Summary of All Performance			201	2/13		201	3/14			201	4/15			201	5/16			201	5/17	,
KPI KPI Description	Measured	Target	Q3	Q4	01	02	Q3	Q4	01	02	Q3	Q4	01	Q2	Q3	Q4	01	02	Q3	Q4
OVERALL PERFORMANCE - INTERNAL WORKS																				
1 Overall Satisfaction with the Works (Tenant):	1																			
a) Quality of the work carried out	Quarterly	90%	85.14%	82.73%	83.55%	88.75%	88.79%	89.67%	91.12%	86.60%	91.07%	94.11%	89.54%	90.59%	80.80%	72.20%	n/a	n/a	n/a	n/a
b) Service provided by the contractor	Quarterly	90%	70.27%	69.60%	73.48%	84.13%	84.85%	87.30%	87.76%	84.76%	86.60%	90.27%	86,44%	85.88%	76.00%	64.40%	n/a	n/a	n/a	n/a
c) Standard of care and cleanliness provided by the contractor	Quarterly	90%	75.05%	72.85%	74.82%	84.01%	85.02%	86.13%	86.50%	82.88%	84.77%	87.29%	84.60%	84.28%	76.39%	69.60%	n/a	n/a	n/a	n/a
OUALITY OF SERVICE - INTERNAL WORKS	quarteriy	5070	75.0570	72.0070	71.0270	0110170	05.0270	00.1370	00.0070	02.0070	01.7770	07.2570	0110070	0112070	10.3370	03.0070	ii) d	ny a	nyu	, a
3 % of Properties Completed Right First Time (Average Quality Score)	Quarterly	100%	87.53%	84.71%	85.77%	87.66%	87.56%	89.41%	85.70%	85.35%	85.08%	87.15%	83.65%	82.52%	80.83%	65.70%	n/a	n/a	n/a	n/a
4 % of Properties Completed on Time	Quarterly	100%	44.00%	38.24%	39.50%	83.13%	94.02%	98.15%	95.03%	84.52%	87.02%	97.56%	76.10%	78.89%	22.92%	100.00%	n/a	n/a	n/a	n/a
OVERALL PERFORMANCE - EXTERNAL WORKS	Quarterly	10070	44.00%	30.2470	33.30%	03.1370	54.0270	50.1570	55.0570	04.3270	07.0270	57.5070	70.1070	70.0570	22.3270	100.00%	iiy a	ny a	nyu	11/0
1 Overall Satisfaction with the Works (Tenant):	1																			
a) Overall Satisfaction	Quarterly	90%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	82.62%	76.15%	81.06%	80.12%	77.97%	83.50%	84.80%	83.20%
b) Safety Measures	Quarterly	90%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	80.77%	76.14%	81.50%	78.10%	71.82%	83.30%	81.00%	77.59%
	Quarterly	90%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	75.77%	69.11%	72.90%	74.00%	73.95%	78.80%	82.20%	79.62%
c) Communication d) Overall Process	Quarterly	90%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	81.92%	74.11%	72.90%	81.10%	76.14%	82.20%	82.20%	80.83%
												-								
e) Quality of work	Quarterly	90%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	88.85%	82.98%	88.90%	84.20%	85.00%	89.60%	91.40%	91.11%
f) Overall Service	Quarterly	90%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	85.77%	78.42%	82.90%	83.20%	82.95%	84.40%	87.00%	86.94%
QUALITY OF SERVICE - EXTERNAL WORKS				,				· .												
3 % of Properties Completed Right First Time (Average Quality Score)	Quarterly	100%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	88.96%	88.54%	83.40%	86.00%	87.61%	96.10%	100.00%	100.00%
4 % of Properties Completed on Time	Quarterly	100%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	52.08%	75.73%	90.78%	94.83%	70.94%	83.30%	100.00%	48.00%
5 % of Tenants Who Refused WHQS Works	Quarterly	5%	1.72%	1.15%	1.71%	0.23%	0.00%	0.00%	0.00%	0.00%	1.52%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
6 No. and % of Complaints Resolved:				-					-											
a) No. of complaints received	Quarterly	0	10	16	13	2	4	2	1	2	3	1	10	4	10	0	5	4	10	13
c) No. of complaints resolved	Quarterly	0	10	16	13	2	4	1	1	2	3	1	10	4	10	0	5	3	5	12
7 Voids – % of Properties Completed Right First Time	Quarterly	100%	84.33%	80.34%	86.67%	85.98%	92.99%	91.78%	92.65%	91.15%	91.47%	92.43%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
8 Voids – % of Void properties Completed on Time	Quarterly	100%	21.67%	20.69%	62.69%	88.66%	91.95%	93.15%	92.41%	64.29%	80.88%	95.59%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
COMMUNITY IMPACT																				
9 % of Local Sub Contractors:																				
a) ZONE 1 - within Vale postcode area	Quarterly	N/A	56.85%	54.25%	46.50%	59.25%	34.25%	69.50%	69.00%	68.50%	54.00%	62.25%	46.75%	46.63%	46.63%	62.94%	50.79%	58.14%	58.29%	69.67%
b) ZONE 2 - within 25 miles of Barry	Quarterly	N/A	34.96%	37.48%	25.75%	32.50%	57.50%	24.50%	25.50%	26.25%	45.75%	37.50%	53.13%	53.13%	53.13%	36.39%	49.21%	41.86%	41.71%	30.33%
c) ZONE 3 - within Wales	Quarterly	N/A	3.45%	2.78%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.66%	0.00%	0.00%	0.00%	0.00%
d) ZONE 4 - any other	Quarterly	N/A	4.75%	5.25%	5.25%	8.25%	8.25%	6.00%	5.50%	5.25%	0.25%	0.25%	0.13%	0.25%	0.25%	0.00%	0.00%	0.00%	0.00%	0.00%
10 % of Local Labour Employed:																				
a) ZONE 1 - within Vale postcode area	Quarterly	N/A	54.33%	55.25%	46.00%	45.84%	55.25%	57.25%	57.00%	56.75%	56.25%	56.75%	49.88%	49.13%	45.13%	54.71%	50.25%	49.29%	49.57%	59.33%
b) ZONE 2 - within 25 miles of Barry	Quarterly	N/A	38.82%	41.73%	36.00%	50.64%	43.75%	41.75%	42.00%	43.00%	43.50%	42.75%	49.88%	50.75%	53.63%	41.00%	49.75%	50.71%	50.43%	40.67%
c) ZONE 3 - within Wales	Quarterly	N/A	3.35%	2.78%	2.75%	2.53%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	1.13%	4.29%	0.00%	0.00%	0.00%	0.00%
d) ZONE 4 - any other	Quarterly	N/A	3.50%	1.00%	5.00%	1.00%	1.00%	1.00%	1.00%	0.25%	0.25%	0.50%	0.25%	0.25%	0.10%	0.00%	0.00%	0.00%	0.00%	0.00%
e) % of employees previously unemployed	Quarterly	N/A	2.59%	1.50%	1.00%	1.00%	1.00%	1.50%	1.50%	1.50%	1.50%	1.50%	0.88%	0.88%	0.75%	0.00%	1.43%	1.43%	1.43%	0.00%
11 Total No. of Apprenticeships (target 1 apprentice per £1M spend)	Quarterly	N/A	13	20	29	27	18	29	30	30	24	25	18	16	19	0	24	0	0	0
a) For Contractor	Quarterly	N/A	7	9	14	17	18	18	18	18	13	14	9	7	11	0	14	15	12	12
b) For Sub-contractor	Quarterly	N/A	5	10	10	8	6	9	9	9	8	8	5	5	8	0	8	8	8	5
c) Trainees for contractor and sub-contractor	Quarterly	N/A	1	10	5	2	2	2	3	3	3	3	4	4	3	0	2	2	2	3
12 Corporate Social Responsibility:	quarterry	11/14	1 ±	1	J	4	-		3	3	5	3	*	+	3	0	4	4	4	ر
a) Newsletters - Issues	Quarterly		6	5	3	3	4	2	4	4	3	2	0	1	1	0	3	6	6	5
b) Newsletters - Otv	Quarterly		484	514	306	255	4 318	154	4 168	4 358	3 227	276	0	20	76	0	273	276	276	473
			484 £300	£340	306 £0	255 £7.297	318 £400	154 £0	168 £0	358 £3.650	£90	£210	0 £245	20 £460	76 £240	0 £0		276 £1.050	276 £1.800	473 £2.125
c) Community Support - Cash	Quarterly							-				-			-		£250		1	1
d) Community Support - Hours	Quarterly		20	38	56	17	56	0	0	47	3	0	0	24	100	0	58	260	16	0
e) No. of supply chain events	Quarterly		2	1	2	2	3	0	0	15	2	0	0	0	0	0	0	3	4	1
ENVIRONMENTAL IMPACT	1																			
13 % of Waste Recycled	Quarterly	85%	95.66%	94.50%	94.25%	94.25%	94.25%	94.75%	92.50%	92.50%	92.25%	91.40%	89.88%	91.13%	91.00%	90.00%	79.63%	79.63%	80.38%	79.00%

Optimization Optimization<	Lovell Partnership Ltd.			201	2/13		2013	8/14			201	4/15			201	5/16			201	6/17	
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δ Operation Company leg (Figure (Company) leg (Figure (Company)) Operation Company leg (Figure (Company)) Operation		Quarterly	90%	64.90%	66.30%	63.30%	82.20%	85.20%	89.90%	94.00%	85.00%	83.50%	84.80%	78.90%	86.70%	83.50%	n/a	n/a	n/a	n/a	n/a
49900 <th< td=""><td></td><td>I</td><td></td><td></td><td>r</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td><u> </u></td><td></td><td></td><td></td><td></td></th<>		I			r												<u> </u>				
