



Brent Registration and Nationality Service Standards

Please find below some examples of the high quality of service you can expect from us:

Telephones

We will answer all incoming phone calls within five rings. We will be pleasant and efficient.

We have an answer phone outside office hours. If you leave a message, we promise to return your call on the next working day. Or, if you need to speak to an officer urgently, the answer phone message will provide you with a mobile number of the officer on duty. You can obtain this number by dialing 020 8937 1010 and listening to the message.

Greeting you in the office

A member of staff wearing identifiable uniform and name badge will greet everyone at the reception area.

Our aim is that

- 90% of birth and death related customers will see a registration officer within 20 minutes of arrival.
- 90% of certificates requested by telephone or online will be returned on the same day we receive the application. If we cannot trace the record from the information you have given us, we will write to tell you within 48 hours.
- 93% of marriage and civil partnership related customers will be seen within 20 minutes of arrival.
- 93% of British Citizenship ceremonies are carried out within 10 working days of request
- 93% of Nationality Checking Service appointments are carried out within 10 working days of request
- 95% of certificates requested in person will receive their certified copy certificate within 20 minutes of arrival
- 95% of Nationality Checking Service and British Citizenship ceremony enquiries are seen within 20 minutes of arrival

If you have to wait longer than our service standards, we will explain why there is a delay and notify you when we can be expected to be seen.

Emergency service

We are open seven days a week excluding bank holidays. We provide an emergency service on bank holidays for urgent burials, except on Good Friday & Christmas Day. We will leave the phone number of the duty registrar on our voicemail. If a birth or death cannot be legally registered, we will give you a clear explanation of the reasons why.

Registration enquiries

Please remember that to register a birth or death a person allowed to by law has to be present. The registration is a confidential personal interview which can take up to 30 minutes. If you want to know whether you are legally entitled to register, please telephone Brent Registration & Nationality Service on (020) 8937 1010 or email reg@brent.gov.uk.

A memorable ceremony

You can make your ceremony more personal by adding words or poetry readings. We will also consider any other requests to make your day more memorable. The ceremony room has a sound system available, so you can bring your own music or use the registration music collection. Our aim is to make sure that your ceremony is enjoyable and we will do everything we can to provide a friendly and welcoming atmosphere. Unfortunately the law prevents us from including any religious content in a civil ceremony.

Please find overleaf how our service is performing against our service standards

The Brent Registration and Nationality Service Performance Indicators

Indicators	2007/08 Actual	2008/09	2007/08				2008/09	
		Target	Apr-Jun 2007	Jul- Sept 2007	Oct-Dec 2007	Jan -Mar 2008	Apr-Jun 2008	Jul - sept 2008
Target			100%	100%	100%	100%	100%	100%
Process requests for Births and Deaths	7291	1822 per quarter	1637	1826	1861	1967	1761	1840
% birth & Death seen within target time (20 minutes)	85%	90%	73%	76%	96%	94%	96%	96%
Process requests for notice of intended Marr/CP	2126	531 per quarter	526	503	479	618	444	588
% Marriage & CP seen within target time (20 minutes)	79.50%	93%	79%	77%	86%	76%	81%	84%
Process certificate applications in person	2892	723 per quarter	731	674	666	821	722	854
% certificate requests seen within target time (20 minutes)	86.50%	95%	92%	93%	97%	92%	98%	97%
Postal Applications requesting certificates	504	126	121	145	100	138	134	100
% of postal applications dealt within target (24 hours)	94%	90%	95%	95%	95%	96%	99%	99%
*Number of chargeable Citizenship ceremonies received from the Home Office	3158	789 per qtr	865	787	770	736	454	576
*Number of Citizenship ceremonies carried out with 21 days (volume)	96.50%	93%	98%	97%	93%	98%	98%	99%
Total income for Registrars	Total income for Registrars £509,280	174,250 QTR (£697,000)	£159,861	£154,419	£195,000	£148,461	£145,000	£166,992