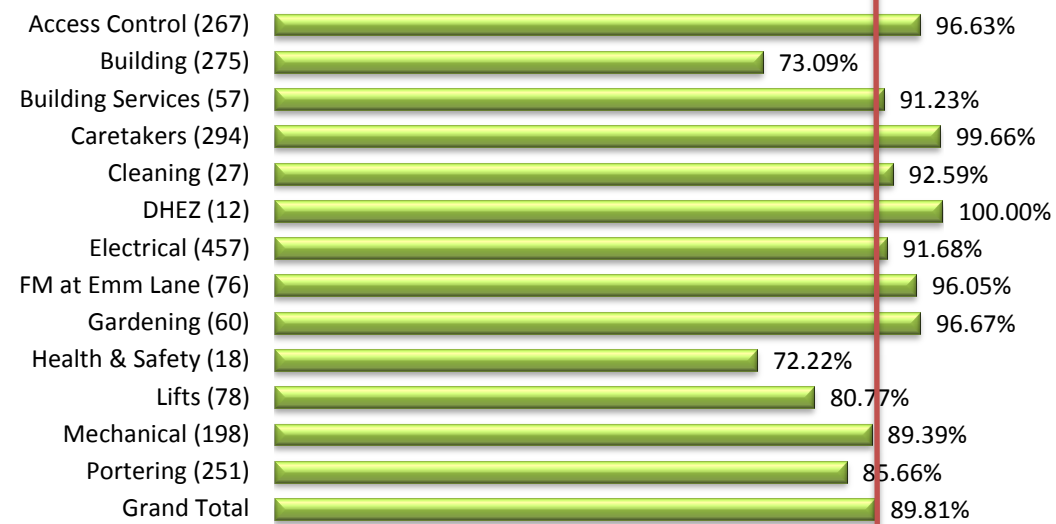
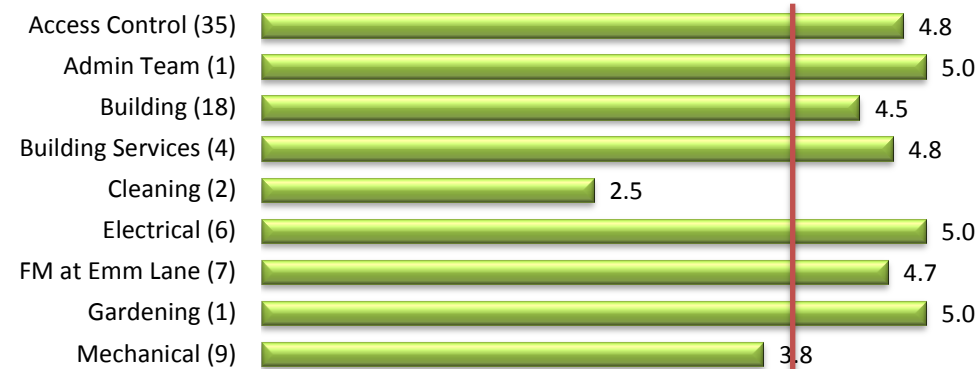


