

Summary

2024	August	September	October	November	December	Sum:
Closed - Above reasonable cost	11	18	35	23	9	96
Closed - Internal Review	3	3	0	2	3	11
Closed - Not held	5	2	14	5	3	29
Closed - Partial Release	10	15	16	20	16	77
Closed - Released in full	16	38	43	51	26	174
Closed - Transferred	0	0	0	0	0	0
Closed - Withdrawn	2	5	4	4	3	18
Closed - Withheld in full	6	3	8	5	7	29
Open	41	100	1	3	3	148
On Hold	3	1	0	1	0	5
Sum:	97	185	121	114	70	587

2024	August	September	October	November	December	Sum:
Serviced within 20 working days	5	42	103	109	58	317
Serviced outside 20 working days	48	42	17	1	9	117
Open	41	100	1	3	3	148
On Hold	3	1	0	1	0	5