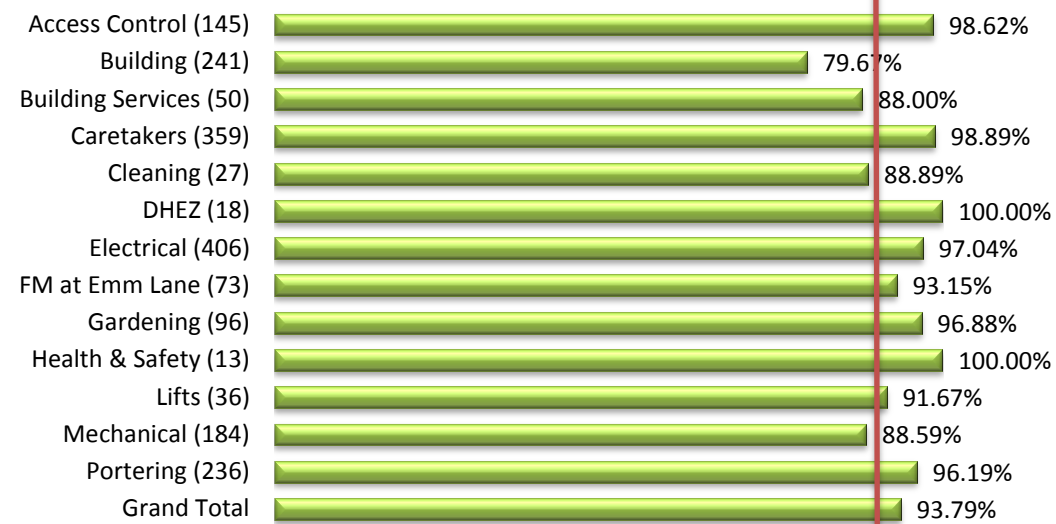
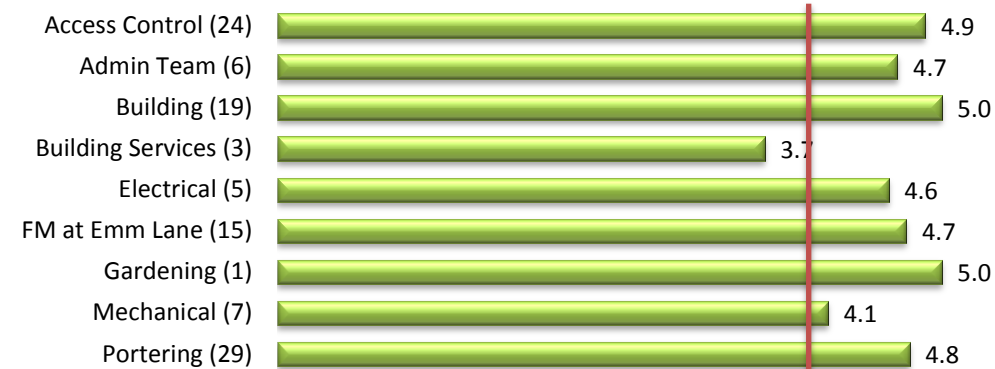


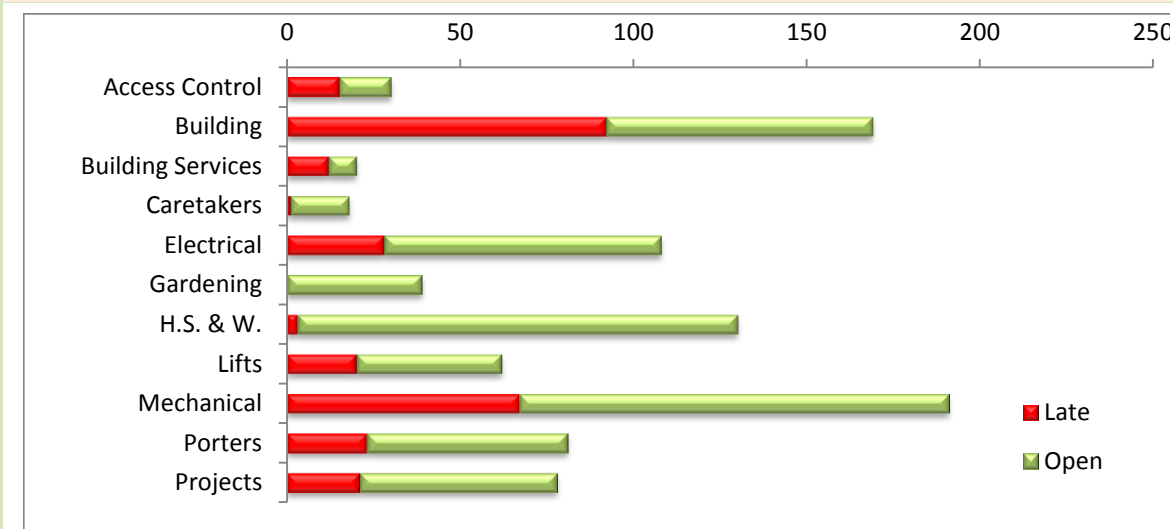
SLA Performance by Team (Number of jobs in brackets)



Customer Satisfaction by Team



Open Jobs by Team



Performance Results

SLA Results 93.8% Target 90%	Customer Satisfaction 4.7 Target 4.0
Reported Crimes 5	Requests on Hold 269 (-86)
Quality Inspections 100% Target 90%	E&F Budget (year to date) £84
Complaints 0	Accidents 3

Commentary

- There were 3 accidents involving our staff members none of which were RIDDOR reportable.
- The number of open jobs reduced by 110 in the month and 269 of the 934 open jobs are late.
- The breakdown of late jobs is 27% Building, 20% Mechanical, 10% Admin and 8% Electrical.
- The 5 crimes were 1 sexual assault, 1 theft from car, 1 theft of bicycle and 2 cases of criminal damage.

News

Directorate News

- E&F won gold in the 2017 Yorkshire in Bloom Awards as well as landing the special Yorkshire Rose Conservation and Wildlife Award
- E&F have successfully retained our Approved Operator Scheme accreditation after and audit by the British Parking Association

Staff News

- Matthew Robertshaw and Andrew Chadwick have left the department after three years working as Project Managers
- Atif Hussain has been employed in the Post Room alongside Mandy Bissett who has also earned a permanent contract
- The Portering team welcome two new members of staff, Eamon Obedie and Usman Ali.

Compliments

- Mark Henry, Portering:** Thank you for a brilliant Service I appreciate your help!
- Jayne Richards, Information Services
- Andrew Citok & Liam Griffin, Building:** Response was very rapid. Andy and Liam did a great job
- Emtiaz Aziz, Life Sciences
- Doreen Jenkins:** This was completed very quick and efficiently. Thank you very much
- Julie Smith, FML
- Keith Barker, Building:** The department have been very happy with the service provided by the portering team and the speed in which our requests are been dealt with. Thank you!
- Sandrene Lake, Life Sciences
- Ian Duckitt, Building:** Very speedily executed, with a smile. Excellent service. thank you
- Maxine Brown, Finance
- Richard Wilkinson, Electrical:** Richard & colleague did a thorough job. Excellent
- Emtiaz Aziz, Life Sciences
- Portering Team:** As usual top class service by the portering staff at FoML
- Bernadette Quinn, FML
- Lee Christie, Electrical:** Many thanks to the lamp team for doing an excellent job and responding so quickly, it's very much appreciated
- Ian Mackay, FEI
- Accommodation Services:** I left the key to my room at the Orchid earlier today. Thanks for the great accommodation services
- Jordan Dinchev, Student