






































































# Registration Service Performance Information
















PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				

Status	PI Code & Short Name	2008/09		2009/10		2010/11		Short Term Trend	Long Term Trend	Latest Note
		Value	Target	Value	Target	Value	Target			
	CSADIV06RS Registration Service (Accuracy Rate) - % of registrations completed without errors	97%	100%	99%	100%	99%	100%			
	CSADIV08RS Registration Service (Total) - % of personal callers seen within target (3 mins)	100%	100%	100%	100%	100%	100%			
	CSREGJOHN01 Registration Service (Johnstone) - % of birth registrations completed without errors	100%	100%	100%	100%	100%	100%			
	CSREGJOHN02 Registration Service (Johnstone) - % of death registrations completed without errors	99%	100%	99%	100%	99%	100%			
	CSREGJOHN03 Registration Service (Johnstone) - % of marriage registrations completed without errors	100%	100%	100%	100%	100%	100%			
	CSREGJOHN04 Registration Service	100%	100%	100%	100%	100%	100%			

Status	PI Code & Short Name	2008/09		2009/10		2010/11		Short Term Trend	Long Term Trend	Latest Note
		Value	Target	Value	Target	Value	Target			
	(Johnstone) - % of still births registrations completed without errors									
	CSREGJOHN05 Registration Service (Johnstone) - % of civil partnership registrations completed without errors	100%	100%	100%	100%	100%	100%			
	CSREGJOHN06 Registration Service (Johnstone) - % of registrations completed without errors	99%	100%	99%	100%	100%	100%			
	CSREGJOHN08 Registration Service (Johnstone) - % of enquiries responded to within target	100%	100%	100%	100%	100%	100%			
	CSREGJOHN09 Registration Service (Johnstone) - % of customers seen within target	100%	100%	100%	100%	100%	100%			
	CSREGPAIS01 Registration Service (Paisley) - % of birth registrations completed without errors	98%	100%	99%	100%	98%	100%			
	CSREGPAIS02 Registration Service (Paisley) - % of death registrations completed without errors	93%	100%	97%	100%	97%	100%			
	CSREGPAIS03 Registration Service (Paisley) - % of marriages registrations completed without errors	100%	100%	100%	100%	100%	100%			
	CSREGPAIS04 Registration Service (Paisley) - % of still birth registrations completed without errors	100%	100%	100%	100%	83.33%	100%			
	CSREGPAIS05 Registration Service (Paisley) - % of civil partnership registrations completed without errors	100%	100%	67%	100%	75%	100%			
	CSREGPAIS06 Registration Service (Paisley) - % of registrations completed without errors	96%	100%	98%	100%	98%	100%			
	CSREGPAIS08 Registration Service (Paisley) - % of written enquiries responded to within target	100%	100%	100%	100%	100%	100%			

Status	PI Code & Short Name	2008/09		2009/10		2010/11		Short Term Trend	Long Term Trend	Latest Note
		Value	Target	Value	Target	Value	Target			
	CSREGREN01 Registration Service (Renfrew) - % of birth registrations completed without errors	100%	100%	100%	100%	100%	100%			
	CSREGREN02 Registration Service (Renfrew) - % of death registrations completed without errors	100%	100%	100%	100%	100%	100%			
	CSREGREN03 Registration Service (Renfrew) - % of marriages registrations completed without errors	100%	100%	100%	100%	100%	100%			
	CSREGREN04 Registration Service (Renfrew) - % of still birth registrations completed without errors	100%	100%	100%	100%	100%	100%			
	CSREGREN05 Registration Service (Renfrew) - % of civil partnership registrations completed without errors	100%	100%	100%	100%	100%	100%			
	CSREGREN06 Registration Service (Renfrew) - % of registrations completed without errors	100%	100%	100%	100%	100%	100%			
	CSREGREN08 Registration Service (Renfrew) - % of enquiries responded to within target	100%	100%	100%	100%	100%	100%			
	CSREGREN09 Registration Service (Renfrew) - % of customers seen within target	100%	100%	100%	100%	100%	100%			
	CSREGTOTAL01 Registration Service (Total) - % of birth registrations completed without errors	99%	100%	100%	100%	99%	100%			
	CSREGTOTAL02 Registration Service (Total) - % of death registrations completed without errors	96%	100%	98%	100%	98%	100%			
	CSREGTOTAL03 Registration Service (Total) - % of marriage registrations completed without errors	100%	100%	100%	100%	100%	100%			
	CSREGTOTAL04 Registration Service (Total) - % of stillbirth registrations completed without errors	100%	100%	100%	100%	90%	100%			

Status	PI Code & Short Name	2008/09		2009/10		2010/11		Short Term Trend	Long Term Trend	Latest Note
		Value	Target	Value	Target	Value	Target			
	CSREGTOTAL05 Registration Service (Total) - % of civil partnerships registrations completed without errors	100%	100%	75%	100%	80%	100%			
	CSREGTOTAL08 Registration Service (Total) - % of enquiries responded to within target	100%	100%	100%	100%	100%	100%			
	FCSTEL06 Registration Service (Renfrew) - % of telephone calls answered within target	100%	100%	100%	100%	100%	100%			
	FCSTEL07 Registration Service (Johnstone) - % of telephone calls answered within target	100%	96%	100%	96%	100%	96%			
	FCSTEL08 Registration Service - % of telephone calls answered within target (5 rings)	100%	96%	100%	96%	100%	96%	