



Buildings and Facilities Management Policy

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1.0 Introduction

The objective of this Building and Facilities Maintenance Policy is to act as a framework and point of reference in which the Estates Department will operate the buildings and facilities management of the school.

A separate policy statement is in place for capital projects.

The Buildings and Facilities Management Policy Statement does not attempt to describe in detail the standards, systems and procedures that will be adopted by the Department.

2.0 Mission Statement

The Estates Mission Statement is to:

“Provide a quality environment and professional service to support and facilitate the learning, teaching and research activities of the School.”

The Estates Department aims to meet this Mission Statement by providing value for money through:

- Economy - minimising the cost of resources required or used having regard to the appropriate quality needs.
- Efficiency - balancing the output of goods and services and the resources used to produce them.
- Effectiveness - achieving the results in line with projected intentions.

3.0 Estate and Property Objectives

The overall objectives of the Estates Department are to:

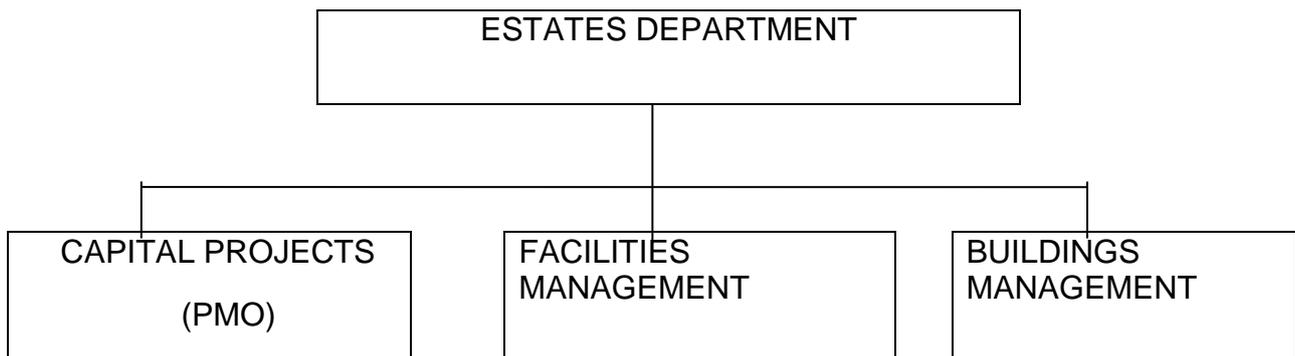
- Support and facilitate the activities of learning, teaching and research.
- Protect the fabric and services of the School's buildings to maintain their asset value.
- Centralise the Estate function and services under the control and responsibility of the Estates Department.
- Provide a professional and pro-active facilities management service.
- Become involved in the early planning stages of new projects to ensure that maintenance is recognised and costed.



- Improve communications with staff and users.
- Create information systems that monitor performance and cost to facilitate management decision making.
- Benchmark activities and services with other comparable institutions and use HESA data to set key performance indicators.
- Achieve financial targets set by the School.
- Develop and train Estates staff to deliver quality services.

4.0 Estates Areas of Responsibility

Estates have three main areas of responsibility:



5.0 Estates Department Personnel

An up to date list of Estates personnel is published on the School web page.

6.0 Role of the Director of Estates

The duties and responsibilities of the Director of Estates are:

- Maintain all buildings owned or leased by the School.
- Carryout the physical planning and development of the School's estate.
- Liaise with the Higher Education Funding Council on building matters and with the Local Authority on planning issues.
- Provide, procure and develop within the context of an overall Estates Strategy effective and efficient estates and facilities management



services, based upon professional and business standards of the highest order.

- Assign clear managerial responsibilities within the Estates Department in order to ensure that the Department policies, programmes and standards are met and appropriate and effective decisions are made.
- Develop, manage and review the management and administrative systems of the Department.
- Take an active role, in relation to the School's estate and facilities, in promoting the School's interest and fostering relations with other higher education institutions and outside bodies in both the public and private sectors.
- Plan and manage effectively and in accordance with the School's financial regulations and good practise, the use of the resources available to the Estates Department.
- Seek to ensure that the recruitment, training, development and retention of an efficient and motivated workforce within the Department and to pay due regard to the Schools commitment to equal opportunities and other Personnel policies.
- Provide a helpful, responsive and courteous service to all users and to work in co-operation with all other sections of the School in furtherance of its corporate objectives.

7.0 The Estates Operational Operational Plan 2017-2027

The Estates Operational Plan sets out the strategic direction for the Estates Department covering the period 2017- 2027, however it is broken into more specific 5 year phases. .

