Monthly Performance Report November 2023







as at 30th November.

Overall customer satisfaction (transactional)

Oct

2023

Target **84%**

Nov



Aug

2023

Nov	0.4	١, ١	I ,
INOV	Oct	Sept	∎ Aug
2023	2023	2023	2023

99.4% 98.3% 98.3% 99.6%

Performance has improved from last month moving into the Green target threshold 82.6% 82.4% 82.5% 82.4%

Satisfaction increased slightly on last month. Performance

Sept

2023

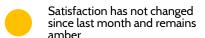
Satisfaction increased slightly on last month. Performance remains amber and within the target threshold.

Customer satisfaction with responsive repairs (transactional)

Target 85%



Nov _I 2023 _I	Oct 2023	I I Sept I 2023	I I Aug I 2023
83.1%	83.1%	83.3%	83.7%





Gas Safety Compliance





