

PROp

2014-2017

**The Pooled Resources
Operational Plan**

(PROp) is a non-profit making building and maintenance scheme for all Primary, Nursery, Special Schools and ACERS.

www.lancashire.gov.uk

Lancashire

County
Council



Contents

- 1 Contents
- 2 Welcome | Mission Statement | Customer Charter
- 3 What is PROp and how can it help me?
- 5 What are my choices?
- 6 Service Agreement
- 7 Strategy and Planning including Service Contracts
- 9 Reactive Maintenance and Repair
- 10 Planned Maintenance
- 11 Responsibilities for Repairs and Maintenance
- 13 Moving Forward together with PROp | Good news stories and testimonials
- 14 Thank Heavens for PROp | Contact us

Published October 2013

This publication is also available electronically via www.lancashire.gov.uk/property

If you require a copy in larger print or different format, please contact

Customer Services on **0845 0530 041**.

Lancashire County Council
Office of the Chief Executive
Lancashire County Property Group
County Hall
Pitt Street
Preston
PR1 8RE

Welcome

Welcome to the 2014-2017 PROp Prospectus.

The Corporate Property Group is a multi disciplinary group of property professionals. The PROp scheme offers a variety of property support services. We can help you to manage your school estate in an organised and complaint way ensuring that the myriad of construction related rules and regulations are met.

Our Mission Statement, Key Objectives and Customer Charter are set out opposite. These are fundamental to how we offer services to our clients.

- Over the last three years we have listened to our customers and made huge improvements to our services.
- We are genuinely committed to continuous improvement and working with you, our clients, to ensure you really do get the best from the service we provide.
- The new initiative of the PROp Forum has enabled us to work with head teachers to deliver services in a way that suits your property needs.
- Our aim is to make the PROp scheme the leading Property Service for schools in the North West.

Over the next three years we are committed to making further improvements.

- The 2013 PROp Customer Survey has given us a clear direction on the areas of the service you would like us to focus on.
- We wish to work with you to deliver these service improvements.

If you have any queries please do not hesitate to contact one of our dedicated staff who will be pleased to assist.

Kind regards

Gary Pearse

Assistant Director of Property
Corporate Property Group

PROp Mission Statement and Key Objectives

- To be recognised as the best source for services and advice on construction, property and facilities management for schools.
- To perform for our customers the highest level of quality professional services to schools.
- To maintain the highest levels of professionalism, integrity, honesty and fairness in our relationships with schools.
- Provide a quick and effective response to all your premises related needs.
- Work in partnership with all stakeholders in the school setting.
- To encourage an environment of continuous service improvement to the benefit of Lancashire schools.

Andrew Hird

Head of Building Asset Maintenance
Corporate Property Group

Customer Charter

- We are committed to giving you a high standard of service at all times.
- We will make it as easy as possible for you to contact us.
- We will ensure that all telephone calls are answered promptly and that staff members give their name when answering the telephone. Messages left on voicemail systems will be attended to in a timely manner.
- We will ensure that frontline staff have up to date information to enable them to handle calls in the most efficient and effective manner presenting themselves in a smart, polite and friendly fashion.
- All staff will wear and display identity badges.
- We will acknowledge all correspondence, including emails, within 5 working days. Routine enquiries will receive a definitive reply within 10 working days, whilst complex queries involving research or further consultation will receive a reply within 20 working days.
- We will ensure that all our services comply with the provisions of the Equality Act 2010 and we will promote a culture of respect for diversity among all our clients and staff.
- We will provide fully trained staff and actively encourage continuing professional development.
- Compliments, comments or complaints will be dealt with by a senior member of staff. You will be provided with a clear, transparent response to your feedback and we'll ensure that our operational systems are kept under constant review to improve our services.

What is PROp and how can it help me?

