

## REPORT

To: GENERAL PURPOSES COMMITTEE	Subject: <b>ADMINISTRATION DEPARTMENT AREA/REGISTRATION SERVICE - PERFORMANCE MANAGEMENT AND PLANNING (PMP) IMPROVEMENT ACTION PROGRESS REPORT</b>	
From: DIRECTOR OF ADMINISTRATION		
Date: 7 February 2002	Ref: JAF/BN	

### 1. Purpose of Report

The purpose of this report is to advise the Committee of the progress to date of the PMP Action Plan for 2002/2003.

### 2 Background

2.1 The Area Registration Service was selected for PMP audit in 2001 and following completion of the self assessment the PMP Action Plan created.

### 3. Considerations

#### 3.1 PMP Action Plan 2002/2003 - Completed Action Plan Items

3.2 The undernoted items in the improvement action plan have been completed:

- ❖ 2002 Performance Report (Best Value Achievement Report). A copy of this report has been lodged in the Members' Library.
- ❖ Improved Performance Reporting to include inter-authority and trend information
- ❖ Systematic Review of Footwear and Clothing Grants Process
- ❖ IIP Accreditation
- ❖ A summary of the Civil Marriage Survey Results has been published on the website. Posters are displayed in Registration Office Receptions and contained within the 2002 Performance Report
- ❖ 2002 Customer Survey redesigned, and 2003 survey published on website
- ❖ Equalities Impact Assessment
- ❖ Service Plan issued to Stakeholders
- ❖ Employee Development Review process reviewed with every employee having a personal development plan which is reviewed at 6 month intervals.
- ❖ Employees have been issued with a Record of Training and Development
- ❖ The Employee Specification for Area/Registration Service posts has been amended to ensure there is a requirement for new recruits to work towards achievement of the Certificate in Law and Practice in Registration

3.3 Progress in relation to the other items in the plan is as follows -

#### **Charter Mark - Renewal**

Since the PMP Action Plan was created the Cabinet Office have undertaken a review of Charter Mark Criteria which has resulted in changes to the Charter Mark criteria to improve efficiency and effectiveness (criteria reduced from ten categories to six to reduce duplication). 2003 is being used to 'bed in' the new criteria with the Charter Mark Assessors and the Cabinet Office has advised that the resubmission for the Area/Registration Service should be made in 2004. The new criteria has been issued to all staff. Preparation of the new submission will commence in August 2003.

#### **Upgrading/Relocation of Area/Registration Offices**

##### **Cumbernauld**

Arrangements are now in place for Cumbernauld Registration Office to relocate from 3<sup>rd</sup> floor premises in Fleming House, Cumbernauld to ground floor premises in Bron Way, Cumbernauld

##### **Coatbridge**

The current location of the Coatbridge Office is unsuitable due to access problems. An ideal site for relocation has been identified in Main Street, Coatbridge. The feasibility of this proposal is currently subject to corporate considerations and a report on the outcome will be the subject of a future Committee report.

##### **Improved links to General Register Office, Edinburgh**

This item is scheduled for completion in April 2003. The GSX communications link has been installed and the project is proceeding on target.

##### **Formation of User Group for the Area/Registration Service**

Attempts at forming a User Group to review Service Standards, performance information and consultation methods have been unsuccessful. Alternative methods of consultation have been considered and it is proposed to form Focus Groups to consult on particular issues affecting the Area/Registration Service in future.

#### **4. Recommendation**

4.1 The Committee is asked to note the position.

  
Director of Administration

Members seeking further information on the contents of this report are asked to contact John Fleming, Head of Central Services on extension 2228.