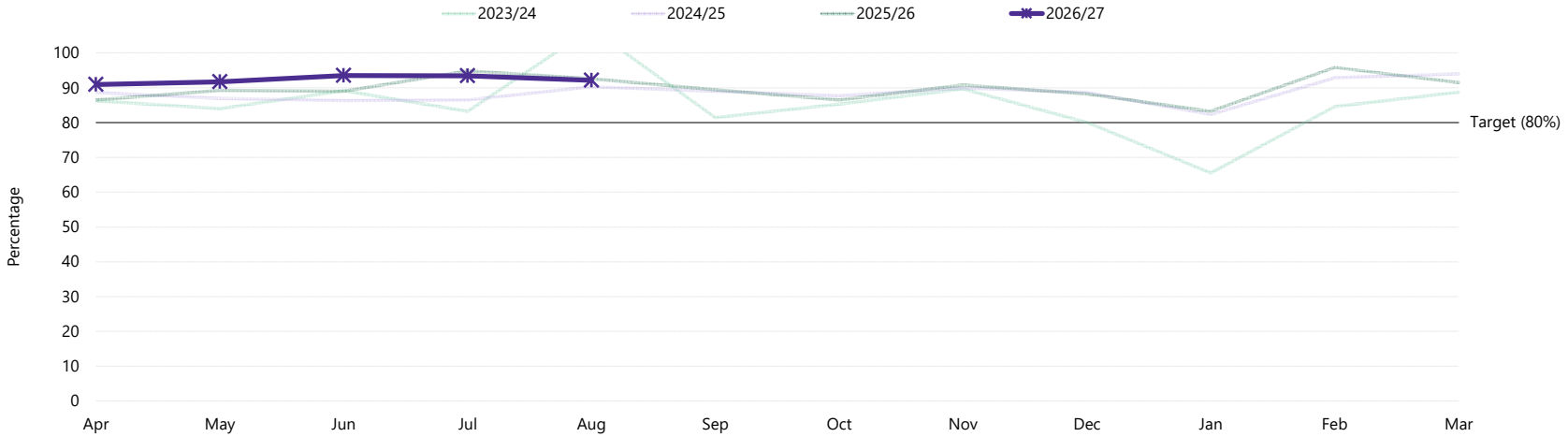
Key Performance Indicator 2

First response issued within 10 days of receipt of completion certificate (%)



First response issued within 10 days of receipt of completion certificate (%)

	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	90.29	89.90	81.89	90.20	87.77	88.61	85.16	84.93	88.57	87.34	91.86	90.76
2014/15	92.59	88.89	92.86	92.24	77.72	53.16	88.89	81.94	84.32	83.94	82.91	92.04
2015/16	84.42	93.27	92.21	96.14	94.78	83.75	85.80	90.15	90.15	89.32	91.56	89.96
2016/17	77.35	54.00	86.91	87.80	92.41	75.62	77.96	82.76	94.97	84.47	59.85	92.66
2017/18	87.86	84.23	87.41	86.28	90.26	89.09	80.60	83.21	90.85	71.43	83.92	90.52
2018/19	81.36	86.96	91.64	86.12	92.24	83.83	76.79	73.37	88.69	67.13	82.69	90.40
2019/20	84.18	84.73	84.89	77.75	85.34	86.97	90.27	80.83	90.64	76.65	85.34	84.39
2020/21	76.38	94.10	97.17	91.01	80.14	72.98	89.64	89.02	93.57	83.20	88.94	88.94
2021/22	86.9863	62.20736	74.17219	83.49835	74.12587	87.37113	82.77027	83.95904	90.45802	78.48101	88.33333	87.68769
2022/23	87.85714	85.54217	90.48991	75.12953	92.30769	87.93566	81.29771	88.37209	92.54237	69.23077	78.80435	89.84962
2023/24	86.25592	83.98438	89.14474	83.21168	107	81.37652	85.26786	89.63211	80	65.49708	84.61538	88.72549
2024/25	88.62559	86.89139	86.25954	86.4486	90.27237	88.99522	87.64479	89.91597	88.60759	82.31293	92.82051	93.97163
2025/26	86.44068	89.27203	88.92989	94.84536	92.57426	89.375	86.49518	90.7563	88.17734	83.23353	95.83333	91.44981
2026/27	90.94488	91.6996	93.53448	93.43629	92.19512							

First response issued within 10 days of receipt of completion certificate (count)

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2013/14	251/278	178/198	199/243	184/204	165/188	210/237	155/182	186/219	186/210	138/158	158/172	167/184
2014/15	200/216	200/225	221/238	202/219	157/202	185/348	152/171	177/216	156/185	115/137	97/117	266/289
2015/16	168/199	291/312	225/244	199/207	254/268	237/283	145/169	238/264	238/264	92/103	141/154	224/249
2016/17	140/181	177/326	312/359	216/246	207/224	183/242	145/186	216/261	170/179	136/161	155/259	164/177
2017/18	123/140	219/260	257/294	195/226	315/349	245/275	187/232	223/268	149/164	105/147	167/199	210/232
2018/19	227/279	240/276	274/299	180/209	523/567	280/334	182/237	303/413	196/221	96/143	234/283	273/302
2019/20	250/297	283/334	236/278	283/364	198/232	287/330	371/411	291/360	271/299	174/227	163/191	200/237
2020/21	97/127	255/271	275/283	162/178	222/277	235/322	199/222	227/255	233/249	104/125	185/208	177/199
2021/22	254/292	186/299	224/302	253/303	212/286	339/388	245/296	246/293	237/262	124/158	212/240	292/333
2022/23	246/280	284/332	314/347	145/193	192/208	328/373	213/262	266/301	273/295	216/312	145/184	239/266
2023/24	182/211	215/256	271/304	228/274	244/227	201/247	191/224	268/299	156/195	112/171	154/182	181/204
2024/25	187/211	232/267	226/262	185/214	232/257	186/209	227/259	214/238	140/158	121/147	181/195	265/282
2025/26	204/236	233/261	241/271	184/194	187/202	143/160	269/311	216/238	179/203	139/167	207/216	246/269
2026/27	231/254	232/253	217/232	242/259	189/205	0/0	0/0	0/0	0/0	0/0	0/0	0/0

This page provides an overview of completion certificate response performance, showing how quickly completions receive their response based on working days between the received date and response date.