

# KENSINGTON and CHELSEA Registration District



THE ROYAL BOROUGH OF  
KENSINGTON  
AND CHELSEA

## Registration Service Delivery Plan

**April 2024**

Compiled by Steven Lord  
Head of Registration Service / Superintendent Registrar  
The Royal Borough of Kensington and Chelsea

**Our Values:**

**Putting Our Communities First Respect Integrity Working Together**

## **Contents**

- 1. Introduction to the Royal Borough of Kensington and Chelsea**
- 2. The Kensington and Chelsea Registration Service**
- 3. Service Standards: National Standard Targets and Results**
- 4. Procedures for Complaints, Suggestions and Consultation**
- 5. Business Continuity Plan**
- 6. Service Development Objectives**

## **1. Introduction to the Royal Borough of Kensington and Chelsea**

The Royal Borough of Kensington and Chelsea is a unique and diverse central London borough, which is rich in culture and heritage. With a population of almost 144,000 residents, the borough is home to residents of over 50 different nationalities who speak over 80 languages. The borough hosts many nationally and internationally recognised cultural attractions like Notting Hill Carnival and Opera Holland Park. North Kensington is an area known around the world for its vibrant cultural heritage, musical authenticity, and proud history. Kensington Palace, the Victoria & Albert, Natural History, Science and Design Museums are just some of the borough's landmark institutions, as well as world class retail stores and unique independent shops and markets, including the world-famous Portobello Market. As a central London borough, Kensington and Chelsea also has a large visitor economy with 136,000 jobs and nearly 16,000 businesses.

The Royal Borough of Kensington and Chelsea has strong ambitions to become the very Best Council, detailed its newly published [Council Plan for 2023-27](#), and identifies making the borough *greener, safer and fairer* as its main priorities.

<https://www.rbkc.gov.uk/council-councillors-and-democracy/how-council-works/council-plan-2023-2027>

## **2. The Kensington and Chelsea Registration Service**

The Kensington and Chelsea Registration Service provides all statutory, and some non-statutory, registration services.

The statutory services result from various Registration Acts, in particular, the Registration of Births and Deaths Act 1953, the Marriage Act 1949 (as amended), the Civil Partnership Act 2004 and Immigration and Asylum Act 2002. These include the registration of all births, deaths and still-births occurring within the boundaries of the Royal Borough of Kensington and Chelsea; the attestation of notices of marriage and civil partnerships; the conducting (where appropriate) and registering of marriages, civil partnerships and marriage to civil partnership conversions occurring within the registration district; the conducting of citizenship ceremonies; the maintaining of all deposited registers of births, deaths and marriages and issuing certified copies of the entry when possible; assisting Clergy, Secretaries and Authorised Person with the registration of marriages; and all associated administration.

The non-statutory services result from the relaxations in the Local Government Act 2003 regarding previous restrictions on what services a local authority can and cannot provide. The non-statutory services currently offered are naming ceremonies; renewal of vows; and commitment ceremonies.

The registration district of Kensington and Chelsea has as its boundaries the same as that of the Royal Borough of Kensington and Chelsea. The borough is bordered by the London Borough of Hammersmith and Fulham to the west; Wandsworth across the River Thames to the south; Brent to the north and the City of Westminster to the east. There is just one registration district, which is comprised of one sub-district which has the same boundaries covering the whole of the borough.

The Registration Service is operated by the Local Authority working with the Registration Officers and the HM Passport Office (General Register Office).

The council's Director for Communities, Moira Ugoji, is appointed as Proper Officer for Registration Matters. Registration and Ceremonies Officers are personally responsible for the performance of their duties under the direction of the Registrar General and the Proper Officer.

The Royal Borough of Kensington and Chelsea currently employs 35 members of staff in the Registration Service. These are one Head of Registration Service, three Registration Team Managers, 15 Registration and Ceremonies Officers, 14 Registration and Ceremonies Officers (Sessional), and 1 Ceremonies Usher. There are currently two principal officer posts: one superintendent registrar, and one registrar of births and deaths. These posts are held by two managers in the Registration Service.

Registration services are provided from the Kensington and Chelsea Register Office, Chelsea Old Town Hall, King's Road, London, SW3 5EE. Public citizenship ceremonies are delivered from the Kensington Town Hall, Hornton Street, London W8 7NX.

