

**HALTON REGISTRATION DISTRICT  
2007 / 2008**

**Performance level when measured against the Code of Practice – see the  
GRO/LACORS Good Practice in Local Registration Services**

The performance level shown by a ✓ in the bottom left-hand corner of the cell indicates the present level of service in Halton, and therefore the minimum level of service that will be met throughout the whole of the 2007/2008 financial year. The symbol ↑ in the bottom left-hand corner of a cell highlights those Good Practice or Better Practice standards that the Service plans to attain, during the course of the year.

Certain events happen so infrequently in Halton and whilst there is no doubt that the National Standard will be met or exceeded for all such events, the evidence of this is not readily available. Such matters are identified by the symbol ①.

For some matters indicated by the symbol 📊 statistics are presently being collated to complete the table below, but these will all be available and the table will be updated before the end on March 07.

The numbering in the table below is carried over directly from the GRO/LACORS Good Practice Guide.

**APPLICATION of CODE of PRACTICE**

<b>Key activity</b>	<b>National Standard</b>	<b>Good Practice</b>	<b>Better Practice</b>
2.1 Consultation	<input type="checkbox"/> Local service delivery plans to be informed through annual consultation with customers, staff and partners. ✓	<input type="checkbox"/> None recommended at this stage.	<input type="checkbox"/> None recommended at this stage.
2.2 Service delivery and improvement plan	<input type="checkbox"/> Publication of Service Delivery Plan reflecting the needs and expectations of local customers, and the rights of the general public. ✓	<input type="checkbox"/> None recommended at this stage.	<input type="checkbox"/> None recommended at this stage.
2.3 Performance management and reporting	<input type="checkbox"/> Local systems to be in place to monitor performance and customer satisfaction rates, and the results made publicly available. ✓	<input type="checkbox"/> None recommended at this stage.	<input type="checkbox"/> None recommended at this stage.



**ORGANISATION and CUSTOMER SERVICE DELIVERY  
(ORGANISATIONAL STANDARDS)**

Key activity	National Standard	Good Practice	Better Practice
3.3 Service points	<input type="checkbox"/> Location of service points to take account of consultation with partners, staff, users and potential users of the service, and to reflect their needs.	<input type="checkbox"/> Evidence of stakeholder views used to effect change in service delivery <input checked="" type="checkbox"/>	<input type="checkbox"/> Stakeholder view-led changes publicised on website or customer notices for example.
3.4 Service and access availability	<input type="checkbox"/> Service to be easily accessible and available to users, taking into account customer preferences and expectations. <input checked="" type="checkbox"/>	<input type="checkbox"/> Evidence of stakeholder views used to effect change in service access and availability. <input checked="" type="checkbox"/> Extended hours availability either early mornings, late evenings or weekends.	<input type="checkbox"/> Stakeholder view-led changes publicised on website or customer notices, for example. <input type="checkbox"/> Access to service at times customers want and this should be tested by regular customer feedback as appropriate.
3.5 Accommodation	<input type="checkbox"/> Private interview room for registration and notice taking and public waiting area. <input checked="" type="checkbox"/> <input type="checkbox"/> Ceremony room available at statutory fee for 6 – 20 people.	<input type="checkbox"/> Ceremony room available at statutory fee for 20 – 40 people.	<input type="checkbox"/> Ceremony room available at statutory fee for 40+ people. <input checked="" type="checkbox"/>
3.6 Approved Premises	<input type="checkbox"/> Applications for approval processed according to statutory requirements. <input checked="" type="checkbox"/> <input type="checkbox"/> Local authority register of approved premises compiled and maintained according to statutory requirements. <input checked="" type="checkbox"/>	<input type="checkbox"/> Clarity of local authority venue approval process. <input checked="" type="checkbox"/>	<input type="checkbox"/> Availability of on-line application process. <input type="checkbox"/> Venues confirm couples booking on-line with Register Office.

