

PERTH AND KINROSS COUNCIL**Scrutiny Committee – 1 October 2014****REGISTRATION OF BIRTHS, DEATHS, MARRIAGES AND
CIVIL PARTNERSHIPS - INSPECTION REPORTS BY NATIONAL
RECORDS OF SCOTLAND****Report by Head of Democratic Services****PURPOSE OF REPORT**

This report comments on the annual inspection reports from the National Records of Scotland on the provision of registration services in the Perth and Kinross local government area in 2013.

1. BACKGROUND / MAIN ISSUES

- 1.1 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.
- 1.2 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.
- 1.3 Until August 2013, the registration service was administered and delivered centrally in Perth by the Chief Executive's Service and delivered in outlying areas by housing area office staff. However, as a result of a review, housing staff are no longer involved in the local delivery of the registration service. From August 2013, three new registration posts were created and staff were recruited from within the Council with existing registration experience. The Chief Executive's Service is now solely responsible for the administration and delivery of the registration service for the whole of the Perth and Kinross area. The service is currently being delivered from various locations throughout the area - a central office in Perth and from Aberfeldy, Auchterarder, Blairgowrie, Crieff, Kinross and Pitlochry, there is also a home-based registrar for Kinloch Rannoch which is delivered from the local medical practice.
- 1.4 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 2013.

2. PROPOSALS

- 2.1 Included at Appendix 1 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 2008 - 2013. This shows an improvement in accuracy rate from 96.36% in 2008 to 98.2% in 2013. Appendix 2 to this report details the Examiner's remarks for each office.
- 2.2 Overall there are 11 members of staff throughout Perth and Kinross directly involved in delivering the registration service. Four members of staff hold the Certificate in the Law and Practice of Registration, with four members of staff currently studying towards gaining the qualification. The overall accuracy level of the registration entries has continued to show improvement whilst the number of registrations has fluctuated. The improvement in the accuracy rate is partly due to 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. There is also robust checking in place to reduce the number of errors. The introduction of the new service delivery model has not yet been evaluated but it is anticipated that it has made a positive impact.
- 2.3. Perth and Kinross Council is one of a small number of local authorities which retains a home-based registrar. 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 number of errors against the number of events registered. However there have been improvements in accuracy levels for four of the offices with three offices showing a deterioration.
- 2.4 The cross-government programme, Tell Us Once (TUO) service, led by the Department of Work and Pensions, has been in place in Perth and Kinross since November 2011. This service allows the public the opportunity to inform local authorities and public sector organisations about a change in circumstances due to a birth or bereavement. Perth and Kinross Council services, such as Council Tax, Housing & Council tax benefits, Blue Badge, Adult Social Services and Libraries, received a total of 3,059, notifications during 2013, an increase of 1,223 notifications on the previous year. The notifications from the TUO system allow services to act on the information obtained to update their systems and to cancel services, payments or memberships. The take up for the bereavement service during 2013 was 80%.The take up for the birth service is lower at 11.5%, as customers perceive there are fewer benefits for them in using the TUO birth service. TUO is very well received by customers and they are very appreciative and satisfied with the service and support offered at a difficult time.
- 2.5 The National Records of Scotland's chart of entries and accuracy rates for all local authorities in Scotland for 2013 is detailed in Appendix 3.

3. CONCLUSION AND RECOMMENDATION(S)

- 3.1 The staff involved in the registration of births, deaths and marriages and civil partnerships provide a high quality level of service to the residents of Perth and Kinross. Accuracy rates only play a small part in 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 2013.
- 3.2 It is recommended that the Committee note 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.

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ANNEX

1. IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

Strategic Implications	Yes / None
Community Plan / Single Outcome Agreement	Yes
Corporate Plan	Yes
Resource Implications	
Financial	None
Workforce	None
Asset Management (land, property, IST)	None
Assessments	
Equality Impact Assessment	None
Strategic Environmental Assessment	None
Sustainability (community, economic, environmental)	None
Legal and Governance	None
Risk	None
Consultation	
Internal	None
External	None
Communication	
Communications Plan	None

1. Strategic Implications

Community Plan / Single Outcome Agreement

- 1.1 Whilst the Chief Executive's Service supports all of the Community Plan/Single Outcome Agreement strategic objectives this report does not directly support a particular objective.

