



RYDE TOWN COUNCIL

**FACILITIES MANAGEMENT PLAN
(147 HIGH STREET)**

(DRAFT UNTIL APPROVED)

August 2019

1. The Facilities Management Plan

Network Ryde's youth café, 147 High Street.

2. Purpose of this Facilities Management Plan

This plan covers the management of the Network Ryde youth café at 147, High Street, Ryde as maintained by Ryde Town Council, and the operations and maintenance programme in place, required to ensure that the facility is clean, well maintained and safe for staff, visitors' and users alike.

3. Location and main service users of the Network Ryde café

Network Ryde is situated in the upper section of the Ryde High Street in the shopping area in Ryde. The café occupies the ground floor of a three- storey end of terrace Victorian building constructed from brick elevations beneath a pitched slate roof. The upper floors of the building are occupied by residential flats which are accessed from the rear.

After undergoing refurbishments works Network Ryde was opened by Ryde Town Council in January 2018. The premises comprise a main cafe area (including seating, computer terminals and a small café style counter), a corridor area as well as a staff office and universal and staff w/c's. The footprint of the building measures approx. 75m².

Network Ryde is a youth café for young people aged between 11 - 19 (up to 25 for young people with disabilities/learning difficulties) and offers a safe after school environment for them to meet. It provides access to PCs, iPads and game consoles as well as offering young people the opportunity to participate in group activities.

The premises are open Monday through to Fridays after school and during most evenings. In addition, there are also some sessions that take place in the daytime on weekdays. Whist at present Network Ryde is not currently open at weekends this may be subject to change.

All maintenance issues pertaining to the property are reported by the Network Ryde team to the Town Council's Facilities Officer.

4. Internal fixtures and fittings within Network Ryde

Location:	Purpose:	Fixtures and Fittings:
Main café area.	Space for youth sessions and activities. Including a service counter and supplies cupboard.	<ul style="list-style-type: none">▪ Computer terminals (2x iPads, 1x iMac, 2x PC's).▪ Game consoles (1x Xbox and 1x Wii).▪ 1x wall mounted TV.▪ Electrical cupboard containing the circuit board

		<p>and electric meter.</p> <ul style="list-style-type: none"> ▪ Fire/security alarm system. ▪ CCTV camera (facing the front of the property). ▪ Wi-Fi router. ▪ 2x Electric radiators. ▪ Furnishings including café -style tables and chairs, sofas, bar stools, coffee tables and free-standing shelving unit. ▪ Kitchen equipment including a toaster, hot water dispenser, blender, knife block, cutlery, cups and serving plates. ▪ Domestic and Recycling bins. ▪ Cleaning supplies including cleaning products, mop/bucket and broom. ▪ Step ladder, paint cans and tools. ▪ Office supplies including a laminator. ▪ Activity boxes.
Staff Office.	For staff use only.	<ul style="list-style-type: none"> ▪ Office equipment including a PC, printer, landline phone, shredder and office furniture (work bench and office chairs). ▪ Observation window. ▪ Cotag access door. ▪ Water boiler (boxed in). ▪ Storage including Filing cabinets and a Key cupboard.
Universal w/c.	For use by young people and visitors alike.	<ul style="list-style-type: none"> ▪ Sanitary wear including universal toilet pan, wash basin, grab rails, mirror and sanitary waste bin. ▪ Wall mounted leaflet holders. ▪ 2x Electric radiators.
Staff w/c.	For staff use only.	<ul style="list-style-type: none"> ▪ Sanitary wear including toilet pan, wash basin,

		<p>grab rails, mirror and sanitary waste bin.</p> <ul style="list-style-type: none"> ▪ 1x Electric radiator.
Corridor area.	Leading off from the main service area and giving egress to the staff office, Universal and Staff w/c as well as to the rear parking area.	<ul style="list-style-type: none"> ▪ 2x fire doors (located at each end of the corridor area). ▪ CCTV camera (facing the fire exit). ▪ Water meter (boxed in).

