

**REPORT OF SERVICE DIRECTOR, TRANSPORT, PROPERTY &
ENVIRONMENT.****OPERATIONAL REPORT - FACILITIES MANAGEMENT SERVICES****Purpose of the Report**

1. This report provides the six monthly performance summary for the Building Cleaning & Grounds Maintenance Services

Information and Advice

2. The Environment & Resources Department provides a range of FM services across the County Council to schools and academies; County Hall, Trent Bridge House, Newark, Retford & Mansfield Bus Stations other County offices, libraries, and country parks.
3. As previously reported Facilities Management includes Building Cleaning, Grounds Maintenance, Site Caretaking & Security, meeting room servicing and general portering duties.
4. Income for the service includes trading account income from schools and other departments and from an FM budget held centrally to provide accommodation and office service requirements across the County.

Summary of Performance – Appendix 1**Facilities Management – Building Cleaning and Landscape Services – Traded Services**

5. Overall contribution for Building Cleaning is slightly below target as a result of some yearly front end expenditure on equipment and a reduction in turnover of £400k as a result of a number of large academies moving to self-managed provision. It is anticipated that this will be balanced during the course of the financial year and targets achieved. Landscapes turnover remains slightly up this year and a number of construction projects have been requested for completion by the year end.
6. Tenders have been submitted for 3 sites, Tuxford Primary, Holgate and National Academy who have via the academy trust, procured the services of Tenet Educations services to manage a contract and tendering process. The contract term set is for 3 years with a start from April 2015. Including the catering service the contract value is £0.75m. With the increasing number of academies and schools engaging in a tendering process the service

has sought the short term assistance of a marketing adviser in ensuring the submissions are representative of the industry and market requirements.

7. The Building Cleaning Service continues to assist CFCS and ASCHPP in reducing the operational costs in Children's Centres, Youths Clubs and other County Council managed premises.
8. Again as previously reported, this year the service has adopted a two year pricing strategy towards increased costs in order to balance customer cost increases, allowing changes to the service provision rather than pass on the full increased costs of the service directly onto customers in one year. As the additional report suggests with the recent pay award we are requesting this is extended to 2016/17

Offices Facilities Management

9. The outline business cases submitted in autumn 2013 required a 2014/15 reduction in building operating costs of £300k, there is a further £200k required in 2015/16 and a final £100k in 2016/2017 making a total reduction requirement of £600k over the 3 financial periods. The 2014/15 has been met through a reduction in cleaning hours, surplus property requirements and better housekeeping of facilities contracts. A review of overall service expenditure in County Offices continues in an effort to identify other savings to contribute to the current financial position of the County Council.
10. Accreditation has been retained for both the ISO 18001 (Occupational Health & Safety Systems) and ISO 9001 Quality Assurance standard for Building Cleaning. Following a recent exercise it is anticipated that the quality system accreditation (ISO 9001) will be extended to cover the catering service and landscape service in the early part of 2015.

Other Options Considered

11. None – report for noting only

Reasons for Recommendation

12. The monitoring of performance of the C&FM service supports the aspirations of the County Council to secure good quality affordable services.

Statutory and Policy Implications

13. This report has been compiled after consideration of implications in respect of crime and disorder, finance, human resources, human rights, the NHS Constitution (Public Health only), the public sector equality duty, safeguarding of children and vulnerable adults, service users, sustainability and the environment and ways of working and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

Financial Implications

14. The financial implications are contained within the body of the report.

RECOMMENDATION

1) That the Committee notes the contents of this report

Jas Hundal

Service Director – Transport, Property & Environment

For any enquiries about this report please contact:

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Constitutional Comments

This report is for noting only no Constitutional Comments are required

Financial Comments (TMR 12/01/2015)

The financial implications are set out in the report.

Background Papers and Published Documents

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.



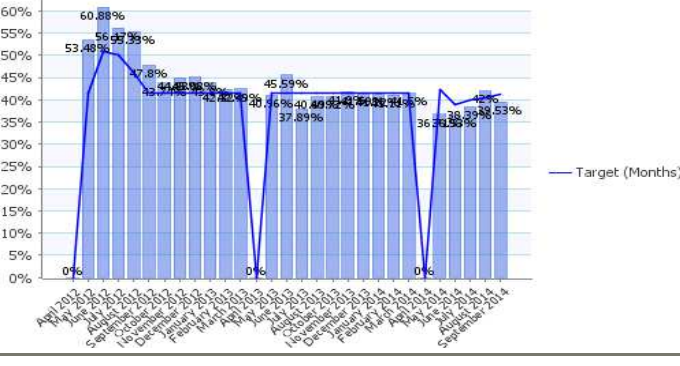
None

Electoral Divisions and Members Affected

- All



- Facilities Management Committee report



Facilities Management - Building Cleaning and Caretaking, Grounds Maintenance FINANCIAL

