



good stewardship *for social care buildings*



**Property Development Unit
Property – Commissioning
Property & Asset Management Directorate
Office of Corporate Services**

Updated 2005



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aims and purposes

This document is written for Establishment Managers and Operations Managers.

For a number of years now non-structural maintenance budgets have been devolved to service managers. Establishments have an essential role in helping the Authority to carry out premises good stewardship.

It is important that managers manage and maintain their buildings to a standard that complies with the various regulations and other legal requirements that apply as well as the Authority's standards.

This Guide is to help make you aware of these requirements and how you can ensure that your buildings are appropriately managed. It is not a manual but should be read in conjunction with other documents available and with appropriate professional advice.



roles and responsibilities

In managing buildings the roles of the key partners are detailed below:

Role of Property – Commissioning (Social Care)

- To coordinate and consult on the Asset Management Plan (AMP) prioritisation process
- To ensure that the respective parties understand their roles and responsibilities and that the prioritisation of funding allocation is clear and transparent
- To advise Managers on good practice
- To monitor establishment managers custodianship of premises, including health & safety concerns
- To manage capital projects in establishments that are funded centrally
- Arranging for Inspections to ensure servicing arrangements are competently performed.

Role of Establishment / Operations Manager

- To co-operate fully with Social Care Managers in the continuing development of the Asset Management Plan (AMP)
- To make use of the Property Advisers to ensure that work, funded from devolved and centrally held maintenance budgets, is correctly prioritised and that all work is carried out to an acceptable standard and complies with appropriate legislation and regulations
- To monitor repair or improvement projects funded from centrally held and devolved maintenance budgets
- To prepare policies for security, fire safety, health & safety, including monitoring procedures
- To ensure that suitable risk assessments are prepared and that action is taken to minimise risk.

Role of the Property Adviser

The roles of the Property Advisers are as follows:

- Management of day-to-day repairs and planned maintenance projects
- Management of servicing
- Provide advice on prioritisation of use of devolved maintenance funds
- Provide general property advice on regulations, health & safety and other technical issues.

health and safety

Establishment and Operations Managers have responsibilities for Health & Safety for their staff, service users and visitors. Advice on all matters relating to Health & Safety in establishments should be sought from Health & Safety Advisers.

Control of Contractors and Visiting Workers

Establishment Managers will be aware that a system (known as the 5C system) has been developed for:

- Controlling contractors and visiting workers (i.e. surveyors and other technical staff undertaking inspections)
- Managing the health & safety hazards and risks which visiting contractors / worker may encounter and / or bring onto site.

The 5C System plays a part in ensuring that building work is carried out safely.

The 5C's are:

- Co-operation
- Co-ordination
- Communication
- Control
- Competence

The key elements of the 5C System are:

- **Area Custodian** – A person at each establishment will be nominated as an 'Area Custodian'. They will act as a "focal point" for maintenance, construction and other such work in terms of local site hazards and risks. They will act as the 'owners' of the 5C system. An area custodian may be someone already undertaking some of the duties
- **Hazard Register** – The Hazard Register will contain information on significant or unusual fixed hazards in the buildings, asbestos for example or fragile roofs. It will also contain information on local hazards, people on site with special needs for example.
- **Visits Log** – The visits log will be completed by contractors and visiting workers who will be working on the site.

An annual audit will be carried out by the Property & Asset Management Directorate of a cross section of sites to ensure that the system is being used and is running correctly.

Health & Safety Manual Guidance Notes

Guidance notes on Health & Safety Issues are provided by your Health & Safety Adviser. Topics covered include:

- The Health & Safety at Work Act
- Risk Assessment
- Competent Person
- COSHH
- Electrical Safety
- Regular Inspections
- Contractors on Site
- CDM Regulations
- Asbestos in buildings

Further advice can be obtained from the County's Health & Safety Adviser Service (*see contacts on page 11*)



servicing, testing and inspection

It is essential, in order to meet health & safety regulations, statutory obligations and industry good practice, that the following items, where applicable, should be serviced, tested or inspected and records kept. Such work would normally be arranged with advice from the establishment's Property Adviser or Commissioning Property staff, by setting up suitable service contracts with appropriate contractors. The Council has a contract to carry out servicing and testing in non-school premises for all equipment identified below:



Recommended Service Intervals for Equipment

Item	Service Interval
Fire Alarm Systems	Every 3 months
Fire Extinguishers, hose reels etc.	Every 3 months
Boilers – Gas	Every 12 months
Boilers – Oil	Every 6 months
Heating Controls	Every 12 months
Pressure Sets (used with heating systems)	Every 12 months
Statutory inspections	Every 14 months
Oil Tanks (condition & calibration of gauges)	Every 12 months
Steel Chimneys (soundness)	Every 12 months
Water Hygiene	Every 12 months
Gas equipment	Every 12 months
Lifts & Hoists (passenger servicing)	Every 6 months
Passenger statutory inspection	Every 6 months
Hoist servicing	Every 12 months
Hoist Statutory inspection	Every 12 months
Fixed electrical installations – Other	Every 5 years
Children's Establishments	Every 3 years
Portable electrical appliances	Every 2 years
Sewage pumps	Every 6 months
Lightning Conductors	Every 12 months
Swimming Pools / Hot Tubs etc	Every month
Hot Water Blending Valves	Every 8 - 12 months
Catering Equipment	Every 12 months
Local Exhaust Ventilation (e.g. fume cupboard, fume & wood dust extraction systems) – Examination	Every 12 months



building regulations

The Building Regulations apply to the construction, extension and alteration of premises, and to the provision of certain controlled services and fittings.

