

# Welcome

# Operational Delivery

Steve Marsh - Field Service Manager

Hayley Dilorenzo – DSM Planning & Scheduling Manager

## Contractor Partners

Kevin Armer- Framework Manager

Rachel Isaac – Planning Team Leader

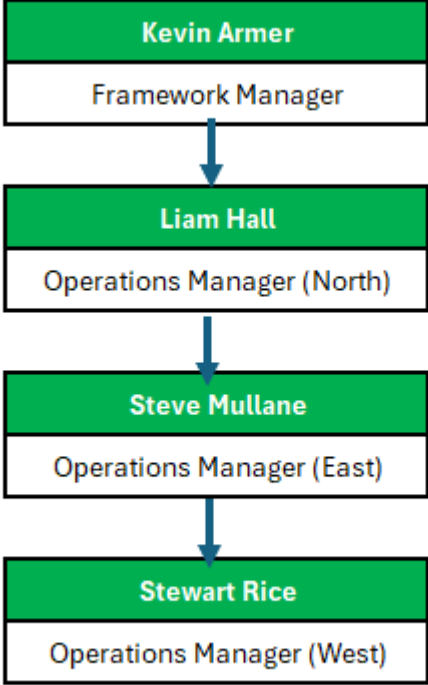
Darren Scollins – Operation Support

## Agenda

- Structured for you
- Continuous Improvement
- Continuous Improvement Partners
- MPS4 & Water on Dates
- Assets fit for the future
- Future enhancements
- Summary



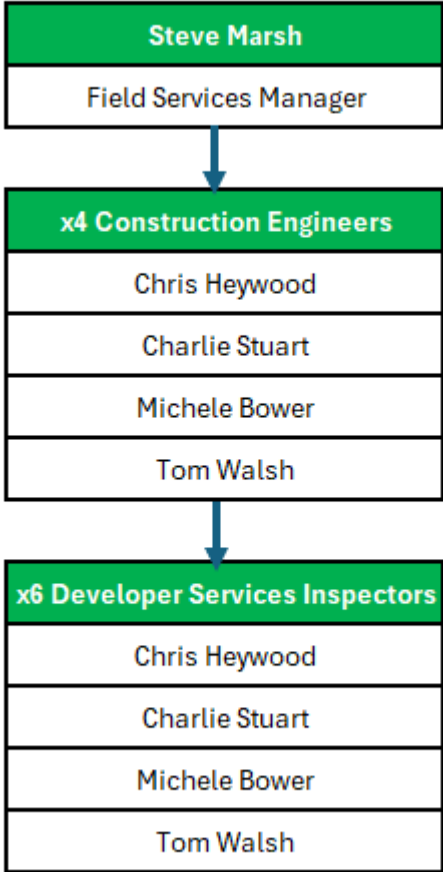
# Structured for YOU



**Self-Lay team**  
0345 026 8989  
(Option 1)



**0345 026 8989**



**Email the right team – [Selflay@uuplc.co.uk](mailto:Selflay@uuplc.co.uk)**

# Continuous Improvement #Easytodobusinesswith



- In 2021 Contract award for 2yr extension
- Introduction of new work management system ICS
- Selflay team established with one point of contact
- Developer services inspector Recruitment
- Management structure set up
- Meter tagging introduced
- Contact us was removed

- Vyn technology deployment
- Daily partner calls to replace 'contact us'
- Implementation of water on dates
- Connection off existing 63mm
- Customer managers to support your project
- Dedicated call centre
- DSI process rolled out



- Continuous technical forums
- Vyn capture asset reporting
- Improvement to meter tags
- Pre quote surveys
- Working to WOD and KPI measure
- Environmental incentive
- Review of 90-110mm connection



- Daily network plus performance meetings
- 90-110mm Connection of existing deployed
- Prestart meetings with construction engineers
- Asset capture to Developer
- Field Services manager
- Customer care team
- Contract award submission
- SLP Meter reporting



