

SERVICE DELIVERY INSPECTION 2009 – ACTION PLAN

Ref	Recommendation	Further information	Action	By whom ?	By when ?	Progress
Key Performance Indicators						
1	Develop monitoring systems to include all Key Performance Indicators	Monitoring in place for 3/5 of KPI's. Monitoring of the following KPI's to be established: <ul style="list-style-type: none"> 90% of customers seen within 10 minutes of appointment time 				
		<ul style="list-style-type: none"> 90% of customers satisfied (evidenced from response to customer satisfaction surveys and actual number of returned forms) 	Signing in sheet amended to show customer appointment time and time seen	P Unsworth & D Wright	November 2009	Completed
			Survey to be developed based on best practice	P Unsworth & A Grant	November 2009	
			Public Engagement and Consultation Standards Panel to be consulted	A Grant	December 2009	
			Customer satisfaction surveys to be issued	P Unsworth & D Wright	January 2010	
2	Consider the introduction of on-line and e-mail certificate applications.		Investigate possibility of on-line certificate applications and use of call centre to take certificate applications	A Grant	December 2009	
3	Extend customer options for paying for services to include debit and credit cards		Investigate possibility of installing card payment machines	A Grant	December 2009	

4	Introduce a central log of all certificate applications within each district		Centralised record of certificate of certificate applications established	P Unsworth & D Wright	November 2009	Completed
5	Consult more effectively with customers with regard to service provision and satisfaction levels and publish results.		Results of satisfaction survey (see (1) above) to be displayed on noticeboards and council website. Service delivery plan to be developed in consultation with stakeholders (see (15) below).	P Unsworth & D Wright	April 2010	
Statutory and Technical Standards						
6	All incoming documentation to be date stamped upon receipt		Date stamps to be ordered and used	P Unsworth & D Wright	November 2009	Completed
7	There is scope to increase the profile of Citizenship ceremonies within the local communities.		Examples of best practice to be obtained (LACORS Councillors Guide) Children's Services to be contacted with regard to Secondary schools and their citizenship curriculum with a view to them being invited to attend ceremonies Electoral Registration staff to be involved in ceremonies	P Unsworth A Grant A Grant & N Middlehurst	December 2009 December 2009 November 2009	

8	Review of practices in respect of deaths involving coroner to address the consistent use of Forms 52; the requirement for Part As to be <i>signed</i> by the coroner and the timely registration of Coroner's inquests		Administrative arrangements amended to ensure the recommendations are met	P Unsworth & D Wright	November 2009	Completed
9	Daily checks introduced to ensure correct display of notices.		Notice boards checked daily	P Unsworth & D Wright	November 2009	Completed
10	Review of repository facilities against GRO specification and GPG national standards		Property services be requested to review repository facilities in accordance with British Standard 5454:2000 "Recommendations for storage and lighting of archival documents". Any recommendations arising to feed into (17) below.	A Grant	December 2009	
11	Cessation of practice whereby registrars store marriage registers and certificate stock at home		Discussions on-going about the provision of Register Boxes	A Grant & P Unsworth	January 2010	

12	Improvement to public access to indexes for search purposes	Accommodation difficulties present problems at present time.	Linked to (17) below	A Grant		
Customer and Business Focus						
13	Publication of emergency access arrangements could be improved		Discussions to be held with Sefton Security regarding fielding out of hours calls	A Grant	December 2009	
14	Scope to extend the range of non-statutory services		Feasibility of introducing the following to be the subject of a separate report to Members <ul style="list-style-type: none"> • Civil funerals; and • Nationality Checking Service 	A Grant	February 2010 November 2009	
15	Service Delivery Plan and associated consultation to be developed		Service Delivery Plan specifically for the Registration Service to be developed in consultation with stakeholders and the Council's Consultation standards	A Grant	April 2010	
16	More effective use of the GPG to evaluate service and inform improvement planning			A Grant, P Unsworth & D Wright	On-going	

17	Scope for a fundamental review of service delivery and the current 'two-district' model		A comprehensive report to be brought to Members arising from (10) & (18) to include recommendations on accommodation, location of services, repository facilities, district structure and pricing structure.	A Grant	March 2010	
Customer Journey						
18	Poor accommodation and facilities available to customers at district offices (should be considered as part of a unification review)	Lack of reception facilities, cramped office space, amenities for the public, (including disabled people and parents) limited.	See (17) above			
19	No service standards or LA targets published.		See (5) and (15) above			