

REPORT OF THE DIRECTOR OF HOUSING SERVICES
TO ENVIRONMENTAL SCRUTINY
20TH NOVEMBER 2000

LOCAL PERFORMANCE INDICATOR – PERFORMANCE OF
RESPONSIVE REPAIRS CONTRACTORS

Scrutiny Committee have asked for a report which compares the performance of the City Building Services Department and the private contractors.

Appendix 1 provides statistical information for September 2000. Members will note that the performance is, of both contractors, acceptable with city wide performance averaging in excess of 97% completed within timescales.

In recent months there has been an improvement in the performance of the City Building Services Directorate (now Housing Maintenance Division). Sample post inspections will be carried out to verify performance in respect of both private contractors and in-house contractors and a further report will be submitted to the next meeting of the Environmental Scrutiny Committee.

LOCAL PERFORMANCE INDICATOR.
REFERENCE CA-8

% Of Responsive Repairs Completed From Issue To Site Completion- SEPT 2000

(Contractor Performance ONLY)

JACKSON LLOYD AREAS

Activity	Eccles	Irlam	Swinton
Priority E	Completed	122	338
	On Target	122	317
	% on Target	100.00%	93.79%
Priority U	Completed	77	178
	On Target	76	172
	% on Target	98.70%	96.63%
Priority N	Completed	4	66
	On Target	4	65
	% on Target	100.00%	98.48%
Priority V	Completed	10	62
	On Target	9	59
	% on Target	90.00%	95.16%
Priority L	Completed	90	12
	On Target	90	12
	% on Target	100.00%	100.00%
Average Overall			
	94.18%	99.34%	95.27%
Average Excl. Priority V			
	94.36%	99.66%	95.29%

Comparison between Contractors

J. LLOYD OVERALL AVERAGE	96.27%
J. LLOYD OVERALL AVERAGE EXCL VOIDS	96.44%

CBS AREAS

	Blackfriars	Pendleton	Worsley	Precinct	Ordsall	Little Hulton
360	360	354	360	227	232	24
	359	354	358	227	232	24
	99.72%	100.00%	99.44%	100.00%	100.00%	100.00%
143	143	136	122	58	121	41
	142	134	118	57	119	41
	99.30%	98.53%	96.72%	98.28%	98.35%	95.8
94	94	108	23	27	6	4
	92	103	22	27	6	4
	97.87%	95.37%	95.65%	100.00%	100.00%	100.00%
38	38	27	41	39	74	2
	34	25	31	37	74	2
	89.47%	92.59%	75.61%	94.87%	100.00%	100.00%
63	63	31	158	63	40	2
	62	29	149	61	38	2
	98.41%	93.55%	94.30%	96.83%	95.00%	94
98.71%						98
	98.32%	96.31%	98.79%	99.15%		
99.24%						98
	98.57%	97.59%	99.20%	99.00%		

CBS OVERALL AVERAGE	98.35%
CBS OVERALL AVERAGE EXCL VOIDS	98.72%

TARGET:

80% FOR PRIORITY E, U, N, AND L, 90% FOR PRIORITY V