

Service Delivery Plan 2019 – 2020

Manchester Registration Service

**Manchester Registration Service Management Team
29 April 2019.**

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Section 1.

Statement of Level of Service

The Manchester Registration Service aims to consistently meet or better the national standards set out in the Proper Officer Guide (February 2018)

The Manchester Registration Service provides a range of statutory services:

- an appointment based service for the statutory duties of birth, death, and stillbirth registrations.
- an appointment based service for the statutory duty of taking notices of marriage / civil partnerships and booking forthcoming marriages / civil partnership ceremonies up to 24 months in advance. Manchester is a designated office to take notices for parties subject to immigration control.
- administration of the approval process for premises approved as a venue for marriages and civil partnerships.
- facilities for the custody and care of registers and for the creation, storage and provision of public access to indexes to the registers.
- a facility to issue certificates from deposited registers.
- citizenship ceremonies

In addition to these statutory services the Manchester Registration service also offers a range of non-statutory services, including:

- EU Settlement Scheme – Identity Verification Service
- baby naming ceremonies
- renewal of vows ceremonies

The Manchester Registration Service has published a set of Service Standards which set out the standards that customers can expect from our service.

Section 2.

Registration District Profile

The Registration district covered by this Service Delivery Plan is **Manchester**.

Manchester is a single district registration authority. The boundaries of the registration district correspond with the boundaries of the City Council. There are 13 sub-districts A – M which are co-located at the Manchester Register Office.

Manchester is part of Greater Manchester, and has a total population of 545,501 people¹, which after decline is now growing and changing.

Manchester has a younger population than its wider area and nationally, with higher proportions of under-fours and twenty to thirty four year olds. Conversely, Manchester has much lower proportions of older residents, particularly at retirement age. This reflects the high proportion of university students, graduates and young migrant workers)² It is becoming increasingly diverse, with over a third of the population belonging to an ethnic group other than white British.³

Within the boundaries of the Manchester Registration District there are hospitals from two hospital trusts as well as Christie's Cancer Specialist Hospital and the Manchester Mental Health and Social Care Trust.

The major hospitals in Manchester are:

North Manchester General Hospital in Crumpsall (Pennine Acute Hospitals NHS Trust)

Manchester Royal Infirmary (Manchester University NHS Foundation Trust)

The city's largest general hospital, MRI is located at a city centre complex which also includes:

- Royal Manchester Children's Hospital: Specialist healthcare services for children and young people throughout the North West, as well as nationally and internationally.
- Saint Mary's Hospital: Recognised worldwide as providing expertise and high quality care to the women and children of Manchester and beyond.

Wythenshawe Hospital in Wythenshawe (Manchester University NHS Foundation Trust)

Christie Hospital - is a specialist cancer hospital, which provides care and treatment to patients from across Greater Manchester.

The location, size and range of specialist services of these hospitals, and the closure of maternity wards in neighbouring districts, means that they are used, to a significant extent, by people from outside the City of Manchester boundaries. All births and deaths occurring at these hospitals come within the responsibility of the Manchester Registration District.

¹ Registrar General's Mid Year Estimate for Manchester City, 2017 (Source: MYE, ©ONS (Crown copyright). Issued June 2018)

² Registrar General's Mid Year Estimate for Manchester City, 2017 (Source: MYE, ©ONS (Crown copyright). Issued June 2018)

³ Source: 2011 Census, ONS © Crown copyright

Staffing Structure

Principal Officers

There are 14 principal officer posts in the Manchester Registration District

- Superintendent Registrar
- **13** Registrar of Births and Deaths posts (RBDs) – one for each sub-district A - M. **6** of these posts are held by Registration Officers. The Team Manager (Registrations) holds **1** principal officer post, the Deputy Team Manager (Registrations) holds **5** principal officer posts, and the Deputy Team Manager (Ceremonies) holds **1** principal officer post.

Deputy Officers

In addition to the RBDs, there are also a number of Registration Assistants who are deputy officers. All deputy officers are deputies for an identified RBD.

There are also **7** DRMs who work in other areas of the Council, but register marriages at weekends / Bank Holidays when required.

