Openreach Quarterly Regulatory KPIs for Home and Small Business

January - March 2021

Please note that we have recently identified a potential issue with the time and date stamps of WLR orders and Faults linked to the change to British Summer Time on 28 March 2021 affecting all KPI results for the period 28 to 31 March 2021. The KPI results might therefore need to be restated depending on the impact (which will be known once the data has been reprocessed).

KPI 1a
Provision
First available appointments offered within 10-working days. Around 1 in 8 service installations need an Openreach engineer to visit your home or premises.

85.35%

82.31%

80.30%

83.16%

84.93%

84.96%

86.89%

85.59%

87.94%

88.92%

London

Wessex

South East

Northern Ireland

South Wales & South Midlands

82.82%

83.49%

85.37%

82.28%

88.21%

85.41%

86.33%

80.10%

87.30%

87.73%

87.00%

86.02%

84.52%

86.07%

84.23%

84.54%

81.81%

80.02%

80.65%

80.89%

81.05%

82.97%

83.57%

79.36%

84.50%

83.13%

83.77%

75.45%

83.31%

81.19%

	red within 10-working days. Around 1 in 8 service installations	need an Openreach engineer to visit your home or premises.		
9	04%	W/I P	MPF	GEA
	Combined Q1 Q2 Q3 Q4	WLR Q1 Q2 Q3 Q4	Q1 Q2 Q3 Q4	Q1 Q2 Q3 Q4
UK	92.26% 96.12% 88.81% 94.45%	Q1 Q2 Q3 Q4 80.17% 98.62% 91.68% 97.82%	89.15% 98.48% 93.93% 98.56%	95.89% 94.93% 87.03% 92.72%
North East	92.67% 97.44% 88.76% 95.46%	80.42% 99.02% 92.10% 98.09%	89.52% 98.94% 94.55% 98.72%	95.89% 94.95% 87.05% 92.72% 96.49% 96.67% 86.67% 94.12%
North Wales & North Midlands	93.07% 95.89% 84.95% 95.29%	81.28% 98.68% 87.25% 97.65%	90.13% 98.88% 90.59% 98.52%	96.71% 94.46% 83.17% 93.99%
North West	90.83% 95.60% 91.17% 95.71%	78.73% 98.56% 93.58% 99.71%	88.78% 98.59% 95.90% 99.53%	94.44% 94.14% 89.57% 93.90%
Scotland	93.87% 97.35% 97.26% 97.54%	79.53% 98.09% 98.46% 99.15%	89.63% 97.94% 98.21% 98.81%	97.70% 97.04% 96.74% 96.88%
East Anglia	89.54% 93.76% 83.76% 94.77%	77.88% 98.29% 92.18% 98.71%	87.19% 98.24% 94.18% 99.12%	92.70% 91.72% 79.57% 92.89%
London	92.39% 95.25% 87.56% 93.97%	80.30% 98.26% 86.55% 97.58%	89.48% 97.77% 90.55% 98.36%	96.38% 93.76% 87.31% 91.93%
South East	92.09% 93.61% 85.14% 94.09%	80.53% 98.23% 87.12% 98.03%	89.39% 97.85% 91.52% 98.76%	95.28% 91.57% 83.52% 92.16%
South Wales & South Midlands	91.82% 96.14% 85.12% 94.13%	81.29% 98.96% 91.83% 98.12%	89.43% 98.84% 94.32% 98.72%	94.92% 94.84% 81.58% 92.17%
Wessex	93.46% 98.86% 93.85% 88.69%	80.78% 99.04% 95.30% 94.12%	88.50% 98.76% 95.78% 96.16%	97.49% 98.82% 93.05% 85.70%
Northern Ireland	94.35% 99.86% 99.58% 99.49%	81.05% 99.63% 99.23% 98.84%	87.56% 99.62% 99.13% 99.41%	99.49% 99.99% 99.80% 99.75%
KPI 2a				
Provision				
New lines installed on time.				
	94%			
,	Combined	WLR	MPF	GEA
	Q1 Q2 Q3 Q4	Q1 Q2 Q3 Q4	Q1 Q2 Q3 Q4	Q1 Q2 Q3 Q4
UK	95.46% 94.64% 94.39% 94.49%	95.98% 94.27% 94.95% 94.78%	94.58% 93.77% 93.57% 93.97%	95.41% 95.06% 94.38% 94.52%
North East	96.05% 95.37% 95.19% 94.58%	96.71% 95.12% 95.86% 95.61%	95.24% 94.55% 94.29% 94.24%	95.93% 95.73% 95.17% 94.29%
North Wales & North Midlands	95.48% 94.22% 94.59% 95.04%	95.97% 93.45% 94.89% 94.81%	94.48% 93.43% 93.42% 94.31%	95.49% 94.82% 94.80% 95.37%
North West	95.12% 94.46% 94.07% 94.01%	96.41% 94.39% 95.28% 94.55%	94.55% 93.43% 93.26% 93.49%	94.64% 94.81% 93.81% 93.97%
Scotland	96.83% 96.11% 95.72% 95.49%	96.85% 95.85% 95.99% 95.72%	95.65% 95.07% 95.14% 94.83%	97.08% 96.52% 95.75% 95.59%
East Anglia	95.03% 93.99% 93.80% 93.64%	95.14% 93.34% 94.22% 93.84%	94.09% 92.64% 92.87% 92.93%	95.17% 94.63% 93.85% 93.76%
London	94.28% 94.55% 93.49% 93.96%	95.21% 94.47% 94.38% 94.33%	93.84% 94.10% 93.01% 93.54%	93.90% 94.74% 93.20% 93.95%
South East	95.28% 94.52% 94.13% 94.31%	95.91% 94.31% 94.61% 94.74%	94.23% 93.69% 93.83% 94.02%	95.22% 94.84% 94.00% 94.22%
South Wales & South Midlands	95.21% 94.33% 94.26% 94.36%	95.62% 94.25% 94.91% 94.76%	94.52% 93.64% 92.96% 93.87%	95.17% 94.56% 94.32% 94.34%
Wessex	95.63% 94.23% 94.04% 94.81%	95.84% 93.63% 94.30% 94.64%	94.57% 93.18% 93.07% 94.17%	95.75% 94.83% 94.18% 95.08%
			94.48% 94.02% 94.31% 95.07%	96.14% 95.48% 94.89% 95.44%
Northern Ireland	95.89% 94.66% 94.83% 95.11%	96.05% 93.48% 95.02% 94.52%	94.4070 94.0270 94.3170 93.0770	301110 3311070 3110370 3311170
	93.0970 94.0070 94.0370 93.1170	90.0370 93.4070 93.0270 94.3270	34.4070 34.0270 34.3170 33.0770	36.1.10
KPI 3a	93.0570 94.0070 94.0370 93.1170	90.0270 93.4070 93.0270 94.3270	34.02/0 34.02/0 34.01/0 33.07/0	36.2110 33.1670 3.16370 33.1170
KPI 3a Repairs				38.210 33.100 3.1030 33.110
