01983) 823563

Email registrars@iow.gov.uk

The Celebratory and Registration Services Manager and Deputy Manager are also contactable outside standard office hours via either the Council call centre or Wightcare Services. A full list of home telephone and mobile numbers are made available.

Chris Mathews is the Proper Officer for Registration Matters based at County Hall, Newport. The service is managed by David Randall, Celebratory and Registration Services Manager and Superintendent Registrar. Sharon Crews is the Deputy Celebratory and Registration Services Manager.

There are no anticipated changes to the staffing structure during 2011/2012 although a pending organisation-wide review of employment terms and conditions may lead to subsequent changes to individual staff contracts.

Due to the close proximity of Seaclose Park to the annual Isle of Wight music festival, the Register Office will be required each year to temporarily relocate the BMD interview rooms and statutory ceremony room to another central Isle of Wight Council facility for Health and Safety reasons. In 2011 the Register Office re-location will take place to County Hall for the 9th to 13th June inclusive with a statutory marriage room, two BMD interview rooms, dedicated reception area and temporary back office facilities made available.

Following the move of the Register Office from Northwood House, all historic registers going back to 1837 are now held in an off-site, secure repository based in the Newport area. This is intended to be an interim arrangement until such time as storage space in the strong room at the Seaclose site becomes available.

1.1 The team's key responsibilities are:

- The registration of all births, deaths and still births occurring within the authority and registration district
- Conducting regular citizenship ceremonies for Isle of Wight residents who make application for British Nationality
- Safe custody of all historic records of births, deaths and marriages on the Island dating back to 1837; the issue of certified copies from these records on demand
- Taking notices of intended marriage and civil partnership from persons resident within the authority and district
- Conducting and registration of all civil marriages and civil partnerships taking place in any venue licensed for the purpose
- Conducting naming ceremonies and renewal of vows ceremonies for persons resident within the authority and district
- Inspection, registration and monitoring of new and existing venues for marriage and civil partnership within the authority
- Representing the service generally such as attendance at regional Registration forum meetings, local exhibitions and events
- Meeting any other local authority requirements - in 2011 this will include implementation of the DWP 'Tell Us Once' scheme

2. Looking Back 2010/11

Strategic Service Objective (1):

Initiative	Success/Achievements	Issues	Lessons Learnt
Continued development of the Isle of Wight Registration service under 'new governance' arrangements	Implemented stronger evidence-gathering and customer feedback system Overall staffing capacity and succession plans further developed	Operating under new processes and constraints whilst meeting existing performance targets Appropriateness of Northwood House as a setting for delivering the Registration Service	Ensure the process includes regular consultation with GRO and stakeholders so that service remains 'fit for purpose' Customer feedback activity carried out as a matter of priority in order to inform the future evolution of the service

Strategic Service Objective (2):

Initiative	Success/Achievements	Issues	Lessons Learnt
Continue to explore possible options for Northwood House	Register Office relocated from Northwood House in October 2010. No further involvement with the House after this period.	Northwood House operational demands a distraction from the core focus of running a Registration Service Budget pressures due to underperformance and significant input and running costs associated with House	Fully reviewing the appropriateness of facilities when considering the longer term setting for Register Office location/s

3. Looking Forward

Linking to Service Outcome:

Initiative	Reduction in the number of times that an individual needs to inform the Council of a bereavement by 30/09/2011
Performance Management	Measured reduction in the number of times an individual contacts Council departments
Risk Management	Implementation timeframes unrealistic and competing day to day priorities means project slippage; poorly scoped processes means informants end up 'telling us twice'. Need to ensure secure transfer of data and data hygiene
Influencing Activities/ Dependencies/ Partnership Working	Staff workload and management capacity; ability and willingness of partnering agencies to deliver project successfully; budget and time considerations
Workforce Development	Staff sufficiently skilled and enabled to run Tell Us Once programme and processes. Shadowing, mentoring and possible work exchange.
Initiative Owner(s)	Chris Mathews/David Randall
Initiative Completion Date	30 th September 2011

