



**Key Performance Indicators – 1<sup>st</sup> April 2019 to 31<sup>st</sup> March 2020**

<b>Registration Timeliness</b>	<b>National Target</b>	<b>Performance Rating</b>
% of births registered within 42 days	98%	Compliant 100%
% of still-births registered within 42 days	98%	Compliant 100%
% of deaths with MCCDs (no coronial involvement) Registered within 5 days	90%	Compliant 96%
<b>Availability of appointments (within days of request)</b>	<b>National Target</b>	<b>Performance Rating</b>
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%
<b>Customer Satisfaction</b>	<b>National Target</b>	<b>Performance Rating</b>
% of customer satisfaction (responses taken from returned surveys)	95%	Complaint 98%