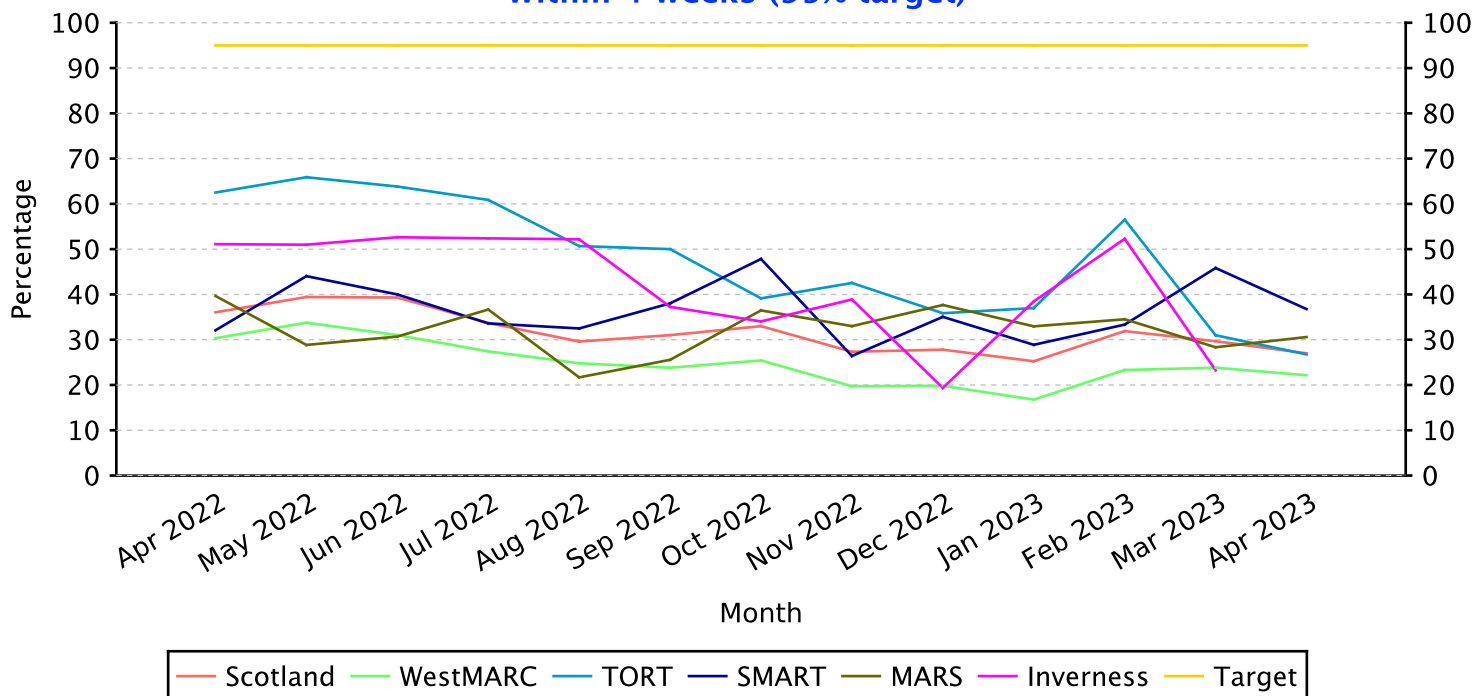


**Specialist Assessment  
Within 4 weeks (95% target)**

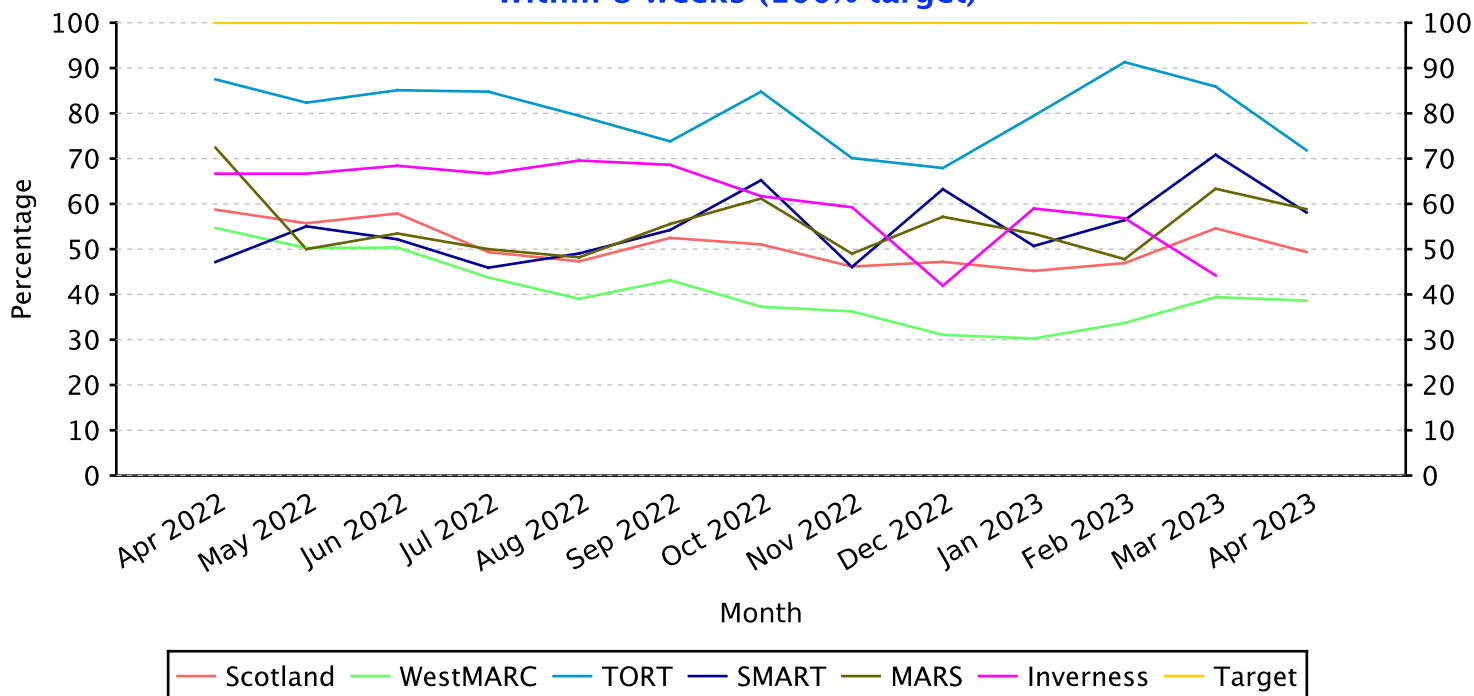


	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023
Inverness	51.1%	51.0%	52.6%	52.4%	52.2%	37.3%	34.0%	38.9%	19.4%	38.5%	52.3%	23.3%	
MARS	39.7%	28.8%	30.7%	36.7%	21.7%	25.6%	36.5%	33.0%	37.7%	33.0%	34.5%	28.3%	30.6%
SMART	32.1%	44.0%	40.0%	33.6%	32.5%	38.0%	47.8%	26.4%	35.0%	28.9%	33.3%	45.8%	36.8%
TORT	62.5%	65.9%	63.8%	60.9%	50.7%	50.0%	39.1%	42.5%	35.8%	37.0%	56.5%	31.0%	26.8%
WestMARC	30.3%	33.8%	31.0%	27.4%	24.8%	23.8%	25.4%	19.7%	19.8%	16.8%	23.3%	23.8%	22.2%
Scotland	36.0%	39.4%	39.3%	33.7%	29.6%	31.0%	33.0%	27.3%	27.8%	25.2%	31.9%	29.7%	27.0%

