



Case Study

Sector: Retail Building Merchant

Driving Attendance Gains Across a High-Pressure, Reactive Portfolio

Summary

In a reactive-heavy environment, results come from systems - not promises.

With tight scheduling, trained multi-trade Engineers, and real-time oversight. We've turned attendance around, kept SLA performance high, and given the client full confidence - every day of the year.

Sites: Multi-branch trade, distribution, and support environments

Scope: Drainage-led support with plumbing, roofing, and compliance works

Duration: 2023-2025

The Challenge

This client portfolio presented a blend of rapid-response reactive works, EHO-triggered compliance actions, and a small volume of planned maintenance across multiple regions.

The challenge was to:

- Improve attendance reliability under reactive pressure
- Handle unplanned compliance tasks with zero disruption to operations
- Deliver fast, safe resolution across drainage, plumbing, and roofing environments



Performance Outcomes

Attendance SLA Performance

Attendance failures **halved** between 2023 and 2025



Attendance SLA at over **94%** by 2025



Major uplift in engineer availability and coordination response

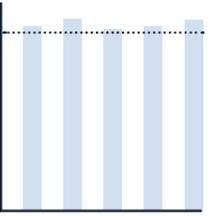


Reliable cover now in place across all core regions



Completion SLA Performance

SLA performance held consistently above **96%**



High completion standards maintained despite reactive pressures



Our Response

Leading Environmental Solutions implemented a sharp, reactive-first delivery model:



24/7 scheduling and live attendance tracking



Priority triage of EHO/Fire Officer-triggered callouts



Engineers trained in multi-trade delivery - including drainage, plumbing, and roofing



Fast quotation turnaround and works sign-off process for project elements



Central ops team coordinating escalations and ETA updates in real time

Results That Matter



Attendance improved by nearly 7%, with failures reduced by more than 50%



Completion rates stayed high through fluctuating task volume and scope



Reactive + compliance actions handled fast, with minimal downtime for the client



End-to-end delivery: from emergency callout to PPM to project close-off

Task Breakdown

By Work Type

Reactive Jobs / Quoted Works / Auto-Scheduled PPMs / EHO / Fire Officer Actions

Reactive Jobs made up **74.48%** of tasks completed

By Task Type

Drainage / Plumbing / Drainage PPM / Interceptor PPM / Roofing / Projects / Boiler (Gas)





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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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