

## PERTH & KINROSS COUNCIL

**Strategic Policy and Resources Committee – 19 September 2012**

**Scrutiny Committee – 19 September 2012**

### **REGISTRATION OF BIRTHS, DEATHS, MARRIAGES AND CIVIL PARTNERSHIPS - INSPECTION REPORTS BY NATIONAL RECORDS OF SCOTLAND AND FUTURE PROVISION IN COUPAR ANGUS**

**Report by Head of Democratic Services**

#### **ABSTRACT**

This report comments on the annual inspection reports from the National Records of Scotland and sets out proposals on the future provision of registration services in Coupar Angus.

## **1. RECOMMENDATIONS**

1.1 It is recommended that –

- (a) the Strategic Policy and Resources Committee
  - (i) notes the content of this report with regard to the annual inspection reports by the National Records of Scotland on the provision of registration services in the Perth and Kinross local government area; and
  - (ii) agrees that with effect from 1 January 2013 registration services in the Coupar Angus area be delivered from the Blairgowrie registration office; and that the Service Level Agreement with the current agency provider be terminated with effect from 31 December 2012; and
- (b) the Scrutiny Committee considers and comments on the annual inspection reports by the National Records of Scotland on the provision of registration services in the Perth and Kinross local government area.

## **2. BACKGROUND**

- 2.1 The Head of Democratic Services has responsibility for the delivery of Registration of Births, Deaths, Marriages and Civil Partnerships throughout the Perth and Kinross local government area, in partnership with the National Records of Scotland – the body created in April 2011 by the amalgamation of the National Archives of Scotland and the General Register for Scotland.
- 2.2 Registration of Births, Deaths, Marriages and Civil Partnerships is subject to annual inspection by the National Records of Scotland. Inspections are carried out by district examiners from the National Records office. Registers of events are recorded in calendar years and inspections are carried out during the following year. The inspections referred to in this report are for the year 2011.

- 2.3 With effect from 1 January 2007 each Council area in Scotland became a single registration district, with one or more registration offices. The boundary for each registration district matches the boundary of the local authority. Legislation also changed whereby the registration of births and deaths no longer have to be registered in the district where the event occurred but can be registered at any registration office in Scotland
- 2.4 Registration services are delivered from various locations throughout the area - a central office in Perth and from local Area Offices in Auchterarder, Blairgowrie, Crieff, Kinross and Pitlochry, by staff employed by Housing and Community Care. In 2011, home-based registrars were operating in Milnathort, Aberfeldy and Kinloch Rannoch, where the latter two registrars deliver registration from the Breadalbane Community Campus and the local medical practice respectively. There is one solicitor-based provider in Coupar Angus.

### **3. OUTCOME OF REPORTS AND ASSOCIATED ACTIONS**

- 3.1 The National Records of Scotland's chart of entries and accuracy rates for all local authorities in Scotland for 2011 is attached at **Appendix 1**. Included at **Appendix 2** to this report is a table detailing the outcomes of the inspections for each of the registration offices in Perth and Kinross for the period 2007 - 2011. **Appendix 3** to this report is a copy of a letter from the National Records of Scotland to the solicitor-based provider in Coupar Angus and the report referred to therein. It should be noted that during 2003, the Council, in conjunction with the office of the then Registrar General for Scotland, introduced an amalgamation scheme which resulted in the Perth and Kinross local government area becoming one registration district with effect from January 2004. However, for management purposes and to some degree, genealogical references, local registration district names have been retained and the inspections referred to above are listed by those local registration districts,
- 3.2 Overall there are 18 members of staff throughout Perth and Kinross delivering the registration of births, deaths, marriages and civil partnerships. Only 4 of those staff hold the Certificate in the Law and Practice of Registration with one member currently studying for the examination. With the introduction of single status there is no longer any financial incentive for staff to study for the examination which requires extensive commitment and dedication outwith their normal working week. Over the last three years the overall accuracy level of the registration entries has continued to show slight improvement whilst the number of registrations has decreased. The improvement in the accuracy rate is partly due to the introduction of twice yearly assessments on various sections of the Registrar's Handbook which identifies individual training needs, whilst also keeping staff up-to-date with the changes in legislation. Robust checking put in place for more systematic checking and on-line checking of entries are continuing to reduce errors and deliver an improved level of service overall.

