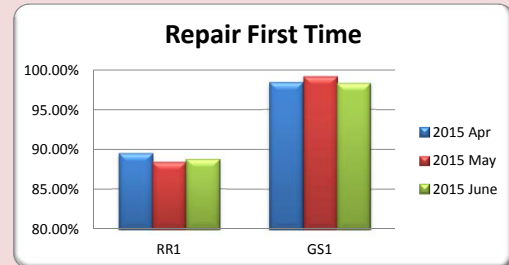


Priority 4 - Repairs *DRAFT*

City

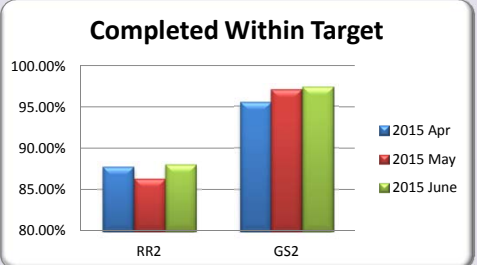
Repair First Time



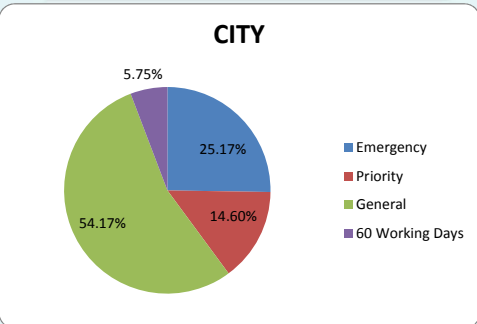
Repair First Time Satisfaction

Satisfaction data will be included in future dashboards. Data is still in test phase.

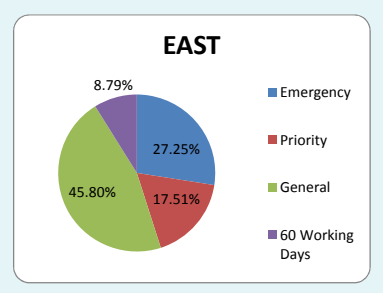
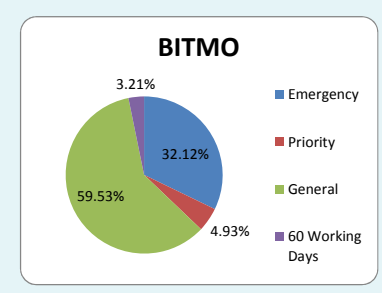
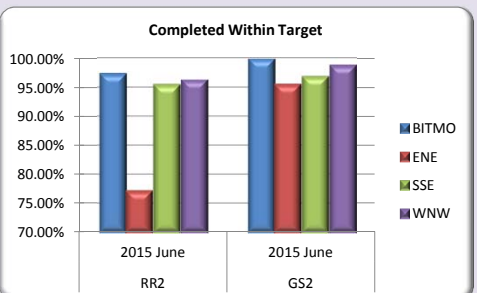
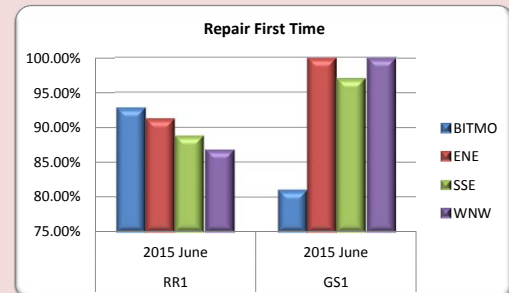
Completed within Target



Priority Breakdown - Responsive Repairs

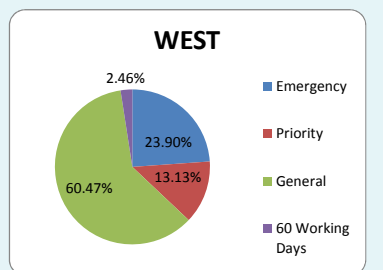
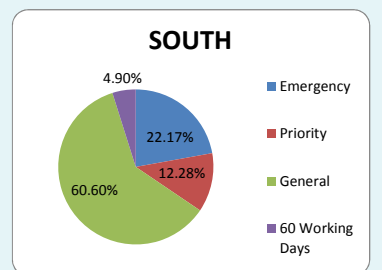


