

## Summary of year to date KPIs

Paper 5B

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

| Month     | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | YTD | Target |
|-----------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--------|
| Category  | KPI | KPI | KPI | KPI | KPI | KPI | KPI | KPI | KPI | KPI | KPI | KPI | KPI | KPI    |
|           | Mth | Mth | Mth | Mth | Mth | Mth | Mth | Mth | Mth | Mth | Mth | Mth | %   | %      |
| Immediate | 100 | 86  | 100 | 100 | 100 |     |     |     |     |     |     |     | 96  | 85     |
| Emergency | 100 | 91  | 100 | 67  | 100 |     |     |     |     |     |     |     | 92  | 85     |
| Urgent    | 86  | 100 | 100 | 100 | 75  |     |     |     |     |     |     |     | 91  | 80     |
| Routine   | 94  | 96  | 84  | 94  | 92  |     |     |     |     |     |     |     | 93  | 80     |
| Overall   | 93  | 94  | 92  | 93  | 92  |     |     |     |     |     |     |     | 93  |        |

### Monthly Response Maintenance KPIs - Year ending 31/3/24

| Month     | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | YTD | Target |
|-----------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--------|
| Category  | KPI | KPI | KPI | KPI | KPI | KPI | KPI | KPI | KPI | KPI | KPI | KPI | KPI | KPI    |
|           | Mth | Mth | Mth | Mth | Mth | Mth | Mth | Mth | Mth | Mth | Mth | Mth | %   | %      |
| Immediate | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 85     |
| Emergency | 100 | 83  | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 99  | 85     |
| Urgent    | 67  | 100 | 100 | 100 | 100 | 100 | 87  | 92  | 100 | 100 | 100 | 82  | 94  | 80     |
| Routine   | 91  | 95  | 90  | 95  | 83  | 86  | 90  | 86  | 93  | 91  | 98  | 89  | 90  | 80     |
| Overall   | 90  | 95  | 94  | 97  | 88  | 91  | 92  | 91  | 96  | 96  | 98  | 89  | 93  |        |