KPI 3a Repairs Faults fixed within two working da	ays of being reported. The maintenance level 1 agreement is $\mathfrak l$	or faults to be fixed within two working days after the day the fault		301.10
KPI 3a Repairs Faults fixed within two working da	ays of being reported. The maintenance level 1 agreement is 1	or faults to be fixed within two working days after the day the fault	is reported.	
KPI 3a Repairs Faults fixed within two working da	ays of being reported. The maintenance level 1 agreement is 1 14% Combined	or faults to be fixed within two working days after the day the fault WLR	is reported.	GEA
KPI 3a Repairs Faults fixed within two working da 8	ays of being reported. The maintenance level 1 agreement is f 14% Combined Q1 Q2 Q3 Q4	or faults to be fixed within two working days after the day the fault WLR Q1 Q2 Q3 Q4	is reported. MPF Q1 Q2 Q3 Q4	GEA Q1 Q2 Q3 Q4
KPI 3a Repairs Faults fixed within two working da 8	ays of being reported. The maintenance level 1 agreement is 1 14% Combined Q1 Q2 Q3 Q4 87.93% 82.46% 84.24% 84.05%	or faults to be fixed within two working days after the day the fault WLR Q1 Q2 Q3 Q4 87.71% 81.53% 83.23% 83.07%	is reported. MPF Q1 Q2 Q3 Q4 88.62% 84.44% 86.42% 86.09%	GEA Q1 Q2 Q3 Q4 83.69% 78.43% 81.50% 81.42%
KPI 3a Repairs Faults fixed within two working da 8 UK North East	ays of being reported. The maintenance level 1 agreement is 1 24% Combined Q1 Q2 Q3 Q4 87.93% 82.46% 84.24% 84.05% 87.80% 85.63% 86.26% 82.31%	or faults to be fixed within two working days after the day the fault WLR Q1 Q2 Q3 Q4 87.71% 81.53% 83.23% 83.07% 87.40% 84.82% 85.27% 81.30%	is reported. MPF Q1 Q2 Q3 Q4 88.62% 84.44% 86.42% 86.09% 88.42% 86.93% 87.65% 83.83%	GEA Q1 Q2 Q3 Q4 83.69% 78.43% 81.50% 81.42% 86.43% 83.17% 86.29% 81.24%
KPI 3a Repairs Faults fixed within two working da 8 UK North East North Wales & North Midlands	ays of being reported. The maintenance level 1 agreement is 1 14% Combined Q1 Q2 87.93% 82.46% 82.46% 84.24% 84.05% 87.80% 85.63% 86.26% 82.31% 87.68% 81.68% 87.03% 87.25%	or faults to be fixed within two working days after the day the fault WLR Q1 Q2 87.71% 81.53% 83.23% 83.07% 87.40% 84.82% 85.27% 81.30% 87.64% 80.57% 86.02% 86.24%	is reported. MPF Q1 Q2 Q3 Q4 88.62% 84.44% 86.42% 86.93% 87.65% 83.83% 88.05% 84.02% 88.95% 88.85%	GEA Q1 Q2 Q3 Q4 83.69% 78.43% 81.50% 81.42% 86.43% 83.17% 86.29% 81.24% 83.73% 76.58% 85.72% 87.22%
KPI 3a Repairs Faults fixed within two working da 8 UK North East North Wales & North Midlands North West	ays of being reported. The maintenance level 1 agreement is follows: Combined Q1 Q2 Q3 Q4 87.93% 82.46% 84.24% 84.05% 87.80% 85.63% 86.26% 82.31% 87.68% 87.63% 87.63% 87.25% 85.44% 82.14% 86.93% 84.79%	or faults to be fixed within two working days after the day the fault WLR Q1 Q2 87.71% 81.53% 83.23% 83.07% 87.40% 84.82% 85.27% 81.30% 87.64% 80.57% 86.02% 86.24% 85.94%	is reported. MPF Q1 Q2 Q3 Q4 88.62% 84.44% 86.42% 86.93% 87.65% 83.83% 88.05% 84.02% 88.95% 88.95% 86.24% 84.32% 88.05% 86.05%	GEA Q1 Q2 Q3 Q4 83.69% 78.43% 81.50% 81.42% 86.43% 83.17% 86.29% 81.24% 83.73% 76.58% 85.72% 87.22% 82.02% 79.13% 83.74% 83.50%
KPI 3a Repairs Faults fixed within two working da 8 UK North East North Wales & North Midlands North West Scotland	ays of being reported. The maintenance level 1 agreement is 1 44% Combined Q1 Q2 87.93% 82.46% 84.24% 84.05% 87.80% 85.63% 86.26% 82.31% 87.68% 81.68% 87.03% 87.25% 85.44% 82.14% 86.93% 84.79% 91.38% 83.93% 86.99% 89.40%	or faults to be fixed within two working days after the day the fault WLR Q1 Q2 87.71% 81.53% 83.23% 85.07% 87.40% 84.82% 85.27% 81.30% 87.64% 85.02% 80.72% 86.02% 86.24% 90.85% 83.12% 86.54% 88.85%	is reported. MPF Q1 Q2 Q3 Q4 88.62% 84.44% 86.42% 86.09% 88.45% 88.05% 84.02% 88.95% 88.05% 86.24% 84.32% 88.05% 86.05% 92.72% 85.96% 88.29% 91.07%	GEA Q1 Q2 Q3 Q4 85.69% 78.43% 81.50% 81.42% 86.43% 83.17% 86.29% 81.24% 83.73% 76.58% 85.72% 87.22% 82.02% 79.13% 83.74% 83.50% 87.52% 80.50% 84.55% 86.08%
KPI 3a Repairs Faults fixed within two working da 8 UK North East North Wales & North Midlands North West Scotland East Anglia	ays of being reported. The maintenance level 1 agreement is 1 45% Combined Q1 Q2 87.93% 87.80% 85.63% 86.26% 87.80% 85.68% 81.68% 87.03% 87.25% 85.44% 81.68% 87.03% 86.93% 84.79% 91.38% 83.93% 86.99% 89.40% 86.73% 81.66% 78.57% 78.96%	or faults to be fixed within two working days after the day the fault WLR Q1 Q2 87.71% 81.53% 83.23% 83.07% 87.40% 84.82% 85.27% 81.30% 87.64% 80.57% 86.02% 86.24% 85.02% 80.72% 86.43% 83.94% 90.85% 83.12% 86.54% 88.85% 86.22% 81.06% 77.29% 77.63%	is reported. MPF Q1 Q2 Q3 Q4 88.62% 86.93% 87.65% 83.83% 88.05% 84.02% 88.95% 83.85% 86.24% 84.02% 88.95% 88.24% 84.32% 88.05% 86.05% 92.72% 85.96% 88.29% 91.07% 88.23% 83.67% 81.84% 82.30%	GEA Q1 Q2 Q3 Q4 83.69% 78.43% 81.50% 81.24% 86.43% 83.17% 86.29% 81.24% 83.73% 76.58% 85.72% 87.22% 82.02% 79.13% 83.74% 83.50% 87.52% 80.50% 84.35% 86.08% 81.82% 75.01% 75.94% 75.95%
