
Report to Resources and Audit Committee

Date of Meeting: 26th February 2015

Subject: Registration Service Annual Statistical Review 2014

Report by: Customer Services Manager

1.0 Purpose

- 1.1. The Registration Service provides an annual review of service activity each December for general information. The purpose of this report is to draw the Committee's attention to the content of that review.

2.0 Recommendations

- 2.1. It is recommended that the Committee notes the report, commenting and challenging as appropriate.

3.0 Considerations

- 3.1. The Registration year runs from January to December. At the end of each December, the District Registrar provides a review of service activity for the previous twelve months. As well as providing some performance related information, the opportunity is taken to comment on some of the registration facts that may be of topical interest.
- 3.2. Attached as Appendix 1 to this report is a copy of the 2014 Registration Service review.
- 3.3. The Registrar General for Scotland audits the quality of the information recorded by the registration services across Scotland each year. The latest report shows that Clackmannanshire achieved an accuracy figure of 99.51% in 2014.

4.0 Changes and Challenges

- 4.1. This year has seen a number of local and national developments:
- The Registration Office moved from Marshall House to the new Speirs Centre in October 2014, offering new and improved services including a local and family history centre and access to a selection of the council's archives.

- Implementation of the Marriage and Civil Partnership (Scotland) Act 2014, including the introduction of same sex marriage in Scotland from December 2014.
- Preparing for the introduction of the Certification of Death (Scotland) Act 2011 in May 2015 to improve the quality and accuracy of Medical Certificates of Cause of Death and provide a single system of independent, effective scrutiny, following findings from the Shipman inquiry
- Immigration Act (2014) to reduce the potential for sham marriages and civil partnerships and other provisions to do with giving notice for marriage and civil partnership.

5.0 Sustainability Implications

5.1. None.

6.0 Resource Implications

6.1. *Financial Details*

6.2. The full financial implications of the recommendations are set out in the report. This includes a reference to full life cycle costs where appropriate. Yes ✓

6.3. *Staffing* - There are no staffing implications arising from this report.

7.0 Exempt Reports

7.1. Is this report exempt? No ✓

7.0 Declarations

The recommendations contained within this report support or implement our Corporate Priorities and Council Policies.

(1) **Our Priorities** (Please double click on the check box)

The area has a positive image and attracts people and businesses	X
Our communities are more cohesive and inclusive	<input type="checkbox"/>
People are better skilled, trained and ready for learning and employment	<input type="checkbox"/>
Our communities are safer	<input type="checkbox"/>
Vulnerable people and families are supported	x
Substance misuse and its effects are reduced	<input type="checkbox"/>
Health is improving and health inequalities are reducing	<input type="checkbox"/>
The environment is protected and enhanced for all	<input type="checkbox"/>
The Council is effective, efficient and recognised for excellence	x

(2) **Council Policies** (Please detail)

8.0 Equalities Impact

8.1 Have you undertaken the required equalities impact assessment to ensure that no groups are adversely affected by the recommendations?

Yes No

9.0 Legality

9.1 It has been confirmed that in adopting the recommendations contained in this report, the Council is acting within its legal powers. Yes

10.0 Appendices

10.1 Please list any appendices attached to this report.

Appendix 1 - Registration Service Annual Statistical Review - 2014

11.0 Background Papers

11.1 Have you used other documents to compile your report? (All documents must be kept available by the author for public inspection for four years from the date of meeting at which the report is considered)

