

REPORT FOR INFORMATION

REPORT TO:	All Members
REPORT NO:	COH/16/2024
DATE:	April 2024
LEAD MEMBER:	Councillor David A Bithell (Housing)
CONTACT OFFICER:	Sarah Evans (Tel: 315437)
SUBJECT:	Facilities Management Process/Contacts
WARD:	ALL

1 PURPOSE OF THE REPORT

To advise members of operational protocols in relation to report faults and how they are prioritised in line with the current financial constraints and budget pressures.

2. INFORMATION

- 2.1 The Non-Housing Revenue Account (HRA) Property Portfolio has 400 land and building assets. It has a combined floor area of approximately 350,000m². We are in the process of carrying out condition surveys on all our stock, which will then establish the cost of the works.
- 2.2 The principal role of the team is to deal with the surveying and inspection of the Authority's Property Portfolio (non-housing) to ensure compliance with legislation and for the preparation and implementation of prioritised statutory duty of care programmes, planned and reactive maintenance programmes and asbestos management. The team can also prepare estimates and feasibility studies for alterations and refurbishment projects and manages them from inception to completion.
- 2.3 The Facilities management team have a budget of £2.5m.
- 2.4 The role of Property Maintenance is to:-
 - Retain an asset in a condition in which it can perform its required function.
 - To prevent deterioration and failure or extend the life of the asset.
 - To obtain accurate and objective knowledge of physical and operating condition including risk and financial impact for the purpose of maintenance.

- 2.5 The Facilities Management Team is a multi-disciplinary team of officers, who cover areas such as building maintenance, mechanical and electrical engineering, statutory compliance, energy management, CCTV and security.
- 2.6 Executive Board identified a saving of £300,000 by removing the budget for Office Accommodation for 2024/25.
- 2.7 The Facilities Management Team identified a list of priority repairs required for schools including replacement heating, windows etc and a £250,000 capital allocation has been ring fenced for school repairs.
- 2.8 The Facilities Management Help Desk is manned from 8.30 am- 5.00 pm Monday to Thursday and 8.30 am – 4.30 pm on Friday. All repairs relating to the provision of building maintenance for the Council's Non-Housing Revenue Account property portfolio, including schools, are required to report any issues through the Help Desk.
- 2.9 Facilities Management are currently rolling out a new Asset Management Database. Jobs can be logged onto the database by a single point of contact for the building - this will either be the Responsible Officer (RO) or school Receptionist. All jobs logged will be prioritised, i.e., health and safety/regulatory compliance.
- 2.10 The Facilities Management section are under increased pressure due to budget constraints. It is essential that any work is requested through the proper channels in order that the team can manage workloads.
- 2.11 The previous Executive Board Report No. CTAMO/27/07 recommended:

To enable Officers to introduce a structured approach to the Corporate Management of Building Maintenance for the Non-Housing Revenue Account portfolio and to create a controlling mind for the purposes of ensuring all statutory and legislative matters are fully addressed.
- 2.12 All department heads to be reminded that any repairs for non-HRA assets, including schools, need to report the repairs through the Facilities Management Help Desk. This will ensure we are only undertaking essential works due to budget constraints.
- 2.13 Each corporate building has a RO, who is responsible for the building in the first instance. Any repairs for the building are reported to the RO, who will then report the issue onto the FM Help Desk. This is to reduce duplication and ensure that the RO is aware of the works.

2.14 Key contact numbers for the Facilities Management Help Desk

Facilities Management Help Desk:– 01978 292071

Email: FM@wrexham.gov.uk

8.30 am - 5.00 pm Monday to Thursday
8.30 am - 4.30 pm Friday

Out of hours call are managed by Delta Wellbeing

Email: wrexhamemergency@deltawellbeing.org.uk