



**RYDE TOWN COUNCIL**

**FACILITIES MANAGEMENT PLAN  
(10 LIND STREET, RYDE)**

**(DRAFT UNTIL APPROVED)**

**August 2019**

## **1. The Facilities Management Plan**

Ryde Town Council Offices, 10 Lind Street, Ryde (FMP).

## **2. Purpose of this Facilities Management Plan**

This plan covers the Ryde Town Council offices at 10 Lind Street, Ryde and sets out the operations and maintenance programme to ensure that all facilities are clean, well maintained and safe for both staff and visitors alike.

## **3. Location and Main Service Users of 10 Lind Street**

The offices of Ryde Town Council occupy the ground floor of 10 Lind Street, which is a three storey Victorian terraced building constructed of brick and stone elevations beneath a pitched slate roof. The upper floors of this building are divided into five self-contained flats which have a shared front access to and from the building. Responsibility for the shared access lies with the landlord.

The ground floor area of this building was refurbished by the landlord during 2016 in order to provide a series of offices and meeting rooms. The Town Council Chambers consists of a public reception area with an adjoining open plan office, a further office, kitchen area, three meeting rooms, a corridor and universal and staff w/c's.

The Town Council offices comprises approximately 250 square meters in total.

The offices are open to the public between the hours of 9am and 4pm Monday to Friday.

In addition to Town Council meetings (including Finance, Planning and Working Party meetings), external group meetings and drop in sessions are also held at the Town Council for members of the public.

Persons with various disabilities visit the offices, including those with mobility, hearing and vision impairment. Provision can be made for wheelchair access.

There are currently eight members of permanent staff as well as two other staff members who whilst not based in the offices, frequent it on a regular basis. During office hours there are a minimum of three people in the office at any one given time.

Councillors, members of the Network Ryde team and Environment Officers also attended the offices on a regular basis for meetings, reporting and administration matters. In addition, appointed contractors also visit the premises for routine inspections/testing as well as to undertake re-active maintenance works.

All maintenance issues pertaining to the property are reported to the Town Council's Facilities Officer for actioning.

#### 4. Service Goals and Levels of Service

Key specific service goals for Ryde Town Council offices include:

- The management and development of these facilities to address “within reason” the emerging needs and requirements of staff, Councillors and service users.
- The provision and management of these facilities to meet with the service users accepted level of service.
- The provision of facilities which are accessible and useable for all.
- The provision of facilities which provide a safe, secure, clean and hygienic environment to staff, councillors, service users and servicing contractors alike.
- Managing these facilities in a cost effective and sustainable manner.
- Maintenance of these facilities to appropriate standards, fit for their intended purpose through a mixture of scheduled and responsive maintenance.
- Having a proactive approach rather than a reactive approach to dealing with maintenance issues wherever possible.

<b>Key Performance Measures:</b>	<b>Level of Services:</b>	<b>Measured Attribute:</b>	<b>Measurable Criteria:</b>
<b>Quality Performance Measure.</b>	Fit for intended purpose.	Condition of the Ryde Town Council Offices.	Service users’ feedback either directly to the Ryde Town Council, Councillors or via social media sites. As well as public consensus and staff & councillors’ feedback to the Clerks or the Facilities Officer.
<b>Availability &amp; Accessibility.</b>	The Ryde Town Councils Chambers is readily available and accessible to all service users.	Degree of availability & accessibility.	Unplanned closures due to maintenance issues. Service users’ feedback either directly to the Ryde Town Council, Councillors or via social media sites. As well as public consensus and staff & councillors’ feedback to the Clerks or the Facilities Officer.

