

Facilities Management Policy

1. Introduction

- 1.1 Facilities Management (FM) is “the organisational function which integrates people, place and process within the built environment with the purpose of improving the quality of life of people and the productivity of the core business” (ISO).
- 1.2 This document provides a statement of policy for how the Facilities Management Service will be provided in Haringey.

2. Policy Statement

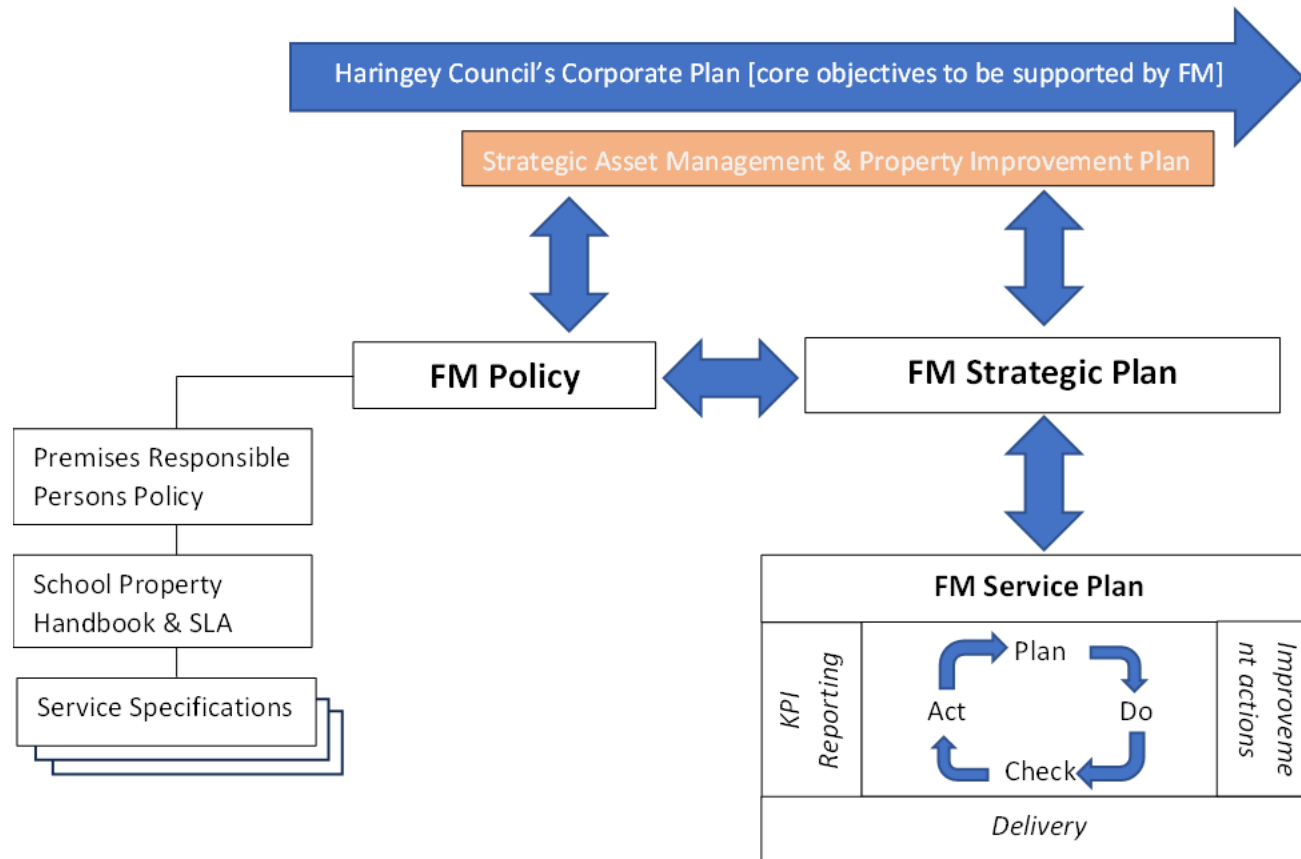
- 2.1 Through the work of the teams making up the FM function, we will ensure that we provide a safe and welcoming environment for all users of Council buildings, whether they are residents, staff, Members, or other buildings users.
- 2.2 We will consider the diversity of the staff and public we serve and work to ensure our buildings are accessible and welcoming to all, in accordance with our public sector equality duty.
- 2.3 We will do this by applying professional standards and statutory requirements, and developing a culture of proactivity, responsiveness, and learning and improvement in all our work.
- 2.4 The objectives for the FM service are to:
 - Provide safe, welcoming and accessible working environments for all Haringey staff, and building users.
 - Ensure the Council has suitable spaces to carry out its civic functions.
 - Support and facilitate the delivery of Council’s and their business continuity through the workspaces we provide.
 - Provide a professional, proactive, and responsive service to building users.
 - Communicate clearly and engage with building users to support service objectives.
 - Protect the fabric and services of Council buildings to maintain their economic, social and heritage value.
 - Provide input into capital projects to ensure successful outcomes are achieved, and maintenance requirements are understood.
 - Work to improve the sustainability and energy-efficiency of our buildings and ensure they are fit for a changing climate.
 - Monitor performance and cost to demonstrate service quality and value for money and gather data to inform decision-making.
 - Seek opportunities for income generation that meet the Council’s corporate and service objectives.