5. Service Goals and Levels of Service

Key specific service goals for Network Ryde include:

- The management and development of these facilities to address “within reason” the emerging needs and requirements of the 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 to all.
- The provision of facilities which provide a safe, secure, clean and hygienic environment to service users, staff and servicing contractors alike.
- Managing these facilities in a cost effective and sustainable manner.
- To continue in providing these facilities free of charge and are available to all.
- 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.

Key Performance Measures:	Level of Services:	Measured Attribute:	Measurable Criteria:
Quality Performance Measure.	Fit for intended purpose.	Condition of Network Ryde café.	Service users' feedback either directly to the Network Ryde team, Ryde Town Council or via social media sites. As well as staff feedback to senior members of the team.
Availability & Accessibility.	The Network Ryde café 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 Network Ryde team, Ryde Town Council or via social media sites. As well as staff feedback to senior members of the team.
Appearance & Presentation (Operational Buildings).	Facilities are clean & in a presentable condition.	Cleanliness.	Service users' feedback either directly to the Network Ryde team, Ryde Town Council or via social media sites. As well as staff feedback to senior members of the team.
Quality (Operational Buildings).	Facilities are maintained in an acceptable condition.	Defects.	Number and type of defects recorded per month.
Health & Safety.	Facilities are safe & free from hazards.	Number of injuries & service failures.	Reported injuries, response to repairs & Service users' and staff's feedback either directly to Network Ryde, Ryde Town Council or via social media sites. Issues identified through annual risk assessments and routine inspections.
Legislative Compliance.	Legal & statutory compliance with	Compliance with relevant	Audit on legal & statutory compliance. Allocation of

	facility management.	legislation, regulations & codes of practice.	certificates. GDPR compliance.
Operating Costs.	Facilities are run in a cost-effective manner.	Costings for scheduled and reactive Maintenance works as well as the cleaning services costs.	Ensuring that all contractors appointed offer best value (Quality + Cost) for works carried out. Monitor frequency of which repair works are undertaken & look at alternative methods if current ones are proving not to be sufficient. Carry out a quarterly budget comparison and check all invoices as received.
Anti- Sociable Behaviour (ASB) preventive measures.	Facilities are safe & devoid of ASB.	ASB activity.	Number, type of which ASB acts are perpetrated in the Network Ryde café. Damage caused to the premises i.e. vandalism. Reviewing ASB records kept. Any identified refurbishment works required i.e. additional CCTV coverage, joint working with the police etc.

6. Cleaning and Hygiene

General cleaning of Network Ryde is undertaken daily (when it is operational for service users) by the Network Ryde team as part of their routine locking up procedure. This includes the sweeping/mopping of floor areas, cleaning and tidying up of work surfaces as well as the washing and putting away of all kitchen ware.

A checklist sheet is completed and retained on file at Network Ryde following on from these inspections.

Fridge and freezer temperature checks are undertaken by members of the Network Ryde team twice daily, five days a week.

In addition, the following services are also undertaken at Network Ryde by the Town Councils appointed contractors:

Type of Contractual Cleaning Service:	Frequency:
Office Clean - Normal Clean.	Weekly.
Office Clean - Deep Clean.	Quarterly.
Domestic & Recycling waste Collection & Disposal.	Weekly.
External Window Clean.	Weekly.
Internal Window Clean.	Fortnightly.
Sanitary Waste Bin Servicing.	Weekly.
Confidential Waste Collection & Disposal.	As & when required.

All cleaning issues pertaining to the property are reported by senior members of the Network Ryde team to the Town Councils Facilities Officer.

7. Legionella Risk Assessments

Legionella Risk Assessment are carried out by an appointed contractor, with all reports issued being retained on file by both senior members of the Network Ryde team as well as 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 offices at Network Ryde.

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

8. Electrical Inspections

All Inspection/testing of Network Ryde is undertaken by appointed contractors (except for the daily Emergency Lighting tests which are performed by the Network Ryde team). The reports and certificates as issued are retained on file by the Town Councils Facilities Officer, with any required action identified, implemented and recorded on file. Records of the scheduling for all electrical inspections/testing's are also retained on file by them.

In addition, formal visual inspections and PAT testing is carried out by an appointed contractor on an annual 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.