			Access issues (type and amount) experienced.
<b>Appearance &amp; Presentation (Operational Buildings).</b>	Facilities are clean & in a presentable condition.	Cleanliness.	Service users' feedback either to the Ryde Town Council, Councillors or via social media sites. As well as public consensus and staff & councillors' feedback to the Clerks or the Facilities Officer. Monitoring of cleaning contract.
<b>Quality (Operational Buildings).</b>	Facilities are maintained in an acceptable condition.	Defects.	Number and type of defects recorded per month.
<b>Health &amp; Safety.</b>	Facilities are safe & free from hazards.	Number of injuries & service failures.	Reported number/type of accidents and injuries onsite. Staff & Councillors feedback to the Clerks or the Facilities Officer. Service users' feedback either to the Ryde Town Council, Councillors or via social media sites. As well as public consensus. Improvement recommendations as set out in the annual Risk Assessments & Fire Risk Assessments of the building. As well as issues identified during the routine inspections and recorded in the Accident book.
<b>Legislative Compliance.</b>	Legal & statutory compliance of facility management.	Compliance with relevant H&S legislation, regulations & codes of practice.	Audit on legal & statutory compliance. Allocation of certificates. GDPR compliance.
<b>Operating Costs.</b>	Facilities are run in a cost-effective manner.	Best value (quality & cost) is achieved for all scheduled and reactive	Ensuring that all appointed service providers offer best value (Quality + Cost) for services as provided.

		services as acquired.	Carry out a quarterly budget comparison & check all invoices as received.
<b>Anti- Sociable Behaviour (ASB) preventive measures.</b>	Facilities are safe & devoid of ASB.	ASB activity.	Number, type of which ASB acts are perpetrated in the Ryde Town Council Chambers. Damage caused to the premises i.e. vandalism and the costs of the repairs.

## 5. Cleaning and Hygiene

The following services are undertaken at Ryde Town Council offices by appointed contractors. With all cleaning issues pertaining to the premises being reported to the Town Councils Facilities Officer.

<b>Type of Contractual Cleaning Service:</b>	<b>Frequency:</b>
Office Clean - Normal Clean.	Weekly.
Office Clean - Deep Clean.	Six Months basis.
Domestic & Recycling waste Collection & Disposal.	Weekly.
External Window Clean.	Monthly.
Internal Window Clean.	Quarterly.
Sanitary Waste Bin Servicing.	Weekly.
Confidential Waste Collection & Disposal.	As & when required.

## 6. Legionella Risk Assessments

Legionella Risk Assessment are carried out by an appointed contractor, with all reports issued being retained on file by the Towns Councils Facilities Officer.

These assessments are reviewed every two years and if there is any reason to suspect that it is no longer valid (where there have been changes to plant, the water system or its use) then a new Risk Assessment is carried out.

Any recommendations, as set out in the Legionella Risk Assessment reports are then scheduled into be actioned by the Towns Council's Facilities Officer and intern recorded within the Water Hygiene Logbook which is retain on file in the Town Council offices.

In addition, records for the scheduling of the Legionella Risk Assessments are also maintained and updated by the Town Council's Facilities Officer.

## **7. Electrical Inspections**

All fire alarm, emergency lighting, fire control measures and domestic electrical installation inspections/testing for the Town Council's Chambers, is carried out on behalf of the landlord by appointed contractors.

In addition, formal visual inspections and PAT testing is carried out by an appointed contractor on a two-yearly basis on all electrical equipment/appliances within the premises. The issued reports are retained on file by the Town Councils Facilities Officer with any recommendations actioned.

In addition to the formal PAT testing, the Town Councils Facilities Officer also carries out an inhouse visual inspection of all electrical equipment and appliances at these premises on a six-monthly basis. Records for each are retain on file by them.

## **8. Electrical and Gas Meter readings**

Electric and Gas meter readings are carried out on a quarterly basis by the Facilities Officer. Readings (with supporting photographs) are then sent over to the energy provider, with records of these meter readings being retained on file by the Facilities Officer. Water supply and billing is dealt with by the landlord.

## **9. Health and Safety**

The Facilities Officer is responsible for all Health & Safety matters pertaining to the Town Council Chambers. There are currently four members of staff trained in First Aid and a First Aid box located in the reception area.

In addition to the Legionella Risk Assessments, the Facilities Officer also reviews and updates risk assessments pertaining to the premises on a routine annual basis.

Please note that these risk assessments (as is standard practice) are reviewed when and as any significant changes occur either to the fabric of the buildings or to its operations.

It is worth noting that in addition to this, all appointed contractors are required to carry out a risk assessment for the works as undertaken, as well as providing the Facilities Officer with all required contractor documentation in advance of any works being carried out.