- Ensure the FM workforce is well-trained, suitably qualified, and customer oriented.

3. Strategy and Operational Planning Framework

- 3.1 The overall strategy for Capital Projects and Property (CPP) is set out in the Strategic Asset Management and Property Improvement Plan (SAMPIP).
- 3.2 To support the delivery of the SAMPIP, FM will develop the FM Strategic Plan. The Strategic Plan will set out service objectives for the period of 4 years. The FM Strategic Plan will be reviewed at regular intervals to ensure best practice and any changes in the organisation's direction.
- 3.3 Each service unit within the FM Service will produce an annual Service Plan and will ensure that its services meet the operational requirements of Haringey Council at an agreed standard and at a competitive cost.
- 3.4 The scope of the FM service is laid out in this document, the FM Policy. The detail for how each function will be provided, including objectives, service levels etc. will be covered by separate Service Specification documents.
- 3.5 Other key documents which the Service will produce and maintain include:
 - the Premises Responsible Persons Policy
 - Schools Property Handbook
 - Schools Maintenance and Compliance SLA.

The hierarchy of these documents is detailed in the below infographic:



4. Roles and Responsibilities

Role of the FM service management team

4.1 The FM service leadership will:

- Maintain strategic alignment with the wider objectives and priorities of the Council, including corporate priorities, sustainability, and environmental priorities (including carbon reduction and waste management targets);
- Assign resources effectively to meet service priorities and identify future resource requirements.
- Undertake key stakeholder engagement activities with senior management, Premises Responsible Persons (see below) and all building users, ensuring effective communication is always maintained.
- Ensure robust performance management is in place for staff development and to ensure they are supported to gain the skills they need, and contribute to the future development of the service;
- Promote continuous improvement by developing a learning culture, including training provision, as appropriate;
- Work to ensure effective compliance and risk management is achieved, particularly in relation to Health and Safety, accessibility, building maintenance and environmental sustainability;
- Manage the delivery of workplace services, as outlined in the FM Service Grid (see Appendix 2. Own and maintain the policy documents relevant to these areas (see Section 7 - Scope of Services, below).
- Ensure robust performance management and KPI reporting is delivered and maintained in line with statutory and corporate requirements.

Role of FM staff

4.2 The role of FM staff is to:

- Work to create a positive experience for all our building users.
- Work in accordance with the Haringey Values (Caring, Collaborative, Community-focused, Courageous, Creative) – working with building users, to find solutions and make improvements in our buildings.
- Prioritise the safety of all building users, reporting faults and problems promptly.
- Always work safely, adhering to Risk Assessments and Method Statements

Premises Responsible Persons

4.3 The role of the Premise Responsible Persons (PRP) is an on-site management role, taking overall day-to-day control of a building, nominated, or appointed by the service head. The PRP has a range of responsibilities, as detailed in the Premises Responsible Persons policy.

4.4 This also includes identifying and raising issues, being a point of contact for both building users and the FM service and liaising with FM to resolve any

