

Response Maintenance KPIs

Category	September			Year to Date 30/9/24			Target KPI %
	Due in Mth No.	Completed in Mth No.	KPI Mth %	Due in Mth No.	Completed in Mth No.	KPI Ytd %	
Immediate	5	4	80%	28	26	93%	85
Emergency	4	4	100%	28	26	93%	85
Urgent	12	10	83%	46	41	89%	80
Routine	21	20	95%	142	132	93%	80
Totals	42	38	90%	244	225	92%	

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	Due in Mth No.	Completed in Mth No.	KPI Mth %	Due in Mth No.	Completed in Mth No.	KPI Ytd %	
Immediate	2	2	100%	16	15	94%	85
Emergency	3	3	100%	15	14	93%	85
Urgent	3	3	100%	22	21	95%	80
Routine	11	10	91%	74	67	91%	80
Totals	19	18	95%	127	117	92%	

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Immediate	3	2	67%	9	8	89%	85
Emergency	0	0		9	8	89%	85
Urgent	7	6	86%	19	17	89%	80
Routine	9	9	100%	49	46	94%	80
Totals	19	17	89%	86	79	92%	

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	Due in Mth No.	Completed in Mth No.	KPI Mth %	Due in Mth No.	Completed in Mth No.	KPI Ytd %	
Immediate				3	3	100%	85
Emergency	1	1	100%	4	4	100%	85
Urgent	2	1	50%	5	3	60%	80
Routine	1	1	100%	19	19	100%	80
Totals	4	3	75%	31	29	94%	