

2023 – 2024

Shropshire Council –

Registration & Celebratory Services – Performance 2023-2024

Shropshire Registration & Celebratory Services Performance Report 2023.24

All local registration services are subject to a range of national standards and Key Performance Targets.

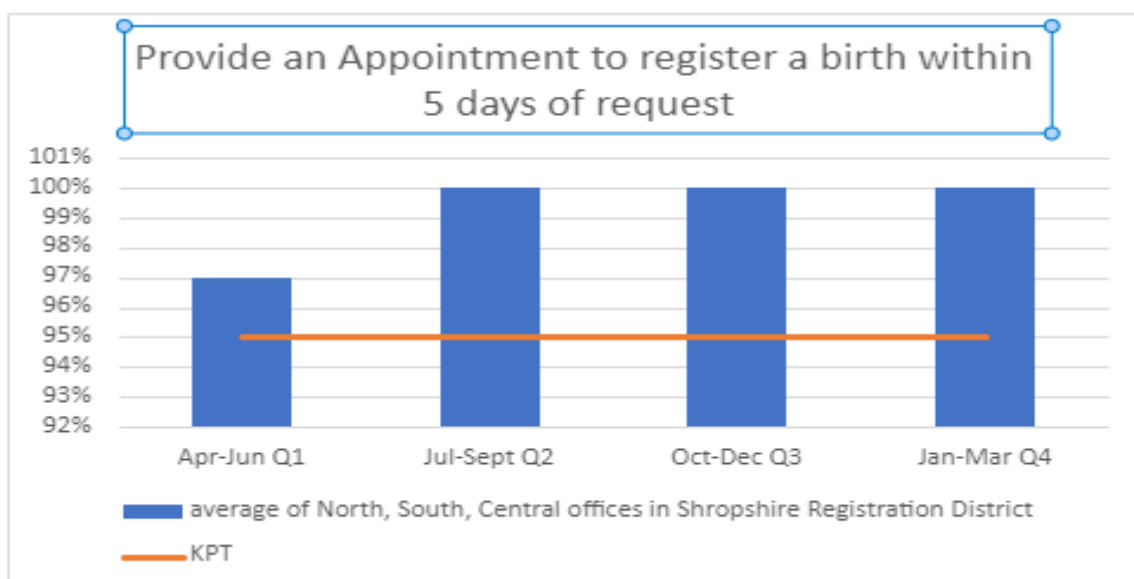
In the year 01/04/2023 to 31/03/2024 all operational and service standards were met.

