

Facilities Management

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What we do

- **Facilities Front Desk** – stationery, ordering, couriering, conference facilities, decorating, office services, furniture, office moves, late meeting Reception cover
- **Post Room** – bulk mail outs, daily external post, internal post, tenders, planning applications, building control applications, cheques, DX, internal post, parish and library post, Member's post
- **Revenues & Benefits Scanning** – scanning new applications, original documentation and returning appropriately, indexing documents to relevant case numbers
- **Corporate Scanning** – Back Scanning, live scanning, daily post scanning.

What we do

Asset Maintenance

- Partnership with Sencio
- Maintenance of other corporate properties/land
- Planning and implementation of office moves
- Management of utilities
- Improvements to working conditions
- Maintenance of plant for the SDC Council offices
- Assistance in other corporate projects

Budgets

Facilities Front Desk, Scanning, Post Room:

- Relatively small budget
- Spent on items such as furniture and toilet rolls
- Also covers MFD rental/charges and postal charges

Asset Maintenance:

- Different budgets spread across the portfolio
- Budgets are spent on maintaining the land and properties that we own
- Includes Sencio leisure Centres and Golf Club, the Argyle Road Offices and the Romani Way Hever Road Gypsy Site

Performance

Facilities Front Desk, Scanning and Post Room

- Target of 95% closure of calls through Service Desk within the Service Level Agreement
- 99.3% average to date

Asset Maintenance

- Currently record their work on a spreadsheet
- Investigating other systems to record and respond to workloads
- Some of the more minor roles from Asset Maintenance have been passed to the FM Front Desk

Challenges

- Increasing workloads for Asset Maintenance
- Creation of a multi-skilled Facilities Management Team
- Increasing demand on the FM Front Desk
- Higher demand for out-of-hours work completion
- Paper-less working environment

Any Questions?