**ORGANISATION and CUSTOMER SERVICE DELIVERY  
CUSTOMER FOCUSED STANDARDS**

Key activity	National Standard	Good Practice	Better Practice
<b>Waiting times – offices with appointment systems</b>			
3.7 General	<input type="checkbox"/> Customers without appointment should be allowed to complete their business that day if they attend within advertised opening hours and choose to wait. <input checked="" type="checkbox"/> <input type="checkbox"/> 90% of customers seen within 10 minutes of appointed time.	<input type="checkbox"/> Customers attending without appointment notified of time they can be seen that day if requested. <input checked="" type="checkbox"/> <input type="checkbox"/> 95% of customers seen within 10 minutes of appointed time.	<input type="checkbox"/> 99% of customers seen within 10 minutes of appointed time. <input checked="" type="checkbox"/>
3.8 Births  <b>Figures to be collated during Dec 06 – Feb 07.</b>	<input type="checkbox"/> 90% of informants offered an appointment to register (or make a declaration) within 3 working days of request. <input checked="" type="checkbox"/>	<input type="checkbox"/> 95% of informants offered an appointment to register (or make a declaration) within 3 working days of request.	<input type="checkbox"/> 99% of informants offered an appointment to register (or make a declaration) within 3 working days of request.
3.9 Still-births and deaths	<input type="checkbox"/> 90% of informants offered an appointment to register (or make a declaration in the case of a death) within 2 working days of request.	<input type="checkbox"/> 95% of informants offered an appointment to register (or make a declaration) within 2 working days of request.	<input type="checkbox"/> 99% of informants offered an appointment to register (or make a declaration) within 2 working days of request. <input checked="" type="checkbox"/>
3.10 Marriages and civil partnerships  <b>Figures to be collated during Dec 06 – Feb 07</b>	<input type="checkbox"/> 90% of people able to give notice offered an appointment within 5 working days of request. <input checked="" type="checkbox"/> <input type="checkbox"/> Marriage and civil partnership notices to be taken in sufficient time to allow the event to take place as planned (subject to legal constraints). <input checked="" type="checkbox"/>	<input type="checkbox"/> 95% of people able to give notice offered an appointment within 5 working days of request.	<input type="checkbox"/> 99% of people able to give notice offered an appointment within 5 working days of request.

3.11 Time and venue for civil marriages and partnerships	<input type="checkbox"/> Bookings made up to 12 months in advance.	<input type="checkbox"/> Provisional bookings made up to 12 months in advance.	<input type="checkbox"/> Provisional bookings made beyond 12 months in advance. ✓
3.12 Arranging citizenship ceremonies	<input type="checkbox"/> 100% of prospective citizens offered a date to attend a citizenship ceremony at no extra cost within 90 days of the Home Office invitation letter.	<input type="checkbox"/> 100% of prospective citizens offered a date to attend a citizenship ceremony at no extra cost within 60 days of the Home Office invitation letter. ✓	<input type="checkbox"/> 100% of prospective citizens offered a date to attend a citizenship ceremony at no extra cost within 30 days of the Home Office invitation letter.

## BIRTHS REGISTRATION

Key activity	National Standard	Good Practice	Better Practice
4.1 Registering births	<input type="checkbox"/> All births registered. <input checked="" type="checkbox"/>	<input type="checkbox"/> None recommended at this stage.	<input type="checkbox"/> None recommended at this stage.
4.2 Timely and accurate recording of births	<input type="checkbox"/> 98 % registered within 42 working days of event.	<input type="checkbox"/> 99% registered within 42 working days of event.	<input type="checkbox"/> 100% registered within 42 working days of event. <input checked="" type="checkbox"/>
4.3 Requisition unregistered births Figures unavailable at present	<input type="checkbox"/> Requisition procedures followed for 100% of unregistered births. <input checked="" type="checkbox"/>	<input type="checkbox"/> Information letter sent to mother of baby after 30 days.	<input type="checkbox"/> Liaise with health authorities over specific cases of non-registration.
4.4 Declarations	<input type="checkbox"/> Declaration facility available. Completed declarations sent to receiving authority on the same day. <input checked="" type="checkbox"/> <input type="checkbox"/> 90% of declarations registered within 24 hours of receipt.	<input type="checkbox"/> 95% of declarations registered within 24 hours of receipt.	<input type="checkbox"/> 99% of declarations registered within 24 hours of receipt. <input checked="" type="checkbox"/>
4.5 Timely and accurate corrections and re-registrations Figures unavailable at Present	<input type="checkbox"/> 90% offered appointment within 7 working days of GRO notification. <input checked="" type="checkbox"/>	<input type="checkbox"/> 95% offered appointment within 7 working days of GRO notification.	<input type="checkbox"/> 99% offered appointment within 7 working days of GRO notification.
4.6 Collection of statistics	<input type="checkbox"/> All statistical information to be identified, requested and recorded where supplied. <input checked="" type="checkbox"/>	<input type="checkbox"/> None recommended at this stage.	<input type="checkbox"/> None recommended at this stage.

