



Key Performance Indicators – 1 April 2017 to 31 March 2018

Registration timeliness	National Target	Performance Rating
% of births registered within 42 days	98%	Complaint 99%
% of still-births registered within 42 days	98%	Compliant 100%
% of deaths with MCCDs (no coronial involvement) registered within 5 days	90%	Non-Complaint 86%
Availability of appointments (within days of request)	National Target	Performance Rating
Births and declarations within 5 days	95%	Compliant 97.76%
Still-births within 2 days	95%	Compliant 100%
Deaths and declarations within 2 days	95%	Compliant 97.69 %
Notices for marriage and civil partnership within 10 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 98%