KPI 3a Repairs Faults fixed within two working da 8 UK North East North Wales & North Midlands North West Scotland	ays of being reported. The maintenance level 1 agreement is 14% Combined Q1 Q2 Q3 Q4 87.93% 82.46% 87.80% 85.63% 87.68% 81.68% 87.03% 87.25% 85.44% 82.14% 86.93% 87.27% 91.38% 83.93% 86.99% 89.40% 86.73% 81.66% 87.21% 83.70% 86.99% 89.40% 86.73% 86.99% 89.40% 86.73% 81.66% 87.21% 88.70% 86.66%	or faults to be fixed within two working days after the day the fault WLR Q1 Q2 87.71% 81.53% 83.23% 83.07% 87.40% 84.82% 85.27% 81.30% 87.64% 80.57% 86.02% 80.72% 86.43% 83.94% 90.85% 83.12% 86.54% 88.85% 86.22% 81.06% 77.29% 77.63% 87.69% 83.42% 82.25% 84.72%	is reported. MPF Q1 Q2 Q3 Q4 88.62% 84.44% 86.42% 86.93% 87.65% 83.83% 88.05% 84.02% 88.95% 84.02% 88.95% 88.05% 86.05% 92.72% 85.96% 88.29% 91.07% 88.23% 83.67% 81.84% 87.32% 83.67% 81.84% 87.32% 85.53%	GEA Q1 Q2 Q3 Q4 83.69% 78.43% 86.43% 81.50% 81.24% 83.73% 76.58% 85.72% 82.02% 79.13% 83.74% 83.50% 87.52% 80.50% 84.35% 86.08% 81.82% 75.01% 75.95% 76.85% 75.02% 76.55% 78.27%
KPI 3a Repairs Faults fixed within two working da 8 UK North East North Wales & North Midlands North West Scotland East Anglia London	ays of being reported. The maintenance level 1 agreement is 1 44% Combined Q1 Q2 87.93% 87.80% 85.63% 86.26% 82.31% 87.68% 81.68% 87.03% 87.45% 85.44% 82.14% 86.93% 87.45% 85.44% 82.14% 86.93% 87.69% 89.40% 86.73% 81.66% 87.21% 87.21% 83.70% 82.66% 84.66% 88.14% 81.42% 84.35% 85.59%	or faults to be fixed within two working days after the day the fault WLR Q1 Q2 87.71% 81.53% 83.23% 85.07% 87.64% 80.57% 85.02% 80.72% 86.02% 86.24% 85.02% 80.72% 86.43% 83.94% 90.85% 83.12% 86.54% 88.85% 86.22% 81.06% 77.29% 77.63% 87.69% 83.42% 82.25% 84.72%	is reported. MPF Q1 Q2 Q3 88.62% 84.44% 86.42% 86.93% 87.65% 83.83% 88.05% 84.02% 88.95% 86.24% 84.32% 88.05% 86.05% 92.72% 85.96% 88.29% 91.07% 88.33% 83.67% 81.84% 82.30% 87.32% 84.84% 84.04% 85.53% 88.65% 82.42% 86.55% 87.88%	GEA Q1 Q3 Q4 81.50% 81.42% 86.43% 83.17% 86.29% 81.24% 83.73% 76.58% 85.72% 87.22% 82.02% 79.13% 83.74% 83.50% 81.82% 75.01% 75.95% 81.82% 76.85% 76.85% 76.55% 78.27% 84.33% 78.39% 79.55% 80.65%
KPI 3a Repairs Faults fixed within two working da 8 UK North East North Wales & North Midlands North West Scotland East Anglia London South Wales & South Midlands	ays of being reported. The maintenance level 1 agreement is 1 45% Combined Q1 Q3 Q4	or faults to be fixed within two working days after the day the fault WLR Q1 Q2 87.71% 81.53% 87.40% 84.82% 85.27% 81.30% 87.64% 80.57% 86.02% 86.24% 85.02% 80.72% 86.43% 83.19% 86.54% 88.85% 86.22% 81.06% 77.29% 77.63% 87.69% 83.42% 82.25% 84.72% 88.04% 80.99% 83.50% 84.27% 87.08% 87.96% 83.61% 76.95%	is reported. MPF Q1 Q2 Q3 Q4 88.62% 84.44% 86.42% 86.93% 87.65% 83.83% 88.05% 84.02% 88.95% 88.24% 84.02% 88.95% 86.05% 86.05% 82.27% 85.96% 88.23% 83.67% 81.84% 82.30% 87.32% 84.84% 84.04% 85.53% 88.65% 82.42% 86.53% 87.88% 88.28% 83.70% 87.63% 80.55% 80.55%	GEA Q1 Q2 83.69% 78.43% 86.43% 85.179% 86.29% 81.24% 83.73% 76.58% 85.72% 82.02% 79.13% 83.74% 83.50% 87.52% 80.50% 84.35% 86.08% 81.82% 75.01% 76.85% 75.02% 76.85% 75.02% 76.55% 78.27% 84.33% 78.39% 79.53% 80.63% 82.28% 74.90% 80.69% 73.20%
KPI 3a Repairs Faults fixed within two working da 8 UK North East North Wales & North Midlands North West Scotland East Anglia London South Wales & South Midlands Wessex	ays of being reported. The maintenance level 1 agreement is 1 14% Combined Q1 Q2 Q3 87,93% 82,46% 87,80% 85,63% 86,26% 82,31% 87,68% 81,68% 81,68% 87,03% 87,25% 81,68% 81,68% 85,44% 82,14% 82,93% 84,79% 91,38% 83,93% 86,99% 89,40% 86,73% 81,66% 87,21% 83,70% 82,66% 88,14% 81,42% 84,36% 85,39% 87,39% 81,42% 84,36% 85,39% 87,39% 88,14% 81,42% 84,36% 85,39% 87,39% 89,58% 81,197% 81,83% 85,75%	or faults to be fixed within two working days after the day the fault WLR Q1 Q2 Q3 87.71% 81.53% 87.40% 84.82% 85.27% 81.30% 87.64% 80.57% 85.02% 80.72% 86.43% 83.94% 90.85% 83.12% 86.54% 88.85% 86.22% 81.06% 77.29% 77.65% 87.69% 83.42% 82.25% 84.72% 88.04% 80.99% 83.50% 84.27% 87.08% 79.60% 83.61% 76.95% 89.14% 80.98% 80.80% 84.53%	is reported. MPF Q1 Q2 Q3 Q4 88.62% 84.44% 86.42% 86.09% 88.42% 86.93% 87.65% 83.83% 88.05% 84.02% 88.95% 88.85% 86.24% 84.32% 88.05% 86.05% 92.72% 85.96% 88.29% 91.07% 88.23% 83.67% 81.84% 82.30% 87.332% 84.84% 84.04% 85.53% 88.65% 82.42% 86.53% 87.88% 88.828% 83.70% 87.63% 80.53% 90.66% 84.10% 84.46% 88.63%	GEA Q1 Q2 Q3 Q4 83.69% 78.43% 81.50% 81.42% 86.43% 83.17% 86.29% 81.24% 83.73% 76.58% 85.72% 87.22% 82.02% 79.13% 83.74% 83.50% 87.52% 80.50% 84.35% 86.08% 81.82% 75.01% 75.95% 76.85% 75.02% 76.55% 78.27% 84.33% 78.39% 79.53% 80.63% 82.38% 74.90% 80.69% 73.20% 87.08% 82.03% 79.48% 84.66%
