

(CCC) Maintenance and Compliance

1. Please provide details of any proprietary IT system used to manage premises compliance and maintenance.
2. If a proprietary IT system is not used, how is compliance monitored and how are maintenance service requests managed.
3. Is a single contractor used to deliver the vast majority of premises compliance and maintenance?
4. Does your Property Services team deliver maintenance/compliance to the following?

Services delivered by Property Services: Yes/No

Maintenance and compliance of open air and multi-storey car parks
Maintenance and compliance of amenity/street lighting
Maintenance and compliance of leisure centres and swimming pools
Maintenance and compliance of sports pavilions
Maintenance and compliance of community centres
Cleaning of multi storey car parks
Locking/unlocking of multi storey car parks
Maintenance of public safety CCTV cameras
Arrange public Christmas trees

5. Please provide the total annual revenue budget allocated to property compliance, maintenance and facilities management.
6. Please provide the total annual capital budget managed by the Property Services team.
7. Please provide details in the format below (excel table) of all roles employed to deliver premises compliance, maintenance and facilities management, including any administrative roles.

Job title: Number of full time equivalent staff (FTE) Bottom of salary scale: Top of Salary scale

Response:

1. Please provide details of any proprietary IT system used to manage premises compliance and maintenance.

There is currently no system in place for a combined management process of compliance related work. There is a new system being implemented for Cambridge City Council although this will not go live until 1st April 2021. We use Orchard Housing Management information system for our property maintenance function.

2. If a proprietary IT system is not used, how is compliance monitored and how are maintenance service requests managed.

For compliance issues, the current system in place is a combination of spreadsheets for some area's and individual risk area's for others. All are

monitored weekly as a minimum.

All routine maintenance requests are issued to our in house team and contractors via our Orchard Housing Management system.

We use web-based systems to manage contractual communications with our main contractors.

3. Is a single contractor used to deliver the vast majority of premises compliance and maintenance?

There are various contractors used to complete compliance work and this is now managed by the Risk and Compliance Manager.

All responsive maintenance is carried out using our internal direct labour organisation with sub-contractors where required

Planned maintenance is carried out by a variety of specialist contractors

4. Does your Property Services team deliver maintenance/compliance to the following?

Maintenance and compliance of open air and multi-storey car parks Yes but not general building maintenance

Maintenance and compliance of amenity/street lighting Yes

Maintenance and compliance of leisure centres and swimming pools No – this is done under an outsource leisure services provider

Maintenance and compliance of sports pavilions Yes

Maintenance and compliance of community centres Yes

Cleaning of multi storey car parks No

Locking/unlocking of multi storey car parks No

Maintenance of public safety CCTV cameras No – this is delivered under a shared service with Huntingdonshire District Council

Arrange public Christmas trees No

5. Please provide the total annual revenue budget allocated to property compliance, maintenance and facilities management.

The annual revenue budget for compliance, maintenance and facilities management of our housing stock and council administrative buildings (including running costs of administrative building) is just under £10 million

6. Please provide the total annual capital budget managed by the Property Services team.

Estates and Facilities has an annual capital budget of around £18 million

7. Please provide details in the format below (excel table) of all roles employed to deliver premises compliance, maintenance and facilities management, including any administrative roles.

Job titles of all the roles within the service are detailed in the attached file – this includes the roles that deliver capital projects, maintenance, compliance and facilities management. The salary relating to the banding can be found here:

<https://www.cambridge.gov.uk/media/8795/pay-bands.pdf>

Further queries on this matter should be directed to foi@cambridge.gov.uk

<u>Post Description</u>	<u>Grade</u>	<u>number of FTE</u>
Apprentice	TBC	5
Apprentice - Surveyor	Default Spinal Grade	1
Asbestos Officer/Surveyor (Fix Term)	City Band 7	1
Asset Manager	City Band 8	1
Asset Officer	City Band 4	1
Assistant Asset Officer	City Band 3	2
Assistant Surveyor	City Band 5	3
Building Surveyor (Facilities)	City Band 6	1
Compliance Officer	City Band 4	1
Contract & Procurement Officer	City Band 7	1
Corporate Energy Manager	City Band 7	1
Electrical Supervisor	City Band 6	1
Energy Surveyor/Assessor (Fix Term)	City Band 6	1
Facilities Operative	City Band 3	4
Fire Risk Assessor & Advisor (P/T)	City Band 5	1 x P/T
Head of Housing Maintenance & Assets	JNC1	1
Lettings Officer	City Band 4	2.6
Multi Skilled Operative	City Band 5	36
Multi Skilled Operative/ Leading Hand	City Band 5	3
Operations Manager	City Band 8	1
Principal Surveyor	City Band 7	2
Repairs Works Planner	City Band 4	2
Responsive & Voids Surveyor	City Band 6	2
Responsive Repairs Supervisor	City Band 6	1
Risk Assurance & Compliance Manager	City Band 8	1
Storekeeper/Administrator	City Band 4	2
Stores Team Leader	City Band 6	1
Surveyors	City Band 6	6
Systems & Support Manager	City Band 5	1
Technical Services Officer Adaptations Officer	City Band 6	1
Tenant Liaison Officer	City Band 4	1
Voids Supervisor	City Band 6	1