

Response Maintenance KPIs

Table 1	Association Totals	January			Year to Date 31/1/25			Target KPI %
		Due in Mth	Completed in Mth	KPI Mth %	Due in Mth	Completed in Mth	KPI Ytd %	
		No.	No.	%	No.	No.	%	
	Immediate	6	6	100%	50	48	96%	85
	Emergency	10	10	100%	53	51	96%	85
	Urgent	13	13	100%	99	91	92%	80
	Routine	35	33	94%	249	235	94%	80
Totals		64	62	97%	451	425	94%	

Response Maintenance KPIs

Table 2	GlenCraig	January			Year to Date 31/1/25			Target KPI %
		Due in Mth	Completed in Mth	KPI Mth %	Due in Mth	Completed in Mth	KPI Ytd %	
		No.	No.	%	No.	No.	%	
	Immediate	4	4	100%	35	34	97%	85
	Emergency	5	5	100%	29	28	97%	85
	Urgent	7	7	100%	42	40	95%	80
	Routine	21	20	95%	130	121	93%	80
Totals		37	36	97%	236	223	94%	

Response Maintenance KPIs

Table 3	Mourne Grange	January			Year to Date 31/1/25			Target KPI %
		Due in Mth	Completed in Mth	KPI Mth %	Due in Mth	Completed in Mth	KPI Ytd %	
		No.	No.	%	No.	No.	%	
	Immediate	1	1	100%	11	10	91%	85
	Emergency	3	3	100%	17	16	94%	85
	Urgent	5	5	100%	44	40	91%	80
	Routine	10	9	90%	86	81	94%	80
Totals		19	18	95%	158	147	93%	

Response Maintenance KPIs

Table 4	Clanabogan	January			Year to Date 31/1/25			Target KPI %
		Due in Mth	Completed in Mth	KPI Mth %	Due in Mth	Completed in Mth	KPI Ytd %	
		No.	No.	%	No.	No.	%	
	Immediate	1	1	100%	4	4	100%	85
	Emergency	2	2	100%	7	7	100%	85
	Urgent	1	1	100%	13	11	85%	80
	Routine	4	4	100%	33	33	100%	80
Totals		8	8	100%	57	55	96%	

Response Maintenance KPIs

Table 1 Association Totals

Category	February			Year to Date 28/2/25			Target KPI %
	Due in Mth	Completed in Mth	KPI Mth	Due in Mth	Completed in Mth	KPI Ytd	
	No.	No.	%	No.	No.	%	
Immediate	4	4	100%	54	52	96%	85
Emergency	10	9	90%	63	60	95%	85
Urgent	4	4	100%	103	95	92%	80
Routine	21	20	95%	270	255	94%	80
Totals	39	37	95%	490	462	94%	

Response Maintenance KPIs

Table 2 Glencraig

Category	February			Year to Date 28/2/25			Target KPI %
	Due in Mth	Completed in Mth	KPI Mth	Due in Mth	Completed in Mth	KPI Ytd	
	No.	No.	%	No.	No.	%	
Immediate	2	2	100%	37	36	97%	85
Emergency	5	5	100%	34	33	97%	85
Urgent	3	3	100%	45	43	96%	80
Routine	14	13	93%	144	134	93%	80
Totals	24	23	96%	260	246	95%	

Response Maintenance KPIs

Table 3 Mourne Grange

Category	February			Year to Date 28/2/25			Target KPI %
	Due in Mth	Completed in Mth	KPI Mth	Due in Mth	Completed in Mth	KPI Ytd	
	No.	No.	%	No.	No.	%	
Immediate	2	2	100%	13	12	92%	85
Emergency	4	3	75%	21	19	90%	85
Urgent	0	0		44	40	91%	80
Routine	4	4	100%	90	85	94%	80
Totals	10	9	90%	168	156	93%	

Response Maintenance KPIs

Table 4 Clanabogan

Category	February			Year to Date 28/2/25			Target KPI %
	Due in Mth	Completed in Mth	KPI Mth	Due in Mth	Completed in Mth	KPI Ytd	
	No.	No.	%	No.	No.	%	
Immediate	0	0		4	4	100%	85
Emergency	1	1	100%	8	8	100%	85
Urgent	1	1	100%	14	12	86%	80
Routine	3	3	100%	36	36	100%	80
Totals	5	5	100%	62	60	97%	

Response Maintenance KPIs

Table 1 Association Totals

Category	March			Year to Date 31/03/25			Target KPI %
	Due in Mth	Completed in Mth	KPI Mth %	Due in Mth	Completed in Mth	KPI Ytd %	
	No.	No.	%	No.	No.	%	
Immediate	2	2	100%	56	54	96%	85
Emergency	6	6	100%	69	66	96%	85
Urgent	8	8	100%	111	103	93%	80
Routine	27	26	96%	297	281	95%	80
Totals	43	42	98%	533	504	95%	

Response Maintenance KPIs

Table 2 Glenraig

Category	March			Year to Date 31/03/25			Target KPI %
	Due in Mth	Completed in Mth	KPI Mth %	Due in Mth	Completed in Mth	KPI Ytd %	
	No.	No.	%	No.	No.	%	
Immediate	1	1	100%	38	37	97%	85
Emergency	4	4	100%	38	37	97%	85
Urgent	6	6	100%	51	49	96%	80
Routine	16	15	94%	160	149	93%	80
Totals	27	26	96%	287	272	95%	

Response Maintenance KPIs

Table 3 Mourne Grange

Category	March			Year to Date 31/03/25			Target KPI %
	Due in Mth	Completed in Mth	KPI Mth %	Due in Mth	Completed in Mth	KPI Ytd %	
	No.	No.	%	No.	No.	%	
Immediate	1	1	100%	14	13	93%	85
Emergency	1	1	100%	22	20	91%	85
Urgent	2	2	100%	46	42	91%	80
Routine	8	8	100%	98	93	95%	80
Totals	12	12	100%	180	168	93%	

Response Maintenance KPIs

Table 4 Clanabogan

Category	March			Year to Date 31/03/25			Target KPI %
	Due in Mth	Completed in Mth	KPI Mth %	Due in Mth	Completed in Mth	KPI Ytd %	
	No.	No.	%	No.	No.	%	
Immediate	0	0		4	4	100%	85
Emergency	1	1	100%	9	9	100%	85
Urgent	0	0		14	12	86%	80
Routine	3	3	100%	39	39	100%	80
Totals	4	4	100%	66	64	97%	