Corporate Plan

- 1.2 Whilst the Chief Executive's Service supports all of the Corporate Plan objectives this report does not directly support a particular objective.

2. Resource Implications

2.1 Financial

- 2.1.1 There are no direct financial implications arising from this report.

2.2 Workforce

- 2.2.1 There are no direct workforce implications arising from this report.

2.3 Asset Management (land, property, IT)

2.3.1 There are no direct asset management implications arising from this report.

3. **Assessments**

Equality Impact Assessment

3.1 Under the Equality Act 2010, the Council is required to eliminate discrimination, advance equality of opportunity, and foster good relations between equality groups. Carrying out Equality Impact Assessments for plans and policies allows the Council to demonstrate that it is meeting these duties.

This section should reflect that the proposals have been considered under the Corporate Equalities Impact Assessment process (EqIA) with the following outcome:

Assessed as **not relevant** for the purposes of EqIA

Strategic Environmental Assessment

3.3 The Environmental Assessment (Scotland) Act 2005 places a duty on the Council to identify and assess the environmental consequences of its proposals.

However, no action is required as the Act does not apply to the matters presented in this report. This is because the Committee are requested to note the contents of the report only and the Committee are not being requested to approve, adopt or agree to an action or to set the framework for future decisions.

2. **BACKGROUND PAPERS**

2.1 The Annual Inspection Reports by the Registrar General for Scotland were relied on to a material extent in preparing this report.

3. **APPENDICES**

3.1 Appendix I to this report details the outcomes of the inspections for each of the registration offices in Perth and Kinross for the period 2009 - 2013.

3.2 Appendix 2 to this report details the Examiner's remarks for each office.

3.3 Appendix 3 to this report NRS - Registration Service - Performance Indicators 2013 by Council.

District	Accuracy Rates %					Number of Registrations						Errors
	2009	2010	2011	2012	2013	2009	2010	2011	2012	2013	2013	
Aberfeldy	95.80	98.47	94.59	95.87	95.61	119	131	111	121	114	5	
Auchterarder	93.15	97.97	95.74	96.00	99.10	146	148	141	150	111	1	
Blairgowrie	98.19	98.27	99.01	99.50	98.50	386	405	404	398	468	7	
Coupar Angus	77.92	77.53	80.49	83.33	-	77	89	82	78	-	-	
Crieff	95.50	97.65	95.39	95.56	97.43	333	298	282	293	311	8	
Kinross	94.21	97.44	97.92	98.70	99.23	190	195	144	231	259	2	
Milnathort	89.04	88.37	95.05	100.00	-	73	86	101	15	-	-	
Perth	97.56	98.06	98.27	98.22	98.29	2256	2219	2311	2363	2342	40	
Pitlochry	97.18	95.35	96.72	99.49	97.99	248	215	183	197	199	4	
Rannoch and Foss	100.00	95.45	76.00	100.00	100.00	25	22	25	21	11	0	
Total Perth & Kinross	96.50	97.16	97.23	97.80	98.24	3853	3808	3784	3867	3815	67	

**PERTH AND KINROSS COUNCIL
EXAMINER'S REMARKS 2013**

OFFICE	REMARKS
Aberfeldy	The accuracy has recovered well in the latter part of the year, and is close to the 95.87% recorded for 2012.
Auchterarder	An excellent improvement in accuracy on the good level of 96% recorded for 2012.
Blairgowrie	The accuracy has decreased from the excellent 99.5% achieved in 2012, but is still very good.
Crieff	Congratulations on the increase in accuracy, which is close to the best in recent years (97.65% in 2010) Taking only the records in the final examination, the figure goes up to 98.51%, which is very good indeed.
Kinross	Congratulations on achieving a very good accuracy, an improvement on the already very good 98.7% recorded for 2012
Perth	The accuracy is almost identical to the 98.22% achieved in 2012. I know that the team are working hard to increase the level of accuracy but some spelling and transcription errors, and a few issues with recording marital status of mother in both Death and Marriage entries.
Pitlochry	Although the accuracy is a little lower than the excellent 99.49% achieved in 2012, it is still very good.
Rannoch & Foss	Very pleased to see that the 100% accuracy achieved in 2012 has been retained –very well done.

