

<b>Committee(s):</b> Corporate Asset Sub Committee	<b>Date(s):</b> 4 April 2019
<b>Subject:</b> Corporate Facilities Management – Update Report	<b>Public</b>
<b>Report of:</b> City Surveyor CS: 108/19	<b>For Information</b>
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### **Summary**

The following report gives an update on the key workstream being undertaken by the Corporate Facilities Management (FM) team since the last update in September 2018.

### **Recommendation**

Members are asked to note the report.

### **Main Report**

#### **Current Workstreams**

1. The Lift and Escalator contract re-tender exercise has been concluded, approval is currently going through the City's governance processes with contract award expected on 26 March 2019. The contract will commence on 1 July 2019 and allows for a three-month mobilisation period. The current contractor is part of this tender process.
2. With reference to the above, the current Lift and Escalator Contractor, Apex Lifts, have recently failed a number of their contractual key performance indicators (KPI's). As a result, an action plan has been put in place to improve their performance. In addition, site attendance by the City's lift engineer is being undertaken to support the improvement plan. Their performance will continue to be monitored closely.
3. The Security contract re-tender exercise is being concluded and contract award is expected on 8 May 2019. The contract will commence on 1 September 2019 and allows for a three-month mobilisation period. The current contractor is not part of this process.
4. Once the new contractor is in place a review of the in-house Guildhall Security team can be undertaken to identify which model represents best value for money.
5. With reference to the above, work continues with our current security contractor, Ultimate, to ensure that there is no decrease of service standards in the final

months of the contract. At present their performance is stable and is being closely monitored. Fortnightly demobilisation/exit strategy meetings will start towards the end of March 2019 to ensure that there is a consistent handover to the new contractor. The Operations Group Director has formally written to the Managing Director of Ultimate Security (Noonan's) expressing the City's expectations.

6. Work continues to evaluate the extension of the current cleaning contract for a further three years until 2022. Discussions are being undertaken with the various service departments to ensure they are happy with the level of service provided by the contractor before a final submission is given for approval to the Facilities Management category board in March 2019.
7. Recruitment of a Computer Aided Facilities Management (CAFM) System Administrator has taken place and the role will be filled internally by a member of the property service desk. This role is pivotal in aligning the system and ensuring it is kept current with the correct up to date information.
8. Soft Market testing of other CAFM systems is being undertaken to ensure that our system is the best in the market and will allow a two-year contract extension to be considered by the Facilities Management category board in due course.
9. Recruitment is in the final stages for the Guildhall Complex Buildings and Hospitality Manager who is responsible for delivering the FM services at the Guildhall Complex. 2<sup>nd</sup> stage interviews are due to take place on 4 March 2019.
10. Recruitment to the final Assistant Property Facilities Manager (APFM) role for the Guildhall is underway with interviews taking place on 6 March 2019. Once appointed this role will mean the Guildhall FM team is fully staffed.
11. The Health & Safety Property team continue to update policies and procedures with Fire Safety, Asbestos and Water Hygiene all currently reviewed and published.
12. Recruitment has commenced for a Health and Safety Officer to review and audit all of the Fire Risk Assessment's for the City. This role was approved by Resource Allocation Sub Committee in November 2018.
13. The TUPE transfer of staff who were based at 1-5 London Wall Buildings was undertaken when the building was sold in December 2018.
14. The addition of the Barking Power Station site into the FM team took place in December 2018. Three on site staff have been retained and employed by the City to continue to manage the site on a day to day basis. An action plan of current FM service contracts has been developed and services are currently being transferred to the corporate contractor if applicable.
15. The first meeting of the local FM and Security Network took place on 29 January 2019, with FM and Security Representatives from the majority of local businesses attending. All involved agreed that it was a good idea to allow better

communication and sharing best practice. The meetings have been set for quarterly and will be hosted at the Guildhall.

16. A mini tender exercise has been undertaken for the provision of the annual FM survey to award a four-year contract. Surveys will take place in the following order: IPG, CPG, IPG and CPG. The first survey will start preparation in April 2019.
17. The first phase of consolidated deliveries to the Guildhall has been in place since November 2018. Initially three suppliers (Office Depot, Greenham's and XI) have been sending all deliveries through the CEVA consolidation centre in Acton. It is early days, but indications are that this is reducing traffic to the Guildhall and will now be extended to cover other deliveries that come to the Complex such as couriers, personal deliveries and in time perishables.
18. Skanska have started to undertake projects from the CWP programme currently valued at £1 million. The range of projects included covers locations such as Open Spaces, Magistrates Court and the Car Parks. Delivery of the projects has started and will be completed in November 2019. It is indicated due to the initial success of the works that another £400,000 worth of projects will be awarded to Skanska in April 2019.
19. Fast Track entry system for Staff and Contractors has been implemented in the North and West Wing entrances at the Guildhall Complex. The new process allows entry to the building without bag scanning upon production of a valid ID card. This has been well received by staff.

### **Corporate & Strategic Implications**

20. 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**

21. This report shows the main workstreams that the FM are working on within the last 6 months, in addition to the day to day business as usual.

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