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KPI 3a Repairs Faults fixed within two working da 8 UK North East North Weles & North Midlands North West Scotland East Anglia London South Wales & South Midlands Wessex Northern Ireland KPI 3b Repairs Faults fixed within one working da 8 UK North East North Wales & North Midlands North West	ays of being reported. The maintenance level 1 agreement is 1 24% Combined Q1 Q2 Q3 Q4 87.80% 82.46% 84.24% 84.05% 87.80% 85.63% 86.26% 82.31% 87.68% 81.68% 87.03% 87.25% 85.44% 82.14% 86.93% 84.79% 91.38% 83.93% 86.99% 89.40% 86.73% 81.66% 78.57% 78.96% 87.21% 83.70% 82.66% 84.66% 87.21% 83.70% 82.66% 84.66% 88.14% 81.42% 84.36% 85.39% 87.39% 80.85% 84.81% 77.98% 89.58% 81.97% 81.83% 85.75% 88.65% 83.28% 86.03% 87.43% ay of being reported. The maintenance level 2 agreement is for 15% Combined Q1 Q2 Q3 Q4 86.45% 83.23% 84.77% 84.82% 87.13% 85.42% 87.07% 84.82% 87.13% 85.42% 87.07% 84.82% 87.13% 85.42% 87.07% 84.82% 85.83% 81.40% 86.65% 87.60% 84.07% 82.80% 87.08% 84.66%	or faults to be fixed within two working days after the day the fault WLR Q1 Q2 S7.71% S1.53% S3.23% S3.07% S7.64% S0.57% S6.02% S0.72% S6.43% S9.90.85% S3.12% S6.43% S8.94% 90.85% S3.12% S6.54% S8.85% S6.22% S7.69% S3.42% S2.5% S7.69% S3.42% S2.5% S7.69% S3.42% S2.5% S7.69% S3.41% S8.04% S0.99% S3.50% S7.69% S3.41% S8.04% S0.99% S3.50% S6.66% S7.83% S7.83% S2.11% S4.97% S6.66% S7.83% S2.11% S4.97% S6.66% S7.83% S2.11% S4.97% S6.66% S7.83% S2.11% S4.97% S6.66% S7.83% S2.34% S4.25% S4.20% S4.20	is reported. MPF Q1 Q2 Q3 88.62% 84.44% 86.42% 86.09% 88.84% 86.93% 87.65% 83.83% 86.24% 84.32% 86.95% 86.24% 84.32% 88.05% 86.25% 86.25% 86.25% 88.25% 86.25% 88.25% 88.25% 88.25% 88.25% 88.25% 88.25% 88.37% 88.65% 82.42% 86.53% 87.32% 88.65% 82.42% 86.53% 87.88% 88.28% 83.70% 87.63% 80.53% 90.66% 84.10% 84.46% 86.31% 89.14% 89.04% APPF Q1 Q2 Q3 R4.76% 81.90% 83.45% 83.95% 83.95% 84.35% 83.16% 85.26% 81.95% 84.35% 85.37% 81.14% 84.85% 85.26% 81.95% 85.37% 81.14% 84.85% 85.28% 81.10% 89.91% 84.379% 85.37% 81.14% 84.85% 85.2%	GEA Q1 Q2 Q3 Q4 83.69% 78.43% 86.42% 85.17% 86.29% 81.24% 83.73% 76.58% 85.72% 82.02% 79.13% 83.74% 83.50% 81.82% 75.01% 75.95% 76.85% 76.85% 75.02% 76.95% 76.85% 76.95% 76.95% 82.38% 74.90% 80.69% 73.20% 87.08% 82.38% 82.38% 82.38% 82.38% 83.8% 84.00% 87.29% 87.59% 88.30% 89.27% GEA Q1 Q2 Q3 Q4 Q4 Q1 86.76% 83.66% 85.33% 85.42% 87.55% 85.73% 86.10% 87.25% 88.51% 86.10% 81.72% 87.25% 88.51% 86.10% 81.72% 87.25% 88.51% 86.10% 81.72% 87.25% 88.51%
KPI 3a Repairs Faults fixed within two working da 8 UK North East North Wales & North Midlands North West Scotland East Anglia London South Wales & South Midlands Wessex Northern Ireland KPI 3b Repairs Faults fixed within one working da 8 UK North East North Wales & North Midlands	ays of being reported. The maintenance level 1 agreement is 124% Combined Q1 Q2	wLR Q1 Q2 Q3 Q4 87.71% 81.53% 83.23% 85.07% 87.64% 80.57% 85.02% 86.72% 86.02% 86.24% 90.85% 86.22% 81.06% 77.29% 77.65% 86.26% 86.27% 87.69% 83.42% 82.25% 84.72% 88.04% 80.99% 83.50% 84.72% 88.04% 80.99% 83.60% 84.66% 84.53% 87.83% 82.11% 84.97% 86.66%	is reported. MPF Q1 Q2 Q3 Q4 88.62% 84.44% 86.42% 86.09% 88.42% 86.93% 87.65% 83.83% 88.05% 84.02% 88.95% 88.85% 86.24% 84.32% 88.05% 86.05% 92.72% 85.96% 88.29% 91.07% 88.23% 83.67% 81.84% 82.30% 87.32% 84.84% 84.04% 85.53% 88.65% 82.42% 86.53% 87.88% 88.828% 83.70% 87.63% 80.53% 90.66% 84.10% 84.46% 88.65% 90.76% 86.31% 89.14% 89.04% *reported. MPF Q1 Q2 Q3 Q4 84.76% 81.90% 83.45% 83.95% 84.39% 83.16% 85.26% 81.95% 85.37% 81.14% 84.85% 85.26%	GEA Q1 Q2 83.69% 78.43% 81.50% 86.43% 83.17% 86.29% 81.24% 83.73% 76.58% 85.72% 87.22% 82.02% 79.13% 83.74% 83.50% 87.52% 80.50% 84.35% 86.08% 81.82% 75.01% 75.95% 76.85% 77.50% 76.55% 78.27% 84.33% 78.39% 79.53% 82.38% 74.90% 80.69% 79.53% 82.38% 74.90% 85.00% 80.31% 84.00% 89.27% GEA Q1 Q2 Q3 Q4 Q1 R6.76% R5.66% R5.33% R5.42% R6.75% R5.42% R5.55% R6.83% R6.83% R6.83% R6.83% R6.83% R6.84% R6.84% R6.85% R6.85% R6.84% R6.85% R6.85% R6.84% R6.85%

