

Facilities Management Performance Report Period 8 (2015-16)

Facilities Management - Building Cleaning and Caretaking, Grounds Maintenance

FINANCIAL

Indicator	Good performance is	Actual Versus Target	Trend Chart	Improvements																																				
Labour costs as % of turnover - Landscape services	Lower value	<div><div>Actual</div><div>39.66%</div><div>Target</div><div>40.58%</div><div></div><div>On or above target</div></div>	<div><div>Labour costs as % turnover - Landscape Services</div><table><thead><tr><th>Month</th><th>Actual (%)</th><th>Target (%)</th></tr></thead><tbody><tr><td>Jan-15</td><td>36.06%</td><td>36.06%</td></tr><tr><td>Feb-15</td><td>35.55%</td><td>36.06%</td></tr><tr><td>Mar-15</td><td>35.37%</td><td>36.06%</td></tr><tr><td>Apr-15</td><td></td><td>36.06%</td></tr><tr><td>May-15</td><td>34.84%</td><td>36.06%</td></tr><tr><td>Jun-15</td><td>32.90%</td><td>36.06%</td></tr><tr><td>Jul-15</td><td>40.80%</td><td>40.80%</td></tr><tr><td>Aug-15</td><td>40.59%</td><td>40.59%</td></tr><tr><td>Sep-15</td><td>39.68%</td><td>40.59%</td></tr><tr><td>Oct-15</td><td>38.56%</td><td>40.59%</td></tr><tr><td>Nov-15</td><td>39.66%</td><td>40.58%</td></tr></tbody></table></div>	Month	Actual (%)	Target (%)	Jan-15	36.06%	36.06%	Feb-15	35.55%	36.06%	Mar-15	35.37%	36.06%	Apr-15		36.06%	May-15	34.84%	36.06%	Jun-15	32.90%	36.06%	Jul-15	40.80%	40.80%	Aug-15	40.59%	40.59%	Sep-15	39.68%	40.59%	Oct-15	38.56%	40.59%	Nov-15	39.66%	40.58%	
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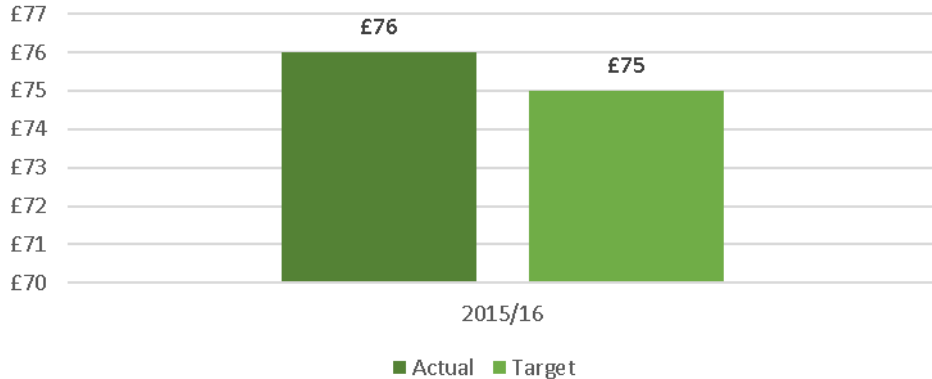
Indicator	Good performance is	Actual Versus Target	Trend Chart	Improvements																																				
