

Board of Management

Finance & Physical Resources Committee

Date of Meeting	Wednesday 3 March 2021
Paper No.	FPRC3-L
Agenda Item	5.2
Subject of Paper	Facilities Management Report
FOISA Status	Disclosable
Primary Contact	S Thompson, Vice Principal: Corporate Services
Date of production	24 February 2021
Action	For Noting

1. Recommendations

- The Committee is asked to note this report.

2. Purpose of report

The paper provides the Committee with reportage on business as usual in Estates and Facilities Management and covers the operational period November 2020 – January 2021 and trends against the previous full Academic years.

3. Corporate Services

The College teaching buildings were closed due to the Coronavirus Pandemic on Tuesday 17th March 2020 but reopened again for deferred students on 3rd August 2020. Scotland was then placed into Tier 4 and from 18th December 2020 the College has been closed again. All College staff are currently working from home unless there is a vital requirement to attend site, approved by COO and H&S. The Halls of Residence continues to operate, with reduced numbers of students in residence. FES FM have remained onsite in all buildings throughout this time and have undertaken PPM, water flushing and rectified any Halls of Residence service events placed on the helpdesk. From Monday 15th February a limited number of staff and students are attending classes at Riverside and MSC for commercial courses. It is anticipated that further limited teaching will commence sometime in March however we await Scottish Government guidance and ELT decision.

3.1 Estates

During the reporting period the work can be split into distinct categories some of which will remain as part of the ongoing contract management responsibilities.

3.1.1 Building Readiness for COVID

The Estates team were in the College during the summer preparing the Buildings for staff and students returning to minimise the risk of virus transfer. This period was extremely challenging for the team in planning and changing the building flow considering the protection of staff whilst large parts of industry remained on furlough hampering essential materials and supplies. In summary the works undertaken included:

- Planning the flow of people around the campus to minimise contact
- Erecting in excess of 10,000 signs
- Installation of screening to receptions and stores to protect staff
- Reduction of numbers in teaching areas to safe levels
- Removing excess furniture
- Maximising ventilation within buildings
- Installation of over 300 sanitiser units
- Increasing cleaning levels
- Purchase of PPE and other cleaning consumables
- Introduction of temperature monitoring at entrances with dedicated Agency Staff

Although led by Estates it should be recognised that this was a team effort and it would not have been possible without the considerable support of Facilities, Procurement and the Design Unit.

The Estates team replaced and refreshed signage in December before closure to ensure the social distancing message remains strong when the building reopened.

There is an identified need to support staff working at home and furniture is being made available to staff to ensure they have suitable equipment in their homes to safely work. Where staff do not have suitable transport to collect items then deliveries were initially being made in the College van, however following further lockdown this had to be stopped. Items are now being purchased and ordered direct to staff homes and this week we have recommenced limited furniture collections by staff under strictly controlled measures.

The current committed expenditure to date on COVID is £360,000 (incl VAT).

Over the past few months staff have been completing Display Screen Equipment (DSE) self assessment tool for homeworking and these are being reviewed by the College health & safety team. The outcome of the assessment is generating additional resource requirements.

3.1.2 Staffing

There has been a change of contract manager within FES FM from David Rennie to Allan Dickson (as of the end September 2020) and so far this has improved communications and the service being offered. There was also a temporary change of GLQ General Manager from Ronald McNeil to Wallace Weir as of November for a period of 3 months. As of the end of January 2021 this has now been formally changed to Susan Gardner and we hope Susan continues in the same proactive manner as Wallace who managed to move a lot of old and outstanding issues on in the short time he was involved.

The majority of Concierge and Tradespeople have been furloughed for January and February. Senior Concierge and other staff continue to work from home and college where required to ensure the buildings are maintained and ready for occupation. We continue to support the Accommodation Block.

