

Common Areas of Spend Estates

Standard Definition V1.1

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Introduction

About this Document

This document is one of a set as outlined below, and provides a standard definition for estates management information. It is not guidance for data surveys or a data survey in itself, but provides standard definitions that underpin individual information requests. It covers;

- The standard definitions that will be applied to operational data and management information to provide a common reference point.

It does not cover either

- Information assurance processes or
- Data collection processes

which will be addressed in documents supporting individual data collections.

Common Areas of Spend

Successive reports¹ into Government operations have highlighted concerns on the quality and comparability of management information on Government operations.

Feedback from departments has suggested that one cause of inconsistent data is the lack of agreed 'standards'. This has also led to a loss of collective focus and duplicated effort in the collection of operational data by the centre and by departments from arms length bodies (ALBs).

The Common Areas of Spend (CAS) work aims to establish agreed standard guidance and definitions by which departments and the centre can communicate on operational performance matters, streamlining data collection and improving data comparability over time.

The CAS are composed of the following areas:

Measure	Definition
Human Resources	Staff and external human resources available to the department
Estates	The cost, size and occupancy of the office estate
Procurement	Expenditure on goods and services with third party suppliers
Major Projects	Key projects delivering department agenda
ICT	The cost of ICT operations
Corporate Services	The delivery of 'back-office' functions
Fraud, Error and Debt	The value of fraud and error and the debt impact of these
SME and VCS	Spend and grants with SME and VCS organisations

For each CAS measure we will establish a standard definition which the centre will use as the basis for all relevant data collections. Over time, departments will embed these in processes and applications so that they can provide consistent and comparable information with minimal resource burden. Each CAS measure definition will be in a separate document defining a discrete dataset. However, the definitions are not designed to be additive as there will be cross-over between some measures.

This document builds on, and consolidates in one place, work across government where individual aspects of the standards applicable to this area have been addressed or are being developed. This

¹ *Efficiency Review*, Sir Peter Gershon – July 2004; *Operational Efficiency Programme: final report* – April 2009; *Efficiency Review*, Sir Phillip Green – October 2010.

document will be the source of standard definitions across government against which all information will be defined.

Value to Departments

The principle audience for operational data are Departments themselves – their management teams, boards, leaders and operational team members.

By using established standard definitions, it is expected that departments will derive a number of benefits, above and beyond those described above:

- Trend analysis – measuring changes over time
- Benchmarking across the public sector – comparing performance and sharing best practice
- Benchmarking where relevant, with external private or voluntary sector comparators – aiming for best in class performance

These standard definitions will also form the basis for the relevant sections of the Quarterly Data Summary to department business plans.

What is CAS for Estates?

For Estates, CAS addresses the following elements

- Estates Definition
- Property Taxonomy
- Property Cost Components
- Size of the Estate
- Building Occupancy
- Attribution

Additionally, for Estates, there are cross-cutting elements which impact some/all of the CAS areas

- Organisation

Detail is provided in the Measure Detail section and the Data Dictionary providing technical specification for the data elements is included at Appendix A

For Property Costs

- Total Property cost broken down by Service Charge , Internal Repair & Maintenance Cost, Security Cost, Cleaning Costs, Water & Sewerage Costs, Total Energy Costs, Net Rent, Rates and Unitary Charges / Facilities Price

For Size of the Estate

- Net Internal Area (m²)
- Vacant NIA (m²)
- Building Occupied NIA (m²)
- Property (m²) by the European Union Nomenclature of Territorial Units for Statistics (NUTS) level 1 region.

For Building Occupancy

- Full Time Equivalent (FTE) Office Based Staff
- Full Time Equivalent Office Based Consultancy & Contingency Labour (CCL)
- Number of Workstations

Relative Measures

- Cost per Square Metre
- Cost per FTE
- Square Metres per FTE

Generic areas (applicable to more than one CAS)

Organisation scope

Organisational scope will be set out in the commissioning documents for a specific survey and does not form part of the standard definitions. This will include the level of granularity of reporting i.e. department total or by individual organisation.

Public Sector Organisations

ERG proposes to undertake a project to create an agreed and managed taxonomy for government organisations as a common frame of reference for dialogue between the centre and departments around government and departmental structure.

Estates Metrics

Public Sector Estate

The public sector estate is made up of a number of levels, and can be categorised in a number of ways. Figure 1 shows the relationships between the civil estate, the e-PIMS mandated estate, the estate on which sustainability data is collected, the central Government estate and the wider public estate. It does not include the operational NHS estate, the prisons estate, the Foreign and Commonwealth Office (FCO) overseas estate, the DEFRA rural estate, the Ministry of Defence (MOD) military estate, the privatised rail entities or public corporations.

The Common Areas of Spend work is interested solely in the Central government mandated civil estate administrative buildings categorised as offices which are greater or equal to 500m² net internal area.

Definition of the civil estate

The civil estate is defined as workspace, offices and other property (land and buildings) used to deliver department's activities that are owned, leased or occupied by a Government body including non-ministerial departments, agencies, executive non departmental public bodies and Special Health Authorities in Great Britain.

It does not include the operational NHS estate, the Prisons operational estate, the Foreign Office overseas estate, the Department for Environment Food and Rural Affairs (Defra) rural estate, the privatized rail entities, public corporations or the Defense estate (except for certain civil elements)

The mandated estate

A major subset of the civil estate is the mandated estate for which all central government departments (including non-ministerial departments), their executive agencies, arms' length bodies and non-departmental public bodies (NDPBs), are required to enter information into e-PIMS.

Administrative buildings

The mandated Civil Estate includes a subset of those buildings primarily used for administrative purposes. As defined by the Climate Change Act 2008: 'Building' in this context means a building that uses energy for heating or cooling the whole or any part of its interior and will consequently exclude certain buildings that are operational in nature – for example, a snow-plough shed or some aircraft hangars. Also, a 'building' is part of the Civil Estate if:

- it is used for the purposes of central government administration; or
- at the passing of the Act, the Minister for the Cabinet Office had responsibility for that building in relation to efficiency and sustainability.

Office buildings over 500m²

This group is a subset of administrative buildings, with a net internal area over 500m² whose primary use is as an office.

Departments are responsible for providing and maintaining information about the property they own or control; they are also required to verify that the data held about their properties in e-PIMS is accurate and up to date.

Mandated estate	<p>Property owned, leased or occupied by:</p> <ul style="list-style-type: none"> • Government departments • Executive agencies • Executive NDPBs* • Special health authorities* • Government offices <p>Also includes:</p> <ul style="list-style-type: none"> • FCO estate in the UK • English Heritage (EH) administrative estate* • Defence administrative estate 	
The Civil Estate	<p>Specialist facilities owned, leased and occupied by departments, agencies and NDPBs, including:</p> <ul style="list-style-type: none"> • Museums • Galleries • Power stations • Port facilities 	<p>Infrastructure, including:</p> <ul style="list-style-type: none"> • Flood agencies** • Roads** • Canals** • Railways** <p>Also includes:</p> <ul style="list-style-type: none"> • EH heritage estate* • Historic Royal Palaces*
Central Government Estate	<ul style="list-style-type: none"> • Defence military estate** • Prisons estate** • NHS estate (e.g. hospitals) • DEFRA rural estate (e.g. farms) • FCO and Home Office (HO) overseas estate 	
Public sector estate	<ul style="list-style-type: none"> • GP surgeries and clinics • Schools • Higher/further education • Police • Fire and rescue 	<ul style="list-style-type: none"> • Local government estate • Devolved assemblies • Parliament's estate • The Crown Estate • Public corporations

 Central government general property

 Central government specialist property

* Not typically in scope for SOGE (sustainability) reporting

** In scope for SOGE (sustainability) reporting

‡ Owned, leased and occupied by central departments, agencies and NDPBs

Which Buildings are excluded?