Labour costs as % of turnover - Building Cleaning	Lower value	<div><div>Actual</div><div>83.62%</div><div>Target</div><div>83.38%</div><div></div><div>Below target</div></div>	<div><div>Labour costs as % turnover - Landscape Services</div><table><thead><tr><th>Month</th><th>Actual (%)</th><th>Target (%)</th></tr></thead><tbody><tr><td>Jan-15</td><td>82.21%</td><td>82.21%</td></tr><tr><td>Feb-15</td><td>81.99%</td><td>82.21%</td></tr><tr><td>Mar-15</td><td>82.26%</td><td>82.21%</td></tr><tr><td>Apr-15</td><td></td><td>82.21%</td></tr><tr><td>May-15</td><td>65.98%</td><td>74.49%</td></tr><tr><td>Jun-15</td><td>74.49%</td><td>74.49%</td></tr><tr><td>Jul-15</td><td>85.31%</td><td>85.31%</td></tr><tr><td>Aug-15</td><td>85.15%</td><td>85.15%</td></tr><tr><td>Sep-15</td><td>85.02%</td><td>85.15%</td></tr><tr><td>Oct-15</td><td>85.37%</td><td>85.15%</td></tr><tr><td>Nov-15</td><td>83.62%</td><td>83.38%</td></tr></tbody></table></div>	Month	Actual (%)	Target (%)	Jan-15	82.21%	82.21%	Feb-15	81.99%	82.21%	Mar-15	82.26%	82.21%	Apr-15		82.21%	May-15	65.98%	74.49%	Jun-15	74.49%	74.49%	Jul-15	85.31%	85.31%	Aug-15	85.15%	85.15%	Sep-15	85.02%	85.15%	Oct-15	85.37%	85.15%	Nov-15	83.62%	83.38%	
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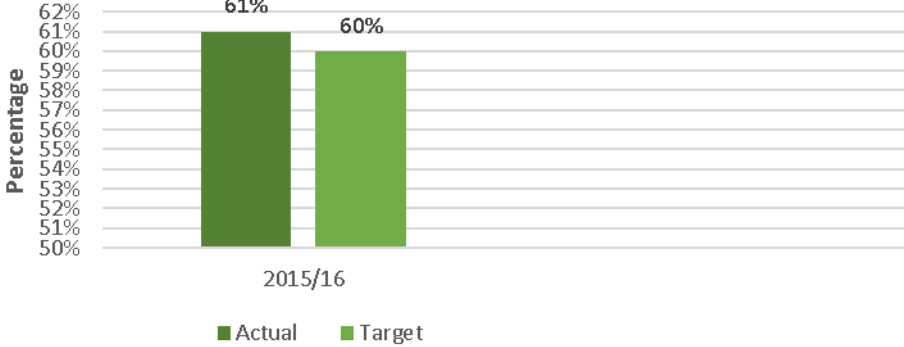
Indicator	Good performance is	Actual Versus Target	Trend Chart	Improvements
Turnover - Landscape Services	Higher value	<p>Actual £1,465,000</p> <p>Target £1,429,000</p> <p> On or above target</p>	<p>Turnover - Landscape Services</p>  <p>Actual Target</p>	
Turnover - Building Cleaning	Higher value	<p>Actual £7,619,000</p> <p>Target £7,651,000</p> <p> Below target</p>	<p>Turnover - Building Cleaning</p>  <p>Actual Target</p>	

