Leeds CITY COUNCIL

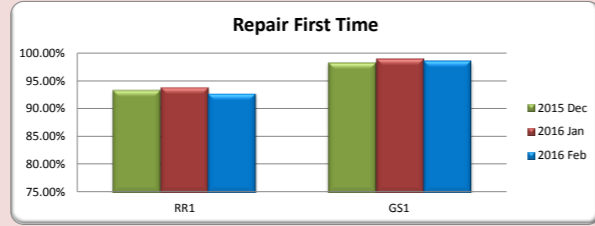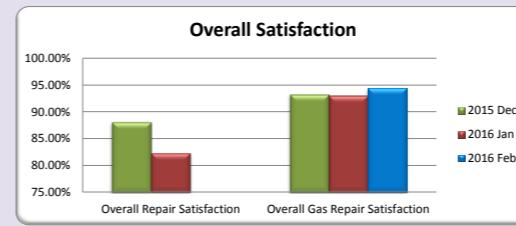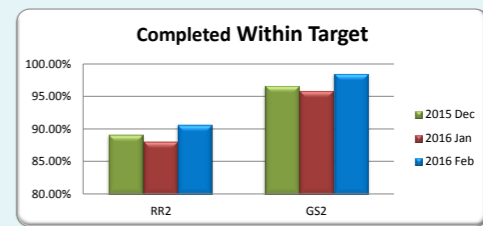# Priority 4 - Repairs *DRAFT*

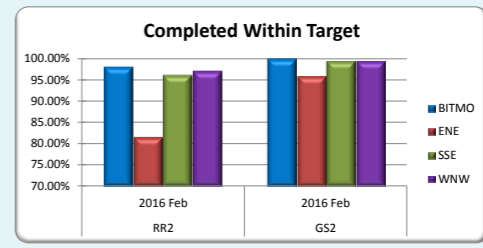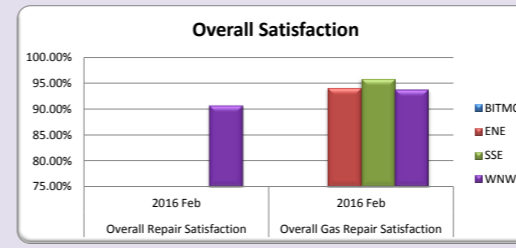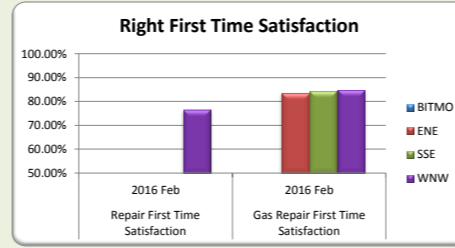## Repair First Time

Repair First Time Satisfaction

Overall Satisfaction with Repairs

Completed within Target

City

Repair First Time

Right First Time Satisfaction

Overall Satisfaction

Completed Within Target

Area

Repair First Time

Right First Time Satisfaction

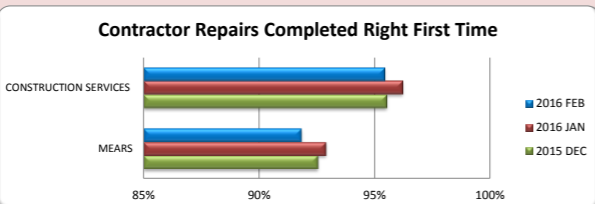**Overall Satisfaction**

Completed Within Target
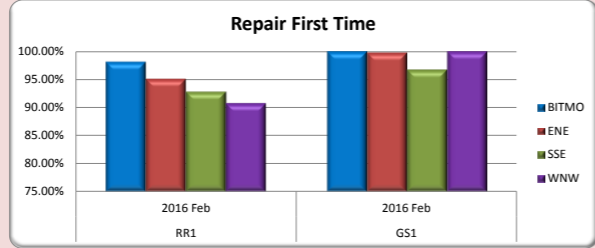
RR1 - Repairs Right First Time

Area	Target	Dec-15	Jan-16	Feb-16
CITY (inc BITMO)	90.00%	93.31%	93.82%	92.70%
BITMO	90.00%	96.35%	95.86%	98.16%
ENE	90.00%	95.35%	96.01%	95.21%
SSE	90.00%	93.23%	93.73%	92.89%
WNW	90.00%	91.96%	92.46%	90.77%

