



The Importance of Performance Data

Paul Bottrill, Scape

Performance Data

Firms not submitted response at all

- Langwith Builders
- In.....just received
- J Tomlinson

If no information or it has not changed please confirm.....and don't forget the 360deg satisfaction surveys!

Performance Data

Importance of performance data

- Used to prepare recent business case
- Clients asking for bespoke performance reports for their contracts to justify continued use
- Benchmarking nationally against other framework and traditional construction
- Promoting empa frameworks
- Etc
- Etc

empa Business case 2011

Academy

- 6, and soon to be 12, School Agreements in place.
- Curriculum support events have supported 94 individuals
- 8 Ambassadors trained (15 professions; 3 crafts)
- 6 apprentices start; further 20 in progress
- 1,399 individual skills profiles completed
- 3 graduates employed
- 25 jobs advertised through Job Centre Plus.
- 100% of those employed on framework projects have CSCS cards

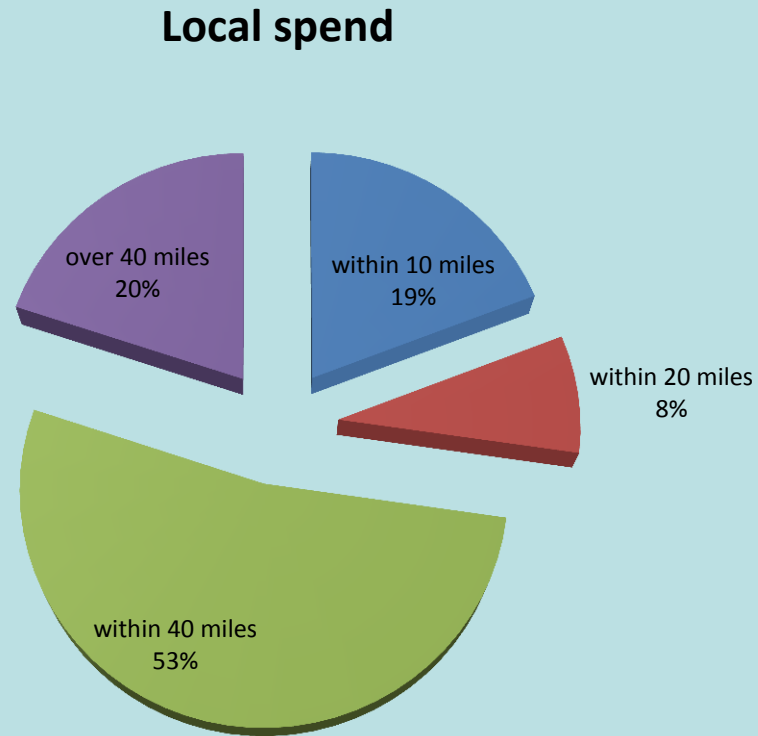
empa Business case 2011

KPI 6a: **WASTE**

- 85% of site waste recycled; nationally over 20% of construction waste is sent straight to landfill without any form of recovery or reuse.

