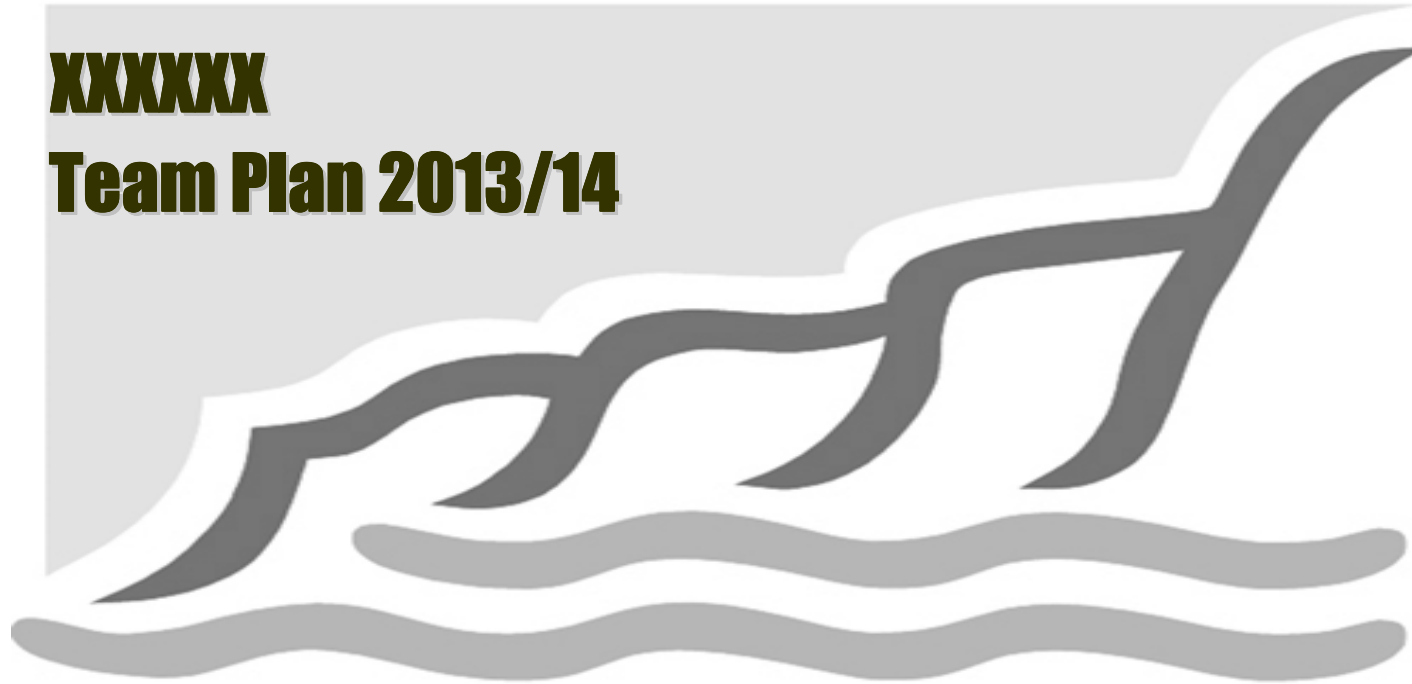


VALE of GLAMORGAN

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Team Plan 2013/14



BRO MORGANNWG

Team Manager	Tania Carter
Service Plan	Registration Service
Date signed off	2nd August 2013
Signed off by	Sian Davies, Director of Resources

Outcome 3	The Vale Community is able to benefit from access to high quality, efficient and relevant services delivered by the Resources Directorate.
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Objective 9	To deliver an efficient and accessible Registration Service that meets both national standards and customer demand.
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Context for this objective:	Improved service resilience was deemed necessary, taking into account factors such as the high level of weekend working required within the service and the detrimental effect of Job Evaluation on existing full-time staff.
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Ref.	During 2013-14 we plan to:	Outcomes we'll achieve from this action are:	High , medium or low priority	Officer responsible for achieving this action	Start Date	Finish Date	How will the work be resourced?:	Progress
RS09/AO67	1. Recruit pool of Relief Registrars	Increased service resilience and flexibility.	H	Tania Carter / Jeff Wyatt	01/04/13	31/07/13	Within existing resources.	
	2. Deliver initial, and ongoing, training to Relief Registrars.	Increased service resilience and flexibility.	H	Tania Carter / Ian Ewington-Gape / Gennie Dixon	01/04/13	31/03/14	Within existing resources.	
	3. Identify relief Registrars who	Increased number of staff	M	Tania Carter	01/09/13	31/12/13	Within existing	

	wish to conduct (in addition to register) ceremonies and provide additional training for such.	involved in conducting of ceremonies.					resources.	
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Outcome 3	The Vale Community is able to benefit from access to high quality, efficient and relevant services delivered by the Resources Directorate.
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Objective 9	To deliver an efficient and accessible Registration Service that meets both national standards and customer demand.
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Context for this objective:	Many of the fees applying within the service are of a statutory nature and outside the control of the Council. However, it is deemed prudent to review services and associated non-statutory fees.
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Ref.	During 2013-14 we plan to:	Outcomes we'll achieve from this action are:	High , medium or low priority	Officer responsible for achieving this action	Start Date	Finish Date	How will the work be resourced?:	Progress
RS09/AO68	1. Undertake comparison of non-statutory fees with those of other local authorities' Registration Services.	Identification of any areas where existing fees are markedly different to those elsewhere and, if so, the reason for such.	H	Tania Carter / Kath Giddings / Carol Webber	01/10/13	31/12/13	Within existing resources.	
	2. Consider existing level of non-statutory fees and recommend to Director any changes deemed	Identification of areas for potential increase in income.	H	Tania Carter	01/10/13	31/12/13	Within existing resources.	

	appropriate.							
	3. Implement any fee increases from 1 st April 2014.	Increased income levels.	M	Tania Carter	01/01/14	31/03/14	Within existing resources.	

Outcome 3	The Vale Community is able to benefit from access to high quality, efficient and relevant services delivered by the Resources Directorate.
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Objective 9	To deliver an efficient and accessible Registration Service that meets both national standards and customer demand.
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Context for this objective:	The Council has signed up to national New Governance standards in respect of Registration Services. The first Annual Report produced as part of this requirement relates to 2012/13.
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Ref.	During 2013-14 we plan to:	Outcomes we'll achieve from this action are:	High , medium or low priority	Officer responsible for achieving this action	Start Date	Finish Date	How will the work be resourced?:	Progress
RS09/AO69	1. Maintain robust performance monitoring systems / procedures.	Performance monitored in line with compliance with national standards.	H	Tania Carter / Donna Ryan	01/04/13	31/03/14	Within existing resources.	
	2. Undertake customer satisfaction surveys in respect of each service provision.	Ongoing monitoring of customer satisfaction levels and requirements.	H	Tania Carter	01/12/13	31/01/14	Within existing resources.	