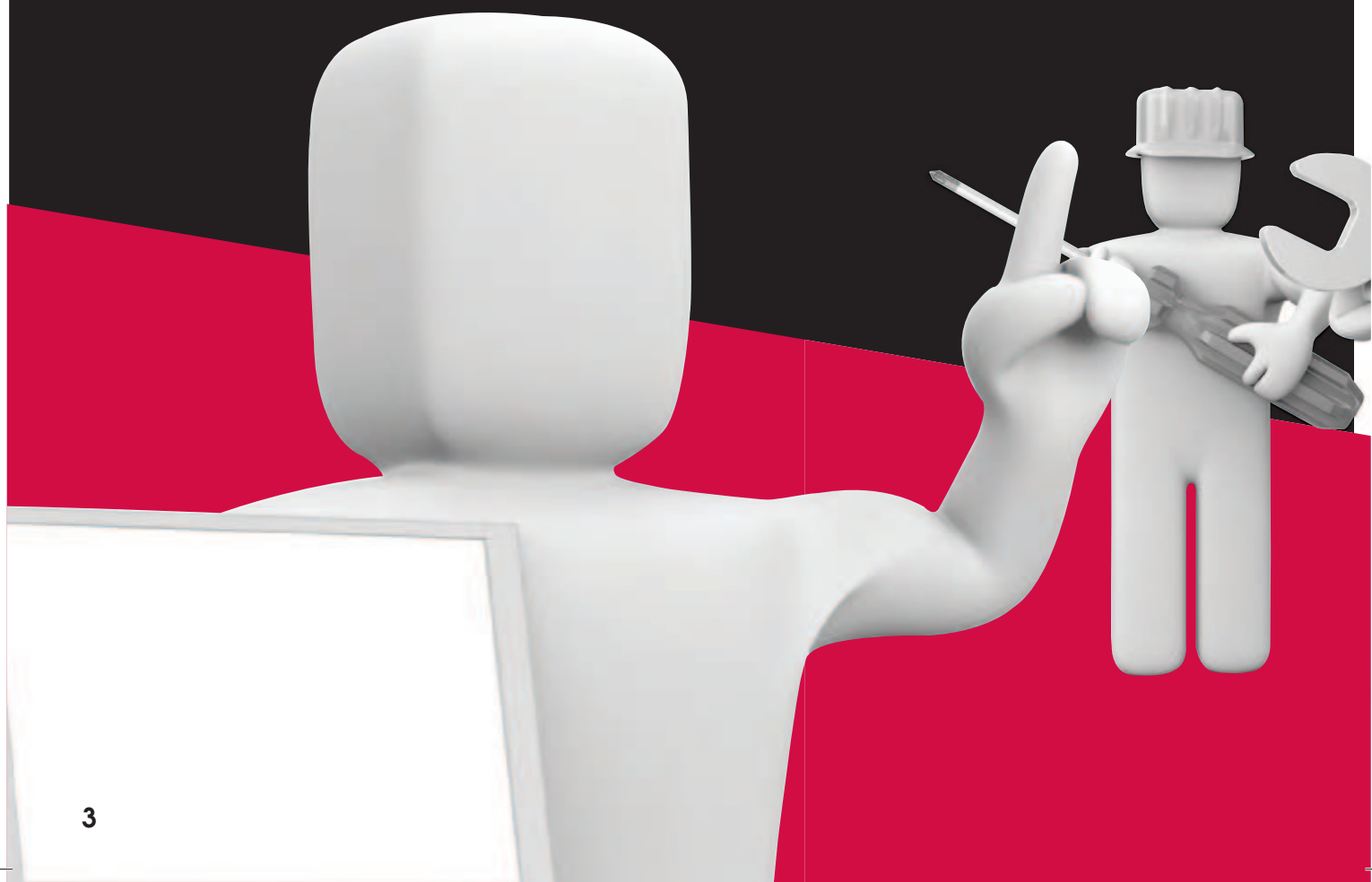
The management of the school premises is a shared responsibility between the school and the corporate landlord, the local authority, the governing body and Diocese Board of Education in the case of aided schools. The delegation of budget responsibilities, particularly school maintenance, means that the premises manager has the key responsibility in local stewardship of the built environment and retains direct control over the activities within each setting. This falls to the headteacher and the governing body.

The relationship between aided schools, academy's and the local authority is different to community schools. However, the PROp scheme recognises that the premises manager and health and safety responsibilities remain the same and therefore provides the same high levels of service to all aided and academy schools.

It is important that schools manage and maintain their sites and buildings to a standard that complies with the various regulations and legal requirements, as well as the authorities or diocese standards.

The PROp scheme is aimed at primary, special, nursery and ACER schools whether community, aided or academy.