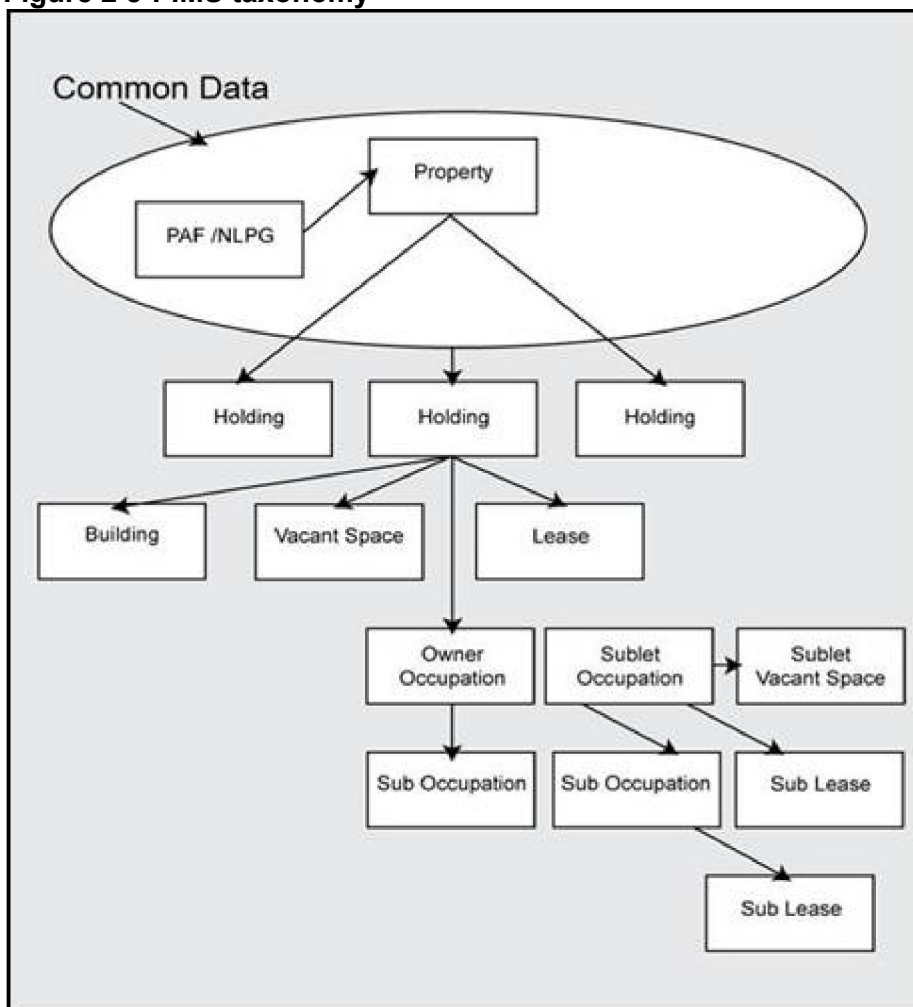
Along with those which are below 500m² and not used for offices, buildings identified may be excluded from the exercise for one of the following reasons:

- The occupation was vacated during the survey period
 - The strategic decision has been made and executed to remove the occupation for the estates portfolio.
- The occupation will be vacated within the survey period
 - The strategic decision has been made to remove the occupation from the estates portfolio
- The occupation was procured during the survey period
 - A full financial survey period's occupation data will not be available.

Property Taxonomy

The Estates portfolio details should be aggregated to the property level on a uniform basis, as structured in e-PIMS. This should be the sum of all the data for the estates portfolio a Property centre is responsible for, which can be captured at Property, Holding, Building, Lease or Sub lease level. See figure 2, for the ePIMS property structure taxonomy.

Figure 2 e-PIMS taxonomy



Property Cost

The Estates CAS strand aims to provide a definition of the total cost of the government office property portfolio equal to or greater than 500m² on a consistent basis across departments. The table below provides the components which should be included when calculating the estates property cost. Definitions are provided for each aspect and should be applied to office buildings equal to or greater than 500m².

Definitions for the components of property cost	
Service Charge	The annual aggregated payment made to the building owner for the delivery of services. Service charge is captured and defined under cost item C1 in the IPD Occupiers International Total Occupancy Cost Code.
Internal Repair & Maintenance Cost	Annual expenditure on all items of internal repair and maintenance. Includes: regular redecoration, internal wall and ceiling finishes, furniture, equipment, storage units and signage. The full costs of employment, special equipment, materials and other associated costs as well as all design and contractor costs should be included. Excludes: M&E, minor improvements, internal moves and dilapidations. Internal repairs are captured and defined under cost item C3 in the IPD Occupiers International Total Occupancy Cost Code.
Security Cost	Annual cost of securing the premises. Includes: costs of security contractors and employed staff as well as the regular costs associated with the maintenance of systems (usually in the form of a maintenance contract). Security is captured and defined under cost item C9 in the IPD Occupiers International Total Occupancy Cost Code.
Cleaning Costs	Annual cost of cleaning both internal and external areas of the building. Includes: full costs of employment, special equipment, materials and other associated costs as well as all contractor costs. Cleaning of all ancillary spaces, toilets, staircases, landing and lobby areas should be included, as should the regular cleaning of the following items: windows, glazed partitions, desks, telephones, doors, partitions, floors, carpets, bins, reception desk, chairs, hand rails, WCs and urinals. Periodic special cleaning, e.g. acoustic ceilings and lighting, IT equipment, deep cleaning and shampooing of carpets, deep cleaning of toilets and general pest control should also be included. Excludes: any costs associated with the repair or replacement of defective component parts. Cleaning is captured and defined under cost item C10 in the IPD Occupiers International Total Occupancy Cost Code.
Water & Sewerage Costs	Annual revenue expenditure incurred for water supply, treatment and sewerage. Excludes: repair and improvement work conducted in association with the provision of water and sewerage. Water and sewerage is captured and defined under cost item C14 in the IPD Occupiers International Total Occupancy Cost Code.
Total Energy Costs	Annual cost of energy supplies to the premises. May be divided into categories but should include, where utilised, electricity, gas, fuel oil and other energy sources. Excludes: repair and improvements to energy equipment and facilities. Energy costs are captured and defined under cost item C15 in the IPD Occupiers International Total Occupancy Cost Code and may be divided into categories for gas, fuel/oil and other energy costs.
Rates	The annual rates payment and taxes levied. Environmental taxes and while any business and sales taxes that are levied on business profits and sales as distinct from the occupation of the building ought to be excluded. Rates are captured and defined under cost item A4 in the IPD Occupiers International Total Occupancy Cost Code.
Unitary Charges / Facilities Price	For some buildings, commonly those procured under PFI/PPP arrangements, many of the costs identified above are included in a single annual charge for a total real estate and facilities services package, which it is not possible to break down into component cost categories. Where this is the case a single unitary charge payment should be used. Where possible any non-property related costs (e.g. PFI supplier's costs such as debt, profits and management overheads) should be excluded. Unitary charge payments are captured and defined under cost item A2 in the IPD Occupiers International Total Occupancy Cost Code.
Net Rent	The ACTUAL rent charged as shown in the accounts. For leasehold space this is simply the annual passing rent having properly adjusted for any rent free period and inclusive of any unrecoverable VAT. The annual cost should reflect the actual cost to the property centre. For non-leasehold space where a ground rent is paid, include the amount with the charge. Deduct rent received from sub-tenants. Rent is captured and defined under cost item A1 in the IPD Occupiers International Total Occupancy Cost Code.
Minor Improvement Cost	Annual cost of minor improvements (as a guideline less than £10,000 in value) to the building charged to the revenue (non-capital) account. Includes: full costs of employment, special equipment materials and other associated costs as well as all design and contractor costs. Excludes: expenditure principally caused by internal moves. Minor improvements are captured and defined under cost item C6 in the IPD Occupiers International Total Occupancy Cost Code.
Dilapidation Cost	The annualised cost of the anticipated liability for dilapidations/reinstatement and making good at the end of the accommodation contract. Dilapidations or re-instatement costs are captured and