- 3.3 Perth and Kinross Council is one of a small number of local authorities which retains home-based registrars and the only authority using an agency provider. Highland Council has, over the last few years, taken every opportunity to move away from home-based registrars to integrated customer service registration offices. There are now only 5 home-based registrars operating in Highland Council. The move to a professional office with a computerised system together with a similar robust checking system to the one introduced in Perth and Kinross has seen their accuracy levels increase from 91% in 2005 to 94% in 2006 and 97% in 2007. The accuracy figure for Highland Council in 2011 is 97.50% .
- 3.4 Due to the mix of registration offices within Perth and Kinross, it should be noted that an error in an office with large numbers of transactions will not affect the overall accuracy rate to the same extent as an error in an office where very small numbers of transactions are carried out annually. The effect can appear disproportionate in terms of the events registered and this is demonstrated for Rannoch and Foss where the small number of errors has had such an impact on the accuracy levels. There are however marginal improvements to the accuracy levels in six of the offices on the 2010 figures with four offices showing a decline in accuracy levels. The slight decline in accuracy levels is partly due to the introduction by the National Records of Scotland of additional checks on information provided at registrations also being measured for accuracy from the middle of 2011. Remedial action will be picked up through normal management arrangements to bring about sustained improvements in accuracy levels to these offices. Proposals for the future delivery of registration services in Coupar Angus are outlined in Section 4 below.
- 3.5 On 15 September 2010, the Scrutiny Committee (Article 526) (i) noted the annual inspection reports from the Registrar General for Scotland on the provision of registration services in the Perth and Kinross area in 2009 and, (ii) the Head of Democratic be requested to submit a report to a future meeting of the Council on options for the future provision of registration services in Coupar Angus and Milnathort. The Group will also be aware that the Strategic Policy and Resources Committee, at their meeting on 15 September 2010, (Article 512) agreed that the future customer service provision in the Kinross area be focussed on the new Loch Leven Community Campus in Kinross.
- 3.6 With the retiral of the home-based registrar for the District of Milnathort in March this year, the registration service transferred to the Loch Leven Community Campus on 1 April 2012. Although it is only a few months since the transfer to the Campus this seems to be working well with minimal impact identified as a result of the slight increase in numbers.

#### **4. DELIVERY OF REGISTRATION SERVICES IN COUPAR ANGUS**

- 4.1 As mentioned above a solicitor-based provider, Watson & Lyall Bowie, delivers registration services in Coupar Angus. A Service Level Agreement (SLA) was entered into with the providers in April 2010 and the annual fee is

currently £3,330, payable quarterly. Whilst the accuracy level within this registration office was 77.92% in 2009, well below the national average of 97%, there has been considerable improvement since 2005. The SLA appeared to contribute to an improvement with the provisional accuracy level for the first six months of 2010 reaching 89%. However the accuracy level for the full year fell to 77.53%. The accuracy levels for the first period of 2011 reached 90% however this fell in the second examination to 76% and the final examination accuracy fell again to 74%, averaging 80.49% for the full year. The accuracy figure across Perth and Kinross Council for 2011 was 97.23%. The accuracy figure would have been 97.65% without the inclusion of the Coupar Angus provider.