Area

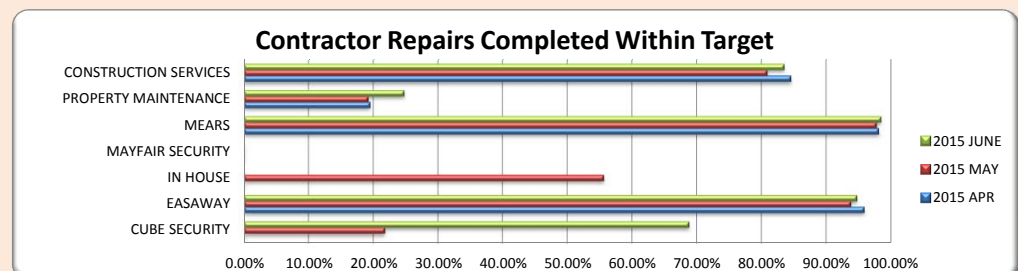
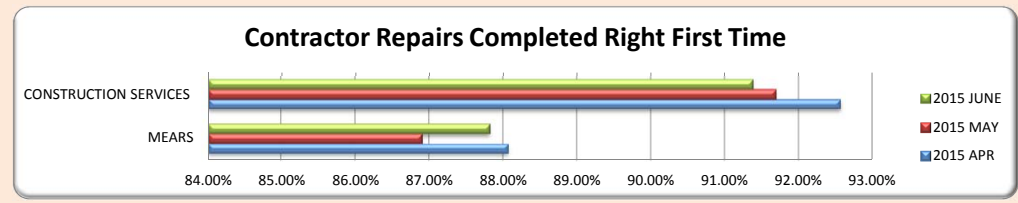


RR1 - Repairs Right First Time				
Area	Target	May-15	Jun-15	
BITMO	90.00%	93.02%	92.84%	
CITY (inc BITM)	90.00%	88.42%	88.78%	
ENE	90.00%	91.50%	91.28%	
SSE	90.00%	87.61%	88.85%	
WNW	90.00%	86.69%	86.86%	
GS1 - Gas Repairs Right First Time				
Area	Target	May-15	Jun-15	
BITMO	87.00%	92.50%	81.08%	
CITY (inc BITM)	87.00%	99.20%	98.37%	
ENE	87.00%	99.78%	100.00%	
SSE	87.00%	98.93%	97.03%	
WNW	87.00%	99.68%	100.00%	

RR2 - Repairs Completed Within Target				
Area	Target	May-15	Jun-15	
BITMO	99.00%	97.38%	97.43%	
CITY (inc BITMO)	99.00%	86.29%	88.04%	
ENE	99.00%	74.80%	77.33%	
SSE	99.00%	95.11%	95.56%	
WNW	99.00%	99.22%	96.39%	
GS2 - Gas Repairs Completed Within Target				
Area	Target	May-15	Jun-15	
BITMO	98.00%	100.00%	100.00%	
CITY (inc BITMO)	98.00%	97.07%	97.39%	
ENE	98.00%	92.23%	95.59%	
SSE	98.00%	99.22%	96.97%	
WNW	98.00%	98.71%	98.88%	



Contractor



Contractor June 15	Target	No of Jobs	No Met
CONSTRUCTION SERVICES	90.00%	3290	3006
MEARS	90.00%	8746	7680

Contractor June 15	Target	No of Jobs	No Met
CUBE SECURITY	99.00%	32	22
CONSTRUCTION SERVICES	99.00%	6458	5390
EASAWAY	99.00%	566	536
IN HOUSE	99.00%	0	0
MAYFAIR SECURITY	99.00%	7	0
MEARS	99.00%	9201	9055
PROPERTY MAINTENANCE	99.00%	1081	267

Comments:

RR1 - Repair First Time
Citywide performance against this indicator is strong at 88.78% against a target of 90%. A slight improvement on May's performance. Ongoing work is taking place to identify failures and make improvements.

Repair First Time Satisfaction
Satisfaction will be measured from August once the new system of collection has been tested.

RR2 -Completed within Target
Citywide performance is below target for this indicator. South and West performance in both contract areas is relatively strong against a challenging target of 99%, but is below target. Performance in the ENE area is well below target. Data has declined recently as a result of issues stemming from manual inputting of data whilst the new mobile software has been rolled out. Mobilisation of the new managed stores has also impacted on performance. Resources will continue to be targeted to analyse performance in order to identify and address issues and improve reporting.

Priority Breakdown
Work is being undertaken to reduce the number of emergencies throughout the City.