The Kensington and Chelsea Registration Service's opening hours are Monday, Tuesday, Wednesday and Friday 08:00 to 17:00, Thursday 08:00 to 19:00, Saturday 10:00 to 18:00. We offer an on call service for same day burials and cremations on Sundays from 09:00 to 10:00.

The contact details for the Register Office are:

**The Kensington and Chelsea Register Office  
Chelsea Old Town Hall  
King's Road  
London  
SW3 5EE**

**Telephone: 020 7361 4100**

Email: [registrars@rbkc.gov.uk](mailto:registrars@rbkc.gov.uk)

Website: [www.rbkc.gov.uk/registrars](http://www.rbkc.gov.uk/registrars)

An out of hours service is provided from 09.00 to 10.00 on Sundays and most Public Holidays where a member of staff is on call to deal with emergencies, usually deaths requiring a same-day burial or cremation in line with religious custom. The Royal Borough's Local Authority Liaison Officer via the Out of Hours service provides the necessary contact details. Members of the public requiring this service should call 0207 361 3000.

Marriage Ceremonies and Civil Partnership Registrations may take place by appointment in Approved Premises seven days a week.

### **3. Service Standards**

Under the current governance arrangements, the Registration Service Act 1953 confers upon the Local Authority obligations and powers in regard to the registration of births, deaths and

marriages. The current local Scheme as amended came into operation on 1<sup>st</sup> June 2005 and is known as “The Kensington and Chelsea Registration (Amendment) Scheme 2005”.

Under this Scheme, the Royal Borough of Kensington and Chelsea commits to achieving the national service delivery standards contained in both the *Code of Practice* for Local Registration Authorities in England and Wales and in its accompanying *Good Practice Guide*, jointly developed by the GRO and The National Panel for Registration.

We will report on our performance against these targets within two months of the end of the financial year and publicise this performance on our website and in the Register Office. We will also report at the same time in our annual performance report to the Registrar General against the key performance indicators noted below:

Events accurately registered within statutory timeframe:

- i). National Standard: 98% of births and still-births registered within 42 days;
- ii). National Standard: 90% of deaths (excl. post mortem and inquest cases) registered within 5 days;
- iii). 80% Percentage of deaths after post mortem (excluding inquest cases) registered within 7 days of occurrence;
- iii). National Standard: 95% of deaths registered within 24 hrs of receipt of coroner’s certificate after inquest.

Average waiting times:

- i). National Standard: 95% of customers able to obtain an appointment to register a birth or complete a birth declaration within 5 working days;
- ii). National Standard: 95% of customers able to obtain an appointment for to register a death or still-birth, or complete a declaration for these events, within 2 working days;
- iii). National Standard: 95% of customers able to obtain an appointment to give notice within 10 working days;
- iv). National Standard: 95% of customers with an appointment to be seen within 10 minutes of their appointment time.

Issue of certificates from deposited registers:

National Standard: 95% of certificate applications from deposited registers to be dealt with within 14 days of receipt

Actioning Re-registration and Correction Authorities:

90% of applicants offered an appointment within 10 days of receiving General Register Office approval (where it is required).

Citizenship Certificates:

National Standard: 100% of certificates to be dated correctly and notifications for Citizenship certificates sent to the Home Office within 14 days of the ceremony.

Accurately record Birth, Still-birth and Death information on forms of declaration:

National Standard: 95% of incoming declarations registered within 24 working hours of receipt.

Customer satisfaction:

National Standard: 95% of customers satisfied with our service.

Our achievement against the targets of all our standards continues to be publicly available on our [website](https://www.rbkc.gov.uk/births-deaths-marriages-and-citizenship/about-registrars-service/registrars-service-delivery) ( <https://www.rbkc.gov.uk/births-deaths-marriages-and-citizenship/about-registrars-service/registrars-service-delivery> ).

## **4. Procedures for Complaints, Suggestions and Consultation**

### **Complaints and Suggestions**

The Council of the Royal Borough of Kensington and Chelsea aims to provide excellent services to all our customers but recognises occasionally things may go wrong. Complaints are welcomed because they can provide us with an opportunity to put things right if we have made an error, and also allow us to monitor trends that we can react to, to make sure the same mistake does not happen again. Corporate leaflets are freely available in reception and all the interview rooms.

Customers are encouraged to contact us directly via telephone, e-mail, or by letter should they have a compliment, comment or complaint.

