

**COMMITTED TO QUALITY – THE BUCKINGHAMSHIRE APPROACH TO BEST VALUE**

**Service Plans 2001-2002: Template**

Name of Service Plan Area: REGISTRATION SERVICE Service Plan Ref: CS5

**Part 1 Description of service**

**Purpose of service**

- Registration of births and deaths
- Conducting civil marriages

**Statutory parameters that regulate how the service operates**

- Legislation for registration of births, deaths and marriages
- Minimum staffing levels assessed by the General Register Office based upon demand for services.

**Chairman of Policy & Resources 2001/02 Policy Steer(s) relevant to the service**

The need to live within means.  
2% efficiency gains plus further 1% saving to be achieved.

Show how required savings or growth for next year will be delivered

	<b>£'000</b>
Current net budget	189.6
Spending pressures	7.0
Other growth items.....	-
<b>Total</b>	196.6
Cash allocation	181.6
Gap	15.0

**Show how the gap will be covered by the following actions**

	<b>£'000</b>
1. Increase income from fees for marriages	15.0
Impact: Further increase in fees charged for marriages conducted at licensed premises.	
<b>Total</b>	15.0 (8%)

Resource summary	Actual (when known)	Indicative only	Indicative only
	2001-02	2002-03	2003-04
Budget £m	0.18	0.18	0.18

**Volume of service (2001/2)***Number of customers/users:*

Births: 55,000 (est)

Deaths: 38,000 (est)

Marriages at Register Offices: 675 (est)

Marriages at approved premises: 400 (est)

*Number of Location of sites:*

Two Register Offices at Aylesbury and High Wycombe plus 13 Outstations and 30 licensed marriage venues.

*Number of staff (FTE): 20***Special Factors**

Fees for births and deaths registrations and for marriages conducted in a Register Office are prescribed by statute.

**Part 2 Performance of Service****Current performance (in relation to 2000-01 Service Plan outcomes and targets)**

All current outcomes and targets are being achieved.

<b>THREE YEAR OUTCOME</b>	<b>MEASURE OR INDICATOR</b>	<b>PERFORMANCE 2000/1</b>	<b>TARGET 2001/2</b>	<b>TARGET 2004/5</b>
<i>1 More service and information being available via electronic means</i>	Significant development of Registration Service Website	The electronic information database has been greatly expanded with links to outside venues for marriages. Further significant development is largely dependent on promised changes in Government legislation to allow more freedom.	To make available electronically various application forms which can be downloaded by customers.	To be set when Government announces legislative changes
<i>2 More choice and variety for couples in the way that marriage ceremonies are conducted</i>	Customer satisfaction as revealed by survey and unsolicited comments	Time allotted to Register Office weddings increased. Wider range of music and readings encouraged.	To permit further "personalisation" of ceremony compatible with dignity and status of occasion and within constraints currently imposed by legislation.	To be set when Government announces legislative changes

**Part 3 For more information**

**Associated County Council Business Plans, and links with other Service Plans or Statutory Plans**

Registration Service Business Plan

**When is the service due for a Best Value Root and Branch Review?**

Has previously been the subject of a Root and Branch Review which confirmed the appropriateness of the current plans for the development of the service.

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**VALIDATION SHEET** *(Please read the accompanying guidance notes)*

**Service Plan Ref**     **CS5**  
**Draft Outcome No.**   **1**

*(Separate 'validation sheets' should be completed for each draft outcome. The validation sheets should then be attached to the worksheet as background information, and as an audit trail.)*

**Draft Three Year Outcome**

More service and information being available via electronic means.

**Who will the outcome be delivered to, who will it be delivered for, and what are the needs/wants of these 'stakeholders'?**

Achievement of the outcome will be of direct benefit to the service users.

**What, if any, is the feedback from consultation?**

Feedback from customer questionnaires shows that there is a demand for more information and facilities being provided electronically.

**What are the policy implications of this outcome, ie. are any policy changes by Members required?**

None.

**What, if any, is the link with the Chairman of P&R's policy steer?**

None.

**What are the financial implications next year and in the following two years?**

The outcome is directed at more and improved service within existing resources.

**Are there any significant human resource implications, eg. training/redeployment programmes/redundancy?**

None.

**Are there any other significant resource implications, eg investment needs, information technology or property/accommodation?**

It is not thought that the IT implications are significant.

**What reprioritisation of existing resources is required?**

None.

**Describe any significant risk factors.**

None.

## TARGETS

Set out below any specific qualitative or quantitative targets for 2001-02 (and if appropriate the next three years) relevant to the achievement of this outcome. (The targets should themselves be outcome based.) Include all relevant statutory PIs. A separate guide to target setting is available on the Council's Best Value Website.

2001-02	2002-03	2003-04
To make available electronically various application forms which can be downloaded by customers	To be set when Government announces legislative changes.	

**VALIDATION SHEET** *(Please read the accompanying guidance notes)*

**Service Plan Ref**     **CS5**  
**Draft Outcome No.**   **2**

*(Separate 'validation sheets' should be completed for each draft outcome. The validation sheets should then be attached to the worksheet as background information, and as an audit trail.)*

**Draft Three Year Outcome**

More choice and variety for couples in the way that marriage ceremonies are conducted

**Who will the outcome be delivered to, who will it be delivered for, and what are the needs/wants of these 'stakeholders'?**

Achievement of the outcome will be of direct benefit to the service users, ie those getting married.

**What, if any, is the feedback from consultation?**

There is clear evidence of a demand for more personalised marriage ceremonies.

**What are the policy implications of this outcome, ie. are any policy changes by Members required?**

None.

**What, if any, is the link with the Chairman of P&R's policy steer?**

None.

**What are the financial implications next year and in the following two years?**

The outcome is directed at more and improved service within existing resources, ie service improvement at existing cost.

**Are there any significant human resource implications, eg. training/redeployment programmes/redundancy?**

None.

**Are there any other significant resource implications, eg investment needs, information technology or property/accommodation?**

Recruitment and training of additional Deputy staff to meet increased demands for marriages at licensed venues.

**What reprioritisation of existing resources is required?**

None.

**Describe any significant risk factors.**

None.

## TARGETS

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