



## Commercial Services - Summary

2012/13

**Service Name: Commercial Services**

**Service Contact: Anne-Marie Bond**

**Date of review: May 2012**

**Version No: 1.0**

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For further information please contact 01803 207227.

*Disclaimer: These reviews provide a snapshot of council services and activities at the time they were carried out, as we have tried to represent as far as we can the detail of what is provided.*

## Introduction

The Commercial Services business unit is made up of a number of technical and specialist services. These include:

- Coroner
- Information Compliance (Information governance, Insurance, Claims)
- Land Charges
- Legal Services
- Procurement
- Registrars

### Coroner:

<p><b>What is provided?</b></p>	<ul style="list-style-type: none"> <li>• Investigate sudden or unexplained death, or death whilst in custody.</li> <li>• Torbay is the responsible first tier authority for the Torbay and South Devon Coroner, whose geographical area includes (in addition to Torbay) large parts of the South Hams and Teignbridge Districts and the Isles Of Scilly.</li> </ul>						
<p><b>Why is it provided?</b></p>	<p>The Coroner delivers a statutory judicial function delivering justice, answering inquiries into causes of death. The service works with a wide number of partners (e.g. Police, Local Authority, Hospitals, Pathologists, Forensic Experts, Mortuaries, Funeral Directors and Registrars), in the delivery of it's function.</p> <p>The Coroner is an independent judicial post holder not strictly a "Torbay Council Employee". The Coroner is an office holder and appointed by the relevant first tier local authority (Torbay) and for the need to retain independence cannot be termed an employee. The regulations governing Coronial appointments are set down in Primary Legislation</p> <table border="1" data-bbox="352 1570 1465 1912"> <thead> <tr> <th data-bbox="352 1570 657 1608">Statutes</th> <th data-bbox="657 1570 1465 1608">Example of Requirements</th> </tr> </thead> <tbody> <tr> <td colspan="2" data-bbox="352 1608 1465 1646"><b>Coroner</b></td> </tr> <tr> <td data-bbox="352 1646 657 1912">The Devon (Coroners) Order 1998</td> <td data-bbox="657 1646 1465 1912"> <ul style="list-style-type: none"> <li>• There shall be a single coroner's district for the county of Torbay (which county comes into existence on 1st April 1998 by virtue of article 6(3) of the 1996 Order) and for so much of the county of Devon as is included in the existing Torbay and South Devon Coroner's District.</li> </ul> </td> </tr> </tbody> </table>	Statutes	Example of Requirements	<b>Coroner</b>		The Devon (Coroners) Order 1998	<ul style="list-style-type: none"> <li>• There shall be a single coroner's district for the county of Torbay (which county comes into existence on 1st April 1998 by virtue of article 6(3) of the 1996 Order) and for so much of the county of Devon as is included in the existing Torbay and South Devon Coroner's District.</li> </ul>
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	<p>The Coroners (Amendment) Rules 2008</p>	<ul style="list-style-type: none"> <li>• A senior coroner who is made aware that the body of a deceased person is within that coroner's area must as soon as practicable conduct an investigation into the person's death if (a) the deceased died a violent or unnatural death, (b) the cause of death is unknown, or (c) the deceased died while in custody or otherwise in state detention.</li> </ul>																					
	<p>Coroners Act 1988 Section 1</p>	<ul style="list-style-type: none"> <li>• To provide that local authorities must pay coroners' fees, allowances and disbursements</li> <li>• To require local authorities to provide financial indemnity for coroners against (a) any costs in line of duty; (b) costs incurred with claims; (c) damages awarded against the coroners; and (d) any sums payable by the coroner in a settlement</li> <li>• To provide that local authorities may provide and maintain proper accommodation for the holding of inquests in their area</li> <li>• To require the local authority to pay a coroner an annual salary at such rate as may be fixed by agreement between the coroner and that council. To also require the local authority to pay some coroners a pension, as defined by Schedule 1 to the Coroners Act 1988</li> <li>•</li> </ul>																					
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<p><b>How much does it cost to provide?</b></p>	<p><i>Whole cost of providing service</i></p> <p><b>Department Budget:</b></p> <table border="1"> <thead> <tr> <th></th> <th><b>2009/10 £'000</b></th> <th><b>2010/11 £'000</b></th> <th><b>2011/12 £'000</b></th> <th><b>2012/13 £'000</b></th> </tr> </thead> <tbody> <tr> <td><b>Coroner (Torbay Charges)</b></td> <td><b>258.5</b></td> <td><b>282.0</b></td> <td><b>284.0</b></td> <td><b>287.7</b></td> </tr> </tbody> </table> <p><i>Source: Budget Monitoring Reports</i></p>				<b>2009/10 £'000</b>	<b>2010/11 £'000</b>	<b>2011/12 £'000</b>	<b>2012/13 £'000</b>	<b>Coroner (Torbay Charges)</b>	<b>258.5</b>	<b>282.0</b>	<b>284.0</b>	<b>287.7</b>										
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## Information Compliance:

<p><b>What is provided?</b></p>	<p><b>Information Governance</b></p> <ul style="list-style-type: none"> <li>• Complaints</li> <li>• Whistle Blowing</li> <li>• Communications Standards / Restricted contact</li> <li>• Freedom of Information (FOI) Requests</li> <li>• Environment Information Regulations (EIR) Requests</li> <li>• Subject Access Requests</li> </ul> <p><b>Insurance</b></p> <ul style="list-style-type: none"> <li>• Covers all insurance costs including external premiums, actuarial and brokers fees,</li> <li>• Corporate policy excesses on claims relating to all the councils activities including public and employer's liability insurance and premises insurance.</li> </ul> <p><b>Claims</b></p> <ul style="list-style-type: none"> <li>• Defence of Legal Liability Claims in accordance with the Civil Procedure Rules.</li> <li>• Legal advice and general risk management to all Council departments (including schools) to mitigate potential legal liability/financial risk.</li> </ul>											
<p><b>Why is it provided?</b></p>	<table border="1"> <thead> <tr> <th data-bbox="320 1025 603 1061">Statutes</th> <th data-bbox="603 1025 1465 1061">Example of Requirements</th> </tr> </thead> <tbody> <tr> <td colspan="2" data-bbox="320 1061 1465 1097"><b>Information Governance</b></td> </tr> <tr> <td data-bbox="320 1097 603 1352">Freedom of Information Act 2000</td> <td data-bbox="603 1097 1465 1352">When a public authority receives a request for information they have two duties under the Freedom of Information Act: 1) The duty to inform the requestor whether or not they hold the requested information, 2) and if they do hold the information, the duty to provide the information to the requestor.</td> </tr> <tr> <td data-bbox="320 1352 603 1576">Data Protection Act 1998 – Subject Access Request</td> <td data-bbox="603 1352 1465 1576">When an individual makes a subject access request the Council is required to inform them about the personal information we hold about them, and to provide them with a copy of that information within 40 calendar days of receiving it.</td> </tr> <tr> <td data-bbox="320 1576 603 1724">The Environmental Information Regulations 2004</td> <td data-bbox="603 1576 1465 1724">If information being requested by a customer falls under the definition of environmental information then the Council must adhere to the provisions of disclosure in the legislation.</td> </tr> </tbody> </table> <p><b>Insurance</b></p> <ul style="list-style-type: none"> <li>• Compulsory Insurance – Fidelity Guarantee</li> <li>• Contractual obligations to Insurers – compliance with policy conditions.</li> </ul> <p><b>Claims Handling</b></p>		Statutes	Example of Requirements	<b>Information Governance</b>		Freedom of Information Act 2000	When a public authority receives a request for information they have two duties under the Freedom of Information Act: 1) The duty to inform the requestor whether or not they hold the requested information, 2) and if they do hold the information, the duty to provide the information to the requestor.	Data Protection Act 1998 – Subject Access Request	When an individual makes a subject access request the Council is required to inform them about the personal information we hold about them, and to provide them with a copy of that information within 40 calendar days of receiving it.	The Environmental Information Regulations 2004	If information being requested by a customer falls under the definition of environmental information then the Council must adhere to the provisions of disclosure in the legislation.
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	<ul style="list-style-type: none"> <li>Adherence with Civil Procedure Rules – compliance for legal liability claims within a set time period:- 21 days to acknowledge receipt of claim 90 days to respond upon the question of legal liability.</li> <li>Contractual obligations to Insurers – compliance with policy conditions.</li> </ul>																																																														
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<b>How much does it cost to provide?</b>	<p>Staff:</p> <p>Headcount of 9 resulting in 8.34 Full Time Equivalentents (FTE).</p> <p>Budget:</p> <table border="1" data-bbox="320 1883 1465 1995"> <thead> <tr> <th></th> <th>2009/10 £'000</th> <th>2010/11 £'000</th> <th>2011/12 £'000</th> <th>2012/13 £'000</th> </tr> </thead> <tbody> <tr> <td>Information</td> <td>£172#</td> <td>£388K#</td> <td>£146K#</td> <td>£309#</td> </tr> </tbody> </table>		2009/10 £'000	2010/11 £'000	2011/12 £'000	2012/13 £'000	Information	£172#	£388K#	£146K#	£309#																																																				
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	compliance (Info Governance)						
<b>How well are we providing it?</b>	# From 09/10 – 12/13 elements of the service have been subject to major re-structuring (with staff sitting within Information Governance, Risk Management, Governance and latterly as a combined service within Commercial Services (#1),						
	<b>Information Governance</b>						
	<b>Title</b>	<b>2009/10</b>		<b>2010/11</b>		<b>2011/12</b>	
		<b>Target</b>	<b>Actual</b>	<b>Target</b>	<b>Actual</b>	<b>Target</b>	<b>Actual</b>
	Number of days to respond to Ombudsman enquiry letters	28	26.1	28	27.2	28	25.2
	Subject Access Requests fulfilled within 40 days	100%	100%	100%	100%	100%	100%
FOI requests fulfilled within 20 days	100%	99%	100%	98%	100%	92%	
EIR requests fulfilled within 20 days	100%	100%	100%	100%	100%	100%	
<b>Claims</b>							
<b>Title</b>	<b>2009/10</b>		<b>2010/11</b>		<b>2011/12</b>		
	<b>Target</b>	<b>Actual</b>	<b>Target</b>	<b>Actual</b>	<b>Target</b>	<b>Actual</b>	
Legal liability admitted or denied with justifications within the relevant time period	90%	92%	95%	94%	90%	98%	

