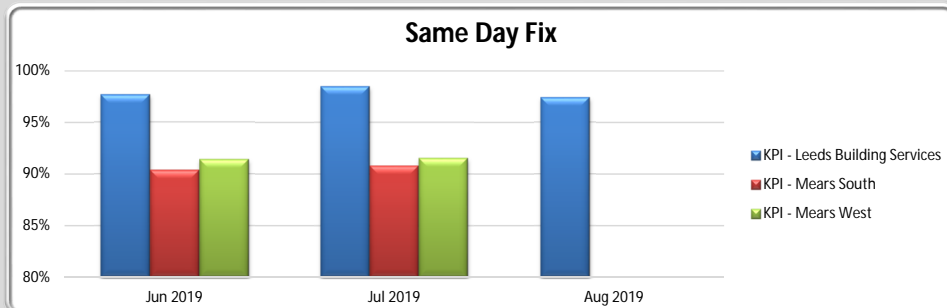


All Contractor Dashboard

Contractor Report Date of Report: August 2019

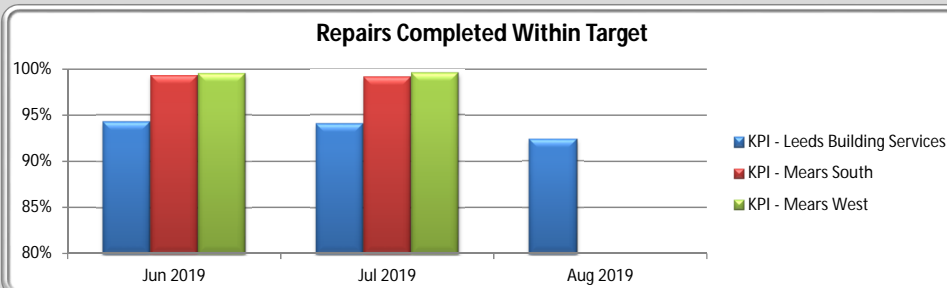
RR1 Same Day Fix (including Adapts) (Higher is better)									
Contractor	Target	Jun 2019	Jul 2019	Aug 2019	No of Jobs	No Met	Cumulative	RAG	TREND
Leeds Building Services	90.50%	97.69%	98.51%	97.42%	3177	3095	97.72%	✓	3
Mears South	90.50%	90.39%	90.84%					✗	1
Mears West	90.50%	91.42%	91.57%					✗	1



LBS Performance is currently and continues to be well above target on this indicator.

Due to interface problems the responsive repair results for Mears August are not available, but performance in both South and West is above target for June and July.

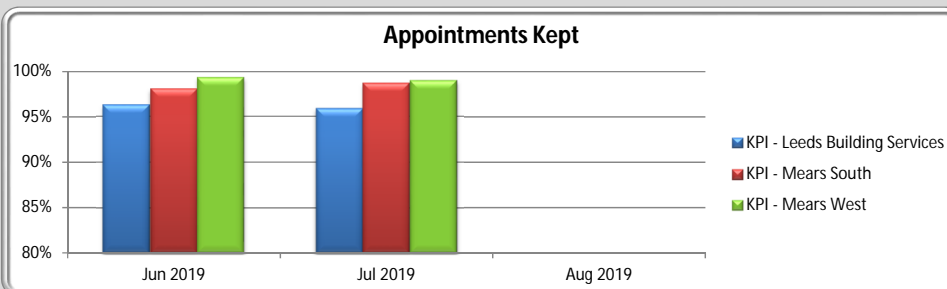
RR2 Repairs Completed Within Target (including Adapts) (Higher is better)									
Contractor	Target	Jun 2019	Jul 2019	Aug 2019	No of Jobs	No Met	Cumulative	RAG	TREND
Leeds Building Services	99.00%	94.30%	94.07%	92.35%	7361	6798	93.14%	⚠	2
Mears South	99.00%	99.30%	99.11%					✗	1
Mears West	99.00%	99.50%	99.53%					✗	1



LBS is Performing below target on this indicator, measures and changes such as staff movements have been put in place to improve Performance on this indicator but these improvements may not happen immediately. Areas of concern include plastering, which saw the highest percentage of failures against other trades, an action plan has been implemented and will continually review resources and sub-contractor capacities. The responsive repairs planning team has been restructured to ensure that the planning function becomes more effective. Operatives have been moved from the voids section to assist with responsive demands and to ensure that targets are met and jobs are completed within timescales. Unfortunately, there has been ongoing IT issues which have resulted in poor performance of the Total and optimise system, this is currently being investigated.

Due to interface problems the responsive repair results for Mears August are not available - but are above target for June & July.

RR3 Appointments Kept (including Adapts) (Higher is better)									
Contractor	Target	Jun 2019	Jul 2019	Aug 2019	No of Jobs	No Met	Cumulative	RAG	TREND
Leeds Building Services	99.00%	96.30%	95.90%					✗	1
Mears South	99.00%	98.06%	98.69%					✗	1
Mears West	99.00%	99.29%	98.95%					✗	1

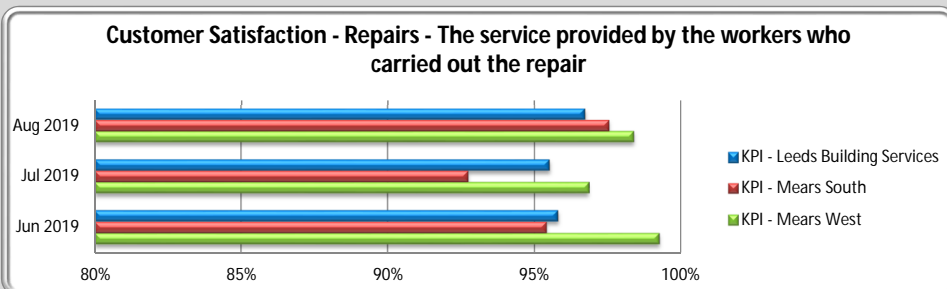


No data currently available as issue identified with how the information is transferred from Total to Orchard and capturing the attendance trigger. Until this is resolved no information will be available. A reconciliation will be done once resolved to ensure that August figure is accurate.