Following the closure of the Maternity Unit at Trafford General Hospital, **9** staff from **Trafford** Register Office are also acting as deputies for Manchester Registration District. These deputies from Trafford are all deputies to the RBD for Sub-district H.

Following the closure of the Maternity Unit at Salford Royal University Teaching Hospital, **12** staff from **Salford** Register Office are also acting as deputies for Manchester Registration District. These deputies from Salford are all deputies to the RBD for Sub-district L.

Following the closure of the Maternity Unit at Fairfield General Hospital, Bury, **7** staff from **Bury** Register Office are also acting as deputies for Manchester Registration District. These deputies from Bury are all deputies to the RBD for Sub-district M.

5 staff from **Rochdale** Register Office are also acting as deputies for Manchester Registration District. These deputies from Rochdale are all deputies to the RBD for Sub-district G.

Deputy Superintendent Registrars

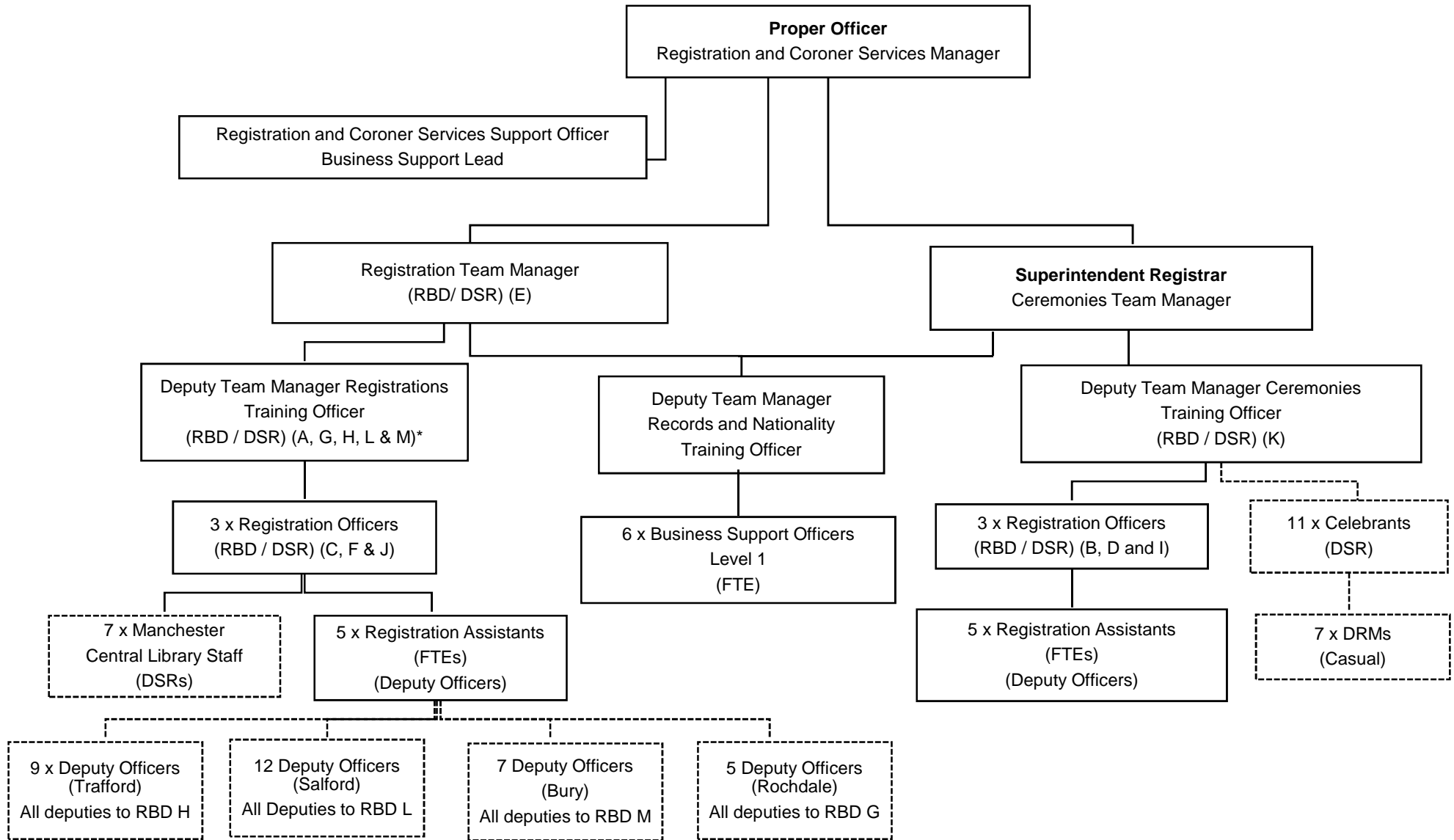
In addition to the principal and deputy officers, there is a Records and Nationality Team (**6** FTEs), based in the Register Office, who are responsible for dealing with copy certificate applications, organisation of Citizenship ceremonies etc. These staff are registered as DSRs to allow them to issue copy certificates and carry out statutory amendments.