Building Regulations comprise:

- Structure
- Fire Safety
- Site preparation and resistance to moisture
- Toxic substances
- Resistance to the passage of sound
- Ventilation
- Hygiene
- Drainage and waste disposal
- Heat producing appliances (combustion appliances and fuel storage systems)
- Protection from falling, collision and impact
- Conservation of fuel and power (L1 & L2)
- Access and facilities for disabled people
- Electrical Safety
- Glazing – safety in relation to impact, opening and cleaning
- Reg 7 Materials and Workmanship Planning



The Construction (Design and Management Regulations) 1994

The CDM Regulations apply to most construction projects and aim to improve health and safety during construction work. They apply to all construction involving more than four people at any one time, over 30 days duration and all demolitions. The Regulations place specific duties on the client (usually the Social Care Property Development Manager) to appoint a Planning Supervisor to co-ordinate the health and safety aspects at particular stages of a project.



maintenance budgets

Maintenance of buildings fall into two main areas – Revenue and Capital.

The following sections demonstrate the difference between them and guidance on their management.

Revenue Maintenance:

Day-to-day Repairs and Servicing contract (for non-schools buildings) has been awarded to City Care & Inspace for building works and Lorne Stewart & Aqua for mechanical & electrical works, which is administered by Atkins Asset Management as the non-schools establishments' Property Adviser.

The Contractor shall make emergency maintenance visits on request to the Properties to undertake such emergency maintenance procedures as may be required. The Contractor shall send to the properties or sites a competent maintenance technician, as soon as reasonably practicable or in any event, in accordance with the following :

Response Code	Response Time
A	Within 2 Hours
B	Within 4 Hours
C	Same Day / Next Day
D	Within 3 Days
E	Within 7 Days

Planned Maintenance (Capital)

This is usually for larger items of building management, for example:

- Re-roofing
- Window replacement programme
- Boiler replacement
- External decorations

Planned Maintenance Capital may not be used for:

- general maintenance, internal redecoration or routine repairs.
- the purchase of ICT software or training.
- Work that is distinct from any element for routine repairs and maintenance that may be met from devolved budgets.
- Must not fund leases in respect of equipment or facilities
- May not be used for the hire of temporary accommodation, unless it is part of a larger project.





commissioning a project

The Social Care Property Development Manager usually commissions property professionals to carry out the following steps as appropriate:

- Feasibility Study – checking whether the project is feasible and an early estimate of cost.
- Specification – producing a written technical specification of the work to be carried out, including contract conditions.
- Tender – going out to tender to a number of appropriate contractors as set out by Contract Regulations.
- Evaluation of tenders – checking that the tenders are valid and accurate and recommending a contractor with whom to place the order for the work.
- Site Supervision – regular visits to site to check the progress and quality of work.
- Handover – accepting the finished project, if complete, snagging and checking that all commissioning and testing has been carried out.
- Invoice check – checking that invoices are valid, accurate and reflect the work that has been carried out. Recommending the value of payment.

emergency planning

Managers of establishments have to deal with problems and crises daily and need to develop contingency plans and arrangements to deal with, for example, staff sickness, accidents and so on. It is important to develop those plans to include building problems, ranging from a minor repair to a fire or flood.

The plan should include:

- Out of hours contact numbers for Property Advisers kept in a safe place but well known to all staff
- Contact numbers for key staff
- Keyholders details

More information and advice is available from Mark Greenall (*see contacts on page 11*)

energy

Establishments manage their own energy and water budgets and will reap the benefits of reducing energy consumption. Guidance is available from a variety of sources. For help in obtaining information, contact Paula Worswick (*see contacts on page 11*).

Security

Establishments are usually active in ensuring their buildings are secure. Advice on security of property is available from Mark Greenall (*see contacts on page 11*).

Lettings

All establishments will have their own agreed procedures and pricing structure for hiring and periodic letting of their buildings. Establishments should however ensure that they do not enter into any agreements for the use of their premises that might lead to loss of possession or damage to the buildings or the contents. This would mean that all occupation of property by third parties must be by way of a formal written agreement, usually a lease or licence. The circumstances under which possession can be lost are many and establishments must always seek appropriate professional advice. The areas that need to be considered include:

- Extent of the property to be let and the period of the agreement.
- Rent or occupation charge and periodic reviews
- Other costs – heat, light, rates, water, telephone etc.
- Security, access and car parking
- Responsibility for repairs, maintenance, decorations, cleaning and caretaking
- Insurance
- Restricting the use of the property being occupied
- Restricting the passing on to others of the premises occupied
- How and when possession can be regained
- Ensuring there is no breach of planning restrictions

A protocol on the Occupation of County Council accommodation has been prepared to give guidance on the letting of all Council owned property. Copies are available from David Nuttycombe, Head of Estates & Strategy (*see contacts on page 11*).



contact list

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