	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023
Inverness	23 45	26 51	30 57	11 21	12 23	19 51	16 47	21 54	6 31	15 39	23 44	10 43	
MARS	23 58	30 104	31 101	22 60	18 83	23 90	31 85	33 100	29 77	29 88	39 113	34 120	26 85
SMART	34 106	48 109	46 115	41 122	51 157	54 142	66 138	47 178	41 117	41 142	39 117	66 144	50 136
TORT	25 40	56 85	60 94	28 46	37 73	42 84	18 46	37 87	19 53	27 73	39 69	22 71	19 71
WestMARC	81 267	133 394	85 274	79 288	96 387	80 336	90 354	61 309	44 222	51 304	83 356	81 340	74 334
Scotland	186 516	293 743	252 641	181 537	214 723	218 703	221 670	199 728	139 500	163 646	223 699	213 718	169 626

The blue number, bottom right, is the total.  
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**Specialist Assessment**  
**Within 8 weeks (100% target)**

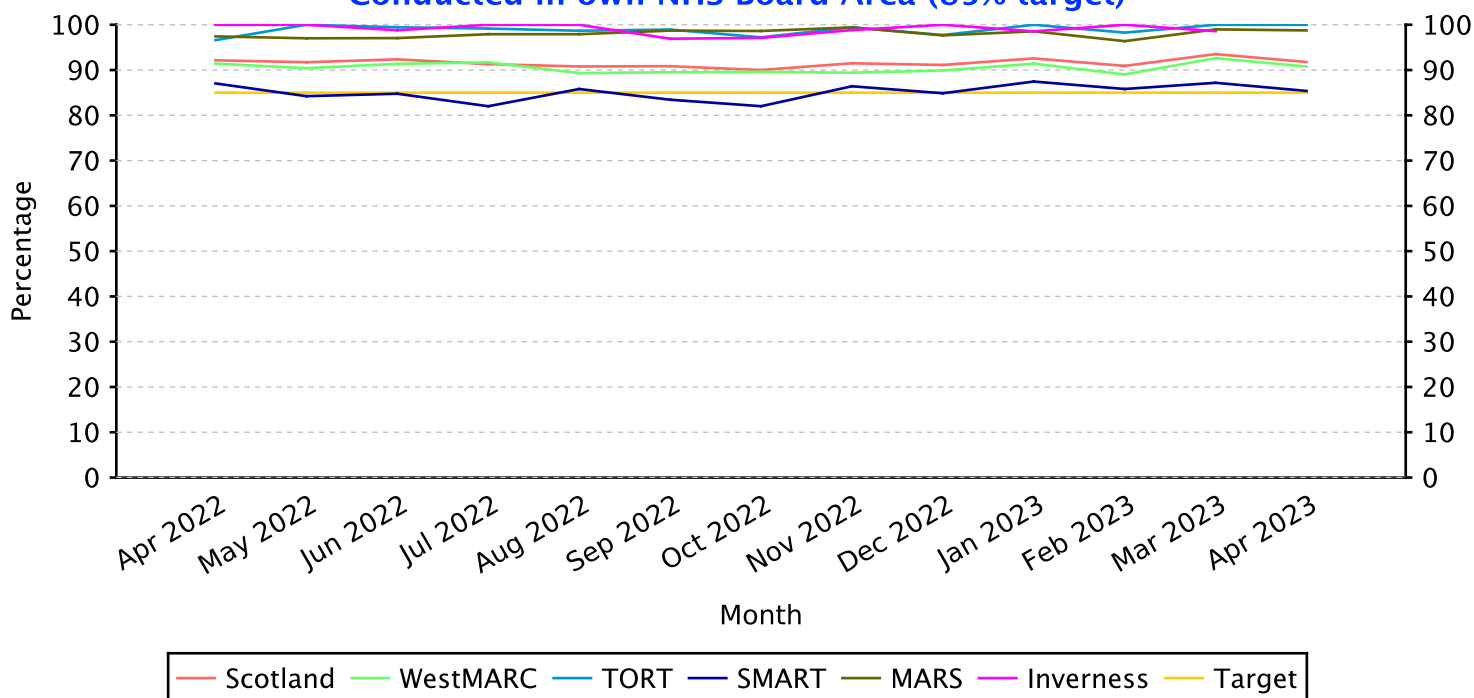


	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023
Inverness	66.7%	66.7%	68.4%	66.7%	69.6%	68.6%	61.7%	59.3%	41.9%	59.0%	56.8%	44.2%	
MARS	72.4%	50.0%	53.5%	50.0%	48.2%	55.6%	61.2%	49.0%	57.1%	53.4%	47.8%	63.3%	58.8%
SMART	47.2%	55.0%	52.2%	45.9%	49.0%	54.2%	65.2%	46.1%	63.2%	50.7%	56.4%	70.8%	58.1%
TORT	87.5%	82.4%	85.1%	84.8%	79.5%	73.8%	84.8%	70.1%	67.9%	79.5%	91.3%	85.9%	71.8%
WestMARC	54.7%	50.3%	50.4%	43.8%	39.0%	43.2%	37.3%	36.2%	31.1%	30.3%	33.7%	39.4%	38.6%
Scotland	58.7%	55.7%	57.9%	49.3%	47.3%	52.5%	51.0%	46.2%	47.2%	45.2%	46.9%	54.6%	49.4%

	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023
Inverness	30 45	34 51	39 57	14 21	16 23	35 51	29 47	32 54	13 31	23 39	25 44	19 43	
MARS	42 58	52 104	54 101	30 60	40 83	50 90	52 85	49 100	44 77	47 88	54 113	76 120	50 85
SMART	50 106	60 109	60 115	56 122	77 157	77 142	90 138	82 178	74 117	72 142	66 117	102 144	79 136
TORT	35 40	70 85	80 94	39 46	58 73	62 84	39 46	61 87	36 53	58 73	63 69	61 71	51 71
WestMARC	146 267	198 394	138 274	126 288	151 387	145 336	132 354	112 309	69 222	92 304	120 356	134 340	129 334
Scotland	303 516	414 743	371 641	265 537	342 723	369 703	342 670	336 728	236 500	292 646	328 699	392 718	309 626

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**Appointments**  
**Conducted in own NHS Board Area (85% target)**