The PROp scheme is intended to provide all member schools with vital support in their responsibilities as premises managers. Member schools will see the benefits of membership with chartered building surveyors, supported by a variety of construction related professionals assisting headteachers and governing bodies, in ensuring that key aspects of their role are completed and that the school setting is maintained in a compliant state.



Member schools have open access to a vast range of support services provided by dedicated professional staff, including buildings strategy, advice and emergency assistance, reactive maintenance, planned revenue maintenance, statutory compliance and good practice to ensure relevant legislation is complied with.

Not every school has the same level of resources to manage their building effectively, therefore the scheme provides three choices enabling you, our client, to tailor our services to better meet your needs dependant of the level of skill, competency and resource already available in your setting.

Service Agreements are:

Service Agreement 1

Strategy and planning | Service contracts
| Reactive maintenance | Revenue planned maintenance.

Service Agreement 2

Strategy and planning | Service contracts
| Reactive maintenance and repair.

Service Agreement 3

Strategy and planning | Service contracts.

Managing the building can be divided into four key aspects:

1. Strategy, forward planning and health and safety
2. Service contracts and statutory compliance
3. Reactive maintenance and repair; building and engineering
4. Revenue planned maintenance

The scheme provides choice within the scope of these elements, whilst acknowledging some activities must be linked.

In order to provide clarity for planned and reactive works undertaken under the PROp agreement the following definitions will assist in determining how the works should be classified and will assist you, our client, in making an informed decision.

Reactive

Reactive works would be taken 'in response to a situation rather than creating or controlling it'. In essence reactive works should only be undertaken in the event of a breakdown, fault or repair which has happened at the time; not due to extensive wear and tear or general ageing or a repair that follows a routine service.

Planned

Planned works would be carried out due to natural ageing and/or degradation of existing equipment and premises. This includes any additional requirements not already in situ, equipment or services requiring upgrade or replacement of existing facilities in order to meet legislation change.



What are my Choices?

Managing an operational building, ensuring statutory and legislative compliance, health and safety needs are met and the fundamental elements of the fabric are maintained in good order for the future is a complex task. With a backdrop of delegated funding it can sometimes be difficult to balance reactive maintenance needs, planned maintenance and those items that enhance the school setting and curriculum. Therefore, it is important that construction professionals are on hand to assist and advise on these matters.

School contributions to the scheme will vary dependant on selected Service Agreements and are tailored to suit each setting. These are discussed in detail within each Service Element. Actual contributions are not included in this prospectus but are fully detailed in the attached offer letter.

Your school has the funding responsibility for all repairs and maintenance. You must therefore choose how best you should manage this requirement. To assist in this process we have outlined the alternative options below.

Join PROp

- Join the collective co-operative scheme developed and owned by Lancashire schools
- Get expert assistance from a professional consultancy in discharging your duties as a premises manager
- Work in partnership with the local authority, academies, diocese and Corporate Property Group towards common aims and objectives
- Be assured that your maintenance requirements, foreseen and unforeseen, will be managed effectively
- Pass the responsibility for keeping financial records to Lancashire County Council which will ensure that audit, government requirements and financial regulations are met
- Ensure you are compliant with statute and legislation whilst managing the premises
- Receive all repair and maintenance advice via your district surveyor including attendance at governors' meetings
- Be assured that emergency assistance will be provided by PROp

Don't Join PROp

- Accept the risk of having to meet large items of expenditure when they arise
- Maintain the building in a safe and operational condition
- Provide sufficient financial records to meet audit requirements and financial regulations
- Accept responsibility and accountability for all maintenance of the school's property
- Take on all health and safety responsibilities
- Undertake all the duties as premises manager including the Annual Certificate of Compliance
- Ensure you are compliant with all statutory and legislative requirements
- Ensure government legislation requirements are met



IMPORTANT NOTE Under the Financial Management Scheme the LEA has a duty to ensure that schools maintain their premises in a safe and operational condition. In the event of a school failing to meet this obligation the LEA can instruct the school to carry out necessary work. If the school fails to do this then the LEA may undertake the work and recharge the schools budget.

Service Agreements

CHOICE	SERVICE ELEMENTS		
	Strategy and Planning including Service Contracts	Reactive Maintenance and Repair	Revenue Planned Maintenance
Service Agreement 1	✓	✓	✓
Service Agreement 2	✓	✓	
Service Agreement 3	✓		

The matrix sets out three service elements, with the associated Service Agreements, one to three. You can choose which Service Agreement best meets your needs, indicating your choice on the accompanying order form.