Following the transfer of records over 100 years old for births, and over 75 years old for deaths and marriages, to the Manchester Central Library, **7** library staff are now registered as DSRs to allow them to issue copy certificates.

There are currently **11** celebrants who conduct ceremonies as DSRs

Staffing Structure (continued)

MANCHESTER REGISTRATION SERVICE



Section 3.

Location of Service Delivery Points and Availability

3.1 The Manchester Register Office

The Manchester Register Office is located in the city centre, close to the Town Hall.

Manchester Register Office

1st Floor, Heron House
47, Lloyd Street
Manchester
M2 5LE

Opening Hours

Our usual opening hours are:

Monday to Friday 9.00am to 4.30pm

(Registration of Births, Deaths or Marriage / Civil Partnership is by appointment only)

The Register Office is closed from 2.30pm on the afternoon of the **first Tuesday** of every month, for staff training.

On **Saturdays** we are only open for:

- Pre-booked Marriage / Civil Partnership Notice appointments (9.00am to 12 noon)
- Pre-booked ceremonies conducted in the Pankhurst Suite (9.00am to 3.00pm)
- Urgent burials required within 24 hours

On **Sundays and Bank Holidays** the Register Office is usually closed - except for urgent burials required within 24 hours (see Out of Hours Service details below)

From time to time the Register Office does open for Ceremonies on Sundays e.g. Valentine's Day. These dates are publicised on our internet pages.

3.2 Out of Hours Service

Deaths

We operate an emergency service at the weekend and Bank Holidays for those who need to organise a burial within 24 hours. The service can be contacted as follows

Day	Time	Contact No.
Saturday	09.00 - 15.00	07904 417 282
Sunday/Bank Holiday	10.00 - 14.30	07720 913 958

Ceremonies

If someone needs to contact us, urgently, outside our office opening hours, regarding a ceremony due to take place imminently, they can ring our emergency out of hours service, on **0161 223 7222**, who will arrange for a member of the Registration Team to contact them if necessary.

Urgent marriages and civil partnerships

To arrange a Registrar General's Licence please contact **0161 234 5508** during office hours. We are open Monday – Friday from 9am – 4.30pm. The office is closed from 2.30pm on the first Tuesday of each month.

If you need to contact us at any other time please ring our emergency out of hours service, on **0161 223 7222**, who will arrange for a member of the Registration Team to contact you.

3.3 Death registrations at other locations

If the death occurred at the Manchester Royal Infirmary, Wythenshawe Hospital, or North Manchester General Hospital arrangements can be made to register the death at the hospital. Appointments can be booked at the Bereavement Centre at each hospital. The registrar only attends the hospital on the specified day(s) each week.

- **Manchester Royal Infirmary Bereavement Care Team** (0161 276 8989)
The registrar attends on **Wednesdays** (all day) and **Fridays** (morning only)
- **North Manchester General Hospital, Crumpsall** (0161 720 2199)
The registrar attends on **Wednesdays**
- **Wythenshawe Hospital Bereavement Centre** (0161 291 2360)
The registrar attends on **Tuesdays and Thursdays**

Parents who suffer a stillbirth or the death of a child can make a priority appointment at the Register Office (usually within 24 hours), or they can ask for a registrar to go to a hospital or hospice and we will guarantee to attend within 48 hours.