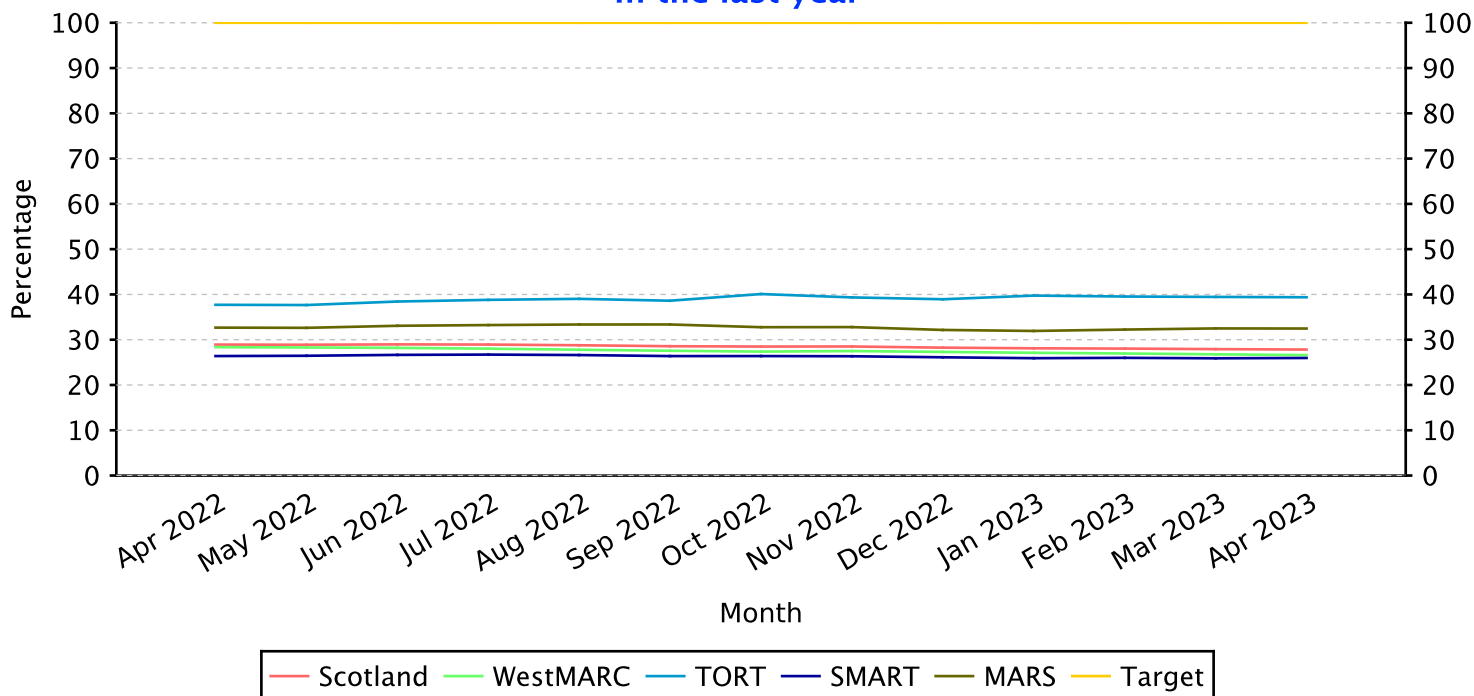


	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023
Inverness	100.0%	100.0%	98.8%	100.0%	100.0%	96.9%	97.1%	98.8%	100.0%	98.6%	100.0%	98.6%	
MARS	97.4%	97.0%	97.1%	97.9%	97.9%	98.7%	98.6%	99.4%	97.7%	98.6%	96.4%	99.0%	98.8%
SMART	87.0%	84.2%	84.8%	82.0%	85.8%	83.4%	82.0%	86.4%	84.9%	87.5%	85.8%	87.2%	85.4%
TORT	96.6%	100.0%	99.4%	99.2%	98.7%	98.9%	97.2%	99.4%	97.7%	100.0%	98.3%	100.0%	100.0%
WestMARC	91.4%	90.4%	91.4%	91.7%	89.3%	89.5%	89.6%	89.4%	89.9%	91.4%	89.0%	92.6%	90.8%
Scotland	92.2%	91.7%	92.4%	91.3%	90.8%	90.8%	90.0%	91.5%	91.1%	92.6%	90.9%	93.5%	91.8%

	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023
Inverness	73 73	73 73	82 83	46 46	53 53	63 65	67 69	84 85	60 60	68 69	66 66	70 71	
MARS	114 117	130 134	165 170	94 96	141 144	153 155	144 146	171 172	125 128	136 138	160 166	194 196	158 160
SMART	215 247	203 241	217 256	196 239	266 310	247 296	228 278	299 346	202 238	251 287	242 282	272 312	228 267
TORT	114 118	187 187	180 181	118 119	150 152	187 189	105 108	179 180	129 132	140 140	170 173	185 185	160 160
WestMARC	565 618	726 803	614 672	585 638	711 796	640 715	708 790	709 793	552 614	638 698	633 711	679 733	669 737
Scotland	1081 1173	1319 1438	1258 1362	1039 1138	1321 1455	1290 1420	1252 1391	1442 1576	1068 1172	1233 1332	1271 1398	1400 1497	1215 1324

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**Patients Contacted**  
**In the last year**

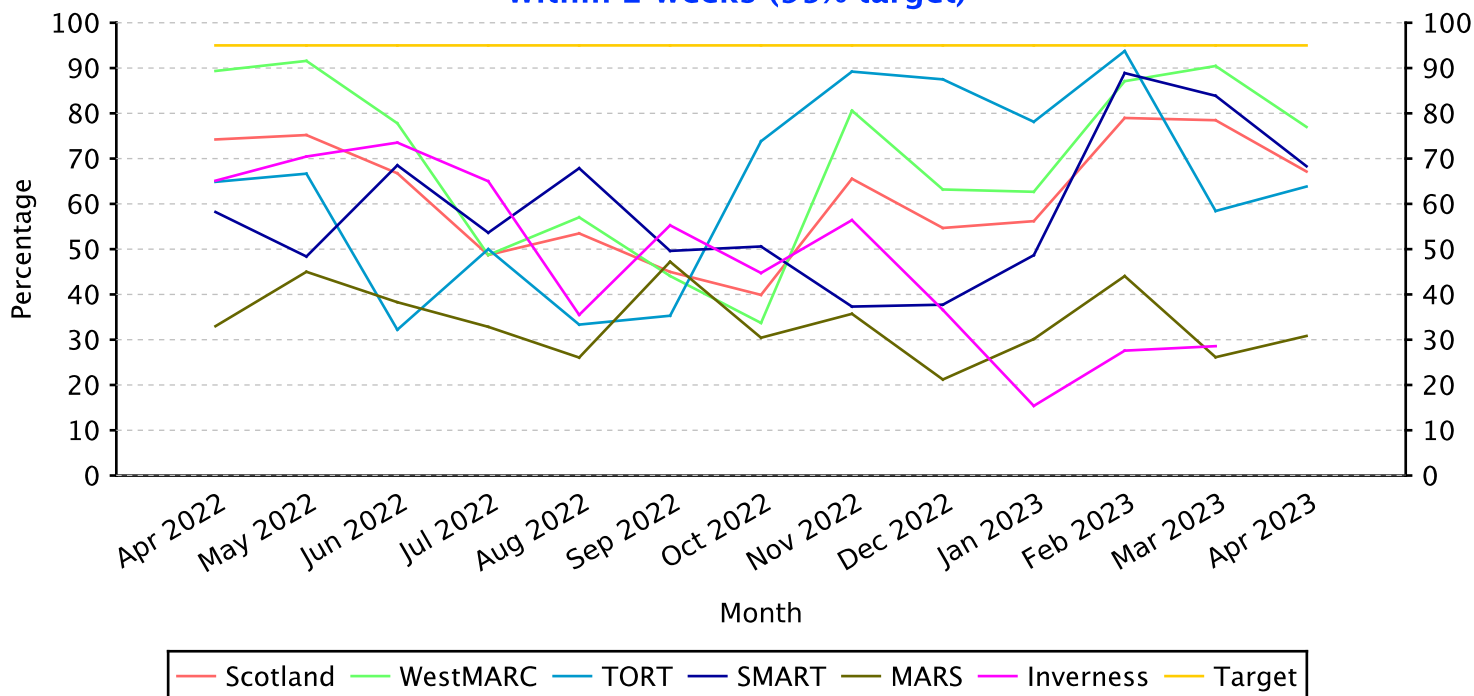


	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023
MARS	32.7%	32.6%	33.1%	33.2%	33.4%	33.4%	32.8%	32.8%	32.2%	31.9%	32.2%	32.5%	32.5%
SMART	26.4%	26.5%	26.6%	26.7%	26.6%	26.4%	26.4%	26.3%	26.1%	25.9%	26.0%	25.9%	26.0%
TORT	37.7%	37.7%	38.4%	38.8%	39.0%	38.6%	40.1%	39.3%	38.9%	39.7%	39.5%	39.5%	39.4%
WestMARC	28.4%	28.3%	28.2%	28.0%	27.8%	27.6%	27.4%	27.5%	27.3%	27.1%	27.0%	26.8%	26.6%
Scotland	28.9%	28.9%	29.0%	28.9%	28.8%	28.6%	28.5%	28.5%	28.2%	28.1%	28.0%	27.9%	27.8%

