

Committee(s): Corporate Asset Sub Committee	Date(s): 7 th November 2019
Subject: Corporate Facilities Management – Update Report	Public
Report of: City Surveyor CS: 440/19	For Information
Report author: Alison Bunn – Head of Facilities Management	

Summary

The following report gives an update on the key workstreams being undertaken by:

- Part 1 - Corporate Facilities Management (FM) team
- Part 2 – Corporate Security Overview

Recommendation

Members are asked to:

- Note the report.

Main Report

Part 1 – Corporate Facilities Management Team

Contract Management & CAFM

1. The new Lift and Escalator contract commenced on the 1st July 2019, the contract is now held by Amalgamated Lifts and will run for a 5-year period. Mobilisation of the contract went well, and all staff transferred across to Amalgamated without any incidents.
2. The Millennium Inclinorator was treated as a separate Lot for the tender process and unfortunately did not receive any compliant bids. As a result, the FM team met with TFL at Greenford underground station, who have recently installed a similar facility. As a result the Planning and Transportation Committee have supported that Kone Lifts, who are TFL's Inclinorator maintenance provider, are appointed to maintain the Inclinorator going forward. It is anticipated that the contract will start towards the end of the year, in the meantime the current contractor Axis Lifts will continue to maintain the Inclinorator.
3. The new Corporate Security contract commenced on the 1st September 2019 with ISS Facilities Services now delivering the service, the contract will run for a 3-year period with an opportunity to extend by a further 2 years. Mobilisation of the contract is going well, and all staff transferred across to ISS without any incidents.
4. The Corporate Cleaning contract has been extended for a further 3 years until 2022. Enhanced services are currently being agreed with key stakeholders, for

example, the Remembrancer's Department for the Event Space at an additional cost of circa £39,000 per annum to ensure the area is cleaned to their desired specification.

5. Work continues with the Computer Aided Facilities Management (CAFM) System to ensure that it acts as the single repository for the City's property related documents. This includes up to date plans, schematics, compliance certification, reactive and planned maintenance tasks and works scheduling. The contract with MICAD has been extended for a further year until November 2020 whilst we undertake soft market testing to identify if our current system is offering value for money.
6. Appendix 1 shows the KPI contractor performance for the last 6 months (Mar – Aug). Overall the performance of our contractors is good and allows us to develop the working partnership that we are aspiring to achieve. Any failures are dealt with by an action plan that is immediately implemented, and financial penalties are applied.
7. We are currently formalising a framework of suppliers to be able to provide Fire Risk Assessments for all the City's properties including housing. This will ensure competitive prices are achieved and increase the speed to market. It is anticipated that this framework will be in place by Summer 2020. In the meantime, the current call off arrangements will continue.

Guildhall Facilities Management

8. Peter Ochser the new Guildhall Complex Buildings and Hospitality Manager started on the 10th July 2019. Peter's remit is to deliver the FM services to the Guildhall.
9. The additional budget for the Guildhall site that was approved last year came into effect April 2019 and is assisting the FM team to manage the service that is required within the correct budget allocation.
10. The Guildhall FM team is now fully staffed.
11. The Guildhall Plant Services was successfully transferred to Skanska on the 1st July 2019. The mobilisation and handover to Skanska has gone well and without incident. We will now be working with Skanska to identify improvements.
12. The second phase of consolidation of the post and parcel deliveries to the Guildhall has been agreed, we are currently in the process of completing a time and motion study for all deliveries to the Guildhall. This will allow us to identify which suppliers we need to add to the consolidated deliveries process. In addition, a corporate Amazon account is being established with all deliveries going to the consolidation centre for onward delivery to the Guildhall. Personal deliveries to the Guildhall will also be stopped and communication around this will be taking place shortly.
13. In April 2019 the Function Team joined the FM team, their main task is to ensure that the events space is set up accordingly. Work has begun to integrate the service into the overall Guildhall FM Team and review the service.

Health and Safety - Property

14. The Health & Safety Property team continue to update policies and procedures with Fire Safety, Asbestos and Water Hygiene which have been reviewed and published.

15. A Fire Compliance Officer started in July and has been tasked with carrying out an audit of all the Fire Risk Assessments for the City. An initial pilot audit has been carried out and lessons learnt have been applied for the remaining audits. The outcome of the audits is being reported to the Health, safety and Wellbeing Committee on a quarterly basis.

Corporate Property Facilities Management

16. The team continue to manage the Barking Power Station site and all services have now been transferred across to our corporate contract suppliers. Any specialist needs are being dealt with by separate contracts. The Health and Safety Risk Register is in place and risks are being managed. The site continues to offer a good location for film and tv works along with being used as a training venue by CoLP. We will continue to manage the site until the development/demolition begins which is likely to be mid-2020.
17. Results from the 2018 annual customer FM service have been shared with the FM team and our service suppliers. The associated actions have been implemented with regard to lessons learned about how our customers perceive the service we deliver and the opportunities for areas to improve. The next survey will be conducted in 2020.
18. Skanska have started to undertake projects from the cyclical works programme (CWP) currently in the region of £1.4 million. The projects will be completed in line with CWP targets. In addition, they will be allocated further projects from the 2020/21 CWP list in April 2020. This is releasing the resource pressures that the Minor Projects team are experiencing due to austerity measures.
19. Work continues with Skanska to move towards condition based cyclical maintenance and inputting the City's forward maintenance plans onto MICAD to marry up with day to day PPM intelligence.
20. The team have been working on the annual CWP 2020/21 bid list which was presented to this Committee in September to ensure it represents the needs of our clients and allow us to maintain all properties in a fair to good condition.