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1 Or all substration with New Net		Quarterly	100%	25.00%	27.27%	33.30%	83.33%	85.00%	100.00%	97.56%	65.57%	68.42%	80.00%	27.66%	89.47%	33.33%	n/a	n/a	n/a	n/a	n/a
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0 0	d) Overall Process	Quarterly	90%	n/a	90.00%	69.00%	73.70%	90.00%	n/a	78.20%	64.50%	83.00%									
UNIMENT UNIMENT <t< td=""><td>e) Quality of work</td><td>Quarterly</td><td>90%</td><td>n/a</td><td>n/a</td><td>n/a</td><td>n/a</td><td>n/a</td><td>n/a</td><td>n/a</td><td>n/a</td><td>n/a</td><td>n/a</td><td>90.00%</td><td>75.00%</td><td>87.90%</td><td>80.00%</td><td>n/a</td><td>86.80%</td><td>82.70%</td><td>91.00%</td></t<>	e) Quality of work	Quarterly	90%	n/a	90.00%	75.00%	87.90%	80.00%	n/a	86.80%	82.70%	91.00%									
Image: Complexing Significant Time (Anerga Quality Score) Quarter by 100% n/a n/a<	f) Overall Service	Quarterly	90%	n/a	96.30%	78.00%	84.20%	90.00%	n/a	82.10%	74.50%	86.00%									
4 5 Organity Parties Completed name Open Main N/A N/A N/A N/A N	QUALITY OF SERVICE - EXTERNAL WORKS		-			-				-	-	-	-	-	-	-			-		1
Image: Second	3 % of Properties Completed Right First Time (Average Quality Score)	Quarterly	100%	n/a	93.10%	90.80%	91.70%	90.90%	93.80%	99.10%	100.00%	100.00%									
δ Na 41 % of Complexits resolved Currently 0 1 0 1 0 1 0 1 0 1 0 1 0 1 0 1 1 0 2 1 0 2 1 0 2 1 0 2 1 0 2 1 1 1 1 1 1 1 1 1 0 2 1 0 2 1	4 % of Properties Completed on Time	Quarterly	100%	n/a	100.00%	88.89%	83.33%	66.70%	68.00%	100.00%	100.00%	100.00%									
δ Na 41 % of Complexits resolved Currently 0 1 0 1 0 1 0 1 0 1 0 1 0 1 0 1 1 0 2 1 0 2 1 0 2 1 0 2 1 0 2 1 1 1 1 1 1 1 1 1 0 2 1 0 2 1																					
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no operatory 0.0 1 6 1 0 <t< td=""><td>6 No. and % of Complaints Resolved:</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></t<>	6 No. and % of Complaints Resolved:																				
no operatory 0.0 1 6 1 0 <t< td=""><td>a) No. of complaints received</td><td>Quarterly</td><td>0</td><td>1</td><td>6</td><td>1</td><td>0</td><td>1</td><td>0</td><td>0</td><td>0</td><td>1</td><td>1</td><td>3</td><td>2</td><td>1</td><td>0</td><td>2</td><td>4</td><td>7</td><td>13</td></t<>	a) No. of complaints received	Quarterly	0	1	6	1	0	1	0	0	0	1	1	3	2	1	0	2	4	7	13
n n constraints resolved constraints resolved constraints resolved constraints resolved resolved <		1	0	1		1	0	1	0			1	1	3		1	0	2	3	5	
I Voids - % of Properties Completed Bight First Time (Average Quality) Quarity Quarity Quarity N			-		-		-		-	-				-			-		-	-	
1 Void graperies Completed on Time Out 100% 1000% n/a n/a </td <td></td> <td>1</td> <td></td> <td></td> <td></td> <td></td> <td>n/a</td> <td></td> <td>80.00%</td> <td>75.00%</td> <td>90.00%</td> <td></td>		1					n/a		80.00%	75.00%	90.00%										
COMMUNITY IMPACT Constraint C																					
9 Sol Load Sub Contractors: Unit Uni		200100.1			,=		-42						,=		, =	, =	,=				
a) 20x11 - within Vale postode area Quarterly N/A 45.00% 30.00% 34.00% 20.00% 20.00% 28.00% 28.00% 20.00%		1																			
b) 20NE 2 - within 25 miles of Barry Quarterly N/A 41.00% 39.00% 45.00% 50.00% 0.00%		Quarterly	N/A	36.00%	39.00%	34.00%	17.00%	17.00%	38.00%	36.00%	34.00%	29.00%	29.00%	29.00%	28.00%	28.00%	91.00%	97.00%	97.00%	98.00%	98.00%
cl 20NE 3 - within Wales Quarterly N/A 4.00% 0.00%			,																		
d) ZDNE 4- any other Quarterly N/A 19.00% 21.00% 21.00% 33.00% 24.00% 21.00% 10.00% 1.00% 1.00% 2.00% 2.00% 0.																					
10 & of Local Labour Employed: v <th< td=""><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></th<>																					
a) ZONE 1 - within Vale postode area Quarterly N/A 24.00% 15.00% 10.00% 24.00% 31.00% 30.00% 30.00% 30.00% 31.00% 31.00% 97.00% 98.00% 98.00% 98.00% 98.00% 98.00% 98.00% 98.00% 98.00% 98.00% 50.00% 70.00% 65.00% 70.00% 65.00% 60.00% 0.00%		Quarterly	IN/A	19.00%	21.00%	21.00%	55.00%	55.00%	24.00%	22.00%	21.00%	1.00%	1.00%	1.00%	2.00%	2.00%	0.00%	0.00%	0.00%	0.00%	0.00%
b) 20NE 2 - within 25 miles of Barry Quarterly N/A 62.00% 86.00% 72.00% 65.00% 70.00% 70.00% 68.00% 68.00% 9.00% 3.00% 2.00% 2.00% c) ZONE 3 - within Wales Quarterly N/A 0.00% <td< td=""><td></td><td></td><td></td><td>24.000/</td><td>40.000/</td><td>45.000/</td><td>10.000/</td><td>24.000/</td><td>24.000/</td><td>20.000/</td><td>20.000/</td><td>20.000/</td><td>20.000/</td><td>20.000/</td><td>24.000/</td><td>24.000/</td><td>04.000/</td><td>07.000/</td><td>00.000/</td><td></td><td>00.000/</td></td<>				24.000/	40.000/	45.000/	10.000/	24.000/	24.000/	20.000/	20.000/	20.000/	20.000/	20.000/	24.000/	24.000/	04.000/	07.000/	00.000/		00.000/
c) ZONE 3 - within Wales Quarterly N/A 0.00%	· · · · · · · · · · · · · · · · · · ·																				
d) ZONE 4 - any other Quarterly N/A 14.00% 2.00% 18.00% 4.00% 4.00% 4.00% 4.00% 1.00% 2.00% 2.00% 2.00% 0.00%<		1	-																		
e) % of employees previously unemployed Quarterly N/A 1.00% 3.00% 4.00% 4.00% 6.00% 6.00% 6.00% 6.00% 6.00% 6.00% 0.00%	· · ·																				
11 No. of Apprenticeships (larget 1 apprentice per £1M spend) Quarterly N/A 0 1 3 1 1 2 6 1 2 1 Image: Construct or construct construct or construct or construct or construct or co		1	-																		
a) For Contractor Quarterly N/A 0 1<														6.00%	6.00%	6.00%	0.00%	0.00%	0.00%	0.00%	0.00%
b) For Sub-contractor Quarterly N/A 0 2 2 0 0 1 <t< td=""><td></td><td>1</td><td>-</td><td>-</td><td></td><td></td><td>1</td><td></td><td>2</td><td></td><td>1</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td> '</td><td></td></t<>		1	-	-			1		2		1									'	
j reader statution Quarterly NA 1 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 1 0<				-	_	-	1	-	1		1	-	_	-	-	1					-
12 Corporate Social Responsibility: Corporate Social Responsibility: Version of the second sec			-	-		_	-		-		_	_	_		_					-	-
a) Newsletters - Issue Quarterly Q 1 0 1 1 0 1 0 1 0 <th< td=""><td></td><td>Quarterly</td><td>N/A</td><td>1</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>1</td><td>0</td><td>0</td><td>0</td><td>0</td></th<>		Quarterly	N/A	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0
b) Newsletters - Qty Quarterly Q273 91 0 0 91 64 85 86 0 186 0 0 0 0 0 0 0 0 200 c) Community Support - Cash Quarterly E3300 £200 £0 £10 £2,000 £90 £00 £45 £60 £240 £0 £250 £0 £00 d) Community Support - Hours Quarterly 0.00 0.00 0.00 0.00 40.00 3.00 6.00 2.00 £2.00 £00 £45 £60 £2.40 £0 £2.00 £00 £45 £60 £2.40 £00		l					-														
c) Community Support - Cash Quarterly £300 £00 £0 £400 £0 £2,00 £90 £0 £45 £60 £240 £0 £250 £0 £00	a) Newsletters - Issues	Quarterly			1	0	0	1	1	3	-	0	-	0	0	0	0	0	0	0	-
d) Community Support Hours Quarterly 0.00	b) Newsletters - Qty	Quarterly		-		0	0	-	64	85		-	186	0	-	-	0	0	0	-	200
e) No. of supply chain events Quarterly 0 0 0 1 0 0 0 0 1 ENVIRONMENTAL IMPACT	c) Community Support - Cash	Quarterly		£300	£200	£0	£0	£400	£0	£0	£2,000	£90	£0	£45	£60	£240	£0	£0	£250	£0	£0
ENVIRONMENTAL IMPACT	d) Community Support - Hours	Quarterly		0.00	0.00	0.00	0.00	0.00	0.00	0.00	40.00	3.00	0.00	0.00	24.00	100.00	0.00	0.00	0.00	0.00	0.00
	e) No. of supply chain events	Quarterly		0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	1	1