3.1.3 Electric Vehicles

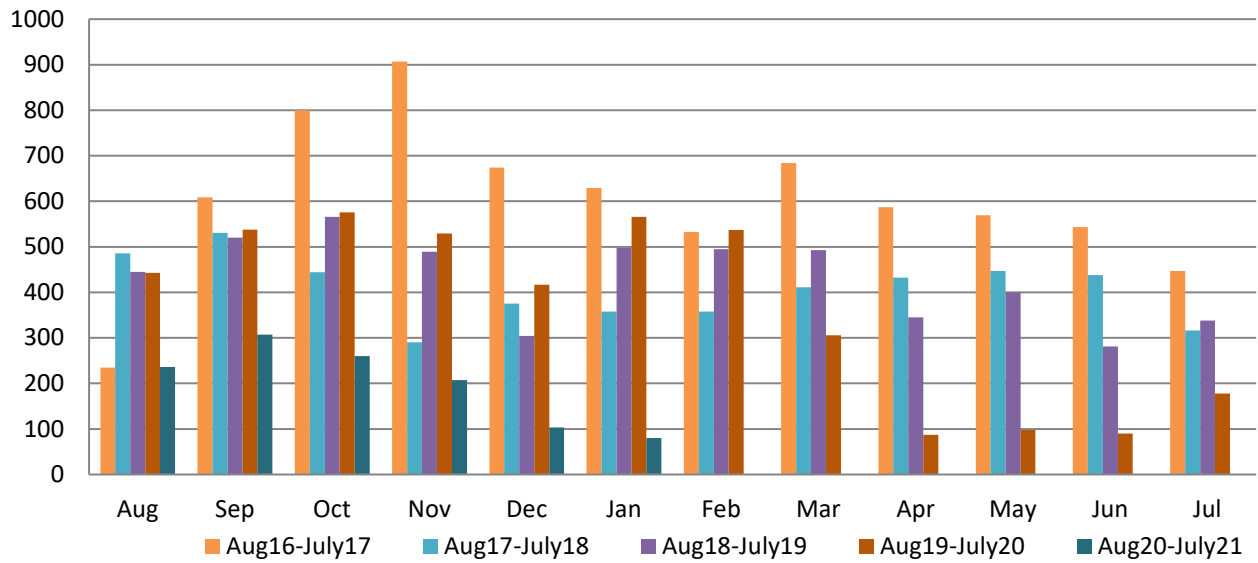
The entire College fleet is now 100% electric and consists of three Nissan Leaf's, two forklift trucks and one Renault Master van.

The Nissan Leaf's and the van are leased for 3 years via funding received through the Transport Scotland Low Carbon Economy Grant. The electric forklifts belong to the College.

3.1.4 Contract Administration (Payments & Performance)

The chart below compares reactive maintenance events **open** in the same period for previous academic years, on a monthly basis.

Open Reactive Estates Maintenance Events (inc Unavailability) per month on the helpdesk:



The average number of jobs **open** in a month:

- 2016/17 - 601
- 2017/18 - 407
- 2018/19 - 431
- 2019/20 - 364; however, as the College was closed from 17 March – 3 August then this average is not indicative.
- 2020/21 – first half of this year is 199 average; again as the College has been closed from December to current this average is not indicative.

The College continues to apply relevant deductions where applicable to drive up performance, but the majority of the current deductions are for ongoing long standing leaks which are currently being rectified therefore we anticipate the level of deductions to significantly reduce from February onwards.

Monthly reports continue to be submitted timeously, 10 business days following month end. We continue to challenge where appropriate, report data. The monthly report layout has been improved by the new Contact Manager. GLQ have amended the report following the Colleges comments.

Payment Mechanism Year Totals:

2015/16: Riverside only Paymech year total was £90,719

2016/17: City & Riverside PayMech £665,751

2016/17: City Derogations and Snagging £366,715

2017/18: City & Riverside PayMech £289,247

2018/19: City & Riverside PayMech £296,287

2019/20: City & Riverside PayMech £270,711 **no deductions 17 March – 17 August*

2020/21: City & Riverside August Paymech **£84,453 agreed** (August to December);

We are currently at n-2 as per contractual requirements.

The following table records the status of 2020/21 Payment Mechanism:

Deductions (Performance & Availability)				
Month	Amount proposed (P) by GLQ	Amount re-proposed (R) by GLQ	Agreed deduction level	Increase % (from resubmission to agreed)
August 2020	£9,299 (P)	£9,504 (R)	£11,097	16.77%
September 2020	£7,934 (P)	£19,621 (R)	£23,321	18.86%
October 2020	£8,200 (P)	£18,445 (R)	£21,493	16.52%
November 2020	£9,025 (P)	£14,443 (R)	£18,251	26.37%
December 2020	£7,036 (P)	£8,750 (R)	£10, 291	17.61%
January 2021	£12,263 (P)	<i>*await resubmission</i>	<i>*still to be agreed</i>	
Total:			£84,453	

3.1.5 Significant issues and overall Performance

Since service availability the College has successfully penalised GLQ for the total amount of £2m+ for what is essentially their failure in complying with the Contract. It had been anticipated that the level of deductions would decrease year on year as services improved however this has not been the case. The continuing high level of deductions reflect the diligence the Estates team take in ensuring penalties are enforced where failure occurs in an attempt to drive up performance. The decrease in 19/20 is significantly due to the agreement to not take deductions from 17th March until 17th August.