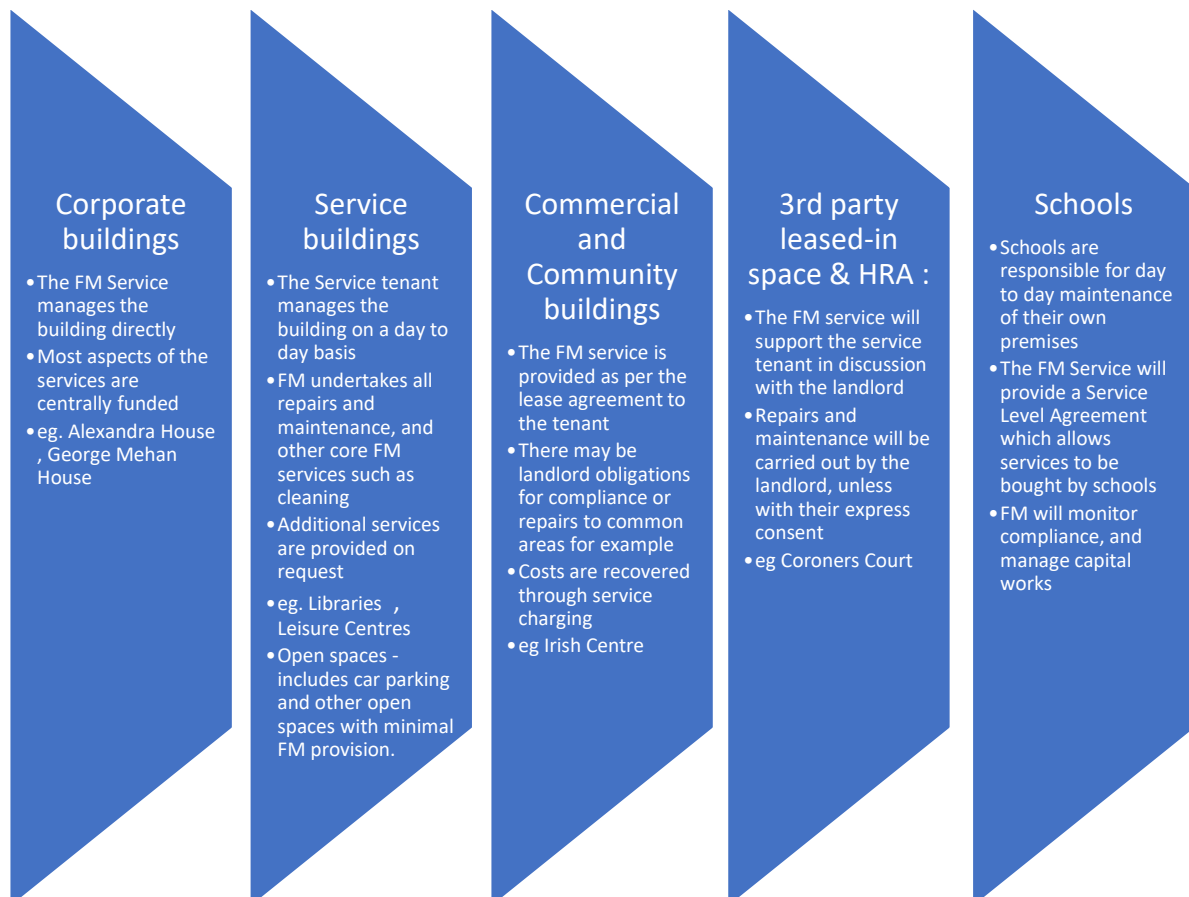
issues. The role will be fully supported by FM, who will deliver many of the tasks and services the PRP is ultimately responsible for.

Staff and other building users

- 4.5 We expect all our staff to be always treated with respect and courtesy. There is a zero-tolerance approach to abuse and harassment.
- 4.6 We are collectively responsible for each other's safety. ID badges should be always worn, and tailgating is not permitted. All safety signage should be adhered to.
- 4.7 Caring for our environment is everyone's business. We should all conserve energy and minimise waste within our buildings.
- 4.8 Reporting problems promptly is strongly encouraged to ensure prompt resolution, and to prevent problems escalating.

5. Building Types and FM Service Provision

5.1 The FM Service recognises that our buildings are different. Consequently, we have developed different models of service provision, according to the various 'building types' across the estate. These are:



Each Council building has been assigned to one of these models. This is detailed in Appendix 1.

Appendix 2 provides the detail to the service (the functions) which will be provided across each of these models.

NB: Please see the Acquisitions and Disposal policy for how the Council makes decisions on property holdings. Decisions to reassign properties within the five delivery models will be taken by the Head of Resilience, Operational Building Management and Safety, with reference to Capital and Property Board as needed.

6. Scope of Services

Overview of FM Service provision

6.1 The table below provides an overview of the services provided, to which of the Council building types and on what basis.

- Where the grid shows Y, this identifies FM as the provider and budget holder. The costs are recouped via the Shared Service Recharge mechanism.
- Where the service is denoted as Variable, it can be provided but the cost will be recharged to service.
- N denotes a service that is not provided.

* Open Spaces (includes car parks, some parks) are listed under the Service Building model but receive no FM provision.

