

Appendix B – Key Performance Indicators

Standards of Service

Service Standard	2015/16	2016/17	2017/18
We aim to achieve a 90% level of customer satisfaction rated at 'Very Good' or 'Excellent'	Annual Survey results August 2015. 97% of customers rate the level of service as Very Good or Excellent. (99.6% rated the level of service as Good/Very Good/Excellent). Continuous Comment Card feedback: 99.2% rate the level of service as Good/Very Good/Excellent	Annual Survey results August 2016. 98% of customers rate the level of service as Very Good or Excellent. (100% rated the level of service as Satisfactory/Very Good/Excellent). Continuous Comment Card feedback: 99.5% rate the level of service as Good/Very Good/Excellent	Annual Survey results August 2017. 97% of customers rate the level of service as Very Good or Excellent. (100% rated the level of service as Satisfactory/Very Good/Excellent). Continuous Comment Card feedback: 99.4% rate the level of service as Good/Very Good/Excellent
The Customer Service Centre aim to answer telephone calls in person within 5 rings (15 seconds) Please note in 2014/15 this changed to a percentage 'Abandoned Rate'	Monitoring at the Customer Service Centre changed to reflect average Abandoned Rate. In 2015/16 this was 8.9%. There were changes to the service provider in April 2015 and this will be monitored.	Monitoring at the Customer Service Centre changed to reflect average Abandoned Rate. In 2016/17 this was 9.4%. There were changes to the service provider in April 2015 and this will be monitored.	Monitoring at the Customer Service Centre changed to reflect average Abandoned Rate. In 2017/18 this was 7%. There were changes to the service provider in April 2015 and this will be monitored.
We aim to see 90% of customers within 10 minutes of their appointment	99% of customers seen at time of appointment or within 10 minutes of their appointment time. This includes customers who are 10 mins late themselves for appointments and seen straightaway.	99% of customers seen at time of appointment or within 10 minutes of their appointment time. This includes customers who are 10 mins late themselves for appointments and seen straightaway.	99% of customers seen at time of appointment or within 10 minutes of their appointment time. This includes customers who are 10 mins late themselves for appointments and seen straightaway.
We will answer all correspondence, including electronic, within 5 working days	Certificate applications = 99.9% Other correspondence = Internal	Certificate applications = 99.9% Other correspondence = Internal	Certificate applications = 99.9% Other correspondence = Internal

of receipt	monitoring.	monitoring.	monitoring.
We have a clear and accessible compliments and complaints procedure	Registration & Celebratory Standards of Service leaflet updated (September 2013) and adopted together with Lincolnshire County Council Complaints policy updated April 2013.	Registration & Celebratory Standards of Service leaflet updated (September 2013) and adopted together with Lincolnshire County Council Complaints policy updated April 2015.	Registration & Celebratory Standards of Service leaflet updated (April 2018) and adopted together with Lincolnshire County Council Complaints policy updated April 2017.

Key Performance Indicator Summary Table for the Registration Service

Performance indicators	2014/15	2015/16	2016/17	2017/18
	Target 95%	Target 95%	Target 91%	Target 96.7%
Achievement against Good Practice Guide key performance indicators (excluding deaths)	97%	96%	92% (note slight difference in Key Performance Indicator basket)	99.54%

Statutory Standards: Key Performance Targets/Indicators (KPT/I)

The extract from the Annual Performance Report to the General Register Office for 2017-18 is below:

Part A (i). Key Performance Targets / Indicators									
Registration timeliness (national target)	2016-2017	2017-2018 (Please provide percentage attainment level)	Comments (e.g. explanation of trend and remedial actions/ good practice undertaken and expected timescales for KPT attainment. If considered to be a long-term issue, record reasons and improvement planning approach).						
Births - 98% registered within 42 days	98%	98%	Target met and monitored monthly through the KPI spreadsheet and management meetings. Average over the year is 97.8%, some minor variation between 96% and 99%.						
Still births - 98% registered within 42 days	100%	100%	Target exceeded, and consistent with 2016-17. We monitor this monthly through the KPI spreadsheet and management meetings.						
Deaths with MCCDs (no coronial involvement) - 90% registered within 5 days	63%	58%	<table border="1" data-bbox="965 660 2051 695"> <tr> <td>East Midlands</td> <td>Lincolnshire</td> <td>Shire County</td> <td>4628</td> <td>1936</td> <td>58%</td> </tr> </table> <p>This was a new national target area for 2016-17 so we have only comparable data for one previous year. This continues to be a challenging KPI both locally and nationally for the vast majority of local authorities as evidenced in the benchmarking data provided by GRO.</p> <p>In 2017-18 the percentage for all deaths (Non-Coroner and Coroner and without a post mortem) was 49%. Last year the attainment was 48%, yet with increased volumes over the last years across the whole range of death registrations.</p> <p>It continues to be recognised that providing customer choice in a large geographical area has an impact on this result. We have improved more direct signposting of the earliest death appointment; however we still experience a large number of people who wish to register at their local office.</p> <p>We continue to develop a new appointment booking system which should facilitate first appointment availability more easily. As we move to more on-line customer-booked appointments, this will automatically offer the earliest appointments first. Unfortunately this project has been delayed due to corporate issues.</p> <p>We sent a General Practitioner and various Funeral Director newsletters in 2017-18 and contact continues to be made with our local hospitals and Medical Practices. We remain committed to improve the standard of Medical Certificates of Cause of Death (MCCD)</p>	East Midlands	Lincolnshire	Shire County	4628	1936	58%
East Midlands	Lincolnshire	Shire County	4628	1936	58%				

		<p>received for example by direct contact, training and also through these newsletters. Regular annual audits of these certificates have been and will be made to gauge improvement. We are concentrating particularly on the MCCDs for January 2018, when we had a significant low level of deaths registered within 5 days.</p> <p>A new hospital Bereavement Centre opened at Lincoln County Hospital and this is the first time they experienced winter pressures.</p> <p>There has been a significant period of prolonged higher levels of death registrations, since November 2017 to date. Volumes in this section rose from 4432 to 4628, an increase of 196 or 4.4%.</p> <p>2016 – 17 4432 1632 63%</p> <p><u>Total deaths reported:</u></p> <p>Deaths registered in 2017-18 = 7,843 Deaths registered in 2016-17 = 7,646</p> <p>Lincolnshire also suffered two periods of extreme weather, and in February 2018, an emergency/limited service only had to be provided due to county wide road closures and deep snow.</p>
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