- 4.2 Accuracy levels are an important measure to determine the level of service provided to customers. Whilst the agency providers achieved an improvement on the accuracy rate for 2010 they are still below the level achieved in 2007 and continue to be well below average. We have worked hard to try to improve the accuracy rate in this office through a robust checking system and training but, despite strenuous efforts, only two of the three staff have completed an assessment.
- 4.3 It is recognised that the current provider is delivering a local service to the Coupar Angus community. In order to try and to maintain that local service, the local library was considered as an alternative to the solicitor-based provider. However, it is not possible to provide a private room to register events, and there would be restrictions as a result of library opening times. The option of a manual appointment service in the Coupar Angus Town Hall itself has also been considered. However, the only room suitable with disabled access is the ante-room located at the back of the main hall. This room is only accessible through the main hall and therefore appointments could only be made when there are no bookings for the main hall. Block bookings throughout the year are taken up by local organisations and availability sporadic. With bookings requiring two weeks notice in advance this presents us with further difficulty as the timing of customers requiring our service cannot be determined in advance.
- 4.4 Improved service delivery could be achieved if the current registration service was delivered from the Blairgowrie registration office. The Blairgowrie office is a computerised office with an excellent accuracy rate and could provide customers with an enhanced service. Efficiency savings could also be made from the removal of the annual fee paid to the agency as well as the necessity for register pages to be sent to the Perth office for inputting into the National Records of Scotland database. The Blairgowrie registration office would do this at source whilst also providing the full Tell Us Once (TUO) service to customers. The TUO service is a major cross-government programme, led by the Department of Work and Pensions, which transforms the way the public can inform councils and public sector organisations about a change in circumstances due to a birth or bereavement. Perth and Kinross Council's Registrar Service implemented this service in June this year to those registering a birth or death, and the information given is shared with external agencies and other council services, through a central reporting system

(CRS). A partial service is available from the Coupar Angus office whereby the provider contacts the Perth office to ask a registrar to capture the death on the CRS system. The registrar telephones the customer to provide them with the reference number and then the customer has to telephone the DWP direct, quoting the reference number, to provide them with the details of the death to enable the information to be shared with the agencies and other council services. Customers in manual offices cannot use TUO when registering a birth. Apart from the home-based registrar in Kinloch Rannoch, where the total number of registration is much lower than Coupar Angus, all other registration offices provide the full TUO service. The delivery of the service from the Blairgowrie office would enable the registration service to provide the Coupar Angus community with the same enhanced, accurate and professional service as the majority of customers across Perth and Kinross.

- 4.5 The schedules for marriages and civil partnerships which are registered at manual offices can only be collected and returned to the offices where they are registered. When using a computerised office schedules can be accessed from any of the other computerised office across Perth and Kinross. This is extremely important for our large pool of ceremony officers who currently have to travel to Coupar Angus to collect and deliver the schedules before and after ceremonies. For the very small number registered at Kinloch Rannoch this is not so much of an issue as the home-based registrar is also a ceremonies officer and more often than not involved in delivering the ceremony.
- 4.6 It is anticipated that not all registrations from the Coupar Angus area would be carried out at the Blairgowrie office. It is anticipated that customers who work in Perth or Dundee would be likely to opt to visit the main registration offices in these cities with around two-thirds of the total registrations (54) choosing to visit the Blairgowrie office. This would increase the number of registrations at the Blairgowrie office by approximately one per week. As mentioned above at paragraph 3.5 the slight increase in registrations to the Kinross office has had minimal impact and therefore it is expected that a similar increase will not have any adverse effect on the Blairgowrie office.
- 4.7 In conclusion, it is proposed that the responsibility for the delivery of registration services in the Coupar Angus area be transferred to the Blairgowrie office with effect from 1 January 2013 and that the SLA with the agency-based provider be terminated with effect from 31 December 2012.

## **5. CONSULTATION**

- 5.1 The local members for Ward 2 – Strathmore, the Executive Director (Housing and Community Care) and the Modernising Governance Member/Officer Working Group have been consulted in the preparation of this report and are in support of the proposals.

## **6. RESOURCE IMPLICATIONS**

- 6.1 If the Service Level Agreement is terminated with effect from 31 December 2012 there will be a small saving in the current year, and a saving in a full year of £3,330.