9. Electrical and Water Meter readings

Electrical meter readings are carried out on a quarterly basis by a member of Network Ryde. Readings (with supporting photographs) are sent over to the Town Councils Facilities Officer who intern submits these to the energy provider. Records of these meter readings are kept on file by the Facilities Officer.

To reduce financial expenditure and energy consumption as well as reducing the council's environmental impact, the council have 'Green Energy' contracts in place for these premises.

In addition, water meter readings are also carried out at Network Ryde on a quarterly basis by a member of their team. Readings (with supporting photographs) are sent over to the Town Councils Facilities Officer who inturn submits these to the energy provider. Records of these meter readings are kept on file by the Town Councils Facilities Officer.

10. Health and Safety

Senior members of the Network Ryde team are responsible for all day to day Health & Safety matters pertaining to the premises. Advise may be sought from the Facilities Officer.

In addition to routine electrical Inspections/testing and Legionella Risk Assessments, the Network Ryde team also reviews, in-house 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 its operations.

It is worth noting that in addition to this, all contractors working onsite are required to carry out a risk assessment for the works as undertaken.

Permit to Work forms have been introduced by the Town Council and are consequently issued to any appointed contractors carrying out works within these premises.

Annual monitoring of asbestos containing material in the ceiling voids is carried out by the Facilities Officer. Records of this visual inspections are retained on file by them also as well as an Asbestos register being accessible onsite for any appointed contractors.

In addition to this the Fire Risk Assessment is reviewed by an appointed contractor on an annual basis.

11. Securing the premises and ensuring that it is a safe environment

Members of the Network Ryde team carry out an end of shift check as part of their daily lock up procedure. They ensure that all doors and windows are fully secured and that all persons have vacated the premises when they are locked. An attendance register is kept and maintained by members of their team for all sessions.

All electrical equipment and appliances (including electrical heaters) are also checked as part of this procedure to ensure that they are turned off.

A monitored fire and intruder alarm system is in place along with CCTV coverage, as well as appropriate Emergency lighting being installed throughout the premises, which are checked in accordance with the inspection schedule. The operation and use of the CCTV is covered by a separate policy.

In addition, reactive measures are in place that include a rapid response to rectify any damage as part of the ongoing maintenance program.

All ASB incidents within or effecting the premises are reported to the police (via 101) by the Network Ryde team and relayed to the Town Council. As well as records being kept and updated accordingly.

Any damages caused to the premises i.e. vandalism is reported to the Town Councils Facilities Officer for the necessary repair works to be actioned.

12. Maintenance Works

The Town Council's Facilities Officer (as part of their role) is responsible for any maintenance issues which may affect daily operations and the safety of this environment.

In addition to this the Facilities Officer is also responsible for scheduling and coordinating any required building improvement works i.e. additional storage units, additional heating etc. 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.

All routine inspections for these premises are scheduled in by the Town Council Facilities Officer and records kept and updated accordingly.

16.1 Annual Programme of Works

Frequency:	Activity:	Responsible Persons:
Daily:	<ul style="list-style-type: none"> ▪ Carrying out the preparation check list. Completed sheets retained on file at Network Ryde. ▪ Carrying out the locking up check list. Completed sheets retained on file at Network Ryde. ▪ General cleaning of the Network Ryde café. ▪ Providing a reactive service to any maintenance issues i.e. electrical faults, blockages, repair works etc. ▪ Ensuring all appointed contractors' documentation is held on file and updated accordingly. ▪ Emergency Lighting - check daily that charge indicator LED (green) is working. Test Log to be completed. ▪ Fridge and freezer temperature checks- carried out twice a day (five days a week). 	<p>Network Ryde team.</p> <p>Network Ryde team.</p> <p>Network Ryde team.</p> <p>Facilities Officer.</p> <p>Facilities Officer.</p> <p>Network Ryde team.</p> <p>Network Ryde team.</p>
Weekly:	<ul style="list-style-type: none"> ▪ Office Clean - Normal Clean. ▪ Domestic & Recycling waste Collection & Disposal. ▪ External Window Clean. ▪ Sanitary Waste Bin Servicing. ▪ Weekly fire alarm checks. 	<p>Appointed Contractor.</p> <p>Appointed Contractor.</p> <p>Appointed Contractor.</p> <p>Appointed Contractor.</p> <p>Appointed Contractor.</p>
Fortnightly.	<ul style="list-style-type: none"> ▪ Internal Window Clean. 	<p>Appointed Contractor.</p>

