

Committee	Dated:
Corporate Asset Sub-Committee	19 th July 2021
Subject: General FM Update Report	Public
Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?	Shape outstanding Environments – Our spaces are secure, resilient and well-maintained
Does this proposal require extra revenue and/or capital spending?	N
If so, how much?	N/A
What is the source of Funding?	N/A
Has this Funding Source been agreed with the Chamberlain's Department?	N/A
Report of: City Surveyor	For Information
Report author: Alison Bunn, Head of Facilities Management, City Surveyors	

Summary

The following report gives an update on the key workstreams undertaken by the Corporate Property Facilities Management (CPFM) team during the year 2020/21.

The Guildhall is not included in this report as a similar report was presented to this committee on the 28th April 2021 that described the work undertaken across the Complex, during this period

Recommendation(s)

Members are asked to:

- Note the contents of this report

Main Report

Corporate Property Facilities Management

1. Successfully worked in an agile and flexible way and adapted to the differing COVID restrictions and environment.
2. Ensuring operational buildings were compliant and safe throughout the pandemic by keeping maintenance, cleaning and security up to date, amending the service where required.
3. Supporting our FM clients throughout the pandemic, including site visits, assisting the businesses to get Covid-secure by assessing risk assessments, installing equipment such as screens and amending cleaning regime.

4. Reviewing and signing off all the business focussed maintenance information to support the efficiency savings.
5. Professional development of the team; including 2 members coming to the end of their IWFM Level 4 qualifications, 2 staff have been acting up (maternity cover) during the year providing great experience and another 2 seconded positions.
6. 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
7. Ensure that all buildings were closed in a safe and statutory compliant way keeping them secure and crime free
8. Creation of a return to service tracker incorporating each of our FM suppliers to identify what is required to bring buildings back into service
9. Carry out ongoing and deep cleaning throughout premises, including disinfecting IT equipment like phones and keyboards
10. 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
11. Ensuring our contractors are working in line with the latest Government Guidance in relation to cleaning our properties
12. Produced detailed guidance on ensuring water safety when buildings are brought back into operation
13. 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

Computer Aided Facilities Management System (CAFM)

14. The retender of the Computer Aided Facilities Management System (CAFM) was completed during Q1 and Q2 of 2021/22 with the evaluation process and contract award concluded.
15. Once the system, which is due to go live in November 2021, the City will benefit from improved building management processes and data achieved by workflow automation. Additionally, the new system has expanded capabilities beyond that of the current system which will assist the City Surveyors Department deliver its objectives in relation to carbon reduction, forward maintenance plans and cyclical project work.
16. Furthermore, a financial saving of £372k will be experienced over 5 years when compared to the current CAFM system. Future system capabilities

enable the implementation of the Internet of Things (IOT) and sensory devices resulting in the City having a fully contemporary CAFM system which supports industry technological advancements and the movement towards remote building management. Agreement to proceed with the tender was authorised at this committee in September 2020.

Efficiency Savings

17. Throughout Q3 and Q4 of 2020/21 the FM Team worked closely with its three Category A Suppliers (Building Repairs and Maintenance (BRM), Security and Cleaning to deliver efficiency savings of £1.3m per annum. The efficiencies have been delivered from April 2021 meaning full realisation throughout the 2021/22 financial year. The full savings programme was delivered to this committee in April 2021.

COVID-19 Contract Management

18. Throughout the year the Contract Management Team worked closely alongside its Corporate Suppliers to rationalise services and align delivery to operational requirements. This included extensive use of the Government's Furlough Scheme and the redeployment of resources to obtain maximum efficiency without impacting statutory obligations, standards and best practice.
19. The impact was most notable across the Cleaning Services where 123 contract variations were administered resulting in an annual saving of £1.5m in core cleaning services compared to 2019/20.
20. Contractor performance has been consistent throughout the year with every month the KPI's scored achieving over 90% with the average for the year being 92.53%, this is comparable to the previous year of which the average annual performance was 91.89%. Further details on the month on month scores are provided in Appendix 1.

Health and Safety - Property

21. Policies on Asbestos, Fire, Working at Height and Control of Contractors were reviewed and new guidance produced for Premises Controllers and on installation of Fast and Rapid Vehicle Battery Chargers (The "charger guidance" is the first such guidance in the UK and has now been adopted by LFB as their recommended standards).
22. The team was key in responding to the COVID -19 pandemic. Their work involved reviewing numerous COVID property risk assessments and several contractors COVID Risk Assessment and Method Statement (RAMs). The team also assisted sites such as the Guildhall and Walbrook Wharf with drafting return to work procedures and revised fire evacuation procedures.
23. With the reopening of sites, the team undertook visits to ensure compliance with COVID risk assessments and produced schedules for addressing increased legionella risks posed by less populated or temporarily closed sites.
24. The team developed check lists for assessing contractors COVID -19 risk assessments and property COVID-19 risk assessments. They also produced

process maps for safely dealing with people who were symptomatic on Corporation sites and responding to a member of staff who had a positive lateral flow test.

25. Tenders were issued and appointments made for two fire risk assessment consultants and a housing asbestos analytical consultancy.
26. The Team investigated significant a number of incidents over the last 12 months for example:
 - a. Pressfords unsafe working at height at Tower Bridge
 - b. Small electrical fire at Walbrook Wharf
 - c. Concrete falls within the General Market Basement
 - d. Failure to correctly test eyebolts at Central Criminal Court
 - e. A demolition operative fall from height at Barking Power Station
27. The Team were also closely involved in investigating, creating specifications and subsequent removal and repair of the collapsed concrete canopy and glass canopy panel failure at Smithfield Market
28. Despite COVID restrictions, the team completed 80 Fire Safety Compliance audits, 32 legionella and asbestos audits and a small number of Dangerous Substance and Explosive Atmosphere audits. They also completed 100% of audits on high risk water systems such as Cooling Towers.
29. The Team oversaw the use of new wireless thermal monitoring technology to target legionella issues with great success in identifying causations and identifying subsequent solutions
30. The Team delivered an asbestos awareness course and ran online fire door, fire management and fire strategy briefings
31. The Team took on its first Apprentice

Appendices

- Appendix 1 – Contractor KPI Performance April 2020 – Mar 2021

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