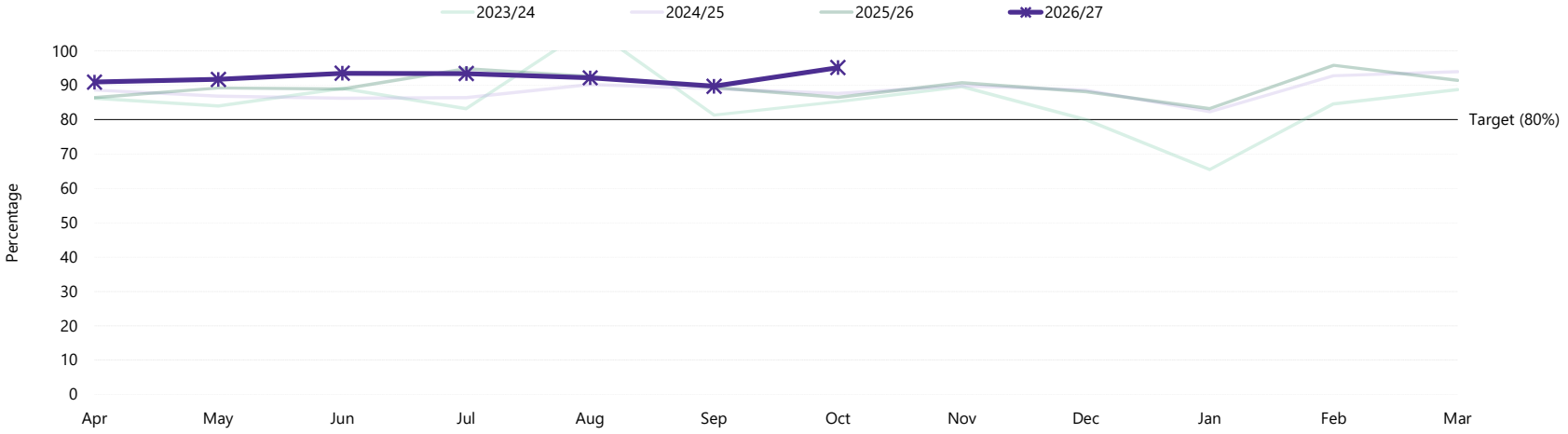
Key Performance Indicator 2

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	89.73214	95.16908					

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	201/224	197/207	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.