Yes (please list the documents below) No

The Registrar General's report on the Registration Service in Clackmannanshire

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Approved by

NAME	DESIGNATION	SIGNATURE
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STRATEGY AND CUSTOMER SERVICES

Registration Service - Annual Statistical Review 2014

1.0 Introduction

- 1.1 Responsibility for the proper recording of all details relating to the registration of key life events in Clackmannanshire lies with the Registration Team based at the Speirs Centre, Alloa. As part of Customer Services, registration staff work in partnership with the Registrar General for Scotland to ensure a consistent and professional service is delivered.
- 1.2 The core services provided by the Registration staff include registration of births, still-births, deaths, marriages and civil partnerships, and performing civil marriage, civil partnership and citizenship ceremonies. Staff also provide assisted genealogy research services.
- 1.3 In 2013 Clackmannanshire launched an new online certificate ordering website where customers can order certificates for any birth, death, marriage or civil partnerships registered in Scotland since 1855. This has proved successful in generating a new income stream.
- 1.4 Although part of Clackmannanshire Council, the Registration staff work in conjunction with, and under the guidance of, the Registrar General, National Records of Scotland, Edinburgh. The Registrar General compiles an annual "Examiners Report". The latest report shows that Clackmannanshire achieved an accuracy rate of 99.51% in 2014.
- 1.5 The Registration staff also work with the Home Office in connection with the provision of Citizenship ceremonies, the final step for those becoming British citizens.

2.0 Changes and Challenges

2.1 Office Relocation

The Registration Office moved from Marshall House to the Speirs Centre in October 2014. The new accommodation in the Speirs Centre provides a modern, fit-for-purpose registration office with a reception area, registrar's work area, two private interview spaces, a ceremony room and a local history centre. The local history centre gives members of the public access to the national ScotlandsPeople system for researching their family history. Clackmannanshire is the fourth local authority in Scotland to offer this service, the others being East Ayrshire, Glasgow and Highland councils. The local history centre also provides public access to Clackmannanshire's archives, with a selection of the most popular archive materials having been transferred to the Speirs Centre for easier access.

2.2 Marriage and Civil Partnership (Scotland) Act 2014

The main provisions of the Marriage and Civil Partnership (Scotland) have now been implemented. These include:

- introducing same sex marriage in Scotland
- allowing civil partners in a civil partnership registered in Scotland to change their civil partnership to a marriage
- amending the Gender Recognition Act 2004

2.3 Certification of Death (Scotland) Act 2011

The aims of the Certification of Death (Scotland) Act 2011 are to:

- Introduce a single system of independent, effective scrutiny applicable to deaths that do not require a Procurator Fiscal investigation
- Improve the quality and accuracy of Medical Certificates of Cause of Death
- Provide improved public health information and strengthened clinical governance in relation to deaths

The main provisions of the Act will come into effect from 13 May 2015. The registrars continue to be involved in planning the changes in procedure and infrastructure to meet the requirements of the Act.

2.4 Immigration Act (2014)

Part 4 of the Immigration Act 2014 deals with Marriage and Civil partnership, including:

- Referral (to the Home Office) and investigation of proposed marriages and civil partnerships
- Sham marriage and civil partnership
- Other provisions to do with giving notice for marriage and civil partnership

These provisions will be implemented over the next few months and will require substantial changes to registrar's procedures for the legal preliminaries for marriage and civil partnership.

2.5 ScottishCertificates.org.uk

This online service commenced in July 2013 and continues to go from strength to strength. Customer feedback has been very positive with many local, national and overseas customers telling us how easy it is to use the service and how the replacement certificates have helped solve family mysteries regarding their ancestors. The website was also redeveloped and improved in 2014 to be more effective for use on mobile phones and tablet PCs.

3.0 Tell Us Once - Change Reporting System

The Department for Work and Pensions' Tell Us Once system enables the Registrar to offer the option to notify central government departments and council services about births or deaths following registration.

For new parents, or the recently bereaved, using the Tell Us Once service can help to save a lot of time and effort in notifying relevant government and local authority services. There are also significant benefits for service providers in receiving verified, reliable information immediately after the registration of a birth or death.

In 2014, approximately 91% of customers who registered a death chose to use the Tell Us Once system. The figure for those registering a birth is around 63%.

Government services notified include DWP, HMRC, DVLA, Identity and Passport Service and MOD. Notifications to Council services include Adult Social Services, Blue Badge, Council Housing, Council Tax, Electoral Office, Housing Benefit and Library Service.

4.0 2014 Statistics (Tables 1, 2 & 3 at the end of this report provide a graphical representation of the figures)

4.1 Birth Registration

There were 542 babies registered in Clackmannanshire in 2014, compared to 544 in 2013. In 2014, boys outnumbered girls by 295 (54%) to 247 (46%). The number of boys registered has exceeded the number of girls for twelve of the last fifteen years.