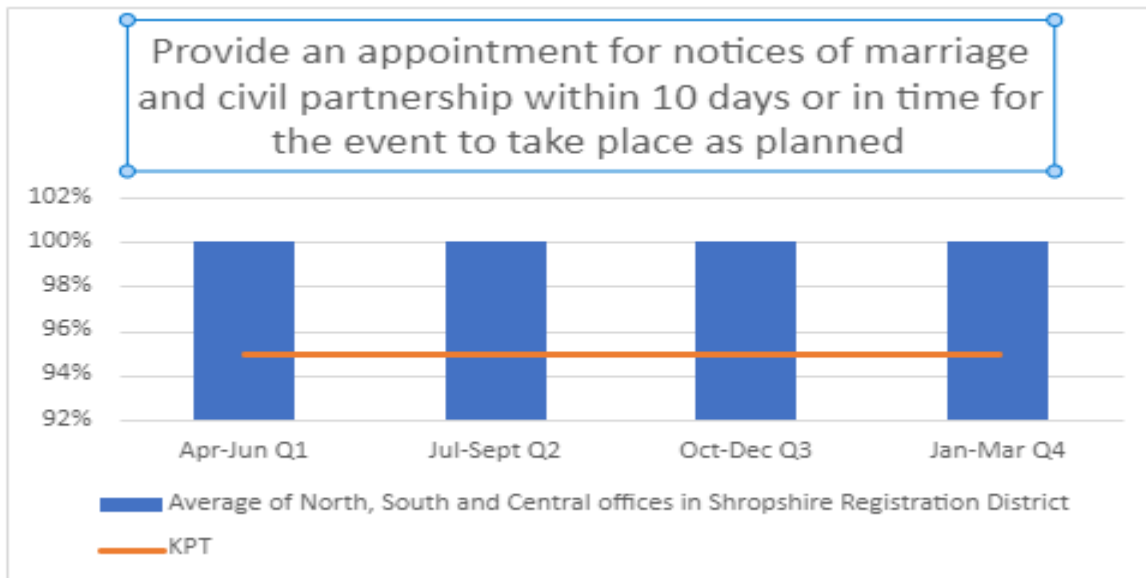
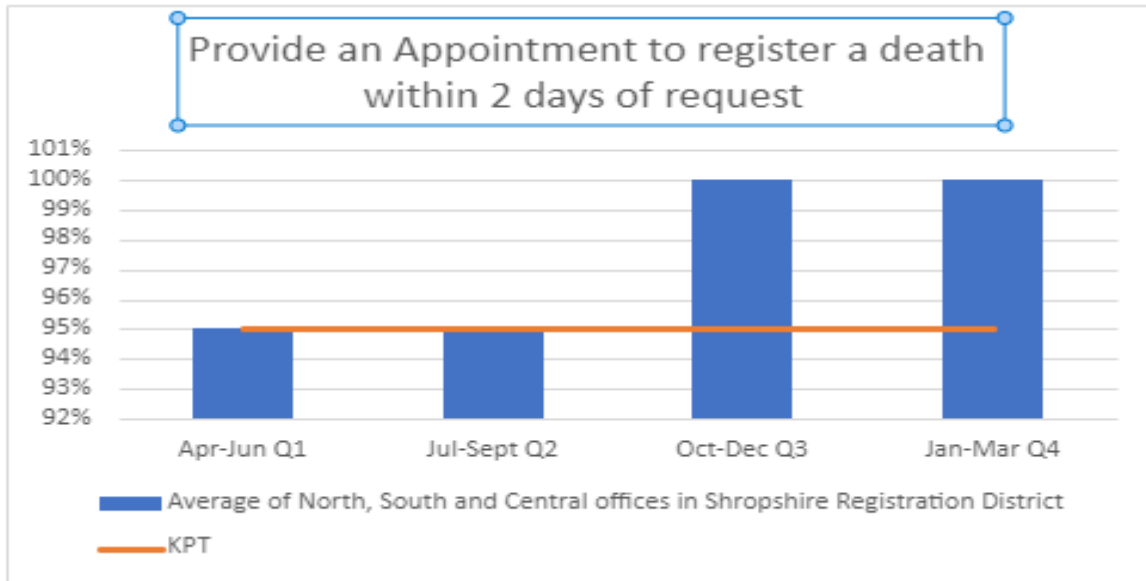
Shropshire Registration Services performance against the national key performance targets is shown below:

Key Performance Target :

Availability of appointments (national target 95%)
Births & declarations – 95% provided within 5 days
Still-births - 95% provided within 5 days within 2 days
Deaths & declarations - 95% provided within 5 days within 2 days
Notices for marriage and civil partnership - 95% provided within 5 days within 10 days

As Shropshire is a large council area we aim to provide appointment availability in an office in the North, South and Central area. The charts below show that this target was exceeded.