	defined under cost item C8 in the IPD Occupiers International Total Occupancy Cost Code.
External & Structural Repair & Maintenance Cost	Annual cost of the repair and maintenance of the building fabric and any part of the exterior. Includes: Repairs to all integral structural parts of the premises including, roofs, walls, fenestration, external drainage and foundations. External and structural building repair costs are captured and defined under cost item C5 in the IPD Occupiers International Total Occupancy Cost Code.
Capital Charge	The Capital Charge mechanism has been abolished.
M & E Repair & Maintenance Cost	Annual costs associated with the repair, servicing and maintenance of mechanical and maintenance electrical equipment. Includes: maintenance or renewal of subsidiary/component parts of equipment as well as fire services, water and plumbing, and sprinkler systems. Mechanical and electrical equipment may typically include normal building services such as air conditioning units, electrical power and lighting, lifts and escalators. Includes the full costs of employment, special equipment, materials and other associated costs as well as all design and contractor costs. Excludes: total renewal, alteration, replacement and costs related to manufacturing or business processes. M & E costs are captured and defined under cost item C4 in the IPD Occupiers International Total Occupancy Cost Code.

In certain cases expenditure will need to be apportioned:

- Where there is overlap between categories e.g. security and FM, the expenditure should be apportioned between the relevant categories and if this is not possible, placed in category with largest spend,
- Where contracts cover more than one building. The apportionment should be based on an appropriate denominator (for example, net usable area or full time equivalent).
- The costs of multitasking staff (for instance, post room staff who help with moves or meeting room set up, or receptionists who provide a 'switchboard' service) should be entered under the predominant nature of the job.

All costs should be reported in millions and include VAT unless it is fully recoverable in which case the net figure should be recorded. All revenue costs should be recorded on the basis of expenditure on an accruals basis for the relevant financial period.

Income

All property costs should be calculated net of any income received, including any income recoverable under a service charge payable by a sub-tenant. For instance where an occupier has rented out any of their property to other organisations, the net costs to the occupier should be calculated. Income should be deducted from the relevant field to give the true cost to the organisation e.g. where security costs are reclaimed these should be deducted from the total security cost paid, to reflect the actual cost to the organisation.

Estates size

The estates size and usage are defined below.

Net Internal Area (NIA)

As defined by the RICS Code of Measuring Practice, Net Internal Area (NIA) is the total usable area within a building measured to the internal face of the perimeter walls at each floor level. An area is usable if it can be used for any sensible purpose in connection with the purposes for which the premises are to be used. The sum NIA for the buildings occupied by an organisation, measured in square metres, should be recorded. The list below provides further detail as to which areas of a building should be included as part of the NIA.

Including

- 3.1 Atria with clear height above, measured at base level only (but see 3.11)
- 3.2 Entrance halls (but see 3.11)
- 3.3 Notional lift lobbies and notional fire corridors
- 3.4 Kitchens
- 3.5 Built-in units, cupboards, and the like occupying usable areas
- 3.6 Ramps, sloping areas and steps within usable areas
- 3.7 Areas occupied by ventilation heating grilles
- 3.8 Areas occupied by skirting and perimeter trunking
- 3.9 Areas occupied by non-structural walls subdividing accommodation in sole occupancy
- 3.10 Pavement vaults 3.18(b) The space occupied by permanent, intermittent air-conditioning, heating or cooling apparatus protruding 0.25m or more into the usable area

Excluding

- 3.11 Those parts of entrance halls, atria, landings and balconies used in common (see 3.1 and 3.2)
- 3.12 Toilets, toilet lobbies, bathrooms, cleaners' rooms, and the like
- 3.13 Lift rooms, plant rooms, tank rooms (other than those of a trade process nature), fuel stores, and the like
- 3.14 Stairwells, lift-wells and permanent lift lobbies
- 3.15(a) Corridors and other circulation areas where used in common with other occupiers
- 3.15(b) Permanent circulation areas, corridors and thresholds/recesses associated with access, but not those parts that are usable areas
- 3.16 Areas under the control of service or other external authorities including meter cupboards and statutory service supply points
- 3.17 Internal structural walls, walls enclosing excluded areas, columns, piers, chimney breasts, other projections, vertical ducts, walls separating tenancies and the like
- 3.18(a) The space occupied by permanent and continuous air-conditioning, heating or cooling apparatus, and ducting in so far as the space it occupies is rendered substantially unusable
- 3.19 Areas with a headroom of less than 1.5m
- 3.20 Areas rendered substantially unusable by virtue of having a dimension between opposite faces of less than 0.25m. See diagram E
- 3.21 Vehicle parking areas (the number and type of spaces noted)

Appendix E illustrates how to apply NIA and provides further explanation of the concepts used in the above definition.

Building Occupied NIA

That part of the net internal area currently physically occupied by your own organisation. Occupied NIA is measured in square metres.

Vacant NIA

That part of the net internal area which is currently physically unoccupied. Exclude space which is treated as surplus by the organisation but is currently occupied. Vacant space is the sum of vacant marketable and vacant unmarketable and is measured in square metres.

Property Estate by NUTS 1 Region

The Net Internal Area disaggregated by NUTS 1 region. There are twelve official UK Government Office Regions (GORs). They are: North East, North West, Yorkshire and the Humber, East Midlands, West Midlands, East of England, Scotland, Wales and Northern Ireland. The NUTS 1 regions are defined in Appendix C.

Occupancy

The occupancy measures should be consistent with the estates area provided and based on the following definitions.

Measure	Definition
Office Based Full Time Equivalent Staff	Permanent and temporary employees, as defined in Appendix B, who are based in office accommodation with all the facilities they need to undertake their job such as IT facilities. This should include the time home workers spend in the office. This figure should exclude contractors, outsourced staff (who may not be listed on the pay-roll but seen as a "contract" costs and not "staff salary" cost) and home workers time spent working from home. Non permanent staff and those who are not entirely office based should be calculated using the office based workers calculation below,
Office Based Contractor/Consultants & Contingent Labour (FTE)	This is the total number of office based non payroll employees (Consultants and Contingent Labour) as defined in Appendix C. Full Time Equivalent Consultants & Contingent Labour who are based in office accommodation with all the facilities they need to undertake their job such as IT facilities. Non permanent staff and those who are not entirely office based should be calculated using the office based workers calculation below,
Number of Workstations	The number of designated "desk" or other work places and positions within the building. The number recorded should include both occupied and vacant positions but exclude any within designated meeting rooms or areas. A workstation should have the capacity to act as a satisfactory place of work for one employee or contractor. This should include workstations such as desks occupied by reception and security staff.

Office Based Full Time Equivalent Staff

Full Time Equivalent Staff refers to permanently-employed, temporary staff and Consultancy & Contingent Labour Staff. The office based FTE figures should be for the organisations occupation and not for the whole building. This should include the time home workers spend in the office. This figure should exclude CCL and home workers time spent working from home.