FM Service	Delivery Model 1: Corporate Buildings	Delivery Model 2: Service Buildings/Open Spaces*	Delivery Model 3: Commercial and Community Buildings	Delivery Model 4: 3rd Party Leased-In Space and HRA	Delivery Model 5: Maintained Schools
A – Contract management	<i>The FM service will be responsible for managing and mobilising all Council contracts for undertaking FM services in relation to our buildings</i>				
B – Contract Mobilisation					
C – Maintenance services	Y	Y	Variable	N	Variable
D – Horticultural services	Y	Variable	Variable	Variable	N
E – Statutory obligations	Y	Y	Variable	Variable)	Variable
F – Catering services	Variable	Variable	N	Variable	N
G – Cleaning services	Y	Y	N	Variable	Variable
H – Workplace FM services	Y	Y	N	Variable	N
I – Reception services	Y	N	N	N	N
J – Security services	Y	Variable	Variable	Variable	N
K – Waste services	Y	Variable	N	N	N
L – Miscellaneous FM services	Y	N	N	N	N
M – CAFM	Y	Y	Y	Y	Y
N – Helpdesk Services	Y	Y	Y	Y	Y
O – Management of Billable/Variable Works	Y	Y	Y	Y	Y
P – Capital Works	Y	Y	Variable	Variable	N
Q - Energy	Y	Y	Variable	Variable	N

R – Staff Parking	Y	Y	N	N	N
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Summary of FM Service Functions

6.2 The descriptions below provide an introduction to each of the services provided.

A – Contract management

The FM service uses a range of external contractors across the Council's assets who deliver both 'hard FM' (including responsive maintenance, refurbishment, repair, and alteration works), and 'soft FM' (including security, cleaning, waste management, pest control and horticultural services).

All contractors are appointed in line with the Council's procurement policies. This may include appointing contractors through a framework or by direct award, and either using a competitive tendering process or pre-qualification exercise. As part of this process, the Council will only appoint suitably competent contractors who have demonstrated through the procurement process that they can discharge their health and safety legal duties and can deliver a high-quality product which is value for money.

The FM team will perform contract management duties regarding all FM contractors to ensure they are properly managed, and services delivered compliantly and efficiently, through effective contract administration, performance monitoring and reporting, change management, risk management, relationship management, compliance and legal requirements, and reviewing, tendering, re-negotiating or renewing contracts as needed.

The FM team will continually review contract management processes to ensure contract efficiency and value for money is optimised, including gathering performance feedback from services, monitoring industry trends and using any lessons learned to improve contract management processes.

B – Contract Mobilisation

Delivering contractor-supplied FM services starts with ensuring there is an effective contract mobilisation. This is the stage of a contract between the contract being awarded and the service provision commencing. This period usually takes between one and three months, depending on the scale of the contract.

Regardless of the size of the contract, successful contract mobilisation requires a structured approach and a robust mobilisation plan. During this period, the FM team and the Contractor will work together to set strong foundations and a robust partnership approach to ensure the future success of the contract. This will involve both parties delivering strong communication (including key stakeholder engagement), collaborative working, an effective handover of the project from the FM team to the contractor, and compliance requirements being clearly set out in a compliance framework (including process, governance, and technology).

There will also always be small practicalities which will need to be agreed later by the FM team. During mobilisation it is crucial to test assumptions and resolve points of ambiguity. This will ensure that expectations of both parties have been clearly defined and that there are only very minor teething issues on Day One of contract delivery.

C – Maintenance services

Maintenance services covers both Planned Preventative Maintenance (and on occasion, Risk-based Maintenance); and Responsive Repairs. Maintenance is designed to keep an asset in a satisfactory state of operation or condition, according to its function and criticality or risk. Responsive repairs are the activity associated with dealing with an observed or reported defect in an asset, in order to make it safe and return it to satisfactory operation.

As such the outcome of Planned Preventative Maintenance is to minimise Responsive Repairs; and therefore, to assist with maintaining business continuity and health and safety.

Repairs and maintenance services are provided to all operational buildings. In schools, day to day maintenance is undertaken by the school, but the FM service may offer compliance to the school under an SLA. In relation to commercial buildings, generally Repairs and Maintenance are the responsibility of the tenant. Where this is not the case, the FM service will provide these services as part of the Landlords obligations.

D – Horticultural services

Horticultural services relate to the considerations of landscaping and green space maintenance. This can include lawn care, planting, pruning, weed control, pest control, irrigation maintenance and seasonal decorations.

