

Case Study

Sector: Clothing Retail

Driving SLA Performance Across a Drainage-Led Reactive Portfolio

Summary

Across a high-pressure, drainage-heavy portfolio, our delivery model has consistently driven measurable improvements.

Through tighter scheduling, live monitoring, and multi-trade capability, we've achieved **zero attendance failures**, safeguarded SLA completions, and ensured our client can rely on a **fast, compliant, disruption-free response**.

Sites: Multi-site commercial and facilities environments

Scope: Drainage-led support with plumbing and flooring elements

Duration: 2023–2025

The Challenge

This portfolio carried a high percentage of drainage-led reactive jobs, alongside smaller volumes of plumbing and flooring interventions.

The challenge was to:

- Improve attendance SLA across a multi-site, reactive portfolio
- Maintain SLA completions under rising pressures
- Deliver compliance-first service while protecting client operations



Performance Outcomes

Attendance SLA Performance

100% Attendance SLA met by 2025

100%

Year-on-year improvements in reliability and coverage



Completion SLA Performance

Completion SLA consistently above 93%



100% completion SLA met by 2025

100%

Our Response

Leading Environmental Solutions deployed a national reactive-first delivery model:



24/7 scheduling and live attendance monitoring



Central ops team coordinating escalations and ETAs in real time



Drainage-led Engineers supported by multi-trade coverage (plumbing & flooring)



Rapid turnaround of emergency callouts with compliance at the core

Results That Matter



Drainage-heavy portfolio delivered with **no service disruption**



Multi-trade resilience ensured **end-to-end coverage**



Balance of **reactive (58.6%) and quoted (41.4%) works** demonstrates ability to flex delivery

Task Breakdown

By Work Type

Reactive works made up **58.6%** of completed tasks

By Task Type

Drainage / Plumbing / Flooring





24/7 Drainage & Facility Management Solutions Across the UK

Our Services



Drainage Services

Emergency unblocking, CCTV drain surveys, relining & repair.



Tanker & Waste Services

Flood water removal, septic tank emptying, interceptor cleaning.



Specialist Support

Plumbing, grease management, confined space entry.



Gas Safety & Compliance

CP12 inspections, appliance testing, repairs.



Leak Detection

Acoustic, thermal, tracer gas & CCTV inspections.



Small Building Works

Manhole repairs, floor reinstatement, fridge seal replacements.

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