

Summary

2025	January	February	March	April	May	June	July	August	September	October	November	December	Sum:
Closed - Above reasonable cost	41	41	36	31	31	27	27						234
Closed - Internal Review	0	0	2	2	1	2	5						12
Closed - Not held	8	10	10	8	10	9	12						67
Closed - Partial Release	21	24	25	26	22	25	19						162
Closed - Released in full	57	53	54	46	38	34	31						313
Closed - Transferred	1	0	0	0	0	0	0						1
Closed - Withdrawn	3	6	12	5	3	5	5						39
Closed - Withheld in full	4	6	9	12	7	5	13						56
Open	60	76	61	43	48	29	54						371
On Hold	1	0	0	0	0	0	3						4
Sum:	196	216	209	173	160	136	169						1259

2025	January	February	March	April	May	June	July	August	September	October	November	December	Sum:
Serviced within 20 working days	133	136	120	117	102	86	99						793
Serviced outside 20 working days	2	4	24	20	10	21	13						94
Open	60	76	61	43	48	29	54						371
On Hold	1						3						4

NOTE in relation to the 'on hold' data for February to June, due to the implementation of a new tracking system we are not able to retroactively extract this data.