The Royal Borough of Kensington and Chelsea also has a [Corporate Comments, Complaints and Compliments online form](https://www.rbkc.gov.uk/contact-us/how-contact-us/complaints-comments-and-compliments) ( <https://www.rbkc.gov.uk/contact-us/how-contact-us/complaints-comments-and-compliments> ) which customers of the Registration Service are encouraged to use. This page also provides contact details for Council directors should a customer wish to address a complaint, comment or compliment directly to them.

The Registration Service complies with this policy. Details of complaints are monitored by the Superintendent Registrar and, if necessary, details are forwarded to the Proper Officer. In the period 1<sup>st</sup> April 2023 – 31<sup>st</sup> March 2024 there were 3 formal complaints from around 50,000 customer interactions, all of which were deemed not serious and were easily rectified with learning points incorporated. There were 703 written instances of customer praise.

The complaints procedure in more detail:

#### **Stage One**

At Stage One, the relevant Service Team Manager (or Head of Service) will look into your concerns and will aim to reply to you within ten working days.

#### **Stage Two**

If you are dissatisfied with the response at Stage One, complainants should respond within 20 working days of the response and the complaint will be moved onto Stage Two.

The Head of Service or Director of the Department that the complaint is linked to will look into the concerns and will aim to reply within 20 working days.

### **If still not satisfied with the way the council has handled your complaint**

It's possible then to refer your complaint to the Local Government and Social Care Ombudsman. The Ombudsmen are a free service who are independent, and their role is to investigate individual complaints in a fair and an impartial way.

Website: [www.lgo.org.uk](http://www.lgo.org.uk)

Address: Local Government Ombudsman PO Box 4771 Coventry CV4 0EH

Telephone: [0300 061 0614](tel:03000610614)

### **Consultation Procedure**

There are various ways in which our customers can have a say on how we run our services, which are detailed [here](https://www.rbkc.gov.uk/council-councillors-and-democracy) ( <https://www.rbkc.gov.uk/council-councillors-and-democracy> )

The Kensington and Chelsea Registration Service aims to put citizens at the heart of decisions taken to improve the service. We therefore abide by our Customer Engagement Strategy.

## **5. Business Continuity Plan**

Kensington and Chelsea has a Corporate Business Continuity Plan which provides a framework for the restoration of Council services should their delivery be interrupted by an unexpected event or series of events outside the Council's control. Registration Services is included within this plan.

The Registration Service's Business Continuity Plan contains details of how to deal with: unavailability of registration certificates, forms or current registers; lack of access to buildings and deposited registers; how and when stakeholders are notified of changes or restrictions to accessing the service during a contingency incident; IT systems failure; significant variations in service delivery including a flu pandemic; plans and arrangements for dealing with severe weather conditions and non-attendance at ceremonies; mitigation against cyber security attacks; and ensuring policies and procedures are in place to deal with such events.

The plan is updated annually, has most recently been updated onto a new corporate business continuity plan database which will allow departments to better work together and share resources when the plan's instigation is required.

## **6. Service Development Objectives for 2024 - 2025**

The Registration Service at the Royal Borough of Kensington and Chelsea is dedicated to service improvement delivery for customers. We expect to make significant achievements in 2024-25 which are detailed below.

1. We will strive to meet all statutory and operational KPI standards over the forthcoming year to ensure it is offering services of the highest possible quality.
2. We will make preparations to keep up to date with transformation in civil registration as stipulated by the General Register Office, including in time the move to online registration of births, still-births and deaths.

3. We will complete a small interior refurbishment of our appointment rooms, reception and waiting area, to yet further improve the customer experience.
4. We will introduce a new booking solution for ceremonies and appointments, to further improve the customer service experience for those making a ceremony booking with us.
5. We will upgrade our ceremonies microsite to ensure it continues to meet customer expectation, and alongside this will invest in further social media promotion and web advertising approaches.
6. We will pay particular attention to business development of our ceremonies service.
7. We will make further improvements to our citizenship ceremonies and customer journey, in line with service user and customer feedback.
8. We will expand and strengthen our Customer Engagement Strategy, encourage more and better quality feedback from our residents, service users and customers to ensure that their preferences shape changes and improvements to our delivery of civil registration services.
9. We will continue to invest in the training, development, and health and wellbeing of our employees.
10. We will continue to make considerable improvements to our technology hardware to ensure better service for service-users and greater staff satisfaction and efficiency for our officers.