The details of each service element are described on the following pages. Detailed service specifications are included in the PROp terms and conditions in a separate document.

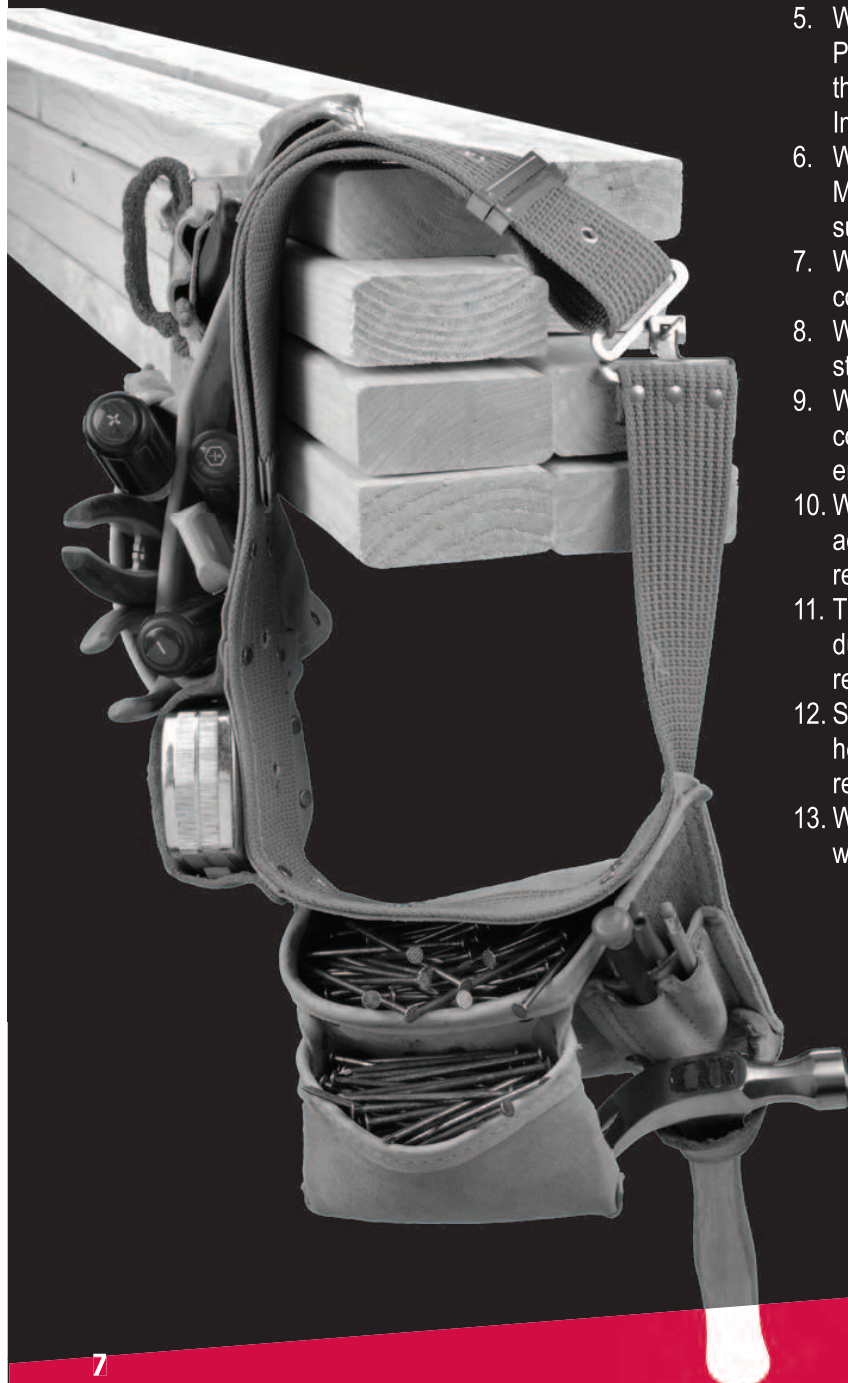


Strategy and Planning including Service Contracts

This Service Agreement is pivotal to managing any building portfolio. Working in partnership with schools, the service is led by a professional building surveyor. This district surveyor is your designated point of contact for all professional services and is supported by customer focused teams providing professional guidance, support and coordination of professional property services and working closely with headteachers.