3.4 Birth registrations at other locations

Birth registration is available, on specified days each week, at a number of Sure Start Centres. Contact the relevant Sure Start Centre to make an appointment.

Gorton (South) Sure Start (Registrar attends on Monday – once a fortnight)

Mount Road
Gorton
M18 7BG
0161 219 2580

Woodville Sure Start (Registrar attends on Monday)

Shirley road,
Cheetham
M8 0NE
0161 740 7873

Rusholme Sure Start (Registrar attends on Monday)

Rusholme Children's Centre
Great Western St,
Rusholme
M14 4HA
0161 227 3171

Clayton Sure Start (Registrar attends on Tuesday)

Wells Centre
101 North Road,
Clayton
M11 4NE
0161 219 6177

Benchill Sure Start (Registrar attends on Monday (once a fortnight) and on Wednesday)

22 Lyndene Rd
Benchill,
Wythenshawe
M22 4PZ
0161 998 7280 (*M22/M23 Post code only*)

Longsight Sure Start (Registrar attends on Thursday)

1A Farrer Road,
Longsight
M13 0QX
0161 248 1500

Harpurhey Sure Start Centre (Registrar attends on Friday)

North City Family & Fitness Centre
Upper Conran Street
Off Moston Lane
M9 4DA
0161 205 0830

Trafford Register Office (Sale Town Hall, Sale Waterside, Sale, M33 7ZF)

Trafford Registration Service delivers a birth registration service for Trafford residents whose children were born in Manchester hospitals.

Tel: 0161 912 3026

Salford Register Office (Civic Centre, Chorley Road, Swinton, Salford, M27 5DA)

Salford Registration Service delivers a birth registration service for Salford residents whose children were born in Manchester hospitals.

Tel: 0161 793 2500

You can also book an appointment online at <http://www.salford.gov.uk/>

Bury Register Office (Town Hall, Knowsley Street, Bury, Lancashire, BL9 0SW)

Bury Registration Service delivers a birth registration service for Bury residents whose children were born in Manchester hospitals.

Tel: 0161 253 6026

Email: Online form at: <http://www.bury.gov.uk/>

Rochdale Register Office (Town Hall, Vicars Gate, Rochdale, OL16 1AB)

Rochdale Registration Service delivers a birth registration service for Rochdale residents whose children were born in Manchester hospitals.

Tel: 01706 924784

Email: register.office@rochdale.gov.uk

3.5 Copy Certificates issued from the Central Library

The records for all birth registrations before 1918, and for all death and marriage registrations before 1943, are permanently stored in the Manchester Central Library, to ensure that those registers most at risk, due to their age, are being cared for by specialists. As a result, all copy certificates from these registers are now issued from the Central Library.

Applications can be made online, by post or in person at Central Library.

Manchester Central Library
St Peters Square,
City Centre,
M2 5PD

Telephone: Archives & special collections: 0161 234 1979

Email: Archives & special collections: archiveslocalstudies@manchester.gov.uk

The over the counter certificate application service in Central Library is available:

Monday – Saturday 9.00am – 5.00pm

Section 4.

Business / Service Continuity Plan

The Manchester Registration Service has a Business Continuity Plan in place, which is regularly reviewed and updated.

Section 5

Suggestions and Complaints Procedure

5.1 Giving Feedback to the Manchester Registration Service

The Manchester Registration Service has a number of ways in which people are able to give feedback about the service.

Customer comments forms and complaints forms are available in reception areas in the Register Office at Heron House.

Comments and complaints can also be submitted online via the website.

Complaints are accepted verbally (in person or over the telephone) or in writing (by letter, e-mail, completed comments or complaints form or through the web-site)

Our complaints procedure is the Manchester City Council complaints procedure. Details are displayed on notice boards throughout the office and are available at reception desks. Details of the complaints procedure are also available on the Council's website. A summary is reproduced on the next pages of this plan.

5.2 Other ways to get in touch

Other ways that you can contact **the Council** when you want to suggest how we can do things better, or to let us know when we've done something well are:

By email

Our email address is complaints@manchester.gov.uk

By phone

You can speak to us on 0161 234 5000, Monday to Friday 8am – 8pm.