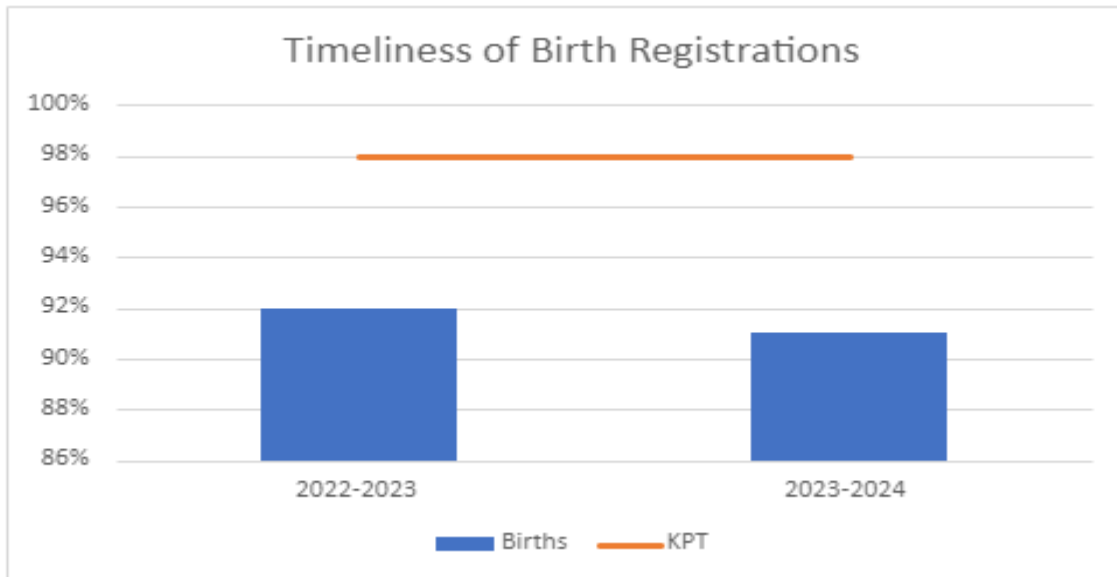


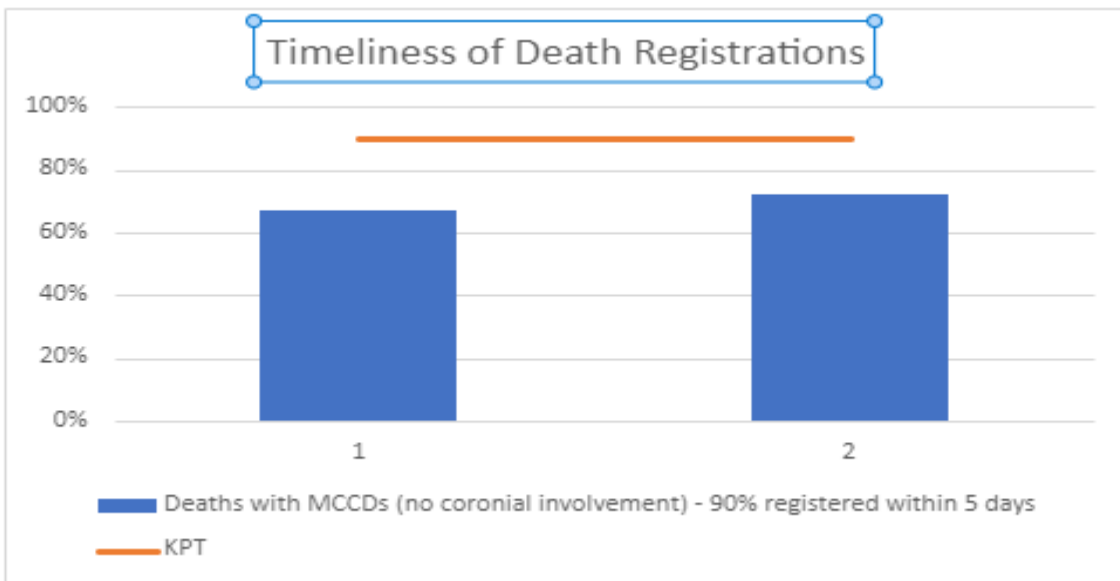
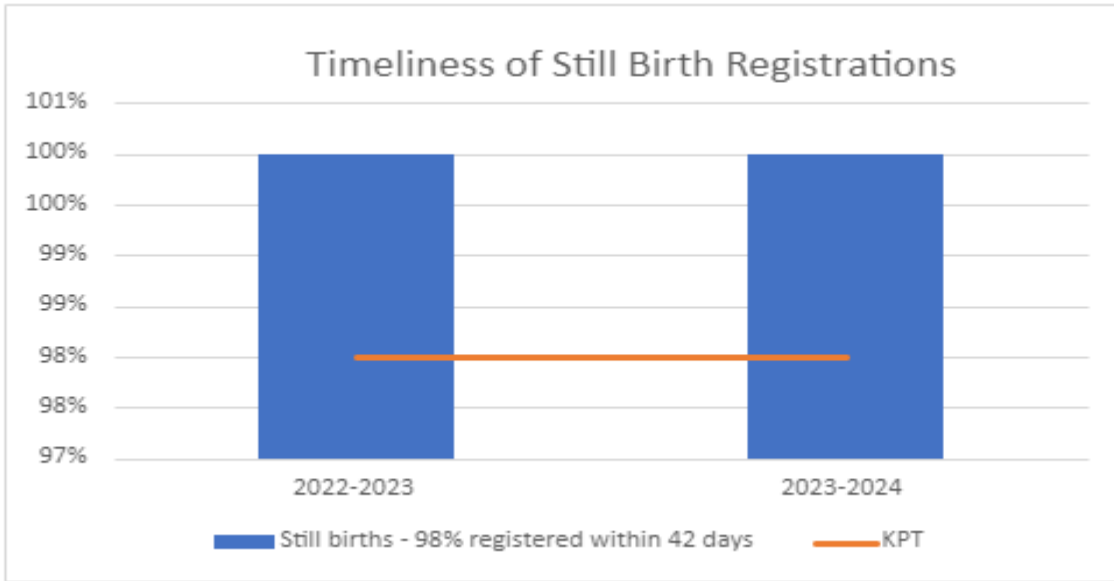
Key Performance Target

