

Repairs KPI DATA	1-Oct-20	1-Nov-20	1-Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23
KPI3a Priority emergency completed within 24 hours	99%	100%	99.84%	96.31%	100%	97.73%	99.24%	98.11%	98.51%	95.02%	94.91%	97.99%	97.77%	97.77%	99.16%	92.36%	92.36%	92.36%	94.34%	99.05%	94.00%	97.64%	97.20%	96.47%	95.55%	95.55%	97.42%	96.82%	98.38%	95.82%	96.23%
KPI3b Priority urgent completed within 5 days	97%	98%	93.37%	94.67%	96%	94.36%	92.45%	92.56%	96.28%	94.89%	90.32%	90.64%	87.12%	87.12%	90%	90.97%	90.97%	90.97%	91.62%	90.65%	91.92%	86.03%	91.40%	88.79%	87.03%	87.11%	90%	88.87%	93.49%	93.37%	94.78%
KPI3c Priority routine completed within 26 days	97%	96%	95.04%	95.91%	94%	91.24%	94.71%	86.29%	94.30%	93.03%	89.61%	92.58%	89.27%	89.27%	90.43%	92.23%	92.23%	92.23%	87.94%	87.42%	85.66%	87.44%	91.55%	89.11%	92.21%	92.13%	93.09%	94.95%	92.95%	94.49%	92.95%
KPI7 Repairs completed on first visit	91%	94%	85.20%	83.46%	97%	82.62%	84.18%	85.97%	87.44%	87.39%	86.35%	86.30%	86.64%	86.64%	89.99%	90.03%	90.03%	90.03%	87.73%	88.66%	89.46%	88.17%	88.55%	88.09%	85.76%	86.25%	85.77%	84.65%	83.47%	86.83%	81.21%
KPI8 Recalls to previous repairs	4%	5%	6.61%	5.98%	4%	4.90%	6.68%	8.13%	5.27%	5.88%	5.01%	6.83%	4.90%	4.90%	5.82%	5.64%	5.64%	5.64%	4.92%	7.09%	4.05%	5.51%	6.20%	6.24%	8.15%	4.63%	4.85%	4.91%	5.88%	3.10%	3.64%

This page is intentionally left blank