Due to interface problems the responsive repair results for August are not available.

More focus is required to improve performance against this target city-wide - action plans are therefore being developed.

RR6 Customer Satisfaction - Repairs - The service provided by the workers who carried out the repair (Higher is better)									
Contractor	Target	Jun 2019	Jul 2019	Aug 2019	No of Jobs	No Met	Cumulative	RAG	TREND
Leeds Building Services	90.00%	95.80%	95.51%	96.72%	183	177		✓	3
Mears South	90.00%	95.40%	92.73%	97.53%	81	79		✓	3
Mears West	90.00%	99.26%	96.84%	98.37%	123	121		✓	3

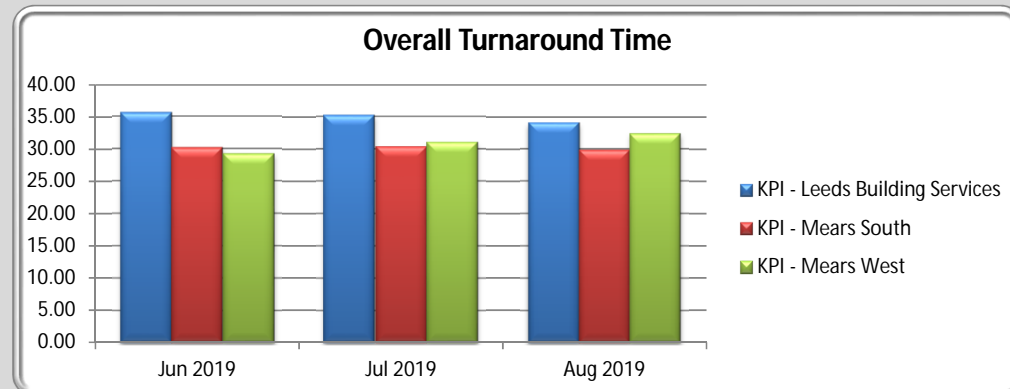


LBS and Mears both continue to perform well above target on this indicator.

All Contractor Dashboard

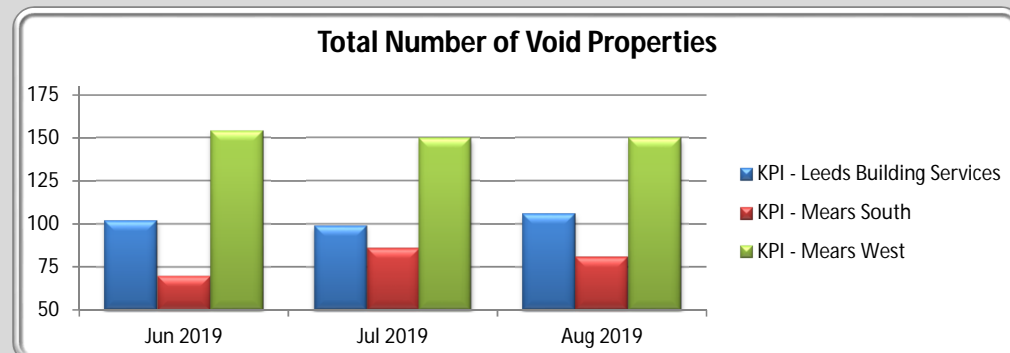
Contractor Report Date of Report: August 2019

BV212 Voids Overall Turnaround Time							<i>(Lower is better)</i>	
Contractor	Target	Jun 2019	Jul 2019	Aug 2019	Cumulative	RAG	TREND	
Leeds Building Services	30.00	35.62	35.26	34.12	34.12	✗	1	
Mears South	30.00	30.23	30.41	29.88	29.88	✓	3	
Mears West	30.00	29.25	31.09	32.41	32.41	✗	1	



This performance figure relates to the overall turnaround time of a property, including both Housing Mangement and Housing Property & Contracts. See EP1 comments for details on performance.

HMA6 Total Number of Voids							<i>(Lower is better)</i>	
Contractor	Target	Jun 2019	Jul 2019	Aug 2019	Cumulative	RAG	TREND	
Leeds Building Services	N/A	102	99	106		✓	3	
Mears South	N/A	70	86	81		✓	3	
Mears West	N/A	154	150	150		✓	3	



n/a

EP1 - Properties Within 15 Days							<i>(Lower is better)</i>	
Contractor	Target	Jun 2019	Jul 2019	Aug 2019	Cumulative	RAG	TREND	
Leeds Building Services	15.00	21.03	15.92	22.71		✗	1	
Mears South	15.00	14.73	14.52	14.78		✓	3	
Mears West	15.00	14.54	21.02	23.40		✗	1	

LBS performance has declined on this indicator. Main factors is due to the enhanced letttable standard which has caused additional surveying times in relation to damp profiling. Furthermore, the full re-decoration and flooring to all A1F properties has increased turnaround times and workloads for the void painters and floorlayers. Resources are currently been reviewed and additional operatives to be recruited.

Mears West performance has also declined on this indicator - Risk Reduction meeting took place 10th September, Mears are requesting relief from performance deductions, but this is yet to be substantiated and is being investigated by the team. Performance will be continue to be monitored at the operational meetings.

Operationally, all current voids in the West have been reviewed and we now have estimate return dates for those still outstanding.