

Paper 5A

Response Maintenance KPIs

| Association Totals | | January | | | Year to Date 31/1/24 | | | Table 1 |
|--------------------|----------------|----------------------|------------|----------------|----------------------|------------|--------------|---------|
| Category | Due in Mth No. | Completed in Mth No. | KPI Mth % | Due in Mth No. | Completed in Mth No. | KPI Ytd % | Target KPI % | |
| Immediate | 4 | 4 | 100% | 44 | 44 | 100% | 85 | |
| Emergency | 11 | 11 | 100% | 67 | 66 | 99% | 85 | |
| Urgent | 10 | 10 | 100% | 91 | 87 | 96% | 80 | |
| Routine | 23 | 21 | 91% | 364 | 327 | 90% | 80 | |
| Totals | 48 | 46 | 96% | 566 | 524 | 93% | | |

Response Maintenance KPIs

| Glenraig | | January | | | Year to Date 31/1/24 | | | Table 2 |
|---------------|----------------|----------------------|-------------|----------------|----------------------|------------|--------------|---------|
| Category | Due in Mth No. | Completed in Mth No. | KPI Mth % | Due in Mth No. | Completed in Mth No. | KPI Ytd % | Target KPI % | |
| Immediate | 3 | 3 | 100% | 22 | 22 | 100% | 85 | |
| Emergency | 4 | 4 | 100% | 27 | 26 | 96% | 85 | |
| Urgent | 5 | 5 | 100% | 49 | 46 | 94% | 80 | |
| Routine | 12 | 12 | 100% | 159 | 142 | 89% | 80 | |
| Totals | 24 | 24 | 100% | 257 | 236 | 92% | | |

Response Maintenance KPIs

| Mourne Grange | | January | | | Year to Date 31/1/24 | | | Table 3 |
|---------------|----------------|----------------------|-------------|----------------|----------------------|------------|--------------|---------|
| Category | Due in Mth No. | Completed in Mth No. | KPI Mth % | Due in Mth No. | Completed in Mth No. | KPI Ytd % | Target KPI % | |
| Immediate | 1 | 1 | 100% | 18 | 18 | 100% | 85 | |
| Emergency | 6 | 6 | 100% | 29 | 29 | 100% | 85 | |
| Urgent | 1 | 1 | 100% | 29 | 28 | 97% | 80 | |
| Routine | 7 | 7 | 100% | 157 | 143 | 91% | 80 | |
| Totals | 15 | 15 | 100% | 233 | 218 | 94% | | |

Response Maintenance KPIs

| Clanabogan | | January | | | Year to Date 31/1/24 | | | Table 4 |
|---------------|----------------|----------------------|------------|----------------|----------------------|------------|--------------|---------|
| Category | Due in Mth No. | Completed in Mth No. | KPI Mth % | Due in Mth No. | Completed in Mth No. | KPI Ytd % | Target KPI % | |
| Immediate | 0 | 0 | | 4 | 4 | 100% | 85 | |
| Emergency | 1 | 1 | 100% | 11 | 11 | 100% | 85 | |
| Urgent | 4 | 4 | 100% | 13 | 13 | 100% | 80 | |
| Routine | 4 | 2 | 50% | 48 | 42 | 88% | 80 | |
| Totals | 9 | 7 | 78% | 76 | 70 | 92% | | |

Response Maintenance KPIs

| Association Totals | | February | | | Year to Date 29/2/24 | | | Table 1 |
|--------------------|----------------|----------------------|------------|----------------|----------------------|------------|--------------|---------|
| Category | Due in Mth No. | Completed in Mth No. | KPI Mth % | Due in Mth No. | Completed in Mth No. | KPI Ytd % | Target KPI % | |
| Immediate | 3 | 3 | 100% | 47 | 47 | 100% | 85 | |
| Emergency | 7 | 7 | 100% | 74 | 73 | 99% | 85 | |
| Urgent | 12 | 12 | 100% | 103 | 99 | 96% | 80 | |
| Routine | 40 | 39 | 98% | 404 | 366 | 91% | 80 | |
| Totals | 62 | 61 | 98% | 628 | 585 | 93% | | |

Response Maintenance KPIs

| Glencraig | | February | | | Year to Date 29/2/24 | | | Table 2 |
|---------------|----------------|----------------------|-------------|----------------|----------------------|------------|--------------|---------|
| Category | Due in Mth No. | Completed in Mth No. | KPI Mth % | Due in Mth No. | Completed in Mth No. | KPI Ytd % | Target KPI % | |
| Immediate | 3 | 3 | 100% | 25 | 25 | 100% | 85 | |
| Emergency | 4 | 4 | 100% | 31 | 30 | 97% | 85 | |
| Urgent | 7 | 7 | 100% | 56 | 53 | 95% | 80 | |
| Routine | 18 | 18 | 100% | 177 | 160 | 90% | 80 | |
| Totals | 32 | 32 | 100% | 289 | 268 | 93% | | |