## Land Charges:

<b>What is provided?</b>	<ul style="list-style-type: none"> <li>• Providing prospective purchasers of land and buildings with information to tell them what they can or cannot do with the property</li> <li>• Researching and interpreting data to produce Official Local Land Charges Searches and replies to Local Authority Enquiries within a maximum timescale of five working days</li> <li>• Maintaining the Register of Local Land Charges.</li> <li>• Providing private search companies with data about property in a Personal Search format within a maximum timescale of three working days</li> <li>•</li> </ul>													
<b>Why is it provided?</b>	<b>Statutes</b>		<b>Example of Requirements</b>											
	Local Land Charges Act 1975 and the LLC Rules 1977 (+ various regulations and guidance)	Requirement to maintain the Local Land Charges Register and carry out searches of that register to provide "Official Certificates of Search" at a cost that has regard for the costs involved in dealing with the enquiries.												
The ... (Charges for Property Searches) Regulations 2008 (+ various guidance)	Regulations for calculating the cost of providing access to property records and also requires the authority to provide replies to a set of questions (called the "Con 29R enquiries) at a cost as referred to above.													
<b>Who uses the services / what is the demand?</b>	<table border="1" data-bbox="368 1167 991 1319"> <thead> <tr> <th>Year</th> <th>Total number of users</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>2695</td> </tr> <tr> <td>2010/11</td> <td>2344</td> </tr> <tr> <td>2011/12</td> <td>2759</td> </tr> </tbody> </table> <p>An average of 500 personal searches are also carried out on behalf of private companies each year.</p>				Year	Total number of users	2009/10	2695	2010/11	2344	2011/12	2759		
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<b>How much does it cost to provide?</b>	<p>Staff: Headcount of 3 resulting in 3 Full Time Equivalent (FTE).</p> <p>Budget:</p> <table border="1" data-bbox="368 1653 1513 1765"> <thead> <tr> <th></th> <th>2009/10 £</th> <th>2010/11 £</th> <th>2011/12 £</th> <th>2012/13 £</th> </tr> </thead> <tbody> <tr> <td>Cost of service</td> <td>175,000</td> <td>213,000</td> <td>213,000</td> <td>213,000</td> </tr> </tbody> </table>					2009/10 £	2010/11 £	2011/12 £	2012/13 £	Cost of service	175,000	213,000	213,000	213,000
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<b>How well are we providing it?</b>	2009/10		2010/11		2011/12	
	Title	Target	Actual	Target	Actual	Actual
	Provision of local searches within 10 working days	98%	100%	98%	100%	100%