By textphone

This service is a means for hearing-impaired people to use the telephone as a method to contact us. The number is 0161 234 3760.

In person

Your Customer Service Centre at Manchester Town Hall extension (Mount Street entrance) M2 5DB (sat nav postcode) is open Monday to Friday, 8am-5pm. One of our team will make a note of your feedback and pass it on to the right person.

By post

If you prefer, write to us at Customer Feedback, Corporate Complaints Team, PO Box 532, Town Hall, Manchester M60 2LA.

Manchester Register Office

How we deal with complaints

We have processes to follow to make sure that every complaint is dealt with fairly and sorted out as quickly as possible.

You can make your complaint: in person, online, by email or letter, by completing the customer feedback form (available from reception desks), or by phone (contact details below).

Manchester Register Office
Heron House
47 Lloyd Street
Manchester
M2 5LE

E-mail: registeroffice@manchester.gov.uk

Telephone: 0161 234 5005

You can complete the customer feedback form online at:
http://www.manchester.gov.uk/info/200025/complaints_comments_and_questions

For most complaints there are different stages that we follow:

Informal stage

Where possible, a member of our team will do their best to resolve the issue for you. If you are not happy with the outcome of this you can then go through a formal complaints procedure.

Formal stage one

Your complaint will be investigated by one of the **Registration Service Team Managers**.

They will:

- Let you know that your complaint has been received within **3** working days.
- Provide you with a full response within **10** working days, or explain why it might take longer.
- Give you details of who has investigated your complaint and their decision on it.
- Advise you on how to take your complaint to Stage 2 if you are still unhappy with the result.

Formal stage two

Your complaint will be answered by the Corporate Complaints Team, who are independent of the department your complaint is about.

They will:

- Let you know that your complaint has been received within **3** working days.
- Provide you with a full response within **10** working days, or explain why it might take longer.
- Give you details of who has investigated your complaint and their decision on it.
- Advise you on how to take your complaint further if you are still unhappy with the result.

If you'd like to take things further after Formal Stage 2

We really hope we are able to resolve any complaints you might have. However, if you are unhappy with the action we have taken, you may want to contact the Local Government Ombudsman (LGO)

The LGO can be contacted by phone on 0300 061 0614.

You can write to the LGO at:

The Local Government Ombudsman,
PO Box 4771
Coventry,
CV4 0EH

You can contact the LGO at: <http://www.lgo.org.uk/> and complete their online form.

The Ombudsman service is independent of the Council and is the final stage of the complaints process. The Ombudsman may decide to investigate your complaint, or will provide you with reasons why they will not, according to their role and powers. During their investigation, they will ask questions of the Council regarding your complaint. The Council will fully cooperate with their enquiry to enable them to make a decision as to whether we have acted unfairly in our service provision, or in considering your complaint.

Once you refer your complaint to this service, the Council will be unable to transact with you about this complaint, and any further contact concerning it will be between the Ombudsman and the Council directly. More information on the Local Government Ombudsman service can be found on their website at: <http://www.lgo.org.uk/>

Section 6

Improving Customer Service Standards

Manchester Registration and Coroner Services produces an annual management action plan.

The relevant sections of the plan, relating to Registration Services, for 2019-2020 are included on the following pages.

An annual review of the service is carried out in April each year, against the national good practice guidance, and any areas for improvement are identified in the management action plan.