13 % of Waste Recycled Quarterly 85% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 97.00% 88.00% 85.00% 85.00% 85.00% 90.00% 90.00% 90.00% 90.00%	ENVIRONMENTAL IMPACT																				
	13 % of Waste Recycled	Quarterly	85%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	97.00%	88.00%	85.00%	85.00%	85.00%	85.00%	90.00%	90.00%	90.00%	90.00%

Ian Williams Ltd.			201	2/13	r –	201	3/14			201	4/15			201	5/16			201	6/17	<u> </u>
KPI KPI Description	Measured	Target	03	Q4	01	02	03	Q4	01	02	03	Q4	01	02	Q3	Q4	01	02	03	Q4
OVERALL PERFORMANCE - INTERNAL WORKS	Weasureu	Target	Q3	Q4	ŲI	ųz	Q3	Q4	ŲI	ųz	<u>ц</u> з	Q4	ŲI	QZ	Q3	Q4	ŲI	ųz	ų,s	Q4
1 Overall Satisfaction with the Works (Tenant):	1																			
a) Quality of the work carried out	Quarterly	90%	80.30%	80.00%	84.40%	81.80%	90.50%	85.70%	94.00%	93.00%	91.80%	92.40%	87.50%	85.50%	75.90%	72.20%	N/A	N/A	N/A	N/A
b) Service provided by the contractor	Quarterly	90%	67.30%	59.40%	67.60%	76.50%	80.50%	87.10%	94.00% 89.00%	88.00%	88.80%	92.40%	87.30%	77.70%	70.30%	64.40%	N/A N/A	N/A N/A	N/A	N/A N/A
		90%	68.70%															-		
c) Standard of care and cleanliness provided by the contractor OUALITY OF SERVICE - INTERNAL WORKS	Quarterly	90%	68.70%	67.10%	72.30%	76.50%	79.00%	82.90%	88.00%	81.00%	84.80%	88.00%	80.50%	76.20%	72.80%	69.60%	N/A	N/A	N/A	N/A
		4000/	72.200/	00.000/	07.500/	04.000/	06.000/	05.000/	0.4.400/	02.200/	04.400/	05.000/	02.000/	70.000/	70.400/	65 700/				
3 % of Properties Completed Right First Time (Average Quality Score) 4 % of Properties Completed on Time	Quarterly	100% 100%	73.30% 4.17%	86.80% 24.53%	87.50% 21.35%	81.00% 73.03%	86.30%	85.30%	84.40% 90.80%	83.30% 86.30%	81.40%	85.00%	83.00% 93.33%	79.80%	79.40% 18.80%	65.70% 100.00%	N/A N/A	N/A N/A	N/A N/A	N/A N/A
	Quarterly	100%	4.17%	24.53%	21.35%	/3.03%	91.59%	98.31%	90.80%	86.30%	100.00%	100.00%	93.33%	79.79%	18.80%	100.00%	N/A	N/A	N/A	N/A
OVERALL PERFORMANCE - EXTERNAL WORKS																				
Overall Satisfaction with the Works (Tenant):		000/	,	,	,	,	1	,	1	,	,	1	1	,	74.000/	50.000/	co 70%	02.201/	70.000/	77.000
a) Overall Satisfaction	Quarterly	90%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	74.60%	59.20%	68.70%	83.20%	78.00%	77.30%
b) Safety Measures	Quarterly	90%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	80.60%	40.00%	71.10%	76.20%	80.00%	76.40%
c) Communication	Quarterly	90%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	59.00%	64.00%	58.30%	72.30%	70.00%	76.40%
d) Overall Process	Quarterly	90%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	72.60%	52.00%	63.30%	80.80%	62.00%	67.80%
e) Quality of work	Quarterly	90%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	84.50%	72.00%	74.40%	89.20%	96.00%	82.80%
f) Overall Service	Quarterly	90%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	76.10%	68.00%	71.70%	86.20%	82.00%	82.80%
QUALITY OF SERVICE - EXTERNAL WORKS	r						-				-									
3 % of Properties Completed Right First Time (Average Quality Score)	Quarterly	100%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	84.20%	85.80%	83.60%	87.70%	86.30%	n/a	n/a	100.00%
4 % of Properties Completed on Time	Quarterly	100%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	42.11%	0.00%	72.70%	100.00%	100.00%	n/a	n/a	0.00%
5 % of Tenants Who Refused WHQS Works	Quarterly	5%	0.79%	1.44%	3.70%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
6 No. and % of Complaints Resolved:																				
a) No. of complaints received	Quarterly	0	1	3	5	2	2	2	1	0	2	0	1	1	2	0	0	0	0	0
c) No. of complaints resolved	Quarterly	0	1	3	5	2	2	2	1	0	2	0	1	1	2	0	0	0	0	0
d) % of complaints resolved	Quarterly	0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
7 Voids – % of Properties Completed Right First Time (Average Quality Score	Quarterly	100%	90.00%	80.00%	86.20%	84.00%	85.70%	80.80%	92.50%	88.00%	91.40%	90.00%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
8 Voids – % of Void properties Completed on Time	Quarterly	100%	100.00%	0.00%	57.14%	80.00%	92.86%	100.00%	100.00%	75.00%	100.00%	55.56%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
COMMUNITY IMPACT																				
9 % of Local Sub Contractors:																				
a) ZONE 1 - within Vale postcode area	Quarterly	N/A	25.00%	15.00%	2.00%	20.00%	20.00%	40.00%	40.00%	40.00%	20.00%	20.00%	20.00%	20.00%	20.00%	46.67%	100.00%	100.00%	100.00%	100.00%
b) ZONE 2 - within 25 miles of Barry	Quarterly	N/A	75.00%	85.00%	8.00%	80.00%	80.00%	60.00%	60.00%	60.00%	80.00%	80.00%	80.00%	80.00%	80.00%	53.33%	0.00%	0.00%	0.00%	0.00%
c) ZONE 3 - within Wales	Quarterly	N/A	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
d) ZONE 4 - any other	Quarterly	N/A	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
10 % of Local Labour Employed:		,																		
a) ZONE 1 - within Vale postcode area	Quarterly	N/A	30.60%	38.00%	23.00%	40.00%	40.00%	39.00%	39.00%	39.00%	37.00%	38.00%	38.00%	38.00%	38.00%	38.00%	38.00%	38.00%	38.00%	33.00%
b) ZONE 2 - within 25 miles of Barry	Quarterly	N/A	66.70%	62.00%	35.00%	60.00%	60.00%	61.00%	61.00%	61.00%	63.00%	62.00%	62.00%	62.00%	62.00%	62.00%	62.00%	62.00%	62.00%	67.00%
c) ZONE 3 - within Wales	Quarterly	N/A	2.70%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
d) ZONE 4 - any other	Quarterly	N/A	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
e) % of employees previously unemployed	Quarterly	N/A	9.09%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
11 No. of Apprenticeships (target 1 apprentice per £1M spend)	Quarterly	N/A	1	1	3	2	2	7	15	2	2	2	0.0070	0.0076	0.0076	0.00%	0.0070	0.00%	0.0076	0.00%
a) For Contractor		N/A	0	1	1	2	2	4	4	4	2	2	2	2	1	2	2	2	2	2
b) For Sub-contractor	Quarterly Quarterly	N/A N/A	1	1	1	1	1	4	4	4	0	0	0	0	0	2	2	0	0	0
			0	0	1	2	2	2	2	2	2	2	2	2	0	1	-	1	1	1
c) Trainees for contractor and sub-contractor	Quarterly	N/A	U	U	1	2	2	2	2	2	2	2	2	2	1	1	1	1	1	1
12 Corporate Social Responsibility:	<i>.</i>		0					0				0			0			0		
a) Newsletters - Issues	Quarterly		0	1	2	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0
b) Newsletters - Qty	Quarterly		0	168	250	0	0	0	0	0	0	0	0	20	0	0	0	0	0	0
c) Community Support - Cash	Quarterly		£0	£40	£0	£250	£0	£0	£0	£750	£0	£0	£200	£0	£0	£0	£0	£200	£50	£0
d) Community Support - Hours	Quarterly		4.00	8.00	0.00	14.00	56.00	0.00	0.00	7.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
e) No. of supply chain events	Quarterly		1	1	1	1	2	0	0	14	2	0	0	0	0	0	0	0	0	0
ENVIRONMENTAL IMPACT						1	1				1									
13 % of Waste Recycled	Quarterly	85%		97.00%	96.00%	96.00%	96.00%	97.00%	88.00%	88.00%	88.00%	88.00%	88.00%	88.00%	88.00%	88.00%	88.00%	88.00%	88.00%	88.00%

	Keepmoat			201	2/13		201	3/14			2014	4/15			201	5/16			201	6/17	
KPI	KPI Description	Measured	Target	O3	04	01	Q2	Q3	Q4	01	02	03	Q4	01	Q2	03	Q4	01	02	Q3	Q4
	ALL PERFORMANCE - INTERNAL WORKS	measured	raiger	40	۹.	4.2	~~~	4,5	~.	4.2		4.5	۹.	~~~	~~~	4.5	<u> </u>	4-		4,5	
1	Overall Satisfaction with the Works (Tenant):																				
a)	Quality of the work carried out	Quarterly	90%	81.80%	83.90%	86.90%	89.30%	90.15%	91.70%	85.00%	81.00%	90.00%	94.20%	95.00%	61.70%	n/a	n/a	n/a	n/a	n/a	n/a
b)	Service provided by the contractor	Quarterly	90%	45.30%	66.50%	73.90%	76.30%	85.65%	91.70%	78.30%	80.00%	86.90%	90.60%	88.30%	55.80%	n/a	n/a	n/a	n/a	n/a	n/a