Facilities Management - Building Cleaning and Caretaking, Grounds Maintenance PERFORMANCE


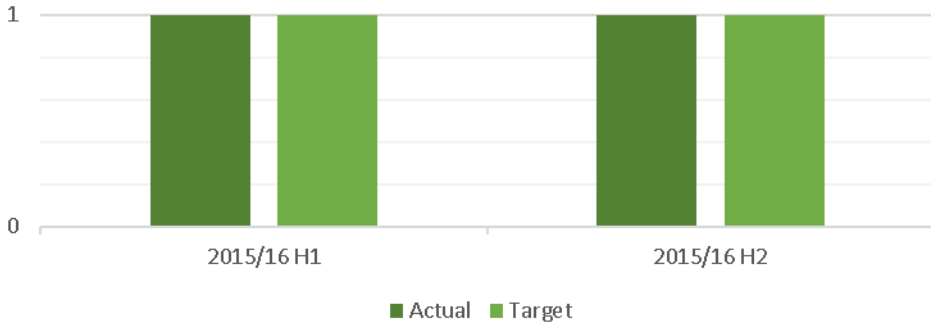
Indicator	Good performance is	Actual Versus Target	Trend Chart	Improvements																																				
Contribution - Landscape Services	Higher value	<div><div>Actual</div><div>£266,000</div><div>Target</div><div>£239,000</div><div></div><div>On or above target</div></div>	<div>Contribution - Landscape Services</div>  <table><thead><tr><th>Month</th><th>Actual</th><th>Target</th></tr></thead><tbody><tr><td>Jan-15</td><td>£338</td><td>£338</td></tr><tr><td>Feb-15</td><td>£393</td><td>£350</td></tr><tr><td>Mar-15</td><td>£383</td><td>£383</td></tr><tr><td>Apr-15</td><td></td><td></td></tr><tr><td>May-15</td><td>£222</td><td>£150</td></tr><tr><td>Jun-15</td><td>£253</td><td>£200</td></tr><tr><td>Jul-15</td><td>£171</td><td>£125</td></tr><tr><td>Aug-15</td><td>£170</td><td>£150</td></tr><tr><td>Sep-15</td><td>£187</td><td>£175</td></tr><tr><td>Oct-15</td><td>£254</td><td>£200</td></tr><tr><td>Nov-15</td><td>£266</td><td>£225</td></tr></tbody></table>	Month	Actual	Target	Jan-15	£338	£338	Feb-15	£393	£350	Mar-15	£383	£383	Apr-15			May-15	£222	£150	Jun-15	£253	£200	Jul-15	£171	£125	Aug-15	£170	£150	Sep-15	£187	£175	Oct-15	£254	£200	Nov-15	£266	£225	
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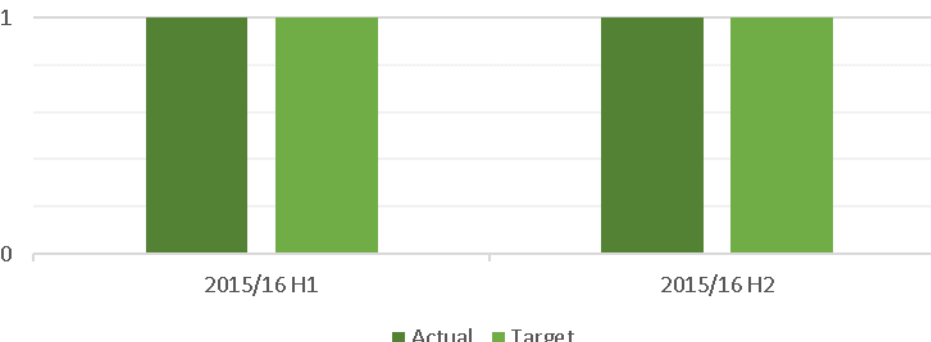
Indicator	Good performance is	Actual Versus Target	Trend Chart	Improvements																																				
Contribution - Building Cleaning	Higher value	<div><div>Actual</div><div>£703,000</div><div>Target</div><div>£726,000</div><div></div><div>Below target</div></div>	<div>Contribution - Building Cleaning</div>  <table><thead><tr><th>Month</th><th>Actual</th><th>Target</th></tr></thead><tbody><tr><td>Jan-15</td><td>£926</td><td>£900</td></tr><tr><td>Feb-15</td><td>£1,070</td><td>£850</td></tr><tr><td>Mar-15</td><td>£1,138</td><td>£950</td></tr><tr><td>Apr-15</td><td></td><td></td></tr><tr><td>May-15</td><td>£752</td><td>£750</td></tr><tr><td>Jun-15</td><td>£691</td><td>£680</td></tr><tr><td>Jul-15</td><td>£365</td><td>£350</td></tr><tr><td>Aug-15</td><td>£491</td><td>£450</td></tr><tr><td>Sep-15</td><td>£592</td><td>£550</td></tr><tr><td>Oct-15</td><td>£627</td><td>£600</td></tr><tr><td>Nov-15</td><td>£703</td><td>£720</td></tr></tbody></table>	Month	Actual	Target	Jan-15	£926	£900	Feb-15	£1,070	£850	Mar-15	£1,138	£950	Apr-15			May-15	£752	£750	Jun-15	£691	£680	Jul-15	£365	£350	Aug-15	£491	£450	Sep-15	£592	£550	Oct-15	£627	£600	Nov-15	£703	£720	
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Indicator	Good performance is	Actual Versus Target	Trend Chart	Improvements
Buy Back Levels - Building Cleaning	Higher value	Actual £76 (Provisional) Target £75 (Provisional)  On or above target	<p>Buy Back Levels - Building Cleaning</p>  <p>2015/16</p> <p>■ Actual ■ Target</p>	Provisional actual data

Indicator	Good performance is	Actual Versus Target	Trend Chart	Improvements
Buy Back Levels - Grounds Maintenance	Higher value	Actual 61% (Provisional) Target 60% (Provisional)  On or above target	<p>Buy Back Levels - Grounds Maintenance</p>  <p>2015/16</p> <p>■ Actual ■ Target</p>	Provisional actual data