# Continuous Improvement #Easytodobusinesswith



- In 2023 as a trial, we introduced a 'case Supervisor'
- Setting up Traffic management ahead of the works
- Letter Drops
- One point of Contact
- New on-site parking suspension cones and signage
- Reducing outstanding backlog of works



- Competent training and skilled work-force who can deliver expected UU standards of delivery
- Pre-Quotes
- Pre-Site Survey process



- Daily network meetings
- Customer liaison with the Construction Engineer to minimise any disruption to Water On Dates
- UU Planning and Scheduling manager
- Reviewing all TM activities for AG function, correct TM requests and ensuring AWS are in place
- Reduce abortive jobs (target?)
- Increase capacity for gangs to stay longer on site to complete works



# Water On Dates & KPI → Performance (12 months)



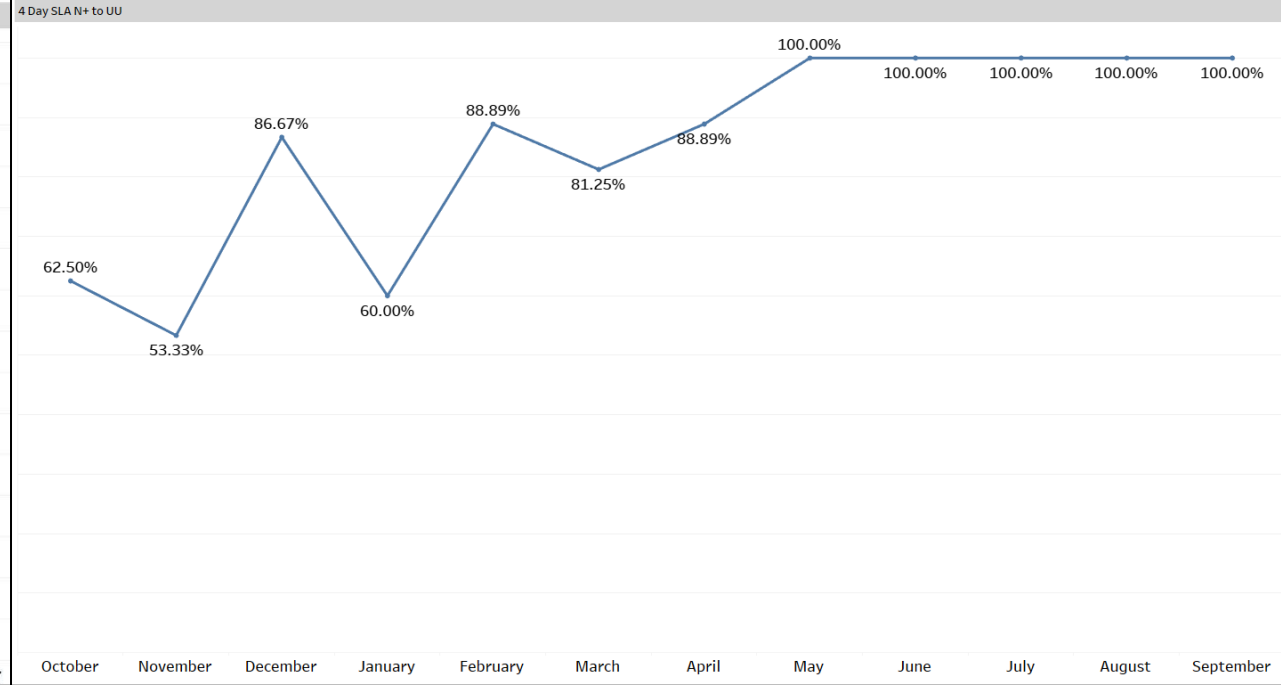
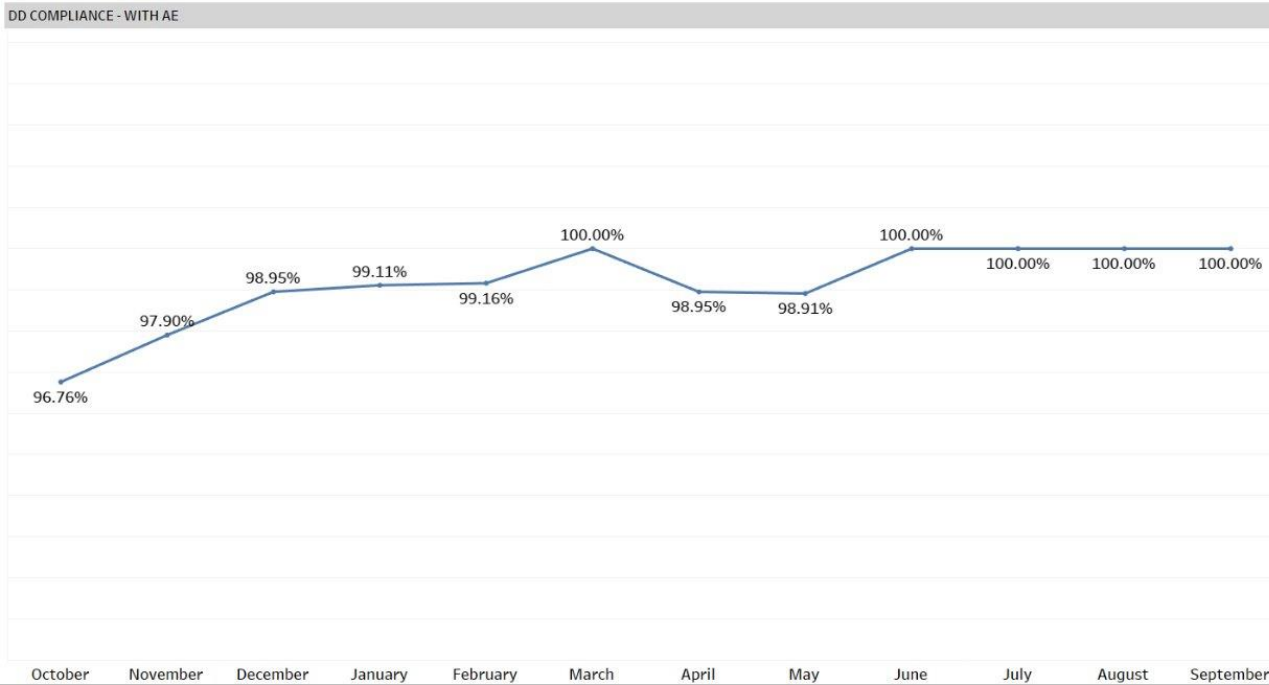
Speed