Non permanent staff should be calculated as follows:

Staff employed on a regular basis spending >30 hours per week in the building = 1.00.

Staff employed on a regular basis spending 20-30 hours per week in the building = 0.75.

Staff employed on a regular basis spending 15-20 hours per week in the building = 0.50.

Staff employed on a regular basis spending <15 hours per week in the building = 0.25.

Worked example:

When an individual works full time at 35 hr/wk. Three days a week are spent in an Bristol and the 1 day are spent in a Cardiff office, and 1 day working from home then the office based FTE should be calculated as follows:

Bristol Office return:

2 days a week = $(35 \text{ hr} / 5) \times 2 = 14 \text{ hr/wk} = 0.50 \text{ FTE}$

Cardiff Office return:

1 days a week = $(35 \text{ hr} / 5) \times 1 = 7 \text{ hr/wk} = 0.25 \text{ FTE}$

Home Working = $(35 \text{ hr} / 5) \times 1 = 7 \text{ hr/wk} = 0.25 \text{ FTE}$

Total = 1 Office Based FTE

Attribution

The Estates CAS metrics can be broken down into three distinct areas costs, area and occupancy. The data standards for recording each of these aspects differs, see below for more detail.

Estates Costs

This relates to costs involved in the running the estate and should relate to the estates area that has been reported. The figure reported should include all those costs identified previously involved in running the departmental estate incurred during the reference period specified. This should be in £GBP actuals. On occasion costs may need to be apportioned to reflect the costs incurred during the reference period specified, specifically where billing is on a less frequent basis.

Area and Occupancy

Information about the size, distribution and ownership should be compiled as a 'snapshot' showing the size and properties of the mandated estate as at a specified time. This is compared with the equivalent 'snapshot' for the previous period. Area should be provided in square metres and People should be recorded as FTEs. The snapshot reference data should be within the reference period of estates cost, to ensure they are consistent.

Reference costs are taken over a reference period whereas numbers of FTE and estates size are generally taken at a reference date.

Relative Measures

In addition to the actual measures defined above, the Estates CAS aims to provide metrics to monitor the efficiency of the estates. The two key efficiency measures are outlined below:

Cost per Metre Squared

Should be calculated by dividing the property cost by the building occupied net internal area. The estates cost and size variables should be as defined above (encompassing the same office estates equal to or over 500m²). The property cost element is the total cost over the survey period, and the estates size a representative snapshot within the same period.

Cost per FTE

Should be calculated by dividing property cost of the office estate by the number of office based FTEs – Payroll and Contractors. The number of office based FTEs should include permanent and temporary employees and CCL, as defined in the occupancy section. The estates cost should be as defined above (encompassing the same office estates over 500m²). The property cost element should be the total cost over the survey period and the number of office based FTEs is a representative snapshot within the same period.

Metre Squared per FTE

Should be calculated by dividing the total occupied NIA of the office estate over 500m² by the number of office based FTEs (including contractors). The number of office based FTEs should include permanent and temporary employees and CCL, as defined in the occupancy section. The estates areas and number of office based FTEs should be representative snapshot for the same period.

Frequently Asked Questions

What buildings are in scope?

The policy is to benchmark buildings with a net internal area of 500sqm or over, where the primary use is as an office, therefore results do not represent the total estate, only the proportion of it that would be appropriate to put through the benchmarking programme. This definition aligns with the Property Benchmarking Service.

What is Net Internal Area?

The sum of Buildings Net Internal Area (NIA) for the buildings occupied by the organisation measured in square metres. This should be calculated as stipulated by the RICS.

What is a Property?

A Property is defined as a separately identifiable unit of real estate, comprising an area of land with or without buildings, within a contiguous boundary. This may range from a site comprising land and any number of buildings to a single building, or parts of building.

What are the possible data sources?

Information for Estates will, primarily, be sourced from the Electronic Property Information Mapping Service (e-PIMS) database and particularly the results of the Property Benchmarking exercise.

e-PIMS, is the central database of Government's civil estate properties and land. It is mandatory for all Government departments (including non-ministerial departments) and their executive agencies, arms length bodies and NDPBs to capture and maintain their property information on e-PIMS, as well as the collection of sustainability data for the SDC. e-PIMS records the precise location of property and associated information such as landlord, lease details and usage. e-PIMS has been developed to provide users with online access over the Government Secure Intranet to GPU's database, which will enable them to update their own property information and to view the central civil estate as a whole.

The Property Benchmarking Service conducts an annual analysis of offices over 500m² NIA and has established a baseline set of industry standard KPIs. Data is collected using the e-PIMS web interface retrospectively as part of the Property Benchmarking Programme.

What is a holding element?

A Holding is defined as the basic unit associated with legal interest in a Property. A property may consist of a single Holding or many Holdings.

Should empty building be included?

Wholly empty buildings should **not** be included in the benchmarking process

Should office buildings outside the UK be included?

Office buildings outside the UK should **not** be included

Why is no time period stated? Is this to be recorded quarterly?

The CAS Estates data standards set the standards on how to report data to a common framework to ensure consistency across government. The data period and granularity of reporting will be defined by the commissioning document for individual requirements.

Do we have to provide a breakdown by all organisations or provide a summary total.

The level data is reported to depends on the survey these standards are being applied to. Certain surveys will require a departmental total, encompassing the full departmental family, where others will require a split by individual organisations.

Should we provide estates data by individual property or leasehold?

e-PIMS requires data to be entered by property and leasehold, but for surveys using the CAS estates standards, data is not collected at this level. Depending on the commissioned survey this should be aggregated for reporting by department or organisation.