· · ·	Standard of care and cleanliness provided by the contractor	Quarterly	90%	61.70%	72.00%	77.00%	79.10%	86.05%	88.30%	77.60%	78.00%	83.00%	89.00%	88.30%	46.70%	n/a	n/a	n/a	n/a	n/a	n/a
	ITY OF SERVICE - INTERNAL WORKS	quarterij	5070	01.7070	72.0070	7710070	75.2070	00.0570	00.5070	7710070	70.0070	03.0070	03.0070	00.5070	10.7070	11/4	11/4	11/0	nyu	174	11/4
	% of Properties Completed Right First Time (Average Quality Score)	Quarterly	100%	93.20%	86.10%	88.10%	84.10%	88.22%	90.40%	86.10%	88.00%	87.90%	88.10%	89.70%	88.40%	n/a	n/a	n/a	n/a	n/a	n/a
	% of Properties Completed on Time	Quarterly	100%	13.64%	25.64%	43.33%	78.41%	97.39%	98.41%	94.26%	87.80%	98.89%	100.00%	58.33%	69.66%	n/a	n/a	n/a	n/a	n/a	n/a
	ALL PERFORMANCE - EXTERNAL WORKS	20010011														,=					
1	Overall Satisfaction with the Works (Tenant):																				
a)	Overall Satisfaction	Quarterly	90%	n/a	73.00%	55.70%	84.61%	77.20%	N/A	85.30%	86.00%										
=)	Safety Measures	Quarterly	90%	n/a	80.00%	63.30%	86.10%	77.50%	N/A	83.50%	88.30%										
c)	Communication	Quarterly	90%	n/a	50.00%	46.70%	91.69%	72.00%	N/A	80.60%	78.30%										
d)	Overall Process	Quarterly	90%	n/a	80.00%	50.80%	83.85%	75.50%	N/A	84.70%	85.00%										
e)	Quality of work	Quarterly	90%	n/a	75.00%	55.80%	86.15%	80.50%	N/A	92.40%	91.70%										
f)	Overall Service	Quarterly	90%	n/a	80.00%	55.70%	87.69%	80.50%	N/A	85.30%	86.70%										
	ITY OF SERVICE - EXTERNAL WORKS	Quarterry	5070	.,,,	1,0	, a	, a	, a	, a		, a	1,0	.,, .	55.5573	55.7578	07.0070	00.0070	,/.	00.0075	50.7075	
3	% of Properties Completed Right First Time (Average Quality Score)	Quarterly	100%	n/a	89.00%	88.00%	n/a	n/a	n/a	n/a	n/a										
4	% of Properties Completed on Time	Quarterly	100%	n/a	33.33%	80.30%	n/a	n/a	n/a	n/a	n/a										
							· · ·														
5	% of Tenants Who Refused WHQS Works	Quarterly	5%	1.23%	0.00%	1.43%	0.00%	0.00%	0.00%	0.00%	0.00%	1.85%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
6	No. and % of Complaints Resolved:			•																	
a)	No. of complaints received	Quarterly	0	7	7	6	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0
c)	No. of complaints resolved	Quarterly	0	7	7	6	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0
7	Voids – % of Properties Completed Right First Time (Average Quality Score	Quarterly	100%	90.00%	n/a	90.00%	82.00%	93.06%	90.00%	92.50%	87.00%	90.00%	90.00%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
8	Voids – % of Void properties Completed on Time	Quarterly	100%	100.00%	n/a	0.00%	20.00%	92.94%	100.00%	75.00%	100.00%	0.00%	66.67%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
COM	MUNITY IMPACT																				
9	% of Local Sub Contractors:																				
a)	ZONE 1 - within Vale postcode area	Quarterly	N/A	66.38%	63.00%	50.00%	100.00%	51.40%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	90.00%	59.00%	60.00%	60.00%	70.00%
b)	ZONE 2 - within 25 miles of Barry	Quarterly	N/A	23.82%	25.90%	50.00%	0.00%	32.60%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	10.00%	41.00%	40.00%	40.00%	30.00%
c)	ZONE 3 - within Wales	Quarterly	N/A	9.80%	11.10%	0.00%	0.00%	7.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
d)	ZONE 4 - any other	Quarterly	N/A	0.00%	0.00%	0.00%	0.00%	9.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
10	% of Local Labour Employed:																				
a)	ZONE 1 - within Vale postcode area	Quarterly	N/A	62.73%	63.00%	46.00%	33.37%	57.00%	59.00%	59.00%	59.00%	52.00%	59.00%	59.00%	59.00%	52.00%	59.00%	59.00%	59.00%	61.00%	70.00%
b)	ZONE 2 - within 25 miles of Barry	Quarterly	N/A	26.56%	25.90%	43.00%	56.57%	43.00%	41.00%	41.00%	41.00%	55.00%	41.00%	41.00%	41.00%	39.00%	41.00%	41.00%	41.00%	39.00%	30.00%
c)	ZONE 3 - within Wales	Quarterly	N/A	10.70%	11.10%	11.00%	10.13%	0.00%	0.00%	0.00%	0.00%	12.00%	0.00%	0.00%	0.00%	9.00%	0.00%	0.00%	0.00%	0.00%	0.00%
d)	ZONE 4 - any other	Quarterly	N/A	0.00%	0.00%	2.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
e)	% of employees previously unemployed	Quarterly	N/A	0.25%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
11	No. of Apprenticeships (target 1 apprentice per £1M spend)	Quarterly	N/A	0	3	9	5	7	10	30	3	5									
a)	For Contractor	Quarterly	N/A	0	0	3	4	7	7	7	7	5	7	2	2	7	7	7	8	6	7
b)	For Sub-contractor	Quarterly	N/A	0	3	3	3	3	3	3	3	3	3	0	0	3	3	3	3	5	5
c)	Trainees for contractor and sub-contractor	Quarterly	N/A	0	0	3	0	0	0	0	0	0	0	0	0	0	1	1	1	1	2
12	Corporate Social Responsibility:			1									1				1				
a)	Newsletters - Issues	Quarterly		1	3	1	3	4	1	1	3	3	1	0	0	1	3	3	3	3	4
b)	Newsletters - Qty	Quarterly		211	255	56	255	318	90	83	272	227	90	0	0	76	279	273	273	273	273
c)	Community Support - Cash	Quarterly		£0	£0	£0	£6,547	£400	£0	£0	£600	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
d)	Community Support - Hours	Quarterly		16.00	24.00	56.00	3.00	56.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
e)	No. of supply chain events	Quarterly		1	0	1	1	3	0	0	0	0	0	0	0	0	0	0	0	0	0
	RONMENTAL IMPACT	Questad	050/	01.000/	01.000/	01.000/	01.00%	02.00%	02.00%	02.00%	02.00%	04.000/	02.000/	02.000/	02.00%	01.000/	02.000/	02.000/	02.00%	00.000/	08.00%
13	% of Waste Recycled	Quarterly	85%	91.00%	91.00%	91.00%	91.00%	93.00%	92.00%	92.00%	92.00%	94.00%	92.00%	92.00%	92.00%	91.00%	92.00%	92.00%	92.00%	98.00%	98.00%

SMK			201	2/13		201	3/14			201	4/15			201	5/16			201	5/17	
KPI KPI Description	Measured	Target	Q3	Q4	01	02	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	01	Q2	Q3	Q4
OVERALL PERFORMANCE - INTERNAL WORKS																				
1 Overall Satisfaction with the Works (Tenant):																				
a) Quality of the work carried out	Quarterly	90%	94.60%	92.50%	88.40%	91.50%	91.50%	95.90%	98.60%	95.00%	94.70%	97.50%	93.00%	95.00%	n/a	n/a	n/a	n/a	n/a	n/a
b) Service provided by the contractor	Quarterly	90%	90.90%	92.80%	85.30%	93.30%	89.50%	94.50%	98.60%	92.00%	88.80%	92.50%	91.30%	94.30%	n/a	n/a	n/a	n/a	n/a	n/a
c) Standard of care and cleanliness provided by the contractor	Quarterly	90%	91.20%	88.70%	85.50%	93.90%	89.90%	89.90%	97.60%	88.00%	86.00%	90.40%	91.70%	96.00%	n/a	n/a	n/a	n/a	n/a	n/a
QUALITY OF SERVICE - INTERNAL WORKS	L																			
3 % of Properties Completed Right First Time (Average Quality Score)	Quarterly	100%	85.40%	81.70%	83.60%	94.00%	92.30%	90.00%	90.00%	89.40%	88.70%	90.80%	89.00%	90.00%	n/a	n/a	n/a	n/a	n/a	n/a
4 % of Properties Completed on Time	Quarterly	100%	100.00%	91.67%	39.66%	95.59%	98.25%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	n/a	n/a	n/a	n/a	n/a	n/a
OVERALL PERFORMANCE - EXTERNAL WORKS	- ,	•	•	•	•		•	•	•	•		•								
1 Overall Satisfaction with the Works (Tenant):																				
a) Overall Satisfaction	Quarterly	90%	n/a	88.60%	82.00%	81.70%	58.70%	86.90%	82.00%											
b) Safety Measures	Quarterly	90%	n/a	81.30%	76.70%	67.40%	45.00%	79.50%	69.60%											
c) Communication	Quarterly	90%	n/a	86.90%	65.00%	76.80%	51.70%	86.70%	79.00%											
d) Overall Process	Quarterly	90%	n/a	89.40%	91.70%	83.20%	53.30%	84.80%	79.60%											
e) Quality of work	Quarterly	90%	n/a	95.60%	88.30%	91.60%	81.70%	93.30%	92.60%											
f) Overall Service	Quarterly	90%	n/a	90.00%	88.30%	89.50%	61.70%	90.00%	89.00%											
QUALITY OF SERVICE - EXTERNAL WORKS										1.			1.	1.						