Indicator	Maximise or Minimise	Actual Versus Target	Trend Chart	Improvements
Contribution - Building Cleaning	Aim to Maximise	<p>Actual £633,000</p> <p>Target £668,000</p> 		
Labour costs as % of turnover - Landscape services	Aim to Minimise	<p>Actual 39.53%</p> <p>Target 41.13%</p> 		
Indicator	Maximise or	Actual Versus Target	Trend Chart	Improvements


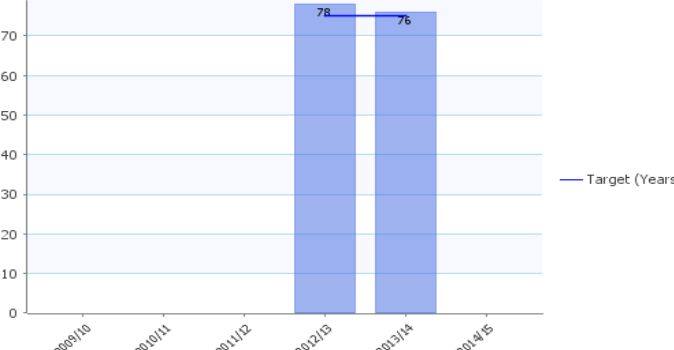

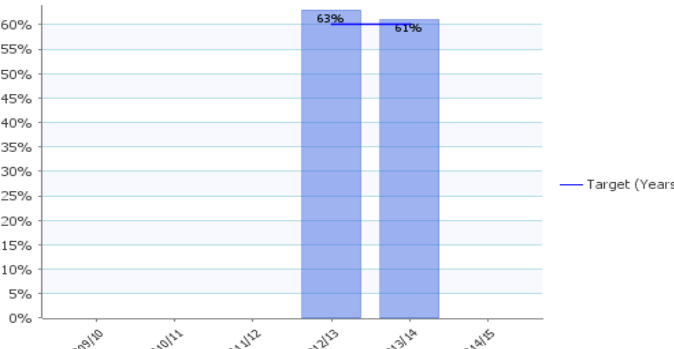
	Minimise			
Labour costs as % of turnover - Building Cleaning	Aim to Minimise	<p>Actual 82.07%</p> <p>Target 81.3%</p> <p>✓</p>	<p>Target (Months)</p>	Slightly above target but within budget tolerance levels

Indicator	Maximise or Minimise	Actual Versus Target	Trend Chart	Improvements
Turnover - Landscape Services	Aim to Maximise	<p>Actual £1,113,000</p> <p>Target £1,060,000</p> <p>✓</p>	<p>Target (Months)</p>	


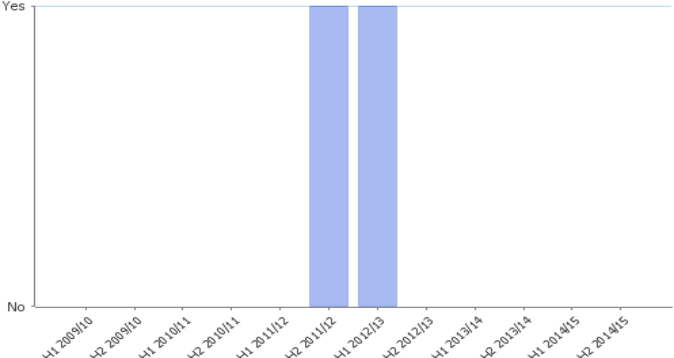
Indicator	Maximise or Minimise	Actual Versus Target	Trend Chart	Improvements
Turnover - Building Cleaning	Aim to Maximise	<p>Actual £5,965,000</p> <p>Target £6,012,000</p> 	 <p>£12,500,000 £10,000,000 £7,500,000 £5,000,000 £2,500,000 £0</p> <p>£13,578,000 £10,552,000 £9,598,000 £8,679,000 £7,677,000 £6,664,000 £5,720,000 £4,756,000 £3,965,000 £2,991,000 £1,946,000 £556,000</p> <p>£10,645,000 £9,741,000 £8,811,000 £7,936,000 £7,008,000 £6,129,000 £5,409,000 £4,582,000 £3,566,000 £2,765,000 £1,822,000 £1,759,000 £0</p> <p>Target (Months)</p>	