The FM service uses contractors or internal services to deliver these services. It is therefore responsible for ensuring sufficient contracts are in place for delivering this, and to effectively undertake contract management duties, including in performance management, documentation and reporting, seasonal planning, quality assurance, and in ensuring environmental sustainability is adhered to. The FM service will also ensure effective communication and stakeholder engagement is delivered, for example through informing services in a timely manner about planned maintenance activities, upcoming projects, and resolving any issues or concerns related to the provision of horticultural services.

The Premises Responsible Person (PRP) is also required to complete risk assessments in relation to trees at all assets under their responsibility.

E – Statutory obligations

Statutory obligations are a series of tests and inspections governed by legislation and regulations in relation to buildings. These must be undertaken at specified time intervals and certified as completed. The FM service ensures that all relevant plant and equipment at each of the Council's assets complies with relevant legislation, regulations, and standards. This includes conducting regular compliance testing and inspections, recording the outcomes and completions of the compliance testing and inspections, and promptly flagging any compliance concerns through the appropriate channels.

Statutory obligations can relate to asbestos management, air conditioning systems, electrical testing (including lifts), fire safety, portable appliance testing and water hygiene maintenance. They are managed through asset management, asset data survey, building Information, compliance plans, specialist surveys and audits, conditions surveys and by undertaking statutory inspections and risk assessments. All of which are managed by the FM team.

To ensure compliance, there are cyclical programs in place that involve regular inspections, risk assessments, and remedial work etc. where and when necessary. These programs cover all relevant systems and equipment across Council assets and aim to maintain comprehensive safety management systems. Regular training and drills are also conducted to ensure staff are prepared in case of emergency. These programs are undertaken by various stakeholders. For example, the PRP (see PRP document) is responsible for undertaking an annual Fire Risk Assessment (FRA), making any recommendations and actioning remedial works to ensure compliance. There is also a corporate Health and Safety team that has full oversight of, and advises on, all the health and safety activity of the Council, but it does not

have the budgets or authority to carry out operational works, which is instead held by the FM team.

F – Catering services

Catering services is covered by the soft FM function.

It currently includes the provision of chilled potable water. However, it could also include the provision of food retail services, deli/ coffee bars, catering for events and functions, outside catering, residential catering services, hospitality provision for meetings, food and beverage trolley services and food and beverage vending services.

G – Cleaning services

Cleaning services provide a comprehensive and high-quality standard of cleanliness, hygiene and safety across the Council's estate to ensure a clean, safe work environment for all users. It is also necessary to comply with all Health and Safety requirements.

Cleaning services includes the cleaning of rooms, desks, curtains and window blinds, external areas, integral barrier mats, undertaking deep (periodic) cleans, general housekeeping, IT equipment cleaning, reactive cleaning (outside usual cleaning operational hours), routine cleaning, specialist cleaning and window cleaning (internal and external). These services are provided by the FM team across the Council's asset portfolio to varying frequencies, aligned to the operational needs relating to building use and the expectation of surface soiling relevant to building opening hours and footfall.

The FM team has responsibility for establishing, recording and reporting measurable performance standards for cleaning, such as response times for addressing specific spills and messes and completion of schedule cleaning tasks to time and to the required standard.

H – Workplace FM services

Workplace FM services ensure the physical environment supports the Council's objectives, including sustainability, while providing a safe, comfortable and accessible workspace that is productive for its users. It includes administrative support services, utilities management, archiving (on-site), cable management, clocks, courier booking and external distribution, furniture management, handyman services, mail services, move and space management for internal moves, signage and stores management.

The FM team has responsibility for establishing, recording, and reporting measurable performance standards for these workplace FM services, such as response times for requests,

I – Reception services

Managing reception services involves ensuring that the reception area in each Council building is a welcome and efficient hub, operating smoothly to provide a positive experience for all users. Reception services includes greeting visitors, managing incoming calls and mail, coordinating meeting room bookings, and providing general information and assistance, including the provision, integration, and maintenance of IT systems to support this.

The FM team will work with services to identify where reception services are required and provide these as appropriate across the Council's assets.

J – Security services

Security services ensures the safety and security of all Council assets, premises, and occupants, protecting them from security threats whilst maintaining compliance with legal and regulatory requirements.

It covers the unauthorised access of buildings, including services to minimise and prevent theft, vandalism and other security threats. This may vary across buildings, depending on their use and location but FM will provide services relating to access control systems and management of security and visitor passes, alarm systems and monitoring, surveillance cameras, security patrols, key holding, lock-up/open up protocols of premises, incident management and emergency response plans, including evacuation protocols.

The FM service is responsible for undertaking a risk assessment at each building to identify potential security threats and vulnerabilities. This may include assessing physical security risks, and internal threats such as theft, vandalism, or workplace violence. It does not include cybersecurity risks, as this is in-scope of the IT directorate.