**Legal Services:**

<b>What is provided?</b>	<p>The Legal services team is broken down into the following areas of activity:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Children’s &amp; Adult’s Services</li> <li><input type="checkbox"/> Property &amp; Environment</li> <li><input type="checkbox"/> Litigation &amp; Licensing</li> <li>• Monitoring Officer Function</li> </ul>
<b>Why is it provided?</b>	<p>Litigation &amp; Licensing Team support:</p> <ul style="list-style-type: none"> <li>• Community Safety Client Department</li> <li>• Attendance Improvement Service Client Department</li> <li>• Revenue &amp; Benefits (Finance) Client Department</li> <li>• Natural Environment (Public Rights of Way) Client Department</li> </ul> <p>Children &amp; Adults Services Team support:</p> <ul style="list-style-type: none"> <li>• Child Protection</li> <li>• Adult Safeguarding</li> <li>• Education</li> <li>• Disclosure of records to police / CPS</li> <li>• Deputy Monitoring Officer Role</li> </ul> <p>Property &amp; Environment Team support:</p> <ul style="list-style-type: none"> <li>• Spatial Planning Client Department</li> <li>• Education Client Department</li> <li>• Highways/Parking Client Department</li> <li>• Harbour and Marine Services Client Department</li> <li>• Residents and Visitor Services Client Department</li> <li>• Estates Client Department</li> </ul> <p>Monitoring Officer Function:</p> <ul style="list-style-type: none"> <li>• A separate and statutory function that sits with the Senior Solicitor within this team. The Council Monitoring Officer advises the Council and Members on Governance and Constitutional Matters and performs a central role within the complaints process.</li> </ul>
<b>Who uses the services / what is the demand?</b>	<p>All of the functions and organisations listed above.</p>



<p><b>How much does it cost to provide?</b></p>	<p>Staff: Headcount of 20 resulting in 16.93 Full Time Equivalents (FTE).</p> <p>Budget:</p> <table border="1" data-bbox="368 376 1511 488"> <thead> <tr> <th></th> <th>2009/10 £'000</th> <th>2010/11 £'000</th> <th>2011/12 £'000</th> <th>2012/13 £'000</th> </tr> </thead> <tbody> <tr> <td><b>Legal Services</b></td> <td></td> <td>813</td> <td>879</td> <td>707</td> </tr> </tbody> </table>		2009/10 £'000	2010/11 £'000	2011/12 £'000	2012/13 £'000	<b>Legal Services</b>		813	879	707																																						
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**Procurement:**

