

# Public Sector Corporate Services VfM Indicators

## Estates Management 2008/09

Please complete this survey form and return it by **16 October 2009**

If you have any questions please telephone Steve Straw on  
**020-8667-8181**,  
or another member of the Benchmarking team on **020-8667-1144**.  
You can also email us at [vmindicators@cipfa.org.uk](mailto:vmindicators@cipfa.org.uk)

### CONTACT INFORMATION

Organisation  
Contact name  
Title/dept  
Telephone no  
Email

You need to return the membership form to register.

Once we receive your membership form, we will email you a personalised Excel questionnaire to complete in line with the timetable for this stream.

Please enter your data into the **turquoise** cells.

For the Management Practice indicators, please select yes or no from the drop down menus.

It is vital that you read the Audit Agency guidance/definitions both before and during completion of the form. Use the link below to get the guidance document.

<http://www.public-audit-forum.gov.uk/EstatesManagementindicators2008-09.pdf>

If for any reason you cannot fill in an indicator or you have a comment about a specific indicator, please complete the comments box at the end of the questionnaire.

# Primary Indicators

<b>EMP1</b>	<b>Total property costs (occupancy, operational and management) per square metre Gross Internal Area (GIA)</b>	<b>Whole Estate £'000</b>	<b>Admin. Buildings £'000</b>
	Occupancy / ownership cost		
	Operational cost		
	Management cost		
	<b>Total cost</b>	<b>0 k</b>	<b>0 k</b>
	Total square metre GIA		
	<b>Total property costs (occupancy, operational and management) per square metre Gross Internal Area (GIA)</b>		

<b>EMP2</b>	<b>Total office accommodation (square metre GIA) per employee (FTE)</b>		<b>Admin. Buildings</b>
	Total accommodation (square metre GIA)		0
	Average number of staff FTEs in the year		
	<b>Total office accommodation (square metre GIA) per employee (FTE)</b>		

<b>EMP3</b>	<b>Total property required maintenance as a percentage of average annual maintenance spend for the last three years</b>	<b>Whole Estate £'000</b>	<b>Admin. Buildings £'000</b>
	Total property maintenance	na	na
	Total maintenance spend for the last three years		
	<b>Total property required maintenance as a percentage of average annual maintenance spend</b>	<b>na</b>	<b>na</b>

**EMP4 Commissioner/User Satisfaction indices - see notes sheet for details of the online survey**

Where you are using our on-line user and commissioner surveys we will receive your results automatically and you can leave this section blank.

Where you are using your own surveys you will have to feed back your average scores using the table below. Report to one decimal place. For the purpose of calculating average scores please use the following scoring system.

- strongly disagree = 1
- disagree = 2
- neither agree nor disagree = 3
- agree = 4
- strongly agree = 5

### Commissioner Survey Average Scores

- The estates management function supports the overall objectives of the organisation.
- The estates management function manages maintenance and capital programmes effectively (on time, budget and specification).
- The estates management function helps the organisation to make best use of its accommodation.
- The estates management function helps the organisation to reduce energy and water consumption.
- The estates management function provides value for money.


### User Survey Average Scores

- The buildings / offices are easily accessible for staff, service users and visitors.
- The buildings / offices are appropriate for my needs.
- The buildings / offices are appropriate for service users' / visitors' needs.
- The buildings / offices are appropriately secured to protect people and property.
- There is a clear point of contact for any building or accommodation related queries.


**EMP5 Management Practice Indicators**

<b>MP1</b>	The organisation has strategies, policies, decision-making structures and roles to manage assets as a corporate resource to meet priorities, operational and service needs and provide sustainable outcomes for local communities	Please select
<b>MP2</b>	The organisation has comprehensive information on assets which supports its strategies, and decision-making on investment and disinvestment	Please select
<b>MP3</b>	The organisation is narrowing the gap between the current condition of the asset base and an acceptable standard of maintenance with high levels of required maintenance being reduced	Please select
<b>MP4</b>	Capital investment supports the delivery of corporate priorities. There is a systematic process in place for appraising competing demands for spending on assets against corporate priorities	Please select
<b>MP5</b>	The organisation performance manages the value for money of assets by challenging, managing, benchmarking and monitoring against targets for improvement. Asset management performance indicators are used to track performance	Please select
<b>MP6</b>	The organisation undertakes property reviews that challenge whether all its assets are required, fit for purpose and provide value for money to meet current and future needs. Underperforming or surplus assets are rationalised or disposed of in ways that deliver best value	Please select
<b>MP7</b>	The organisation is improving the performance of its assets. It is a) reducing health, safety and security risks from its assets, b) upgrading and modernising facilities, c) improving access to services and d) protecting architectural and historical heritage where applicable	Please select
<b>MP8</b>	The organisation uses and develops its assets in a way that a) mitigates environmental impacts, b) limits the consumption of natural resources and c) is resilient to the effects of climate change	Please select
<b>MP9</b>	The organisation evaluates the best option for significant investment decisions in asset developments using option appraisal and whole life appraisals	Please select
<b>MP10</b>	The organisation is working with others, for example, the third sector, local public agencies and community groups, to identify opportunities for shared use of assets, and alternative options for the management and ownership of its assets, to derive better value for money and wider community benefits	Please select

