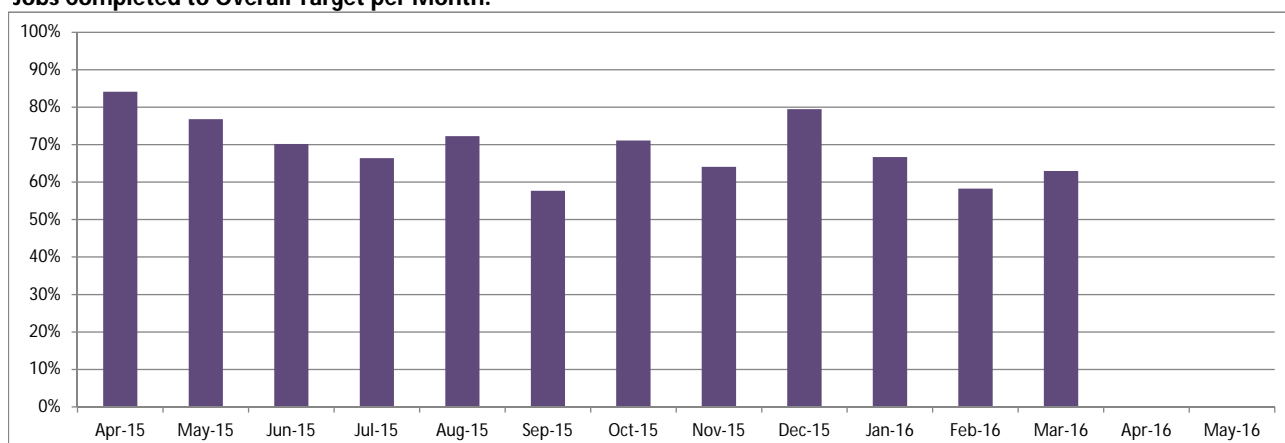


Public (Housing Leeds) Adaptations Performance Summary 2015/16

Jobs Completed in 2015/16 to Overall Target by Area, and Average Days Taken:

	LCC Target Met		% Met LCC Target		Total	Average of Total Calendar Days
	Yes	No	Yes	No		
ENE	279	101	73%	27%	380	182
Non-Urgent	196	55	78%	22%	251	210
Urgent	83	46	64%	36%	129	128
SSE	323	135	71%	29%	458	192
Non-Urgent	230	78	75%	25%	308	212
Urgent	93	57	62%	38%	150	150
WNW	269	153	64%	36%	422	237
Non-Urgent	231	109	68%	32%	340	245
Urgent	38	44	46%	54%	82	202
Grand Total	871	389	69%	31%	1260	204

Jobs Completed to Overall Target per Month:



Jobs Completed in 2015/16 to Contractor Target by Contractor:

Contractor	Met cont' target		% Met contr target		Total	Average of Contractor Calendar Days Taken	Average of Actual Value
	Yes	No	Yes	No			
Astor Bannerman Medical Ltd	2	2	50%	50%	4	77	£4,715
C3S		2	0%	100%	2	93	£20,666
Care & Repair		9	0%	100%	9	151	£37,724
CEL	2		100%	0%	2	73	£1,932
Civic External	108	61	64%	36%	169	59	£5,549
Civic Internal	110	54	67%	33%	164	63	£4,690
Construction Services	619	124	83%	17%	743	66	£9,536
CS4L - Beston PFI	15	20	43%	57%	35	113	£2,697
EasiAccess		2	0%	100%	2	20	£5,146
Hugh Steeper Ltd		2	0%	100%	2	33	£1,938
PFI - West Area	14	4	78%	22%	18	104	£3,740
RSL Steeper	2		100%	0%	2	24	£2,282
Thyssen	2	1	67%	33%	3	44	£4,765
Total Hygiene LTD	6	6	50%	50%	12	50	£3,285
vador		2	0%	100%	2	25	£3,648
Westholme LTD	44	15	75%	25%	59	40	£2,187
Yorkshire Housing - Swarcliffe	22	6	79%	21%	28	75	£5,214
Grand Total	946	310	75%	25%	1256	66	£7,788

