

## Annexe 1: General Analysis of Repair Orders raised.

The number of repairs reported for year 3 of the Contract is at the expected levels and is directly comparable to the numbers recorded for Year 1 of the Contract.

For information we set out below the number of repair orders raised on a month by month basis for Year 3 of the Contract to date:

<b>Month (Year 3)</b>	<b>Repair jobs/orders raised</b>
April	963
May	1203
June	1453
July	1329
August	1163
September	1236
October	1154
November	1548
December	986
January	1554
February	1603
March	1455
<b>TOTAL</b>	<b>15647</b>

The number of repairs for the year is evident highlighting the demand on the service, the numbers equate to an average of 1,304 repairs per month.

We continue to expand our data analysis to enable us to monitor service performance and demand in detail. One of the areas we look at is the number of repairs orders raised per day.

For Quarter 4 (January to March 2022) we looked at the number of repair orders raised and were able to establish that demand has increased considerably from Q3, see table below. For clarity we have also included the numbers for Q3.

There were of course fluctuations during the period but this is typical of the average number of orders raised per day.

<b>Day</b>	<b>Average no. of repair orders raised per day Q3</b>	<b>Average no. of repair orders raised per day Q4</b>
Monday	58	79
Tuesday	58	75

Wednesday	55	69
Thursday	58	59
Friday	52	63
Saturday (OOH)	3	3
Sunday (OOH)	2	2

We are now monitoring the number of repair orders raised, number of jobs completed and job completion times using one of the numerous Reports that have been built to monitor and drive forward performance delivery improvements.

Another example of demand on the service is the number of telephone calls received on a monthly basis; they regularly top 2000 calls per month and in some months, the figure increases to over 2500.

Daily calls and email communication remains at expected levels. An area that impacts is the amount of chaser calls we receive, we are currently carrying out a review of telephone calls to try and get an idea on what are genuine calls and what can be deemed as waste calls.