3 % of Properties Completed Right First Time (Average Quality Score)	Quarterly	100%	n/a	76.70%	80.60%	62.30%	N/A	100.00%	100.00%											
4 % of Properties Completed on Time	Quarterly	100%	n/a	100.00%	100.00%	77.00%	, N/A	100.00%	100.00%											
	Q											, 2								
5 % of Tenants Who Refused WHQS Works	Quarterly	5%	3.70%	2.60%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%		
6 No. and % of Complaints Resolved:		•••																		<u> </u>
a) No. of complaints received	Quarterly	0	0	0	1	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0
c) No. of complaints resolved	Quarterly	0	0	0	1	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0
d) % of complaints resolved	Quarterly	100%	0.00%	0.00%	100.00%	0.00%	100.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
 7 Voids – % of Properties Completed Right First Time (Average Quality Score) 	Quarterly	100%	90.00%	90.00%	80.00%	94.30%	92.50%	100.00%	80.00%	90.00%	87.50%	85.00%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
 8 Voids – % of Void properties Completed angle and the first size (county county) 	Quarterly	100%	100.00%	100.00%	95.70%	85.71%	75.00%	100.00%	100.00%	0.00%	50.00%	100.00%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
COMMUNITY IMPACT	Q 22110117															.,		.,		
9 % of Local Sub Contractors:																				
a) ZONE 1 - within Vale postcode area	Quarterly	N/A	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	67.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
b) ZONE 2 - within 25 miles of Barry	Quarterly	N/A	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	33.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
c) ZONE 3 - within Wales	Quarterly	N/A	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
d) ZONE 4 - any other	Quarterly	N/A	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
10 % of Local Labour Employed:	Quarterij	,//	010070	0.0070	0.0070	0.0070	0.0070	0.0070	010070	010070	010070	010070	010070	0.0070	010070	0.0070	010070	010070	010070	0.0070
a) ZONE 1 - within Vale postcode area	Quarterly	N/A	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
b) ZONE 2 - within 25 miles of Barry	Quarterly	N/A	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
c) ZONE 3 - within Wales	Quarterly	N/A	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
d) ZONE 4 - any other	Quarterly	N/A	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
e) % of employees previously unemployed	Quarterly	N/A	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
11 No. of Apprenticeships (target 1 apprentice per £1M spend)	Quarterly	N/A	2	2	3	3	3	3	9	3	2	3					2.2070			
a) For Contractor	Quarterly	N/A	2	2	2	3	3	3	3	3	2	3	3	1	1	1	2	2	2	2
b) For Sub-contractor	Quarterly	N/A	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
c) Trainees for contractor and sub-contractor	Quarterly	N/A	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
12 Corporate Social Responsibility:	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~		Ŭ	· -	· -	I Č	, v	ı v	Ĭ	Ŭ	Ĭ	U U	ÿ	У		ÿ	3		2	
a) Newsletters - Issues	Quarterly		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
b) Newsletters - Qty	Quarterly		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
c) Community Support - Cash	Quarterly		£0	£100	£0	£500	£0	£0	£0	£300	£0	£0	£0	£300	£0	£0	£0	£0	£0	£1,000
d) Community Support - Cash	Quarterly		0.00	6.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	3000.00	48.00	0.00	16.00	0.00
e) No. of supply chain events	Quarterly		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0	48.00	0.00	10.00	0.00
ENVIRONMENTAL IMPACT	Quarterry	1						· ·					0	0					0	
13 % of Waste Recycled	Quarterly	85%		90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%
	Quarterry	0370		50.00%	50.00%	50.00%	50.00%	50.00%	50.00%	50.00%	50.00%	50.00%	50.00%	50.00%	50.00%	30.00%	50.00%	50.00%	50.00%	50.00%

VOG Building Services			201	2/13		201	3/14			2014	4/15			201	5/16			201	6/17	
KPI KPI Description	Measured	Target	Q3	Q4	01	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	01	Q2	Q3	Q4
OVERALL PERFORMANCE - INTERNAL WORKS	Weasured	Target	ų, γ	Q. 1	٩ı	۷²	43	4 7	41	۹z	43	QŦ	<u>य</u> ्म	પ્≚	43	<u> Ч</u>	٩ı	<u>لا</u> د	QJ	्न
1 Overall Satisfaction with the Works (Tenant):	[
a) Quality of the work carried out	Quarterly	90%	93.90%	76.10%	83.50%	98.10%	95.60%	88.90%	100.00%	88.00%	85.00%	n/a	90.00%	96.70%	n/a	n/a	n/a	n/a	n/a	n/a
b) Service provided by the contractor	Quarterly	90%	94.30%	70.40%	83.50%	98.50%	95.60%	88.90%	99.00%	88.00%	82.00%	n/a	90.00%	100.00%	n/a	n/a	n/a	n/a	n/a	n/a
c) Standard of care and cleanliness provided by the contractor	Quarterly	90%	91.80%	72.50%	78.10%	96.40%	96.80%	84.60%	96.00%	89.00%	80.60%	n/a	83.80%	99.00%	n/a	n/a	n/a	n/a	n/a	n/a
QUALITY OF SERVICE - INTERNAL WORKS	Quarterly	5070	51.0070	72.3070	70.1070	50.4078	50.8078	04.0070	50.0078	85.00%	80.0078	Π/d	03.0070	55.0070	ny a	TI/ d	Π/a	TI/ d	Π/d	11/ d
3 % of Properties Completed Right First Time (Average Quality Score)	Quarterly	100%	95.70%	84.60%	89.30%	86.90%	90.80%	92.30%	94.60%	83.20%	88.80%	n/a	90.00%	80.00%	60.00%	n/a	n/a	n/a	n/a	n/a
4 % of Properties Completed on Time	Quarterly	100%	78.26%	93.10%	100.00%	94.29%	100.00%	84.62%	100.00%	81.82%	42.31%	n/a	100.00%	100.00%	0.00%	n/a	n/a	n/a	n/a	n/a
OVERALL PERFORMANCE - EXTERNAL WORKS	Quarterry	100/0	70.2070	55.1070	100.0070	54.2576	100.0070	01.02/0	100.0070	01.0270	12.5170	nyu	100.0070	100.0070	0.0070	ny a	ny a	ny a	nyu	ny u
1 Overall Satisfaction with the Works (Tenant):																				
a) Overall Satisfaction	Quarterly	90%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	74.00%	n/a	n/a	n/a	n/a	n/a	n/a	n/a
b) Safety Measures	Quarterly	90%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	80.00%	n/a	n/a	n/a	n/a	n/a	n/a	n/a
c) Communication	Quarterly	90%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	30.00%	n/a	n/a	n/a	n/a	n/a	n/a	n/a
d) Overall Process	Quarterly	90%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	90.00%	n/a	n/a	n/a	n/a	n/a	n/a	n/a
e) Quality of work	Quarterly	90%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	90.00%	n/a	n/a	n/a	n/a	n/a	n/a	n/a
f) Overall Service	Quarterly	90%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	80.00%	n/a	n/a	n/a	n/a	n/a	n/a	n/a
QUALITY OF SERVICE - EXTERNAL WORKS			1 -	1 -		1.					1.					1-		1.		
3 % of Properties Completed Right First Time (Average Quality Score)	Quarterly	100%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	90.00%	n/a	n/a	n/a	n/a	n/a	n/a	n/a
4 % of Properties Completed on Time	Quarterly	100%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	100.00%	n/a	n/a	n/a	n/a	n/a	n/a	n/a
														i		i			· · ·	
5 % of Tenants Who Refused WHQS Works	Quarterly	5%	0.00%	2.44%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	n/a	n/a	n/a	n/a	n/a
6 No. and % of Complaints Resolved:				•		•	•				•		•							· · · · · · · · · · · · · · · · · · ·
a) No. of complaints received	Quarterly	0	1	0	0	0	0	0	0	2	0	0	0	0	0	n/a	n/a	n/a	n/a	n/a
c) No. of complaints resolved	Quarterly	0	1	0	0	0	0	0	0	2	0	0	0	0	0	n/a	n/a	n/a	n/a	n/a
d) % of complaints resolved	Quarterly	100%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	n/a	n/a	n/a	n/a	n/a
7 Voids – % of Properties Completed Right First Time (Average Quality Score	Quarterly	100%	86.30%	80.50%	86.20%	82.20%	94.60%	93.30%	93.70%	92.00%	92.40%	93.50%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
8 Voids – % of Void properties Completed on Time	Quarterly	100%	4.65%	21.92%	62.50%	90.41%	94.03%	91.23%	96.29%	59.00%	90.20%	100.00%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
COMMUNITY IMPACT		•	•	•	•		•	•	•	•			•							
9 % of Local Sub Contractors:																				
a) ZONE 1 - within Vale postcode area	Quarterly	N/A	75.00%	85.00%	85.00%	80.00%	20.00%	23.00%	75.00%	75.00%	75.00%	50.00%	50.00%	50.00%	50.00%	n/a	n/a	n/a	n/a	n/a
b) ZONE 2 - within 25 miles of Barry	Quarterly	N/A	25.00%	15.00%	15.00%	20.00%	33.00%	30.00%	20.00%	20.00%	20.00%	50.00%	50.00%	50.00%	50.00%	n/a	n/a	n/a	n/a	n/a
