

## During the month of April 2019

At our Registration Offices in Wakefield and Pontefract

**95%** of customers with an appointment, who arrived on time, were seen within 10 minutes of their appointment time.

**6** customers who arrived without an appointment were seen the same day.

**22** customers did not arrive for their appointment.

**186** customers arrived late for their appointment. Although we try our best to see these customers straight away, this often has a knock on effect for the customers who follow.

**100%** of email, telephone and postal requests for replacement certificates were responded to within 5 working days.

We issued a total of 510 replacement certificates.

We are pleased to report that we achieved all our targets this month.