	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023
MARS	2633 8060	2644 8105	2706 8182	2727 8205	2749 8241	2778 8327	2729 8330	2744 8369	2709 8425	2693 8433	2728 8462	2771 8529	2774 8543
SMART	5089 19286	5124 19370	5209 19549	5257 19678	5275 19822	5248 19890	5279 20006	5283 20051	5264 20156	5240 20218	5271 20277	5268 20346	5310 20451
TORT	2009 5327	2012 5343	2079 5410	2120 5464	2136 5473	2125 5503	2228 5558	2184 5551	2168 5569	2214 5571	2196 5554	2177 5518	2180 5537
WestMARC	14186 50029	14249 50374	14347 50880	14328 51119	14287 51423	14271 51777	14254 52072	14451 52551	14422 52813	14380 53053	14353 53250	14325 53506	14287 53704
Scotland	23917 82702	24029 83192	24341 84021	24432 84466	24447 84959	24422 85497	24490 85966	24662 86522	24563 86963	24527 87275	24548 87543	24541 87899	24551 88235

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**Direct Issue**  
**Within 2 weeks (95% target)**

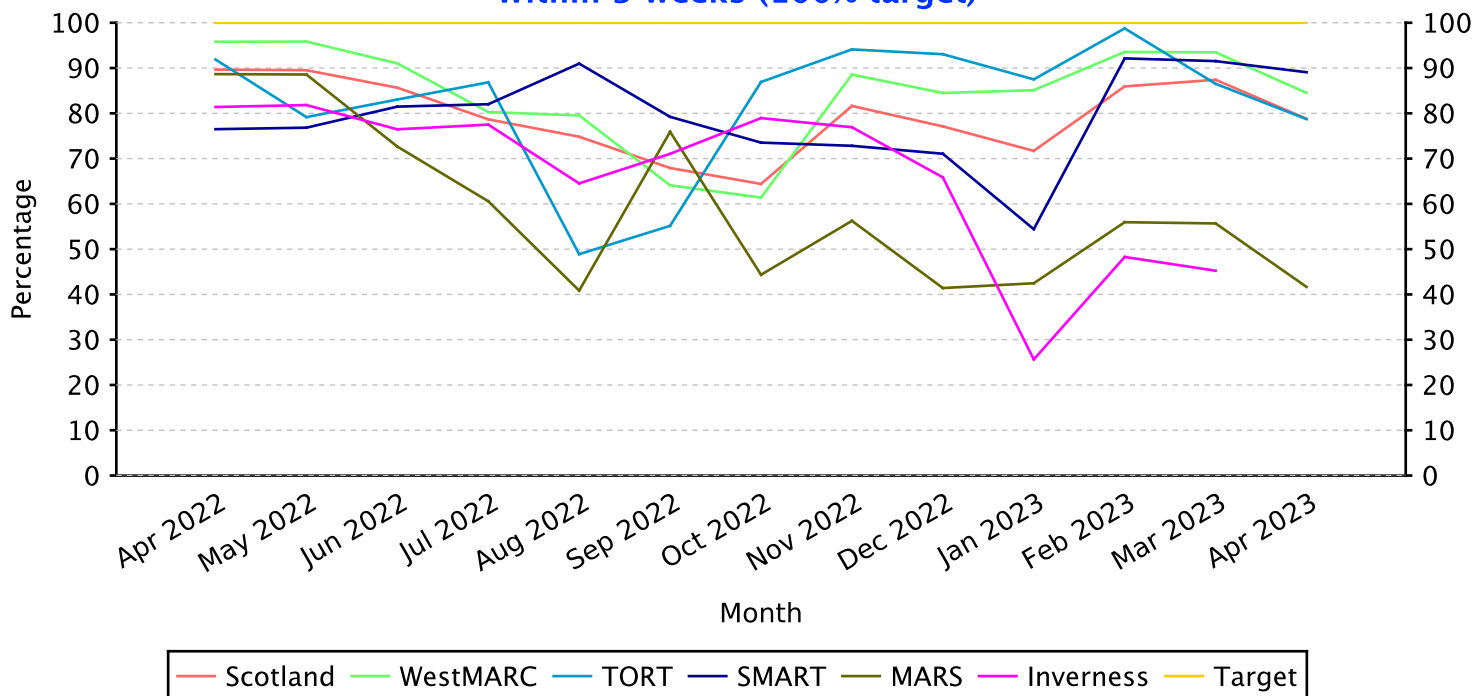


	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023
Inverness	65.1%	70.5%	73.5%	65.0%	35.5%	55.3%	44.7%	56.4%	36.6%	15.4%	27.6%	28.6%	
MARS	33.0%	45.0%	38.3%	32.8%	26.1%	47.2%	30.4%	35.7%	21.2%	30.1%	44.0%	26.1%	30.8%
SMART	58.2%	48.4%	68.5%	53.6%	67.9%	49.6%	50.6%	37.3%	37.7%	48.7%	88.9%	83.9%	68.3%
TORT	64.9%	66.7%	32.2%	50.0%	33.3%	35.3%	73.8%	89.2%	87.5%	78.1%	93.8%	58.4%	63.8%
WestMARC	89.4%	91.6%	77.8%	48.7%	57.0%	44.1%	33.7%	80.6%	63.2%	62.7%	87.1%	90.5%	77.0%
Scotland	74.2%	75.2%	66.8%	48.7%	53.5%	45.0%	39.9%	65.5%	54.7%	56.2%	79.0%	78.5%	67.1%

	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023
Inverness	28 43	31 44	25 34	26 40	11 31	21 38	17 38	22 39	15 41	6 39	8 29	12 42	
MARS	32 97	63 140	49 128	45 137	37 142	51 108	35 115	40 112	21 99	22 73	74 168	23 88	37 120
SMART	156 268	119 246	185 270	155 289	188 277	129 260	86 170	103 276	60 159	127 261	192 216	208 248	125 183
TORT	48 74	64 96	38 118	38 76	30 90	48 136	79 107	91 102	63 72	75 96	75 80	52 89	60 94
WestMARC	554 620	663 724	494 635	284 583	365 640	253 574	247 733	486 603	326 516	324 517	432 496	540 597	348 452
Scotland	818 1102	940 1250	791 1185	548 1125	631 1180	502 1116	464 1163	742 1132	485 887	554 986	781 989	835 1064	570 849

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**Direct Issue  
Within 3 weeks (100% target)**

