

# North Lanarkshire Council Report

## Finance and Resources Committee

approval  noting

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## Registration Service Performance for 2018

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### Executive Summary

This report provides an update on the performance of the Registration Service for 2018.

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### Recommendations

Committee is asked to note the contents of the report.

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### The Plan for North Lanarkshire

Priority Improve North Lanarkshire's resource base

Ambition statement (24) Review and design services around people, communities, and shared resources

## 1. Background

- 1.1 The report highlights key facts relating to service provision and summarises the performance of the Registration Service in 2018, including enhanced performance indicators for 2018 produced by the National Records of Scotland (NRS). The examination of the Registration Service is carried out by the District Examiner one full year in arrears.

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## 2. Report

- 2.1 The Registration Service in North Lanarkshire is part of Legal and Democratic Solutions.
- 2.2 The core function is to provide a statutory service on behalf of the Registrar General for Scotland, namely the registration of Births, Deaths and Marriages, Civil Marriages, Civil Partnership and Citizenship Ceremonies and to provide advice and guidance on registration matters.

2.3 During 2018, the Service was delivered by 21 staff (15 full time equivalent) based across five full time offices and three satellite offices, in response to pre-booked appointments. In 2019, staffing levels were reduced to 18 staff (15 full time equivalent).

2.4 The Registration Service conducted the following key services in 2018:-

- 8,330 registration events (Births, Deaths, Still Births, Marriages and Civil Partnerships);
- 390 Civil Marriage Ceremonies and 1 Civil Partnership;
- 12 Group Citizenship Ceremonies and 11 Single Citizenship Ceremonies, which resulted in 109 new citizens

Further details of the registration statistics split by area from 2016 to 2018 are outlined in Appendix 1 to the report, with details of the fees for the Registration Service 2018 contained in Appendix 3 to the report.

2.5 Following inspection by the District Examiner, National Records of Scotland, the service achieved 99.4% accuracy in the Registration of Births, Deaths, Marriages and Civil Partnerships for 2018, which was an improvement on the previous year's figure of 99.03%.

2.6 Appendix 2 to the report details the Registration Service Performance Indicators for 2018 (split by Council area). The Council currently sits as the third highest performer in Scotland, in terms of accuracy of recording events.

2.7 Within the Registration Services, 14 members of staff hold the Certificate of Proficiency in the Law and Practice of Registration.

2.8 In terms of next steps for the Service, work is currently underway to move all hard copy registers into the three main offices in Motherwell, Coatbridge and Airdrie and reviewing the office accommodation, in line with the Council's Asset Rationalisation Programme. The Service also continues to be reviewed in light of any legislative requirements and changing patterns of customer demand.

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### **3. Equality and Diversity**

3.1 Fairer Scotland Duty

Not Applicable

3.2 Equality Impact Assessment

Not Applicable

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### **4. Implications**

4.1 Financial Impact

Not Applicable

4.2 HR/Policy/Legislative Impact

Not Applicable

4.3 Environmental Impact

Not Applicable

4.4 Risk Impact

Not Applicable

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**5. Measures of success**

- 5.1 The Registration Services continues to provide a highly efficient and effective service to the people of North Lanarkshire.

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**6. Supporting documents**

- 6.1 Appendix 1 – Registration Statistics 2016-2018
- 6.2 Appendix 2 – Registration Performance Indicators 2018 – by Council Area
- 6.3 Appendix 3 – Registration fees and charges 2018

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**Head of Legal and Democratic Solutions**

APPENDIX 1

2018

RD No.	District Name	Births	Deaths	Religious Marriages	Civil Marriages	Total Marriages	Civil Ptnr'ships	Still-Births	Total Events	No of Entries with Errors	% of Entries without Corrections	% Error Rate
476	North Lanarkshire, Kilsyth	4	0	17	10	27	0	0	31	0	100.00%	0.00%
509	North Lanarkshire, Cumbernauld	731	652	43	59	102	0	1	1,486	9	99.39%	0.61%
561	North Lanarkshire, Chryston	9	0	49	18	67	0	0	76	0	100.00%	0.00%
562	North Lanarkshire, Coatbridge	521	721	69	5	74	0	1	1,317	15	98.86%	1.14%
564	North Lanarkshire, Airdrie	595	764	50	125	175	1	1	1,536	10	99.35%	0.65%
566	North Lanarkshire, Bellshill	534	753	156	91	247	0	1	1,535	5	99.67%	0.33%
569	North Lanarkshire, Shotts	6	3	21	0	21	0	0	30	0	100.00%	0.00%
570	North Lanarkshire, Motherwell and Wishaw	1,164	992	75	82	157	0	6	2,319	11	99.53%	0.47%
<b>Council Total</b>		<b>3,564</b>	<b>3,885</b>	<b>480</b>	<b>390</b>	<b>870</b>	<b>1</b>	<b>10</b>	<b>8,330</b>	<b>50</b>	<b>99.40%</b>	<b>0.60%</b>