Table 10.1: Registration Service - Performance Indicators 2013 (by Council Area)¹

2013 Events ²														2014 Council Area Data ³			
Council Area	Births	Deaths	Religious Marriages	Civil Marriages	Total Marriages	Civil Partnerships	Still-births	All Events	% of Entries Without Corrections	No of Entries with Errors	Dedicated Registration Offices	Integrated Customer Service Offices	Number of Certificate Holders				
Aberdeen City	2,837	2,177	416	402	818	20	21	5,873	98.8%	68	1	0	7				
Aberdeenshire	2,405	2,135	687	446	1,133	14	9	5,696	98.3%	94	6	6	13				
Angus	1,041	1,277	172	210	382	6	4	2,710	99.3%	18	3	0	6				
Argyll & Bute	704	975	566	421	987	12	2	2,680	98.5%	41	1	9	1				
Clackmannanshire	576	586	72	97	169	3	5	1,339	99.3%	9	1	0	5				
Comhairle nan Eilean Siar	249	334	64	45	109	1	0	693	99.0%	7	1	3	2				
Dumfries & Galloway	1,353	1,884	1,726	2,732	4,458	70	8	7,773	96.9%	243	6	13	15				
Dundee City	1,941	1,819	176	300	476	13	7	4,256	98.3%	71	1	0	4				
East Ayrshire	1,384	1,422	180	232	412	6	8	3,232	97.7%	74	0	4	11				
East Dunbartonshire	1,407	1,889	118	130	248	5	3	3,552	99.7%	11	0	3	3				
East Lothian	1,043	1,177	359	184	543	8	5	2,776	97.1%	81	0	3	10				
East Renfrewshire	1,041	1,350	175	99	274	3	3	2,671	97.7%	61	0	2	5				
Edinburgh, City of	5,738	4,026	1,101	1,616	2,717	104	14	12,599	97.8%	272	2	2	21				
Falkirk	1,694	1,696	302	403	705	10	6	4,111	99.2%	33	1	2	10				
Fife	3,803	3,635	817	688	1,505	22	13	8,978	98.3%	153	0	8	9				
Glasgow City	6,848	4,636	1,336	1,248	2,584	98	27	14,193	98.8%	175	1	0	22				
Highland	2,295	2,383	790	701	1,491	17	8	6,194	98.4%	97	1	25	13				
Inverclyde	763	957	136	72	208	1	9	1,938	99.6%	7	1	0	5				
Midlothian	857	810	210	149	359	10	2	2,038	97.9%	42	1	0	3				
Moray	962	896	179	185	364	7	3	2,232	99.1%	20	1	0	4				
North Ayrshire	1,319	1,551	449	283	732	12	13	3,627	98.8%	42	0	5	15				
North Lanarkshire	4,017	3,564	497	403	900	8	11	8,500	99.3%	61	0	8	17				
Orkney Islands	203	233	70	39	109	1	2	548	96.0%	22	1	1	1				
Perth & Kinross	1,275	1,539	498	479	977	11	13	3,815	98.2%	67	7	0	3				
Renfrewshire	1,833	1,948	351	253	604	10	7	4,402	98.7%	57	1	2	5				
Scottish Borders	1,196	1,226	238	346	584	11	4	3,021	97.6%	71	10	0	8				
Shetland Islands	259	200	34	58	92	0	0	551	98.4%	9	0	1	2				
South Ayrshire	1,013	1,427	546	262	808	5	6	3,259	99.4%	21	1	1	10				
South Lanarkshire	3,395	3,720	507	511	1,018	13	9	8,155	96.6%	279	0	5	21				
Stirling	850	828	259	285	579	14	0	2,271	99.0%	23	2	4	5				
West Dunbartonshire	920	924	214	132	346	3	5	2,198	99.1%	19	2	0	8				
West Lothian	2,130	1,494	514	339	853	13	9	4,499	97.8%	97	2	4	3				
Grand total	57,351	54,718	13,759	13,750	27,544	531	236	140,380	98.3%	2,345	54	111	267				

Footnotes

1) Reported by the District Examiners.

2) Includes all events registered in 2013 (including Re-registrations).

3) Excluding Offices operating from another location.