## **7. COUNCIL CORPORATE PLAN OBJECTIVES 2009-2012**

- 7.1 The Council's Corporate Plan 2009-2012 lays out five Objectives which provide clear strategic direction, inform decisions at a corporate and service level and shape resources allocation. They are as follows:

- (i) A Safe, Secure and Welcoming Environment
- (ii) Healthy, Caring Communities
- (iii) A Prosperous, Sustainable and Inclusive Economy
- (iv) Educated, Responsible and Informed Citizens
- (v) Confident, Active and Inclusive Communities

This report relates to objections, (i), (iv) and (v)

## **8. EQUALITIES IMPACT ASSESSMENT (EqIA)**

- 8.1 An equality impact assessment needs to be carried out for functions, policies, procedures or strategies in relation to race, gender and disability and other relevant protected characteristics. This supports the Council's legal requirement to comply with the duty to assess and consult on relevant new and existing policies.
- 8.2 The function, policy, procedure or strategy presented in this report was considered under the Corporate Equalities Impact Assessment process (EqIA) with the following outcomes:
- 8.3 In relation to the proposal for registration services in Coupar Angus to be delivered from the Blairgowrie registration office, it is acknowledged that some customers may experience inconvenience as a result of the location, but customers also have the option to visit the main offices in Perth or Dundee. Both the Perth and Blairgowrie registration offices can provide customers with an enhanced level of service to that currently provided by the agency provider at Coupar Angus.
- 8.4 Registration is not a service that customers will use on a weekly basis but a service that they will probably use between 3 and 5 times in their lifetime. Using experienced and competent staff to deliver this service is therefore paramount.

## **9. STRATEGIC ENVIRONMENTAL ASSESSMENT**

- 9.1 The plan, programme and strategy presented in this report was considered under the Environmental Assessment (Scotland) Act 2005 and the determination was made that the items summarised in this report do not

require further action as they do not qualify as a plan, programme or strategy as defined by the Act.

## **10. CONCLUSION**

- 10.1 The staff involved in the registration of births, deaths and marriages and civil partnerships provide a competent high quality level of service to the residents of Perth and Kinross. Accuracy rates only play a small part of the quality of services provided but the National Records of Scotland use these to measure and monitor the service which makes a permanent record of people's life events. Action in the form of continued provision of training and reviewing best practice all contribute to maintaining high levels of performance which are reflected in the inspection reports for 2011.
- 10.2 It is recommended that the delivery of registration for the Coupar Angus area be delivered from the Blairgowrie registration office with effect from 1 January 2013 and that the Service Level Agreement with the agency provider in Coupar Angus be terminated with effect from 31 December 2012. This will allow the registration service to provide an improved service delivery to the Coupar Angus community whilst making efficient use of its resources to provide a professional and high quality service across Perth and Kinross.

**GILLIAN A TAYLOR**  
**Head of Democratic Services**

**Note:** The Annual Inspection Reports by the National Records of Scotland were relied on to a material extent in preparing the report.

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**Date of Report:** 6 September 2012





## Scotland's Population 2011: The Registrar General's Annual Review of Demographic Trends 157th Edition

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### Chapter 10 - Statutory Registration

Since the introduction of statutory registration in Scotland in 1855, accuracy in the registers of births, deaths and marriages has always been of vital importance. By 1856, it was deemed necessary to create the post of examiners to inspect the registers in order to guarantee their accuracy, and today there are still 3 district examiners responsible for examining all of the 150,000 records created annually. The utility of the registers themselves as an archive and the variety of uses to which the information contained in them is put depends on their accuracy and probity. Extracts from the statutory registers (commonly called certificates) are legal documents admissible as evidence in the courts.

Today, statutory responsibility for delivering the registration service in Scotland rests with the 32 councils. The service is relatively small, but extremely professional. Registrars are expected to have an expert knowledge in the law and practice of registration and to possess particular skills to help them deal with sometimes difficult human circumstances such as bereavement. To support them in that work and to ensure sufficiently high standards of service are met, registrars are usually expected to study for, and attain, the Certificate of Proficiency in the Law and Practice of Registration (the numbers of certificate holders in each local authority are shown in **Table 10.1**).

The Certificate of Proficiency in the Law and Practice of Registration in Scotland is recognised by the Association of Registrars of Scotland (ARoS), the Convention of Scottish Local Authorities (CoSLA) and National Records of Scotland (NRS), as the professional qualification for registration staff. The certificate is awarded and administered by an Examination Board consisting of representatives of ARoS, CoSLA and NRS. The Examination Board was inaugurated in 1937 and the first examination was held in 1938.