Registration timeliness (national target)
Births - 98% registered within 42 days
Still births - 98% registered within 42 days
Deaths with MCCDs (no coronial involvement) - 90% registered within 5 days

Shropshire Registration Service performed well against the national KPT.

Only 54 births took place over this time period and 5 of them were not registered within 42 days. This can happen for various reasons beyond the control of the registration service



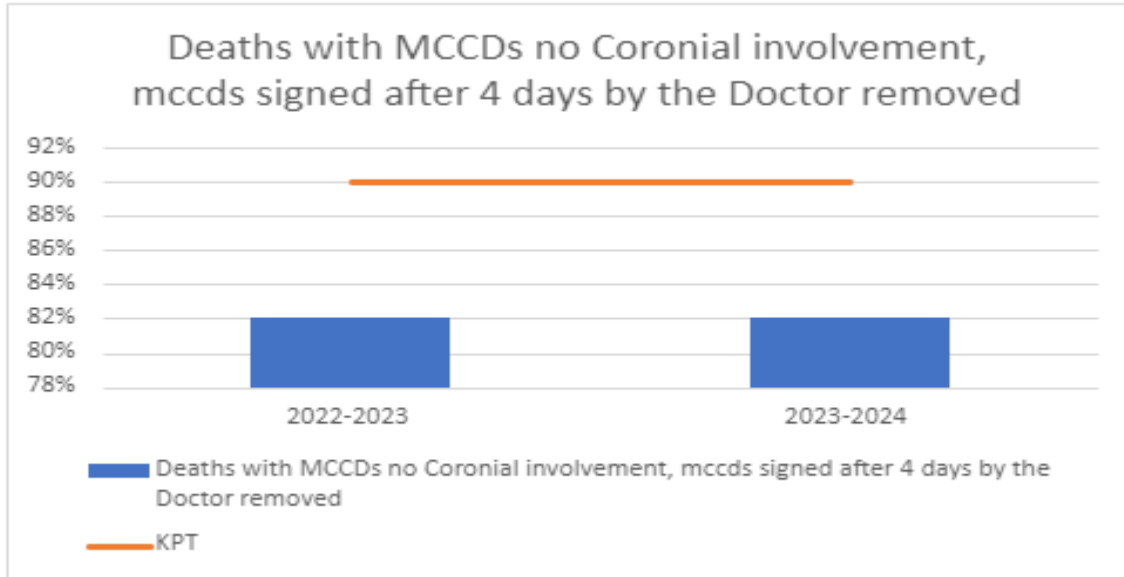


The death registration KPT is extremely difficult to meet given the range of variables which impact on performance.

