

Appendix 1.0											
Property Indicators - Quarter 1 2015/16											
		Target	2014/15	2014/15	2015/16	2015/16					
			1st 6 months	2nd 6 months	1st 6 months	2nd 6 months					
PROP17a	Customer Satisfaction - Product Design a) Property	80%	100%	100%	95%						
PROP17b	Customer Satisfaction - Product Design b) External	80%	90%	93%	99%						
PROP18a	Customer Satisfaction - Service of Contractor a) Property	80%	100%	100%	100%						
PROP18b	Customer Satisfaction - Service of Contractor a) External	80%	91%	90%	91%						
PROP19a	Customer Satisfaction - Overall a) Property	80%	99%	99%	98%						
PROP19b	Customer Satisfaction - Overall a) External	80%	85%	86%	90%						
		Target	2014/15					2015/16			
			Qtr 1	Qtr 2	Qtr 3	Qtr 4		Qtr 1	Qtr 2	Qtr 3	Qtr 4
PROP04b	Predictability of Project Design Cost (Constructing Excellence)	95%	31%	28%	30%	38%		38%	38%		
PROP05b	Predictability of Project Construction Cost (Constructing Excellence)	95%	59%	59%	60%	53%		52%	51%		
PROP06b	Predictability of Project Design Time (% of projects within 75%)	75%	67%	61%	62%	59%		58%	57%		
PROP07b	Predictability of Project Construction Time (% of projects within 75%)	75%	71%	65%	64%	73%		64%	61%		
PROP14	Annual Audit of Tank Inspections	100%	100%	100%	100%	100%		100%	100%		
PROP15	Water Biennial Risk Assessments	100%	86.75%	100%	100%	100%		100%	100%		
PROP20	Fire - biannual risk assessments completed	100%	100.00%	99%	99%	100%		100%	100%		
PROP21	Asbestos - annual risk assessments completed	100%	0.00%	20%	48%	73%		9.6%	88.6%		
PROP22	Capital Receipts - Target capital receipts figure delivered	£6927/100%	89%	165%	41%	71%		71%	73.5%		
Target £6,927,500 Actual £5,094,023 % of quarterly target = 73.5%											
PROP26	Schools Capital Refurbishment Percentage Budget Spent	100%	71%	71.00%	93%	75%		69.80%	70.54%		
PROP27	Schools Capital Refurbishment Number of Projects Complete	100%	27.34%	27.34%	43%	47%		47.00%	62.00%		