The statutory landscape in which registrars are expected to operate is increasingly complex. In the last 10 years there have been 10 Acts of Parliament which have had a significant effect on registration law and practice:

**The Marriage (Scotland) Act 2002** (the 2002 Act) - provided for civil marriage at approved places.

**The Human Fertilisation and Embryology (Deceased Fathers) Act 2003** - enabled deceased fathers to be recorded in birth entry.

**The Immigration and Asylum (Treatment of Claimants) Act 2004** - new and complex rules affecting the legal preliminaries for foreign nationals who want to marry or enter into civil partnerships in the UK.

**The Gender Recognition Act 2004** - new provisions to allow individuals to change gender legally and new registration procedures flowing from that.

**The Civil Partnership Act 2004** - new provisions to allow civil partnerships to be entered into and registered.

**The Family Law (Scotland) Act 2006** - acquisition of parental rights and responsibilities for unmarried fathers who register the birth jointly with the mother.

**The Local Electoral Administration and Registration Services (Scotland) Act 2006** - first major overhaul of principal registration statute for over 40 years.

**The Adoption (Scotland) Act 2007** - new provisions to enable adoption by same sex couples.

**The Human Fertilisation and Embryology Act 2008** - new provisions to allow same-sex couples to have fertility treatment (assisted conception) and to register as parents of a child.

**The Certification of Death (Scotland) Act 2011** - new death registration provisions to enable checks to be made on causes of death.

Against that backdrop, and in the face of large scale structural changes affecting how services are delivered, registrars have achieved excellent accuracy. Every year since 2007, registrars in the 32 councils have achieved an average of over 97 per cent of the records they create error free - an impressive performance which underpins the quality and reliability of our records and the statistical data published in this Annual Review. The Performance Indicators in **Table 10.1**, compiled from the district examiners' reports, provide a council by council breakdown of performance in 2011.

**Table 10.1 Registration Service - Performance Indicators 2011 (by Council)<sup>1</sup>**

2011 Events <sup>2</sup>											2011 Council Data <sup>3</sup>		
Council	Births	Deaths	Religious Marriages	Civil Marriages	Total Marriages	Civil Ptnr'ships	Still-births	All Events	% of Entries Without Corrections	No of Entries with Errors	Dedicated Registration Offices	Integrated Customer Service Offices	Number of Certificate Holders
<b>Aberdeen City</b>	2,998	2,035	475	398	873	13	12	5,931	96.4%	215	1	2	6
<b>Aberdeenshire</b>	2,331	2,085	617	519	1,136	9	12	5,573	97.1%	163	2	12	14
<b>Angus</b>	1,090	1,157	190	232	422	3	6	2,678	98.1%	52	3	0	8
<b>Argyll &amp; Bute</b>	740	1,001	524	474	998	23	2	2,764	98.3%	48	6	10	2
<b>Clackmannanshire</b>	585	531	84	70	154	3	4	1,277	99.0%	13	1	0	3
<b>Dumfries &amp; Galloway</b>	1,429	1,720	2,196	2,758	4,954	72	1	8,176	97.6%	194	11	9	20
<b>Dundee City</b>	2,160	1,926	178	394	572	12	11	4,681	97.0%	139	1	0	5
<b>East Ayrshire</b>	1,410	1,317	168	208	376	3	5	3,111	96.7%	102	0	8	15
<b>East Dunbartonshire</b>	1,264	1,757	125	121	246	3	4	3,274	98.4%	54	0	3	3
<b>East Lothian</b>	1,098	1,046	327	223	550	9	7	2,710	95.9%	112	0	5	13
<b>East Renfrewshire</b>	1,002	1,299	156	141	297	3	5	2,606	95.9%	107	0	2	6

