

Target metrics 2012-13

IPS performance data for the 2012-13 financial year.

The tables below show IPS' performance against its key performance indicators (KPIs).

Key

Y Target met

N Target not met

YE Year-end total (budgetary targets - unit cost per passport and certificate - are measured on an annual basis)

N/A Data not available

December 2012

Measure	Dec	Year to date
Deliver 90 per cent of passports within target	Y	Y
Deliver 99.5 per cent of straightforward passport applications processed within 10 working days	Y	N
Where additional information is required from customers, process 93 per cent of applications within 29 working days	Y	Y
99.5 per cent of premium and fast track applications processed within 4 hours or 7 days	Y	Y
Achieve a customer satisfaction rating of at least 90 per cent	Y	N
Achieve a minimum standard of 53 per cent on the staff engagement index	Y	Y
Demonstrate year-on-year reductions in unit cost	Y	Y
Increase the amount of passport fraud detected	Y	Y

November 2012

Measure	Nov	Year to date
Deliver 90 per cent of passports within target	Y	Y
Deliver 99.5 per cent of straightforward passport applications processed within 10 working days	Y	N
Where additional information is required from customers, process 93 per cent of applications within 29 working days	Y	Y
99.5 per cent of premium and fast track applications processed within 4 hours or 7 days	Y	Y
Achieve a customer satisfaction rating of at least 90 per cent	N	N
Achieve a minimum standard of 53 per cent on the staff engagement index	Y	Y

November 2012

Measure	Nov	Year to date
Demonstrate year-on-year reductions in unit cost	Y	Y
Increase the amount of passport fraud detected	Y	Y

October 2012

Measure	Oct	Year to date
Deliver 90 per cent of passports within target	Y	Y
Deliver 99.5 per cent of straightforward passport applications processed within 10 working days	N	N
Where additional information is required from customers, process 93 per cent of applications within 29 working days	Y	Y
99.5 per cent of premium and fast track applications processed within 4 hours or 7 days	Y	Y
Achieve a customer satisfaction rating of at least 90 per cent	N	N
Achieve a minimum standard of 53 per cent on the staff engagement index	Y	Y
Demonstrate year-on-year reductions in unit cost	Y	Y
Increase the amount of passport fraud detected	Y	Y

September 2012

Measure	Sep	Year to date
Deliver 90 per cent of passports within target	Y	Y
Deliver 99.5 per cent of straightforward passport applications processed within 10 working days	N	N
Where additional information is required from customers, process 93 per cent of applications within 29 working days	Y	Y
99.5 per cent of premium and fast track applications processed within 4 hours or 7 days	Y	Y
Achieve a customer satisfaction rating of at least 90 per cent	Y	Y
Achieve a minimum standard of 53 per cent on the staff engagement index	N/A	N/A
Demonstrate year-on-year reductions in unit cost	Y	Y
Increase the amount of passport fraud detected	N	N

August 2012

Measure	Aug	Year to date
Deliver 90 per cent of passports within target	Y	Y
Deliver 99.5 per cent of straightforward passport applications processed	N	N

August 2012

Measure	Aug	Year to date
within 10 working days		
Where additional information is required from customers, process 93 per cent of applications within 29 working days	Y	Y
99.5 per cent of premium and fast track applications processed within 4 hours or 7 days	Y	Y
Achieve a customer satisfaction rating of at least 90 per cent	Y	Y
Achieve a minimum standard of 53 per cent on the staff engagement index	N/A	N/A
Demonstrate year-on-year reductions in unit cost	Y	Y
Increase the amount of passport fraud detected	N	N

July 2012

Measure	July	Year to date
Deliver 90 per cent of passports within target	Y	Y
Deliver 99.5 per cent of straightforward passport applications processed within 10 working days	N	N
Where additional information is required from customers, process 93 per cent of applications within 29 working days	Y	Y
99.5 per cent of premium and fast track applications processed within 4 hours or 7 days	Y	Y
Achieve a customer satisfaction rating of at least 90 per cent	Y	Y
Achieve a minimum standard of 53 per cent on the staff engagement index	N/A	N/A
Demonstrate year-on-year reductions in unit cost	Y	Y
Increase the amount of passport fraud detected	N	N

June 2012

Measure	June	Year to date
Deliver 90 per cent of passports within target	Y	Y
Deliver 99.5 per cent of straightforward passport applications processed within 10 working days	N	N
Where additional information is required from customers, process 93 per cent of applications within 29 working days	Y	Y
99.5 per cent of premium and fast track applications processed within 4 hours or 7 days	Y	Y
Achieve a customer satisfaction rating of at least 90 per cent	Y	Y
Achieve a minimum standard of 53 per cent on the staff engagement index	N/A	N/A
Demonstrate year-on-year reductions in unit cost	Y	Y
Increase the amount of passport fraud detected	N	Y

May 2012

Measure	May	Year to date
Deliver 90 per cent of passports within target	Y	Y
Deliver 99.5 per cent of straightforward passport applications processed within 10 working days	N	Y
Where additional information is required from customers, process 93 per cent of applications within 29 working days	Y	Y
99.5 per cent of premium and fast track applications processed within 4 hours or 7 days	Y	Y
Achieve a customer satisfaction rating of at least 90 per cent	Y	Y
Achieve a minimum standard of 53 per cent on the staff engagement index	N/A	N/A
Demonstrate year-on-year reductions in unit cost	Y	Y
Increase the amount of passport fraud detected	Y	Y

April 2012

Measure	April	Year to date
Deliver 90 per cent of passports within target	Y	Y
Deliver 99.5 per cent of straightforward passport applications processed within 10 working days	Y	Y
Where additional information is required from customers, process 93 per cent of applications within 29 working days	Y	Y
99.5 per cent of premium and fast track applications processed within 4 hours or 7 days	Y	Y
Achieve a customer satisfaction rating of at least 90 per cent	Y	Y
Achieve a minimum standard of 53 per cent on the staff engagement index	N/A	N/A
Demonstrate year-on-year reductions in unit cost	Y	Y
Increase the amount of passport fraud detected		

You said, we did 2013

At IPS we take your feedback seriously.

Here are some examples of changes we have introduced following customer feedback.

For our Passport Service:

You said	We did
We weren't clear about how long it would take for a passport application to be processed in summer 2012.	We conducted a thorough review of our customer messaging for the services that we offer. We updated our messaging to improve clarity and have made it clear to customers that we have a longer turnaround

For our Passport Service:

You said

We did

time in the summer.

We have also introduced a communications plan where our customer messaging relates to what our customers need in the pre-peak, peak and post-peak phases of our year.

It was difficult to book an interview appointment as appointments were often fully booked.

We increased the booking period from two weeks to four weeks in order to make more appointments available to our customers.

Recorded phone messages weren't very clear.

We have reviewed our messages and have made changes to improve clarity.

We needed more telephone operators as call waiting times were too long.

We have improved our processes to recruit more staff before we get busy.

For our Civil Registration Service (within the General Register Office):

You said

We did

We want to see the certificate order number on the GRO shipping note to make progress chasing easier.

We made changes to our online ordering system, ROLO, to ensure the certificate order number was printed on the certificate shipping notes.

We need a host site in the North-East for the GRO indexes.

We introduced a set of microfiche indexes at Newcastle City Library.

GRO could do more to share good practice across the Local Registration Service.

We launched a "Good Practice" section on the Registrars website including examples and case studies, which we will continue to develop and share with the Local Registration Service. This will help our customers receive the best possible service and customer experience.