c) ZONE 3 - within Wales	Quarterly	N/A	0.00%	0.00%	0.00%	0.00%	35.00%	35.00%	5.00%	5.00%	5.00%	0.00%	0.00%	0.00%	0.00%	n/a	n/a	n/a	n/a	n/a
d) ZONE 4 - any other	Quarterly	N/A	0.00%	0.00%	0.00%	0.00%	12.00%	12.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	n/a	n/a	n/a	n/a	n/a
10 % of Local Labour Employed:																				
a) ZONE 1 - within Vale postcode area	Quarterly	N/A	40.25%	35.00%	35.00%	32.00%	10.00%	20.00%	60.00%	65.00%	65.00%	65.00%	65.00%	65.00%	65.00%	n/a	n/a	n/a	n/a	n/a
b) ZONE 2 - within 25 miles of Barry	Quarterly	N/A	59.75%	65.00%	65.00%	68.00%	30.00%	20.00%	40.00%	35.00%	35.00%	35.00%	35.00%	35.00%	35.00%	n/a	n/a	n/a	n/a	n/a
c) ZONE 3 - within Wales	Quarterly	N/A	0.00%	0.00%	0.00%	0.00%	40.00%	40.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	n/a	n/a	n/a	n/a	n/a
d) ZONE 4 - any other	Quarterly	N/A	0.00%	0.00%	0.00%	0.00%	20.00%	20.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	n/a	n/a	n/a	n/a	n/a
e) % of employees previously unemployed	Quarterly	N/A	62.60%	68.00%	68.00%	68.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	n/a	n/a	n/a	n/a	n/a
11 No. of Apprenticeships (target 1 apprentice per £1M spend)	Quarterly	N/A	9	9	11	7	5	7	21	4	7	1					0			
a) For Contractor	Quarterly	N/A	5	5	7	7	5	3	3	3	3	1	1	1	1	n/a	n/a	n/a	n/a	n/a
b) For Sub-contractor	Quarterly	N/A	4	4	4	4	2	4	4	4	4	4	4	4	4	n/a	n/a	n/a	n/a	n/a
c) Trainees for contractor and sub-contractor	Quarterly	N/A	0	0	0	0	0	0	1	1	1	1	1	1	1	n/a	n/a	n/a	n/a	n/a
12 Corporate Social Responsibility:			•	•				1												
a) Newsletters - Issues	Quarterly		0	0	0	0	0	0	0	0	0	0	0	0	0	n/a	n/a	n/a	n/a	n/a
b) Newsletters - Qty	Quarterly		0	0	0	0	0	0	0	0	0	0	0	0	0	n/a	n/a	n/a	n/a	n/a
c) Community Support - Cash	Quarterly		£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	n/a	n/a	n/a	n/a	n/a
d) Community Support - Hours	Quarterly		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	n/a	n/a	n/a	n/a	n/a
e) No. of supply chain events	Quarterly		0	0	0	0	0	0	0	0	0	0	0	0	0	n/a	n/a	n/a	n/a	n/a
ENVIRONMENTAL IMPACT		_		_	_	_			_	-	_									
13 % of Waste Recycled	Quarterly	85%		100.00%	100.00%	100.00%	88.00%	80.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	n/a	n/a	n/a	n/a	n/a

	Feltfab				201	5/16			201	6/17	
KPI	KPI Description	Measured	Target	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	ALL PERFORMANCE - EXTERNAL WORKS		Ŭ								
1	Overall Satisfaction with the Works (Tenant):										
a)	Overall Satisfaction	Quarterly	90%	79.50%	80.00%	n/a	75.50%	n/a	97.00%	85.10%	n/a
b)	Safety Measures	Quarterly	90%	74.00%	85.00%	n/a	79.20%	n/a	100.00%	86.70%	n/a
c)	Communication	Quarterly	90%	74.70%	85.00%	n/a	59.20%	n/a	100.00%	76.70%	n/a
d)	Overall Process	Quarterly	90%	77.30%	85.00%	n/a	80.00%	n/a	92.50%	85.60%	n/a
e)	Quality of work	Quarterly	90%	90.00%	85.00%	n/a	80.80%	n/a	95.00%	91.10%	n/a
f)	Overall Service	Quarterly	90%	81.30%	84.00%	n/a	78.30%	n/a	97.50%	85.60%	n/a
QUAL	ITY OF SERVICE - EXTERNAL WORKS								•		
3	% of Properties Completed Right First Time (Average Quality Score)	Quarterly	100%	89.20%	88.60%	n/a	n/a	n/a	n/a	n/a	n/a
4	% of Properties Completed on Time	Quarterly	100%	20.00%	66.67%	n/a	na/	n/a	n/a	n/a	n/a
5	% of Tenants Who Refused WHQS Works	Quarterly	5%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
6	No. and % of Complaints Resolved:					-	-		-	-	
a)	No. of complaints received	Quarterly	0	5	0	4	0	0	4	1	
c)	No. of complaints resolved	Quarterly	0	5	0	4	0	0	4	1	0
d)	% of complaints resolved	Quarterly	0%	100.00%	0.00%	100.00%	0.00%	0.00%	100.00%	100%	0.00%
COMM	MUNITY IMPACT										
9	% of Local Sub Contractors:										
a)	ZONE 1 - within Vale postcode area	Quarterly	N/A	25.00%	25.00%	25.00%	0.00%	0.00%	0.00%	0.00%	0.00%
b)	ZONE 2 - within 25 miles of Barry	Quarterly	N/A	75.00%	70.00%	75.00%	0.00%	100.00%	100.00%	100.00%	100.00%
c)	ZONE 3 - within Wales	Quarterly	N/A	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
d)	ZONE 4 - any other	Quarterly	N/A	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
10	% of Local Labour Employed:										
a)	ZONE 1 - within Vale postcode area	Quarterly	N/A	50.00%	50.00%	25.00%	45.00%	0.00%	0.00%	0.00%	0.00%
b)	ZONE 2 - within 25 miles of Barry	Quarterly	N/A	50.00%	50.00%	75.00%	25.00%	100.00%	100.00%	100.00%	100.00%
c)	ZONE 3 - within Wales	Quarterly	N/A	0.00%	0.00%	0.00%	15.00%	0.00%	0.00%	0.00%	0.00%
d)	ZONE 4 - any other	Quarterly	N/A	0.00%	0.00%	0.00%	15.00%	0.00%	0.00%	0.00%	0.00%
e)	% of employees previously unemployed	Quarterly	N/A	1.00%	1.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
11	No. of Apprenticeships (target 1 apprentice per £1M spend)	Quarterly	N/A								
a)	For Contractor	Quarterly	N/A	0	0	0	0	1	1	1	1
b)	For Sub-contractor	Quarterly	N/A	0	0	0	0	0	0	0	0
c)	Trainees for contractor and sub-contractor	Quarterly	N/A	1	1	1	0	0	0	0	0
12	Corporate Social Responsibility:										
a)	Newsletters - Issues	Quarterly		0	0	0	0	0	0	0	0
b)	Newsletters - Qty	Quarterly		0	0	0	0	0	0	0	0
c)	Community Support - Cash	Quarterly		£0	£0	£0	£0	0	£0	£0	£0
d)	Community Support - Hours	Quarterly		0.00	0.00	0.00	0.00	0	0.00	0.00	0.00
e)	No. of supply chain events	Quarterly		0	0	0	0	0	0	0	0
	ONMENTAL IMPACT										
13	% of Waste Recycled	Quarterly	85%	90.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	97.00%

	United Living				201	5/16			201	6/17	
KPI	KPI Description	Measured	Target	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	ALL PERFORMANCE - EXTERNAL WORKS		Ŭ								
1	Overall Satisfaction with the Works (Tenant):										
a)	Overall Satisfaction	Quarterly	90%	n/a	82.00%	81.20%	95.50%	92.00%	85.30%	93.70%	82.70%
b)	Safety Measures	Quarterly	90%	n/a	76.70%	82.90%	91.70%	85.70%	76.70%	92.00%	78.40%
c)	Communication	Quarterly	90%	n/a	82.70%	70.00%	98.30%	95.70%	73.30%	93.50%	77.60%
d)	Overall Process	Quarterly	90%	n/a	95.00%	82.90%	97.50%	90.00%	90.00%	93.50%	80.70%
e)	Quality of work	Quarterly	90%	n/a	88.00%	89.30%	95.80%	94.30%	93.30%	95.00%	92.30%
f)	Overall Service	Quarterly	90%	n/a	85.90%	81.40%	94.20%	94.30%	93.30%	94.50%	84.20%
QUAL	TY OF SERVICE - EXTERNAL WORKS	·		<u> </u>			<u> </u>	<u>.</u>			. <u></u>
3	% of Properties Completed Right First Time (Average Quality Score)	Quarterly	100%	n/a	85.50%	79.70%	77.50%	81.30%	n/a	n/a	n/a
4	% of Properties Completed on Time	Quarterly	100%	n/a	67.74%	97.00%	100.00%	68.80%	n/a	n/a	n/a
5	% of Tenants Who Refused WHQS Works	Quarterly	5%	0.00%	0.00%	0.00%	0.00%	0.00%			
6	No. and % of Complaints Resolved:	•									
a)	No. of complaints received	Quarterly	0	1	1	3	2	4	8	2	
c)	No. of complaints resolved	Quarterly	0	1	1	3	2	4	8	2	
d)	% of complaints resolved	Quarterly	0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
	Voids – % of Properties Completed Right First Time (Average Quality Score	Quarterly	100%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
8	Voids – % of Void properties Completed on Time	Quarterly	100%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
COM		. ,				,			,		
9	% of Local Sub Contractors:										
a)	ZONE 1 - within Vale postcode area	Quarterly	N/A	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
b)	ZONE 2 - within 25 miles of Barry	Quarterly	N/A	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
-	ZONE 3 - within Wales	Quarterly	N/A	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
d)	ZONE 4 - any other	Quarterly	N/A	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
	% of Local Labour Employed:	•	-			•				•	
	ZONE 1 - within Vale postcode area	Quarterly	N/A	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
-	ZONE 2 - within 25 miles of Barry	Quarterly	N/A	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
	ZONE 3 - within Wales	Quarterly	N/A	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
<i>,</i>	ZONE 4 - any other	Quarterly	N/A	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