Registration Services – Management / Improvement Plan – 2019 – 2020

1. Objective	2. Headline actions	3. Measures	4. Targets	5. Responsible
1. Customer Service / Customer Engagement Strategy				
<p>To continue to monitor and develop the Customer Engagement Strategy.</p> <p>(CPP – Well Managed Council) (CCO – Provide high quality direct and universal services to residents) (OMB – Listen and Understand)</p>	<p>1. Ongoing monitoring of the Strategy to include:</p> <ul style="list-style-type: none"> • Engagement • Service Accessibility • Culture • Customer Service Satisfaction Level • Continuous Improvement • Complaint Handling <p>Publication of the outcomes of monitoring where appropriate.</p>	<p>Levels of customer engagement and customer satisfaction.</p>	<p>Outcomes of monitoring considered by Management Team and action taken as appropriate.</p> <p>A further review of the strategy to be conducted after 12 months.</p>	<p>Service Managers / Business Lead</p>
<p>To improve customer Feedback / survey return rates</p> <p>(CPP – Well Managed Council) (CCO – Provide high quality direct and universal services to residents) (OMB – Listen and Understand)</p>	<p>1. To better monitor return rates of customer surveys and look at possible ways of increasing them.</p> <p>2. To include a satisfaction rating on the comments cards always available in the office.</p>	<p>Return rates of customer surveys.</p> <p>Amount of satisfaction data available.</p>	<p>Return rates known and increased.</p> <p>Increased volume of satisfaction data available.</p>	<p>Business Lead</p>

1. Objective	2. Headline actions	3. Measures	4. Targets	5. Responsible
<p>To ensure that waiting times for appointments are kept within appropriate timescales.</p> <p>(CPP – Well Managed Council) (CCO – Provide high quality direct and universal services to residents)</p>	<ol style="list-style-type: none"> To continue to actively monitor the waiting times for birth and death registration appointments. To take appropriate action, where possible, on the basis of the outcomes of this monitoring to ensure that waiting times are kept as close as possible to the target. To continue to actively monitor the waiting times for Marriage / Civil Partnership notice appointments. To take appropriate action, where possible, on the basis of the outcomes of this monitoring of to ensure that waiting times are kept as close as possible to the target, and to allow the ceremony to proceed at a time and venue of the customers' choice. 	<p>Availability of monitoring reports.</p> <p>Waiting times for appointments</p> <p>Availability of monitoring reports.</p> <p>Waiting times for appointments</p>	<p>Monthly, to Service Management team.</p> <p>< 5 working days for births</p> <p>< 2 working days for deaths.</p> <p>Monthly, to Service Management team.</p> <p>< 10 working days</p>	<p>Business Lead</p> <p>Team Managers</p> <p>Business Lead</p> <p>Team Managers</p>
<p>To maintain provision of birth registrations at Sure Start centres within the city and increase the number of centres and geographical spread.</p> <p>(CPP – Well Managed Council) (CPP – Young People) (CCO – Provide high quality direct and universal services to residents) (OMB - Collaborative and co-operate) (OMB - Responsive and flexible)</p>	<ol style="list-style-type: none"> To continue to monitor the take up of appointments at Sure Start Centres, and adjust the offer as necessary to ensure best utilisation of registration staff, whilst maintaining local delivery of the service. To introduce a registration service at an additional Sure Start Centre (Wythenshawe) 	<p>Daily monitoring by managers through end of day procedures.</p> <p>Feedback provided by staff and Sure Start Centres.</p> <p>Service available at Wythenshawe Sure Start.</p>	<p>Maximum utilisation of appointments at Sure Start Centres.</p> <p>By October 2019</p>	<p>Registration Team Manager</p> <p>Registration Team Manager</p>

1. Objective	2. Headline actions	3. Measures	4. Targets	5. Responsible
<p>To maintain provision of death registration appointments at the hospitals, but improve attainment against the statutory target for death registration within 5 days.</p> <p>(CPP – Well Managed Council) (CCO – Provide high quality direct and universal services to residents) (OMB - Collaborative and co-operate) (OMB - Responsive and flexible)</p>	<ol style="list-style-type: none"> To continue to monitor the availability / utilisation of appointments at the hospitals To provide appointments at Wythenshawe hospital on an extra day, when staffing allows. To review and develop the current Performance Improvement Plan, with our Compliance Officer. 	<p>Review by managers at end of day / banking.</p> <p>Additional day available.</p> <p>Updated PIP in place</p>	<p>Ongoing</p> <p>By October 2019</p> <p>By June 2019</p>	<p>Registration Team Manager</p> <p>Registration Team Manager</p> <p>Registration Team Manager</p>
<p>To improve the ease with which customers can access the service 24/7 and improve utilisation of staff time to better deal with complex issues.</p> <p>(CPP – Well Managed Council – balance our budget) (CPP – Connections) (CCO – Provide high quality direct and universal services to residents) (OMB - Responsive and flexible)</p>	<ol style="list-style-type: none"> To continue to reduce reliance on the telephone as the primary means of contact. To implement an increased offer of ‘do it on-line’ options, including online payments through linking Neo Zipporah to a payment engine. To continue to monitor online feedback and use it to improve services and the information available on the website. 	<p>Telephone monitoring data.</p> <p>Volume of on-line bookings / transactions</p> <p>Number of customers accessing the website and level of satisfaction in webfeedback.</p>	<p>Reduced volume of complaints</p> <p>Increasing number of transactions on-line.</p> <p>Additional online offer in place starting June 2019</p>	<p>Service Managers / Business Lead</p> <p>Business Lead / Service Managers</p>

