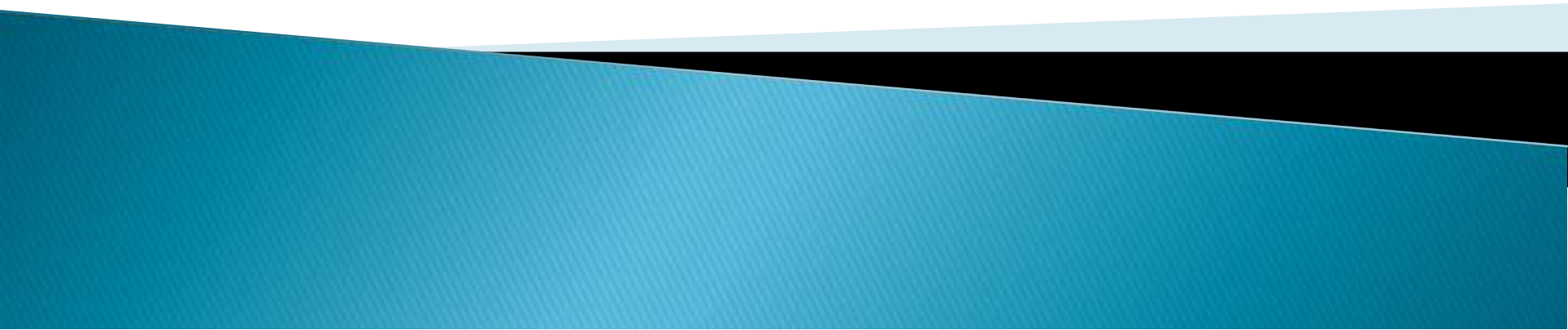


Group PDR

Building Services Operative



Section 1 – Personal Details

- ▶ Meeting Date 7/6/2016
- ▶ Your Position Building Services Operative

The Purpose of your role

- ▶ *To provide a quality frontline service to the residents and visitors of South Lanarkshire Council.*

In carrying out your role you have contributed to;

- ▶ *Completing 107, 000 repairs.*
- ▶ *Turning round 3069 void and temp accommodation properties.*
- ▶ *Completing 929 Aids and Adaptations.*
- ▶ *Achieving our 97% target for job completed on time.*
- ▶ *94% of jobs complete within first visit.*
- ▶ *Customer Satisfaction increasing year on year.*
- ▶ *A reduction in complaints received.*
- ▶ *Reduction in Accidents at Work.*
- ▶ *Integration of the full Property Services Teams in two locations. Lanark and Hamilton BU's with and end to end service provided at both locations.*
- ▶ *Operatives Health and Safety Handbooks revised and re issued.*
- ▶ *Continuation of Behavioural Safety policy including unannounced visits and increased audits on high risk areas.*

Well Done – Keep up the great work

In following the Golden Rules you have contributed to the reduction in Accidents at Works by;

- Wearing PPE at all times
 - Follow all safety rules and procedures
 - Look after each other, always point out to your colleagues unsafe situations
 - Only undertake work you are trained to do
 - Always keep your workplace clean, tidy and report any concerns
 - Attend all training and implement training when back at your workplace e.g. Safe use of Ladder.
 - Do not undertake any task that you feel is unsafe e.g. faulty equipment
 - Report any accident to your line manager
 - Always refer to your Employee Handbook and follow Safe systems of Work at all times.
 - Always wear your seat belts and report any defects with your vehicle
- 