This service will operate as follows:

1. A district surveyor will be your named single point of contact for advice on all property related matters supported by a building services engineer.
2. We provide strategic advice and planning.
3. We provide procurement and contractual advice.
4. We chair a strategic liaison meeting in the autumn term producing and circulating associated minutes and dealing with actions.
5. We chair a Buildings School Development Plan meeting in the spring term and produce the school's annual School Maintenance Improvement Plan (SMIP).
6. We provide advice around all aspects of Asset Management Planning (AMP), condition, suitability and sufficiency.
7. We provide advice relating to premises and construction health and safety.
8. We provide advice relating to legislation and statutory compliance.
9. We advise and assist on service contracts in conjunction with a service contract monitoring engineer to ensure all equipment is covered.
10. We meet with the premises manager and advise on aspects of the premises management responsibilities.
11. The technical duty desk is permanently manned during office hours to provide immediate response to any property related problems.
12. Senior management are available to meet with headteachers and governors as and when required.
13. We assist, on behalf of the premises manager, with the Annual Statement of Compliance.



14. We provide a schedule of mechanical and electrical infrastructure and equipment which will be drawn up in conjunction with the premises manager to ascertain the extent of the required testing and servicing regime within the building(s). The schedule will be reviewed and agreed by both parties on an annual basis. Any interim changes must be notified to the district surveyor by the premises manager.
15. Individual (where applicable combined) service and testing contracts will be specified, procured, managed and monitored on behalf of the premises manager.
16. We provide technical interpretation, option appraisal and costs via the district surveyor and building services engineer.
17. We evaluate service contract service sheets advising clients of any further action required.
18. We procure legionella risk assessment providing technical interpretation, option appraisal and costs via the district surveyor and service contract monitoring engineer.
19. We procure tests of fixed electrical installations providing technical interpretation, option appraisal and costs via the district surveyor and service contract monitoring engineer.
20. We procure tests of fixed gas installations providing technical interpretation, option appraisal and costs via the district surveyor and service contract monitoring engineer.
21. The arrangement will provide the client with the benefit of buying into corporately agreed rates for each item maximising bulk purchasing powers.
22. The arrangement will provide the client with the benefit of knowing all contracts have been procured in accordance with Lancashire County Council policy and European procurement law.

Fees and charges:

- A lump sum management fee will be charged to the school's delegated budget to cover professional fees associated with strategy and planning and the procurement of service contracts.
- The cost of providing all service contracts within your setting will be based on a single lump sum payment, charged to the school's delegated budget, and will cover all test and service contracts throughout the year and will be reviewed annually.



Reactive Maintenance and Repair

Unlike most other forms of revenue expenditure, maintenance and repairs often result in large peaks of unforeseen and urgent expenditure. These usually need to be undertaken within a short period of time and far exceed the delegated funds. This agreement serves as a co-operative to provide a safety net to keep school buildings safe and operational in the event of a costly breakage or failure of part of the building.

The following constraints will be applied to this option:

1. Relies on cross subsidy from all member schools to manage risk, a co-operative arrangement.
2. Must be taken in conjunction with Agreement 1 - strategy and planning as it is imperative the building is managed effectively to ensure control is maintained on reactive spend.
3. Refers to specific definitions of planned and reactive spend.
4. The responsibilities for repair and maintenance on pages 11-12 and accompanying guidance notes, schedule of building and engineering elements included in the reactive maintenance and repair service, detail what is included in this service element.

This service will operate as follows:

1. Pooling of reactive funds over a three year period, schools will be informed of their yearly contribution which will be based on a formulaic calculation.
2. The BECON Service delivered through the customer service centre open between 8am to 5pm Monday to Friday.
3. 24/7 emergency response.
4. Daytime technical duty desk for non BECON enquiries.
5. Co-operative based scheme aimed at profiling unplanned repairs over a three year period with all member schools.
6. Deals with all building and engineering, reactive maintenance and repair.
7. Direct support from your district building surveyor.
8. The school's responsibility for the external envelope of the school meals kitchen will be included for the first time.
9. Available to all Lancashire schools including community (maintained), academies, aided, collaborations and federations.
10. Reduced administrative burden freeing up schools to concentrate on school resources and to focus on their core objectives.