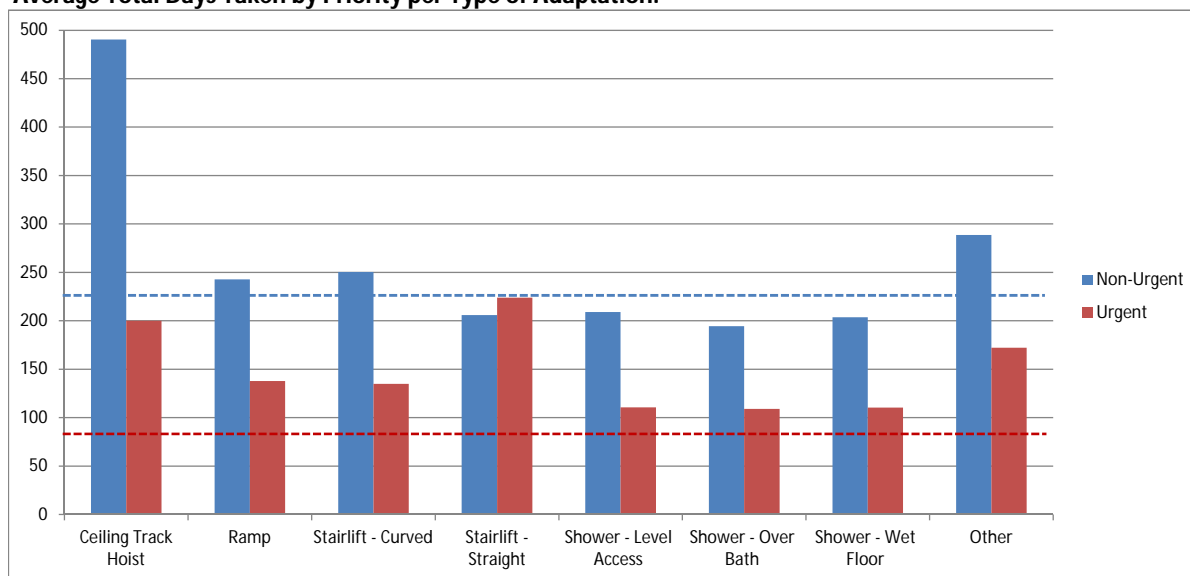
Count of Type of Adaptation 2015/16:

Type of Adaptation	Count	%
Ceiling Track Hoist	60	5%
Ramp	122	10%
Stairlift - Curved	57	4%
Stairlift - Straight	92	7%
Shower - Level Access	116	9%
Shower - Over Bath	114	9%
Shower - Wet Floor	484	39%
Other	215	17%
Grand Total	1260	100%

Jobs Completed by Type of Work and Priority in 2015/16 to Contractor Target, by Contractor:

Row Labels	Met Target		% Met Target		Total	Average of Total Calendar Days	Average of Actual Value
	Yes	No	Yes	No			
Ceiling Track Hoist	23	37	38%	62%	60	273	£2,195
Non-Urgent	7	8	47%	53%	15	490	£2,052
Urgent	16	29	36%	64%	45	200	£2,252
Ramp	67	55	55%	45%	122	204	£5,661
Non-Urgent	41	36	53%	47%	77	243	£5,648
Urgent	26	19	58%	42%	45	138	£5,685
Stairlift - Curved	29	28	51%	49%	57	210	£5,868
Non-Urgent	17	20	46%	54%	37	250	£5,864
Urgent	12	8	60%	40%	20	135	£5,876
Stairlift - Straight	65	27	71%	29%	92	212	£3,080
Non-Urgent	44	18	71%	29%	62	206	£3,168
Urgent	21	9	70%	30%	30	224	£2,891
Shower - Level Access	100	16	86%	14%	116	198	£3,794
Non-Urgent	89	14	86%	14%	103	209	£3,799
Urgent	11	2	85%	15%	13	111	£3,753
Shower - Over Bath	98	16	86%	14%	114	178	£2,231
Non-Urgent	81	11	88%	12%	92	194	£1,933
Urgent	17	5	77%	23%	22	109	£3,438
Shower - Wet Floor	394	90	81%	19%	484	188	£13,279
Non-Urgent	333	71	82%	18%	404	204	£14,943
Urgent	61	19	76%	24%	80	110	£4,211
Other	95	120	44%	56%	215	231	£5,407
Non-Urgent	45	64	41%	59%	109	289	£5,882
Urgent	50	56	47%	53%	106	172	£4,878
Grand Total	871	389	69%	31%	1260	204	£7,766

Average Total Days Taken by Priority per Type of Adaptation:



Customer Satisfaction with the Adaptations Service Provided 2015/16:

Row Labels	Satisfied	Not Satisfied	Satisfied	Not Satisfied		
Leeds (East)	62	1	98%	2%	63	100%
Leeds (South)	61	3	95%	5%	64	100%
Leeds (West)	59	6	91%	9%	65	100%
Grand Total	182	10	95%	5%	192	100%

Customer Satisfaction with the Service Provided by the Contractor 2015/16:

Row Labels	Satisfied	Not Satisfied	Satisfied	Not Satisfied		
Leeds (East)	60	3	95%	5%	63	100%
Leeds (South)	60	4	94%	6%	64	100%
Leeds (West)	51	14	78%	22%	65	100%
Grand Total	171	21	89%	11%	192	100%