

Committee(s): Corporate Asset Sub Committee	Date(s): 05/09/2018
Subject: Corporate Facilities Management – Annual Update Report	Public
Report of: City Surveyor CS:307/18	For Information
Report author: Alison Bunn – Head of Facilities Management	

Summary

The following report details the work that has been undertaken by the Corporate Facilities Management (FM) team within the last twelve months. It also presents the current performance of all FM corporate contractors and the main workstreams that the team will be completing in the forthcoming year.

Recommendation

Members are asked to:

- Note the report.

Main Report

Background

1. The Corporate FM team has an overall total members of staff of 93 and are split into three areas:
 - Corporate Property FM Team
 - Guildhall FM Team
 - Guildhall Security Team
2. These teams are assisted by the following support teams within the overall FM team:
 - Property Contracts Performance Team
 - Property Health & Safety Team
3. The FM team manage 460 operational properties across the whole of London and beyond with a replacement value of about £5bn and a floorspace of 6.9m sqft.
4. Of the 460 properties 10% have listed status which means that their maintenance and upkeep costs can be significantly higher than a conventional building. The most notable of these being the Guildhall, Mansion House and Central Criminal Court

5. The FM team deliver a range of Hard and Soft FM services to the service departments including Building, Repairs and Maintenance (BRM), Cleaning, Security, Pest Control, Lift & Escalators, Couriers, Water Coolers and Catering
6. The Property Contracts performance team manage FM contracts to the value of £90 million with 588 Key Performance Indicators measured within them.

FM Contract Status

7. Appendix 1 shows the performance of the main FM contractors over the last three months (April, May and June). All contracts continue to run correctly and any repeated failure of KPI's are managed through a contractor action plan which is aimed to address the issues.

Achievements in the last 12 months

8. Introduction of a Computer Aided Facilities Management (CAFM) System Micad to manage all FM services including an up to date asset register, provision of the property service desk and improved reporting of management information.
9. Creation of a FM strategy for the Guildhall to move towards a five-star service subject to additional funding agreement.
10. Re-Shaping of the Property Contracts Performance Team to ensure it is fit for purpose to deliver the service required
11. Successful demobilisation of the BRM1 contract with Mitie including agreement on final accounts
12. Achieved BRM2 savings on BRM1 of £1 million per annum directly attributable to the City's own budgets
13. Successful mobilisation of the BRM2 contract with Skanska
14. Achieved permanent employment of the Assistant Property Facilities Managers (APFM) through the FM Service Based Review
15. Continued consolidation of services by bringing the Central Criminal Court into the BRM2 contract along with 21 New Street and GYE
16. Update of the FM Strategy to meet the business needs and planning
17. Property Service Desk processed over 20,000 call requests either by phone or email
18. Employed an FM Supervisor apprentice
19. Moved to a more customer facing automated property service desk utilising Micad to allow the team to work more effectively
20. Processed 107 variations to FM contracts to alter service delivery
21. Increased collaboration with the Barbican by deploying a PFM to assist with the re-structure of their services
22. Creation of a Head of Security role for the Guildhall to meet counter terrorism and corporate security needs
23. Promotion of the CAFM system by the Property Service Desk at a roadshow to encourage more users in the Guildhall

Going Forward over the next 12 months

24. Re-tender of the Lift and Escalator contract to move to the 2nd generation and a more fit for purpose contract including the utilisation of the City's CAFM system

25. Re-tender of the Security contract to move to the 2nd generation and a more fit for purpose contract
26. Recruitment of 9 security officers and a security manager for the Guildhall to bring the team up to a full compliment of staff and reduce an unnecessary overtime burden on current staff
27. Delivery of a 3-year maintenance strategy for the Guildhall predominately looking at internal decoration in line with the possible overall refurbishment of the Guildhall through capital projects
28. Mobilisation during August of the new catering contract for the Gild staff restaurant which starts in September and includes modernising the offer of products available and creating a bespoke coffee area
29. Upload the additional assets and servicing regimes into the CAFM system to deliver correct planned preventative maintenance schedules
30. Give the ability to report on the status of statutory compliance within the portfolio
31. Work with Skanska to move to condition-based maintenance rather than time expired maintenance
32. Invest in the Property Appraisal Module for the CAFM System to create accurate Forward Maintenance Plans and ensure all asset information is held in the same location
33. Work with all corporate FM contractors to derive a 2% efficiency savings for this year without it having an impact on the service provided
34. Create a local FM network to the Guildhall to share experiences and best practice for delivering FM services

Corporate & Strategic Implications

35. Facilities Management at the City supports the following objective in the City Surveyors Business Plan:

Property assets and facilities management: We will ensure buildings are fit for purpose, sustainable, safe and secure, providing access for all, meeting service needs and community expectations and delivering value for money through enhancing our efficiencies; this includes asset management plans, facilities management including hard (planned and reactive maintenance) and soft services (cleaning, security, etc...), cyclical projects and minor improvements and delivery of major capital projects for refurbishments and new builds.

Conclusion

36. This report shows the progress that the team are making in managing the FM for the Corporate property estate. Much work has been completed in the last year to bring the service up to a professional level. However, as FM is a continually evolving service there is much more work to do in the forthcoming year. It is intended that this report gives Members comfort that the City Surveyor is managing the service in a competent manner.

Appendices

- Appendix 1 – KPI Information for FM Contracts

Alison Bunn

Head of Facilities Management – City Surveyor's

T: 020 7332 1069

E: Alison.bunn@cityoflondon.gov.uk