Task(s)	Task Completion Date	Task Owner/s
'Tell Us Once' project board initiated	March 2011	Chris Mathews
Site visit to Southwark TUO site	Completed 2010	Sharon Crews

Linking to Service Outcome:

Initiative	Ensure location and setting of the Register Office is appropriate for the longer term
Performance Management	Ensuring service continuity and listening to the needs of the population served; explore service delivery options such as acceptable statutory ceremony room provision and poor service performance for timely death registration
Risk Management	Insufficient budget/resource exists for any proposed changes to the current ceremony room setting; repository for registers being based away from the Register Office creates logistical service challenges
Influencing Activities/ Dependencies/ Partnership Working	Continued dialogue with colleagues in Planning to further explore options for co-location; discussion with Coroner's Office to understand bottle necks in registration process
Workforce Development	Develop robust succession planning and management team sufficiently skilled and qualified to manage
Initiative Owner(s)	David Randall/Sharon Crews
Initiative Completion Date	31 st March 2012

Task(s)	Task Completion Date	Task Owner/s
Periodic review of possibility of returning registration presence to St Mary's NHS Hospital	Ongoing	David Randall/ Sharon Crews
Discussion and dialogue with other service areas regards possible co-location solutions around secure storage and ceremony room options	Ongoing	David Randall/Sharon Crews

Linking to Service Outcome:

Initiative	Review of current working practices and remuneration structures
Performance Management	Ensuring staff are properly rewarded and recognised for work done; streamline working practices so that staff resource is best utilised
Risk Management	Lack of staff understanding or 'buy in' to process
Influencing Activities/ Dependencies/ Partnership Working	Insufficient budget exists in current climate; daily workload pressures means review is deferred; sensitivities within team reduces appetite for change, wider organisational changes may overtake specific team initiatives
Workforce Development	Revisit Learning and Development needs of staff. Manager is involved in regional L&D forum and nominated to national L&D panel as representative – need to renew nominated Training Officer role within team.
Initiative Owner(s)	David Randall
Initiative Completion Date	31 st August 2011

Task(s)	Task Completion Date	Task Owner/s
Review of all staff contracts, JD's and Person specifications	December 2011	David Randall
Investigate options for different weekend working	Ongoing	David Randall
Nominated Training Officer in place	April 2010	David Randall

Isle of Wight Council Celebratory and Registration Service – Service Delivery Targets 2010/ 2011

Actual 2010/2011						Good Practice Guide Performance Rating
Performance Targets	Target Score	April – June 2010	July – Sept 2010	Oct – Dec 2010	Jan – March 2011	
% births registered within 42 days of event Total no. births = 1,296	98%	Apr 100% May 100% June 100% Average 100%	Jul 100% Aug 99% Sept 98% Average 99%	Oct 100% Nov 100% Dec 100% Average 100%	Jan 98% Feb 100% Mar 100% Average 99%	<i>Compliant with National Standard</i> <i>Annual ave. 100%⁺ (+ % rounded up)</i>
% stillbirths registered within 42 days of event Total no. still births = 5	98%	Apr 100% May 100% June 100% Average 100%	Jul 100% Aug 100% Sept 100% Average 100%	Oct 100% Nov 100% Dec 100% Average 100%	Jan 100% Feb 100% Mar 100% Average 100%	<i>Compliant with National Standard</i> <i>Annual ave. 100%</i>
% deaths registered within 5 days of event Total no. deaths = 1,854	95%	Apr 80% May 87% June 92% Average 86%	Jul 97% Aug 86% Sept 91% Average 91%	Oct 76% Nov 89% Dec 87% Average 84%	Jan 81% Feb 92% Mar 91% Average 88%	<i>Improvement required to meet National Standard</i> <i>Annual ave. 87%</i>
% inquest cases registered on day of receipt of Coroner's certificate	90%	Apr 100% May 100% June 100% Average 100%	Jul 100% Aug 100% Sept 100% Average 100%	Oct 100% Nov 100% Dec 100% Average 100%	Jan 100% Feb 100% Mar 100% Average 100%	<i>Compliant with National Standard</i> <i>Annual ave. 100%</i>