<b>Edinburgh, City of</b>	5,743	4,084	1,092	1,673	2,765	124	23	12,739	97.3%	343	2	2	20
<b>Eilean Siar</b>	240	361	78	34	112	0	0	713	90.7%	66	1	3	2
<b>Falkirk</b>	1,776	1,627	344	457	801	7	11	4,222	98.3%	73	2	4	7
<b>Fife</b>	4,234	3,594	868	763	1,631	35	23	9,517	96.7%	318	0	8	11
<b>Glasgow City</b>	7,318	4,612	1,357	1,490	2,847	96	53	14,926	98.9%	162	1	0	21
<b>Highland</b>	2,407	2,478	802	773	1,575	16	13	6,489	97.5%	164	6	26	15
<b>Inverclyde</b>	810	1,009	147	75	222	4	7	2,052	97.7%	47	0	1	5
<b>Midlothian</b>	858	763	205	203	408	1	3	2,033	95.1%	100	1	0	3
<b>Moray</b>	983	954	181	185	366	7	2	2,312	96.7%	76	0	4	4
<b>North Ayrshire</b>	1,474	1,507	286	411	697	12	7	3,697	98.8%	43	3	2	18
<b>North Lanarkshire</b>	4,222	3,524	482	435	917	11	14	8,688	98.8%	107	0	8	20
<b>Orkney Islands</b>	208	203	86	36	122	1	0	534	94.0%	32	10	1	1
<b>Perth &amp; Kinross</b>	1,394	1,458	452	455	907	18	7	3,784	97.2%	105	5	5	4
<b>Renfrewshire</b>	1,886	1,944	330	258	588	4	15	4,437	97.2%	123	1	2	6
<b>Scottish Borders</b>	1,175	1,229	310	422	732	10	6	3,152	96.0%	125	13	0	10
<b>Shetland Islands</b>	248	229	45	43	88	3	3	571	96.8%	18	21	0	2
<b>South Ayrshire</b>	1,060	1,419	406	347	753	9	5	3,246	99.2%	27	0	2	10
<b>South Lanarkshire</b>	3,574	3,525	517	573	1,090	14	18	8,221	96.9%	255	1	4	17
<b>Stirling</b>	891	758	349	320	669	10	2	2,330	97.3%	63	2	4	5
<b>West Dunbartonshire</b>	1,070	1,072	247	155	402	10	7	2,561	98.5%	39	3	0	9
<b>West Lothian</b>	2,252	1,446	553	315	868	9	11	4,586	96.9%	141	6	1	2
<b>Grand total</b>	<b>59,930</b>	<b>53,670</b>	<b>14,177</b>	<b>14,961</b>	<b>29,138</b>	<b>554</b>	<b>299</b>	<b>143,591</b>	<b>97.5%</b>	<b>3,626</b>	<b>103</b>	<b>128</b>	<b>287</b>

<sup>1</sup> Reported by the District Examiners.

<sup>2</sup> Includes all events registered in 2011 (including Re-registrations).

<sup>3</sup> Excluding Offices operating from another location.

### More information about registration

More detailed information about registration in Scotland can be found at: <http://www.gro-scotland.gov.uk/regscot/index.html>



APPENDIX 2												
District	Office	Accuracy Rates %					Numbers of Registrations					
	FT, MP, HB or A	2007	2008	2009	2010	2011	2007	2008	2009	2010	2011	2011 Errors
Aberfeldy	HB	96.19	95.37	95.80	98.47	94.59	105	108	119	131	111	6
Auchterarder	MP	96.11	95.10	93.15	97.97	95.74	180	204	146	148	141	6
Blairgowrie	MP	97.65	98.42	98.19	98.27	99.01	425	444	386	405	404	4
Coupar Angus	A	83.33	73.81	77.92	77.53	80.49	72	84	77	89	82	16
Crieff	MP	92.60	95.20	95.50	97.65	95.39	338	333	333	298	282	13
Kinross	MP	94.98	96.26	94.21	97.44	97.92	239	214	190	195	144	3
Longforgan	HB	25.00					8					
Milnathort	HB	93.48	85.51	89.04	88.37	95.05	46	69	73	86	101	5
Perth	FT	97.25	97.55	97.56	98.06	98.27	2400	2289	2256	2219	2311	40
Pitlochry	MP	95.83	95.41	97.18	95.35	96.72	216	218	248	215	183	6
Rannoch and Foss	HB	73.08	95.00	100.00	95.45	76.00	26	20	25	22	25	6
		<b>96.03</b>	<b>96.36</b>	<b>96.50</b>	<b>97.16</b>	<b>97.23</b>	<b>4055</b>	<b>3983</b>	<b>3853</b>	<b>3808</b>	<b>3784</b>	<b>105</b>