EXTERNALLY ASSESSED QUALITY STANDARDS

Indicator	Good performance is	Actual Versus Target	Trend Chart	Improvements									
Retain Occupational Health & Safety Advisory Services (OHSAS)18001 accreditation - Facilities Management	Higher value	<div>Actual</div> <div>Yes</div> <div>Target</div> <div>Yes</div> <div></div> <div>On or above target</div>	<div>Retain Occupational Health & Safety Advisory Services (OHSAS)18001 accreditation - Facilities Management</div>  <table><thead><tr><th>Period</th><th>Actual</th><th>Target</th></tr></thead><tbody><tr><td>2015/16 H1</td><td>1.0</td><td>1.0</td></tr><tr><td>2015/16 H2</td><td>1.0</td><td>1.0</td></tr></tbody></table>	Period	Actual	Target	2015/16 H1	1.0	1.0	2015/16 H2	1.0	1.0	
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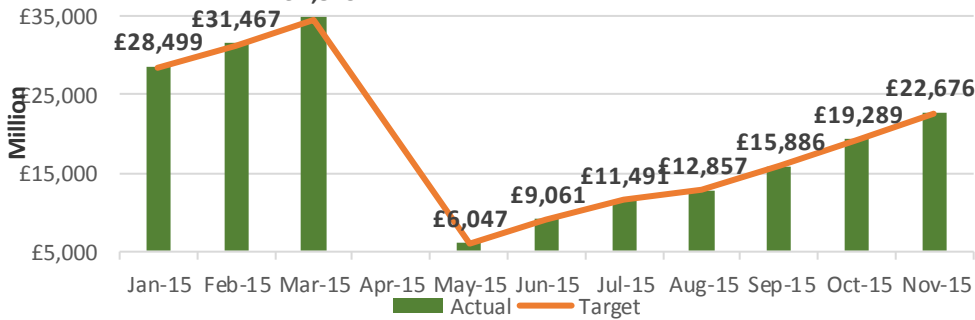

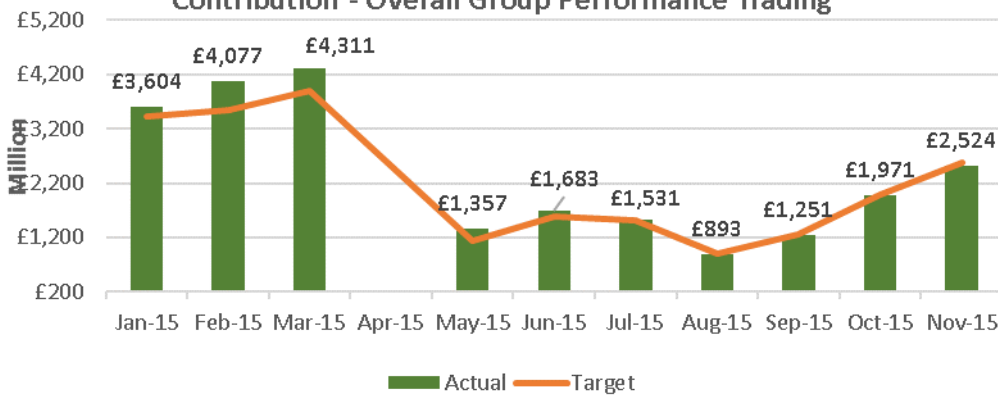
Indicator	Good performance is	Actual Versus Target	Trend Chart	Improvements									
Retain ISO 9001 accreditation - Facilities Management	Higher value	<div>Actual</div> <div>Yes</div> <div>Target</div> <div>Yes</div> <div></div> <div>On or above target</div>	<div>Retain ISO 9001 Accreditation - Facilities Management</div>  <table><thead><tr><th>Period</th><th>Actual</th><th>Target</th></tr></thead><tbody><tr><td>2015/16 H1</td><td>1.0</td><td>1.0</td></tr><tr><td>2015/16 H2</td><td>1.0</td><td>1.0</td></tr></tbody></table>	Period	Actual	Target	2015/16 H1	1.0	1.0	2015/16 H2	1.0	1.0	
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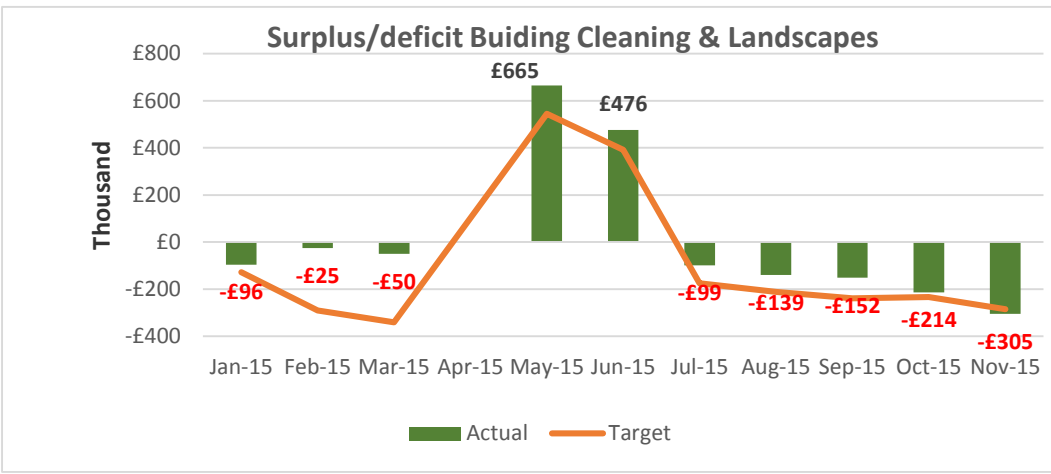
Facilities Management - West Bridgford Campus; Catering West Bridgford