2017

476	North Lanarkshire, Kilsyth	12	2	10	14	24	0	0	38	0	100.00%	0.00%
509	North Lanarkshire, Cumbernauld	815	687	64	49	113	1	3	1,619	5	99.69%	0.31%
561	North Lanarkshire, Chryston	10	4	52	21	73	0	0	87	0	100.00%	0.00%
562	North Lanarkshire, Coatbridge	551	755	74	11	85	0	0	1,391	18	98.71%	1.29%
564	North Lanarkshire, Airdrie	614	753	51	119	170	0	2	1,539	21	98.64%	1.36%
566	North Lanarkshire, Bellshill	549	796	157	89	246	0	4	1,595	20	98.75%	1.25%
569	North Lanarkshire, Shotts	25	4	24	2	26	0	0	55	0	100.00%	0.00%
570	North Lanarkshire, Motherwell and Wishaw	1,268	1,018	74	73	147	0	7	2,440	21	99.14%	0.86%
<b>Council Total</b>		<b>3,844</b>	<b>4,019</b>	<b>506</b>	<b>378</b>	<b>884</b>	<b>1</b>	<b>16</b>	<b>8,764</b>	<b>85</b>	<b>99.03%</b>	<b>0.97%</b>

2016

476	North Lanarkshire, Kilsyth	15	1	21	22	43	0	0	59	0	100.00%	0.00%
509	North Lanarkshire, Cumbernauld	711	690	58	63	121	1	2	1,525	14	99.08%	0.92%
561	North Lanarkshire, Chryston	28	8	44	19	63	0	0	99	0	100.00%	0.00%
562	North Lanarkshire, Coatbridge	562	623	76	6	82	0	3	1,270	12	99.06%	0.94%
564	North Lanarkshire, Airdrie	561	673	51	114	165	1	4	1,404	14	99.00%	1.00%
566	North Lanarkshire, Bellshill	554	680	150	96	246	0	4	1,484	17	98.85%	1.15%
569	North Lanarkshire, Shotts	32	2	17	0	17	0	0	51	0	100.00%	0.00%
570	North Lanarkshire, Motherwell and Wishaw	1,279	1,100	84	89	173	0	8	2,560	27	98.95%	1.05%
<b>Council Total</b>		<b>3,742</b>	<b>3,777</b>	<b>501</b>	<b>409</b>	<b>910</b>	<b>2</b>	<b>21</b>	<b>8,452</b>	<b>84</b>	<b>99.01%</b>	<b>0.99%</b>

