

Title of Report:	Increasing buy in of the Property Service by Schools	Item 5a
Report to be considered by:	Resource Management Select Committee	
Date of Meeting:	18 May 2010	

Purpose of Report: To provide an outline of the activities and proposals to market the Property Service to Schools

Recommended Action: The the group notes the report

Reason for decision to be taken: To ratify the activities proposed

The proposals contained in this report will help to achieve the following Council Plan Priority(ies):

- CPP1 – Support our communities through the economic recession** – to alleviate the impact on different communities and individuals who find themselves out of work and/or disadvantaged
- CPP2 – Raise levels of educational achievement** – improving school performance levels
- CPP3 – Reduce West Berkshire’s carbon footprint** – to reduce CO₂ emissions in West Berkshire and contribute to waste management, green travel, transportation and energy efficiency

The proposals will also help achieve the following Council Plan Theme(s):

- CPT1 - Better Roads and Transport**
- CPT2 - Thriving Town Centres**
- CPT3 - Affordable Housing**
- CPT4 - High Quality Planning**
- CPT5 - Cleaner and Greener**
- CPT6 - Vibrant Villages**
- CPT7 - Safer and Stronger Communities**
- CPT8 - A Healthier Life**
- CPT9 - Successful Schools and Learning**
- CPT10 - Promoting Independence**
- CPT11 - Protecting Vulnerable People**
- CPT12 - Including Everyone**
- CPT13 - Value for Money**
- CPT14 - Effective People**
- CPT15 - Putting Customers First**
- CPT16 - Excellent Performance Management**

Portfolio Member Details	
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Date Portfolio Member agreed report:	

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Implications

Policy:	The report raises no policy implications for the Council
Financial:	There could be financial implications should the buy in to the Property Service reduce If there are any financial implications contained within this report this section must be signed off by a West Berkshire Group Accountant. Please note that the report cannot be accepted by Policy and Communication unless this action has been undertaken.
Personnel:	There could be personnel issues should the buy in the Property Services reduce.
Legal/Procurement:	None
Property:	
Risk Management:	
Equalities Impact Assessment:	For advice please contact Principal Policy Officer (Equalities) on Ext. 2441.

Executive Report

1. Introduction

- 1.1 The Resource Management Select Committee is considering the service provision to Schools by the Council Property Services.
- 1.2 Previous reports and officer attendance at the committee have indicated a degree of dissatisfaction by schools of the Property Service, however, the response to a survey questionnaire was poor and accordingly the representation of feedback may not be accurate.

2. Background

2.1 Property Services provides services to schools via:

- (1) Project Management of new buildings and larger projects
- (2) Schools maintenance buy back

2.2 Project Management of New building and larger projects

- (1) The Property Services Projects Team provides a comprehensive and structured approach to the procurement and delivery of any construction project and can carefully develop, manage and monitor the design and construction process to achieve what our clients require.
- (2) The process is traditionally divided into distinct stages, from inception to completion, but many other procurement options can be selected as required to best meet the client's requirements. These will generally address issues raised by the client's cost, time or 'quality' constraints.
- (3) Project Officers (PO's) operate as Project Managers but with a high level of construction knowledge able to understand, interpret and challenge construction and specialist construction detail design. Specialist staffs such as Architects, Designers, Mechanical, Electrical Engineers and Quantity Surveyors are employed and managed within the service as required by each project.
- (4) Projects are identified on the Council's Capital Programme or School sponsored works are implemented using Project Management Methodology (PMM) which provides a management strategy to ensure effective governance of a project. This is achieved as the PMM model ensures a Project Board (PB) is provided and introduces sign off stages throughout the project to ensure governance is undertaken.

2.3 Schools maintenance buy back

- (1) Maintenance and upkeep of Schools forms a large proportion of Property Services business and as is with all areas of business, there are stringent statutory and regulatory requirements that must be met. Property Services can offer advice and guidance on the regulation pertaining to each individual school or project. Through our 'buy-Back' services the responsibilities for meeting these regulations can be shared to ensure that the school premises remains a safe environment for its staff, pupils and visitors.

(2) The aim of the Maintenance Service is to provide a comprehensive service offering a whole range of professional property services and functions, which include planned preventative maintenance, helpdesk and technical support and project management for minor works projects. We offer a fully managed service that, depending on your requirements, includes

(a) Planned Preventative Maintenance (PPM)

This provides for the regular inspection and servicing of plant & equipment through the use of maintenance contracts. The management of this aspect of maintenance can be undertaken on your behalf by the Maintenance Team.

(b) Helpdesk-Urgent Maintenance Repairs

The provision of Helpdesk and technical maintenance support for urgent maintenance repairs is available via the Property Helpdesk during office hours on **01635 519869** (08.30 to 17.00 Mon-Thurs, 08.30-16.30 Fri) utilising the Council's appointed maintenance contractor Kier Facility Services (KFS) Outside of normal working hours an emergency out of hour's telephone support service is provided on **0871 703 0882**. Requests for urgent maintenance repairs should **NOT** include items of improvement or items, which can be planned for.

(c) Planned minor works

The Maintenance Team also offers properties the opportunity to benefit from planned minor works service.

The Maintenance Surveyor will project manage the properties planned minor works projects from production of work schedules and specifications to the payment of invoices. Any work identified and agreed with the property will be ordered against the properties own budget.