Fees and charges:

- A single lump sum payment will be deducted from the school's delegated budget to cover reactive repairs at their setting.
- This will include a management fee to cover professional services in managing the scheme.



Planned Maintenance

This service will operate as follows:

1. Schools contribute an agreed sum into the scheme based on a recommended minimum contribution.
2. The lump sum contribution is ring fenced to your school.
3. Allows for anticipation of funding over a three year period to undertake larger project.
4. Each individual project is commissioned separately to Corporate Property Group.
5. Provides the client with the benefit of knowing all contracts have been procured in accordance with Lancashire County Council policy and European procurement law.
6. All contractors are compliant with current health and safety legislation.
7. Ensures client's duties under the Construction Design and Management Regulation 2007 are met.
8. Management of the individual construction and engineering contracts, including taking particulars on site, writing specifications, undertaking design work and preparing all associated drawings.
9. Selecting appropriate contractors, obtaining tenders and ensuring compliance with standing orders.
10. Administering and supervising the contracts, preparing and agreeing all accounts.

Fees and Charges:

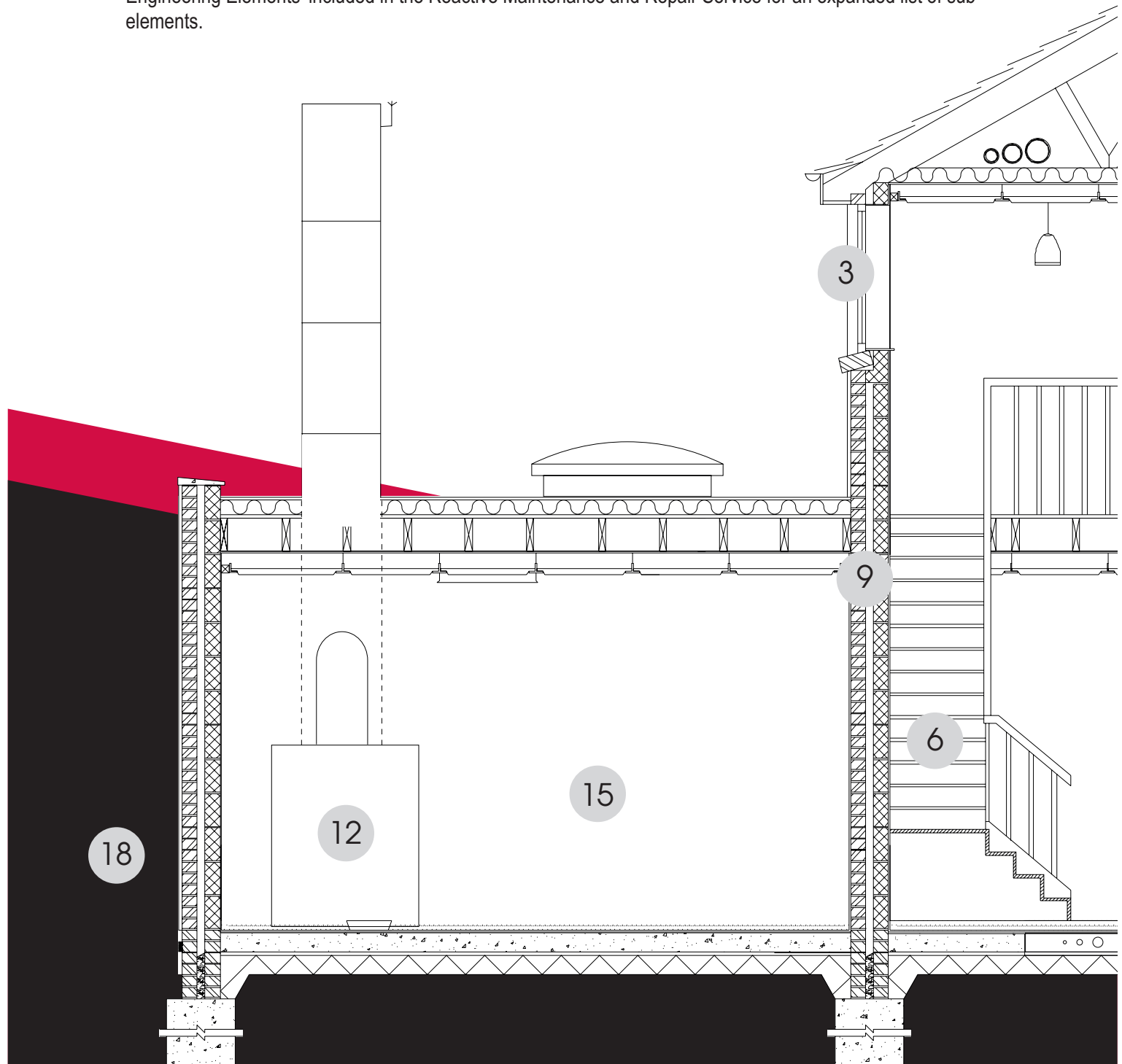
- A single agreed lump sum payment will be charged to the school's delegated budget to cover planned repairs.
- This will include a management fee to cover professional services in managing the scheme.