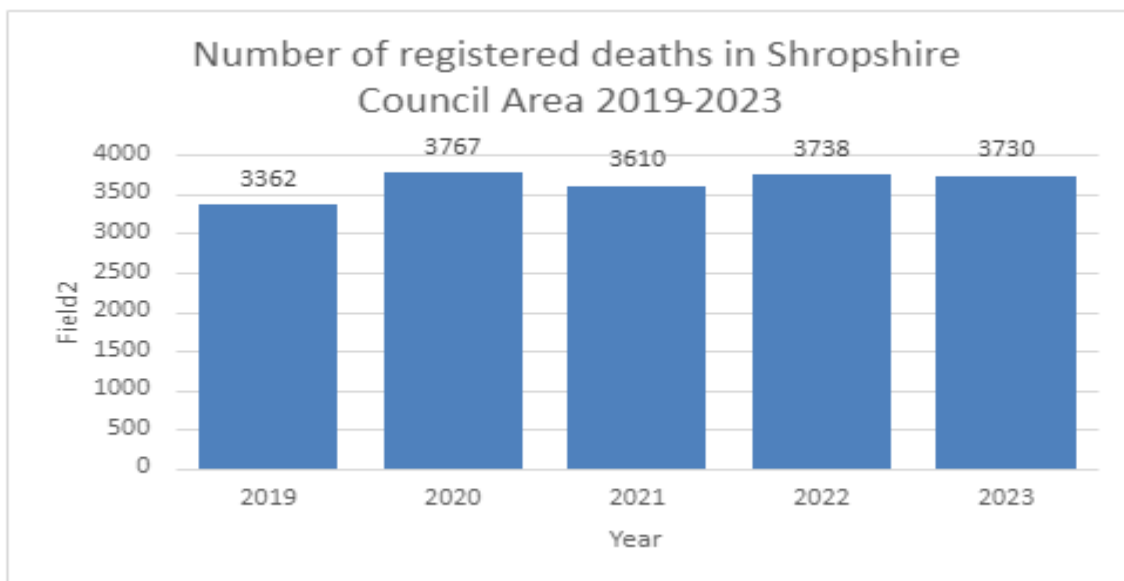
The performance is calculated from the date of death.

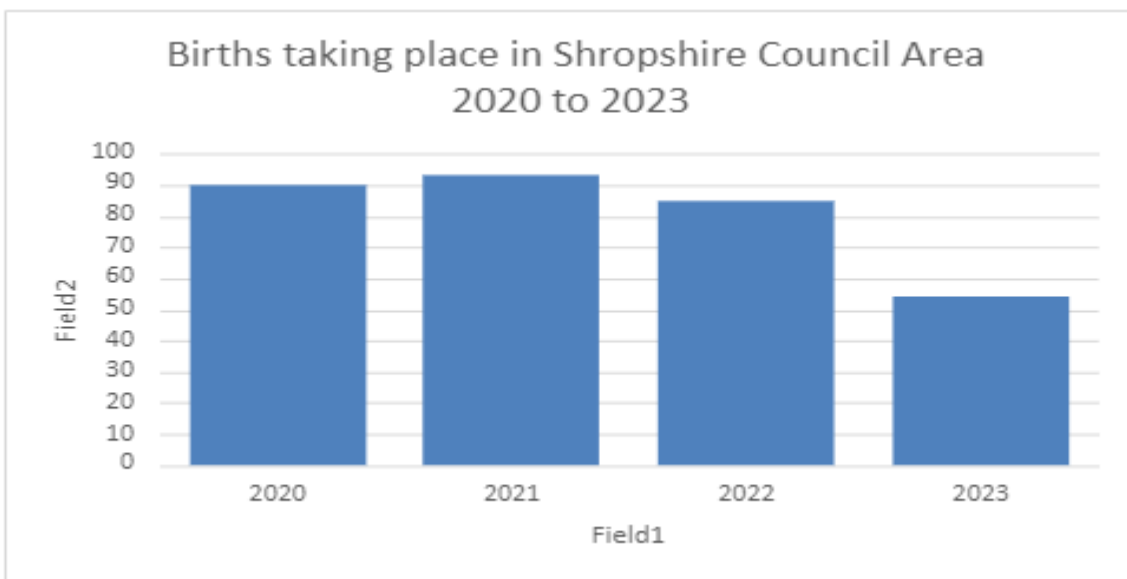
Registrars have no little control over how quickly the medical cause of death certificates are provided to us. These are sent by either the hospital or the GP. When the ones which have been signed 4 days or later are extracted from the figures there is a 10% + improvement in performance figures.

Other non-controllable variables : the availability of informants to attend, whether there are any next of kin, incorrectly completed documents supplied by Medics which then have to be returned for correction prior to registration.



In terms of work done by our small team of registration officers below are a range of charts showing the numbers of events which have been attended/recorded with a 4 or 5 year comparison for context:





end