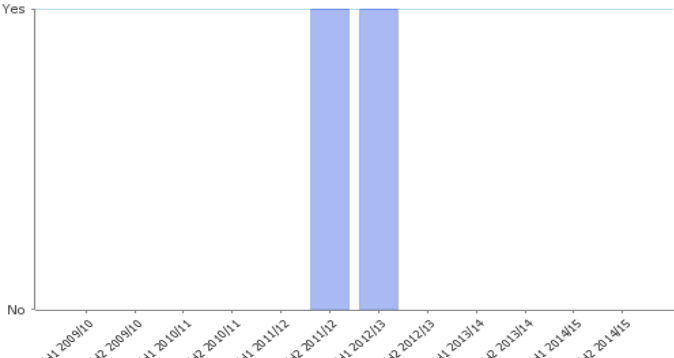
Indicator	Maximise or Minimise	Actual Versus Target	Trend Chart	Improvements
Contribution - Landscape Services	Aim to Maximise	<p>Actual £244,000</p> <p>Target £185,000</p> 	 <p>£550,000 £500,000 £450,000 £400,000 £350,000 £300,000 £250,000 £200,000 £150,000 £100,000 £50,000 £0</p> <p>£419,000 £372,000 £331,000 £278,000 £396,000 £355,000 £251,000 £229,000 £197,000 £128,000 £0</p> <p>£184,000 £169,000 £180,000 £201,000 £191,000 £180,000 £169,000 £147,000 £124,000 £194,000 £167,000 £111,000 £94,000 £0</p> <p>Target (Months)</p>	

Facilities Management - Building Cleaning and Caretaking, Grounds Maintenance PERFORMANCE


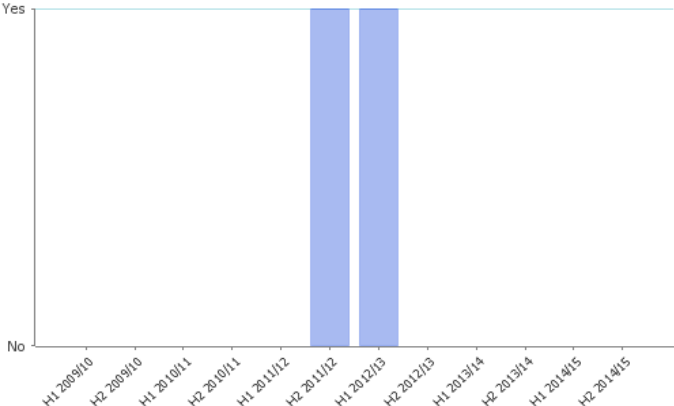
Indicator	Maximise or Minimise	Actual Versus Target	Trend Chart	Improvements
Buy Back Levels - Building Cleaning	Aim to Maximise	<p>Actual 76</p> <p>Target 75</p> 		Minor changes have happened during the year with some losses and some gains, overall buyback levels remain satisfactory
Buy Back Levels -Grounds Maintenance	Aim to Maximise	<p>Actual 61%</p> <p>Target 60%</p> 		This continues to be the most challenging and competitive area however buy back levels remain within target levels

Facilities Management - Building Cleaning and Caretaking, Grounds Maintenance
EXTERNALLY ASSESSED QUALITY STANDARDS


Indicator	Maximise or Minimise	Actual Versus Target	Trend Chart	Improvements
Retain Occupational Health & Safety Advisory Services (OHSAS)18001 accreditation - Facilities Management	Aim to Maximise	<p>Actual</p> <p>Yes</p> <p>Target</p> <p>Yes</p> <p></p>	 <p>The trend chart displays a vertical bar at the 'Yes' level for the periods H2 2011/12, H1 2012/13, and H2 2012/13. The x-axis represents time periods from H1 2009/10 to H2 2014/15, and the y-axis indicates 'Yes' and 'No' status.</p>	

Indicator	Maximise or Minimise	Actual Versus Target	Trend Chart	Improvements
Retain ISO 9001 accreditation - Facilities Management	Aim to Maximise	<p>Actual</p> <p>Yes</p> <p>Target</p> <p>Yes</p> <p></p>	 <p>The trend chart displays a vertical bar at the 'Yes' level for the periods H2 2011/12, H1 2012/13, and H2 2012/13. The x-axis represents time periods from H1 2009/10 to H2 2014/15, and the y-axis indicates 'Yes' and 'No' status.</p>	

B Facilities Management - West Bridgford Campus EXTERNALLY ASSESSED QUALITY STANDARDS

Indicator	Maximise or Minimise	Actual Versus Target	Trend Chart	Improvements
Retain Occupational Health & Safety Advisory Services (OHSAS)18001 accreditation - Facilities Management - West Bridgford campus	Aim to Maximise	Actual Yes Target Yes 		