Appendix A Data Item Summary

Data Member ID	Data Member Name	Description	Type	Units	Key Indicator	Derived	Cross Referenced	Supports other indicators	Common Attributes
E1	Total Property Costs	This is the sum of the following items: Service charges, internal repair and maintenance costs, Security costs, Cleaning costs, Water and sewerage costs, Total energy costs, Rates, Unitary Charges / Facilities Price, Net rent, Minor Improvement Cost, Dilapidation Cost, External Structural Repair & Maintenance Cost, M&E Repair & Maintenance Cost	Decimal	£million	Y	Y	N	Y	VAT, Depreciation, Non UK based spend
E2	Service Charge	The annual aggregated payment made to the building owner for the delivery of services. Service charge is captured and defined under cost item C1 in the IPD Occupiers International Total Occupancy Cost Code.	Decimal	£million	N	N	N	Y	VAT, Depreciation, Non UK based spend
E3	Internal Repair & Maintenance Cost	Annual expenditure on all items of internal repair and maintenance. Includes: regular redecoration, internal wall and ceiling finishes, furniture, equipment, storage units and signage. The full costs of employment, special equipment, materials and other associated costs as well as all design and contractor costs should be included. Excludes: M&E, minor improvements, internal moves and dilapidations. Internal repairs are captured and defined under cost item C3 in the IPD Occupiers International Total Occupancy Cost Code.	Decimal	£million	N	N	N	Y	VAT, Depreciation, Non UK based spend
	Security Costs	Annual cost of securing the premises. Includes: costs of security contractors and employed staff as well as the regular costs associated with the maintenance of systems (usually in the form of a maintenance contract). Security is captured and defined under cost item C9 in the IPD Occupiers International Total Occupancy Cost Code.	Decimal	£million	N	N	N	Y	VAT, Depreciation, Non UK based spend
	Cleaning Costs	Annual cost of cleaning both internal and external areas of the building. Includes: full costs of employment, special equipment, materials and other associated costs as well as all contractor costs. Cleaning of all ancillary spaces, toilets, staircases, landing and lobby areas should be included, as should the regular cleaning of the following items: windows, glazed partitions, desks, telephones, doors, partitions, floors, carpets, bins, reception desk, chairs, hand rails, WCs and urinals. Periodic special cleaning, e.g. acoustic ceilings and lighting, IT equipment, deep cleaning and shampooing of carpets, deep cleaning of toilets and general pest control should also be included. Excludes: any costs associated with the repair or replacement of defective component parts. Cleaning is captured and defined under cost item C10 in the IPD Occupiers International Total Occupancy Cost Code.	Decimal	£million	N	N	N	Y	VAT, Depreciation, Non UK based spend
	Water & Sewerage Costs	Annual revenue expenditure incurred for water supply, treatment and sewerage. Excludes: repair and improvement work conducted in association with the provision of water and sewerage. Water and sewerage is captured and defined under cost item C14 in the IPD Occupiers International Total Occupancy Cost Code.	Decimal	£million	N	N	N	Y	VAT, Depreciation, Non UK based spend
	Total Energy Costs	Annual cost of energy supplies to the premises. May be divided into categories but should include, where utilised, electricity, gas, fuel oil and other energy sources. Excludes: repair and improvements to energy equipment and facilities. Energy costs are captured and defined under cost item C15 in the IPD Occupiers International Total Occupancy Cost Code and may be divided into categories for gas, fuel/oil and other energy costs.	Decimal	£million	N	N	N	Y	VAT, Depreciation, Non UK based spend
	Rates	The annual rates payment and taxes levied. Environmental taxes and while any business and sales taxes that are levied on business profits and sales as distinct from the occupation of the building ought to be excluded. Rates are captured and defined under cost item A4 in the IPD Occupiers International Total Occupancy Cost Code.	Decimal	£million	N	N	N	Y	VAT, Depreciation, Non UK based spend
	Unitary Charges / Facilities Price	For some buildings, commonly those procured under PFI/PPP arrangements, many of the costs identified above are included in a single annual charge for a total real estate and facilities services package, which it is not possible to break down into component cost categories. Where this is the case a single unitary charge payment should be used. Where possible any non-property related costs (e.g. PFI supplier's costs such as debt, profits and management overheads) should be excluded. Unitary charge payments are captured and defined under cost item A2 in the IPD Occupiers International Total Occupancy Cost Code.	Decimal	£million	N	N	N	Y	VAT, Depreciation, Non UK based spend
	Net Rent	The ACTUAL rent paid (a capital accounting charge should be entered on freehold space - this will take account of all premiums) shown in the accounts. For leasehold space this is simply the annual passing rent but in some instances the actual rental figure paid may not be the open market rental value e.g. for freehold property the accounting charge is applied may be lower than the amount that would be paid under a commercial lease. The annual cost should reflect the actual cost to the property centre. For non-leasehold space where a ground rent is paid in addition to any accounting charge, include the amount with the charge. Rent is captured and defined under cost item A1 in the IPD Occupiers International Total Occupancy Cost Code.	Decimal	£million	N	N	N	Y	VAT, Depreciation, Non UK based spend
	Minor Improvement Cost	Annual cost of minor improvements (as a guideline less than £10,000 in value) to the building charged to the revenue (non-capital) account. Includes: full costs of employment, special equipment materials and other associated costs as well as all design and contractor costs. Excludes: expenditure principally caused by internal moves. Minor improvements are captured and defined under cost item C6 in the IPD Occupiers International Total Occupancy Cost Code.	Decimal	£million	N	N	N	Y	VAT, Depreciation, Non UK based spend
	Dilapidation Cost	Annual cost of minor improvements (as a guideline less than £10,000 in value) to the building charged to the revenue (non-capital) account. Includes: full costs of employment, special equipment materials and other associated costs as well as all design and contractor costs. Excludes: expenditure principally caused by internal moves. Minor improvements are captured and defined under cost item C6 in the IPD Occupiers International Total Occupancy Cost Code.	Decimal	£million	N	N	N	Y	VAT, Depreciation, Non UK based spend
	External & Structural & Maintenance Cost	Annual cost of the repair and maintenance of the building fabric and any part of the exterior. Includes: Repairs to all integral structural parts of the premises including, roofs, walls, fenestration, external drainage and foundations. External and structural building repair costs are captured and defined under cost item C5 in the IPD Occupiers International Total Occupancy Cost Code.	Decimal	£million	N	N	N	Y	VAT, Depreciation, Non UK based spend
	Capital Charge								
E4	M & E Repair & Maintenance Cost	Annual costs associated with the repair, servicing and maintenance of mechanical and maintenance electrical equipment. Includes: maintenance or renewal of subsidiary/component parts of equipment as well as fire services, water and plumbing, and sprinkler systems. Mechanical and electrical equipment may typically include normal building services such as air conditioning units, electrical power and lighting, lifts and escalators. Includes the full costs of employment, special equipment, materials and other associated costs as well as all design and contractor costs. Excludes: total renewal, alteration, replacement and costs related to manufacturing or business processes. M & E costs are captured and defined under cost item C4 in the IPD Occupiers International Total Occupancy Cost Code.	Decimal	£million	N	N	N	Y	VAT, Depreciation, Non UK based spend
E5	Floor area - Net Internal Area	As defined by the RICS Code of Measuring Practice, Net Internal Area (NIA) is the total usable area within a building measured to the internal face of the perimeter walls at each floor level.	Decimal	Square Metres	Y	N	N	Y	
E6	Vacant NIA	That part of the net internal area that is currently physically unoccupied. Exclude space that is treated as surplus by the organisation but is currently occupied. Vacant space is the sum of vacant marketable and vacant unmarketable and is measured in m ² .	Decimal	Square Metres	N	N	N	N	
E7	Building Occupied NIA	That part of the net internal area currently physically occupied by your own organisation.	Decimal	Square Metres	N	N	N	N	
E8	Property/m2 by NUTS 1 region	Property m2 disaggregated by NUTS 1 Regions	Decimal	Square Metres	N	N	N	N	Geography
E9	Number of Workstations	The Number of designated 'desk' or other work places and positions within the building. The number recorded should include both occupied and vacant positions within the building but exclude any within designated meeting rooms or areas. A workstation should have the capacity to act as a satisfactory place of work for one employee or contractor	Integers		N	N	N	Y	
E10	Total Office Based Staff	Permanently- and temporary-employees who are based in office accommodation with all the facilities they need to undertake their job such as IT facilities. This should include the time home workers spend in the office. This figure should exclude contractors, outsourced staff and home workers time spent working from home.	Decimal	FTEs	N	N	Y - HR1		FTE
E11	Office Based Contractors	This is the total number of office based contractors.	Decimal	FTEs	N	N	Y - HR3		FTE

Appendix B Payroll Staff Definitions

Staff Definitions

Definition of a payroll employee

A payroll employee is anyone aged 16 years or over that your organisation pays directly from its payroll(s), in return for carrying out a full-time or part-time job or being on a training scheme. Each employee should have a contract of employment.

There is a difference between counting employees (which is a measure of people) compared with jobs or posts (where one person may have more than one job). The number of employees with an employment contract who are being paid should be counted, rather than the number of jobs/posts.

If an employee has more than one job within an organisation they should be categorised based on the characteristics of the post in which the employee works the most hours i.e. permanent/casual, full-time/part-time.