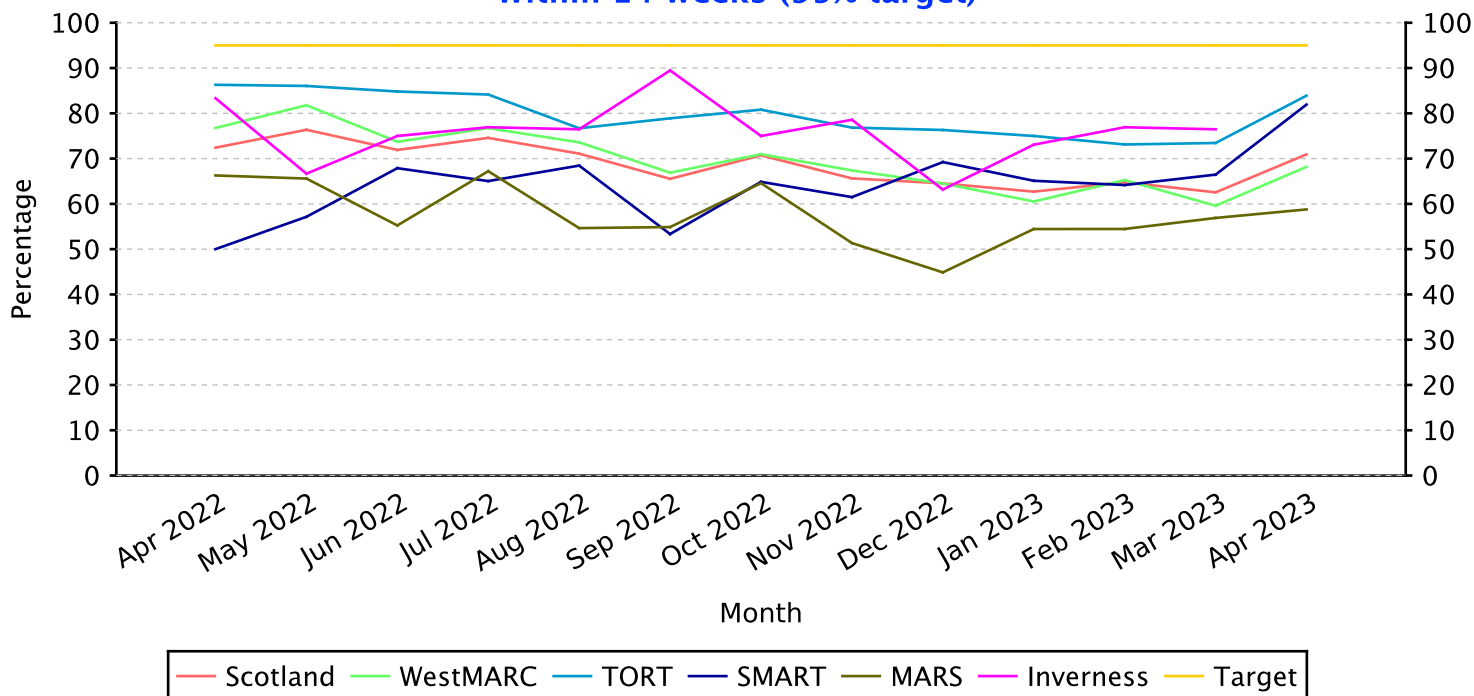


	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023
Inverness	81.4%	81.8%	76.5%	77.5%	64.5%	71.1%	78.9%	76.9%	65.9%	25.6%	48.3%	45.2%	
MARS	88.7%	88.6%	72.7%	60.6%	40.8%	75.9%	44.3%	56.2%	41.4%	42.5%	56.0%	55.7%	41.7%
SMART	76.5%	76.8%	81.5%	82.0%	91.0%	79.2%	73.5%	72.8%	71.1%	54.4%	92.1%	91.5%	89.1%
TORT	91.9%	79.2%	83.1%	86.8%	48.9%	55.1%	86.9%	94.1%	93.1%	87.5%	98.8%	86.5%	78.7%
WestMARC	95.8%	95.9%	91.0%	80.3%	79.5%	64.1%	61.4%	88.6%	84.5%	85.1%	93.5%	93.5%	84.5%
Scotland	89.7%	89.5%	85.7%	78.7%	74.8%	67.9%	64.4%	81.6%	77.1%	71.7%	85.9%	87.4%	78.8%

	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023
Inverness	35 43	36 44	26 34	31 40	20 31	27 38	30 38	30 39	27 41	10 39	14 29	19 42	
MARS	86 97	124 140	93 128	83 137	58 142	82 108	51 115	63 112	41 99	31 73	94 168	49 88	50 120
SMART	205 268	189 246	220 270	237 289	252 277	206 260	125 170	201 276	113 159	142 261	199 216	227 248	163 183
TORT	68 74	76 96	98 118	66 76	44 90	75 136	93 107	96 102	67 72	84 96	79 80	77 89	74 94
WestMARC	594 620	694 724	578 635	468 583	509 640	368 574	450 733	534 603	436 516	440 517	464 496	558 597	382 452
Scotland	988 1102	1119 1250	1015 1185	885 1125	883 1180	758 1116	749 1163	924 1132	684 887	707 986	850 989	930 1064	669 849

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**Specialist Provision**  
**Within 14 weeks (95% target)**

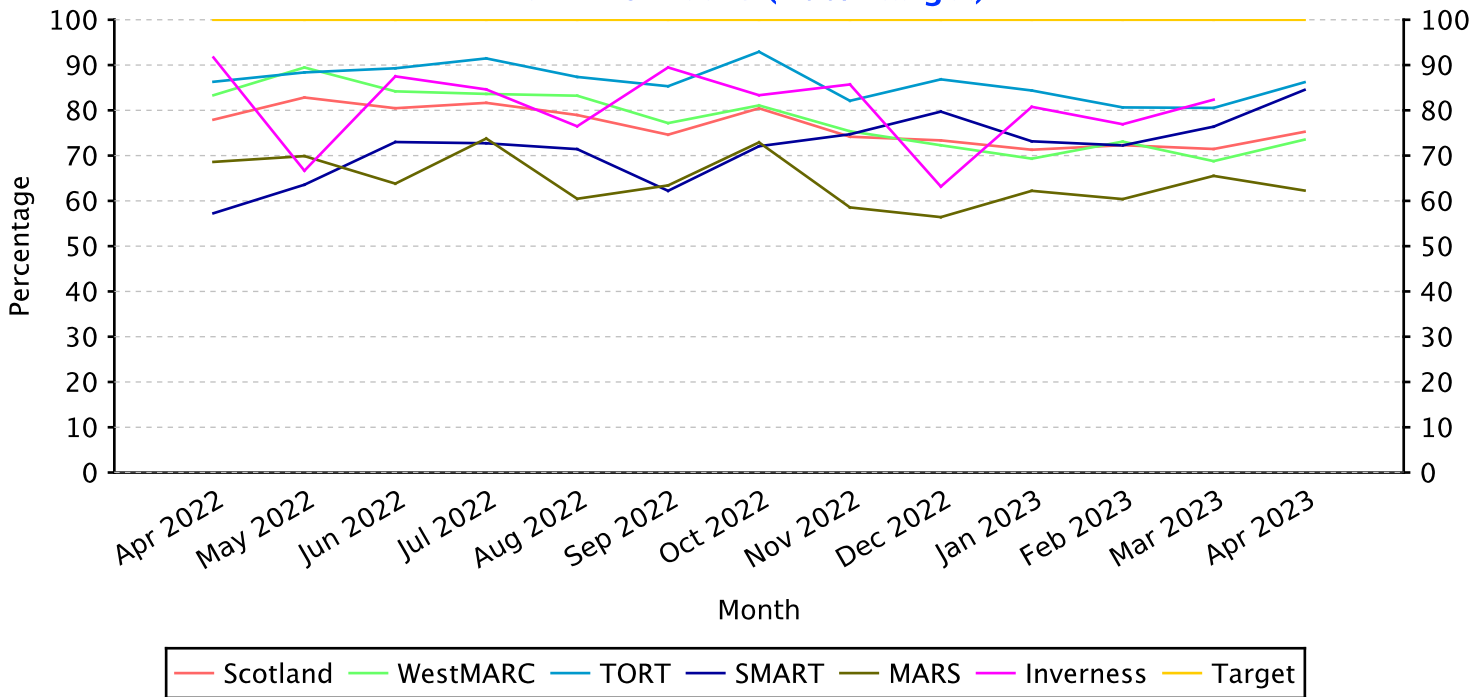


	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023
Inverness	83.3%	66.7%	75.0%	76.9%	76.5%	89.5%	75.0%	78.6%	63.2%	73.1%	76.9%	76.5%	
MARS	66.3%	65.6%	55.2%	67.2%	54.7%	54.9%	64.6%	51.4%	44.9%	54.4%	54.5%	56.9%	58.8%
SMART	50.0%	57.1%	67.9%	65.0%	68.5%	53.3%	64.9%	61.5%	69.2%	65.1%	64.2%	66.5%	81.9%
TORT	86.3%	86.0%	84.8%	84.1%	76.7%	78.9%	80.8%	76.8%	76.3%	75.0%	73.1%	73.5%	83.9%
WestMARC	76.8%	81.8%	73.7%	76.7%	73.6%	66.9%	71.0%	67.4%	64.5%	60.5%	65.3%	59.6%	68.2%
Scotland	72.4%	76.4%	71.9%	74.6%	71.1%	65.5%	70.7%	65.6%	64.5%	62.7%	64.8%	62.5%	70.9%