<p><b>What is provided?</b></p>	<p>The Procurement Section is responsible for ensuring the efficient, cost effective &amp; legally compliant procurement of goods &amp; services throughout the Council, including:</p> <ul style="list-style-type: none"> <li>• Corporate Contracts and Framework Agreements</li> <li>• Financial Regulations and Contract Standing Orders</li> <li>• Contracts Register</li> <li>• Procurement Guidance</li> <li>• Electronic Procurement</li> <li>• Complying with EU legislations and UK procurement law</li> <li>• Undertaking effective contract audit and reporting</li> <li>• Identification of future contracts</li> <li>• Maintaining an effective contract register</li> <li>• Develop suitable e-procurement initiatives to aid compliance and governance</li> <li>• Ensure governance arrangement are supported and advocated</li> <li>• Reduce risk by mandating procurement best practice</li> </ul>				
<p><b>Why is it provided?</b></p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr style="background-color: #e0e0e0;"> <td style="padding: 5px;"><b>Statutory:</b></td> </tr> <tr> <td style="padding: 5px;"> <ul style="list-style-type: none"> <li>• EU Law Compliance (EU Directives (inc OJEU returns))</li> <li>• UK Law Compliance (Public Contracts Regulations)</li> <li>• Compliance to Contract Standing Orders / Financial Regulations</li> <li>• Supplier / contractual compliance to Statutory requirements</li> <li>• Delivery of National / Regional / Local Procurement initiatives (SME's / CSR / Big Society / Localism / Client Based Approach (Construction sector))</li> <li>• Support against Corporate / Statutory objectives (AES /Risk / H&amp;S / E&amp;D / FOI)</li> <li>• Training and development (EU / Legislation / CIPS)</li> <li>• Supporting People (ensuring compliance to statutory requirements for SP)</li> <li>•</li> </ul> </td> </tr> <tr style="background-color: #e0e0e0;"> <td style="padding: 5px;"><b>Non-Statutory:</b></td> </tr> <tr> <td style="padding: 5px;"> <p>The non-statutory services are all linked to the statutory services above and are all part of the ongoing deliver of Procurement for the Council. These include:</p> <ul style="list-style-type: none"> <li>• Management of Service Areas procurement needs</li> <li>• Commissioning / Strategic Governance / Business Planning</li> <li>• Collaborate in procurement and shared working to deliver better services</li> <li>• E-Procurement / Commerce</li> <li>• Documentation / Templates / Best practice</li> <li>• Training and development (Non EU / Legislation)</li> </ul> </td> </tr> </table>	<b>Statutory:</b>	<ul style="list-style-type: none"> <li>• EU Law Compliance (EU Directives (inc OJEU returns))</li> <li>• UK Law Compliance (Public Contracts Regulations)</li> <li>• Compliance to Contract Standing Orders / Financial Regulations</li> <li>• Supplier / contractual compliance to Statutory requirements</li> <li>• Delivery of National / Regional / Local Procurement initiatives (SME's / CSR / Big Society / Localism / Client Based Approach (Construction sector))</li> <li>• Support against Corporate / Statutory objectives (AES /Risk / H&amp;S / E&amp;D / FOI)</li> <li>• Training and development (EU / Legislation / CIPS)</li> <li>• Supporting People (ensuring compliance to statutory requirements for SP)</li> <li>•</li> </ul>	<b>Non-Statutory:</b>	<p>The non-statutory services are all linked to the statutory services above and are all part of the ongoing deliver of Procurement for the Council. These include:</p> <ul style="list-style-type: none"> <li>• Management of Service Areas procurement needs</li> <li>• Commissioning / Strategic Governance / Business Planning</li> <li>• Collaborate in procurement and shared working to deliver better services</li> <li>• E-Procurement / Commerce</li> <li>• Documentation / Templates / Best practice</li> <li>• Training and development (Non EU / Legislation)</li> </ul>
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<b>Who uses the services / what is the demand?</b>	The procurement team support all business units across the Council.																																
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**Registrars:**

<b>What is provided?</b>	<ul style="list-style-type: none"> <li>• Registration of birth, deaths and marriages in accordance with the statutory requirements.</li> <li>• Statutory and non-statutory ceremonies.</li> <li>• Keeping records and archives</li> <li>• Providing Certificates</li> <li>• Licensing of all non CoE marriages etc</li> </ul>
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Why is it provided?	Statutes	Example of Requirements
	<b>Registrars</b>	
	Marriage Act 1949 Section 46(A)1	<ul style="list-style-type: none"> <li>• Make provision for and in connection with the approval by local authorities of premises for the solemnization of marriages</li> </ul>
	Marriage Act 1949	<ul style="list-style-type: none"> <li>• To ensure all marriages are valid and correctly recorded.</li> </ul>
	Registrar of Marriages Regulations 1986 (SI1986/1442)	<ul style="list-style-type: none"> <li>• To ensure all marriages are correctly recorded</li> </ul>
	Reporting of Suspicious Marriages Civil Partnerships Regulation [2005]	<ul style="list-style-type: none"> <li>• To ensure all marriages and civil partnerships are valid and suspicious civil partnerships are notified to the authorities</li> </ul>
	Civil Partnership Act 2004	<ul style="list-style-type: none"> <li>• To ensure that civil partnerships are genuine, available and correctly recorded.</li> </ul>
	Civil Partnership (Registration Provisions) Regulations 2005	<ul style="list-style-type: none"> <li>• To ensure that civil partnership documents are accurate and complete and that civil partnerships are genuine</li> </ul>
	Marriages and Civil Partnerships (Approved Premises) Regulations 2005	<ul style="list-style-type: none"> <li>• To consider an application by the proprietor of a building to be approved for civil marriage and civil.</li> <li>• To make the application available to members of the public and to provide them with the opportunity to object to the application</li> <li>• Grant the application if satisfied that it has been made in accordance with the regulations, or not as the case may be.</li> <li>• Attaches standard conditions contained in schedule 2 such as the responsible person for the premises shall be available one hour prior to the proceedings, no religious services, no food or drink to be sold, public access allowed without charge etc</li> <li>• Reviews applications from aggrieved parties who have had their application, declined, revoked or have had additional conditions attached to the grant of approval.</li> <li>• Maintains the registers of approved premises within their local authority. Contains a full description of the rooms and details of the approval holder, including name and address and date of expiry of the grant of approval.</li> </ul>
	Births & Deaths Act [1953]	<ul style="list-style-type: none"> <li>• To ensure all Births and Deaths registrations, corrections and re-registrations recorded as per provisions of the Act.</li> </ul>