K – Waste services

Waste services incorporates sustainable environmental practices into the workplace to minimise the environmental impact of Council buildings, promote resource conservation and ensure legal and regulatory compliance. Waste services includes classified waste, personal hygiene waste, general waste and recycled waste.

The FM service is responsible for facilitating a trade waste collection service across all corporate buildings. A separate comingled recycling service and residual waste collection service is offered, in line with statutory requirements. It should be noted that a separate trade food waste collection service will also be required, although the statutory timescales for implementation are yet to be confirmed.

L – Miscellaneous FM services

Miscellaneous FM services includes various functions that contribute to the smooth operation and maintenance of a facility that are not already covered in other in-scope services in this policy document. This includes pest control

M – Computer Aided Facilities Management (CAFM)

The FM team will use a CAFM systems for analysis and assessment of contractor and in-house performance, property compliance, asset management strategy, month-on-month commercial position, project works planning and delivery, carbon reduction and net zero targets, along with a range of other options which contribute to meeting the aims and expectations of building users. The information from CAFM will provide evidence that FM are meeting agreed user requirements

N – Helpdesk Services

Haringey has a virtual online portal helpdesk service which handles all FM queries/enquires relating to Council buildings and serves to maintain efficient communication channels between all stakeholders and to resolve any building related issues (i.e. regarding maintenance, repairs or enquiries for both capital work requests and minor works requests) in a timely manner, therefore delivering high levels of customer satisfaction.

A request is raised via the FM service intranet page where it is then monitored, managed and tracked through to completion by the FM team. The request is assigned a priority classification for resolution and directed to the most appropriate team member for action, ensuring the request is handled efficiently and effectively. It also ensures that the appropriate Head of

Service has sight of, and approves, the request in a timely manner, further increasing the efficiency of the helpdesk.

O – Management of Billable /Variable Works

Variable works are additional services provided by the FM service over and above those outlined separately in this Scope of Services. The effective management of variable works ensures a timely and quality service delivery while maintaining transparency, efficiency, accountability, and compliance. Service requests for variable work are via the FM service intranet page. FM will aim to provide a quotation for these works within 30 days. Completion of these requests are conditional on the requester providing a cost centre . Timeframes on completion of variable work will be agreed with the requestor

P – Minor works capital works

Minor capital works will be undertaken by the project management team within the FM service, based on information and data about building compliance, condition and service need. A project will be considered as “minor works” where it conforms to the Fast Track Process within the CPP Governance document (projects <£1M and low complexity). Requests are generally classed as capital works once they reach a financial threshold of more than £10k in value.

The service will develop a forward maintenance plan for capital works as a result of undertaking a thorough assessment of each building's infrastructure to identify areas in need of repair, renovation, or expansion. For example, they relate to known and forecasted works required on the fabric of the building, mechanical and electrical services, statutory inspections and testing, drainage, and hard landscaping. Factors such as age, condition, functionality, and compliance with regulations and standards of each building has been considered.

Q – Energy and Sustainability

FM is the Budget holder for utilities and will ensure that energy usage within each building is optimised, therefore reducing costs, and ensuring environmental sustainability, whilst best meeting the needs of the building and its users. This will include, where necessary , monitoring the building air quality and temperatures to ensure optimum working conditions.

FM will engage with PRPs at their buildings to identify any improvements and opportunities for increased building energy efficiency. Examples include encouraging behaviour change and by delivering energy savings measures which reduce consumption.

FM works closely with the Energy Team to deliver energy efficient sustainable buildings

R – Staff Parking

These services encompass outside spaces that include car parks, bike racks and electric charging points.

The detail behind each of these functions will be outlined in individual documents to be developed by FM.

Each policy document will cover:

- A policy statement.
- Roles and responsibilities
- Standards
- Procedures to follow.
- Performance indicators and monitoring

- Review period.

7. Complaints

- 7.1 The FM service aims to provide a high-quality service to all building users. However, we understand that issues may arise from time to time. As such, we have established a clear escalation and communication procedure to encourage both positive and constructive feedback and to resolve any complaints to the FM service, whilst ensuring the process for managing complaints/compliments and ensuring that complaints will be investigated in a fair and transparent manner.
- 7.2 Generally, the FM service encourages building users to engage with the relevant building PRP or the relevant Portfolio Officer (PO) for the building to discuss the performance of the building and raise any concerns they may have. However, any feedback or complaints not channelled through the PRP or PO for resolution in the first instance should be sent as soon as practicable via the feedback form on the FM service page of the intranet. If the issue cannot be resolved to the satisfaction of the complainant, the issue should then be escalated by email to the Head of FM .
- 7.3 Please note that all complaints and escalations will be handled in a confidential and professional manner. The FM service is committed to investigating and resolving issues promptly and to the satisfaction of all parties involved.
- 7.4 Complaints received from external stakeholders will be dealt with as per the Council's Complaints Policy.