Include:

- Agency workers paid directly from the organisation's payroll(s)
- Those temporarily absent but still on the payroll(s), for example on maternity leave
- Overseas workers, for example, those employees working in the Diplomatic Service and the British Council serving abroad. However, exclude locally engaged staff as these are not considered UK residents
- Employees on secondment or loan only if your organisation is paying for the majority (more than 50 per cent) or all of their wages. If the costs are split equally, the sending rather than the receiving organisation should count the employee. Employees seconded in from the private sector should be included if your organisation is paying for the majority or all of their wages.
- Workers who only work part of the year (e.g. those on casual or annualised hours contracts) if they are being paid at the reference point
- All those on paid maternity or paternity leave
- All those on paid sick leave (being paid either in full or part)
- All those on paid special leave

Exclude:

- Holders of political or statutory appointments, e.g. Ministers or special advisers
- Agency and other workers not paid directly from the payroll
- Seconded in / out of an organisation where the organisation is paying less than 50% of the costs.
- The self-employed
- Voluntary workers
- Former employees only receiving a pension
- Directors who do not receive a salary
- Workers who only work part of the year (e.g. those on casual or annualised hours contracts) if they are not being paid at the reference point
- All those on career breaks
- All those on unpaid leave
- Judicial appointments.

Appendix C CCL Definitions

Definitions of non-payroll employee (consultancy & contingent labour)

Non-payroll workforce is split into contingent labour and consultancy. Contingent labour covers those workers engaged to cover business-as-usual or service delivery activities within an organisation. Consultancy covers those providing management with objective advice relating to strategy, structure, management or operations of an organisation, in pursuit of its purposes and objectives.

Generally, workers are included within non-payroll workforce if they are not paid directly from an organisation's payroll. However, there are exceptions where noted in the definition of payroll employees above.

Contingent Labour

Contingent labour describes workers engaged to cover business-as-usual or service delivery activities within an organisation. The various categories of contingent labour are described below:

Agency Workers – Admin and Clerical	<p>Admin & Clerical agency staff are normally lower grade individuals who are actually filling in for a role within the organisational structure and are ideally used on a short term basis.</p> <ul style="list-style-type: none"> • Normally engaged on an ad hoc or temporary basis to fulfil requirements within established posts. • Involves providing cover (e.g. for a vacancy, holiday or sickness) or additional resource (e.g. for a seasonal peak in workload). • Usually engaged in a functional operational (not professional) role.
Interim Managers	<p>Interims are normally middle- to senior-grade staff working in an organisation, concerned with the fulfilment of particular professional functional or senior management positions within the organisational structure (usually covering Business-as-Usual activities or providing cover for a role) and ideally engaged on a short term basis.</p> <ul style="list-style-type: none"> • May involve providing cover (e.g. for a vacancy, holiday or sickness) or additional resource (e.g. for a new team until someone is recruited, or a seasonal peak in workload). • May include Professional Interim Staff (e.g. senior qualified professionals in areas such as legal, finance, audit) and Interim Managers (including up to the most senior levels of the organisation). • Likely to include a degree of organisational involvement (e.g. managing staff, representation at meetings) • typically engaged through an agency although in some cases may be engaged directly
Specialist Contractors	<p>Specialists are normally middle to senior grades, used to provide expertise that is not available in-house, fulfilling functional or senior positions within the organisational structure and ideally engaged on a short term basis.</p> <ul style="list-style-type: none"> • May include sub-categories of Finance, HR, IT, Legal, Logistics, Marketing, Medical, Procurement, Estates, Technical and Other. • Not staff substitution; specialists are used to provide additional resource, skills and expertise, not to cover vacancies etc. • Should not normally include management functions or similar organisational involvement. • Usually involved in a defined package of work or project rather than business as usual activities, but not in an advisory capacity • Not always provided through an agency.

Consultants/Consultancy

As described above, consultants/consultancy provide(s) management with objective advice relating to strategy, structure, management or operations of an organisation in pursuit of its purposes and objectives. Such advice will be provided outside the 'business-as-usual' environment when in-house knowledge and experience are not available and will be time-limited. It may include the identification of options with recommendations, or assistance with (but not the delivery of) the implementation of solutions i.e. consultants may be used to fill gaps in knowledge and experience within an organisation, but not to replace roles that would normally be undertaken by directly employed staff.

The various categories of consultancy are described below:

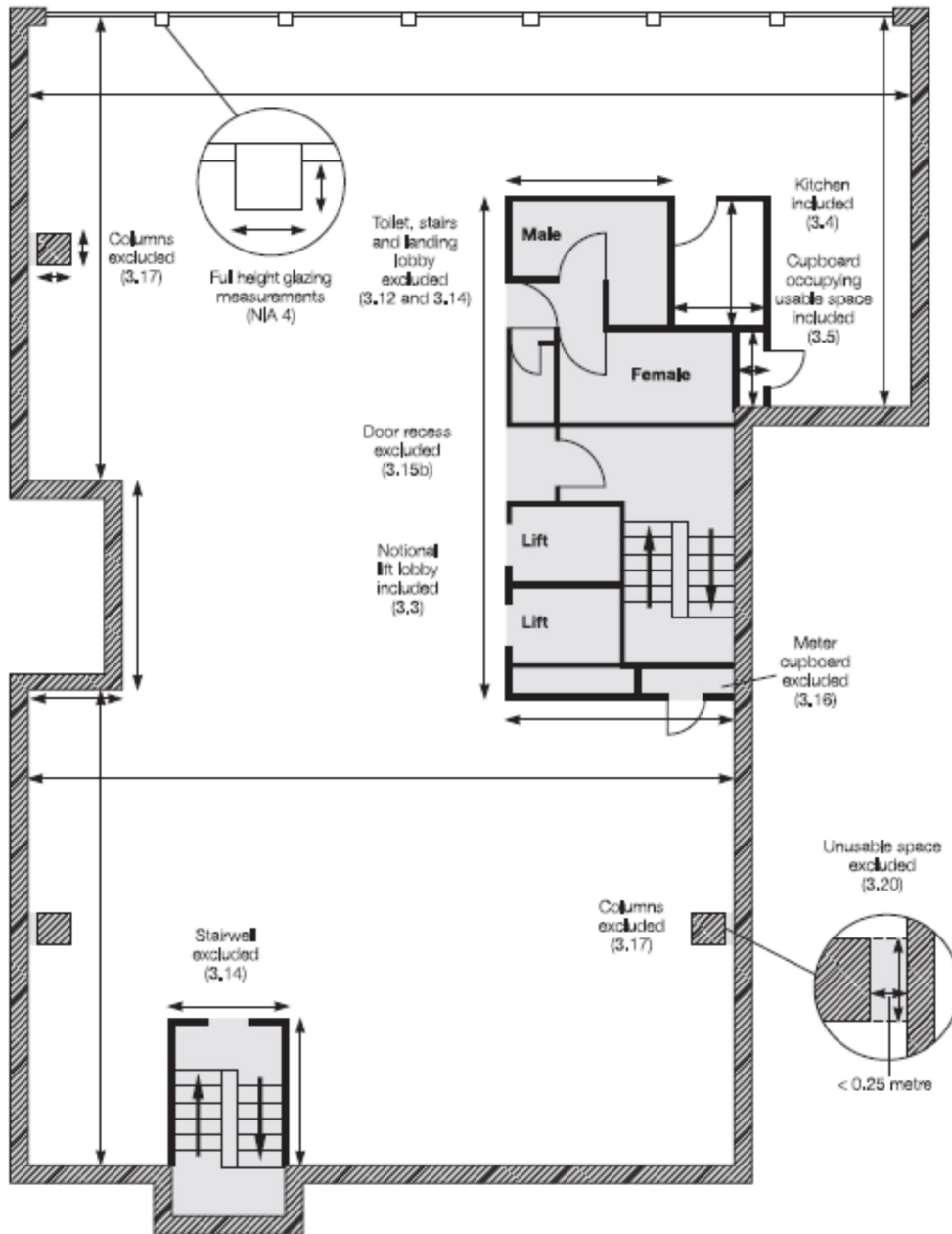
Finance Consultancy	The provision of objective finance advice including advice relating to corporate financing structures, accountancy, control mechanisms and systems. This includes both strategic and operational finance.
IT/IS Consultancy	The provision of objective IT/IS advice including that relating to IT/ IS systems and concepts, strategic IT/IS studies and development of specific IT/IS projects. Advice related to defining information needs, computer feasibility studies, making computer hardware evaluations and to e-business should also be included.
Strategy Consultancy	The provision of strategic objective advice including advice relating to corporate strategies, appraising business structures, Value for Money reviews, business performance measurement, management services, product or service design, and process and production management.
Legal Consultancy	The provision of external legal advice and opinion including advice in connection with the policy formulation and strategy development particularly on commercial and contractual matters.
Property & Construction Consultancy	Provision of specialist advice relating to property services and estates including portfolio management, design, planning and construction, tenure, holding and disposal strategies.
Human Resource, Training & Education Consultancy	The provision of objective HR advice including advice on the formulation of recruitment, retention, manpower planning and HR strategies, and advice and assistance relating to the development of training and education strategies.
Technical Consultancy	The provision of technical advice including the provision of technical studies, prototyping and technical demonstrators, concept development, project and task based technical advice.
Marketing & Communications Consultancy	The provision of objective marketing and communications advice including advice on the development of publicising and the promotion of the Department's Business Support programmes, including advice on design, programme branding, media handling, and advertising.
Organisation & Change Management Consultancy	Provision of objective advice relating to the strategy, structure management and operations of an organisation in pursuit of its purposes and objectives. Advice related to long range planning, re-organisation of structure, rationalisation of services, general business appraisal of organisation should also be included.
Procurement Consultancy	The provision of objective procurement advice including advice in establishing procurement strategies.
PPM Consultancy	The provision of advice relating to ongoing programmes and one-off projects. Advisory support in assessing, managing and or mitigating the potential risks involved in a specific initiative; work to ensure expected benefits of a project are realised.

