



Key Performance Indicators measuring Performance against 2011/12 Sustainability Targets

Key Performance Indicator	Sustainability Targets 2011/12
Environmental	
No. of completed dwellings built to either Eco Homes or Code for Sustainable Homes	We commit to record the number of homes we build under Eco Homes and Code for Sustainable Homes
No. of dwellings built to each level of Code for Sustainable Homes	We aim to build all social houses to Code for Sustainable Homes Level 3 or above as agreed with the relevant RSL.
No. of new build developments that obtain Secured by Design approval.	We will attain Secure by Design approval on new developments as required
Incorporate crime prevention in designs	We will liaise with a Crime Prevention or Architectural Design Officer on all new developments requiring Secure by Design compliance.
No. of dwellings incorporating home office facilities.	We will provide all new dwellings constructed to Code for Sustainable Homes or Eco Homes standards with home office facilities
No. of properties built to HQI standards.	All Code for Sustainable Homes properties are to be designed to the Housing Quality Indicator space standards
% of new build developments within 1000m of a public transport node	We aim to build 100% of dwellings within 1000m of a public transport node
No. of dwellings provided with cycle storage.	All dwellings constructed to Code for Sustainable Homes standards will be provided with cycle storage
% of customers issued a Home User Guide	All customers are issued with a Home User Guide which contains information on sustainability and energy saving tips.

Achieve customer satisfaction	We will aim for 90% of our customers to be satisfied with their property
Enhance ecological value on our developments	We commit to protecting and enhancing the Ecological value of our developments in line with our Biodiversity Action Plan.
Build dwellings on brownfield land	We aim to build 100% of dwellings on brownfield sites
Maintain accreditation with ISO 16001	We aim to maintain accreditation of ISO 16001 - Energy
Monitor energy to compounds and show homes	We commit to record data in respect of energy and water used on site compounds and within show homes.
Record waste sent to land fill	We will commit to record data in respect of waste sent to landfill
Reduce waste generated	We will progressively implement our construction waste controls to ensure an additional 20% reduction
Consider climate change	We will adhere to our Climate Change Policy
Reduce electricity consumption	We aim to reduce electricity consumption on developments by 25%
Reduce water consumption	We aim to reduce water consumption on developments by 10%
Reduce energy consumption	We aim to reduce our effective energy consumption by 10%
Number of environmental prosecutions within the past year	We will aim to have zero environmental prosecutions
Maintain environmental process	We will maintain accreditation of ISO 14001
% of sites registered under Considerate Constructor Scheme	We will register all of our sites under the Considerate Constructor Scheme
Average Considerate Constructor Scheme site score	We will aim to achieve a minimum average Considerate Constructor Scheme site score of 32
Carry out Environmental Audits	We will carry out Environmental Audit site visits by Senior Management
Economic	
No. of developments utilizing Local Labour and contractors	We will aim to use locally based subcontractors and labour
Social	
Number of Environmental Champions	We will commit to all Regional Offices to have an Environmental Champion

% of all employees are aware of sustainability issues	We will commit to engage with 100% of our staff on sustainability issues
Total number of formal training days per employee	We will commit to report the total number of staff training days
Total number of employees on training courses	We will report on the % of employees attending training courses
Senior representative to attend industry events on Sustainability	We will commit to senior company representatives continuing to contribute to industry discussions and / or technical working groups on sustainability issues
% of employees registered on the Construction Skills Certification Scheme (CSCS)	We will register 100% of employees on the Construction Skills Certification Scheme (CSCS)
Total number of apprentices we have employed	We will report on the total number of apprentices we have employed
No. of developments designed to Building for Life	We will aim to design all developments to Building for Life criteria
No. of homes designed to Lifetime Homes standards	We will record the number of Homes built to Lifetime Homes standards
Record number of reportable accidents - RIDDOR	We will record 100% of all reportable accidents
Maintain accreditation with OSHAS 18001	We will maintain accreditation of OSHAS 18001 Occupational Health and Safety