The College concerns in overall performance have been escalated with the GLQ board to instigate improvement. Very recently there have high level management staff changes in the provision of FES services & the GLQ Representative. It is hoped that with this renewed impetus that the quality of the service offered to the College will be improved. The following is a summary of some other significant issues:

- GLQ have completed the removal of algae from the buildings exoskeleton on both buildings. Paving areas have also been cleaned. This work completed in January 2021 represents a significant visual improvement for the return of student activity
- The College continues to suffer random breakages due to Nicol Sulphide inclusion.
- The high number of leaks in the City Building have generally been addressed however there remain a small number of ingress issues most notably in the sports halls and Workwear café. Work is ongoing in these areas however the majority of the leaks have been temporarily made watertight to stop ongoing ingress. Permanent repairs are planned on the improvement of weather.
- College and GLQ have entered into discussions about Malicious Damage claims and there is a disagreement over the interpretation of the contract and who is responsible for the cost for damage which is not caused maliciously.

3.1.6 College Maintenance Obligations

The College is contractually responsible for redecorating all wall and ceiling surfaces every 5 years and replacing soft floor finishes every 15 years.

3.1.7 Management of required Changes (LVC, MVC, HVC)

The PA provides a mechanism to manage any request to make changes. According to the PA changes can fall into one of 4 classifications:

- Derogated (managed by the college)
- Low Value (< £5,000)
- Medium Value (< £100,000)
- High Value (> £100,000).

The Project Agreement is explicit as to the process which should be followed. MVC's require funders approval which can delay the work by 6 months.

There has been a significant decrease in the number of LVC's being required since the College returned in August. The shut down period has enabled GLQ to complete a significant number of LVC's.

3.1.8 Malicious Damage

2016/17:	2017/18:	2018/19:	2019/20:	2020/21
City - 138	City – 118	City – 158	City – 138	City - 23
Riverside - 9	Riverside – 18	Riverside – 38	Riverside – 32	Riverside - 11
147	136	196	170*	34*

**2019/20 - Due to be being closed for a number of months then the 2019/20 figure is not fully indicative. The first half of the year showed a significant increase in claims; 132 to end of January 2020 out of 170 for the year.*

2020/21 - First half of this year shows 34 claims and again as the building has been closed since December then this is not indicative.

Following discussions with Scottish Futures Trust and GLQ Board the College has undertaken a review of MD claims and attempted to resolve this issue to stop a dispute. The College and GLQ are in disagreement over the interpretation of the contract and who is responsible for the cost for damage which is not caused maliciously.

3.1.9 Riverside Additional FM

The RAFM services includes for the maintenance of the Accommodation block and the Marine Skills Centre, jetty and pontoon at the Riverside Campus. The service they provide is generally the same as they provide in the main teaching facilities

The College is responsible for lifecycle costs and we await lifecycle plans for these buildings which should inform budgetary requirements.

GLQ had a termination break point of August last year and as they failed to terminate the agreement the contract continues for a further period of 5 years until August 2025.

3.1.10 Capital Grant Monies

In January 2021 the College received notification that we would receive £278,000 capital grant for estate work to be spent before 1st August this year. This represents a significant challenge in undertaking required work in this timeframe and we have met with the funding council to explore other options and extensions which proved fruitless.

The College identified the following project priorities this funding would be used for

- The entrances of the buildings are cold and draughty because of the constant use of the accessible doors by a large proportion of individuals. It is proposed to install draught lobbies in these areas to reduce thermal loss and to discourage use of these doors by those that do not need to use it. This work will require GLQ funders approval, design, College approval, statutory approvals and design and manufacturing timeframes which are more uncertain than normal because of the pandemic and BREXIT as the frames are manufactured in Europe. Present indicative timeframes are that if

planning is required City would not commence until the second week in August with Riverside the first week in September. Architects have been appointed and they will be working to try and improve these timeframes. Should full planning be required it is likely the College would have to purchase screens before formal approval received and this would involve some degree of risk. This risk would try to be reduced through discussions with Planning.

- With the forecasted increase in electric vehicles we plan to increase electric charging points across both sites. Installing these by end of July is achievable.

3.1.11 Charles Oakley Building

The College undertook a survey of the Charles Oakley Façade via rope access and we undertook temporary repairs to address immediate safety concerns from mainly cracked or loose glazing. The survey has recommended further works and we are to go to tender to replace about 50 glass sections at high level and making good loose mastic sealant to frames. It has been decided not to repaint frames at this time. The money for this work is ring fenced from the government.

