Leeds

# Priority 4 - Repairs DRAFT

Date of Report - December 2015

## City







#### **Overall Satisfaction with Repairs**



### **Completed within Target**



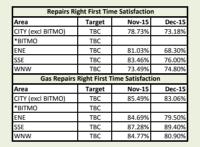


	Right First Tir	me Satisfaction	
100.00% -			.
90.00% -			.
80.00% -			BITMO
70.00% -			. ■ENE
60.00% -			■ SSE
50.00% -			1 ■WNW
	2015 Dec	2015 Dec	_
	Repair First Time Satisfaction	Gas Repair First Time Satisfaction	J

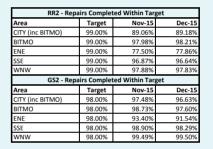
100.00%			
95.00%			
90.00%			■BITMO
85.00%			■ ENE
80.00%			■SSE
75.00%			■WNW
	2015 Dec	2015 Dec	
	Overall Repair Satisfaction	Overall Gas Repair Satisfaction	

Completed Within Target					
100.00%			- 1		
95.00% -			- 1		
90.00% -			вітмо		
85.00% -			— ■ENE		
80.00% -			- 1		
75.00% -			■SSE		
70.00% -			■WNW		
	2015 Dec	2015 Dec	1		
	RR2	GS2			

RR1 - Repairs Right First Time					
Area	Target	Nov-15	Dec-15		
CITY (inc BITMO)	90.00%	94.09%	93.31%		
BITMO	90.00%	95.22%	96.35%		
ENE	90.00%	96.72%	95.35%		
SSE	90.00%	93.64%	93.23%		
WNW	90.00%	92.81%	91.96%		
	GS1 - Gas Repairs	Right First Time			
Area	Target	Nov-15	Dec-15		
CITY (inc BITMO)	87.00%	98.09%	98.24%		
BITMO	87.00%	100.00%	100.00%		
ENE	87.00%	99.07%	100.00%		
SSE	87.00%	96.26%	95.74%		
WNW	87.00%	100.00%	100.009		



Overall Repairs Satisfaction						
Area Target Nov-15 Dec-						
CITY (excl BITMO)	TBC	92.48%	88.13%			
*BITMO	TBC					
ENE	TBC	96.55%	87.809			
SSE	TBC	92.97%	89.009			
WNW	TBC	89.29%	87.70%			
Ov	erall Gas Repairs	Satisfaction				
Area	Target	Nov-15	Dec-1			
CITY (excl BITMO)	TBC	95.76%	93.259			
*BITMO	TBC					
ENE	TBC	95.28%	92.009			
SSE	TBC	95.53%	94.609			
WNW	TBC	96.46%	93,409			

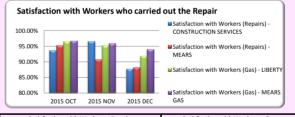




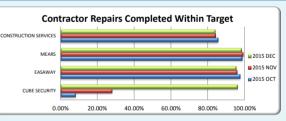
(		85%	90%	95%	1009	4
Cont	ractor December 15		Target	No of Jobs	No of jobs	%
CONS	STRUCTION SERVICES		90.00%	3570	3410	95.52%
MAEA	DC.		00.000/	10177	0410	02 540/



Contractor December 15	Target	No of Jobs	Satisfied
CONSTRUCTION SERVICES	TBC	139	95
MEARS	TBC	301	227



Satisfacti	ion with Workers - Re	Satisfaction with Workers - Gas			
Contractor	Target	Dec-15	Contractor	Target	Dec-15
Const Services	TBC	87.80%	Liberty	TBC	92.00%
Mears	TBC	88.29%	Mears Gas	TBC	94.04%



Contractor	Target	Dec-15	No of Jobs	No Met
CUBE SECURITY	99.00%	96.15%	26	25
CONSTRUCTION SERVICES	99.00%	83.87%	7104	5958
EASAWAY	99.00%	95.28%	508	484
MEARS	99.00%	98.33%	10805	10625

#### COMMENTS

\*BITMO do not use the Contact Centre to report satisfaction therefore, results have been left blank as not comparable.