Timescales

## WATER ON DATE COMPLIANCE

## KPI – PSD Within 4 Days





# Reporting to US

## Failure to report

- 5 working days domestic
- 1 working day commercial

### Notify

### Performance

- Network Plus **98.2%**
- SLP performance **34.6%**
- **Non Household measure**

### Current

- FY 2023/24
- 800 non notifications
- **£79,200**

### Charge

- Non notification **£80** per connection
- Service connection admin charge **£19**



## What we are doing for you

Site & Plot Details	Plot Details	Case ID	Meter Number	Current Reading	Connection Date	Date of Meter Installation	Meter Location (Example: Kitchen)	Meter Position (Example: Inside)	SLO Spide/Reg/Wage ref & Range	Address ID	Parent Case	Site Agent Details	Development ID	Payment Terms (Yr)	Sewerage Code
MUN102 BU076 Pasture Road Mosston Villa	PLOT_101, PASTURE ROAD (BELLVAY HOMES NV) SITE CH	5007V0000044GAB	#24TU045267	zero	02/09/2024	02/09/2024	KITCHEN	I		5747000	201937	a277v000000M5HQA2	2021 or Later		SWC2 Food Sewerage Only
MUN102 BU076 Pasture Road Mosston Villa	PLOT_101, PASTURE ROAD (BELLVAY HOMES NV) SITE CH	5007V0000033aGAB	#24TU045263	zero	02/09/2024	02/09/2024	KITCHEN	I		5747001	201937	a277v000000M4pQA2	2021 or Later		SWC2 Food Sewerage Only
MUN102 BU076 Pasture Road Mosston Villa	PLOT_101, PASTURE ROAD (BELLVAY HOMES NV) SITE CH	5007V0000027mGAB	#24TU045264	zero	02/09/2024	02/09/2024	KITCHEN	I		5747002	201937	a277v000000M5MGA2	2021 or Later		SWC2 Food Sewerage Only
MUN102 BU076 Pasture Road Mosston Villa	PLOT_247, PASTURE ROAD (BELLVAY HOMES NV) SITE CH	5007V00000269GAB	#24TU045266	zero	02/09/2024	02/09/2024	KITCHEN	I		5747207	201937	a277v000000L8MGA2	2021 or Later		SWC2 Food Sewerage Only
MUN102 BU076 Pasture Road Mosston Villa	PLOT_248, PASTURE ROAD (BELLVAY HOMES NV) SITE CH	5007V0000037aGAB	#24TU045265	zero	02/09/2024	02/09/2024	KITCHEN	I		5747208	201937	a277v000000M4pQA2	2021 or Later		SWC2 Food Sewerage Only
MUN102 BU076 Pasture Road Mosston Villa	PLOT_249, PASTURE ROAD (BELLVAY HOMES NV) SITE CH	5007V0000029pGAB	#24TU045268	zero	02/09/2024	02/09/2024	KITCHEN	I		5747209	201937	a277v000000L8pQA2	2021 or Later		SWC2 Food Sewerage Only
MUN1497 BU023 Taton Garden Village, VAR	PLOT_201, TATTON GARDEN VILLAGE (M) BELLVAY HOMES	5007V0000029pGAB	#24TU045200	zero	09/09/2024	09/09/2024	Kitchen	I		5778847	201922	a277v000000L8pQA2	2021 or Later		SWC1 Water & Food sewerage services
MUN1497 BU023 Taton Garden Village, VAR	PLOT_201, TATTON GARDEN VILLAGE (M) BELLVAY HOMES	5007V0000029pGAB	#24v045201	zero	09/09/2024	09/09/2024	Kitchen	I		5778889	201922	a277v000000M8BQA2	2021 or Later		SWC1 Water & Food sewerage services
MUN1497 BU023 Taton Garden Village, VAR	PLOT_201, TATTON GARDEN VILLAGE (M) BELLVAY HOMES	5007V0000029pGAB	#24v045202	zero	09/09/2024	09/09/2024	Kitchen	I		5778890	201922	a277v000000M8BQA2	2021 or Later		SWC1 Water & Food sewerage services