,	% of employees previously unemployed	Quarterly	N/A	0.00%	0.00%	0.00%	0.00%	10.00%	10.00%	10.00%	
-	No. of Apprenticeships (target 1 apprentice per £1M spend)	Quarterly	N/A								
	For Contractor	Quarterly	N/A	0	0	0	0	1	1	1	
	For Sub-contractor	Quarterly	N/A	0	0	0	0	3	3	3	
c)	Trainees for contractor and sub-contractor	Quarterly	N/A	0	0	0	0	0	0	0	
	Corporate Social Responsibility:	•									
a)	Newsletters - Issues	Quarterly		0	0	0	0	3	3	3	
	Newsletters - Qty	Quarterly		0	0	0	0	3	3	3	
c)	Community Support - Cash	Quarterly		£0	£0	£0	£0	£0	£500	£0	
	Community Support - Hours	Quarterly		0.00	0.00	0.00	0.00	0.00	160.00	0.00	
	No. of supply chain events	Quarterly		0	0	0	0	1	1	1	
	ONMENTAL IMPACT						-		-	-	-
	% of Waste Recycled	Quarterly	85%	90.00%	92.00%	90.00%	90.00%	92.00%	92.00%	92.00%	

OVERALL PERI 1 Overall S a) Overall S b) Safety M c) Commund d) Overall F e) Quality C f) Overall S QUALITY OF S 3 3 % of Pro 4 % of Pro 5 % of Ten 6 No. and a) No. of cond c) No. of cond 7 Voids - 9 8 Voids - 9 8 Voids - 9 8 Voids - 9 6 No. of cond 7 Voids - 9 8 Voids - 9 8 Voids - 9 8 Voids - 9 8 Voids - 9 9 % of Locd a) ZONE 1 - b) ZONE 2 - c) ZONE 3 - d) ZONE 4 - b) ZONE 2 - c)	service SERVICE - EXTERNAL WORKS operties Completed Right First Time (Average Quality Score) operties Completed on Time enants Who Refused WHQS Works d % of Complaints Resolved: complaints received complaints resolved	Measured Quarterly Quarterly Quarterly Quarterly Quarterly Quarterly Quarterly Quarterly Quarterly Quarterly Quarterly	Target 90% 90% 90% 90% 90% 90% 100% 100%	Q1 n/a n/a n/a n/a n/a n/a 90.00% 100.00%	Q2 73.30% 73.30% 66.70% 73.30% 70.00% 71.30% 93.60% 100.00%	Q3 85.20% 84.50% 79.50% 83.50% 91.00% 87.50% 97.60%	Q4 96.00% 100.00% 100.00% 80.00% 100.00% 100.00%	Q1 n/a n/a n/a n/a n/a n/a	Q2 90.30% 82.50% 88.80% 91.90% 95.60% 92.50%	Q3 81.70% 70.70% 83.60% 81.40% 88.60%	Q4 90.10% 86.60% 86.00% 92.00%
OVERALL PERI 1 Overall S a) Overall S b) Safety M c) Commund d) Overall F e) Quality C f) Overall S QUALITY OF S 3 3 % of Pro 4 % of Pro 5 % of Ten 6 No. and a) No. of cond c) No. of cond 7 Voids - 9 8 Voids - 9 8 Voids - 9 8 Voids - 9 6 No. of cond 7 Voids - 9 8 Voids - 9 8 Voids - 9 8 Voids - 9 8 Voids - 9 9 % of Locd a) ZONE 1 - b) ZONE 2 - c) ZONE 3 - d) ZONE 4 - b) ZONE 2 - c)	RFORMANCE - EXTERNAL WORKS Satisfaction with the Works (Tenant): Satisfaction Measures unication Process of work Service SERVICE - EXTERNAL WORKS operties Completed Right First Time (Average Quality Score) operties Completed on Time emants Who Refused WHQS Works d % of Complaints Resolved: complaints received complaints resolved	Quarterly Quarterly Quarterly Quarterly Quarterly Quarterly Quarterly Quarterly	90% 90% 90% 90% 90% 90% 100%	n/a n/a n/a n/a n/a 90.00%	73.30% 73.30% 66.70% 73.30% 70.00% 71.30% 93.60%	85.20% 84.50% 79.50% 83.50% 91.00% 87.50%	96.00% 100.00% 100.00% 80.00% 100.00%	n/a n/a n/a n/a n/a	90.30% 82.50% 88.80% 91.90% 95.60%	81.70% 70.70% 83.60% 81.40%	90.10% 86.60% 86.00% 92.00%
a) Overall S b) Safety M c) Commun d) Overall F e) Quality of f) Overall S QUALITY OF S 3 3 % of Pro 4 % of Pro 5 % of Ten 6 No. and a) No. of con 7 Voids - 9 8 Voids - 9 8 Voids - 9 8 Voids - 9 6 No. of con 7 Voids - 9 8 Voids - 9 8 Voids - 9 6 No. Of Con 7 Voids - 9 8 Voids - 9 6 ZONE 1 - b) ZONE 2 - c) ZONE 3 - d) ZONE 4 - b) ZONE 2 - c) ZONE 3 - d) ZONE 4 -	Satisfaction Measures unication Process of work Service SERVICE - EXTERNAL WORKS operties Completed Right First Time (Average Quality Score) operties Completed on Time enants Who Refused WHQS Works d % of Complaints Resolved: complaints received complaints resolved	Quarterly Quarterly Quarterly Quarterly Quarterly Quarterly Quarterly Quarterly	90% 90% 90% 90% 90% 100%	n/a n/a n/a n/a n/a 90.00%	73.30% 66.70% 73.30% 70.00% 71.30% 93.60%	84.50% 79.50% 83.50% 91.00% 87.50%	100.00% 100.00% 80.00% 100.00%	n/a n/a n/a n/a	82.50% 88.80% 91.90% 95.60%	70.70% 83.60% 81.40%	86.60% 86.00% 92.00%
b) Safety M c) Commun d) Overall F e) Quality of f) Overall S QUALITY OF S 3 3 % of Pro 4 % of Pro 5 % of Ten 6 No. and a) No. of co c) No. of co d) % of com 7 Voids - 9 8 Voids - 9 8 Voids - 9 8 Voids - 9 6 No. of co a) ZONE 1-9 8 Voids - 9 9 % of Loc a) ZONE 1-9 b) ZONE 3-9 c) ZONE 3-9 d) ZONE 4-1 b) ZONE 2-9 c) ZONE 3-9 d) ZONE 4-9 <td>Measures unication Process of work Service SERVICE - EXTERNAL WORKS operties Completed Right First Time (Average Quality Score) operties Completed on Time enants Who Refused WHQS Works d % of Complaints Resolved: complaints received complaints resolved</td> <td>Quarterly Quarterly Quarterly Quarterly Quarterly Quarterly Quarterly Quarterly</td> <td>90% 90% 90% 90% 90% 100%</td> <td>n/a n/a n/a n/a n/a 90.00%</td> <td>73.30% 66.70% 73.30% 70.00% 71.30% 93.60%</td> <td>84.50% 79.50% 83.50% 91.00% 87.50%</td> <td>100.00% 100.00% 80.00% 100.00%</td> <td>n/a n/a n/a n/a</td> <td>82.50% 88.80% 91.90% 95.60%</td> <td>70.70% 83.60% 81.40%</td> <td>86.60% 86.00% 92.00%</td>	Measures unication Process of work Service SERVICE - EXTERNAL WORKS operties Completed Right First Time (Average Quality Score) operties Completed on Time enants Who Refused WHQS Works d % of Complaints Resolved: complaints received complaints resolved	Quarterly Quarterly Quarterly Quarterly Quarterly Quarterly Quarterly Quarterly	90% 90% 90% 90% 90% 100%	n/a n/a n/a n/a n/a 90.00%	73.30% 66.70% 73.30% 70.00% 71.30% 93.60%	84.50% 79.50% 83.50% 91.00% 87.50%	100.00% 100.00% 80.00% 100.00%	n/a n/a n/a n/a	82.50% 88.80% 91.90% 95.60%	70.70% 83.60% 81.40%	86.60% 86.00% 92.00%
c) Commun d) Overall F e) Quality of f) Overall S QUALITY OF S 3 3 % of Pro 4 % of Pro 5 % of Ten 6 No. and a) No. of con 7 Voids - 9 8 Voids - 9 8 Voids - 9 8 Voids - 9 6 No. of con 7 Voids - 9 8 Voids - 9 8 Voids - 9 10 % of Loc a) ZONE 1 - b) ZONE 2 - c) ZONE 3 - d) ZONE 4 - 10 % of Loc a) ZONE 4 - b) ZONE 2 - c) ZONE 3 - d) ZONE 4 - b) ZONE 3 - d) ZONE 4 -	unication Process of work Service SERVICE - EXTERNAL WORKS operties Completed Right First Time (Average Quality Score) operties Completed on Time enants Who Refused WHQS Works d % of Complaints Resolved: complaints received complaints resolved	Quarterly Quarterly Quarterly Quarterly Quarterly Quarterly Quarterly	90% 90% 90% 90% 100%	n/a n/a n/a n/a 90.00%	66.70% 73.30% 70.00% 71.30% 93.60%	79.50% 83.50% 91.00% 87.50%	100.00% 80.00% 100.00%	n/a n/a n/a	88.80% 91.90% 95.60%	83.60% 81.40%	86.00% 92.00%
d) Overall F e) Quality of f) Overall S QUALITY OF S 3 3 % of Pro 4 % of Pro 5 % of Ten 6 No. and a) No. of co c) No. of co d) % of con 7 Voids - 9 8 Voids - 9 8 Voids - 9 8 Voids - 9 6 NO. of co a) 2ONE 1-9 8 Voids - 9 8 Voids - 9 6 ONE 1-9 9 % of Loc a) ZONE 1-9 b) ZONE 3-9 d) ZONE 4-1 b) ZONE 4-1 b) ZONE 2-1 c) ZONE 2-1 b) ZONE 2-2 c) ZONE 3-1 b) ZONE 2-2 c) ZONE 3-1 b) ZONE 4-1	Process of work Service SERVICE - EXTERNAL WORKS operties Completed Right First Time (Average Quality Score) operties Completed on Time enants Who Refused WHQS Works d % of Complaints Resolved: complaints received complaints resolved	Quarterly Quarterly Quarterly Quarterly Quarterly Quarterly	90% 90% 90% 100%	n/a n/a n/a 90.00%	73.30% 70.00% 71.30% 93.60%	83.50% 91.00% 87.50%	80.00% 100.00%	n/a n/a	91.90% 95.60%	81.40%	92.00%
e) Quality of f) Overall S QUALITY OF S 3 3 % of Pro 4 % of Pro 5 % of Ten 6 No. and a) No. of co c) No. of co d) % of con 7 Voids – 9 8 Voids – 9 8 Voids – 9 8 Voids – 9 6 No. of co a) ZONE 1 - b) ZONE 1 - b) ZONE 2 - c) ZONE 3 - d) ZONE 4 - b) ZONE 4 - b) ZONE 2 - c) ZONE 3 - d) ZONE 4 - b) ZONE 4 - b) ZONE 4 - d) ZONE 4 -	service SERVICE - EXTERNAL WORKS operties Completed Right First Time (Average Quality Score) operties Completed on Time enants Who Refused WHQS Works d % of Complaints Resolved: complaints received complaints resolved	Quarterly Quarterly Quarterly Quarterly Quarterly	90% 90% 100% 100%	n/a n/a 90.00%	70.00% 71.30% 93.60%	91.00% 87.50%	100.00%	n/a	95.60%		
