

Key Performance Indicators – JUNE QUARTER 2012

| Key Indicator | Comment | National Standard | Local Standard | Achieved |
|--|--|-------------------|---------------------------|----------|
| 1 Events registered within statutory timeframe | Registration officers complete daily returns. RON will measure this but data not yet reliable. | | | |
| % of births registered within 42 days | Strict control of baby notifications is required to keep this within target. Registered 1077 births with 20 over 42 days | 98% | 99% | 98% |
| % of still-births registered within 42 days | Registered 3 still-births with 0 over 42 days | 98% | 98% | 100% |
| % of deaths (except those following inquest) registered within 5 days | 555 deaths registered with 15 over 5 days. | 95% | 95% | 97% |
| % of deaths after post mortem (excluding inquest cases) registered within 7 days of occurrence | 51 deaths after post mortem registered with 1 over 7 days | 95% | 95% | 98% |
| | | | | |
| 2 Average waiting times for registrations and notice taking | Agenda diary has not been adjusted to measure new indicators. Manual records kept of availability of appointments on a daily basis | 95% within | | |
| Birth registration / declaration | 770 appointments offered, 538 within 5 working days. | 5 working days | 5 days | 70% |
| Still-birth registration / declaration | 3 out of 3 appointments offered in time | 2 working days | 2 days | 100% |
| Death registration / declaration | 509 appointments offered, 505 within 2 working days. | 2 working days | 2 days | 99% |
| Marriage / Civil Partnership notice | 72 appointments offered, 24 within 5 working days (33%). All appointments are given in time for the ceremony date. | 5 working days | 5 days | 100% |
| ii % of customers seen within 10 minutes of appointment time | 1492 out of 1577 appointments were seen within 10 minutes | 90% | 95% | 95% |
| | | | | |
| 3 Certificate Applications | Business Support Officers complete a daily record of certificates received and cleared | | | |
| % of applications dealt within 7 days of receipt | 2140 applications received. All dealt within 3 working days | 95% | 98% within 3 working days | 100% |
| | | | | |
| 4 % of satisfied customers | Number of forms issued and response rate Surveys are conducted each quarter. In the June quarter there have been 96 returns with 99% satisfied and 92% very satisfied. | 90% | 98% | 99% |
| | | | | |
| 5 Total number of formal complaints | Measured against volume of all registrations No formal complaints received out of 2019 birth death and marriage registrations in April, May and June | 0.5% | 0.5% | 0% |
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