Appendix D – UK NUTS 1 Regions

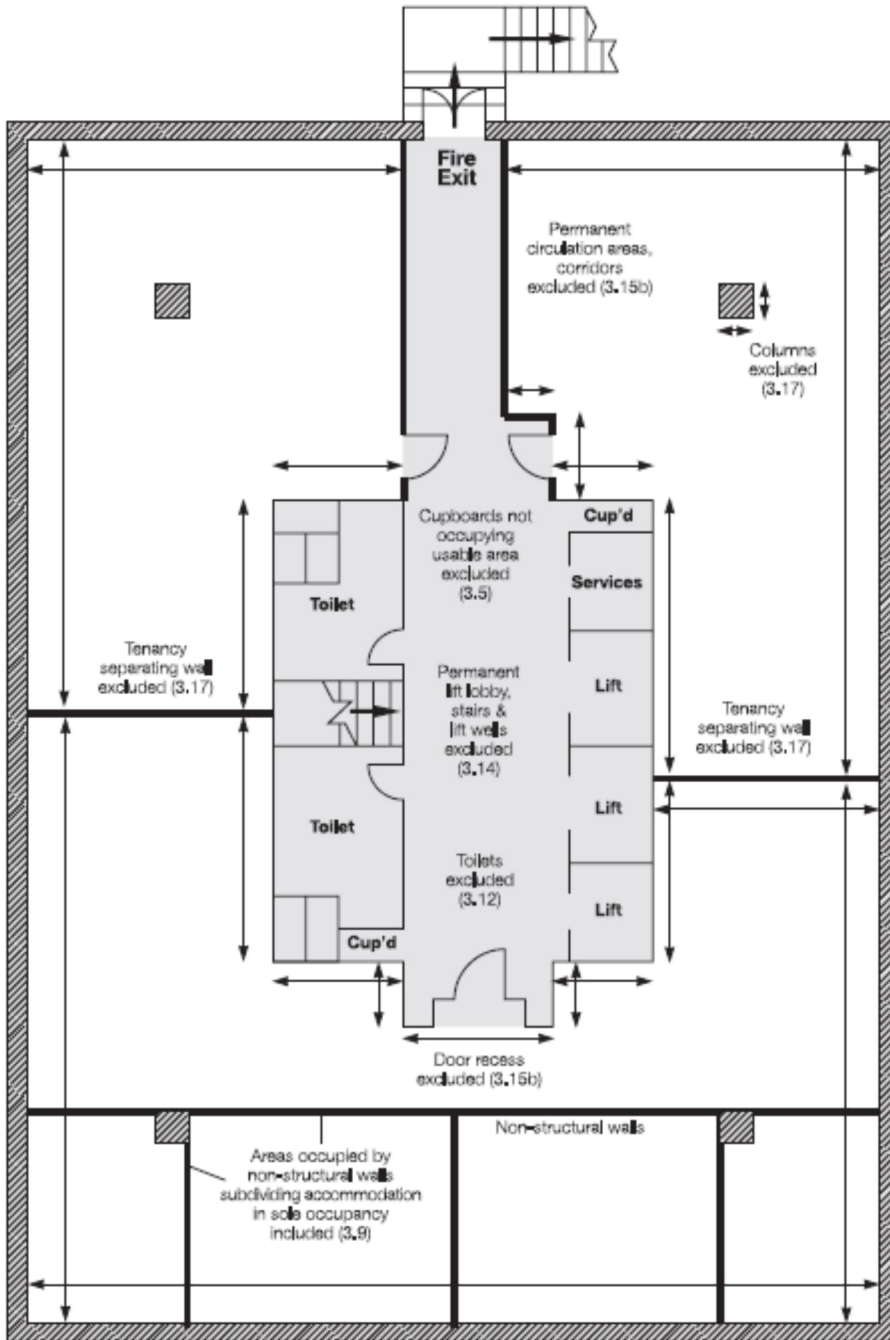
Code	Name	Corresponding second level subdivisions
UKD	North West England	Cumbria, Cheshire, Greater Manchester, Lancashire, Merseyside
UKC	North East England	Tees Valley and Durham, Northumberland and Tyne and Wear
UKE	Yorkshire and the Humber	East Yorkshire and Northern Lincolnshire (Humberside), North Yorkshire, South Yorkshire, West Yorkshire
UKF	East Midlands	Derbyshire and Nottinghamshire, Leicestershire, Rutland and Northamptonshire, Lincolnshire
UKG	West Midlands	Herefordshire, Worcestershire and Warwickshire, Shropshire and Staffordshire, West Midlands
UKH	East of England	East Anglia, Bedfordshire and Hertfordshire, Essex
UKI	Greater London	Inner London, Outer London
UKJ	South East England	Berkshire, Buckinghamshire, Oxfordshire, Surrey, East Sussex, West Sussex, Hampshire, Isle of Wight, Kent
UKK	South West England	Gloucestershire, Wiltshire and Bristol/Bath area, Dorset and Somerset, Cornwall and Isles of Scilly, Devon
UKL	Wales	West Wales and The Valleys, East Wales
UKM	Scotland	Eastern Scotland, South Western Scotland, North Eastern Scotland, Highlands and Islands
UKN	Northern Ireland	Northern Ireland