FINANCIAL





Indicator	Good performance is	Actual Versus Target	Trend Chart	Improvements																																	
Labour costs as % of turnover - West Bridgford Campus Catering	Lower value	<div><div>Actual</div><div>51.90%</div><div>Target</div><div>53.11%</div><div></div><div>On or above target</div></div>	<div><div>Labour Costs as % of Turnover - West Bridgford Campus Catering</div><table><thead><tr><th>Month</th><th>Actual (%)</th></tr></thead><tbody><tr><td>Jan-15</td><td>55.78%</td></tr><tr><td>Feb-15</td><td>55.62%</td></tr><tr><td>Mar-15</td><td>53.55%</td></tr><tr><td>Apr-15</td><td>61.50%</td></tr><tr><td>May-15</td><td>55.93%</td></tr><tr><td>Jun-15</td><td>52.54%</td></tr><tr><td>Aug-15</td><td>59.83%</td></tr><tr><td>Sep-15</td><td>56.71%</td></tr><tr><td>Oct-15</td><td>54.00%</td></tr><tr><td>Nov-15</td><td>51.90%</td></tr></tbody></table></div>	Month	Actual (%)	Jan-15	55.78%	Feb-15	55.62%	Mar-15	53.55%	Apr-15	61.50%	May-15	55.93%	Jun-15	52.54%	Aug-15	59.83%	Sep-15	56.71%	Oct-15	54.00%	Nov-15	51.90%												
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Food costs as % of turnover - West Bridgford Campus Catering	Lower value	<div><div>Actual</div><div>44.19%</div><div>Target</div><div>45.47%</div><div></div><div>On or above target</div></div>	<div><div>Food Costs as % of Turnover - West Bridgford Campus Catering</div><table><thead><tr><th>Month</th><th>Actual (%)</th><th>Target (%)</th></tr></thead><tbody><tr><td>Jan-15</td><td>47.71%</td><td>45.47%</td></tr><tr><td>Feb-15</td><td>46.99%</td><td>45.47%</td></tr><tr><td>Mar-15</td><td>48.42%</td><td>45.47%</td></tr><tr><td>Apr-15</td><td>45.13%</td><td>45.47%</td></tr><tr><td>May-15</td><td>41.15%</td><td>45.47%</td></tr><tr><td>Jun-15</td><td>44.27%</td><td>45.47%</td></tr><tr><td>Aug-15</td><td>46.54%</td><td>45.47%</td></tr><tr><td>Sep-15</td><td>46.94%</td><td>45.47%</td></tr><tr><td>Oct-15</td><td>47.96%</td><td>45.47%</td></tr><tr><td>Nov-15</td><td>44.19%</td><td>45.47%</td></tr></tbody></table></div>	Month	Actual (%)	Target (%)	Jan-15	47.71%	45.47%	Feb-15	46.99%	45.47%	Mar-15	48.42%	45.47%	Apr-15	45.13%	45.47%	May-15	41.15%	45.47%	Jun-15	44.27%	45.47%	Aug-15	46.54%	45.47%	Sep-15	46.94%	45.47%	Oct-15	47.96%	45.47%	Nov-15	44.19%	45.47%	
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Facilities Management - Overall