This year there were 12 sets of twins registered in Clackmannanshire, of these: 5 sets were both girls; 5 sets were both boys and the remaining 2 sets 1 boy and 1 girl each. One set of triplets, all boys, was registered in 2014.

Once again Jack was the most popular boy's name in Clackmannanshire. Lewis and Logan shared second place for popularity in Clackmannanshire in 2014.

Emily was the most popular girl's name in Clackmannanshire with Ava and Lily (or Lilly) being second equal.

Jack and Emily were also the most popular names in Scotland as a whole.

The proportion of births registered to married parents in 2014 in Clackmannanshire is 39% (36% in 2013).

- Total Clackmannanshire **Births** registered:

	2013	2014
Total Birth Registrations	544	542
Boys	283 (52%)	295 (54%)
Girls	261 (48%)	247 (46%)

- Most popular boys' names in Clackmannanshire@

	2013	2014
Most Popular	=Jack, James, Kai	Jack
2nd Most Popular		= Lewis, Logan
3rd Most Popular		

- Most popular girls' names in Clackmannanshire:

	2013	2014
Most Popular	Lilly (Lily, Lillie)	Emily
2nd Most Popular	= Emily, Isla	= Ava, Lily (Lilly)
3rd Most Popular		

4.2 Marriages

The total number of marriages in Clackmannanshire increased from 169 in 2013, to 177 in 2014. Civil Marriages (performed by a Registrar or Assistant Registrar) accounted for 112 (63%) of all marriages, religious 41 (23%) and humanist 24 (14%).

In 63 (36%) of the marriages neither the bride nor groom was resident in Clackmannanshire. In some cases couples chose Clackmannanshire for their ceremony because of local family connections. Increasingly, however, couples with no local family connections are choosing this area because of the variety of attractive venues available. The Registrars do their best to secure this type of local commitment, and by doing so present sustainable opportunities to local businesses.

Brides and grooms married in Clackmannanshire in 2014 came from a wide range of birthplaces, including:

Scotland	England	Northern Ireland
Angola	Australia	Canada
France	Germany	Hong Kong
Hungary	Kenya	Morocco
Pakistan	Republic of Ireland	Slovakia
South Africa	Thailand	Turkey
USA		

In 64 marriages (36% of all marriages in Clackmannanshire), at least one of the couple had been married before.

For those getting married for the first time, the average age remains unchanged at 29 for brides, and 31 for grooms.

For those being married for a second or subsequent time, the average age has decreased to 42 for brides (from 43 last year) and to 45 for grooms (from 47 last year).

- Marriage Details for Clackmannanshire:

	2013	2014
Total marriages	169	177
Civil Marriages	97 (57%)	112 (63%)
Religious Marriages	47 (28%)	41 (23%)
Humanist Marriages	25 (15%)	24 (14%)

4.3 Civil Partnerships

There were six civil partnerships registered in Clackmannanshire in 2014. Following the implementation of the Marriage and Civil Partnership (Scotland) Act 2014, between 16 December 2014 and the end of the year two civil partnerships were changed to marriages.

4.4 Deaths

The number of deaths registered in Clackmannanshire has decreased from 586 in 2013 (the highest annual number of deaths registered in Clackmannanshire in over ten years) to 490 in 2014. On average, women still live longer (78.3 years compared to 73 years for men).

- Deaths registered in Clackmannanshire:

	2013	2014
Total deaths registered	586	490
Males	279 (48%)	235 (48%)
Females	307 (52%)	255 (52%)

4.5 Citizenship Ceremonies

Participation in a Citizenship Ceremony conducted by a Registrar is the final step in the process of becoming a British Citizen. Twenty new British Citizens have been welcomed into Clackmannanshire in 2014. The countries of origin of the new British Citizens include:

<i>China</i>	<i>India</i>	<i>Morocco</i>
<i>Pakistan</i>	<i>Poland</i>	<i>South Africa</i>
<i>Turkey</i>	<i>USA</i>	

5 Customer Satisfaction Results

A Customer Satisfaction questionnaire is issued to everyone who has a civil ceremony conducted by the Registration Service in Clackmannanshire. In 2014 a total of 31 responses (23%) were received. The main results include:

Statement	Excellent	Good	Satis- factory	Poor	Very Poor
How would you rate the Ceremony	31	-	-	-	-
How would you rate the Registrar	31	-	-	-	-
How would you rate the service you received from our Registration Office	29	1	1	-	-

Two questionnaires included a negative comment about the registration office opening hours, the first stating that the office should be open late more than one night per week, and the second that the office should be open at the weekends for general registration business (i.e. not just to conduct ceremonies).