<p>Monthly:</p>	<ul style="list-style-type: none"> ▪ Emergency Lighting - interrupt the power supply (key switch) for a short period and check the lamp remains illuminated. Test Log to be completed. ▪ Hot and cold-water temperature checks. ▪ Monthly remote checks of the PCs. 	<p>Appointed Contractor.</p> <p>Facilities Officer.</p> <p>Appointed Contractor.</p>
<p>Quarterly:</p>	<ul style="list-style-type: none"> ▪ Water meter readings taken/submitted to energy provider. ▪ Electric meter readings taken/submitted to energy provider. ▪ Office Clean - Deep Clean. 	<p>Network Ryde team & Facilities Officer.</p> <p>Network Ryde team & Facilities Officer.</p> <p>Appointed Contractor.</p>
<p>Six Monthly:</p>	<ul style="list-style-type: none"> ▪ Servicing of Fire and Intruder alarms. ▪ Inhouse Visual inspection of all electrical equipment and appliances. ▪ 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. ▪ Fire drills carried out and records updated accordingly. 	<p>Appointed Contractor.</p> <p>Facilities Officer.</p> <p>Appointed Contractor.</p> <p>Network Ryde team.</p>
<p>Annually:</p>	<ul style="list-style-type: none"> ▪ 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. ▪ Formal Visual Inspections and PAT Testing. ▪ Risk Assessments reviews. ▪ Asbestos monitoring. ▪ Fire Risk Assessment reviewed. 	<p>Appointed Contractor.</p> <p>Appointed Contractor.</p> <p>Network Ryde team.</p> <p>Facilities Officer.</p> <p>Appointed Contractor.</p>

	<ul style="list-style-type: none"> ▪ Fire Extinguisher and other fire control measures inspected. ▪ Fire Extinguisher training – refresher course. ▪ Remove dust build up from all fan units of the computer terminals with an air compressor as a preventive maintenance measure. 	<p>Appointed Contractor.</p> <p>Appointed Contractor.</p> <p>Facilities Officer.</p>
2 yearly:	<ul style="list-style-type: none"> ▪ Legionella Risk Assessment review. ▪ Fire Extinguisher training – refresher course. 	<p>Appointed Contractor.</p> <p>Appointed Contractor.</p>
3 yearly:	<ul style="list-style-type: none"> ▪ First Aiders refresher course. ▪ Redecoration program – external and internal. 	<p>Appointed Contractor.</p> <p>Appointed Contractor.</p>
5 yearly:	<ul style="list-style-type: none"> ▪ Domestic Electrical Installation inspection. ▪ Emergency Lighting Installation Inspection. 	<p>Appointed Contractor.</p> <p>Appointed Contractor.</p>
Ad hoc:	<ul style="list-style-type: none"> ▪ Confidential Waste Collection & Disposal. ▪ COSHH register – updated as and when new cleaning products are introduced. ▪ Reporting of ASB incidences to the police (101) and the Town Council. As well as keeping and updating of records. ▪ Accident/injury report sheets are kept and updated by the Network Ryde team. 	<p>Appointed Contractor.</p> <p>Network Ryde team.</p> <p>Network Ryde team.</p> <p>Network Ryde team.</p>

12.2 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.
- **Asset registers** – to be created by the Facilities Officer for these premises, as well as conducting an annual in-house annual maintenance inspection of the premises. The purpose of this will be to forecast, prioritise and to schedule in dates for improvement works and to implement and record this on file.

Reoccurring dates can also be programmed in for more routine tasks such as internal/external redecoration, which can be forecasted in as a matter of good housekeeping. By following this practice, the attributed costings can be budgeted in at the start of the new financial year.