

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	80	100	100	100				95	85
Emergency	100	91	100	67	100	100	100	100	100				95	85
Urgent	86	100	100	100	75	83	91	91	100				91	80
Routine	94	96	84	94	92	95	94	100	97				94	80
Overall	93	94	92	93	92	90	94	98	98				94	

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	