



THE DISPATCH DESK™ ● STAGE 02 · THE TRIAGE

The Triage™

Priority Classification & SLA Assignment

Every fault gets a priority. Every priority gets an SLA. Every SLA starts a clock. The Triage applies the contract's SLA matrix consistently — across operators, across shifts, across channels. No subjective guesswork.

CLIENT

Aldgate Borough Council · 42 sites

CONTRACT

NEC4 TSC · £2.4m/year

PERIOD

Month 18 · May 2026



CONTRACT SLA MATRIX

4 Priorities — Each With Response & Fix Targets

The Aldgate Borough Council contract defines four priority levels. Each has a response target (engineer on site) and a fix target (fault resolved). Breach of either triggers a deduction under the contract's performance mechanism. The Triage applies this matrix to every ticket based on the fault category from The Bell.

PRIORITY	DEFINITION	RESPONSE	FIX	DEDUCTION	EXAMPLES
P1	Emergency — life safety, building closure, statutory breach	2 hrs	4 hrs	£500/incident	Gas leak, fire system failure, flooding causing building closure, no heating in occupied care setting Auto-escalates to Ops Director if not acknowledged in 15 mins
P2	Urgent — service affecting, significant impact on building use	4 hrs	8 hrs	£250/incident	Active roof leak, lift failure, major plumbing fault, HVAC failure in occupied building, fire door failure
P3	Routine — standard repair, no immediate safety or operational impact	24 hrs	5 days	£100/incident	Heating fault (non-critical), minor plumbing, lighting failure (partial), door/lock repair, decoration damage
P4	Planned/Low — scheduled, cosmetic, or can be batched	48 hrs	20 days	£50/incident	External lighting column, cosmetic repair, signage, non-urgent

PRIORITY	DEFINITION	RESPONSE	FIX	DEDUCTION	EXAMPLES
					grounds work, asset labelling

— ESCALATION TRIGGERS

When a P2 Becomes a P1

Some tickets arrive classified as P2 or P3 but contain triggers that should escalate them. The Triage checks for 5 escalation conditions — any one of which overrides the initial classification.

 Life Safety Gas, fire, electrical hazard, structural	 Building Closure Fault prevents building from opening or operating	 Vulnerable Vulnerable occupant at risk (elderly, children, disabled)	 Statutory Breach of statutory obligation (gas, legionella, fire, asbestos)	 Repeat Call 3rd call on same asset within 90 days — root cause escalation
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— TKT-2026-03847 — TRIAGE ASSESSMENT

Library Roof Leak — Priority Decision

TKT-2026-03847 Roof Leak — Aldgate Central Library

STEP 1 — FAULT CATEGORY MATCH

Fault category from The Bell: **Roofing** → **Leak** → **Active ingress**. Contract SLA matrix maps active roof leak to **P2 — Urgent** (service affecting, significant impact on building use). Response: 4 hours. Fix: 8 hours.

STEP 2 — ESCALATION TRIGGER CHECK

WATER NEAR ELECTRICAL — The Bell flagged a wall socket and reading lamp within 1.5m of pooling water. This is a potential **life safety trigger**. However: the socket is not submerged, the caller has isolated the reading lamp, and staff have placed barriers. The operator assessed this as a monitored risk, not an immediate life-safety emergency.

Decision: P2 confirmed, not escalated to P1. The operator noted the reasoning: "Electrical isolated locally by staff. No imminent electrocution risk. If water level rises or reaches socket height, re-triage to P1 immediately."

STEP 3 — REPEAT CALL CHECK

REPEAT CALL — 3rd call on this roof section in 7 months. TKT-2025-01204 (Oct 2025) and TKT-2025-02891 (Jan 2026) both addressed the same northeast valley gutter. Previous repairs were temporary (silicone sealant to flashing). This triggers the **repeat call escalation** — not a priority change, but a flag for root-cause investigation. The Brief (Stage 03) will instruct the engineer to assess whether the flashing needs full replacement, not another temporary repair.

STEP 4 — SLA CLOCK SET

Priority: P2 — Urgent. SLA clock started at **09:14 BST, 13 May 2026** (time of call receipt). Response target: **13:14** (engineer on site within 4 hours). Fix target: **17:14** (fault resolved within 8 hours). Deduction exposure if breached: **£250**.

MAY 2026 — TRIAGE DISTRIBUTION

180 Calls Classified This Month

8

P1 EMERGENCY
4.4% of calls

34

P2 URGENT
18.9% of calls

96

P3 ROUTINE
53.3% of calls

42

P4 PLANNED
23.3% of calls

3 tickets were re-triaged this month (initial classification overridden after escalation trigger check). 2 moved from P2 to P1 (gas smell at community centre, fire alarm panel failure at leisure centre). 1 moved

from P3 to P2 (heating failure escalated due to vulnerable occupant flag at sheltered housing day centre).

STAGE 02 GATE — THE TRIAGE

Priority Set. SLA Clock Running.

Before a ticket moves to The Brief (Stage 03), The Triage confirms: the priority is assigned per the contract matrix, escalation triggers are checked, the SLA clock is started, and the operator's reasoning is documented for deductions defence.

- ✓ Priority assigned per contract SLA matrix
- ✓ 5 escalation triggers checked and documented
- ✓ SLA clock started with response and fix targets
- ✓ Operator reasoning documented (deductions defence)
- ✓ Repeat call flag raised if applicable
- ✓ Ticket handed to The Brief for engineer ticket production

Handover to Stage 03 — The Brief™: TKT-03847 confirmed P2 with 4hr/8hr SLA. Repeat call flag raised — engineer should assess for root-cause repair (full flashing replacement) not temporary fix. Statutory note: Grade II listed building, no external modifications without consent.

— THE TRIAGE — SNAPSHOT

180 classified. 3 re-triaged. Zero missed escalations.

Every ticket gets the same consistent triage — regardless of which operator handles it, which shift it arrives on, or which channel it comes through. The SLA matrix is applied, the escalation triggers are checked, and the clock starts. No subjective guesswork. No missed flags.

CLASSIFIED

180

RE-TRIAGED

3

P1 RATE

4.4%

MISSED FLAGS

0