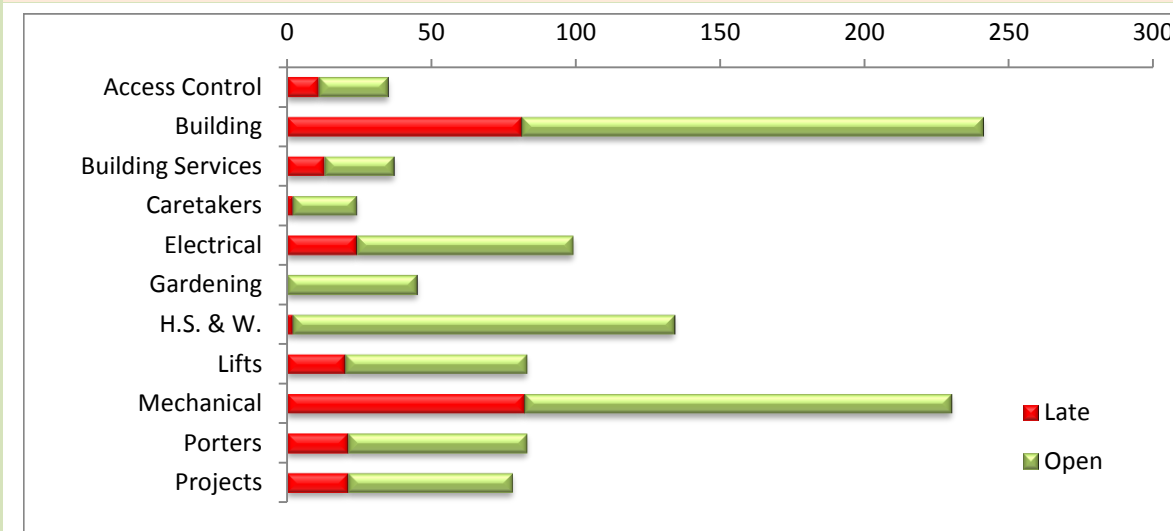
SLA Performance by Team (Number of jobs in brackets)



Customer Satisfaction by Team



Open Jobs by Team



Performance Results

SLA Results 89.8% Target 90%	Customer Satisfaction 4.6 Target 4.0
Reported Crimes 2	Requests on Hold 274 (+5)
Quality Inspections 90% Target 90%	E&F Budget (year to date) £135k
Complaints 1	Accidents 2

Commentary

- There were 2 accidents involving our staff members none of which were RIDDOR reportable.
- The number of open jobs increased by 13 in the month and 274 of the 947 open jobs are late.
- The breakdown of late jobs is 26% Building, 26% Mechanical and 8% Electrical.
- The 2 crimes were 1 break-in and 1 drug offence.
- The complaint related to a lack of communication regarding a fault at The Green.
- E&F are £135k adverse to budget driven by a shortfall in come and increased staff costs.

News

Compliments

- Security Team:** During the weekend of Saturday 2nd September and Sunday 3rd September the Estates department were facilitating the removal of the O2 telecommunications cabin via a crane off of the Richmond Building roof. Throughout the weekend the Security department were extremely helpful and accommodating. I'd like to note that every time assistance on weekends or evenings is needed, security are always more than happy to help and in my experience works would not function anywhere near as smoothly without them!
- Luke Page, Estates & Facilities
- Ben Miller, Electrical:** I logged this job late yesterday afternoon, and when I came in this morning it had been done! Thank you so much. Jacqui
- Jacqui Cuthbert, Information Services
- Portering Team:** Thanks to the FoML portering team for helping me with this over the summer...much appreciated
- Sarah Clark, FML
- David Walker, Gardening:** Good response time and job completed to high standard!
- Marise Gorton, Life Sciences
- Doreen Jenkins, Access Control:** Doreen continues to provide an excellent service. Her assistance is greatly appreciated
- Jill Miller, Finance
- Trevor Exley, Portering:** The plans we had for the room were not feasible, so Trevor, worked on a new set up and extra rooms, all in a short space of time and kept smiling!
- Lorraine Lucas, FML
- Accommodation Services:** I would like to thank the whole team of University for providing wonderful support in professional and timely manner. It was a great experience for me
- Tushar Saini, Student
- Doreen Jenkins, Access Control:** Impressed, efficient timely completion of job and professional polite staff on reception. Our newly arrived Spanish visitor was very complementary about the service
- Marise Gorton, Life Sciences
- Mervyn Agostini, Portering:** Lovely helpful staff and I appreciate the fast response to my short notice request
- Deborah Quirke, Life Sciences
- Eamon Obedi, Portering:** Brilliant, timely and unintrusive - thank you
- Fiona Porter, Social Sciences