

Key Performance Indicators – 1st April 2018 to 31st March 2019

Registration Timeliness	National Target	Performance Rating
% of births registered within 42 days	98%	Compliant 99%
% of still-births registered within 42 days	98%	Compliant 100%
% of deaths with MCCDs (no coronial involvement) Registered within 5 days	90%	Compliant 93%
Availability of appointments (within days of request)	National Target	Performance Rating
Births and declarations within 5 working days	95%	Compliant 99%
Still-births within 2 working days	95%	Compliant 100%
Deaths and declarations within 2 working days	95%	Compliant 99%
Notices of marriage and civil partnership within 10 working days and so to allow the marriage/CP to proceed at a time and venue of the customer's choice where reasonable and practical	95%	Compliant 100%
Customer Satisfaction	National Target	Performance Rating
% of customer satisfaction (responses taken from returned surveys)	95%	Compliant 97%