



## Buildings and Facilities Management Policy

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<b>Document owner</b>	John Starmer, Director of Estates
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<b>Related Policies &amp; Procedures</b>	Not applicable



## **1.0 Introduction**

The objective of this Building and Facilities Maintenance Policy is to act as a framework and point of reference in which the Estates Department will operate the buildings and facilities management of the school.

A separate policy statement is in place for capital projects.

The Buildings and Facilities Management Policy Statement does not attempt to describe in detail the standards, systems and procedures that will be adopted by the Department.

## **2.0 Mission Statement**

The Estates Mission Statement is to:

The Estates Department aims to meet this Mission Statement by providing value for money through:

Economy - minimising the cost of resources required or used having regard to the appropriate quality needs.



Improve communications with staff and users.

Create information systems that monitor performance and cost to facilitate management decision making.

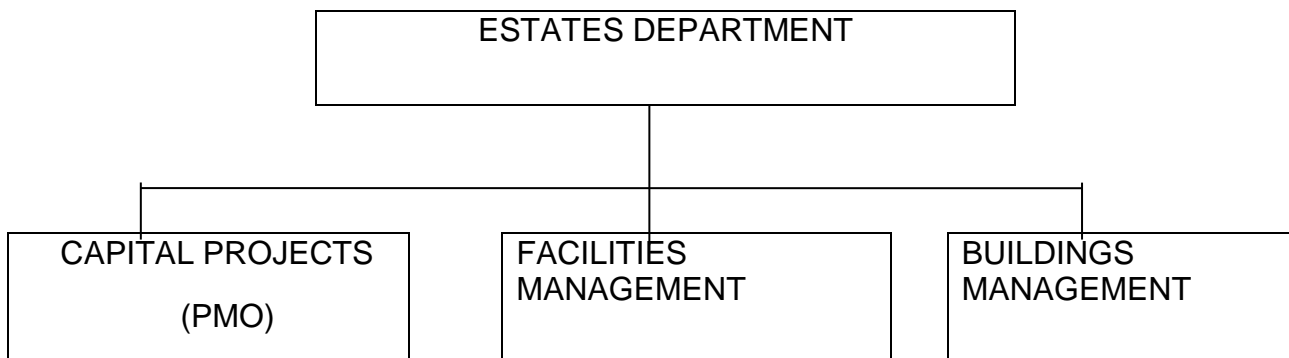
Benchmark activities and services with other comparable institutions and use HESA data to set key performance indicators.

Achieve financial targets set by the School.

Develop and train Estates staff to deliver quality services.

#### **4.0 Estates Areas of Responsibility**

Estates have three main areas of responsibility:



#### **5.0 Estates Department Personnel**

An up to date list of Estates personnel is published on the School web page.

#### **6.0 Role of the Director of Estates**

The duties and responsibilities of the Director of Estates are:

Maintain all buildings owned or leased by the School.

Liaise with the Higher Education Funding Council on building matters and with the Local Authority on planning issues.

Provide, procure and develop within the context of an overall Estates Strategy effective and efficient estates and facilities management





Cleaning

Porterage

Energy Management

Security

Statutory Compliance (Health and Safety)

Environmental Compliance

Waste Management and Recycling

Catering

Space Management

Ultimately these key documents will set out the Service Level Agreements (SLA) for each service area to ensure compliance with the specified performance requirements and criteria.

The SLA documentation will be structured around the following five key features of quality assurance:

- i) Policy
- ii) Organisation
- iii) Standards
- iv) Procedures and documentation
- v) Monitoring and review

Once in place the SLA with any new legislation and are still fit for the service required by the School.

## **8.0 Performance Monitoring and Feedback**

When the standards, systems and procedures for the facilities management service areas have been compiled, agreed and implemented. The Estates Department will carry out regular audits to ensure that the performance is being met. The audit will aim to maintain the defined standards of service and accurately identify the causes of inadequacies in the performance. This will enable Estate staff to address the specific problems and measurements against effective performance levels.

## **9.0 Buildings and Facilities Management Services**

### **9.1 Asset Management**





## 9.4 Cleaning



The Estate