GS1 - Gas Repairs Right First Time

Area	Target	Dec-15	Jan-16	Feb-16
CITY (inc BITMO)	87.00%	98.24%	98.92%	98.59%
BITMO	87.00%	100.00%	94.34%	100.00%
ENE	87.00%	100.00%	100.00%	99.87%
SSE	87.00%	95.74%	97.76%	96.82%
WNW	87.00%	100.00%	100.00%	100.00%

Repairs Right First Time Satisfaction

Area	Target	Jan-16	Feb-16
CITY (excl BITMO)	TBC	76.80%	
*BITMO	TBC		
ENE	TBC	73.57%	
SSE	TBC	78.26%	
WNW	TBC	78.43%	76.64%

Gas Repairs Right First Time Satisfaction

Area	Target	Jan-16	Feb-16
CITY (excl BITMO)	TBC	80.98%	84.21%
*BITMO	TBC		
ENE	TBC	84.51%	83.67%
SSE	TBC	76.10%	84.35%
WNW	TBC	81.11%	84.76%

Overall Repairs Satisfaction

Area	Target	Jan-16	Feb-16
CITY (excl BITMO)	TBC	83.33%	
*BITMO	TBC		
ENE	TBC	83.69%	
SSE	TBC		
WNW	TBC	81.17%	90.70%

Overall Gas Repairs Satisfaction

Area	Target	Jan-16	Feb-16
CITY (excl BITMO)	TBC	93.04%	94.41%
*BITMO	TBC		
ENE	TBC	93.06%	94.12%
SSE	TBC	93.25%	95.86%
WNW	TBC	92.82%	93.75%

RR2 - Repairs Completed Within Target

Area	Target	Jan-16	Feb-16
CITY (inc BITMO)	99.00%	88.15%	90.72%
BITMO	99.00%	99.08%	98.11%
ENE	99.00%	77.83%	81.68%
SSE	99.00%	95.23%	96.23%
WNW	99.00%	97.11%	97.15%

GS2 - Repairs Completed Within Target

Area	Target	Jan-16	Feb-16
CITY (inc BITMO)	98.00%	95.85%	98.50%
BITMO	98.00%	94.51%	100.00%
ENE	98.00%	88.89%	95.83%
SSE	98.00%	98.43%	99.52%
WNW	98.00%	99.59%	99.51%

Contractor

Contractor Repairs Completed Right First Time

Contractor Right First Time Satisfaction Repairs

Satisfaction with Workers who carried out the Repair

Contractor Repairs Completed Within Target

Contractor February 16	Target	No of Jobs	No of jobs	%
CONSTRUCTION SERVICES	90.00%	3592	3427	95.41%
MEARS	90.00%	11006	10105	91.81%
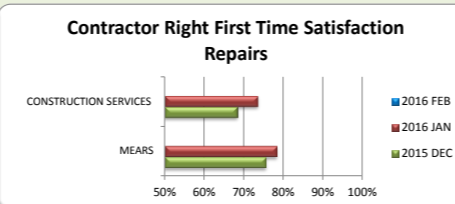
Contractor February 16	Target	No of Jobs	Satisfied
CONSTRUCTION SERVICES	TBC		
MEARS	TBC		
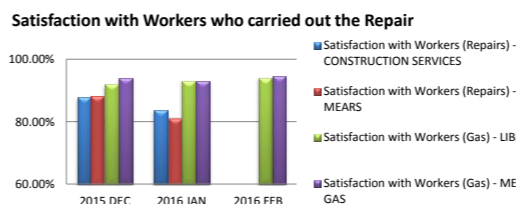
Satisfaction with Workers - Repairs

Contractor	Target	Feb-16
Const Services	TBC	
Mears	TBC	

Satisfaction with Workers - Gas

Contractor	Target	Feb-16
Liberty	TBC	94.12%
Mears Gas	TBC	94.62%
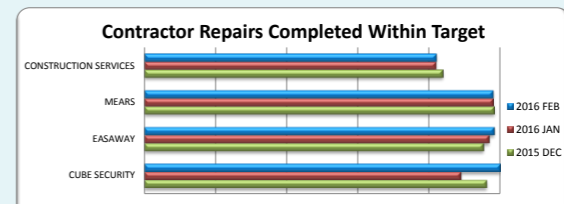
Contractor	Target	Feb-16	No of Jobs	No Met
CUBE SECURITY	99.00%	100.00%	21	21
CONSTRUCTION SERVICES	99.00%	82.05%	7116	5839
EASAWAY	99.00%	98.28%	581	571
MEARS	99.00%	97.97%	11464	11231