MUN1497 BU023 Taton Garden Village, VAR	PLOT_202, TATTON GARDEN VILLAGE (M) BELLVAY HOMES	5007V0000029pGAB	#24v045203	zero	09/09/2024	09/09/2024	Kitchen	I		5778891	201922	a277v000000M8BQA2	2021 or Later		SWC1 Water & Food sewerage services
MUN1497 BU023 Taton Garden Village, VAR	PLOT_203, TATTON GARDEN VILLAGE (M) BELLVAY HOMES	5007V0000029pGAB	#24v045204	zero	09/09/2024	09/09/2024	Kitchen	I		5778892	201922	a277v000000M8BQA2	2021 or Later		SWC1 Water & Food sewerage services
MUN1497 BU023 Taton Garden Village, VAR	PLOT_204, TATTON GARDEN VILLAGE (M) BELLVAY HOMES	5007V0000029pGAB	#24v045206	zero	09/09/2024	09/09/2024	Kitchen	I		5778893	201922	a277v000000L8pQA2	2021 or Later		SWC1 Water & Food sewerage services
MUN337 Lightfoot Lane Preston	PLOT_107, LIGHTFOOT LANE (M) DV HOMES) SITE FULVO	5007V00000449GAB	#24v045311	zero	05/09/2024	05/09/2024	Kitchen	I		5493144	201927	a277v000000MDCQA2	Year 18/19		SWC1 Water & Food sewerage services
MUN337 Lightfoot Lane Preston	PLOT_108, LIGHTFOOT LANE (M) DV HOMES) SITE FULVO	5007V00000449GAB	#24v045312	zero	05/09/2024	05/09/2024	Kitchen	I		5493145	201927	a277v000000M4pQA2	Year 18/19		SWC1 Water & Food sewerage services
MUN337 Lightfoot Lane Preston	PLOT_109, LIGHTFOOT LANE (M) DV HOMES) SITE FULVO	5007V00000449GAB	#24v045313	zero	05/09/2024	05/09/2024	Kitchen	I		5493146	201927	a277v000000M4pQA2	Year 18/19		SWC1 Water & Food sewerage services
MUN337 Lightfoot Lane Preston	PLOT_110, LIGHTFOOT LANE (M) DV HOMES) SITE FULVO	5007V00000449GAB	#24v045314	zero	05/09/2024	05/09/2024	Kitchen	I		5493156	201927	a277v000000M4pQA2	Year 18/19		SWC1 Water & Food sewerage services
MUN337 Lightfoot Lane Preston	PLOT_111, LIGHTFOOT LANE (M) DV HOMES) SITE FULVO	5007V00000449GAB	#24v045315	zero	05/09/2024	05/09/2024	Kitchen	I		5493157	201927	a277v000000M4pQA2	Year 18/19		SWC1 Water & Food sewerage services
MUN337 Lightfoot Lane Preston	PLOT_112, LIGHTFOOT LANE (M) DV HOMES) SITE FULVO	5007V00000449GAB	#24v045319	zero	05/09/2024	05/09/2024	Kitchen	I		5493159	201927	a277v000000M4pQA2	Year 18/19		SWC1 Water & Food sewerage services
MUN337 Lightfoot Lane Preston	PLOT_113, LIGHTFOOT LANE (M) DV HOMES) SITE FULVO	5007V00000449GAB	#24v045320	zero	05/09/2024	05/09/2024	Kitchen	I		5493159	201927	a277v000000M4pQA2	Year 18/19		SWC1 Water & Food sewerage services
MUN370 Alled Trestles, Bursley Road	PLOT_21, BURLEY ROAD (M) TAYLOR WIMPEY) SITE BAN	5007V0000029pGAB	#24TU045222	29FD	02/09/2024	02/09/2024	KITCHEN	I		5684206	201956	a277v000000M5GQA2	Year 19/20		SWC1 Water & Food sewerage services
MUN370 Alled Trestles, Bursley Road	PLOT_22, BURLEY ROAD (M) TAYLOR WIMPEY) SITE BAN	5007V0000029pGAB	#24TU045227	29FD	02/09/2024	02/09/2024	KITCHEN	I		5684207	201956	a277v000000M5GQA2	Year 19/20		SWC1 Water & Food sewerage services