Score

0

## Secondary Indicators

<b>EMS1 Cost of the Estates Management function</b>		<b>Whole Estate £'000</b>	<b>Admin. Buildings £'000</b>
	Employee costs including employers NI, pension and recruitment costs		
	IT costs		
	Accommodation costs		
	Supplies / consumables		
	Outsourcing costs		
	Other costs		
Total cost of the Estates Management function		0 k	0 k
	Total square metres GIA	0	0
<b>EMS 1(a) Cost of the Estates Management function per square metre GIA</b>			
	Total organisational running costs (expenditure) £'000		0 k
<b>EMS 1(b) Cost of the Estates Management function as a percentage of organisational running costs (expenditure).</b>			

<b>EMS2 Total property occupancy/ownership costs (revenue) per square metre GIA</b>		<b>Whole Estate</b>	<b>Admin. Buildings</b>
	Total property occupancy/ownership costs (revenue) £'000		
	Total square metres GIA	0	0
Total property occupancy/ownership costs (revenue) per square metre GIA			

<b>EMS3 Total building operation costs (revenue) per square metre GIA</b>		<b>Whole Estate</b>	<b>Admin. Buildings</b>
	Cost of building operation £'000		
	Total square metres GIA	0	0
Total building operation costs (revenue) per square metre GIA			

<b>EMS4</b>	<b>The percentage of property related capital projects within the last 3 years completed: (Please refer to the guidance document for detailed definitions)</b>	<b>Whole Estate</b>
	a) % projects where the actual time between Commit to Design and Commit to Construct is within, or not more than 5% above, the time predicted at Commit to Design.	na
	b) % projects where the actual time between Commit to Construct and Available for Use is within, or not more than 5% above, the time predicted at Commit to Construct.	na
	c) % projects where the actual cost at Commit to Construct is within +/- 5% of the cost predicted at Commit to Design.	na
	d) % projects where the actual cost at Available for Use is within +/- 5% of the cost predicted at Commit to Construct.	na

<b>EMS5</b>	<b>Space use efficiency:</b>	<b>Whole Estate</b>	<b>Admin. Buildings</b>
	Total number of workstations		
	Average number of staff FTEs in the year		0
	Total square metres GIA	0	0
<b>EMS 5(a)</b>	<b>Workstations per full-time equivalent staff (FTE)</b>		
<b>EMS 5(b)</b>	<b>Area (square metres) per workstation</b>		

<b>EMS6</b>	<b>Total annual energy consumption (kwh) per square metre (GIA)</b>	<b>Whole Estate</b>	<b>Admin. Buildings</b>
	Total energy consumption (kwh)		
	Total square metre GIA	0	0
	<b>Total annual energy consumption (kwh) per square metre (GIA)</b>		

<b>EMS7</b>	<b>Total annual water consumption (cubic metre) per square metre (GIA)</b>	<b>Whole Estate</b>	<b>Admin. Buildings</b>
	Total annual water consumption (cubic metre)		
	Total square metre GIA	0	0
	<b>Total annual water consumption (cubic metre) per square metre (GIA)</b>		

<b>EMS8 Total accommodation (square metre NIA) over total accommodation (square metre GIA)</b>		<b>Whole Estate</b>	<b>Admin. Buildings</b>
	Total accommodation (square metre NIA)		
	Total accommodation (square metre GIA)	0	0
<b>Total accommodation (square metre NIA) over total accommodation (square metre GIA)</b>			

<b>EMS9 The percentage of buildings which are used by the public in which all public areas are suitable for, and accessible to, disabled people</b>		<b>Whole Estate</b>
	Buildings used by the public in which all public areas are suitable for, and accessible to, disabled people	
	All buildings open to the public	
<b>The percentage of buildings which are used by the public in which all public areas are suitable for, and accessible to, disabled people</b>		

<b>General Comments</b>