Appendix E NIA worked examples

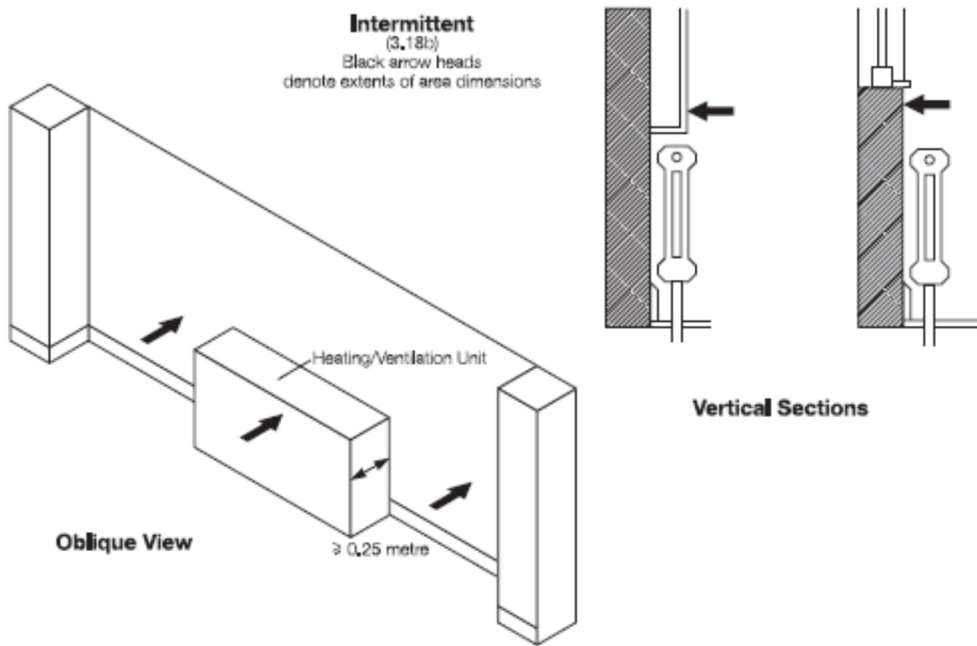
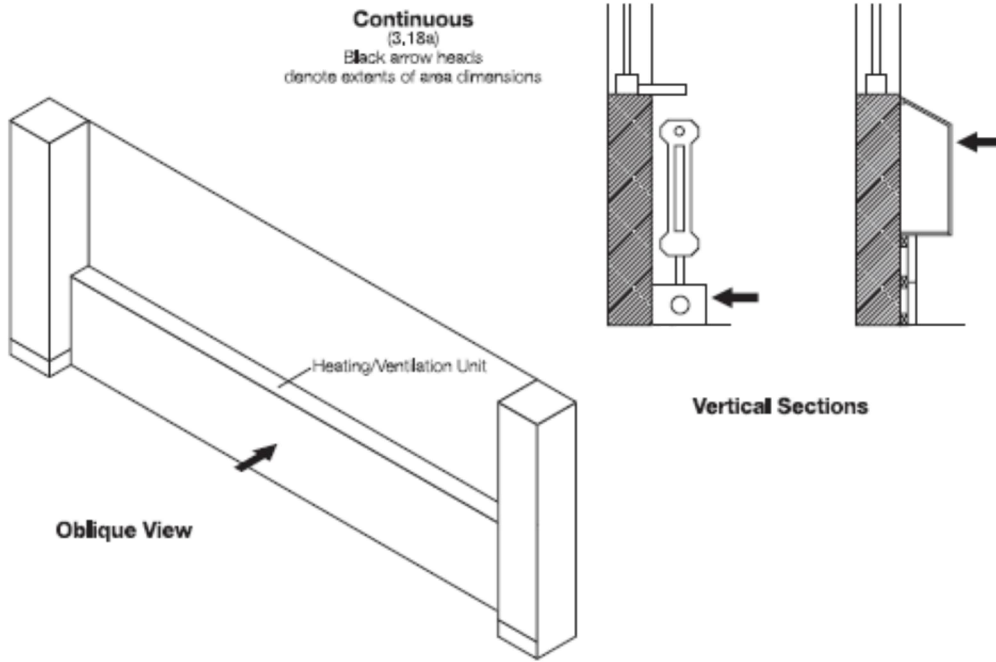
Example of appropriate dimensions for NIA floor are defined purpose designed offices



Example of appropriate dimensions for NIA floor areas defined offices (open plan) multiple occupation.



Examples of appropriate points from which to measure in respect of various types of heating installation



Appendix 4: Feedback not incorporated

Section	Feedback	Reason
Property Scope	<p>The draft definitions concentrates heavily on properties over 500m2, i.e. those which are, historically, within the scope of GPU's annual benchmarking exercise. However there is a proposal, which was trialled this year in 2 regions, to extend the exercise to offices below 500m2 and increase the number of fields for which data was mandatory. In addition, although non-office buildings and offices under 500m2 are largely out of scope for the benchmarking exercise, completion of e-PIMS for these properties is still mandatory and many fall within the scope for reporting environmental data, as such many of the proposed definitions still apply to buildings which the definition document suggests to be out of scope. It would seem practical that any draft definitions reflects the potential that these buildings will come into the benchmarking scope and may be in-scope for completing ePIMS and/or reporting environmental data.</p>	<p>Holdings outside the 500m2 office use criteria remain to be excluded from this standard, but this will be reviewed in line with GPU advice/development plans.</p> <p>Operational buildings are also currently excluded. This allows valid comparisons across departments and the resource burden is far less than capturing data for the wider estate.</p>
Property Costs	<p>The definitions omit a whole raft of costs which would be difficult to disaggregate from our books. I would ask whether the proposed definition is really practicable or even useful given that so many costs are omitted. Examples of excluded costs are external and structural repairs, catering, health and safety procedures and processes, waste disposal, internal staff FM costs, managing agents costs, grounds maintenance/gritting, reception costs, conference centre costs, helpdesk, CAFM, reprographics and there may be others.</p> <p>These costs appear to align with the OPBP and whilst it is understood that this specific selection of cost areas is likely to allow useful comparison and benchmarking with the private sector, it is our belief that it would be more beneficial to use the full estate costs for internal benchmarking (i.e. "uncontrolled costs" such as rates, rent and capital depreciation and "controllable costs" such as cleaning and security). However, there are resource issues to consider in the collation of this data, especially if it were to apply to all offices regardless of size.</p>	<p>The property costs have been increased to cover wider the Public Benchmarking Survey cost components. Certain suggested property costs have not been included where it was felt they did not relate directly to the estates cost such as reception costs, conference centre costs, reprographics. The costs included align with what is currently captured and further elements would have to be assessed in terms of increased burden and ability to report</p>
General	<p>The definition provides no clarification on the period from a time based perspective.</p>	<p>These standards provide the definition for collection not the regularity of the data collection. The commissioning document which uses these standards will detail the time period for collection. The standards do underpin the Quarterly data Summary which Ministers have requested estates information is reported on a quarterly basis.</p>
Organisational Taxonomy	<p>As with all Performance Management Information the level of granularity has to be material. The two obvious reasons are the relevance of analysis and the resource demand required to disaggregate cost to populate individual fields. It is important to ensure performance is managed at the right level, too much detail is a distraction.</p>	<p>The level of granularity required will again be detailed in any commissioning guidance. The standards provide the basis for collection but will be used for different surveys, some which will require aggregate total and those which may require costs broken down in more detail</p>
Property Costs	<p>A number of responses raised concerns about the breakdown of figures by organisations and by buildings. Issues raised covered resource impacections and security concerns</p>	<p>The level to which the costs should be broken down by organisation and components is down to the commissioning survey. This will deal with any possible security concerns of individual property details being made available. The CAS standards provides a definition for surveys to use as a basis of collection</p>