1. Objective	2. Headline actions	3. Measures	4. Targets	5. Responsible
<p>To introduce Tell-Us-Once (CPP – Well Managed Council) (CCO – Provide high quality direct and universal services to residents) (OMB - Collaborative and co-operate) (OMB - Responsive and flexible)</p>	<ol style="list-style-type: none"> 1. To work alongside the Tell-us Once team and relevant MCC departments to implement the delivery of the Tell-us Once service into the local authority. 2. To train staff in capturing the information required 3. To develop communications for the new service with stakeholders, partners etc. 	<p>Successful implementation of the service, without impact on performance against the death registration targets.</p>	<p>In place by October 2019. Registration appointments within 2 days at least as high as the same period in 2018/19</p>	<p>Registration and Coroner Services Manager / Registration Team Manager</p>
<p>To prepare for, and then implement when required, new arrangements under the Civil Partnerships, Marriages and Deaths (Registration Etc.) Bill. (CPP – Well Managed Council) (CCO – Provide high quality direct and universal services to residents)</p>	<ol style="list-style-type: none"> 1. To work, alongside the General Register Office, to implement the Civil Partnership offer to opposite sex couples. 2. To prepare for the introduction of a schedule system for facilitation of marriages, including the depositing of all registers from Registered Buildings. 	<p>Successful implementation and offer to customers. Successful implementation of the schedule system.</p>	<p>By 31 December 2019 During 2019/20 as required by GRO.</p>	<p>Registration and Coroner Services Manager / Ceremonies Team Manager Registration and Coroner Services Manager / Ceremonies Team Manager</p>
<p>To maintain fair and equitable access to services (CPP – Well Managed Council) (CCO – Provide high quality direct and universal services to residents) (OMV – Fair)</p>	<ol style="list-style-type: none"> 1. Any significant changes to services as a result of structure and budget changes will undergo an equality impact assessment. <ol style="list-style-type: none"> a. Service restructure during 2019/20, following removal of services previously provided in partnership with the Home Office. 	<p>EIAs completed</p>	<p>All significant changes to services.</p>	<p>All managers.</p>

1. Objective	2. Headline actions	3. Measures	4. Targets	5. Responsible
2. Business Continuity and Resource				
<p>To ensure sufficient staffing resources to enable us to provide high quality services to customers and better meet statutory targets.</p> <p>(CPP – Well Managed Council – enable our workforce to be the best they can be)</p> <p>(CCO – Provide high quality direct and universal services to residents)</p>	<ol style="list-style-type: none"> 1. To appoint to vacant posts 2. To implement induction and training plans for all new staff. 3. To undertake a restructure in order to improve flexibility of staffing, to support the achievement of key statutory and non-statutory targets. 	<p>New staff in place</p> <p>Training plans in place and appropriate training completed as planned.</p> <p>New structure in place.</p>	<p>By July 2019</p> <p>Training underway by August 2019</p> <p>By October 2019</p>	<p>Service Managers</p> <p>Training Officers</p>
<p>To ensure effective arrangements for the continuity of the service in an emergency situations and at other times when the normal systems / operations are disrupted.</p> <p>(CPP – Well Managed Council)</p> <p>(CCO – Provide high quality direct and universal services to residents)</p>	<ol style="list-style-type: none"> 1. Annual and ongoing updating and review of the Business Continuity Plans for Registration and Coroner Services. 2. Ongoing dialogue with ICT about improved business continuity arrangements for all IT services, particularly in the event of issues with internet connectivity / network availability. 	<p>Date of review and update</p>	<p>Annual Review by November 2019.</p> <p>Ongoing updating when required due to changes.</p> <p>Agreed improved ICT arrangements in place by September 2019</p>	<p>Business Lead / Managers</p>