8. Reporting

- 8.1 FM will continually monitor its performance via Key Performance Indicators (KPIs) and Management Information, and endeavour towards the delivery of a quality, value for money service and delivery of social value. KPIs will be used internally to positively develop and drive changes to the FM service wherever possible.
- 8.2 The FM service will report on service KPIs relating to repairs and response times at the monthly Corporate Landlord Steering Group. All information gathered, whether that is performance data, complaints, queries, or issues shall be used to assist in the development of an improved FM service.

9. Publication and review

Document type	Policy
Document owner	Head of Resilience, Operational Building Management and Safety
Approved by	XXX
Approval date	XXX 2024
Review date	XXX 2026
Document version	1.0
Document published	Intranet site

Appendix 1

The Property List

Insert link to separate, live document / Monday.com

Appendix 2

FM Services Grid

The following grid provides the detail to the service (the functions) which will be provided across each of the building types.

*Open Spaces (includes car parks, parks) are listed under the Service Building model but receive no FM provision.

FM Service	Activity	Corporate Buildings	Service Buildings/Open Spaces*	Community Buildings	3rd Party Leased Space	Schools
A – Contract management	Accessibility services	Y				
	Customer satisfaction					
	Fire safety					
	Health and safety					
	Performance self-monitoring					
	Safe Systems of Work					
	Property information mapping service (EPIMS)					
	Quality management system					
	Reporting					
	Risk management					
	Selection and management of sub-contractors					
	Service delivery plans					
	Social value					
	Staff and training					
	Sustainability					

FM Service	Activity	Corporate Buildings	Service Buildings/Open Spaces*	Community Buildings	3rd Party Leased Space	Schools
B – Contract Mobilisation	Contract mobilisation					
C – Maintenance services	Audio visual (AV) equipment maintenance (hearing loops)	Y	Y	Variable	Variable	N
	Automated barrier control system maintenance	Y	Y	Variable	Variable	N
	Building management system (BMS) maintenance	Y	Y	Variable	Variable	N
	Environmental cleaning services	Y	Y	Variable	Variable	N
	Fire detection and firefighting systems maintenance	Y	Y	Variable	Variable	Variable
	High voltage (HV) and switchgear maintenance	Y	Y	Variable	Variable	Variable
	Internal and external building fabric maintenance	Y	Y	Variable	Variable	Variable
	Lifts, hoists and conveyance systems maintenance	Y	Y	Variable	Variable	N
	Locksmith services	Y	Y	Variable	Variable	N
	Mechanical and electrical engineering maintenance	Y	Y	Variable	Variable	N
	Reactive maintenance services	Y	Y	Variable	Variable	Variable
	Security, access and intruder systems maintenance	Y	Y	Variable	Variable	Variable
	Specialist maintenance services for specific requirements	Y	Y	Variable	Variable	Variable
	Standby power system maintenance	Y	Y	Variable	Variable	N
	Ventilation and air conditioning system maintenance	Y	Y	Variable	Variable	N

FM Service	Activity	Corporate Buildings	Service Buildings/Open Spaces*	Community Buildings	3rd Party Leased Space	Schools
	Voice announcement system maintenance	Y	Y	Variable	Variable	N
D – Horticultural services	Grounds maintenance services	Y	Variable	Variable	Variable	N
	Professional snow and ice clearance	Y	Variable	Variable	Variable	N
	Tree surgery (arboriculture)	Y	Variable	Variable	Variable	N
E – Statutory obligations	Asbestos management	Y	Y	Variable	Variable	Variable
	Building Information modelling and government soft landings	Y	Y	Variable	Variable	Variable
	Compliance plans, specialist surveys and audits	Y	Y	Variable	Variable	Variable
	Conditions survey	Y	Y	Variable	Variable	Variable
	Electrical testing	Y	Y	Variable	Variable	Variable
	Fire risk assessments	Y	Y	Variable	Variable	Variable
	Portable appliance testing	Y	Y	Variable	Variable	Variable
	Statutory inspections	Y	Y	Variable	Variable	Variable
	Water hygiene maintenance	Y	Y	Variable	Variable	Variable
F – Catering services	Chilled potable water	Variable	Variable	N	Variable	N
	Events and functions	Variable	Variable	N	Variable	N
	Hospitality and meetings	Variable	Variable	N	Variable	N
G – Cleaning services	Cleaning of communications and equipment rooms	Y	Y	N	Variable	Variable
	Cleaning of curtains and window blinds	Y	Y	N	Variable	Variable
	Cleaning of external areas	Y	Y	N	Variable	Variable
	Cleaning of integral barrier mats	Y	Y	N	Variable	Variable
	Deep (periodic) cleaning	Y	Y	N	Variable	Variable
	Housekeeping	Y	Y	N	Variable	Variable