COMMENTS

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

Repairs Completed within Target (RR2) - Construction Services are not achieving target on RR2 with an end February result of 82.05% against a target of 99%. Analysis has identified bricklaying repairs as a main area effecting performance. An Action Plan has been created to address and improve the situation. Actions include: recruitment of 3x additional directly employed bricklayers and procuring additional sub-contracting resource to deal with peaks in demand.

Customer Satisfaction – when reporting customer satisfaction we must achieve a confidence interval of +/-8 from our telephone surveys to ensure the sample is statistically sound. Unfortunately this month we have not achieved the targeted sample size and therefore are unable to report a figure. Changes are now being made to ensure the required amount of data is imported into the customer satisfaction system (Arena Tracker) and we achieve the sample size required moving forward.

Consistency of reporting: currently Mears and Construction Services responsive repair KPI specifications for 'Right First Time' and 'Repairs Completed within Target' differ which means reporting between the two contractors is inconsistent. Property and Contracts have produced a new consolidated range of KPI specifications which will be applied to all contractors to ensure city-wide consistency. The aim is for Mears to move to the new KPI specifications from 1st April 2016 before Construction Services from August 2016 in-line with their new IT system being introduced.

It had been hoped that Mears and Construction Services would be operating consistently in relation to plaster and brickwork by 1st April 2016. This was reliant, in part, to Construction Services altering their IT system and processes to allow plaster and brickwork to be appointed. However, Construction Services are now moving to a new IT system (Total Mobile) in August. Therefore, paying development costs for the existing system was not cost effective as it will soon be replaced.

City

RR1 Without Plastering & Bricklaying

RR1 Without Plastering & Bricklaying

Area

RR1 Without Plastering & Bricklaying
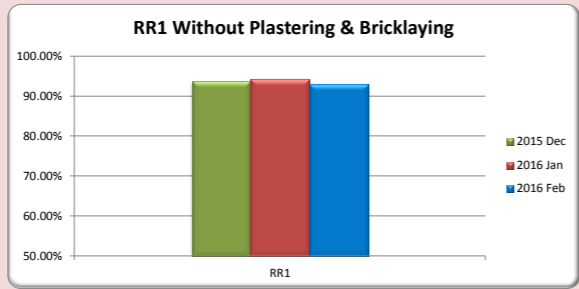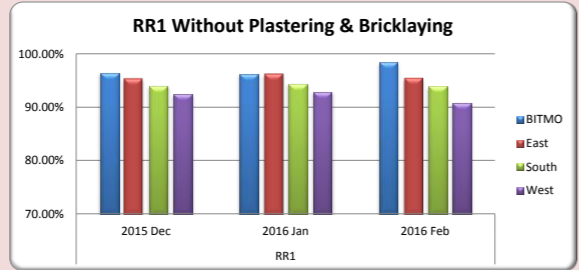
RR1 - Without Bricklaying & Plastering				
Area	Target	Feb-16	No of Jobs	No Met
CITY (inc BITMO)	90.00%	93.15%	13597	12666
BITMO	90.00%	98.42%	507	499
ENE	90.00%	95.41%	3592	3427
SSE	90.00%	93.92%	3684	3460
WNW	90.00%	90.82%	5814	5280

Contractor

RR1 Contractor Without Bricklaying & Plastering
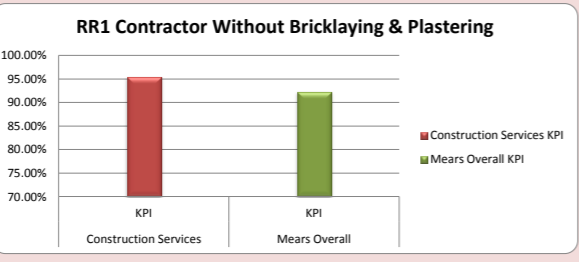
Contractor February 16	Target	Feb-16	No of Jobs	No Met
CONSTRUCTION SERVICES	90.00%	95.41%	3592	3427
MEARS	90.00%	92.34%	10005	9239