Responsibilities for Repairs and Maintenance

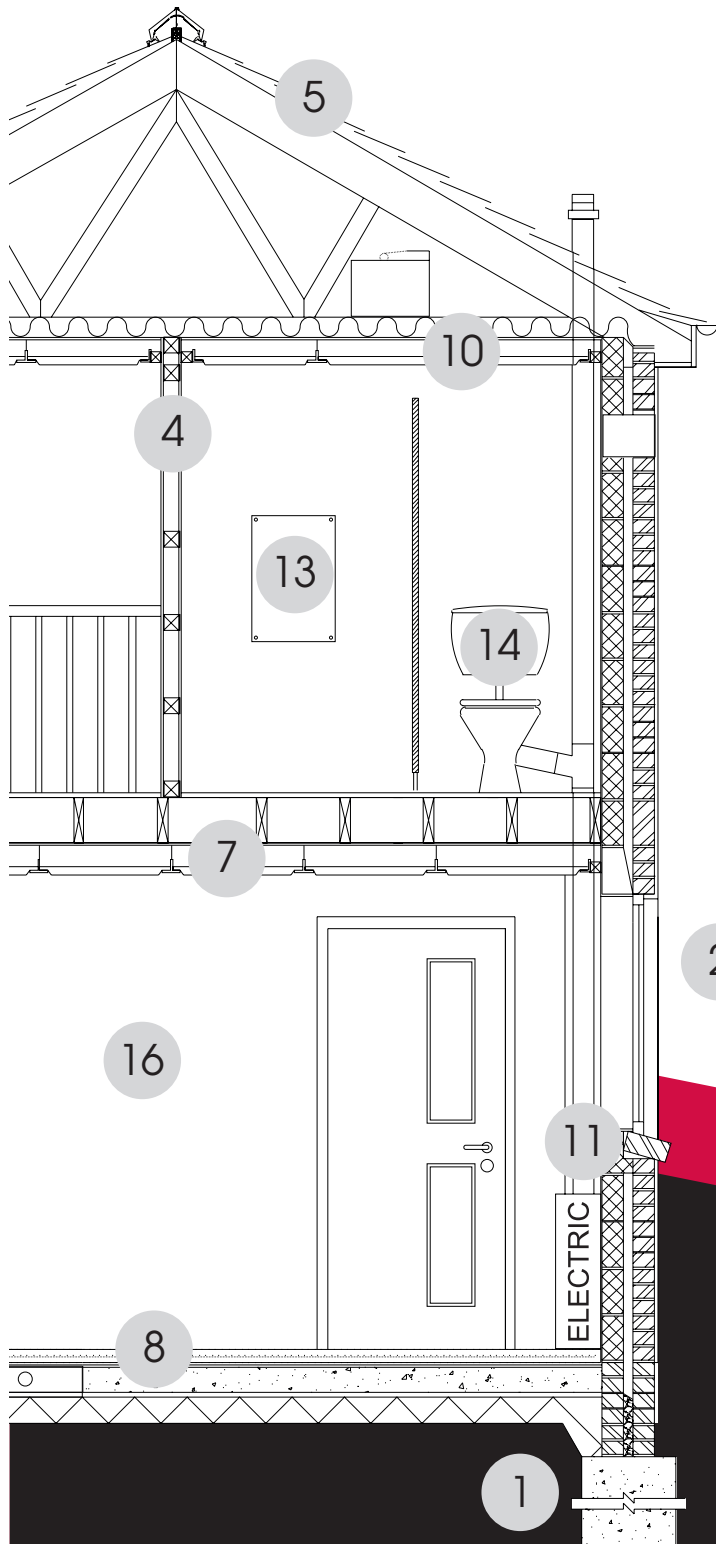
This illustration is intended as diagrammatic guidance on school building major components included within this service element and makes reference to the wide ranging types of design and construction.