Response Maintenance KPIs

| Mourne Grange | | February | | | Year to Date 29/2/24 | | | Table 3 |
|---------------|----------------|----------------------|------------|----------------|----------------------|------------|--------------|---------|
| Category | Due in Mth No. | Completed in Mth No. | KPI Mth % | Due in Mth No. | Completed in Mth No. | KPI Ytd % | Target KPI % | |
| Immediate | 0 | 0 | | 18 | 18 | 100% | 85 | |
| Emergency | 3 | 3 | 100% | 32 | 32 | 100% | 85 | |
| Urgent | 1 | 1 | 100% | 30 | 29 | 97% | 80 | |
| Routine | 19 | 18 | 95% | 176 | 161 | 91% | 80 | |
| Totals | 23 | 22 | 96% | 256 | 240 | 94% | | |

Response Maintenance KPIs

| Clanabogan | | February | | | Year to Date 29/2/24 | | | Table 4 |
|---------------|----------------|----------------------|-------------|----------------|----------------------|------------|--------------|---------|
| Category | Due in Mth No. | Completed in Mth No. | KPI Mth % | Due in Mth No. | Completed in Mth No. | KPI Ytd % | Target KPI % | |
| Immediate | 0 | 0 | | 4 | 4 | 100% | 85 | |
| Emergency | 0 | 0 | | 11 | 11 | 100% | 85 | |
| Urgent | 4 | 4 | 100% | 17 | 17 | 100% | 80 | |
| Routine | 3 | 3 | 100% | 51 | 45 | 88% | 80 | |
| Totals | 7 | 7 | 100% | 83 | 77 | 93% | | |

Response Maintenance KPIs

| Association Totals | | March | | | Year to Date 31/03/24 | | | Target KPI % |
|--------------------|----------------|----------------------|------------|----------------|-----------------------|------------|----|--------------|
| Category | Due in Mth No. | Completed in Mth No. | KPI Mth % | Due in Mth No. | Completed in Mth No. | KPI Ytd % | | |
| Immediate | 6 | 6 | 100% | 53 | 53 | 100% | 85 | |
| Emergency | 3 | 3 | 100% | 77 | 76 | 99% | 85 | |
| Urgent | 17 | 14 | 82% | 120 | 113 | 94% | 80 | |
| Routine | 35 | 31 | 89% | 439 | 397 | 90% | 80 | |
| Totals | 61 | 54 | 89% | 689 | 639 | 93% | | |

Response Maintenance KPIs

| Glencraig | | March | | | Year to Date 31/03/24 | | | Target KPI % |
|---------------|----------------|----------------------|------------|----------------|-----------------------|------------|----|--------------|
| Category | Due in Mth No. | Completed in Mth No. | KPI Mth % | Due in Mth No. | Completed in Mth No. | KPI Ytd % | | |
| Immediate | 6 | 6 | 100% | 31 | 31 | 100% | 85 | |
| Emergency | 2 | 2 | 100% | 33 | 32 | 97% | 85 | |
| Urgent | 7 | 6 | 86% | 63 | 59 | 94% | 80 | |
| Routine | 23 | 19 | 83% | 200 | 179 | 90% | 80 | |
| Totals | 38 | 33 | 87% | 327 | 301 | 92% | | |

Response Maintenance KPIs

| Mourne Grange | | March | | | Year to Date 31/03/24 | | | Target KPI % |
|---------------|----------------|----------------------|------------|----------------|-----------------------|------------|----|--------------|
| Category | Due in Mth No. | Completed in Mth No. | KPI Mth % | Due in Mth No. | Completed in Mth No. | KPI Ytd % | | |
| Immediate | 0 | 0 | | 18 | 18 | 100% | 85 | |
| Emergency | 1 | 1 | 100% | 33 | 33 | 100% | 85 | |
| Urgent | 7 | 5 | 71% | 37 | 34 | 92% | 80 | |
| Routine | 9 | 9 | 100% | 185 | 170 | 92% | 80 | |
| Totals | 17 | 15 | 88% | 273 | 255 | 93% | | |

Response Maintenance KPIs

| Clanabogan | | March | | | Year to Date 31/03/24 | | | Target KPI % |
|---------------|----------------|----------------------|-------------|----------------|-----------------------|------------|----|--------------|
| Category | Due in Mth No. | Completed in Mth No. | KPI Mth % | Due in Mth No. | Completed in Mth No. | KPI Ytd % | | |
| Immediate | 0 | 0 | | 4 | 4 | 100% | 85 | |
| Emergency | 0 | 0 | | 11 | 11 | 100% | 85 | |
| Urgent | 3 | 3 | 100% | 20 | 20 | 100% | 80 | |
| Routine | 3 | 3 | 100% | 54 | 48 | 89% | 80 | |
| Totals | 6 | 6 | 100% | 89 | 83 | 93% | | |