This service will include:

- (i) Produce work schedules and specification
- (ii) Produce cost estimates and tendered quotations.
- (iii) Appoint Contractor.
- (iv) Monitor performance and quality
- (v) Monitor health & safety
- (vi) Provide budgetary control
- (vii) Agree completion of works
- (viii) Agree final account.
- (ix) Process and payment of invoices

3. Improvements

3.1 Term Maintenance Contractor

- (1) In 2003 Kier Facilities Services Ltd (KFS) were awarded the measured term contract (MTC) for West Berkshire Council.
- (2) KFS are the mechanical, electrical and fabric maintenance division of Kier Facilities Services Limited, part of the Kier Group plc (parent company). As a member of one of the UK's largest construction, development and service companies with an annual turnover of £2.10 billion, the company provides a range of services such as; maintenance; facilities services; design; project management; installation and commissioning for a variety of customer portfolios across all property markets.
- (3) The service provided by KFS forms the back bone of the maintenance buy back service to schools and maintenance for non educational establishments.
- (4) The Contract was originally set up for a period of 5 years from 1st May 2003, with the option exercisable by the Council to extend for a period not exceeding a further 5 years. In 2008 the contract was extended by a further 3 years to run in parallel with a new 3 year buy back service to schools, which ends in 2011 and which provides a suitable timescale to consider a new contract.
- (5) There is no doubt that the expectations and needs of the customer have changed since the contract was originally conceived, both customer's and Council Member's concerns over value for money from Property Services most often relate to the performance of the MTC contractor KFS. Complaints in some cases refer to high costs disproportionate to the size of project. This has led to clients obtaining alternative quotes that may not include the higher specification of service offered by KFS.
- (6) A working Group has been set up to over see the development and introduction of new Council maintenance contract. The working Group consists of the following members:

Representative from School's Primary Link Group	TBC
Representative from School's Secondary Link Group	Derek Peuple, Headteacher, Park House School
Representative from SOAG	Louisa Gilboy, Business Manager, Robert Sandilands School
Council Member	Cllr. Keith Chopping
Council Member	Cllr. Anthony Stansfeld
Council Member	Cllr. Pamela Bale
Representative from Children and Young People Directorate	Mark Lewis, Education Asset Manager
Representative from Community Services Directorate	Adrian Jones/Debbie Butland to share the role
School Governor Representatives	Brian Barnes, Governor, Whiteland's School
Representative from Legal/Procurement Services	Shiraz Sheikh, WBC Legal Advisor.
Representative from Health & Safety	Derek Martin, Health & Safety Advisor
Representative from Property Services	Andy Green, Maintenance Manager

3.2 Berkshire Framework

- (1) A framework agreement for minor works between all Berkshire Unitary Authorities has been awarded to a 14 strong group of contractors and should become operational by June this year. This will allow the Council and schools to use contractors on the framework to undertake small refurbishments and alteration projects of values from £25k to £500k. This will simplify the procurement process and provide a whole range of benefits to council and Schools.

3.3 Maintenance Buy Back

- (1) A new 3 year buy back service offer for school maintenance services is due to commence in April 2011. In parallel with the renewal of the Council's maintenance contract, Property Services will be reviewing its own service provision to schools.
- (2) The results of consultation on the maintenance contract and information devolved from customer feedback will help shape the 2011-2014 Property Service buy back service offer to schools.

3.4 Handyman Service

- (1) Over the past 12 months the Property Service Handyman facility has been made available to schools on a trial basis. The purpose of the service was to provide a resource to schools to undertake low level maintenance activities not included within the main maintenance contract such as:
 - (a) Drilling, fixing and mounting of shelving/cupboards.
 - (b) Lighting tube/bulb replacement.
 - (c) Lighting starter motor replacement.
 - (d) Moving furniture.
 - (e) Painting, decorating and tiling.
 - (f) Heating Controls-advice on and setting of control system.
 - (g) Litter clearance and moving waste bins.
 - (h) Footpath and playground cleansing.
 - (i) Temperature reading checks at water outlet points and temperature checks of water tanks in lofts and tank rooms (subject to safe access).
- (2) Whilst there has been some take up of this service from schools there is currently insufficient buy in to justify a stand alone school handyman service. The development of this service will feature in discussions through the mechanisms noted in section 4 below.

4. Communication

4.1 Communications with schools will continue with regular representations through the various mechanisms listed below.

- (1) EMAB

- (2) SOAG
- (3) Secondary Head Forums
- (4) Primary Head Forums
- (5) Governor Forums

4.2 Improvements to the communication regime will also be reviewed as part of the school buy back offer for 2011-2014 and will be an important element of any new maintenance contract.

4.3 The implementation of Project Management Methodology allows for highlight reports to be regularly issued to all customers/clients this should improve communications and help change peoples perception of the service.

4.4 Work is about to commence on the development of a new web-based asset management database. This should allow all schools to view their own property data such as condition, fire, asbestos and legionella reports.

4.5 Gauging satisfaction of Property performance is a useful tool to identify where improvements should be made or better explanation given of the level of service delivery. Postal satisfaction surveys are currently undertaken but other methods are to be explored:

- (1) Survey of satisfaction during a project at key stages
- (2) Face to face discussions with project sponsors/Head Teachers during the project
- (3) Identifying issues throughout a project rather than relying on survey feedback upon completion

5. Recommendation

5.1 That the Group notes the report.

Appendices

None

Consultees

Local Stakeholders: Portfolio Member - Cllr Anthony Stansfeld