empa Business case 2011

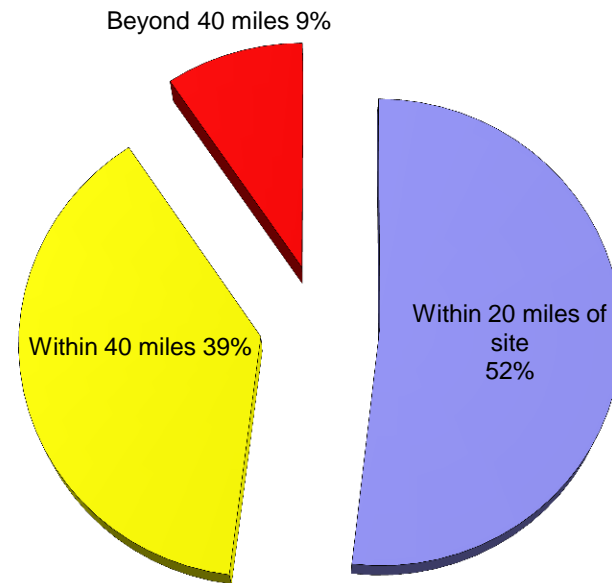
KPI: Local Spend



empa Business case 2011

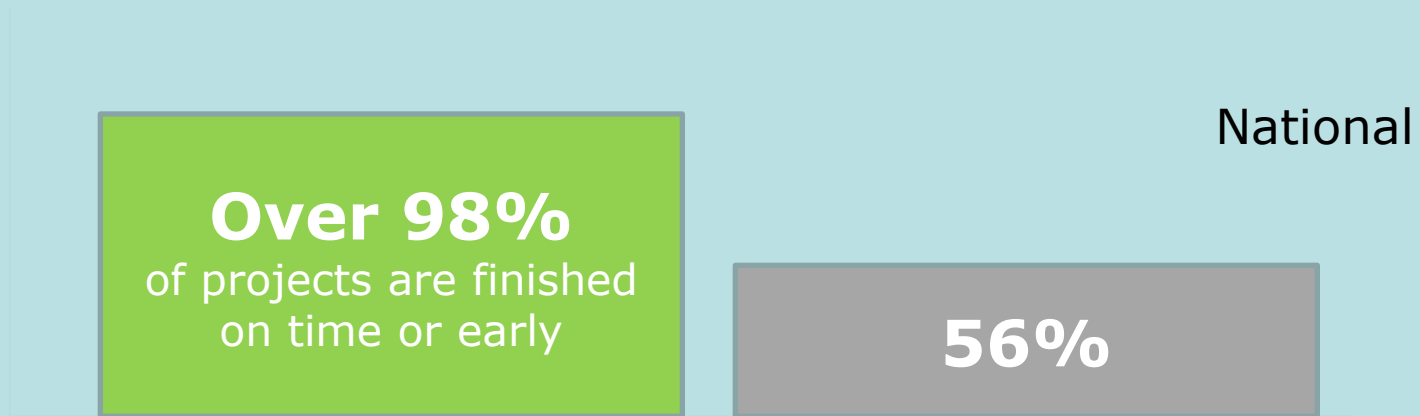
KPI 6b: Travel

Social, Economic & Environmental Sustainability



empa Business case 2011

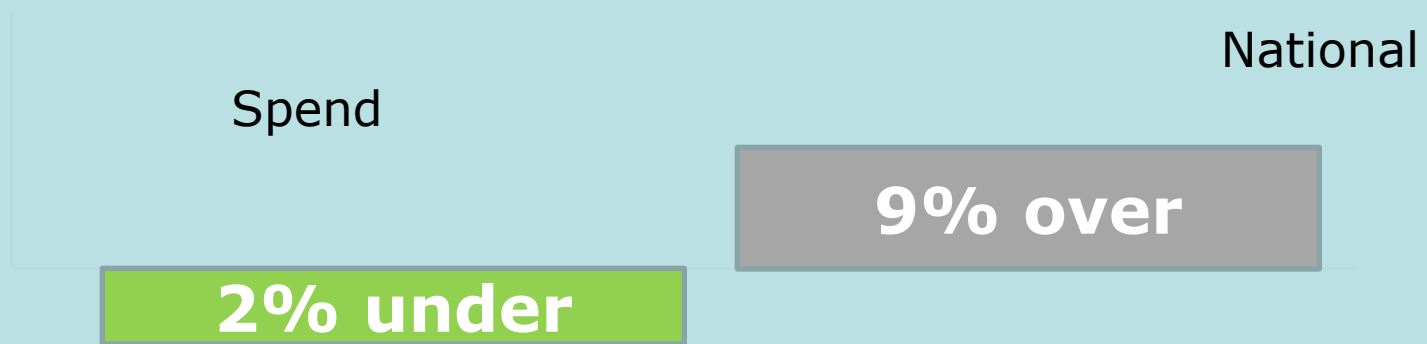
KPI 1: Time



empa Business case 2011

KPI 2: Cost

- Over 91% of projects are finished within budget



empa Business case 2011

KPI 3: Defects

- Average defects score at handover of 8.9, which means very few defects, all of which had no impact on clients.

empa Business case 2011

KPI 5a & 5b: Client Satisfaction

- Client satisfaction of
 - 9.1 for product
 - 8.8 for service.

empa Business case 2011

KPI 5d: Fair Payment

- Fair Payment – 87% payments made within 30 days. It is estimated that widespread adoption of the principles and 'Fair Payment' practices set out in this guide would save the public sector some £200m rising to over £750m as the processes become embedded and the confidence in the system increases.