

Summary of year to date KPIs

Paper 5B

Monthly Response Maintenance KPIs - Year ending 31/3/26

Month	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	CHA Target KPI %	Std Target KPI %
Category	KPI Mth %	KPI Mth %	KPI Mth %	KPI Mth %	KPI Mth %	KPI Mth %	KPI Mth %	KPI Mth %	KPI Mth %	KPI Mth %	KPI Mth %	KPI Mth %		
Immediate	100	100	100										90	85
Emergency	100	100											90	85
Urgent	90	94											85	80
Routine	100	100											85	80
Overall	98	99												

Monthly Response Maintenance KPIs - Year ending 31/3/25

Month	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target KPI %
Category	KPI Mth %	KPI Mth %	KPI Mth %	KPI Mth %	KPI Mth %	KPI Mth %	KPI Mth %	KPI Mth %	KPI Mth %	KPI Mth %	KPI Mth %	KPI Mth %	
Immediate	100	89	92	94	96	96	94	95	95	96	96	96	85
Emergency	100	93	94	90	92	93	94	95	95	96	95	96	85
Urgent	86	90	92	93	91	89	90	90	91	92	92	93	80
Routine	94	95	92	93	93	93	93	94	94	94	94	95	80
Overall	93	93	92	93	93	92	92	93	94	94	94	95	