f) Overall S QUALITY OF S 3 % of Pro 4 % of Pro 5 % of Ten 6 No. and a) No. of co c) No. of co d) % of con 7 Voids - 9 8 Voids - 9 7 Voids - 9 8 Voids - 9 6 No. of co 10 % of Loc a) ZONE 1 - b) ZONE 2 - c) ZONE 3 - d) ZONE 1 - b) ZONE 4 - 10 % of Loc a) ZONE 4 - b) ZONE 4 - b) ZONE 2 - c) ZONE 3 - d) ZONE 4 - d) ZONE 4 -	Service SERVICE - EXTERNAL WORKS operties Completed Right First Time (Average Quality Score) operties Completed on Time enants Who Refused WHQS Works d % of Complaints Resolved: complaints received complaints resolved	Quarterly Quarterly Quarterly Quarterly	90% 100% 100%	n/a 90.00%	71.30% 93.60%	87.50%		-		88.60%	· · · · · · · · · · · · · · · · · · ·
QUALITY OF S 3 % of Pro 4 % of Pro 5 % of Ten 6 No. and a) No. of co c) No. of co d) % of con 7 Voids - 9 8 Voids - 9 8 Voids - 9 9 % of Loc a) ZONE 1 - b) ZONE 2 - c) ZONE 3 - d) ZONE 4 - 10 % of Loc a) ZONE 4 - b) ZONE 2 - c) ZONE 3 - d) ZONE 4 - b) ZONE 2 - c) ZONE 3 - d) ZONE 4 - b) ZONE 4 - d) ZONE 4 - d) ZONE 4 -	SERVICE - EXTERNAL WORKS operties Completed Right First Time (Average Quality Score) operties Completed on Time enants Who Refused WHQS Works d % of Complaints Resolved: complaints received complaints resolved	Quarterly Quarterly Quarterly	100% 100%	90.00%	93.60%		100.00%	n/a	92 50%		93.30%
3 % of Pro 4 % of Pro 5 % of Pro 5 % of Pro 6 No. and a) No. of co c) No. of co d) % of con 7 Voids – 9 8 Voids – 9 8 Voids – 9 9 % of Loc a) ZONE 1 - b) ZONE 2 - c) ZONE 3 - d) ZONE 1 - b) ZONE 4 - 10 % of Loc a) ZONE 1 - b) ZONE 3 - c) ZONE 4 - 10 ZONE 1 - b) ZONE 2 - c) ZONE 3 - d) ZONE 4 - d) ZONE 4 -	operties Completed Right First Time (Average Quality Score) operties Completed on Time enants Who Refused WHQS Works d % of Complaints Resolved: complaints received complaints resolved	Quarterly Quarterly	100%			97.60%			92.50%	84.30%	926%
4 % of Pro 5 % of Ten 6 No. and a) No. of co a) No. of co c) No. of co d) % of con 7 Voids - 9 8 Voids - 9 9 % of Loc a) ZONE 1 - 9 b) ZONE 2 - 9 c) ZONE 3 - 9 d) ZONE 1 - 9 b) ZONE 1 - 9 b) ZONE 2 - 9 c) ZONE 3 - 9 d) ZONE 4 - 9	operties Completed on Time enants Who Refused WHQS Works d % of Complaints Resolved: complaints received complaints resolved	Quarterly Quarterly	100%			97.60%			•		
5 % of Ten 6 No. and a) No. of co c) No. of con d) % of con 7 Voids - 9 8 Voids - 9 8 Voids - 9 6 XONE 1 - 9 9 % of Loc a) ZONE 1 - 9 b) ZONE 2 - 9 c) ZONE 3 - 9 d) ZONE 4 - 10 b) ZONE 1 - 9 b) ZONE 4 - 10 a) ZONE 4 - 10 b) ZONE 2 - 9 c) ZONE 3 - 10 b) ZONE 4 - 10 b) ZONE 4 - 10 b) ZONE 4 - 10	enants Who Refused WHQS Works d % of Complaints Resolved: complaints received complaints resolved	Quarterly		100.00%	100.00%		100.00%	98.60%	91.40%	100.00%	n/a
6 No. and a) No. of co c) No. of co d) % of com 7 Voids - 9 8 Voids - 9 8 Voids - 9 9 % of Loc a) ZONE 1 - b) ZONE 2 - c) ZONE 3 - d) ZONE 4 - 10 % of Loc a) ZONE 4 - b) ZONE 1 - b) ZONE 4 - 10 % of Loc a) ZONE 4 - b) ZONE 2 - c) ZONE 3 - d) ZONE 4 - d) ZONE 4 - d) ZONE 4 -	d % of Complaints Resolved: complaints received complaints resolved	,	5%		100100/0	100.00%	100.00%	92.30%	57.14%	100.00%	n/a
6 No. and a) No. of co c) No. of co d) % of com 7 Voids - 9 8 Voids - 9 8 Voids - 9 9 % of Loc a) ZONE 1 - b) ZONE 2 - c) ZONE 3 - d) ZONE 4 - 10 % of Loc a) ZONE 4 - b) ZONE 1 - b) ZONE 4 - 10 % of Loc a) ZONE 4 - b) ZONE 2 - c) ZONE 3 - d) ZONE 4 - d) ZONE 4 - d) ZONE 4 -	d % of Complaints Resolved: complaints received complaints resolved	,	5%								
 a) No. of co c) No. of co d) % of com 7 Voids - 9 8 Voids - 9 8 Voids - 9 6 Voids - 9 8 Voids - 9 8 Voids - 9 9 % of Loc a) ZONE 1 - b) ZONE 2 - c) ZONE 3 - d) ZONE 4 - 10 % of Loc a) ZONE 1 - b) ZONE 2 - c) ZONE 3 - d) ZONE 4 - 10 % of Loc a) ZONE 1 - b) ZONE 2 - c) ZONE 3 - d) ZONE 4 - 	complaints received complaints resolved	Quarterly		0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
c) No. of co d) % of con 7 Voids - 9 8 Voids - 9 8 Voids - 9 9 % of Loc a) ZONE 1 - b) ZONE 2 - c) ZONE 3 - d) ZONE 4 - 10 % of Loc a) ZONE 4 - b) ZONE 4 - b) ZONE 1 - b) ZONE 2 - c) ZONE 3 - d) ZONE 2 - c) ZONE 3 - d) ZONE 4 - d) ZONE 4 - d) ZONE 4 -	complaints resolved	Quarterly	•								
 d) % of con 7 Voids - 9 8 Voids - 9 COMMUNITY 9 % of Loc a) ZONE 1 - b) ZONE 2 - c) ZONE 3 - d) ZONE 4 - 10 % of Loc a) ZONE 1 - b) ZONE 2 - c) ZONE 2 - d) ZONE 2 - d) ZONE 4 - 	•		0	0	0	0	0	0	0	0	0
7 Voids - 9 8 Voids - 9 8 Voids - 9 COMMUNITY 9 % of Loc 9 % of Loc 3 a) ZONE 1 - 5 b) ZONE 2 - - c) ZONE 3 - - d) ZONE 4 - - 10 % of Loc - a) ZONE 4 - - b) ZONE 1 - - b) ZONE 2 - - c) ZONE 2 - - c) ZONE 2 - - d) ZONE 3 - - d) ZONE 4 - -		Quarterly	0	0	0	0	0	0	0	0	0
8 Voids - 9 COMMUNITY 9 % of Loc a) ZONE 1 - b) ZONE 2 - c) ZONE 3 - d) ZONE 4 - 10 % of Loc a) ZONE 4 - b) ZONE 1 - b) ZONE 2 - c) ZONE 2 - c) ZONE 2 - c) ZONE 3 - d) ZONE 4 - d) ZONE 4 -	implaints resolved	Quarterly	0%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
8 Voids - 9 COMMUNITY 9 % of Loc a) ZONE 1 - b) ZONE 2 - c) ZONE 3 - d) ZONE 4 - 10 % of Loc a) ZONE 4 - b) ZONE 1 - b) ZONE 2 - c) ZONE 2 - c) ZONE 2 - c) ZONE 3 - d) ZONE 4 - d) ZONE 4 -	- % of Properties Completed Right First Time (Average Quality Score	Quarterly	100%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
COMMUNITY 9 % of Loc a) ZONE 1 - b) ZONE 2 - c) ZONE 3 - d) ZONE 4 - 10 % of Loc a) ZONE 4 - b) ZONE 4 - 10 % of Loc a) ZONE 4 - b) ZONE 2 - c) ZONE 2 - c) ZONE 3 - d) ZONE 4 -	- % of Void properties Completed on Time	Quarterly	100%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
a) ZONE 1 - b) ZONE 2 - c) ZONE 3 - d) ZONE 4 - 10 % of Loc a) ZONE 1 - b) ZONE 2 - c) ZONE 3 - d) ZONE 4 -			1	•			· · ·				
b) ZONE 2 - c) ZONE 3 - d) ZONE 4 - 10 % of Loc a) ZONE 1 - b) ZONE 2 - c) ZONE 3 - d) ZONE 4 -	cal Sub Contractors:										
b) ZONE 2 - c) ZONE 3 - d) ZONE 4 - 10 % of Loc a) ZONE 1 - b) ZONE 2 - c) ZONE 3 - d) ZONE 4 -	- within Vale postcode area	Quarterly	N/A	50.00%	50.00%	50.00%	50.00%	50.00%	50.00%	50.00%	50.00%
c) ZONE 3 - d) ZONE 4 - 10 % of Loc. a) ZONE 1 - b) ZONE 2 - c) ZONE 3 - d) ZONE 4 -	- within 25 miles of Barry	Quarterly	N/A	50.00%	50.00%	50.00%	50.00%	50.00%	50.00%	50.00%	50.00%
10 % of Loc. a) ZONE 1 - b) ZONE 2 - c) ZONE 3 - d) ZONE 4 -	, B - within Wales	Quarterly	N/A	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
10 % of Loc. a) ZONE 1 - b) ZONE 2 - c) ZONE 3 - d) ZONE 4 -	- any other	Quarterly	· · · · · · · · · · · · · · · · · · ·	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
a) ZONE 1 - b) ZONE 2 - c) ZONE 3 - d) ZONE 4 -	cal Labour Employed:								1	L I	
b) ZONE 2 - c) ZONE 3 - d) ZONE 4 -	- within Vale postcode area	Quarterly	N/A	57.00%	50.00%	50.00%	50.00%	50.00%	50.00%	50.00%	55.00%
d) ZONE 4 -	- within 25 miles of Barry	Quarterly	N/A	43.00%	50.00%	50.00%	50.00%	50.00%	50.00%	50.00%	45.00%
	B - within Wales	Quarterly	N/A	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
	- any other	Quarterly	N/A	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
	nployees previously unemployed	Quarterly	N/A	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
· · · · · · · · · · · · · · · · · · ·	Apprenticeships (target 1 apprentice per £1M spend)	Quarterly	N/A					0	0		
a) For Cont		Quarterly	N/A	0	0	0	0	0	0	0	0
b) For Sub-	o-contractor	Quarterly	N/A	0	0	0	0	0	0	0	0
	es for contractor and sub-contractor	Quarterly	N/A	0	0	0	0	0	0	0	0
		-	-						-	L	
a) Newslet	ate Social Responsibility:	Quarterly		0	0	0	0	0	0	0	0
		Quarterly		0	0	0	0	0	0	0	0
c) Commur	ate Social Responsibility:	Quarterry		£0	£0	£0	£0	£250	£100	£1,750	£1,125
	ate Social Responsibility: etters - Issues	Quarterly		0.00	0.00	0.00	5.00	10.00	100.00	0.00	0.00
e) No. of su	ate Social Responsibility: etters - Issues etters - Qty			0.00							
ENVIRONMEN	ate Social Responsibility: etters - Issues etters - Qty unity Support - Cash	Quarterly		0	0	0	1	2	2	3	0
13 % of Wa	ate Social Responsibility: etters - Issues etters - Qty unity Support - Cash unity Support - Hours supply chain events	Quarterly Quarterly			0		1			3	0