

London Borough of Brent
Executive – 21st July 2003

REPORT FROM THE DIRECTOR OF ENVIRONMENT

For Action

Name of Wards Affected
All

**Report Title: BEST VALUE REVIEW OF THE BRENT REGISTRARS
SERVICE OF BIRTHS, DEATHS AND MARRIAGES**

1.0 SUMMARY

- 1.1 The attached report sets out the findings of the Best Value Review of the Brent Registrars Service. The review commenced in June 2002 and the Panel's Findings were published in October 2002 (Appendix 1). Following publication of the Panel's Findings the service created an action plan which forms Section 5 of Appendix 1.

2.0 RECOMMENDATIONS

- (i) Members note the contents of the Panel's Findings.
- (ii) Members agree the Action Plan formulated by the service.

3.0 BACKGROUND

- 3.1 As a part of the Council's ongoing programme of Best Value Reviews the Brent Registration Service underwent a review of its service provision over the period June to October 2002.
- 3.2 The Registrars Service prepared a self assessment in June 2002 (Appendix 2). This assessment outlined the service perception of its economy, efficiency and effectiveness and addressed the four Cs of the Best Value regime.
- 3.3 The self assessment was submitted to a Best Value Panel which consisted of senior officers of the Council, independent of the Registrars Service, an elected member and an independent expert from the Registration Service in the London Borough of Sutton. The panel met over one day on 29th July 2002 and their report was issued in October 2002. Their findings are attached to this report as Appendix 1.

4.0 FINANCIAL IMPLICATIONS

- 4.1 There are no financial implications for the Council as a result of this review. Any initiatives progressed as a result of the review will be contained within existing budgetary provision.

5.0 STAFFING IMPLICATIONS

- 5.1 The staffing implications contained in the review had already been catered for within existing budgetary provision.

6.0 LEGAL IMPLICATIONS

None.

7.0 BACKGROUND

- 7.1 The appendices referred to in the service self assessment attached as Appendix 2 are available for inspection from Mark Rimmer, Registrars Service, Brent town Hall, Forty Lane, Wembley Middlesex, HA9 0HD. Telephone: 020 8937 1011

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