Building and Facilities Management Policy Areas

The Estates Department will operate within a well defined organisational structure with clear reporting lines and responsibilities for each member of staff. The areas of service provided are listed below:

Asset Management

Building Maintenance

Reception Services



Cleaning

Porterage

Energy Management

Security

Statutory Compliance (Health and Safety)

Environmental Compliance

Waste Management and Recycling

Catering

Space Management

Ultimately these key documents will set out the Service Level Agreements (SLA) for each service area to ensure compliance with the specified performance requirements and criteria.

The SLA documentation will be structured around the following five key features of quality assurance:

- i) Policy
- ii) Organisation
- iii) Standards
- iv) Procedures and documentation
- v) Monitoring and review

Once in place the SLA's will be reviewed annually to ensure that they comply with any new legislation and are still fit for the service required by the School.

8.0 Performance Monitoring and Feedback

When the standards, systems and procedures for the facilities management service areas have been compiled, agreed and implemented. The Estates Department will carry out regular audits to ensure that the performance is being met. The audit will aim to maintain the defined standards of service and accurately identify the causes of inadequacies in the performance. This will enable Estate staff to address the specific problems and measurements against effective performance levels.

9.0 Buildings and Facilities Management Services

9.1 Asset Management



The Estates Department will be responsible for maintaining all assets assigned to the department. This will include servicing assets in accordance with manufactures' recommendations and periodic replacement due to wear and tear. All assets will be replaced to match the same quality and standard as existing, subject to standards set by the department.

The Estates Department will compile a non fixed asset register (Inventory) of all departmental equipment, excluding consumables.

The Estates Department will consider a forward replacement programme forecasting anticipate replacement requirements over a five year period. This programme maybe reviewed every three years. An annual replacement programme will be ongoing. At the same time an annual servicing programme for each asset will be reviewed and costed.

Standard decoration, furniture fittings and equipment specifications will be prepared. An amount for each year is to be decided for inclusion into the annual budget timetable. Procurement will be used where ever possible.

9.2 Buildings Maintenance

The Estate Department will be responsible for ensuring that the building fabric, building services installations and external areas within the School are well maintained.

A forward planned maintenance programme can be prepared forecasting future maintenance requirements over a five year period. This can be updated every three years. A more detailed and costed annual programme is to be raised prior to the end of each February in time with the budget timetable.

All reactive maintenance is to be recorded on the Estates CAFM system to allow for management information on tracking and review of any trends. This information is to form the basis of the annual budget request for reactive maintenance.

9.3 Reception Services

The Estate Department will staff all Reception areas and work closely with all School Faculties and Departments to provide a welcoming, helpful and responsive front of house service to all Students, Staff and Visitors.



9.4 Cleaning

The Estates Department will implement a performance schedule system which will cover all areas of the School's buildings and external areas. A reporting system will be put in place for cleaning personnel to identify maintenance requirements, potential breaches of security, asset damage and any housekeeping problems. The Department will be responsible for all internal and external pest control.

9.5 Porterage

The Estates Department will provide a Porterage service for the removal of items around and from the building and the setting up of teaching areas and conferences.

9.6 Energy Management

The Estates Department will be responsible for developing an appropriate energy strategy for the energy management of the School. The strategy will cover a five year period and reviewed on an annual basis identifying each objective and each proposed package of energy saving measures to be introduced.

9.7 Security

The Estates Department will be responsible for the estates related security of the School including, access, CCTV and manned guarding. The overall aim is to provide a safe and secure environment and reduce losses due to theft and wilful damage.

9.8 Statutory Compliance (Health and Safety)

The Estates Department will be responsible for statutory compliance in accordance with all legislation, directives, Acts of Parliament and Codes of Practice. The Department will ensure that these items are audited each year and the findings held electronically for all School Staff to access.

9.9 Environmental Compliance

The Estates Department will be responsible to ensure that all Environmental Estate compliance requirements are implemented and the records held on centrally on the School Intranet for all to view. This will form the basis of all Green Agenda issues and returns.

9.10 Waste Management and Recycling



The Estate Department will be responsible for the disposal off site of all waste, rubbish and refuse generated by the School. The Department will prepare and develop procedures for the collection and disposal of all forms of litter within the common parts of the School.

The Department will investigate and recommend methods and practices for recycling.

The Department will ensure full compliance with the Environmental Protection Act for the handling of controlled waste.

9.11 Catering

The Estate Department will be responsible for the provision of good quality catering services to the School.

A controlled approach to the provision of catering services will be determined and a proactive service will be developed to ensure that the quality and needs of the School are met.

A programme of internal inspections and reviews will be undertaken to ensure quality and value for money.

9.12 Space Management

The Estates Department will support the School by providing:

- Estate management statistics and data.
- Timetabling system support

11.0 Clarifications and Comments

For clarification or comments on any of the forgoing information, please contact the Director of Estates (ext 2044).