These are listed as 1-18. Refer to the separate supplementary guidance document 'Schedule of Building and Engineering Elements' included in the Reactive Maintenance and Repair Service for an expanded list of sub elements.



Major elements of the building

- 1 Foundations
- 2 External Walls
- 3 External Windows and Doors
- 4 Internal Walls, Partitions and Doors
- 5 Roofs
- 6 Floors and Staircases
- 7 Suspended Ceilings
- 8 Internal Finishes – Floor and Stairs
- 9 Internal Finishes – Walls
- 10 Internal Finishes – Ceilings
- 11 Electrical Installations
- 12 Heating Systems
- 13 Furniture and Fittings
- 14 Sanitary Ware and Sinks
- 15 Plumbing and Gas Services
- 16 Decorations
- 17 Drainage from the School Buildings
- 18 Incoming Services



Moving Forward together with PROp



of customers are **very satisfied** with the support they receive on **property related matters**.



of customers are **happy** with the level of **personal contact** they receive.

Goods news stories, testimonials

Thurnham Glasson CE Primary School

"We cannot praise highly enough the work undertaken by our district surveyor and the service he delivers on your behalf."

Grange Primary School

"Would recommend the PROp service to colleagues."

Adlington St Paul's CE Primary School

As a new headteacher in Lancashire I have been very pleased with PROp, especially our district surveyor."

Langho St Leonards CE Primary School

"Our district surveyor supports our school extremely well and is always well informed. He actions tasks very quickly and responds immediately to any queries that I may have. We most certainly value his hard work and commitment to our school. Please pass on our thanks to him for his hard work and support."



of customers think the **standards of support they receive** from the district surveyors and maintenance engineers is **good**.

Source: PROp Customer Survey 2013



Thank Heavens for PROp

September 25 was a day the headteacher of Garstang CP, won't forget. After days of heavy rain, she received an early morning call from the cleaners to say the school was flooded. She immediately contacted LCC Corporate Property Group for assistance through the PROp scheme. By 7am the district surveyor was on site to assess the situation. With his knowledge and relationships with local contractors, he quickly began to coordinate remedial action, minimising the damaging effects of the flood water.

As the lower ground floor was under up to 30cm of water, it was deemed appropriate to close the school. However by lunchtime, through the collective efforts of all the parties involved, the headteacher was confident she could re open the school the following day, albeit the lower ground floor would be out of action.

Following the removal of the flood waters, the district surveyor continued to assist the school in the remedial works, to ensure the classrooms were back in action as soon as possible.

The sadness of this unforeseen incident is that the flood water resulted in much of the children's work being destroyed, and even items such as the nativity costumes being lost. In correspondence with Corporate Property Group, the headteacher commented of the district surveyor:

"It is only down to his sheer hard work and determination that school was able to resume the following day. I appreciate all that Corporate Property Group do through PROp and was just thanking my lucky stars that we buy in".



Contact Us

Your first point of contact for repair and maintenance and general enquiries:

0845 053 0041

Technical helpdesk:

This service provides urgent guidance on property related issues when your district surveyor is unavailable:

01772 533931

PROp Finance enquiries:

cpgpropfinance@lancashire.gov.uk

To arrange a meeting or contact your local district building surveyor e-mail:

BSPAdmin@lancashire.gov.uk

We are here to help. If you need to discuss any aspect of PROp, please contact:

Assistance if considering joining PROp Service Agreement

PO Box 26
County Hall,
Pitt Street,
Preston. PR1 8RE
telephone: **0845 053 0041**

Gary Pearse

Assistant Director of Property
Office of the Chief Executive
Corporate Property Group,
County Hall, Preston. PR1 8RE
telephone: **01772 533903**
email: gary.pearse@lancashire.gov.uk

Andrew Hird

Head of Building Asset Maintenance
Office of the Chief Executive
Corporate Property Group,
County Hall, Preston. PR1 8RE
telephone: **01772 535450**
email: andrew.hird@lancashire.gov.uk



Printed on 100% recycled
uncoated paper