

Committee(s): Corporate Asset Sub Committee	Date(s): 22 nd July 2020
Subject: Corporate Facilities Management – Update Report	Public
Report of: City Surveyor	For Information
Report author: Alison Bunn – Head of Facilities Management	

Summary

The following report gives an update on the key workstreams being undertaken by the Corporate Property Facilities Management (CPFM) team before the Covid-19 pandemic and highlights the works being undertaken by the team as part of the Covid-19 pandemic.

Recommendation

Members are asked to:

- Note the report.

Main Report

Part 1 Pre Covid-19:

Contract Management & CAFM

1. The new Framework for the Fire Risk Assessment has been awarded to Turner & Townsend and Oakleaf Surveying it will start on the 1st June 2020 for a three-year period with an option to extend for a further year.
2. The re-tender of the catering contract for The Gild staff restaurant has begun with the new supplier starting at the end of August 2020. The tender exercise also includes the City of London Police site as Bishopsgate police Station and the Barbican and Guildhall School Green Rooms and Kiosks.
3. 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.
4. The contract with MICAD our CAFM system has been extended for a further year until November 2021 we are now making plans to go to out to tender for the new system with the specification being drawn up and agreed with all stakeholders within the organisation.
5. Appendix 1 shows the KPI contractor performance for the last 6 months (Dec - May). 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.

Guildhall Facilities Management

6. Work has begun on enhancing the kitchenette spaces in the complex to ensure they provide better facilities for employees this includes upgrading the dishwashers, fridges, noticeboard management and decorating the area.
7. Work has also begun to enhance the gym and changing room facilities in the North Wing to lighten the area and give it a more modern feel.
8. Some projects were brought forward, under the FM team, for example: replacing carpet NW ground floor, City Centre toilet replacement, Members kitchen works, replacement of critical plant, etc.
9. Recruitment has started for a Technical Services Manager which will replace the old Property Facilities Manager role as it was felt a more technical person was required to ensure that our contractor Skanska were working correctly and in line with current regulations.
10. The FM team worked tirelessly to ensure that the overall Guildhall budget came in underspent at the end of the financial year.

Health and Safety - Property

11. The Health & Safety Property team continue to produce and update policies and procedures with Legionella, Building Compliance Standards, Heritage Site Fire Compliance, Lifting and Work Equipment being published.
12. A Fire Compliance Officer has started carrying out audits on the Fire Risk Assessment's for the City. The outcome of the audits is being reported to the Health, safety and Wellbeing Committee on a quarterly basis.
13. Guidance has been written on battery charging units and electric vehicle fast charging which has put us ahead of many other organisations within the country.
14. The team have delivered asbestos awareness training and legionella courses for staff within the organisation to ensure they have the most up to date knowledge and awareness
15. Specific investigations undertaken by the Team have included the responsibility for HV transformers and investigation into accidents and incident such as asbestos at Central Criminal Court.
16. A new apprentice Thomas Cohen has been recruited to the team due to Covid-19 Thomas's start date has been delayed but it is hoped he will be undertaking the role during the summer.

Corporate Property Facilities Management

17. Proposed changes to the team were agreed by this Committee in February 2020, at present these changes are on hold whilst the Covid-19 pandemic continues but it is hoped that we will be able to implement these changes by the end of the year.
18. Jessica Lees has been appointed as the Interim Deputy Head of CPFM to cover Karyn Burnham who is on maternity leave, Jessica will be in post until Mar 2021 when Karyn returns.
19. Work is underway to bring a remote display service to the public lifts which will show all public lift availability at each location. It is intended to pilot the service at Blackfriars Public Lift and if successful we will roll out to the remaining public lifts.

20. A risk register for corporate property buildings is being compiled from an asset performance prospective, the register will detail locations and assets that may potentially cause service failure and how we can mitigate against that.
21. The team have been working on the annual CWP 2021/22 bid list which will be 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 – Covid-19 works

22. Creation of a process for decontamination cleans in buildings that have a Covid-19 case including a thorough reviews of the RAMs for the decontamination clean itself
23. Ensure that all buildings were closed in a safe and statutory complaint way keeping them secure and crime free
24. Identifying critical buildings such as the Markets, Police Sites, Cemetery and Crematorium, Port Health Offices, Heathrow Animal Reception Centre and Walbrook Wharf which remained operational throughout and provide an enhanced FM service to them so they could remain operational.
25. Maintaining the Guildhall Complex to allow the Department of Communities and Children's Services to continue to operate out of the building.
26. Work with our corporate contractors to identify what services were required during the lockdown period and which we could pause which has resulted in cumulative savings of £500k for March, April and May so far.
27. Realigned the work of our contractors to support other organisations such as The Met Police contract for Servest our corporate cleaning contractor and both Servest and ISS our corporate security provider delivering services at the YHA at St Pauls which is being used by the City to house our rough sleepers.
28. Creation of a return to service tracker incorporating each of our FM suppliers to identify what is required to bring buildings back into service
29. Carry out ongoing and deep cleaning throughout premises, including disinfecting IT equipment like phones and keyboards
30. Verification of a premises risk assessment to ensure that buildings have met all the checklist criteria to ensure they are being opened in a safe and secure way
31. Ensuring our contractors are working in line with the latest Government Guidance in relation to cleaning our properties
32. Operation of the Guildhall post room for incoming and outgoing post once a week to ensure that all large mailshots have been completed on time
33. Working at the Guildhall to ensure the North Wing is ready to be open for Phase 1 return on the 22nd June 2020, including all practical works such as signage, floor markings and creation of a best practice guide so staff who are returning are aware of what we are doing to make the building safe and secure for them
34. Provide a fire safety guidance note for buildings that have less than usual occupancy and how that can be managed
35. Produced detailed guidance on ensuring water safety when buildings are brought back into operation
36. Create an FAQ's document for each FM contractor to highlight the key areas that are being undertaken by them including working practices, RAMS and use of PPE
37. Allow the Guildhall Bedrooms to remain open and serviced for key workers on the Covid-19 pandemic

38. Creating a central Teams site where all the FM related information can be stored so it is accessible for all our clients.
39. Reviewing contractor RAMs to ensure they are COVID-19 compliant before commencing work

- Appendix 1 – Contractor KPI Performance Dec 2019 – May 2020

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