FM Service	Activity	Corporate Buildings	Service Buildings/Open Spaces*	Community Buildings	3rd Party Leased Space	Schools
	IT equipment cleaning	Y	Y	N	Variable	Variable
	Mobile cleaning services	Y	Y	N	Variable	Variable
	Pest control services	Y	Y	N	Variable	Variable
	Reactive cleaning (outside cleaning operational hours)	Y	Y	N	Variable	Variable
	Routine cleaning	Y	Y	N	Variable	Variable
	Specialist cleaning	Y	Y	N	Variable	Variable
	Window cleaning (external)	Y	Y	N	Variable	Variable
	Window cleaning (internal)	Y	Y	N	Variable	Variable
	Cable management	Y	Y	N	Variable	Variable
	Clocks	Y	Y	N	Variable	Variable
H-Workplace FM services	Furniture management	Accommodation Team	Accommodation Team	N	Accommodation Team	N
	Handyman services	Y	Y	N	Variable	N
	Mail services	Y	Y	N	Variable	N
	Move and space management – internal moves	Accommodation Team	Accommodation Team	N	Accommodation Team	N
	Porterage	Y	Y	N	Variable	N
	Signage	Y	Y	N	Variable	N
	Space management	Accommodation Team	Accommodation Team	N	Accommodation Team	N
	Stores management	Accommodation Team	Accommodation Team	N	Accommodation Team	N
I – Reception services	Car park management and booking	Customer Services	N	N	N	N
	Reception services	Y	N	N	N	N
	Voice announcement system operation	Y	N	N	N	N

FM Service	Activity	Corporate Buildings	Service Buildings/Open Spaces*	Community Buildings	3rd Party Leased Space	Schools
J – Security services	Additional security services	Y	Variable	Variable	Variable	N
	CCTV / alarm monitoring	Y	Variable	Variable	Variable	N
	Control of access and security passes	Y	Variable	Variable	Variable	N
	Emergency response	Y	Variable	Variable	Variable	N
	Enhanced security requirements	Y	Variable	Variable	Variable	N
	Key holding	Y	Variable	Variable	Variable	N
	Lock up / open up of premises	Y	Variable	Variable	Variable	N
	Management of visitors and passes	Y	Variable	Variable	Variable	N
	Manned guarding services	Y	Variable	Variable	Variable	N
	Patrols (fixed or static guarding)	Y	Variable	Variable	Variable	N
	Patrols (mobile via a specific visiting vehicle)	Y	Variable	Variable	Variable	N
	Reactive guarding	Y	Variable	Variable	Variable	N
K – Waste services	Classified waste	Y	Variable	N	N	N
	Clinical waste	Y	Variable	N	N	N
	Feminine hygiene waste	Y	Variable	N	N	N
	General waste	Y	Variable	N	N	N
	Hazardous waste	Y	Variable	N	N	N
	Medical waste	Y	Variable	N	N	N
	Recycled waste	Y	Variable	N	N	N
L – Miscellaneous FM services	Driver and vehicle service	Y	N	N	N	N
	First aid and medical service	Y	N	N	N	N
	Flag flying service	Y	N	N	N	N
	Training establishment management and booking services	Y	N	N	N	N
M – CAFM	CAFM system	Y	Y	Y	Y	Y

FM Service	Activity	Corporate Buildings	Service Buildings/Open Spaces*	Community Buildings	3rd Party Leased Space	Schools
N – Helpdesk Services	Helpdesk services	Y	Y	Y	Y	Y
O – Management of Variable Works	Management of variable works	Y	Y	Y	Y	Y
P – Capital Works	Capital asset replacement projects over 10k and refurbs	Y	Y	Y	N	Y
Q - Energy	Manage utilities budgets and HVAC systems and plant including BMS and lighting	Y	Y	Variable	N	N
R – Staff Parking	Manage staff parking, bike racks and electric charging points	Y	Y	N	N	N