Part 2 - Corporate Security Overview

21. Simon Causer started on the 1st July 2019 as the Head of Security for the Corporation, the role is initially focussed on managing the security at the Guildhall and in line with the Senior Security Board decision, it will have a wider reach across the Corporation as Simon gets established.
22. Jill Mahoney the Security Manager at the Guildhall started on the 1st May 2019.

Security Advisory Board

23. This is a subgroup of the Senior Security Board meeting quarterly with agreed terms of reference which they work to.
24. Representation on the group is formed from all the key sites including Guildhall, Tower Bridge, Central Criminal Court, Mansion House, Markets.
25. The group is chaired by Simon Causer, Head of Security.
26. ISS the Corporate Security Contractor sit on the group.
27. A What's App group has been set up to ensure there is quick effective communication between the sites in the event of a security emergency, this links into the group setup for Chief Officers through Richard Woolford.
28. The last meeting took place on the 31st July at Mansion House and discussed the following key areas Security site updates, Counter terrorism updates, forthcoming events across CoL, Senior Security Board update and risk management.
29. The next meeting is due to be held on 28th October 2019 at the Barbican.

Security Cross Cutting Update

30. To mitigate some of the risks listed in Corporate Risk 24 (CR24), the security cross cutting project being delivered by colleagues in the Property Projects Group, based on the Counter Terrorism Security Assessment, is nearing completion with the final stage; the CCTV upgrade at Mansion House, Guildhall, Barbican and CCC, forecast for completion by March 2020.
31. In addition, a capital bid is being prepared for the installation of a Public Address & Voice Alarm (PAVA) system at the Guildhall. This is to assist with the mitigation of a Corporate Risk related to security (CR24) and mirrors the guidance provided by the Centre for the Protection of the National Infrastructure (CPNI) guidance. This will be supported by works to upgrade external door locking mechanisms to allow for a rapid lockdown of the Complex to mitigate against any critical threat.
32. Work is ongoing to replace the Rapiscan Machines at Mansion House, Guildhall, Barbican and CCC with delivery forecast for February 2020

Security Culture

33. Through the SAB and the People Security Board work has begun on the operational security review at the Guildhall Complex. The Head of Security with the Guildhall Security Manager are considering options for how the service can be provided in the future. One of these options will be considering the outsourcing of the service to ISS. A paper will be presented to this Committee in January 2020 to present the options to Members to agree a way forward.

34. In April 2019 the Visitor Services and Post Room team joined the Security team. The combining of the two teams makes sense due to their synergies of the service they deliver.
35. Work is being undertaken to reduce the level of overtime worked by the in-house security team to ensure that their work life balance is proportionate. The majority of operational overtime going forwards will be covered by ISS the corporate security provider.
36. Fast Track entry for staff, members and contractors is working well at the North and West Wings and allows the security team to concentrate on Visitors to the building.
37. All Security Officers are now SIA licenced and their CPD Training has been brought up to date with a suite of training courses organised through the L&D team.
38. The new uniform is now being worn by all staff and has received positive comments.
39. The Security Manager has been working with the Remembrancer's to ensure that the correct recharging structure is in place and all costs are fully recoverable from each event.
40. Clear guidance is now in place for the wearing of ID badges and regular checks are made by the Security team to ensure that people are adhering to the guidance. Members leading by example would greatly assist this.
41. The access control system (COTAG) has been updated to bring it up to the required standard which is supported by the IT division. The upgrade has allowed us to have a thorough cleanse of the system and make sure that people have the right passes issued to them with the right access permissions.
42. The Security team are supporting and working with the People Security Board to assist with the implementation of the clear desk policy
43. Operation Platinum, the management and dispersal of staff in the event of a terrorist attack has been approved by the Senior Security Board and is now being implemented at the Guildhall by the Head of Security. Other venues will follow once it has been established.
44. The Head of Security has actively been involved in the London Bridge contingency plans and will be the Silver Command for the event.
45. Action Counters Terrorism (ACT) e-learning (mandatory for all front of house staff & voluntary for others) was launched in June 2019. This replaces Operation Griffin and is designed to increase the awareness of our staff to the terrorist threat.
46. Standard Operating Procedures (SOP's) have been reviewed and updated for the services and duties undertaken by the Security team.
47. Work is underway to create an electronic system for allocating and rostering duties for the security team. This will move away from a paper-based system.
48. Proposed removal of Security staff in the City Business Library entrance with all visitors coming through the West Wing has been approved and is being implemented by the 1st December 2019. This will result in efficiency savings of circa £100,000 per annum.

Events

49. A standard approach to medium and high-risk events across the corporate estate is now embedded with accountability through Simon. This sees the completion of

a security risk assessment process for such events and a command structure that provides accountability and implementation of security recommendations. Briefings for such events are made available to the Senior Security Board.

50. The Head of Security has assisted Mansion House to investigate and improve procedures because of a recent security breach at the recent Chancellors speech dinner.
51. Animal Rebellion took occupation of Smithfield Market for 24 hours between 18.00 on Monday 7th October to 18.00 on Tuesday 8th October. No incidents to report.
52. Forthcoming Events of note are the Silent Ceremony, Lord Mayor's Show and Lord Mayor's Banquet from the 8th – 11th November 2019.
53. An event risk assessment process has been implemented to ensure that each event has the correct category and therefore the relevant security provision.

Corporate & Strategic Implications

54. 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

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

Appendices

- Appendix 1 – Contractor KPI Performance Mar – Aug 2019

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