## STILL BIRTHS REGISTRATION





Key activity	National Standard	Good Practice	Better Practice
5.1 Still-births	<input type="checkbox"/> All still-births registered. <input checked="" type="checkbox"/>	<input type="checkbox"/> All still-births registered at a location of the customers convenience.	<input type="checkbox"/> None recommended at this stage.
5.2 Timely and accurate recording of still-births	<input type="checkbox"/> 98 % registered within 42 working days of event.	<input type="checkbox"/> 99% registered within 42 working days of event.  <input type="checkbox"/> Liaise with health authorities over prospective registration after 10 days if no approach by informant.	<input type="checkbox"/> 100% registered within 42 working days of event. <input checked="" type="checkbox"/>
5.3 Burial/cremation documents issued	<input type="checkbox"/> All relevant documents issued at the appropriate time. <input checked="" type="checkbox"/>	<input type="checkbox"/> None recommended at this stage.	<input type="checkbox"/> None recommended at this stage.
5.4 Collection of statistics	<input type="checkbox"/> All statistical information to be identified, requested and recorded where supplied. <input checked="" type="checkbox"/>	<input type="checkbox"/> None recommended at this stage.	<input type="checkbox"/> None recommended at this stage.

## DEATH REGISTRATIONS



Key activity	National Standard	Good Practice	Better Practice
6.1 Registering deaths	<input type="checkbox"/> All deaths registered. <input checked="" type="checkbox"/>	<input type="checkbox"/> None recommended at this stage.	<input type="checkbox"/> None recommended at this stage.
6.2 Timely and accurate recording of deaths. Figures to be collated Oct 06 – Dec 06	<input type="checkbox"/> 98% of deaths (excluding inquests) registered within 5 working days of the death. <input checked="" type="checkbox"/> <input type="checkbox"/> 90% of inquest cases registered on day of receipt of coroner's certificate. <input checked="" type="checkbox"/>	<input type="checkbox"/> 99% of deaths (excluding inquests) registered within 5 working days of the death. <input type="checkbox"/> 95% of inquest cases registered on day of receipt of coroner's certificate.	<input type="checkbox"/> 100% of deaths (excluding inquests) registered within 5 working days of the death. <input type="checkbox"/> 99% of inquest cases registered on day of receipt of coroner's certificate
6.3 Deaths referred to coroner Figures to be collated Oct 06 – Dec 06	<input type="checkbox"/> All reportable deaths referred to the coroner prior to the registration. <input checked="" type="checkbox"/>	<input type="checkbox"/> All reportable deaths referred to the coroner on a Form 52 prior to the registration.	<input type="checkbox"/> None recommended at this stage.
6.4 Burial/cremation documents issued	<input type="checkbox"/> All relevant documents issued at the appropriate time. <input checked="" type="checkbox"/>	<input type="checkbox"/> None recommended at this stage.	<input type="checkbox"/> None recommended at this stage.
6.5 Declarations  Figures unavailable at present	<input type="checkbox"/> Declaration facility available. <input checked="" type="checkbox"/> <input type="checkbox"/> Completed declarations sent to receiving authority on the same day. <input checked="" type="checkbox"/> <input type="checkbox"/> 90% of declarations registered on day of receipt. <input checked="" type="checkbox"/>	<input type="checkbox"/> None recommended at this stage.  <input type="checkbox"/> 95% of declarations registered on day of receipt.	<input type="checkbox"/> None recommended at this stage.  <input type="checkbox"/> 99% of declarations registered on day of receipt.
6.6 Timely and accurate corrections Figures unavailable at present	<input type="checkbox"/> 90% offered appointment within 7 working days of GRO notification	<input type="checkbox"/> 95% offered appointment within 7 working days of GRO notification.	<input type="checkbox"/> 99% offered appointment within 7 working days of GRO notification.
6.7 Collection of statistics	<input type="checkbox"/> All statistical information to be identified, requested and recorded where supplied. <input checked="" type="checkbox"/>	<input type="checkbox"/> None recommended at this stage.	<input type="checkbox"/> None recommended at this stage.



## MARRIAGES / CIVIL PARTNERSHIPS

Key Activity	National Standard	Good Practice	Better Practice
7.1 Availability of notice taking service for marriage or civil partnership.	<input type="checkbox"/> 100% of all marriage and civil partnership notices to be taken in sufficient time to allow the event to take place as planned (subject to legal constraints). 	<input type="checkbox"/> None recommended at this stage.	<input type="checkbox"/> None recommended at this stage.
7.2 Solemnisation of civil marriages and registration of civil partnerships.	<input type="checkbox"/> Time and date of marriage ceremony/civil partnership registration offered to meet request of couple where this is available. 	<input type="checkbox"/> None recommended at this stage.	<input type="checkbox"/> None recommended at this stage.
7.3 Recording civil partnerships	<input type="checkbox"/> 100% of schedules entered within 2 working days of formation. 	<input type="checkbox"/> None recommended at this stage.	<input type="checkbox"/> None recommended at this stage.
7.4 Timely and accurate corrections  <b>Figures unavailable at present</b>	<input type="checkbox"/> 90% of customers offered appointments within 7 working days of GRO notification. 	<input type="checkbox"/> 95% of customers offered appointments within 7 working days of GRO notification.	<input type="checkbox"/> 99% of customers offered appointments within 7 working days of GRO notification.