3.2 Facilities

3.2.1 Utilities

Monthly meetings have now been reduced to quarterly utility meetings with GLQ / FES FM further to receipt of monthly reports.

	Riverside	Riverside	Riverside	City	City	City	Total	Total	Total
Utility	2018/19	2019/20	2020/21*	2018/19	2019/20	2020/21*	2018/19	2019/20	2020/21*
Electricity	£284,748	£243,962	£123,611	£715,443	£605,408	£283,675	£1,000,191	£849,370	£407,286
Gas	£56,042	£73,251	£36,313	£166,560	£216,708	£93,855	£222,602	£289,959	£130,167
Water	£72,828	£25,734	£10,962	£87,988	£169,185	£87,033	£160,816	£194,920	£97,994
TOTAL	£413,618	£342,948	£170,886	£969,991	£991,302	£464,563	£1,383,609	£1,334,249	£635,447

* Usage up to 31 January 2021

Summary

Due to our hybrid working and blending learning approach there has been a slight reduction on electrical consumption due to less staff and students in the buildings and an increase on gas consumption due to the windows being left open to allow additional ventilation due to the pandemic. We expect gas consumption to increase further over the winter months if we continue to leave all windows open. A large part of the utilities bills have fixed charges which are not affected by consumption.

During the Christmas break and into full lockdown during the month of January, the heating system has only been run temporarily to provide frost protection to both sites. Halls of Residence demand was as normal to cater for occupants.

Electricity

City – Consumption has decreased by 30% compared to last year.

Riverside - Consumption has decreased by 25% compared to last year.

Gas

City – Consumption has increased 6% compared to last year.