Two responses commented that they would have liked the registrar to be available for an evening rehearsal. The registration service now offer the option for couples to have an out of hours rehearsal meeting with the registrar for a small additional fee.

Seventeen returned questionnaires included positive comments. For example:

- Excellent service - my day was super, thanks
- It was a fantastic service received from all staff.
- Extremely helpful, respectful of bride and groom and their parents - fantastic family service. We would recommend to family and friends. Thank you for helping us have a memorable day.

- **Table 1 - Register Accuracy**

Registration Service - Record Accuracy Figures - Audited
 (note - figures are verified in the Registrar General's annual Examiners Report)

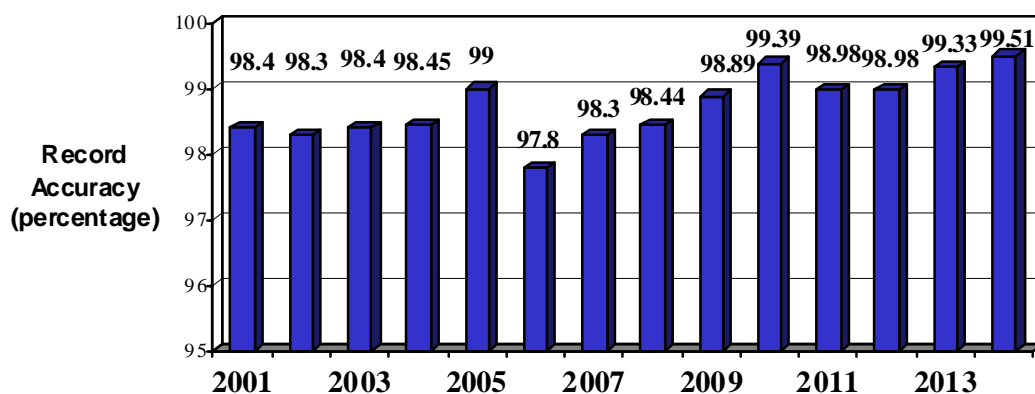
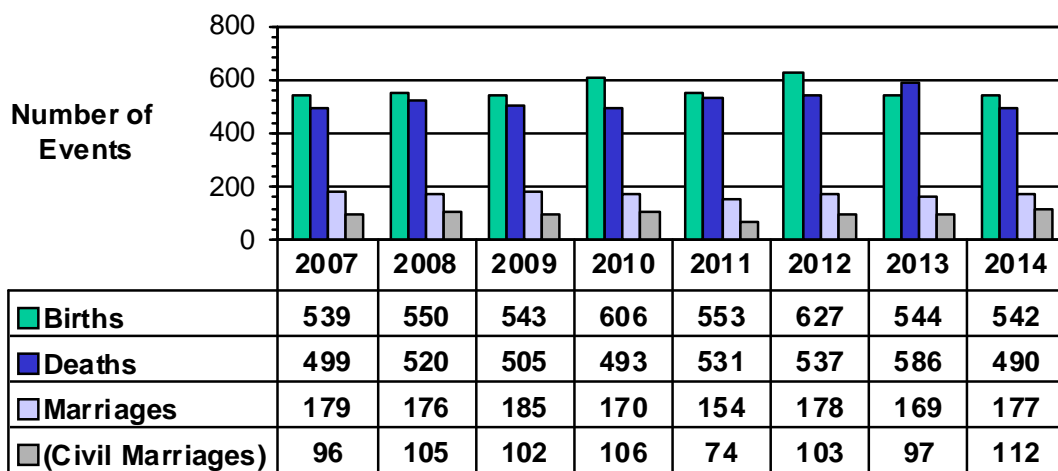


Table 2 - Registered events



- **Table 3 Citizenship and Civil Partnerships**