	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023
Inverness	10 12	12 18	12 16	10 13	13 17	17 19	18 24	11 14	12 19	19 26	10 13	13 17	
MARS	57 86	61 93	58 105	41 61	47 86	45 82	62 96	57 111	35 78	49 90	55 101	66 116	67 114
SMART	55 110	80 140	93 137	93 143	115 168	72 135	72 111	107 174	99 143	97 149	111 173	107 161	127 155
TORT	63 73	74 86	95 112	69 82	79 103	86 109	80 99	73 95	58 76	72 96	68 93	83 113	73 87
WestMARC	327 426	458 560	331 449	356 464	351 477	299 447	379 534	405 601	249 386	296 489	308 472	292 490	358 525
Scotland	512 707	685 897	589 819	569 763	605 851	519 792	611 864	653 995	453 702	533 850	552 852	561 897	625 881

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**Specialist Provision**  
**Within 18 weeks (100% target)**



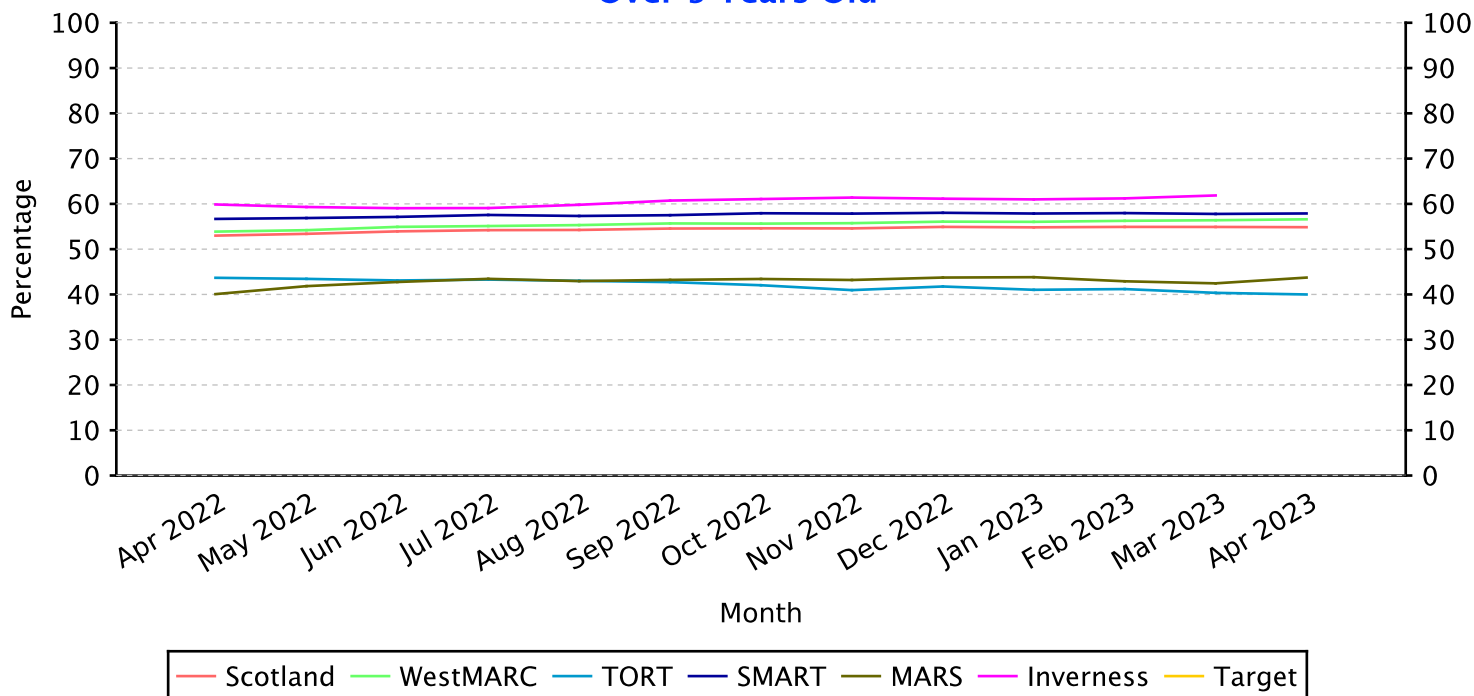
	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023
Inverness	91.7%	66.7%	87.5%	84.6%	76.5%	89.5%	83.3%	85.7%	63.2%	80.8%	76.9%	82.4%	
MARS	68.6%	69.9%	63.8%	73.8%	60.5%	63.4%	72.9%	58.6%	56.4%	62.2%	60.4%	65.5%	62.3%
SMART	57.3%	63.6%	73.0%	72.7%	71.4%	62.2%	72.1%	74.7%	79.7%	73.2%	72.3%	76.4%	84.5%
TORT	86.3%	88.4%	89.3%	91.5%	87.4%	85.3%	92.9%	82.1%	86.8%	84.4%	80.6%	80.5%	86.2%
WestMARC	83.3%	89.5%	84.2%	83.6%	83.2%	77.2%	81.1%	75.4%	72.3%	69.3%	73.1%	68.8%	73.5%
Scotland	77.9%	82.8%	80.5%	81.7%	79.0%	74.6%	80.4%	74.2%	73.4%	71.3%	72.3%	71.5%	75.3%

	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023
Inverness	11 12	12 18	14 16	11 13	13 17	17 19	20 24	12 14	12 19	21 26	10 13	14 17	
MARS	59 86	65 93	67 105	45 61	52 86	52 82	70 96	65 111	44 78	56 90	61 101	76 116	71 114
SMART	63 110	89 140	100 137	104 143	120 168	84 135	80 111	130 174	114 143	109 149	125 173	123 161	131 155
TORT	63 73	76 86	100 112	75 82	90 103	93 109	92 99	78 95	66 76	81 96	75 93	91 113	75 87
WestMARC	355 426	501 560	378 449	388 464	397 477	345 447	433 534	453 601	279 386	339 489	345 472	337 490	386 525
Scotland	551 707	743 897	659 819	623 763	672 851	591 792	695 864	738 995	515 702	606 850	616 852	641 897	663 881

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**Wheelchairs On Issue**  
**Over 5 Years Old**