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82.28%

84.29%

84.30%

86.31%

87.91%

81.70%

82.33%

80.23%

83.62%

85.29%

78.04%

85.06%

85.32%

81.59%

85.56%

82.56%

85.13%

81.14%

85.80%

86.02%

84.69%

87.10%

85.84%

88.41%

90.53%

85.69%

82.40%

80.36%

83.72%

86.44%

83.34%

83.53%

85.74%

83.01%

89.58%

85.83%

86.72%

80.85%

88.12%

89.61%

KPI 4 Provision Average working days to the first available installation slot. 8 days Q2 Q3 Q4 Q1 Q2 Q3 04 Q1 Q2 Q3 Q1 Q2 Ω3 UK 7.15 6.70 7.39 13.91 7.73 8.60 6.67 5.16 6.45 7.66 8.21 7.88 6.26 6.42 KPI 7 Provision Average working days it took us to install a new line when we sent an engineer. 12 days Combined WLR Q2 Q3 Q4 Q1 Q2 Q3 Q4 Q1 Q2 Q3 Q4 Q1 Q2 Ω3 16.05 13.33 12.70 12.22 12.31 10.83 UK 12.23 11.88 11.32 11.93 17.86 14.29 16.24 10.75 10.70 11.38 KPI 8 Provision Average working days to install a new line, when an engineer wasn't sent. Around 7 out of 8 service installations don't need an Openreach engineer to visit your home or premises. 10 days Combined Q1 Q2 Q3 Q4 Q1 Q2 Q3 Q1 Q2 Q3 Q4 Q1 Q4 Ω2 Ω3 Q4 UK 10.06 9.89 9.70 10.11 10.10 10.17 9.99 10.69 9.62 9.62 9.68 10.26 9.76 9.46 KPI 12a Repairs Average working hours to fix faults within two working days of being reported. The maintenance level 1 agreement is for faults to be fixed within two working days after the day the fault is reported. 32.09 hours Q3 Q3 Q4 Q1 Q2 Q3 Q4 Q2 Q4 Q1 Q2 Q3 29.72 33.89 33.12 32.92 UK 29.10 33.39 32.08 32.09 28.25 32.74 30.53 30.73 27.15 31.71 29.78 31.98 KPI 12b Repairs Average working hours to fix faults within one working day of being reported. The maintenance level 2 agreement is for faults to be fixed within one working day the day the fault is reported. 21.43 hours GFΔ Combined Q3 Q4 Q2 Q3 Q4 Q2 Q3 Q2 Q3 UK 21.52 20.44 21.43 23.22 24.52 24.23 25.74 21.73 24.53 23.88 19.22 20.77 KPI 17 Repairs Percentage of home or business repair visits we missed. Around a third of repairs need an Openreach engineer to visit your home or premises. 2.53% GEA Combined Q3 Q2 Q3 Q4 Q2 Q3 Q1 Q2 UK 1.95% 2.61% 2.46% 2.53% 2.16% 2.49% 2.29% 2.25% 1.58% 2.28% 2.17% 2.07% 1.94% 2.74% 2.58% 2.70% KPI 18 Provision Percentage of home or business installation visits we missed. Around 1 in 8 service installations need an Openreach engineer to visit your home or premises. 2.91% GEA Q3 Q4 Q2 Q3 Q4 Q3 Q1 UK 2.38% 2.13% 2.35% 2.91% 1.96% 1.58% 1.85% 2.55% 2.37% 1.74% 2.14% 2.71% 3.41% 3.51% 3.26% 3.95% KPI 19 Provision Percentage of street cabinet installation visits we missed. Superfast fibre installations need an Openreach engineer to visit your local street cabint. These numbers show the percentage of visits missed due to us when they've been booked by your service provider. 1.84%

Q1

1.49% 0.97% 1.67% 1.84%

Combined

New lines installed more than 120 days after the target date.

1.49% 0.97% 1.67% 1.84%

UK

KPI 20 Provision

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openreach

KPI20a

New lines installed more than 30 calendar days after the target date.

0	DE	en	re	a	C	1

New lines installed more than 30		he target date	e.							_							
	Combined				WLR				MF					GEA			
LIIZ	Q1 Q2				Q1 Q				Q1			Q4	575.0	Q1		Q3	Q4
UK	3765.4	2443.5	2322.3	2776.4	863.1	988.5	867.8	983.1		1088.7	503.8	489.4	575.9	1813.		965.1	1217.4
North East	426.8	246.5	270.0	300.0	87.6	106.0	93.6	97.8		139.9	50.6	61.7	72.8	199.		114.6	129.4
North Wales & North Midlands	466.2	286.8	249.9	280.3	96.3	111.0	89.0	99.7		144.9	65.5	61.8	62.6	225.		99.2	117.9
North West	451.1	284.3	251.7	327.1	85.4	101.2	84.0	103.8		142.7	74.9	59.2	79.2	223.		108.4	144.1
Scotland	279.0	142.9	161.2	174.6	77.7	66.4	64.3	72.7		87.0	28.8	36.4	32.6	114.		60.4	69.4
East Anglia	373.5	308.7	303.9	432.2	98.9	125.8	119.1	154.4		89.9	51.0	47.7	83.1	184.		137.1	194.6
London	393.1	229.0	208.6	251.8	100.2	95.3	78.7	89.6		116.4	49.7	48.3	57.7	176.		81.6	104.5
South East	436.6	280.6	258.6	325.7	91.1	103.5	96.3	106.8		139.1	64.7	51.7	70.9	206.		110.6	148.1
South Wales & South Midlands	388.3	273.9	261.5	309.7	95.3	105.0	94.6	106.3		98.1	50.4	56.3	61.7	194.		110.6	141.8
Wessex	466.2	334.1	308.9	299.4	115.7	146.9	129.4	123.9		112.2	58.3	60.0	47.3	238.		119.5	128.2
Northern Ireland	78.4	54.6	42.1	62.7	10.9	25.3	14.7	21.6		18.5	10.0	6.3	8.0	48.	19.3	21.0	33.0
KPI 20b																	
New lines installed more than 90	calendar days after th Combined	he target date	e.		WLR				ME	NT.				GEA			
		0.7		.,		2 07					0.7	0.4			00	07	01
LIK	Q1 Q2								Q1			Q4	// 0	Q1		Q3	Q4
UK	605.3	545.7	326.4	359.1	291.0	295.4	174.6	190.9		104.0	100.3	45.5	46.9	210.		106.3	121.3
North East	51.7	63.5	41.9	30.7	29.2	35.9	20.3	15.7		6.9	9.8	8.3	3.7	15.		13.3	11.3
North Wales & North Midlands	78.3	54.5	41.0	42.0	38.2	29.8	19.6	24.8		12.5	11.3	7.0	4.0	27.		14.3	13.2
North West	58.3	62.8	31.6	42.8	26.5	28.9	16.0	20.2		10.9	12.4	4.0	7.9	20.		11.6	
Scotland	48.2	37.2	21.3	34.2	24.6	24.1	11.3	19.5		9.6	5.0	4.0	3.0	13.		6.0	
East Anglia	64.4	60.3	49.4	48.3	29.2	32.8	26.0	24.2		9.3	7.4	5.0	7.7	25.		18.4	16.4
London	58.2	61.1	29.4	25.9	31.1	34.9	20.0	14.9		8.9	14.1	2.7	3.3	18.		6.7	7.8
South East	71.9	62.3	36.0	44.3	32.8	27.8	19.7	21.6		13.2	15.7	3.3	7.7	25.		13.0	
South Wales & South Midlands	67.1	49.9	31.6	36.3	28.5	24.8	15.3	17.6		13.2	9.0	5.7	5.3	25.		10.7	13.4
Wessex	89.3	81.2	41.3	49.2	43.8	46.7	24.7	29.6		15.9	13.5	5.0	4.3	29.		11.6	15.2
Northern Ireland	12.3	12.4	1.7	3.7	3.0	9.0	0.7	1.0		3.3	2.0	0.7	0.0	6.0	1.3	0.3	2.7
KPI 20c																	
New lines installed more than 120) calondar dave after	the toract de	to														
New lines installed more than 120	Combined	tile target ua	ite.		WLR				MF	DE .				GEA			
	Q1 Q2	Q3	0	24	Q1 Q	2 Q3	3 Q4		Q1		2 Q3	Q4		01	Q2	Q3	Q4
UK	317.1	326.5	160.5	203.5	203.1	219.7	89.6	112.6	Qı	38.5	38.2	23.2	23.2	75.		47.7	67.6
North East	27.6	36.7	21.0	17.9	19.9	26.6	12.0	10.0		2.3	3.4	3.0	2.6	75.		6.0	5.3
North Wales & North Midlands	40.9	29.1	21.7	23.2	26.6	20.0	12.0	14.1		3.3	4.3	3.0	2.0	11.		6.7	7.1
North West	28.5	37.7		27.1	16.9		7.0	12.7				2.3		6.			10.8
			14.7			21.9				5.0	4.4		3.7			5.3	
Scotland	27.0	24.4	11.0	20.5	16.3	18.4	4.7	12.1		4.7	1.7	3.6	1.3	6.		2.7	7.0
East Anglia	36.2	35.9	28.0	27.2	21.5	22.8	16.3	14.9		4.6	4.7	2.0	4.0	10.		9.7	8.4
London	31.5	40.3	13.3	13.8	24.2	28.9	8.7	7.8		1.6	7.1	1.3	1.6	5.		3.3	4.4
South East	34.5	37.6	14.0	25.8	22.2	19.8	7.0	13.2		4.0	8.4	2.0	3.1	8.		5.0	9.6
South Wales & South Midlands	35.3	28.2	16.3	17.2	19.6	19.5	7.0	9.8		4.7	2.0	3.6	1.7	11.		5.6	5.7
Wessex	47.5	50.0	18.7	27.8	30.9	35.0	13.7	16.1		7.7	2.4	2.3	3.3	9.0		2.7	8.4
Northern Ireland	3.0	6.0	1.0	1.7	1.0	6.0	0.7	0.7		0.7	0.0	0.0	0.0	1.	0.0	0.3	1.0