Office FT=Full Time, MP=Multi-Purpose & HB=Home Based Registrar(this may include a workplace e.g. doctor's surgery), A = Agency (e.g. solicitor's office)



# NATIONAL RECORDS OF SCOTLAND

preserving the past; recording the present; informing the future

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28 April 2012

Dear Mrs Hodge

As you know, I have just examined your registers for the final part of 2011 and I enclose a copy of the report.

You will see that the improvement seen at the first examination has decreased again. From 90% in the first period, accuracy fell to 76% in the second examination and for the events in the final examination accuracy fell again to 74%, averaging 80.49 for the full year. As I have said before, errors do not appear to be a lack of knowledge of the law and practice of registration, but a combination of carelessness and basic spelling issues.

I am also concerned that there are differences in the dates on some of the forms of particulars and the register pages. For death 36, the form of particulars was signed on 28 October but register page dated 27 October; death 41 has the form of particulars signed on 8 December and register page dated 9 December. Please try to make sure that these details are also recorded accurately.

I hope that you have some plans in hand for improving the standard of service from this office. Please do not hesitate to get in touch with me if you have any questions about the report or if I can help in any way.

Yours sincerely

Anne Reilly  
District Examiner

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for  
**SCOTLAND**  
*information about Scotland's people*



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# NATIONAL RECORDS OF SCOTLAND

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## EXAMINER'S REPORT

Year of  
registers examined 2011

Registration  
District

Perth and Kinross, Coupar Angus

Council

Perth and Kinross

District  
Number

389

Latest events examined as  
below:-

Year  
Completed?  
Y/N?

y

Births	Deaths	Religious Marriages	Civil Marriages	Total Marriages	CPs	Stillbirths	Total All Events
32	42	7	1	8	0	0	82

	totals					
Staff initials	AMH	KEL	VF			-
Events registered	18	28	36			82
Informant errors	0	1	0			1
R/AR corrections	2	7	4			13
Examiner corrections	0	3	0			3
Total corrections	2	10	4			16
% error rate	11.11	35.71	11.11			19.51
% accuracy rate	88.89	64.29	88.89			80.49
ACTION REQUIRED						
Entry		By				

General remarks and supporting details

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SCOTLAND  
*information about Scotland's people*





# NATIONAL RECORDS OF SCOTLAND

preserving the past; recording the present; informing the future

The overall accuracy for 2011 is slightly higher than the 77-78% recorded for the previous 3 years. However, this masks the fact that accuracy over the year has been dropping - with 90% at the first examination, then 76% for those events checked in the second examination and now 74% for the final group. Errors continue to be basic, such as omitting post codes and misspelling Pitlochry.
<b>1st examination comments</b>
Descriptions of occupations are good
As mentioned before, it would be helpful to have more use made of the notes sections, for instance to confirm that an individual aged 90 was indeed still working
Please remember that if an informant claims that an historical entry is wrong, that they should be given the necessary information about how to have this corrected
<b>2nd examination comments</b>
There were some notes left by registrars, thanks, but please try to remember to let me know when there has been a change of name by RCE
D19 - mother of deceased indeed Gow (ms) or Gow
<b>3rd examination comments</b>
I am concerned by the discrepancy in dates between some register pages and the dates on the associated forms of particulars. Please ensure that all dates agree on each event.
Descriptions of occupations are good, thanks

District  
Examiner

Anne Reilly

Date

28/04/2012

NATIONAL RECORDS OF SCOTLAND joins together



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