Indicator	Good performance is	Actual Versus Target	Trend Chart	Improvements																																				
Turnover - Overall Group Performance - Trading	Higher value	<div><div>Actual</div><div>£22,676,000</div><div>Target</div><div>£22,590,000</div><div></div><div>On or above target</div></div>	<div><div>Turnover - Overall Group Performance - Trading</div><table><thead><tr><th>Month</th><th>Actual</th><th>Target</th></tr></thead><tbody><tr><td>Jan-15</td><td>£28,499</td><td>£28,499</td></tr><tr><td>Feb-15</td><td>£31,467</td><td>£31,467</td></tr><tr><td>Mar-15</td><td>£34,829</td><td>£34,829</td></tr><tr><td>Apr-15</td><td>£6,047</td><td>£34,829</td></tr><tr><td>May-15</td><td>£6,047</td><td>£15,000</td></tr><tr><td>Jun-15</td><td>£9,061</td><td>£15,000</td></tr><tr><td>Jul-15</td><td>£11,491</td><td>£15,000</td></tr><tr><td>Aug-15</td><td>£12,857</td><td>£15,000</td></tr><tr><td>Sep-15</td><td>£15,886</td><td>£15,000</td></tr><tr><td>Oct-15</td><td>£19,289</td><td>£15,000</td></tr><tr><td>Nov-15</td><td>£22,676</td><td>£15,000</td></tr></tbody></table></div>	Month	Actual	Target	Jan-15	£28,499	£28,499	Feb-15	£31,467	£31,467	Mar-15	£34,829	£34,829	Apr-15	£6,047	£34,829	May-15	£6,047	£15,000	Jun-15	£9,061	£15,000	Jul-15	£11,491	£15,000	Aug-15	£12,857	£15,000	Sep-15	£15,886	£15,000	Oct-15	£19,289	£15,000	Nov-15	£22,676	£15,000	
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Contribution - Overall Group Performance- Trading	Higher value	<div><div>Actual</div><div>£2,524,000</div><div>Target</div><div>£2,573,000</div><div></div><div>Below target</div></div>	<div><div>Contribution - Overall Group Performance Trading</div><table><thead><tr><th>Month</th><th>Actual</th><th>Target</th></tr></thead><tbody><tr><td>Jan-15</td><td>£3,604</td><td>£3,604</td></tr><tr><td>Feb-15</td><td>£4,077</td><td>£4,077</td></tr><tr><td>Mar-15</td><td>£4,311</td><td>£4,311</td></tr><tr><td>Apr-15</td><td>£1,357</td><td>£4,311</td></tr><tr><td>May-15</td><td>£1,357</td><td>£1,357</td></tr><tr><td>Jun-15</td><td>£1,683</td><td>£1,357</td></tr><tr><td>Jul-15</td><td>£1,531</td><td>£1,357</td></tr><tr><td>Aug-15</td><td>£893</td><td>£1,357</td></tr><tr><td>Sep-15</td><td>£1,251</td><td>£1,357</td></tr><tr><td>Oct-15</td><td>£1,971</td><td>£1,357</td></tr><tr><td>Nov-15</td><td>£2,524</td><td>£1,357</td></tr></tbody></table></div>	Month	Actual	Target	Jan-15	£3,604	£3,604	Feb-15	£4,077	£4,077	Mar-15	£4,311	£4,311	Apr-15	£1,357	£4,311	May-15	£1,357	£1,357	Jun-15	£1,683	£1,357	Jul-15	£1,531	£1,357	Aug-15	£893	£1,357	Sep-15	£1,251	£1,357	Oct-15	£1,971	£1,357	Nov-15	£2,524	£1,357	
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Indicator	Good performance is	Actual Versus Target	Trend Chart	Improvements
Surplus/deficit - Building Cleaning & Landscapes	Higher value	Actual -£305,000 Target -£285,000  Below target	 <p>Surplus/deficit Building Cleaning & Landscapes</p> <p>Thousand</p> <p>£800 £600 £400 £200 £0 -£200 -£400</p> <p>Jan-15 Feb-15 Mar-15 Apr-15 May-15 Jun-15 Jul-15 Aug-15 Sep-15 Oct-15 Nov-15</p> <p>Actual Target</p>	

Key symbols table:

Status	Indicators
	Below target by more than 10%
	Below target by up to 10%
	On or above target
	No reported data or no target