## Registration Service - Performance Indicators 2018 (by Council Area) <sup>1</sup>

## APPENDIX 2

2018 Events <sup>2</sup>											2019 Council Area Data <sup>3</sup> (As at 30/10/2019)		
Council Area	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
Aberdeen City	2,682	2,179	286	423	709	2	10	5,582	99.30%	39	1	0	6
Aberdeenshire	2,378	2,628	769	480	1,249	1	9	6,265	97.59%	151	8	0	8
Angus	898	1,329	167	267	434	0	1	2,662	98.91%	29	3	0	7
Argyll & Bute	651	1,124	573	505	1,078	1	1	2,855	97.34%	76	3	10	4
Clackmannanshire	507	586	74	106	180	0	1	1,274	99.61%	5	1	0	4
Na h-Eileanan Siar	203	356	53	58	111	0	0	670	94.48%	37	0	4	1
Dumfries & Galloway	1,224	1,970	1,558	2,496	4,054	8	4	7,260	97.95%	149	6	13	11
Dundee City	1,751	1,958	137	375	512	3	9	4,233	98.70%	55	1	0	3
East Ayrshire	1,242	1,496	326	223	549	0	5	3,292	98.94%	35	0	2	11
East Dunbartonshire	1,419	1,907	133	89	222	2	8	3,558	95.50%	160	0	4	2
East Lothian	1,030	1,303	356	211	567	0	4	2,904	97.28%	79	3	0	11
East Renfrewshire	1,295	1,795	165	118	283	2	1	3,376	97.01%	101	0	2	4
City of Edinburgh	5,042	4,105	1,222	1,583	2,805	23	24	11,999	96.73%	392	2	1	13
Falkirk	1,514	1,728	447	268	715	0	4	3,961	98.84%	46	1	0	3
Fife	3,409	3,862	784	691	1,475	1	18	8,765	98.05%	171	0	8	8
Glasgow City	5,724	4,387	1,322	1,147	2,469	11	23	12,614	97.53%	312	1	0	18
Highland	2,077	2,769	788	722	1,510	1	8	6,365	97.00%	191	1	20	14
Inverclyde	688	1,002	106	62	168	0	3	1,861	98.23%	33	1	0	4
Midlothian	897	870	239	187	426	2	1	2,196	96.49%	77	1	0	2
Moray	821	768	172	176	348	0	3	1,940	98.66%	26	1	0	3
North Ayrshire	1,136	1,793	369	295	664	0	1	3,594	95.74%	153	1	4	6
North Lanarkshire	3,564	3,885	480	390	870	1	10	8,330	99.40%	50	3	0	15
Orkney Islands	187	220	45	50	95	0	0	502	98.21%	9	1	1	2
Perth & Kinross	1,194	1,652	519	540	1,059	4	6	3,915	99.26%	29	7	0	7
Renfrewshire	1,749	2,028	418	253	671	1	2	4,451	98.29%	76	1	2	2
Scottish Borders	1,081	1,555	231	412	643	1	6	3,286	98.17%	60	8	0	5
Shetland Islands	213	211	16	50	66	0	1	491	98.78%	6	2	0	2
South Ayrshire	913	1,526	513	346	859	0	3	3,301	99.67%	11	2	0	9
South Lanarkshire	3,191	3,256	666	379	1,045	1	16	7,509	97.30%	203	2	3	16
Stirling	801	1,054	350	329	679	0	0	2,534	98.46%	39	2	4	5
West Dunbartonshire	933	1,291	176	91	267	1	6	2,498	98.36%	41	2	0	7
West Lothian	1,876	1,918	487	257	744	0	5	4,543	98.39%	73	2	4	2
<b>Grand total</b>	<b>52,290</b>	<b>58,511</b>	<b>13,947</b>	<b>13,579</b>	<b>27,526</b>	<b>66</b>	<b>193</b>	<b>138,586</b>	<b>97.90%</b>	<b>2,914</b>	<b>67</b>	<b>82</b>	<b>215</b>

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

<sup>2</sup> Includes all events registered in 2018 (including Re-registrations).

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

## Registration Services – Fees 2018

Ceremony Type	Statutory Fees Set by the Registrar General			Additional local authority fees*	Total Fees
	Notice Fee (£30 for each contracting party)	Extract Fee	Solemnisation Fee		
Religious Marriages	£60	£10			£70
<b>Civil Marriage/Civil Partnership Ceremonies</b>					
<b>Within Registration Offices</b>					
Ceremonies on weekdays (with only 2 witnesses/guests)	£60	£10	£55		£125
Ceremonies on weekdays (with more than 2 witnesses/guests)	£60	£10	£55	£79	£204
Ceremonies on Saturdays (with only 2 witnesses/guests)	£60	£10	£55	£216	£341
Ceremonies on Saturdays (with more than 2 witnesses/guests)	£60	£10	£55	£293	£418
Ceremonies on Sundays (with only 2 witnesses/guests)	£60	£10	£55	£270	£395
Ceremonies on Sundays (with more than 2 witnesses/guests)	£60	£10	£55	£349	£474
<b>Outwith Registration Offices</b>					
Ceremonies on weekdays	£60	£10	£55	£167	£292
Ceremonies on weekdays Outwith normal working hours	£60	£10	£55	£224	£349
Ceremonies on Saturdays	£60	£10	£55	£300	£425
Ceremonies on Sundays	£60	£10	£55	£362	£487
			<b>Within Registration Offices</b>	<b>Outwith Registration Offices</b>	
<b>Naming/Renewal Ceremony</b>					
Ceremonies on weekdays			£147		£235
Ceremonies on Saturdays			£361		£368
Ceremonies on Sundays			£417		£429
<b>Individual Citizenship Ceremony</b>					
Ceremony in Registration Office on a weekday			£91		n/a

- Sunday fees apply on public holidays
- Fees are subject to change
- For use of accommodation/outwith normal working hours/outwith registration offices