



Good Practice Guide Key Indicators - April 2016 - March 2017

1. Events registered within statutory timeframe

	National Standard	April
Percentage of births registered within 42 days	98%	98%
Percentage of still births registered within 42 days	98%	100%
Percentage of deaths registered within 5 days	95%	49%

2. i). Average waiting times for registration and notice taking

Average number of days wait for birth registration appointment	95% within 5 working days	1
Average number of days wait for still birth registration appointment	95% within 2 working days	0
Average number of days wait for death registration appointment/declaration	95% within 2 working days	0
Average number of days wait for marriage/civil partnership notice appointment	95% within 10 working days	4

2. ii). Percentage of customers seen within 10 minutes of appointment

Percentage of appointments seen within 10 minutes	90%	100%
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3. Certificate applications

Percentage of certificate applications processed within 5 days	95%	50%
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4. Percentage of satisfied customers

Percentage of satisfied customers from satisfaction surveys	90%	98%
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5. Formal complaints

Total complaints	N/A	0
Percentage of complaints	0.5%	0.0%