<p><b>Who uses the services / what is the demand?</b></p>	<p>Internal:</p> <ul style="list-style-type: none"> <li>Chairman's Office</li> <li>Electoral Registration Team</li> <li>Community Charge Services</li> </ul> <p>External:</p> <ul style="list-style-type: none"> <li>Residents of Torbay</li> <li>Non residents of Torbay wishing to use our services</li> <li>Local ceremony venues</li> <li>Funeral Directors</li> <li>South Hams Community Charge Services</li> </ul> <table border="1" data-bbox="352 651 1528 1155"> <thead> <tr> <th></th> <th>10/11</th> <th>11/12</th> </tr> </thead> <tbody> <tr> <td>Number of Births registered in Torbay</td> <td>2,536</td> <td>2,357</td> </tr> <tr> <td>Number of Deaths registered in Torbay</td> <td>2,420</td> <td>2,324</td> </tr> <tr> <td>Number of Marriages registered in Torbay - In Approved Premises</td> <td>181</td> <td>194</td> </tr> <tr> <td>Number of Marriages registered in Torbay - In the Ballroom, Oldway</td> <td>101</td> <td>111</td> </tr> <tr> <td>Number of Civil Partnerships registered in Torbay</td> <td>16</td> <td>18</td> </tr> <tr> <td>Number of Marriages registered in Torbay - in the Register Office</td> <td>371</td> <td>374</td> </tr> <tr> <td>Number of Non Statutory Ceremonies conducted in Torbay</td> <td>20</td> <td>20</td> </tr> <tr> <td>Number of new British Citizenship candidates attending a ceremony in Torbay</td> <td>84</td> <td>77</td> </tr> </tbody> </table> <p><u>Website:</u></p> <ul style="list-style-type: none"> <li>Our website received 56,518 hits between 1<sup>st</sup> April 2011 and 31<sup>st</sup> March 2012 (increased on previous year – 38,805)</li> <li>1,615 hits were for certificate requests (decreased on previous year – 1725)</li> </ul>		10/11	11/12	Number of Births registered in Torbay	2,536	2,357	Number of Deaths registered in Torbay	2,420	2,324	Number of Marriages registered in Torbay - In Approved Premises	181	194	Number of Marriages registered in Torbay - In the Ballroom, Oldway	101	111	Number of Civil Partnerships registered in Torbay	16	18	Number of Marriages registered in Torbay - in the Register Office	371	374	Number of Non Statutory Ceremonies conducted in Torbay	20	20	Number of new British Citizenship candidates attending a ceremony in Torbay	84	77
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	% of citizenship ceremonies taking place within 3 months of successful application			100%	100%	100%	100%
	% of deaths registered within 5 days	90%	84.8%	90%	83.1%	95%	75.8%
	% of stillbirths registered within 42 days	99%	100%	99%	100%	98%	100%
	% of birth registration/declaration appointments offered within 3 working days	90%	99.1%	99%	99.3%	95%	96.2%
	% of civil partnership notice appointments offered within 5 working days	90%	100%	90%	100%	95%	100%
	% of death registration/declaration appointments offered within 2 working days	90%	99.4%	90%	99.5%	90%	99.1%
	% of customers seen within 10 minutes of appointment time	95%	97.5%	95%	97.9%	90%	96.8%
	% of marriage notice appointments offered within 5 working days	90%	99.5%	90%	98.5%	95%	99.8%
	% of stillbirth registration/declaration appointments offered within 2 working days	90%	100%	90%	100%	95%	100%
	% of applications for birth, death and marriage certificates processed within 5 working days					95%	100%
	% of users satisfied with registration services	95%	100%	95%	97.8%	92.5%	98%