Isle of Wight Council Celebratory and Registration Service – Service Delivery Targets 2010/2011

Actual 2010/2011						Good Practice Guide Performance Rating
Performance Targets	Target Score	April – June 2010	July – Sept 2010	Oct – Dec 2010	Jan – March 2011	
% customers seen within 10 minutes of appointment time. (Births, deaths and marriage/civil partnership notices)	90%	Apr 96% May 99% June 99% Average 98%	Jul 98% Aug 99% Sept 97% Average 98%	Oct 98% Nov 97% Dec 97% Average 97%	Jan 98% Feb 97% Mar 97% Average 97%	<i>Compliant with National Standard</i> <i>Annual ave. 98% + (+ % rounded up)</i>
% certificate applications dealt with within 2 working days.	95%	Apr 100% May 100% June 99% Average 100%	Jul 100% Aug 100% Sept 98% Average 99%	Oct 92% Nov 100% Dec 97% Average 96%	Jan 96% Feb 99% Mar 99% Average 98%	<i>Compliant with National Standard</i> <i>Annual ave. 98%</i>
Availability in two working days to make appointment irrespective of type (death, birth, marriage or civil partnership notice)	95%	Apr 100% May 100% June 100% Average 100%	Jul 100% Aug 100% Sept 96% Average 99%	Oct 95% Nov 100% Dec 91% Average 95%	Jan 71% Feb 95% Mar 100% Average 89%	<i>Compliant with National Standard</i> <i>Annual ave. 96% + (+ % rounded up)</i>
% of total telephone calls answered.	April 2010 to March 2011: Total of 12,120 calls handled by contact centre with 10,392 calls resolved (resolution rate of 85,74%). Abandonment rate of 15,82% and average call answer wait time of 40 seconds.					
% of customers expressing overall service satisfaction.	95%	97% (29 responses)	96%(28 responses)	100% (16 responses)	96%(51responses)	<i>Annual ave – 97%</i>
% of British Citizenship going through a ceremony within 3 months of contact.	100%	100%	100%	100%	100%	<i>Compliant with National Standard</i>

4. Corporate & Statutory Compliance

Area of Compliance and Signpost to Other Documents	Brief Description of Compliance	Evidence
Asset Management <ul style="list-style-type: none"> • Capital Strategy • Capital Code of Practice • Strategic Asset Management Plan Capital Receipts Programme 2008-2011 	<ul style="list-style-type: none"> • Code of Practice for developing and managing capital programme followed. • Contribution to Service Asset Management Group 	Managed by Property Services in collaboration with Trustees.
Audit <ul style="list-style-type: none"> • Annual Audit Plan 	<ul style="list-style-type: none"> • Activities related to Internal Audit and/or Audit Commission Action plans 	https://wightnet.iow.gov.uk/library/document.aspx?docId=86
Business Continuity <ul style="list-style-type: none"> • Civil Contingencies Act 2004 	<ul style="list-style-type: none"> • Ensure service has a completed Business Continuity Plan • Ensure quarterly update of contact details within plan • Ensure annual update of service Business Continuity Plan 	Business continuity plan updated Q.1 2011 Organisation wide review of Resilience Planning due in 2011
Communications <ul style="list-style-type: none"> • Electronic Communications Policy • Media protocol • Print protocol • Code of recommended practice on local authority publicity • Corporate identity guide • Plain English guide • Accessibility guide 	<ul style="list-style-type: none"> • Ensure service compliance with media protocol. • Ensure service compliance with print protocol. • Cascade information relating to plain English and accessibility guidelines. • Ensure service compliance with corporate identity manual. • Ensure service compliance with local government codes of recommended practice on local authority publicity. 	Policies and protocols adhered to. Media and communications output is passed via Communications Department for approval.
Community Safety <ul style="list-style-type: none"> • Crime and Disorder Act 1998 Section 17 	<ul style="list-style-type: none"> • To ensure that services delivered by IWC consider the implications on crime, disorder, substance misuse and anti-social behaviour adversely affecting the local environment. 	All new employees and bank staff provide evidence of nationality. www.crimereduction.homeoffice.gov.uk/toolkits/p03020802.htm