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	1,122																			
KPI 21a																				
Number of faults fixed more t	ian 30 calenda Combi		ond the targe	t date acros	s all service m	aintenance leve WLR	ls.				MPF					GEA				
	Q1	Q2	Q3	04		Q1	Q2	Q:	3 (Q4	Q1	Q2	Q3	Q4		01	Q2	Q3	Q4	
UK	-	198.3	667.8	928.5	1121.6	Q.	75.0	284.3	435.6	499.6	Q1	22.6	148.2	128.8	167.1	41	100.7	235.3	364.1	454.9
North East		33.0	95.3	86.8	196.4		11.7	38.2	40.2	84.9		5.7	20.2	15.9	37.9		15.6	37.0	30.6	73.6
North Wales & North Midland	5	7.3	78.3	84.0	69.8		2.6	37.3	46.1	35.5		0.3	16.9	9.6	9.6		4.3	24.2	28.2	24.7
North West		30.6	106.0	93.5	186.7		11.6	48.5	45.3	78.8		6.0	23.5	13.3	29.8		13.0	34.0	34.9	78.1
Scotland		13.7	12.2	12.4	8.7		4.6	5.6	8.0	3.7		0.7	2.6	0.7	1.0		8.4	3.9	3.7	4.0
East Anglia		14.7	71.5	249.2	302.6		2.6	28.7	111.2	137.0		0.7	13.8	36.6	32.7		11.4	29.0	101.4	133.0
London		21.0	24.5	42.5	77.1		7.0	7.3	13.3	30.2		1.3	7.6	6.3	12.7		12.7	9.6	22.9	34.2
South East		39.5	85.5	134.3	121.6		19.9	33.9	55.5	50.9		5.0	19.2	18.6	17.8		14.7	32.5	60.2	52.9
South Wales & South Midland	S	6.4	58.2	87.9	65.3		0.7	20.7	47.5	29.6		0.3	15.4	8.0	11.9		5.4	22.0	32.3	23.9
Wessex		19.9	126.3	134.6	82.4		8.3	58.2	67.1	41.7		2.3	27.4	18.2	13.1		9.3	40.7	49.3	27.6
Northern Ireland		11.0	9.6	3.4	10.7		4.6	5.7	1.3	7.0		0.3	1.6	1.3	0.7		6.0	2.3	0.7	3.1
KPI 21b																				
Number of faults fixed more t	an 90 calond	ar days how	and the targe	t data acros	s all consico m	aintonanco lovo	lc													
Number of faults fixed filore t	Combi		ond the targe	t date acros	s all service in	WLR	15.				MPF					GEA				
	Q1	Q2	Q3	Q4		Q1	Q2	Q:	3 (Q4	Q1	Q2	Q3	Q4		Q1	Q2	Q3	Q4	
UK	Q.	2.3	3.0	14.9	26.1	Q.	1.7	1.0	8.2	16.8	Q.I	0.0	2.0	0.7	3.3	41	0.7	0.0	6.0	6.0
North East		0.3	0.0	2.0	3.4		0.0	0.0	1.0	2.7		0.0	0.0	0.0	0.3		0.3	0.0	1.0	0.3
North Wales & North Midland	5	0.0	0.7	2.0	1.3		0.0	0.0	1.6	0.7		0.0	0.7	0.0	0.3		0.0	0.0	0.3	0.3
North West		1.0	0.0	6.9	7.4		1.0	0.0	3.3	5.3		0.0	0.0	0.7	0.3		0.0	0.0	3.0	1.7
Scotland		0.0	0.0	0.0	0.0		0.0	0.0	0.0	0.0		0.0	0.0	0.0	0.0		0.0	0.0	0.0	0.0
East Anglia		0.0	0.3	1.0	4.6		0.0	0.3	0.3	1.7		0.0	0.0	0.0	1.3		0.0	0.0	0.7	1.6
London		0.0	0.0	0.3	3.6		0.0	0.0	0.0	2.0		0.0	0.0	0.0	0.6		0.0	0.0	0.3	1.0
South East		0.0	1.7	1.0	3.7		0.0	0.3	0.7	2.3		0.0	1.3	0.0	0.3		0.0	0.0	0.3	1.0
South Wales & South Midland	S	0.0	0.0	0.0	0.3		0.0	0.0	0.0	0.3		0.0	0.0	0.0	0.0		0.0	0.0	0.0	0.0
Wessex		0.3	0.3	1.7	0.7		0.0	0.3	1.3	0.7		0.0	0.0	0.0	0.0		0.3	0.0	0.3	0.0
Northern Ireland		0.0	0.0	0.0	0.7		0.0	0.0	0.0	0.7		0.0	0.0	0.0	0.0		0.0	0.0	0.0	0.0
KPI 21c																				
Number of faults fixed more t	an 120 calend	dar dave he	wond the tara	at data acro	ss all sandoa n	maintenance lev	αle													
Number of faults fixed more t	Combi		.yona the targ	et date acre	iss all service i	WLR	CIS.				MPF					GEA				
	Q1	Q2	Q3	Q4		Q1	Q2	Q:	3 (Q4	Q1	Q2	Q3	Q4		Q1	Q2	Q3	Q4	
UK	-	0.7	0.3	2.0	6.8	-	0.7	0.0	1.6	6.1		0.0	0.3	0.0	0.0	-	0.0	0.0	0.3	0.7
North East		0.0	0.0	0.7	0.3		0.0	0.0	0.3	0.3		0.0	0.0	0.0	0.0		0.0	0.0	0.3	0.0
North Wales & North Midland	5	0.0	0.0	0.3	0.0		0.0	0.0	0.3	0.0		0.0	0.0	0.0	0.0		0.0	0.0	0.0	0.0
North West		0.7	0.0	1.0	2.0		0.7	0.0	1.0	1.7		0.0	0.0	0.0	0.0		0.0	0.0	0.0	0.3
Scotland		0.0	0.0	0.0	0.0		0.0	0.0	0.0	0.0		0.0	0.0	0.0	0.0		0.0	0.0	0.0	0.0
East Anglia		0.0	0.0	0.0	0.7		0.0	0.0	0.0	0.7		0.0	0.0	0.0	0.0		0.0	0.0	0.0	0.0
London		0.0	0.0	0.0	1.0		0.0	0.0	0.0	1.0		0.0	0.0	0.0	0.0		0.0	0.0	0.0	0.0
South East		0.0	0.3	0.0	0.7		0.0	0.0	0.0	0.3		0.0	0.3	0.0	0.0		0.0	0.0	0.0	0.3
South Wales & South Midland	s	0.0	0.0	0.0	0.3		0.0	0.0	0.0	0.3		0.0	0.0	0.0	0.0		0.0	0.0	0.0	0.0
Wessex		0.0	0.0	0.0	0.7		0.0	0.0	0.0	0.7		0.0	0.0	0.0	0.0		0.0	0.0	0.0	0.0
Northern Ireland		0.0	0.0	0.0	0.7		0.0	0.0	0.0	0.7		0.0	0.0	0.0	0.0		0.0	0.0	0.0	0.0

