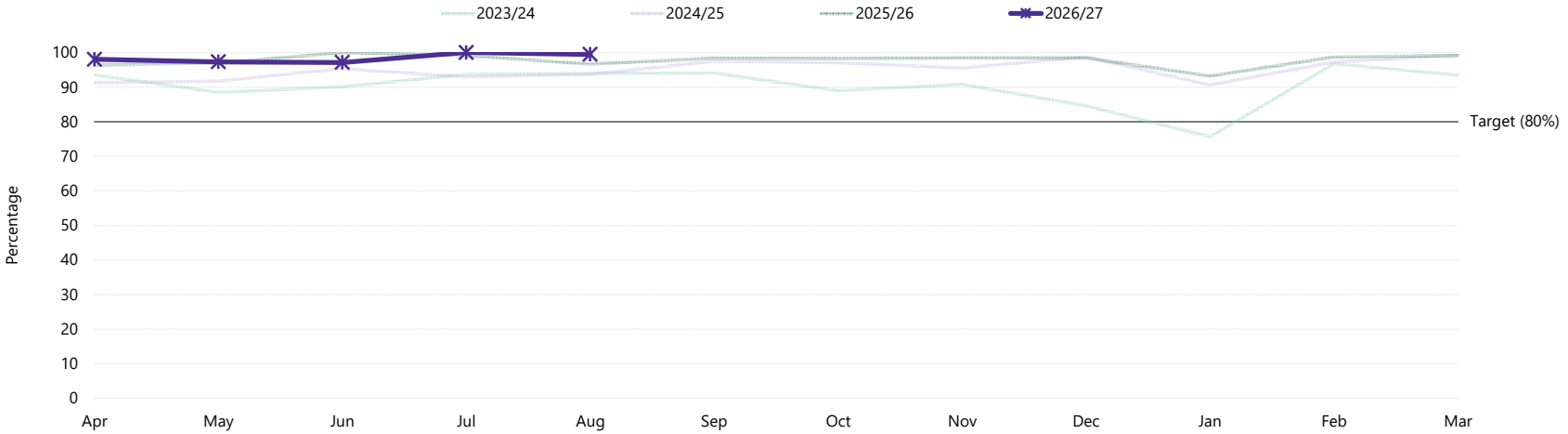
Key Performance Indicator 1

First response issued within 20 days of validation (%)



First response issued within 20 days of validation (%)

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Target	80.00	80.00	80.00	80.00	80.00	80.00	80.00	80.00	80.00	80.00	80.00	80.00
2013/14	81.30	87.79	89.73	90.00	71.43	81.60	90.56	92.20	94.08	74.87	95.87	96.97
2014/15	88.52	84.80	85.77	80.32	77.03	81.60	77.63	91.44	84.91	45.99	85.64	90.34
2015/16	73.98	81.47	90.27	90.73	81.48	88.37	86.67	76.45	76.45	76.16	94.42	87.13
2016/17	75.72	82.00	68.40	58.21	43.21	62.15	75.81	72.11	84.32	44.57	86.42	83.62
2017/18	71.66	59.49	63.71	63.59	53.49	61.36	91.15	96.83	97.00	84.62	94.12	95.96
2018/19	95.13	92.16	92.09	93.55	96.00	92.75	90.00	86.94	94.58	75.10	95.71	93.83
2019/20	92.28	83.10	88.65	88.56	65.49	78.07	76.53	82.26	95.96	72.35	95.05	93.13
2020/21	88.50	97.42	99.24	98.73	97.59	95.31	98.07	95.22	97.16	88.40	97.86	92.96
2021/22	90.48	82.57	78.76	80.97	77.09	89.17	88.95	89.75	92.09	74.71	94.78	97.92
2022/23	96.32	93.31	87.39	94.63	95.81	93.09	94.65	96.88	94.55	67.35	97.24	92.07
2023/24	93.51	88.46	90.08	93.69	94.00	94.01	88.94	90.81	84.62	75.62	96.77	93.43
2024/25	91.32	91.75	95.36	92.93	93.67	97.51	97.03	95.50	98.73	90.63	97.28	99.19
2025/26	96.36	96.94	100.00	99.13	96.65	98.37	98.29	98.48	98.44	93.20	98.68	99.13
2026/27	98.06	97.34	97.13	100.00	99.49							

First response issued within 20 days of validation (count)

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2013/14	187/230	266/303	201/224	225/250	155/217	204/250	211/233	201/218	159/169	140/187	209/218	224/231
2014/15	216/244	212/250	205/239	200/249	171/222	204/250	170/219	203/222	135/159	86/187	173/202	187/207
2015/16	182/246	211/259	232/257	186/205	198/243	190/215	234/270	185/242	185/242	115/151	186/197	149/171
2016/17	184/243	194/237	171/250	117/201	105/243	179/288	188/248	181/251	156/185	78/175	229/265	240/287
2017/18	177/247	188/316	165/259	131/206	115/215	181/295	237/260	244/252	194/200	187/221	192/204	214/223
2018/19	215/226	235/255	291/316	232/248	216/225	192/207	252/280	213/245	192/203	190/253	201/210	228/243
2019/20	263/285	241/290	250/282	209/236	148/226	210/269	150/196	204/248	190/198	157/217	211/222	312/335
2020/21	177/200	189/194	130/131	155/157	162/166	203/213	203/207	239/251	205/211	160/181	229/234	251/270
2021/22	171/189	180/218	293/372	183/226	175/227	214/240	161/181	219/244	198/215	127/170	218/230	283/289
2022/23	157/163	223/239	208/238	194/205	206/215	202/217	177/187	186/192	156/165	132/196	211/217	209/227
2023/24	173/185	161/182	218/242	193/206	175/187	157/167	193/217	168/185	132/156	152/201	180/186	199/213
2024/25	200/219	178/194	185/194	184/198	148/158	196/201	196/202	191/200	155/157	145/160	143/147	246/248
2025/26	212/220	222/229	197/197	229/231	173/179	181/184	172/175	194/197	189/192	137/147	149/151	228/230
2026/27	202/206	183/188	203/209	187/187	194/195	0/0	0/0	0/0	0/0	0/0	0/0	0/0

This page provides an overview of first response performance, showing how quickly applications receive their initial response based on working days between the valid date and first response date.