

Communities Cabinet Committee

17 January 2013

REGISTRATION DEEP DIVE: Bullet Points

- Responsibility for birth and death registration passed to the Library Service on 2 January 2012.
- Birth and death registrations are carried out by a team of 70+ Customer Service Officers who also have supervisory responsibilities for library customer service.
- The change delivered a saving of £350,000 and increased the resilience of the service so it can deploy more staff to birth and death registrations in periods of peak demand.
- The number of venues has been increased to 26 where birth and death registrations are offered on a minimum of one day per week. At 20 of these venues appointments are offered 5 - 6 days per week, including Saturdays.
- All venues are centrally located in communities and are often familiar to our customers. Performance is monitored constantly and new appointments and venues are opened up as demand emerges.
- In response to customer feedback, all appointments are now offered in confidential spaces.
- 32,105 birth and death registrations were carried out in 2012 - 997 more than in 2011.
- Early 2012 saw waiting times for appointments taking longer than the General Register Office standards in the peak period after Christmas and the New Year due to the inexperience of the new team.
- By Easter 2012 using the new operating model and a larger pool of trained staff, there was a return to a typical wait of 2 – 3 days.
- By Christmas 2012 and New Year 2013, appointments were typically available on the same day the informant contacted us to book, even over the peak period.
- Customer feedback is now predominantly positive with many comments about the high quality customer service received, the choice of location and the suitability of the venues.

Contact Officer

Cath Anley

Head of Libraries, Registration and Archives

Email : cath.anley@kent.gov.uk