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Q1 Q2 Q3 Q4 Q1 Q2 Q3 Q4 Q1 Q2 Q3 Q4 Q1 Q2 Q3 U4 Q1 Q2 Q3 Q4 Q1 Q2 Q1	226.3 227.0 185.5 142.2 271.8
	226.3 227.0 185.5 142.2 271.8
North Fast 1006 6 458 0 553 7 513 7 260 9 201 3 235 8 198 5 346 3 79 2 88 0 88 9 39 4 177 5 23 0	227.0 185.5 142.2 271.8
	185.5 142.2 271.8
North Wales & North Midlands 1057.8 473.1 611.8 603.4 249.5 212.3 266.3 272.7 358.8 90.8 106.9 103.7 449.4 170.0 238.1	142.2 271.8
North West 1099.9 440.2 499.5 477.5 218.5 192.6 202.3 195.6 399.6 81.3 86.7 96.4 481.8 166.4 210.1	271.8
Scotland 765.0 324.7 390.2 375.3 218.5 150.3 195.7 170.7 261.4 67.3 51.0 62.4 285.1 107.1 143.1	
East Anglia 878.2 546.1 629.4 607.7 278.6 245.3 279.9 238.9 211.2 75.6 72.3 97.0 388.4 225.2 277.	176.5
London 1083.7 430.0 455.2 388.3 285.0 221.3 195.1 142.3 407.8 78.6 76.3 69.4 390.9 130.1 183.4	
South East 1056.4 561.2 630.3 570.6 246.1 234.0 262.7 208.6 370.4 92.0 89.0 96.2 440.0 235.2 278.	
South Wales & South Midlands 868.9 455.3 526.8 516.1 236.7 215.4 240.9 227.2 228.3 71.0 78.4 79.6 403.9 168.9 207.5	
Wessex 1152.2 612.5 649.2 511.7 362.2 300.5 324.1 250.7 287.2 81.8 76.7 58.9 502.8 230.2 248.	202.1
Northern Ireland 200.4 62.0 93.7 79.7 64.6 26.4 40.0 30.9 47.2 13.6 8.4 7.4 88.6 21.9 45.4	41.4
KPI 22b	
Number of faults not fixed more than 90 calendar days beyond the target date across all service maintenance levels.	
Combined WLR MPF GEA	
Q1 Q2 Q3 Q4 Q1 Q2 Q3 Q4 Q1 Q2 Q3 Q4 Q1 Q2 Q3	Q4
UK 1615.9 998.0 1303.1 1333.9 662.5 524.0 725.6 714.8 438.5 173.0 152.0 139.3 514.9 301.0 425.	
North East 173.0 119.1 147.3 158.5 79.3 63.5 79.3 79.6 40.5 19.0 17.4 18.7 53.3 36.6 50.	
North Wales & North Midlands 148.3 95.9 163.7 197.5 61.6 53.9 89.1 106.9 36.0 15.7 23.6 25.8 50.6 26.3 51.0	
North West 167.4 98.4 129.4 121.4 44.0 48.5 69.0 69.1 56.4 16.3 20.3 11.7 67.0 33.6 40.0	
Scotland 151.0 90.6 114.3 129.4 60.6 42.3 66.0 72.2 52.8 21.7 12.7 15.7 37.6 26.7 35.1	
East Anglia 185.9 119.8 159.0 161.0 88.0 64.9 90.3 83.9 32.7 16.0 13.3 12.3 65.3 38.9 55.	
London 198.3 104.2 102.7 95.9 70.3 61.5 64.7 47.7 81.3 22.3 11.0 9.3 46.6 20.4 27.1	
South East 179.3 120.5 165.9 171.8 65.3 53.2 79.0 83.1 50.3 23.3 19.3 19.6 63.7 44.0 67.0	
South Wales & South Midlands 130.9 87.8 114.4 121.1 52.0 45.9 65.1 69.6 29.9 14.7 15.4 11.6 48.9 27.3 34.0	
Wessex 263.8 152.7 193.0 167.9 132.0 85.5 113.4 97.7 54.5 21.9 19.0 14.0 77.3 45.3 60.	
Northern Ireland 15.3 6.7 7.0 6.5 6.6 2.7 3.3 2.3 4.0 2.0 0.0 0.6 4.7 2.0 3.	3.6
KPI 22c	
Openreac Chalendar days beyond the target date across all service maintenance levels. WLR MPF GEA	
Q2 Q3 Q4 Q1 Q2 Q3 Q4 Q1 Q2 Q3 Q4 Q1 Q2 Q3	Q4
UK 836.3 688.2 812.7 872.0 400.9 360.3 474.5 489.2 215.9 127.8 99.1 86.2 219.5 200.1 239.	
North East 91.2 84.5 99.2 106.6 49.9 45.4 58.3 58.3 16.9 14.1 10.3 11.0 24.3 25.1 30.0	
North Wales & North Midlands 76.4 67.5 94.2 130.6 38.0 36.1 55.6 71.4 17.0 12.1 12.0 17.4 21.4 19.4 26.1	
North West 74.6 62.7 87.7 75.8 21.7 31.0 47.7 46.4 26.0 9.3 16.7 5.3 27.0 22.4 23	
Scotland 88.8 65.9 73.7 83.7 37.4 30.7 42.3 50.4 33.1 16.8 10.0 9.6 18.3 18.4 21.	
East Anglia 97.4 83.5 91.6 101.0 55.3 46.1 55.6 54.8 16.4 12.0 7.7 5.9 25.7 25.4 28.	
London 109.8 73.5 66.3 62.0 44.3 40.1 47.7 32.7 46.2 19.0 6.3 7.4 19.4 14.4 12	
South East 79.6 78.9 103.9 112.8 33.3 33.8 50.3 57.5 20.0 17.4 13.7 11.3 26.4 27.7 40.1	
South Wales & South Midlands 56.7 55.4 64.0 78.0 25.7 30.7 37.3 46.6 11.6 9.0 9.0 7.3 19.3 15.7 17.	
Wessex 159.1 110.8 124.7 117.6 93.4 63.8 73.7 68.8 28.6 16.7 13.4 11.0 37.1 30.4 37.	
Northern Ireland 2.3 3.7 3.3 2.7 1.7 1.0 2.0 1.0 0.0 1.3 0.0 0.0 0.7 1.3 1	