Permit to Work forms have been introduced by the Town Council and are consequently issued to any appointed contractors working at height, in confined spaces etc within the premises.

In addition to this the Fire Risk Assessment is reviewed by an appointed contractor on an annual basis, with the reports issued to the Facilities Officer who retains these on file and actions any recommended works.

## **10. Securing the premises and ensuring that it is a safe environment**

A member of reception carries out an end of shift check as part of the daily lock up procedure for the Town Council Chambers. They ensure that all doors and windows are fully secured, all lights and electrical equipment are turned off and that all persons have vacated the premises when they are locked. A visitor's attendance register is kept and maintained by reception with all persons signed in and out.

Please note that the responsibility for securing the premises for any meetings or scheduled works undertaken outside of normal office hours (evenings and weekends), resides with the staff member chairing the meeting or arranging the works. In such circumstances the before mentioned procedure is to be carried out.

Any Anti-Social Behaviour incidents within or effecting the premises are reported by a member of the Towns Council's staff to the police (101) as well as to the landlord. The Facilities Officer is to then be informed of any incidents, so as a record can be retained on file by them.

Any required repair works are then actioned by either the landlord or the Town Council.

## **11. Maintenance Works**

The Town Council's Facilities Officer is responsible for addressing any maintenance issues (falling outside of the landlord's responsibility) which may affect daily operations and the safety of this environment.

Any maintenance issues falling outside of the Town Council's remit are reported to the landlord's management agent for actioning.

In addition to this the Facilities Officer is also responsible for scheduling and coordinating any required building improvement works with appointed contractors.

Good communications are essential between the Facilities Officer and the contractors appointed by the Ryde Town Council.

Up to date contractor documents (Public Liability Insurance, Health and safety policy, Risk and Method Statements) are maintained and kept on file by the Facilities Officer.

## 16.1 Annual Programme of Works

Frequency:	Activity:	Responsible Persons:
Daily:	<ul style="list-style-type: none"> <li>▪ Unlocking/locking of the Town Council Chambers during office hours.</li> <li>▪ Signing in and out of all visitors to the Chambers.</li> <li>▪ Meeting room Bookings.</li> <li>▪ Ensuring all appointed contractors' documentation is held on file and updated accordingly.</li> </ul>	<p>Reception.</p> <p>Reception.</p> <p>Reception.</p> <p>Facilities Officer.</p>
Weekly:	<ul style="list-style-type: none"> <li>▪ Office Clean - Normal Clean.</li> <li>▪ Domestic &amp; Recycling waste Collection &amp; Disposal.</li> <li>▪ Sanitary Waste Bin Servicing.</li> <li>▪ Weekly fire alarm checks.</li> </ul>	<p>Appointed Contractor.</p> <p>Appointed Contractor.</p> <p>Appointed Contractor.</p> <p>Appointed Contractor (through arrangement with the landlord).</p>
Monthly:	<ul style="list-style-type: none"> <li>▪ External Window Clean.</li> <li>▪ Emergency Lighting - interrupt the power supply (key switch) for a short period and check the lamp remains illuminated. Test Log to be completed.</li> <li>▪ Legionella testing - all hot and cold-water temperatures at sentinel outlets and mixing valves to be measured and recorded in the water hygiene logbook.</li> <li>▪ Legionella testing - flow temperature to be measured and recorded in the Water Hygiene Logbook.</li> </ul>	<p>Appointed Contractor.</p> <p>Appointed Contractor (through arrangement with the landlord).</p> <p>Facilities Officer.</p> <p>Facilities Officer.</p>
Quarterly:	<ul style="list-style-type: none"> <li>▪ Internal Window Clean.</li> </ul>	<p>Appointed Contractor.</p>



