

Performance Measures Summary -END QUARTER 4

S. Ref	Section (SERVICE CATEGORY)	Overall % Total	Service (Area)	Service Area Weighting %	Service Area Score %	Overall Score %	Section Score
1.0	Project Services	22.5%	Strategic Definition / Preparation and Brief (RIBA Stages 0 and 1)	60.0%	49.2%	11.1%	19.2%
			Design, Construction, Handover, Close Out and In Use (RIBA Stages 2 to 7)	40.0%	35.9%	8.1%	
2.0	Managed Services	15.0%	Property Service Centre	40.0%	38.1%	5.7%	14.6%
			Asbestos Management	20.0%	20.0%	3.0%	
			Legionella Control	20.0%	19.3%	2.9%	
			Management of Office Accommodation	20.0%	20.0%	3.0%	
3.0	Hard FM Services	22.5%	General Hard FM	25.0%	25.0%	5.6%	19.8%
			Planned Preventative Maintenance	40.0%	33.4%	7.5%	
			Reactive Maintenance	25.0%	21.8%	4.9%	
			Minor Works	10.0%	7.9%	1.8%	
4.0	Soft FM Services	22.5%	General Soft FM	30.0%	26.5%	6.0%	21.7%
			Cleaning	20.0%	20.0%	4.5%	
			Waste Management	20.0%	20.0%	4.5%	
			Grounds Maintenance	10.0%	10.0%	2.3%	
			Pest Control	10.0%	10.0%	2.3%	
			Catering	10.0%	10.0%	2.3%	
5.0	Other Property Services	12.5%	Property Records Management	20.0%	20.0%	2.5%	12.5%
			Estates Management and Valuation	30.0%	30.0%	3.8%	
			Energy & Environmental Management	25.0%	25.0%	3.1%	
			Management of Traveller Sites	15.0%	15.0%	1.9%	
			School Advice Scheme	10.0%	10.0%	1.3%	
6.0	General	5.0%	Customer Satisfaction	70.0%	63.0%	3.2%	4.2%
			Waste and Resources Action Programme (WRAP)	30.0%	20.6%	1.0%	
TOTAL		100.0%					92.0%

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