Facilities Management - West Bridgford Campus; Security and Building Cleaning FINANCIAL

Indicator	Maximise or Minimise	Actual Versus Target	Trend Chart	Improvements
Direct Costs- Facilities Management - West Bridgford Campus - Security & Building Cleaning	Aim to Minimise	Actual £265,000 Target £330,000 		

Facilities Management - Overall

Indicator	Maximise or Minimise	Actual Versus Target	Trend Chart	Improvements																																																																																										
Turnover - Overall Group Performance - Trading	Aim to Maximise	<div>Actual</div> <div>£15,048,000</div> <div>Target</div> <div>£14,661,000</div> <div>✓</div>	<table><tr><th>Month</th><th>Actual</th><th>Target</th></tr><tr><td>May 2012</td><td>£5,164,189</td><td>£0</td></tr><tr><td>Jun 2012</td><td>£7,445,271</td><td>£0</td></tr><tr><td>Jul 2012</td><td>£9,846,707</td><td>£0</td></tr><tr><td>Aug 2012</td><td>£11,048,423</td><td>£0</td></tr><tr><td>Sep 2012</td><td>£13,799,559</td><td>£0</td></tr><tr><td>Oct 2012</td><td>£16,198,166</td><td>£0</td></tr><tr><td>Nov 2012</td><td>£19,387,352</td><td>£0</td></tr><tr><td>Dec 2012</td><td>£21,924,647</td><td>£0</td></tr><tr><td>Jan 2013</td><td>£24,909,621</td><td>£0</td></tr><tr><td>Feb 2013</td><td>£27,322,838</td><td>£0</td></tr><tr><td>Mar 2013</td><td>£30,146,702</td><td>£0</td></tr><tr><td>Apr 2013</td><td>£27,814,000</td><td>£0</td></tr><tr><td>May 2013</td><td>£25,205,000</td><td>£0</td></tr><tr><td>Jun 2013</td><td>£22,303,000</td><td>£0</td></tr><tr><td>Jul 2013</td><td>£19,669,000</td><td>£0</td></tr><tr><td>Aug 2013</td><td>£16,717,000</td><td>£0</td></tr><tr><td>Sep 2013</td><td>£13,885,500</td><td>£0</td></tr><tr><td>Oct 2013</td><td>£11,219,000</td><td>£0</td></tr><tr><td>Nov 2013</td><td>£9,882,000</td><td>£0</td></tr><tr><td>Dec 2013</td><td>£7,208,000</td><td>£0</td></tr><tr><td>Jan 2014</td><td>£4,662,000</td><td>£0</td></tr><tr><td>Feb 2014</td><td>£15,048,000</td><td>£0</td></tr><tr><td>Mar 2014</td><td>£12,668,000</td><td>£0</td></tr><tr><td>Apr 2014</td><td>£10,509,000</td><td>£0</td></tr><tr><td>May 2014</td><td>£7,881,000</td><td>£0</td></tr><tr><td>Jun 2014</td><td>£4,973,000</td><td>£0</td></tr><tr><td>Jul 2014</td><td>£15,048,000</td><td>£0</td></tr><tr><td>Aug 2014</td><td>£12,668,000</td><td>£0</td></tr><tr><td>Sep 2014</td><td>£10,509,000</td><td>£0</td></tr></table>	Month	Actual	Target	May 2012	£5,164,189	£0	Jun 2012	£7,445,271	£0	Jul 2012	£9,846,707	£0	Aug 2012	£11,048,423	£0	Sep 2012	£13,799,559	£0	Oct 2012	£16,198,166	£0	Nov 2012	£19,387,352	£0	Dec 2012	£21,924,647	£0	Jan 2013	£24,909,621	£0	Feb 2013	£27,322,838	£0	Mar 2013	£30,146,702	£0	Apr 2013	£27,814,000	£0	May 2013	£25,205,000	£0	Jun 2013	£22,303,000	£0	Jul 2013	£19,669,000	£0	Aug 2013	£16,717,000	£0	Sep 2013	£13,885,500	£0	Oct 2013	£11,219,000	£0	Nov 2013	£9,882,000	£0	Dec 2013	£7,208,000	£0	Jan 2014	£4,662,000	£0	Feb 2014	£15,048,000	£0	Mar 2014	£12,668,000	£0	Apr 2014	£10,509,000	£0	May 2014	£7,881,000	£0	Jun 2014	£4,973,000	£0	Jul 2014	£15,048,000	£0	Aug 2014	£12,668,000	£0	Sep 2014	£10,509,000	£0	
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