Compliance and Procurement <ul style="list-style-type: none"> • Managing Risk - Policy & Strategy • Register of Interest Policy and Gifts and Hospitality Policy • Procurement Code • Anti Money Laundering Policy • Counter Fraud and Corruption Strategy • Whistleblowing at Work Policy 	<ul style="list-style-type: none"> • Ensure all significant service and project risks are managed and recorded on JCAD Risk. • All Service contracts registered on IWC Contracts database. • Ensure register of interests, gifts and hospitality are fully and properly completed, and maintained up to date. 	<p>Council procedures followed.</p> <p>Personal registers of interest are updated bi-annually</p> <p>Procurement code adhered to and staff aware of whistle blowing policy. Risks updated on JCAD risk register.</p>
Data Quality <ul style="list-style-type: none"> • Data Quality Policy & Strategy • Data Quality Action Plan • Data Quality Communications material • Data Quality Intranet Site 	<ul style="list-style-type: none"> • Ensure completion of Data Registers and measure pro formas. • Cascading of Data Quality Communications material. • Ensure completion and monitoring of Data Registers and measure pro formas. • Ensure that data received from 3rd parties is Accurate, Complete and Reliable or place caveats on it if it is not. Data Exchange Agreements should be sought where third parties supply data to the service 	<p>Pro-formas completed</p> <p>Data Quality communications cascaded to team. Data quality a standing item on team meeting agenda.</p> <p>Superintendent Registrar is the Data Quality champion for the service.</p> <p>As part of the Induction procedure for new staff they are given the Data Quality Communications Materials for information.</p> <p>Data Exchange Agreements entered into with Isle of Wight Family History Society and Isle of Wight NHS Primary Care Trust</p>
Data Management <ul style="list-style-type: none"> • Data Protection Policy • Access to Information Policy (FOI) 	<ul style="list-style-type: none"> • If relevant, formulate Data Sharing Agreements where information is shared between services and/or partners • Ensure all staff aware of responsibilities to manage information in accordance with departmental/corporate policies and relevant legislation. 	<p>Superintendent Registrar is a licensed Data Controller under the ambit of the Data Protection Act 1998.</p> <p>Arrange staff training on Data Protection and FOI where needed.</p>

Equality & Diversity Equality and Diversity at Work policy <ul style="list-style-type: none"> • Gifts and Hospitality Policy • Whistleblowing at Work Policy • Dignity at Work Policy • Age Discrimination Policy • Organisational Change Policy 	<ul style="list-style-type: none"> • Completion of Impact Assessments and Action Plans (including Equality & Diversity targets) • Self Assessment against quality standards • All staff to complete compulsory Equality & Diversity training 	<p>Limited staff training plans in place</p>
Financial Management <ul style="list-style-type: none"> • Financial Management Code of Practice • Financial Procedure Rules • Accounting Code of Practice 	<ul style="list-style-type: none"> • Financial and budget management in accordance with Financial Management Code of Practice and Financial Procedure Rules. • Allocation of expenditure and income complies with Financial Management and Reporting Standards. 	<p>Council procedures followed.</p> <p>wightnet.iow.gov.uk/library/document.aspx?docId=102</p>
Health & Safety <ul style="list-style-type: none"> • Health & Safety Manual • Stress Policy • Smoke Free Policy 	<ul style="list-style-type: none"> • Updating of Directorate safety policy • Completion of H&S Risk Assessments • Review of Health & Safety training needs and training booked • Manager to complete mandatory health and safety training 	<p>Health and safety Manual in place</p> <p>Follow up risk and fire risk assessments for Registrars completed early 2011 – covers both Dodnor and Seaclose sites. Lone worker policy and procedures in place.</p> <p>Nominated Health and Safety Liaison Officer in place, Designated Premises Supervisor in place.</p> <p>2 staff qualified to provide First Aid. New signage and First Aid pack installed within general office area.</p> <p>Manager has attended senior managers training course in Health and Safety http://www.iwight.com/council/health_and_safety/</p>
ICT <ul style="list-style-type: none"> • ICT Electronic Communications Policy • ICT Security Policy 	<ul style="list-style-type: none"> • Ensure all ICT policies are understood and adhered to. 	<p>Policies in place.</p> <p>Staff aware that application of Protective Marking policy is mandatory.</p>

