

Indicator title	RAG	Direction of Travel	PERFORMANCE DETAILS	CURRENT ACTIVITY	FUTURE ACTIVITY
Birth registration appointments within 5 working days	Green	Improving	May was the fifth straight month in which there was 100% appointment availability for registering a birth. Availability in 2018/2019 as a whole was 99.4%. The 2017/2018 percentage was 99.9%.	Appointment availability at all locations in June is being monitored on a daily basis at County Hall. Staff rotas are being managed centrally to ensure adequate cover at each office. Additionally, when an appointment time is not available, customers are offered the next available appointment date and time that is most convenient for them. Any impact of non-availability of	If a customer asks for an appointment that falls outside the indicator threshold, it will continue to be excluded from this measure's calculation. It will always be the case that customers register a birth in compliance with statutory requirements, but there may be personal reasons they wish to delay registration for just a few days.
Ceremonies (marriages and civil partnerships)	No Status	N/A	<p>Last month, 136 (59.2%) of ceremonies were held at Approved Premises, the remaining 95 (41.8%) being conducted at Registration Offices. The overall total was the highest calendar-month total since last August's 322 and was 26.6% higher than May 2018's 184. Demand is increasing, in keeping with previous years' early-summer trends.</p> <p>The April/May 2019 total of 390 was 73 (23%) higher than the total for the same two months last year (317).</p> <p>This indicator monitors and demonstrates demand for a service that is an income-generator, but over which WCC can exert no real control. Therefore, no target has been set.</p>	June's total is likely to be the highest calendar-month total of 2019 so far, continuing the seasonal increase in demand evidenced by the March-to-May figures.	Monitoring of trends and any deviations from expected patterns will continue. This will include monitoring of the proportions staged at Approved Premises and Registration Offices.
Customer Satisfaction			<p>Registration Service's annual survey covered people using the service for a civil partnership, marriage notice, registering a birth or death, and obtaining copies of various registration certificates. The 99% satisfaction rating was down from 2016's 100%, but was 2 percentage points higher than in 2015. The proportion rating the service as 'very good' in 2017/2018 was 90%, 3</p>	The Survey report provides statistical summaries and user feedback, allowing areas for improvement to be identified and worked on. However, monitoring of any comments received from the public on a day-to-day basis will continue.	This year's Customer Survey will be undertaken in the autumn. The confirmed result and detailed report will probably be received early in 2019.
Death registration appointments within 2 working days	Red	Deteriorating	<p>The two May bank holidays and reduced appointment availability at Malvern and Redditch Registration Offices meant last month's out-turn was 88.1%. This was down compared with the May 2018 out-turn of 91.2%.</p> <p>The 2019/2020 out-turn at the end of May was 90.9%. The overall 2018/2019 figure was 94.6%.</p>	June's out-turn is more than likely to be above that for May. Customers will be offered the next-available appointment if their preferred time-slot is unavailable. Any problems arising at any of the Registration Offices will be reported to County Hall to enable alternative solutions to be put into effect.	Any changes made to local procedures must not cut across legally-required ones. Allowing for that, however, where changes are judged likely to improve performance and complement the daily management of appointment availability, they will be trialled during 2019/2020 and the results monitored.

Inquests - Average number of weeks to complete	No Status	Improving	2017's calendar-year figure is the lowest since 2013's and is one week less than in 2016.	The County Council cannot directly influence this indicator, but the authority does contribute financially to the Coroner's Service, which has statutory obligations in respect of the timely completion of inquests. There is also a Registration Service requirement to register deaths within 5 days of the Coroner's office completing the due processes and paperwork. As	The situation will be monitored during the year, but this indicator will next be updated at the end of 2018.
Marriage/civil partnership notice appointments within 10 working days	Green	No Noticeable Change	May was the fifth month in a row in which there was 100% appointment availability for obtaining marriage and civil partnership notices. Availability in 2018/2019 as a whole was 99.4%. The 2017/2018 percentage was 99.9%.	Appointment availability at all locations in June is being monitored on a daily basis at County Hall. Staff rotas are being managed centrally to ensure adequate cover at each office. Additionally, when an appointment time is not available, customers are offered the next available appointment date and time that is most convenient for them. Any impact of non-availability of	When a couple asks for an appointment that falls outside the indicator threshold, it will continue to be recorded as falling outside the measure.
Registration of deaths within 5 days	Red	Improving	Last month's 81.8% out-turn was Worcestershire's highest April out-turn in the four years the PI has been reported by General Register Office (GRO) in the current format and was the first April figure in that time to exceed 80%. It was also above the equivalent April 2019 regional and all-England percentages (78% and 76.4% respectively). Last month's GRO figures make no allowance for the Good Friday and Easter Monday bank holiday closures.	may's two bank-holiday closures will impact on the month-end out-turn, but measures are in place to minimise the closures' impact and to ensure resilience at all offices. Measures include Worcestershire Hub using updated guidance to ensure timely booking of appointments to register deaths and regular communications with doctors to monitor the speed of their completion of the paperwork they must complete to enable a	This indicator will continue to be monitored and reported in 2019/2020 as it remains part of the General Register Office's standard reporting suite and monitors a statutory duty. There will be continued monitoring of the availability of appointments and a commitment to improving communications with doctors to speed up completion of the paperwork and processes required in
Still-birth registration appointments within 2 working days	Red	Deteriorating	The two May bank holidays and reduced appointment availability at Malvern and Redditch Registration Offices meant last month's out-turn was 88.1%. This was down compared with the May 2018 out-turn of 91.2%.  The 2019/2020 out-turn at the end of May was 90.9%. The overall 2018/2019 figure was 94.6%.	June's out-turn is likely to be above that for May. Customers will be offered the next-available appointment if their preferred time-slot is unavailable. Any problems arising at any of the Registration Offices will be reported to County Hall to enable alternative solutions to be put into effect.	Any changes made to local procedures must not cut across legally-required ones. Allowing for that, however, where changes are judged likely to improve performance and complement the daily management of appointment availability, they will be trialled during 2019/2020 and the results monitored.

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