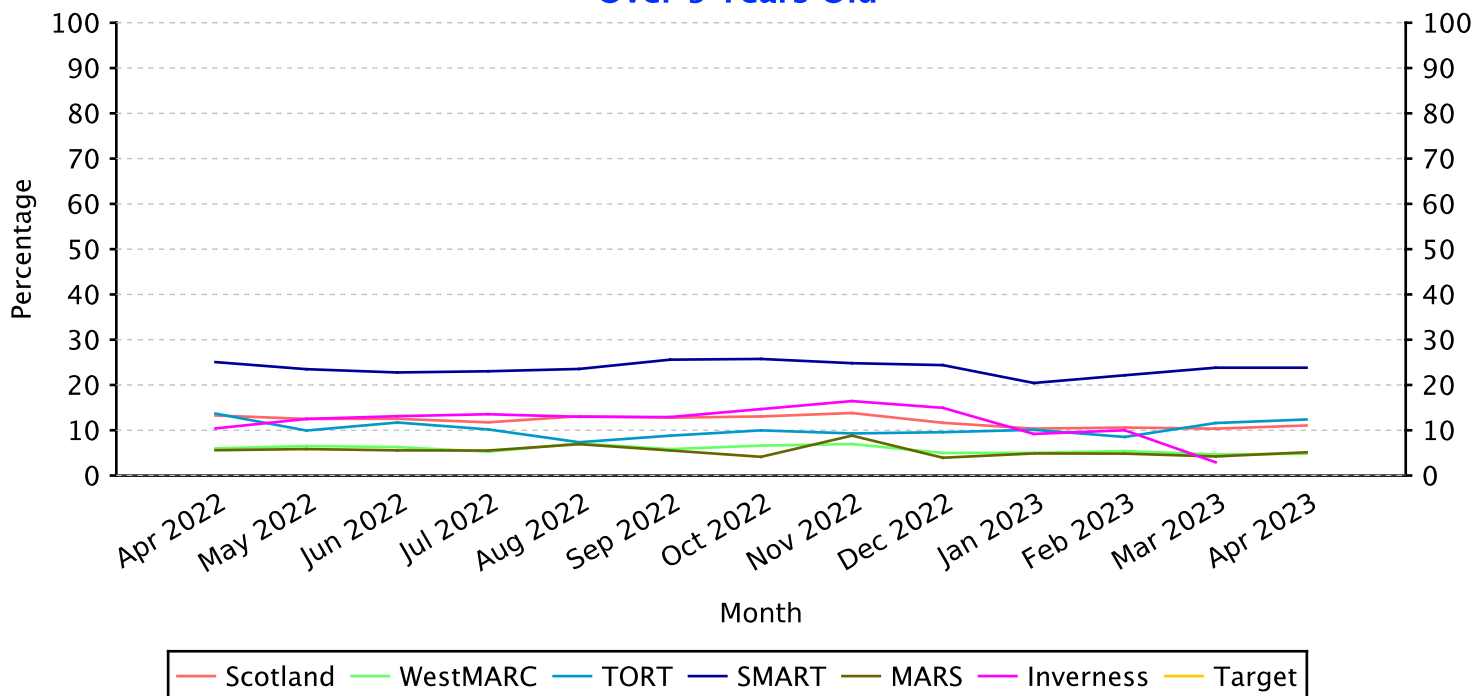


	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023
Inverness	59.9%	59.3%	59.0%	59.1%	59.8%	60.7%	61.1%	61.4%	61.1%	61.0%	61.2%	61.9%	
MARS	40.1%	41.8%	42.8%	43.4%	42.9%	43.2%	43.4%	43.2%	43.7%	43.8%	42.9%	42.4%	43.7%
SMART	56.7%	56.9%	57.1%	57.6%	57.3%	57.5%	57.9%	57.9%	58.0%	57.9%	58.0%	57.8%	57.9%
TORT	43.7%	43.4%	43.1%	43.3%	43.0%	42.7%	42.0%	41.0%	41.8%	41.0%	41.2%	40.4%	40.0%
WestMARC	53.9%	54.2%	54.9%	55.1%	55.3%	55.7%	55.6%	55.7%	56.1%	56.0%	56.3%	56.4%	56.6%
Scotland	53.0%	53.4%	53.9%	54.2%	54.2%	54.5%	54.6%	54.6%	54.9%	54.8%	54.9%	54.9%	54.9%

	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023
Inverness	2961 4946	2912 4910	2902 4915	2910 4926	2951 4935	3006 4950	3010 4929	3043 4957	3033 4960	3025 4960	3035 4958	3067 4958	
MARS	3915 9771	3916 9362	4022 9408	4117 9477	4113 9577	4129 9556	4178 9624	4188 9697	4246 9710	4258 9719	4222 9841	4182 9852	4310 9858
SMART	13586 23972	13727 24137	13853 24250	14037 24390	14080 24559	14193 24682	14312 24705	14379 24855	14418 24845	14473 25012	14525 25057	14545 25175	14610 25239
TORT	2687 6152	2687 6186	2683 6227	2705 6250	2719 6322	2729 6388	2699 6422	2636 6437	2648 6342	2630 6411	2626 6377	2576 6384	2546 6366
WestMARC	37427 69475	37947 70026	38607 70297	38953 70693	39314 71074	39691 71287	39994 71886	40268 72244	40539 72295	40776 72768	40986 72853	41246 73149	41512 73354
Scotland	60576 114316	61189 114621	62067 115097	62722 115736	63177 116467	63748 116863	64193 117566	64514 118190	64884 118152	65162 118870	65394 119086	65616 119518	62978 114817

The blue number, bottom right, is the total.  
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**Wheelchairs In Stock**  
**Over 5 Years Old**

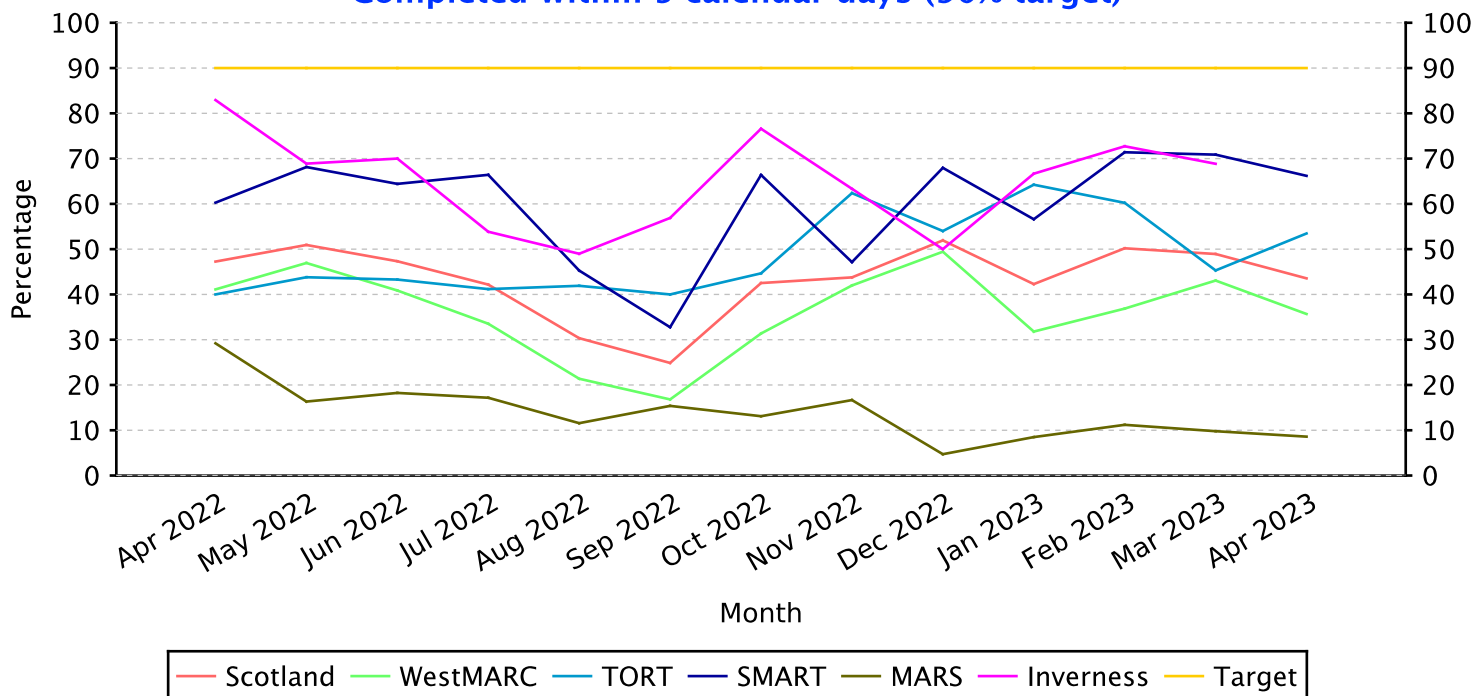


	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023
Inverness	10.4%	12.5%	13.1%	13.5%	13.0%	12.9%	14.7%	16.4%	15.0%	9.2%	10.0%	2.9%	
MARS	5.6%	5.8%	5.6%	5.5%	6.9%	5.5%	4.1%	8.8%	3.9%	4.9%	4.8%	4.2%	5.1%
SMART	25.1%	23.5%	22.8%	23.0%	23.5%	25.6%	25.8%	24.8%	24.4%	20.4%	22.1%	23.8%	23.8%
TORT	13.7%	9.9%	11.7%	10.2%	7.4%	8.8%	10.0%	9.3%	9.6%	10.1%	8.5%	11.6%	12.4%
WestMARC	6.0%	6.5%	6.3%	5.3%	7.1%	5.8%	6.6%	7.0%	5.0%	5.0%	5.4%	4.7%	4.8%
Scotland	13.3%	12.5%	12.5%	11.7%	13.1%	12.8%	13.1%	13.8%	11.6%	10.4%	10.6%	10.4%	11.1%