SLP Meter Reporting

Work Details

Site & Plot Details\* LM12345 Grasmere House Warrington

PLOT Details\* PLOT\_1, LINGLEY GREEN AVE

Meter to be installed by\* SLO

Comm or Dom\* Dom

Target (Month & Year)\*

Connection Date\* 03/10/2024

House Number\* 1

Flat/Apartment Number (i.e. Flat 1)

Building Name (i.e. Crompton Court)

Street Name\* Mere Business Park, Lingley Green Ave

Post Code\* WA5 3LP

Case Number\* 123456

Case ID\* 1234A00000A1a1aABC

Next >

# Asset capture and reporting to completion

Water without worry

System in place to capture and share good/bad defects with Vyn

Right first time – minimal disruption

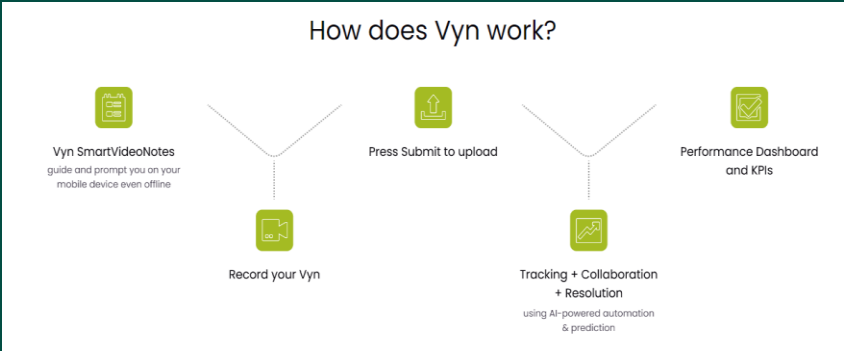
Future resilience for customers

More opportunities to share best practice

Customer experience

Tools provided to deliver

Water without worry



Last Update Report	Last Update On	Outcome	Status	Condition	Receivd On	D.S.L.U	Closed In	Reviewed
<a href="#">Latest Report</a>	Jun 11, 2024	Pending	Pending	Defective	Jun 11, 2024	22	0	Pending
<a href="#">Latest Report</a>	Jun 11, 2024	Pending	Pending	Accepta...	Jun 11, 2024	22	0	Pending
<a href="#">Latest Report</a>	Jun 11, 2024	Pending	Pending	Defective	Jun 11, 2024	22	0	Pending
<a href="#">Latest Report</a>	Jun 11, 2024	Pending	Pending	Defective	Jun 11, 2024	22	0	Pending
<a href="#">Latest Report</a>	Jun 11, 2024	Pending	Pending	Defective	Jun 11, 2024	22	0	Pending
<a href="#">Latest Report</a>	Jun 11, 2024	Pending	Pending	Defective	Jun 11, 2024	22	0	Pending
<a href="#">Latest Report</a>	Jun 11, 2024	Pending	Pending	Defective	Jun 11, 2024	22	0	Pending
<a href="#">Latest Report</a>	Jun 11, 2024	Pending	Pending	Defective	Jun 11, 2024	22	0	Pending
<a href="#">Latest Report</a>	Jun 11, 2024	Pending	Pending	Defective	Jun 11, 2024	22	0	Pending
<a href="#">Latest Report</a>	Jun 11, 2024	Pending	Pending	Defective	Jun 11, 2024	22	0	Pending

- We have been carrying out visits to your development and have been identifying assets that are not operable or adoptable.
- We are doing it different, and now reporting these back to you (Developer)
- We are going to provide you with clear information to put it right, to cause less disruption to your customer and you
- We are going to make this happen and we are going to repair, restore the assets to an adoptable state.
- We support you on how to make this better, getting it right first time, awareness with posters and toolbox talks.
- This is our promise to you and your customer. That they have assets fit for the future.





# Look ahead Contractor Collaboration

Its all about Service Delivery

New Co-Located Structure  
UU/Network Plus



New contract "Planned  
Start date" KPI



Getting water to site when  
customers need it –  
Performance tracked



UU led planning calls  
ensuring customer at the  
heart of what we do



Collab approach to in-day  
jeopardy management.  
Morning call – Afternoon  
update



Reviewing implementation  
of - Day after courtesy calls



Speed



Communications



After Care



# Key point summary



What we've discussed	What it means to you
<b>Selflay contact</b>	One point to get your project to the right person
<b>Water on dates (WOD)</b>	Clear deliverable date early issues identified
<b>Managers set up for you</b>	Clear accountable managers in each section
<b>Meeting cadence</b>	All provisional dates shared with you; work order provided.
<b>Meter reporting</b>	Saving you money minimise penalties
<b>Asset capture</b>	Providing assurance to you and your customer
<b>Future enhancements, what's coming</b>	Contact on the day, Vyn technology self-reporting