



# Case Study

Sector: Variety Store and Garden Retail

## Driving Attendance Gains Across a High-Pressure, Reactive Portfolio

### Summary

Across a drainage-heavy, reactive portfolio, our systems have driven real performance gains.

Through tighter scheduling, 24/7 coverage, and multi-trade capability, we've improved attendance, maintained strong SLA completions, and given our client confidence that when emergencies happen, they'll be resolved fast and without disruption.

**Sites:** Multi-site commercial and facilities environments

**Scope:** Drainage-led support with plumbing and electrical elements

**Duration:** 2023–2024

## The Challenge

This portfolio presented a high volume of drainage-led reactive works, supported by smaller volumes of plumbing and electrical interventions.

The challenge was to:

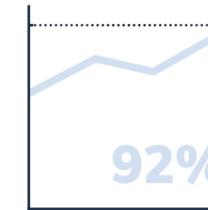
- Improve attendance reliability across reactive callouts
- Maintain SLA performance under rising task volumes
- Deliver compliant, safe resolution while keeping client operations running



## Performance Outcomes

### Attendance SLA Performance

Attendance SLA improved to over **92%** in 2024



Attendance failures reduced by over one-third year-on-year



### Completion SLA Performance

SLA completion consistently above **96%**



## 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 ETA updates in real time



Drainage-led Engineers supported by multi-trade coverage (plumbing and electrical)



Rapid turnaround of emergency callouts with compliance at the core

## Results That Matter



Attendance SLA performance improved by 4.2% year-on-year



Failures reduced by more than one-third, strengthening reliability



Completion SLA held consistently above 96% despite reactive pressures



Drainage dominated task volume, but multi-trade resilience ensured seamless support

## Task Breakdown

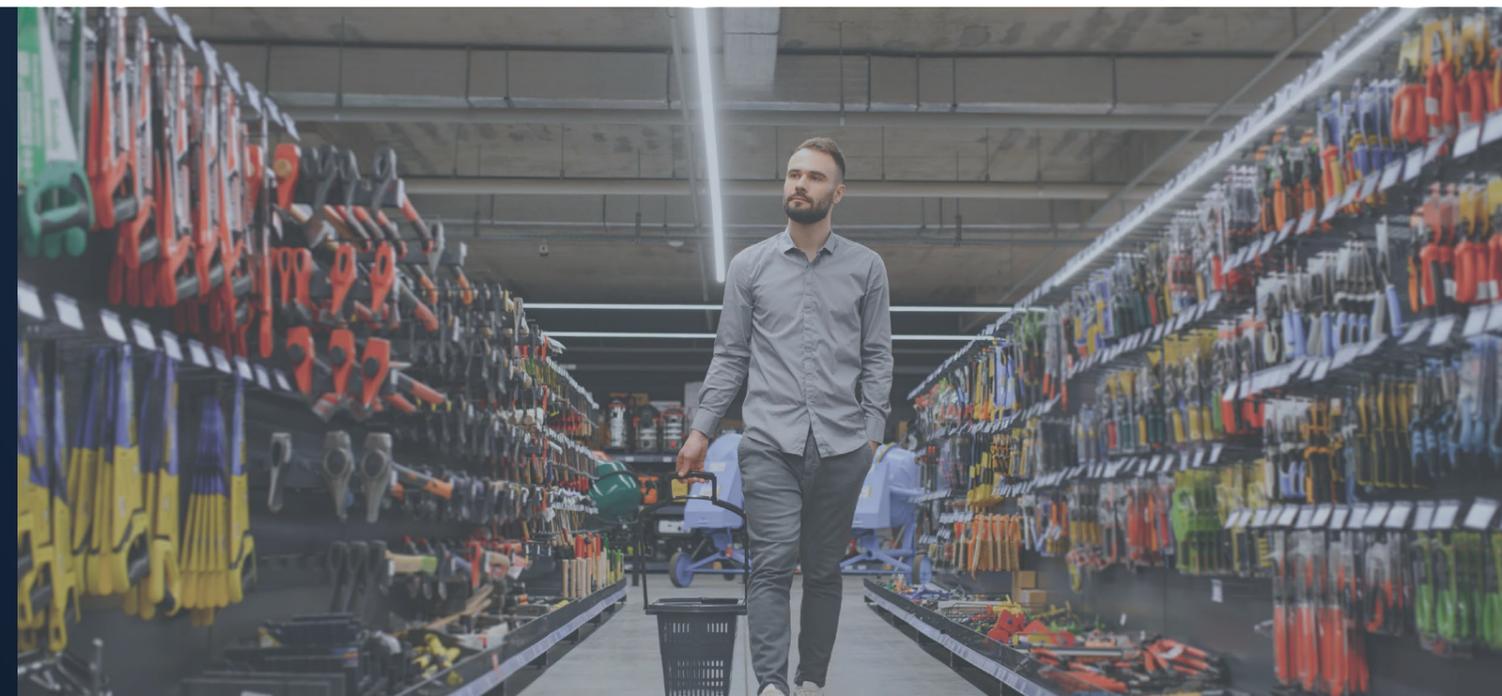
### By Work Type

Reactive Jobs / Quoted Works / EHO / Fire Officer Actions

**Reactive Jobs** made up **79.82%** of the tasks completed

### By Task Type

Drainage / Plumbing / Boiler/ Electrical / Internal Works





# 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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