	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023
Inverness	18 173	27 216	27 206	26 192	24 185	23 178	27 184	37 225	32 214	17 185	21 210	6 205	
MARS	37 662	43 736	35 629	37 670	42 606	37 668	28 678	67 760	30 763	36 738	38 785	32 758	40 779
SMART	316 1261	296 1260	278 1221	275 1194	275 1168	290 1133	299 1161	303 1221	299 1226	259 1267	260 1174	268 1125	272 1142
TORT	53 387	52 523	54 461	44 432	27 367	33 375	36 361	37 398	38 397	40 396	33 387	45 388	40 323
WestMARC	78 1300	83 1273	79 1258	73 1385	75 1057	69 1183	81 1225	86 1236	72 1443	79 1573	84 1556	78 1668	80 1664
Scotland	502 3783	501 4008	473 3775	455 3873	443 3383	452 3537	471 3609	530 3840	471 4043	431 4159	436 4112	429 4144	432 3908

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**Routine Repairs**  
**Completed within 5 calendar days (90% target)**

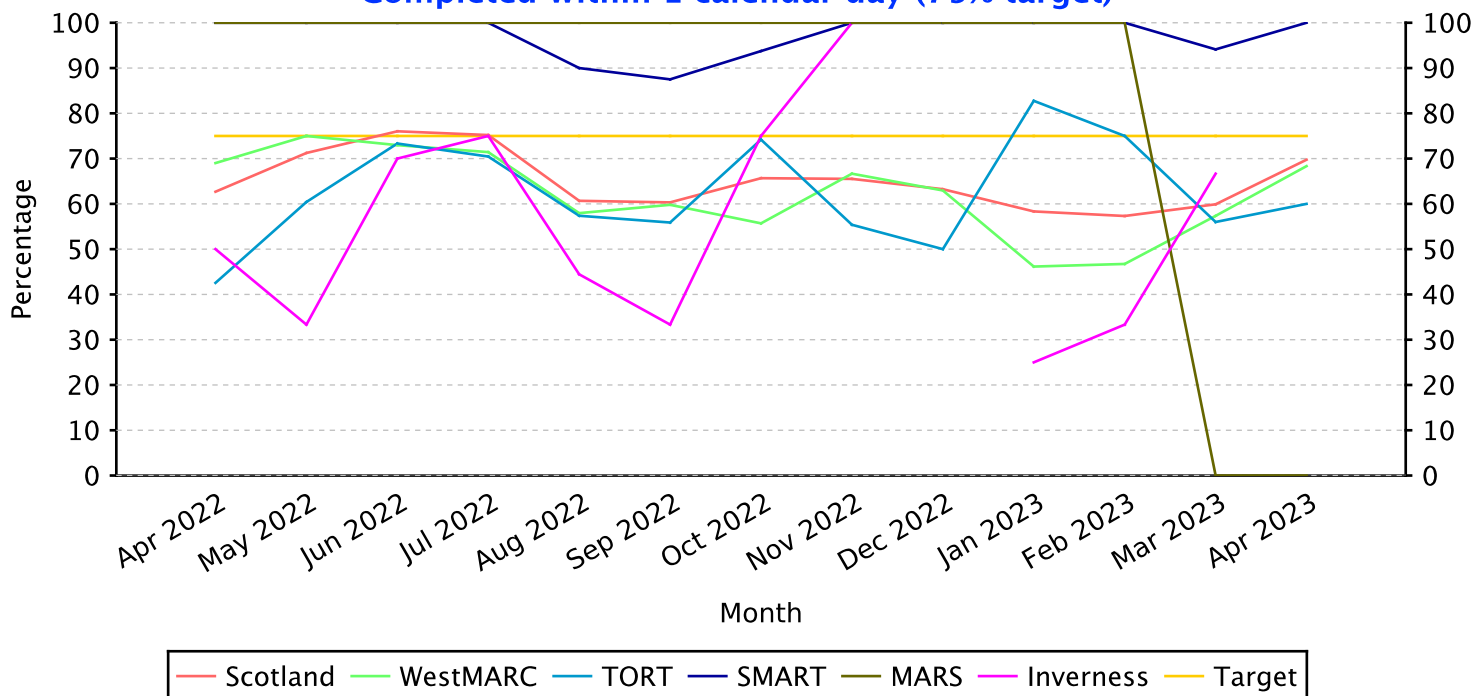


	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023
Inverness	82.9%	68.9%	70.0%	53.8%	49.0%	56.9%	76.6%	63.3%	50.0%	66.7%	72.7%	68.9%	
MARS	29.2%	16.3%	18.2%	17.2%	11.6%	15.4%	13.1%	16.7%	4.7%	8.5%	11.2%	9.8%	8.6%
SMART	60.3%	68.1%	64.4%	66.4%	45.3%	32.8%	66.4%	47.1%	68.0%	56.6%	71.4%	70.9%	66.2%
TORT	40.0%	43.8%	43.3%	41.2%	41.9%	40.0%	44.7%	62.4%	54.0%	64.2%	60.2%	45.3%	53.5%
WestMARC	41.1%	46.9%	40.9%	33.5%	21.4%	16.8%	31.4%	42.0%	49.4%	31.8%	36.9%	43.1%	35.7%
Scotland	47.3%	50.9%	47.3%	42.2%	30.3%	24.9%	42.5%	43.8%	51.9%	42.3%	50.2%	48.9%	43.6%

	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023
Inverness	34 41	31 45	28 40	21 39	24 49	33 58	36 47	38 60	18 36	32 48	48 66	42 61	
MARS	33 113	25 153	25 137	28 163	17 147	16 104	19 145	20 120	5 106	9 106	14 125	19 194	14 163
SMART	267 443	340 499	315 489	261 393	235 519	151 461	320 482	214 454	263 387	240 424	342 479	348 491	278 420
TORT	42 105	60 137	58 134	35 85	44 105	52 130	46 103	63 101	54 100	79 123	53 88	53 117	54 101
WestMARC	296 720	369 786	300 734	226 674	170 795	135 803	255 813	314 748	263 532	193 607	212 575	292 678	218 611
Scotland	672 1422	825 1620	726 1534	571 1354	490 1615	387 1556	676 1590	649 1483	603 1161	553 1308	669 1333	754 1541	564 1295

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**Urgent Repairs**  
**Completed within 1 calendar day (75% target)**



	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023
Inverness	50.0%	33.3%	70.0%	75.0%	44.4%	33.3%	75.0%	100.0%		25.0%	33.3%	66.7%	
MARS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%
SMART	100.0%	100.0%	100.0%	100.0%	90.0%	87.5%	93.8%	100.0%	100.0%	100.0%	100.0%	94.1%	100.0%
TORT	42.6%	60.4%	73.3%	70.5%	57.4%	55.9%	74.2%	55.4%	50.0%	82.8%	75.0%	56.0%	60.0%
WestMARC	69.0%	75.0%	73.0%	71.4%	58.0%	59.8%	55.7%	66.7%	63.0%	46.2%	46.7%	57.4%	68.3%
Scotland	62.7%	71.2%	76.0%	75.2%	60.7%	60.3%	65.7%	65.5%	63.2%	58.3%	57.3%	59.9%	69.8%

	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023
Inverness	1 2	2 6	7 10	3 4	4 9	1 3	6 8	2 2		1 4	1 3	2 3	
MARS	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 1	0 1
SMART	14 14	15 15	17 17	17 17	18 20	14 16	15 16	14 14	17 17	9 9	15 15	16 17	16 16
TORT	20 47	29 48	33 45	31 44	35 61	38 68	23 31	36 65	23 46	24 29	24 32	28 50	15 25
WestMARC	49 71	63 84	54 74	40 56	51 88	58 97	44 79	62 93	34 54	36 78	50 107	78 136	82 120
Scotland	84 134	109 153	111 146	91 121	108 178	111 184	88 134	114 174	74 117	70 120	90 157	124 207	113 162

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