## CITIZENSHIP

Key Activity	National Standard	Good Practice	Better Practice
8.1 Dating Citizenship Certificates	<input type="checkbox"/> **100% of certificates dated correctly and without amendment. 	<input type="checkbox"/> None recommended at this stage.	<input type="checkbox"/> None recommended at this stage.
8.2 Notification to Home Office following a Citizenship Ceremony.	<input type="checkbox"/> 100% of notifications confirming the ceremony sent to the Home Office within 14 working days of the ceremony.	<input type="checkbox"/> 100% of notifications confirming the ceremony sent to the Home Office within 7 working days of the ceremony.	<input type="checkbox"/> 100% of notifications confirming the ceremony sent to the Home Office within 1 working day of the ceremony. 

## STATUTORY and ADMINISTRATIVE RETURNS

Key Activity	National Standard	Good Practice	Better Practice
9.1 Quarterly and occasional copies	<input type="checkbox"/> Quarterly copies prepared, certified and submitted within 28 days of the end of each quarter. <input checked="" type="checkbox"/> <input type="checkbox"/> Occasional copies of corrected entries submitted within 7 days of correction being made. <input checked="" type="checkbox"/>	<input type="checkbox"/> None recommended at this stage.  <input type="checkbox"/> Occasional copies of corrected entries submitted within 3 days of correction being made. <input checked="" type="checkbox"/>	<input type="checkbox"/> None recommended at this stage.  <input type="checkbox"/> Occasional copies of corrected entries submitted within 1 day of correction being made.
9.2 Health Authority returns	<input type="checkbox"/> Weekly returns made within 14 days.	<input type="checkbox"/> Weekly returns made within 7 days. <input checked="" type="checkbox"/>	<input type="checkbox"/> Weekly returns made within 1 day. <input checked="" type="checkbox"/>
9.3 Council returns	<input type="checkbox"/> Deaths notified to council tax and electoral registration officer within 7 days. <input checked="" type="checkbox"/> <input type="checkbox"/> Births notified to the Education Authority within statutory timescale. (if required). <input checked="" type="checkbox"/>	<input type="checkbox"/> None recommended at this stage.	<input type="checkbox"/> None recommended at this stage.
9.4 Sham marriages and civil partnerships	<input type="checkbox"/> Any suspected sham marriages and civil partnerships reported to the Home Office. <input checked="" type="checkbox"/>	<input type="checkbox"/> None recommended at this stage.	<input type="checkbox"/> None recommended at this stage.

## CERTIFICATES and DOCUMENT MANAGEMENT

Key Activity	National Standard	Good Practice	Better Practice
10.1. Issue of certificates (at the statutory fee)	<input type="checkbox"/> Requests for certificates required urgently to be dealt with on the day. <input checked="" type="checkbox"/> 90% of applications dealt with within 5 working days of application.	<input checked="" type="checkbox"/> Multi-channel facilities to order, and pay for, certificates. <input type="checkbox"/> 95% of applications dealt with within 5 working days of application.	<input type="checkbox"/> 99% of applications dealt with within 5 working days of application. <input checked="" type="checkbox"/>
10.2. Records access	<input checked="" type="checkbox"/> Statutory compliance.		
10.3 Records custody and care	<input checked="" type="checkbox"/> Registers stored to prevent deterioration and in accessible location.	<input type="checkbox"/> Registers stored in accommodation with environmental controls to limit fluctuation in humidity and temperature.  <input type="checkbox"/> Registers shelved so as to avoid damage in handling; little-used volumes stored in archive-quality boxes. <input checked="" type="checkbox"/> Conservation survey of physical state of registers undertaken.	<input type="checkbox"/> Registers stored in accommodation meeting BS 5454.  <input type="checkbox"/> Program of conservation and rebinding for damaged registers.
10.4 Indexes	<input checked="" type="checkbox"/> Indexes prepared to meet statutory requirements.	<input type="checkbox"/> Indexes available online. <input checked="" type="checkbox"/>	<input type="checkbox"/> None recommended at this stage.