

SUBJECT:	REGISTRATION SERVICE PERFORMANCE 2024-2025
MEETING:	PERFORMANCE & OVERVIEW SCRUTINY COMMITTEE
DATE:	10th JUNE 2025
DIVISION/WARDS AFFECTED:	ALL

1. PURPOSE:

To undertake scrutiny of the Registration Service for the financial year 2024/25.

2. RECOMMENDATIONS:

- To consider and comment on the contents of the attached report – Appendix One, titled ‘Monmouthshire Registration Service Performance Report 2024/25’.
- To require that an annual performance report is presented to this Committee in future years.

3. KEY ISSUES:

3.1 The Registration Service is a key function of the Council providing statutory public services. Members of the public encounter the Registration Service at significant points in their lives.

3.2 The purpose of the Registration Service is as follows:

- The registration of all births, deaths and stillbirths occurring within the County
- Taking notices of intended marriages and civil partnerships from persons resident within the County
- Conducting and registering all civil marriages and civil partnerships (including conversions from civil partnership to marriage) taking place in any venue registered or licensed for the purpose, including prisons and hospitals or private residences in certain circumstances
- Registering religious marriages where required
- Conducting citizenship ceremonies for Monmouthshire residents who make successful applications for British nationality
- Safe custody of all historic records of births, deaths, civil partnerships and marriages dating back to 1837 and issue of certified copies of these records on demand
- Inspection and registration of new venues for marriage and civil partnership
- Giving assistance and advice to all customers on all aspects of registration, citizenship and nationality
- Providing data for vital work on population statistics and medical research

- Management of data; including protection of both physical and electronic data and assisting with public protection and counter fraud by reporting suspicious applications and sham marriages as well as suspicions about immigration abuse and other crimes
- Safeguarding secure stock and accounting for fees
- Promote and contribute to the Home Office priorities

3.3 The General Register Office (GRO) sets targets and key performance indicators on statutory time frames and customer service priorities. Each month the GRO publishes the performance data for each District on our system so we can monitor our own performance and compare it to similar districts and nationally.

3.4 The main objective for the service over the coming year, is to maintain a high level of customer satisfaction for our residents whilst managing and responding to public demand and providing an excellent, value-for-money service.

4. EQUALITY AND FUTURE GENERATIONS EVALUATION (INCLUDES SOCIAL JUSTICE, SAFEGUARDING AND CORPORATE PARENTING):

4.1 The Registration Service has safeguarding responsibilities; for example, reporting possible sham marriages, identifying vulnerable persons within the community and identifying fraudulent applications for the issue of certificates. The service is the custodian of the records of all Births, Deaths and Marriages which have taken place in Monmouthshire since 1837. They are all stored and safeguarded within the strong room.

4.2 The statistical information which is submitted to the Office for National Statistics about births and mortality assists in allowing the Council to make informed decisions about priorities for the future, be it school provision, or targeting specific health issues in specific areas, which in turn allows the council to contribute directly to the well-being goals in Wales.

5. OPTIONS APPRAISAL

Not applicable

6. EVALUATION CRITERIA

As set by the General Register Office

7. REASONS:

To allow members to scrutinise the performance of Monmouthshire's Registration Service.

8. RESOURCE IMPLICATIONS:

None as a consequence of this report.

9. CONSULTEES:

- Public Protection Service Managers
- Chief Officer Social Care, Safeguarding and Health

10. BACKGROUND PAPERS:

None

11. AUTHOR:

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Is my report exempt?

In some instances it may be necessary to submit a report to a committee but withhold the whole report, or part of that report, due to the sensitive nature of information contained within it.

There are specific circumstances in which a report may be considered exempt which are set in legislation. When writing your report bear in mind the following circumstances to consider whether your report should be exempt;

Local Government Act, Schedule 12A, Part 4;

12. Information relating to a particular individual
13. Information which is likely to reveal the identity of an individual
14. Information relating to the financial or business affairs of any particular person (including the authority holding that information)
15. Information relating to any consultation or negotiations, or contemplated consultations or negotiations, in connection with any labour relations matter arising between the authority or a Minister of the Crown and employees of, or office holders under, the authority.
16. Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings
17. Information which reveals that the authority proposes –
 - a. To give under any enactment a notice under or by virtue of which requirements are imposed on a person; or
 - b. To make an order or direction under any enactment
18. Information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime.

If you are unsure if the report should be exempt or not you should contact Democratic Services or the Monitoring Officer for further advice and guidance. The principal to bear in mind however is that the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

If your report is to be exempt you should let Democratic Services know as soon as possible if you have not already done so when adding the item to the forward plan of the relevant committee.

When submitting your report to Democratic Services for publication with the agenda you must also include an exemption certificate which give details as to why the report is exempt and not for publication. This certificate will be publicly available with the agenda in place of the report so the reasoning for the exemption should be made clear on this form. The exemption certificate is available overleaf.

Further information on definitions and exemptions is available within the Local Government Act at the following link; <http://www.legislation.gov.uk/ukpga/1972/70/schedule/12A>

**SCHEDULE 12A LOCAL GOVERNMENT ACT 1972
EXEMPTION FROM DISCLOSURE OF DOCUMENTS**

Meeting and Date of Meeting: [Insert date and meeting](#)

Report: [Insert report title](#)

Author: [Insert author](#)

I have considered grounds for exemption of information contained in the background paper for the report referred to above and make the following recommendation to the Proper Officer:-

Exemptions applying to the report:

[\[Enter the section and reason of the exemption, as defined by the Local Government Act set out above e.g – This report will be exempt under paragraph 12 of Schedule 12A – Information relating to a particular individual\]](#)

Factors in favour of disclosure:

Openness & transparency in matters concerned with the public

Prejudice which would result if the information were disclosed:

[\[Give a brief indication of what information would be disclosed and the impact of its disclosure\]](#)

My view on the public interest test is as follows:

Factors in favour of disclosure are outweighed by those against.

Recommended decision on exemption from disclosure:

Maintain exemption from publication in relation to report

Date: [Insert date](#)

Signed: [Signed by report author](#)

Post: [Insert post](#)

I accept/I do not accept the recommendation made above

Signed: [\[Signed by Chief Officer / Head of Service / Chief Executive\]](#)

Date: [Insert Date](#)