1. Objective	2. Headline actions	3. Measures	4. Targets	5. Responsible
3. Leadership				
To participate in a range of benchmarking activities (CPP – Well Managed Council) (CCO – Provide high quality direct and universal services to residents)	<ol style="list-style-type: none"> To participate in NW Regional and Core Cities benchmarking for Registration Services. Use the data provided by the GRO to work with partners in the North West to improve performance. 	Benchmarking data available and used in planning.	May / June annually	Business Lead
To improve attainment against statutory targets for timeliness of registration. (CPP – Well Managed Council) (CCO – Provide high quality direct and universal services to residents)	<ol style="list-style-type: none"> To continue to work with GRO and our partners to identify, and take, action to improve attainment against statutory targets, in particular death registration with 5 days. To undertake a restructure in order to improve flexibility of staffing, to support the achievement of key statutory and non-statutory targets. 	Attainment against statutory targets.	Improved attainment of statutory targets.	Registration and Coroner Services Manager / Registration Team Manager
To work within and maintain the agreed operating budget for Registration Services. (CPP – Well Managed Council – balance our budget)	<ol style="list-style-type: none"> Ongoing review of services to ensure that we are providing value for money and the best possible quality of service within the budget available. To monitor national changes and highlight, with Finance and Head of Service, any risks to existing service offer / budget streams at the earliest opportunity. To explore opportunities to develop new service offer / new income streams. 	Customer satisfaction Value for money KPIs Benchmarking Budget outturn Income levels	Within budget. No decrease in customer satisfaction or increase in complaints. Maintain income level or any shortfalls to be adequately forecast.	All Service Managers

1. Objective	2. Headline actions	3. Measures	4. Targets	5. Responsible
<p>Districts working in partnership.</p> <p>Robust arrangements in place with partners to ensure national requirements are met for all Manchester registrations.</p> <p>(CPP – Well Managed Council)</p> <p>(CCO – effective assurance and governance)</p> <p>(CCO – working with external stakeholders and partners)</p>	<p>1. To monitor the implementation of the updated SLA agreement with partner districts to ensure that it is suitably robust.</p>	<p>Compliance with the SLA by all partners</p>	<p>Ongoing</p>	<p>Service Manager / Registration Team Manager</p>
<p>To continue to support the implementation of the Corporate Plan and the “Our Manchester Strategy”.</p> <p>(CPP – Well Managed Council)</p> <p>(CCO – Provide high quality direct and universal services to residents)</p>	<p>1. Ensure that the Service Business Plan contributes to the achievement of the Corporate Plan priorities and Corporate Core objectives and supports the Our Manchester Strategy.</p> <p>2. To make sure that staff are aware of the “Our Manchester” approach, and utilise any opportunities through the service to raise the awareness of customers.</p>	<p>Business Plan references Corporate Plan priorities, Corporate Core objectives and Our Manchester Strategy Values and Behaviours.</p> <p>Staff awareness of “Our Manchester”</p> <p>Our Manchester literature and materials available to customers as available.</p>	<p>Service able to track and evidence how it supports Corporate Plan and Our Manchester Strategy</p> <p>Improve inclusion of the “Our Manchester” approach within the service.</p>	<p>Managers</p> <p>All Staff</p>
<p>To continue planning, to ensure suitable, long term, accommodation for Registration and Coroner Services.</p> <p>(CPP – Well Managed Council)</p> <p>(CCO – Provide high quality direct and universal services to residents)</p>	<p>1. Continue working with the design team around plans to move the service to the refurbished Town hall in 2024.</p>	<p>Service Manager’s meetings with the design team</p>	<p>Throughout 2019/20</p>	<p>Registration and Coroner Services Manager</p>