	<ul style="list-style-type: none"> <li>▪ Gas meter readings taken/submitted to energy provider.</li> <li>▪ Electric meter readings taken/submitted to energy provider.</li> <li>▪ First aid box to be checked.</li> </ul>	<p>Facilities Officer.</p> <p>Facilities Officer.</p> <p>Facilities Officer.</p>
Six Monthly:	<ul style="list-style-type: none"> <li>▪ Office Clean - Deep Clean.</li> <li>▪ Legionella testing - flush the base water of the water heater and record the actions any observations in the water Hygiene Logbook.</li> <li>▪ Servicing of Fire and Intruder alarms.</li> <li>▪ Inhouse Visual inspection of all electrical equipment and appliances.</li> <li>▪ Emergency Lighting - interrupt the power supply (key switch) on a six-monthly basis and check the lamps remain illuminated for a period of 1 hour. Test Log to be completed.</li> <li>▪ Fire drills carried out and records updated accordingly.</li> </ul>	<p>Appointed Contractor.</p> <p>Facilities Officer.</p> <p>Appointed Contractor (through arrangement with the landlord).</p> <p>Facilities Officer.</p> <p>Appointed Contractor (through arrangement with the landlord).</p> <p>Facilities Officer.</p>
Annually:	<ul style="list-style-type: none"> <li>▪ Legionella testing - inspect the internal surfaces of the water boiler for sludge and scale.</li> <li>▪ All thermostatic mixing valves (TMV) to be cleaned and disinfected.</li> <li>▪ Annual servicing of the water boiler.</li> <li>▪ Emergency Lighting - annually interrupt the power supply (key switch) and check the lamps remain illuminated for a period of 3 hours. Batteries to be replaced if they no longer support 3 hours operation. Test Log to be completed.</li> <li>▪ Risk Assessments reviews.</li> <li>▪ Fire Risk Assessment reviewed.</li> </ul>	<p>Appointed Contractor.</p> <p>Appointed Contractor.</p> <p>Appointed Contractor.</p> <p>Appointed Contractor (through arrangement with the landlord).</p> <p>Facilities Officer.</p> <p>Appointed Contractor.</p>

	<ul style="list-style-type: none"> <li>▪ Fire Extinguisher and other fire control measures inspected.</li> <li>▪ Visual inspection of the metal staircase and stone steps at in the courtyard area to be routinely checked for ongoing suitability as a rear escape route.</li> </ul>	<p>Appointed Contractor (through arrangement with the landlord).</p> <p>Facilities Officer.</p>
2 yearly:	<ul style="list-style-type: none"> <li>▪ Legionella Risk Assessment review.</li> <li>▪ Formal Visual Inspections and PAT Testing.</li> <li>▪ Fire Extinguisher training – refresher course.</li> </ul>	<p>Appointed Contractor.</p> <p>Appointed Contractor.</p> <p>Appointed Contractor.</p>
3 yearly:	<ul style="list-style-type: none"> <li>▪ First Aiders refresher course.</li> <li>▪ Redecoration program – external and internal.</li> </ul>	<p>Appointed Contractor.</p> <p>Appointed Contractor.</p>
5 yearly:	<ul style="list-style-type: none"> <li>▪ Domestic Electrical Installation inspection.</li> <li>▪ Emergency Lighting Installation Inspection.</li> </ul>	<p>Appointed Contractor (through arrangement with the landlord).</p> <p>Appointed Contractor (through arrangement with the landlord).</p>
Ad hoc:	<ul style="list-style-type: none"> <li>▪ Providing a reactive service to any maintenance issues i.e. electrical faults, blockages, repair works etc.</li> <li>▪ Confidential Waste Collection &amp; Disposal.</li> <li>▪ COSHH register – updated as and when new cleaning products are introduced.</li> <li>▪ Reporting of ASB incidences to the police (101) and the landlord by members of the Town Council. All incidents recorded by the Facilities Officer.</li> <li>▪ All accidents/injuries – recorded in the incident book and the Facilities Officer informed.</li> </ul>	<p>Facilities Officer.</p> <p>Appointed Contractor.</p> <p>Facilities Officer.</p> <p>Town Council staff.</p> <p>Town Council staff.</p>

## **11.2 Works to be considered by the General Purpose Working Party for 2019/2020.**

- **Preferred Contractors list** - to ensure best value for quality of service and costings is achieved. Coming forward to Finance Committee /Full Council, by ensuring that any contractors appointed offer best value for quality of service and costings.
  
- **First Aiders** – all new starters to undertake First Aid training.