Gas repairs Right First Time performance figures remain strong and ahead of target. This is consistent with previous months, although the disparity between performance report and satisfaction figures requires further investigation. These figures are consistent across all areas (around 10% lower than performance figures) indicating the way 'right first time' is measured is not always the disparity between performance report and satisfaction figures requires further investigation. These figures are consistent across all areas (around 10% lower than performance figures) indicating the way 'right first time' is measured is not always the disparity between performance figures are consistent across all areas (around 10% lower than performance figures) indicating the way 'right first time' is measured is not always the disparity between performance figures are consistent across all areas (around 10% lower than performance figures) indicating the way 'right first time' is measured is not always the disparity between performance figures are consistent across all areas (around 10% lower than performance figures) indicating the way 'right first time' is measured in the disparity between performance figures are consistent across all areas (around 10% lower than performance figures) indicating the way 'right first time' is measured in the disparity between performance figures are consistent across all areas (around 10% lower than performance figures) indicating the way 'right first time' is measured in the disparity between performance figures are consistent across all areas (around 10% lower than performance figures) indicating the disparity between performance figures are consistent across all areas (around 10% lower than performance figures) indicating the disparity between performance figures are consistent across all areas (around 10% lower than performance figures) indicating the disparity between pe entirely consistent with our tenant's expectations

The Gas Repairs Completed Within Target are also strong. This is particularly pleasing given the challenges over the festive period (reduced resources, bank holidays, etc). This supported and reflected by the overall tenant satisfaction with the gas service.

\*Over the page shows RR1 as comparable data. In order to do this we had to remove all Plastering and Bricklaying jobs from Mears data. It is planned that all plastering and bricklaying jobs will be appointed from April 2016. Property and Contracts have setup a project group to look at reporting and processes across the City to make sure all are comparable.

Repairs Right First Time (RR1) - Both Mears and Leeds Building Services (Formerly Construction Services) are exceeding the 90% target for this indicator. Page 2 shows performance excluding bricklaying and plastering work which is traditionally problematic to complete right first time yet this shows little difference in performance with this work excluded which illustrates that a high percentage of this type of work gets completed right first time.

Right First Time Satisfaction - This is a new indicator and a new data set and therefore it is not possible to compare historic data and there is no target currently against the indicator. In order to develop improvements from customer feedback; in addition to analysis of the customer feedback by officers and contractors, the data and comments are being presented to the Repairs

Overall Satisfaction with Repairs - Performance is fluctuating considerably month on month across all areas. As with the RFT satisfaction data, performance, and importantly the reasons for satisfaction will be presented to the Repairs Focus Groups in order to develop and monitor improvement action plans in addition to the monitoring in place with officers and service providers.

Repairs Completed Within Target (RR2) - Mears performance on both contract areas is currently good but just below target. Performance for Leeds Building Services performance is significantly below target with a known backlog of bricklaying work that hashad a significant impact on Leeds Building Services figures. Recruitment of additional resources is still ongoing however recruitment of some resources since the last reporting period has started to reduce the backlog.

## RR1 Without Plastering & Bricklaying RR1 Without Plastering & Bricklaying 90.00% City 80.00% **■**2015 Dec 60.00% 50.00% RR1 Without Plastering & Bricklaying 100.00% Area **■** East 80.00% ■ South **■** West 70.00% RR1 - Without Bricklaying & Plastering Target Dec-15 No of Jobs 90.00% 93.77% 129 90.00% 96.48% 4 90.00% 95.30% 33 90.00% 94.05% 35 90.00% 92.41% 55 No Met 51 12153 13 466 2 3204 9 3385 7 5098 Area CITY (inc BITMO) BITMO RR1 Contractor Without Bricklaying & Plastering 100.00% 95.00% 90.00% 85.00% ■ 2015 Dec 80.00% 75.00% 70.00% Contractor December 15 CONSTRUCTION SERVICES MEARS