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KPI 23a 30 calendar days

30 calendar days																			
	Combined				WLR					MPF					GEA				
	Q1 Q2	Q3	Q4		Q1	Q2	Q3	Q4		Q1	Q2	Q3	Q4		Q1	Q2	Q3	Q4	
UK	61.3	361.0	465.1	496.9		16.3	179.7	235.3	246.6		6.3	43.6	63.8	60.4		38.6	137.7	165.9	189.9
North East	11.3	43.9	57.7	83.6		1.6	17.6	31.3	43.8		1.7	5.0	9.4	13.0		8.0	21.3	17.0	26.7
North Wales & North Midlands	3.0	38.6	32.2	27.2		0.7	21.4	18.5	17.6		0.3	4.0	4.0	3.0		2.0	13.2	9.7	6.6
North West	10.0	60.7	77.6	107.5		4.0	31.8	41.8	55.0		1.3	8.0	11.0	13.0		4.7	20.9	24.8	39.5
Scotland	6.0	3.6	2.3	2.3		0.7	2.3	1.7	1.7		0.7	0.3	0.0	0.0		4.7	1.0	0.7	0.7
East Anglia	5.0	39.8	117.6	118.5		0.7	18.7	51.1	50.5		0.0	4.3	19.0	13.2		4.3	16.8	47.5	54.9
London	4.3	14.9	31.8	50.6		1.3	7.3	15.0	20.4		1.0	1.7	3.0	8.0		2.0	6.0	13.8	22.2
South East	6.3	41.0	74.8	56.9		3.0	17.2	29.7	29.6		0.3	4.6	11.0	5.7		3.0	19.2	34.0	21.7
South Wales & South Midlands	5.0	40.8	27.8	24.9		0.7	23.0	20.5	13.4		1.0	4.3	1.0	2.6		3.3	13.5	6.4	9.0
Wessex	3.7	73.9	38.9	20.1		1.3	38.4	22.8	10.7		0.0	10.7	5.0	1.7		2.3	24.8	11.1	7.7
Northern Ireland	3.3	2.7	2.7	3.6		0.7	1.3	1.3	2.6		0.0	0.7	0.3	0.3		2.6	0.7	1.0	0.7
Northern ireland	3.3	2.7	2.7	5.0		0.7	1.5	1.5	2.0		0.0	0.7	0.5	0.5		2.0	0.7	1.0	0.7
KPI 23b																			
90 calendar days																			
	Combined				WLR					MPF					GEA				
	Q1 Q2	Q3	Q4		Q1	Q2	Q3	Q4		Q1	Q2	Q3	Q4		Q1	Q2	Q3	Q4	
UK	0.3	1.0	12.7	31.4		0.0	1.0	9.7	23.0		0.3	0.0	0.7	4.0		0.0	0.0	2.3	4.4
North East	0.0	0.0	3.0	4.7		0.0	0.0	2.3	4.3		0.0	0.0	0.3	0.0		0.0	0.0	0.3	0.3
North Wales & North Midlands	0.0	0.3	0.7	1.0		0.0	0.3	0.3	0.3		0.0	0.0	0.0	0.7		0.0	0.0	0.3	0.0
North West	0.0	0.3	4.0	8.0		0.0	0.3	3.0	6.3		0.0	0.0	0.3	1.0		0.0	0.0	0.7	0.7
Scotland	0.0	0.0	0.0	0.7		0.0	0.0	0.0	0.7		0.0	0.0	0.0	0.0		0.0	0.0	0.0	0.0
East Anglia	0.0	0.0	1.0	6.0		0.0	0.0	0.7	3.3		0.0	0.0	0.0	1.3		0.0	0.0	0.3	1.4
London	0.3	0.0	0.7	3.3		0.0	0.0	0.3	1.6		0.3	0.0	0.0	0.3		0.0	0.0	0.3	1.3
South East	0.0	0.3	1.7	4.9		0.0	0.3	1.3	3.6		0.0	0.0	0.0	0.7		0.0	0.0	0.3	0.7
South Wales & South Midlands	0.0	0.0	0.0	0.3		0.0	0.0	0.0	0.3		0.0	0.0	0.0	0.0		0.0	0.0	0.0	0.0
Wessex	0.0	0.0	1.0	1.0		0.0	0.0	1.0	1.0		0.0	0.0	0.0	0.0		0.0	0.0	0.0	0.0
Northern Ireland	0.0	0.0	0.0	0.3		0.0	0.0	0.0	0.3		0.0	0.0	0.0	0.0		0.0	0.0	0.0	0.0
KPI 23c																			
120 calendar days																			
	Combined				WLR					MPF					GEA				
	Q1 Q2	Q3	Q4		Q1	Q2	Q3	Q4		Q1	Q2	Q3	Q4		Q1	Q2	Q3	Q4	
UK	0.3	0.0	2.3	11.5		0.0	0.0	2.3	9.5		0.3	0.0	0.0	1.7		0.0	0.0	0.0	0.3
North East	0.0	0.0	0.7	3.0		0.0	0.0	0.7	3.0		0.0	0.0	0.0	0.0		0.0	0.0	0.0	0.0
North Wales & North Midlands	0.0	0.0	0.3	0.3		0.0	0.0	0.3	0.0		0.0	0.0	0.0	0.3		0.0	0.0	0.0	0.0
North West	0.0	0.0	0.3	3.3		0.0	0.0	0.3	2.3		0.0	0.0	0.0	1.0		0.0	0.0	0.0	0.0
	0.0	0.0		0.3		0.0		0.0			0.0								
Scotland			0.0				0.0		0.3			0.0	0.0	0.0		0.0	0.0	0.0	0.0
East Anglia	0.0	0.0	0.0	1.3		0.0	0.0	0.0	1.3		0.0	0.0	0.0	0.0		0.0	0.0	0.0	0.0
London	0.3	0.0	0.0	0.3		0.0	0.0	0.0	0.0		0.3	0.0	0.0	0.0		0.0	0.0	0.0	0.3
South East	0.0	0.0	0.7	1.6		0.0	0.0	0.7	1.3		0.0	0.0	0.0	0.3		0.0	0.0	0.0	0.0
South Wales & South Midlands	0.0	0.0	0.0	0.0		0.0	0.0	0.0	0.0		0.0	0.0	0.0	0.0		0.0	0.0	0.0	0.0
Wessex	0.0	0.0	0.0	0.3		0.0	0.0	0.0	0.3		0.0	0.0	0.0	0.0		0.0	0.0	0.0	0.0
Northern Ireland	0.0	0.0	0.0	0.0		0.0	0.0	0.0	0.0		0.0	0.0	0.0	0.0		0.0	0.0	0.0	0.0
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