<ul style="list-style-type: none"> • ICT Hardware Policy • ICT Software Policy • ICT Standards Policy • ICT Telecommunication Policy • ICT Asset Disposal Policy • Portable File Storage Media Policy • ICT Mass Mailing Policy • ICT Policy and ICT Strategy • Information Security Policy • Protective Marking Policy 		
Investors in People Accreditation	<ul style="list-style-type: none"> • Completion of annual PDR's and 6 month review • 1:1 meetings for staff supervision undertaken • Team Meetings undertaken • Service & Directorate training plans completed • Evaluation of learning built in at all levels and investments and outcomes reviewed 	<p>All PDR's and 1:1's completed and updated.</p> <p>Team meetings held monthly.</p> <p>Relevant training plans in place and updated.</p>
Island Strategic Partnership <ul style="list-style-type: none"> • Community Strategy • IW Economic Strategy • National Indicator Set and Local Area Agreement 2 	<ul style="list-style-type: none"> • Completion of Partnership Map • Performance monitoring of LAA2 measures 	Performance monitoring in place with regards to LAA2 measures.
Performance Management <ul style="list-style-type: none"> • Corporate Plan • Performance Management Framework 	<ul style="list-style-type: none"> • Ensure all service and project performance measures stored on the CorStrategy Performance Management system are updated regularly and within timescale for reporting purposes. • Ensure all issues and/or areas of concern are escalated from Mini Service Boards to Directorate Service Boards 	<p>CorStrategy measures all up to date.</p> <p>Issues of concern highlighted and communicated to relevant management levels.</p>
Project Management <ul style="list-style-type: none"> • Programme and Project Management Policy 	<ul style="list-style-type: none"> • Ensure appropriate planning documentation and resources are in place for all programmes and projects • Ensure submission of planning documentation to Programme Office for all Major programmes and projects • Ensure submission of monthly Highlight Reports to Programme Office for all Major programmes and projects 	Not applicable

Sustainability <ul style="list-style-type: none"> • AONB Management Plan • Unitary Development Plan • Local Transport Plan • Agenda 21 Strategy • Carbon Management Plan 	<ul style="list-style-type: none"> • To provide the sustainability officer with information on recycling, renewable energy and CO2 reduction 	<p>Information is available should this be required to be shared with the sustainability officer.</p>
Transformation	<ul style="list-style-type: none"> • Ensure your service has a Service Transformation Plan that is managed as a project and that is integrated with the overarching corporate programme • Ensure your service has a nominated Tier 3 (direct report to HoS) individual with accountability and capacity for the management and delivery of your Service Transformation Plan 	<p>Transformation officer appointed to deal Registrars team.</p>
Value For Money and Efficiency <ul style="list-style-type: none"> • VfM Strategy • Procurement Code and Contract Standing Orders • Project Management Guide • Value for Money intranet site • Partnership Code of Practice 	<ul style="list-style-type: none"> • Ensure benchmarking undertaken • Ensure Procurement Code followed • Ensure Project management guidance followed • Ensure value for money reviews undertaken • Collaborative working pursued • Partnerships governance 	<p>The registration service is a statutory requirement and adequate resources have to be provided by the LA in order to carry out this function effectively.</p> <p>The service is compared ongoing against a nationally devised Good Practice Guide to registration services that provides set standards. There are 5 key areas that are measured and it is a requirement of the Registrar General to monitor performance against these and, from 2010 onwards, provide formal feedback to the RG in an annual stewardship report.</p>