

IPS performance data 2010 to 2011

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

Key

Y Target met

X 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

March 2011

Operation target	Mar	Year to date
Achieve a customer satisfaction rating of at least 95%	Y	Y
To process straightforward Passport applications within target	Y	Y
Despatch 90% of GRO certificates within the agreed published targets	Y	X
Demonstrate year on year reductions in passport unit costs	YE	Y
Demonstrate year on year reductions in certificate unit costs	YE	X
Detected fraud to represent at least 0.176% of passport application intake	X	X
Achieve a minimum standard of 58% on the staff engagement index	X	X

February 2011

Operation target	Feb	Year to date
Achieve a customer satisfaction rating of at least 95%	Y	Y
To process straightforward Passport applications within target	Y	Y
Despatch 90% of GRO certificates within the agreed published targets	Y	X
Demonstrate year on year reductions in unit costs	YE	YE
Detected fraud to represent at least 0.176% of passport application intake	X	X
Achieve a minimum standard of 58% on the staff engagement index	X	X

January 2011

Operation target	Jan	Year to date
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January 2011

Operation target	Jan	Year to date
Achieve a customer satisfaction rating of at least 95%	N/A	Y
To process straightforward Passport applications within target	Y	Y
Despatch 90% of GRO certificates within the agreed published targets	Y	X
Demonstrate year on year reductions in unit costs	YE	YE
Detected fraud to represent at least 0.176% of passport application intake	X	X
Achieve a minimum standard of 58% on the staff engagement index	N/A	N/A

December 2010

Operation target	Dec	Year to date
Achieve a customer satisfaction rating of at least 95%	N/A	Y
To process straightforward Passport applications within target	Y	Y
Despatch 90% of GRO certificates within the agreed published targets	Y	X
Demonstrate year on year reductions in unit costs	YE	YE
Detected fraud to represent at least 0.176% of passport application intake	Y	X
Achieve a minimum standard of 58% on the staff engagement index	N/A	N/A

November 2010

Operation target	Nov	Year to date
Achieve a customer satisfaction rating of at least 95%	N/A	Y
To process straightforward Passport applications within target	Y	Y
Despatch 90% of GRO certificates within the agreed published targets	Y	X
Demonstrate year on year reductions in unit costs	YE	YE
Detected fraud to represent at least 0.176% of passport application intake	Y	X
Achieve a minimum standard of 58% on the staff engagement index	N/A	N/A

October 2010

Operation target	Oct	Year to date
Achieve a customer satisfaction rating of at least 95%	N/A	Y
To process straightforward Passport applications within target	Y	Y
Despatch 90% of GRO certificates within the agreed published targets	Y	X
Demonstrate year on year reductions in unit costs	YE	YE
Detected fraud to represent at least 0.176% of passport application intake	Y	X
Achieve a minimum standard of 58% on the staff engagement index	N/A	N/A

September 2010

Operation target	Sep	Year to date
Achieve a customer satisfaction rating of at least 95%	Y	Y
To process straightforward Passport applications within target	Y	Y
Despatch 90% of GRO certificates within the agreed published targets	Y	X
Demonstrate year on year reductions in unit costs	YE	YE
Detected fraud to represent at least 0.176% of passport application intake	Y	X
Achieve a minimum standard of 58% on the staff engagement index	N/A	N/A

August 2010

Operation target	Aug	Year to date
Achieve a customer satisfaction rating of at least 95%	N/A	N/A
To process straightforward Passport applications within target	Y	Y
Despatch 90% of GRO certificates within the agreed published targets	Y	X
Demonstrate year on year reductions in unit costs	YE	YE
Detected fraud to represent at least 0.176% of passport application intake	Y	X
Achieve a minimum standard of 58% on the staff engagement index	N/A	N/A

July 2010

Operation target	Jul	Year to date
Achieve a customer satisfaction rating of at least 95%	N/A	N/A
To process straightforward Passport applications within target	Y	Y
Despatch 90% of GRO certificates within the agreed published targets	Y	X
Demonstrate year on year reductions in unit costs	YE	YE
Detected fraud to represent at least 0.176% of passport application intake	X	X
Achieve a minimum standard of 58% on the staff engagement index	N/A	N/A

June 2010

Operation target	Jun	Year to date
Achieve a customer satisfaction rating of at least 95%	N/A	N/A
To process straightforward Passport applications within target	Y	Y
Despatch 90% of GRO certificates within the agreed published targets	Y	X
Demonstrate year on year reductions in unit costs	YE	YE
Detected fraud to represent at least 0.176% of passport application intake	X	X
Achieve a minimum standard of 58% on the staff engagement index	N/A	N/A

May 2010

Operation target	May	Year to date
Achieve a customer satisfaction rating of at least 95%	N/A	N/A
To process straightforward Passport applications within target	Y	Y
Despatch 90% of GRO certificates within the agreed published targets	X	X
Demonstrate year on year reductions in unit costs	YE	YE
Detected fraud to represent at least 0.176% of passport application intake	X	X
Achieve a minimum standard of 58% on the staff engagement index	N/A	N/A

April 2010

Operation target	Apr	Year to date
Achieve a customer satisfaction rating of at least 95%	N/A	N/A
To process straightforward Passport applications within target	Y	Y
Despatch 90% of GRO certificates within the agreed published targets	X	X
Demonstrate year on year reductions in unit costs	YE	YE
Detected fraud to represent at least 0.176% of passport application intake	X	X
Achieve a minimum standard of 58% on the staff engagement index	N/A	N/A