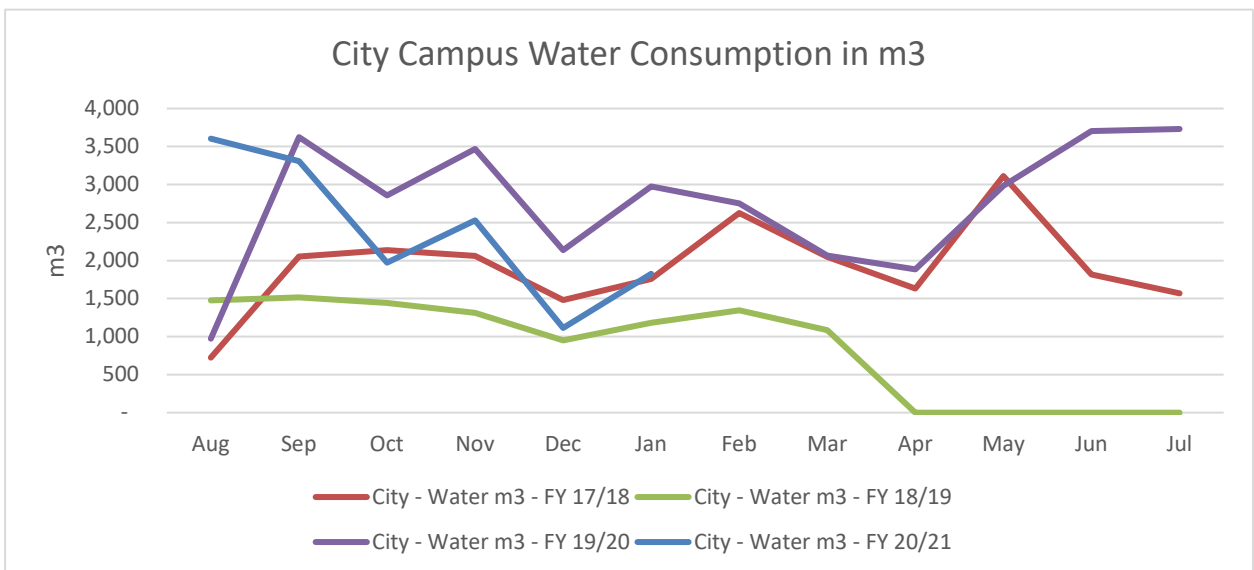
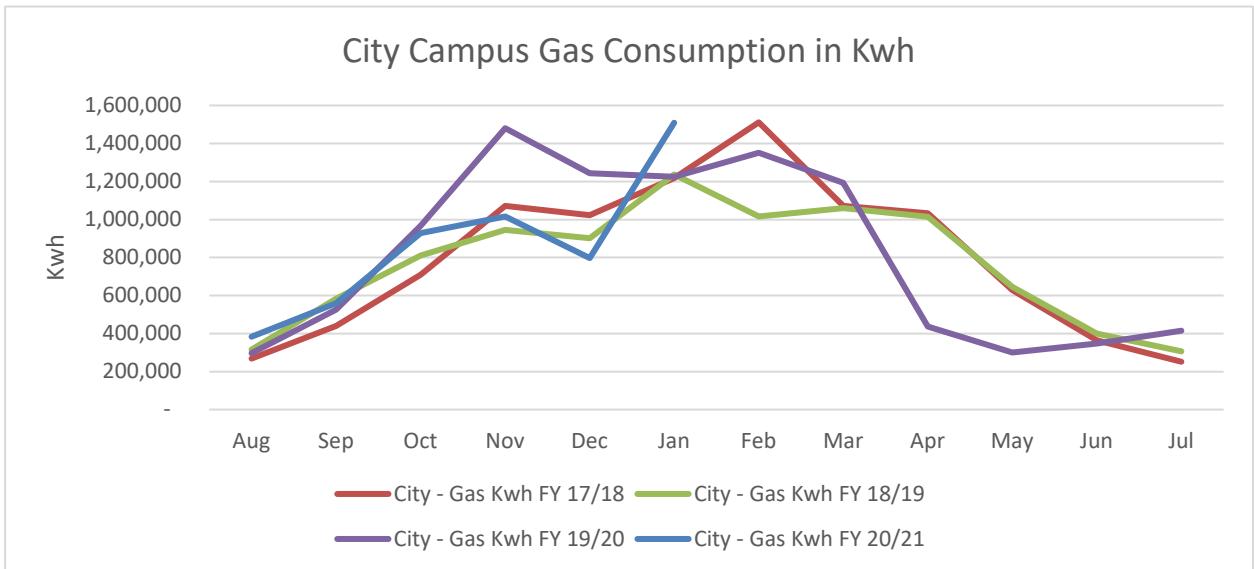
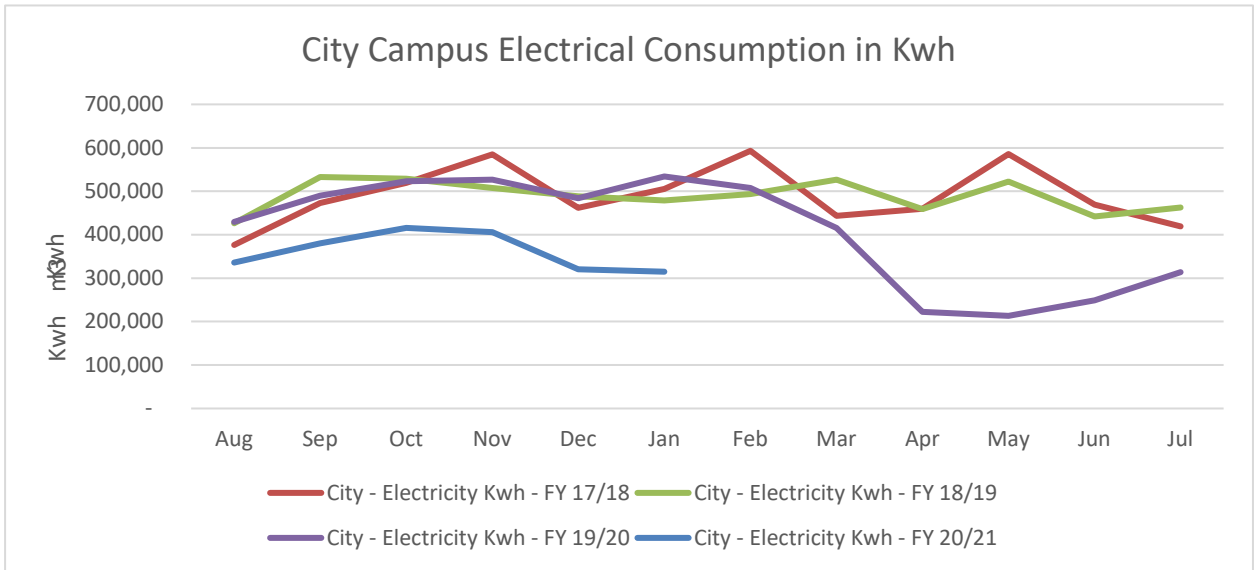
Riverside – Consumption has decreased by 4.3% compared to last year.

Water

City – Consumption is currently showing an increase of 37% compared to last year, which was due to water flushing to prevent legionella carried out by FES-FM when the buildings were closed. We highlighted the high consumption of water to FES-FM and they agreed they would review their water flushing method to prevent this from happening again.

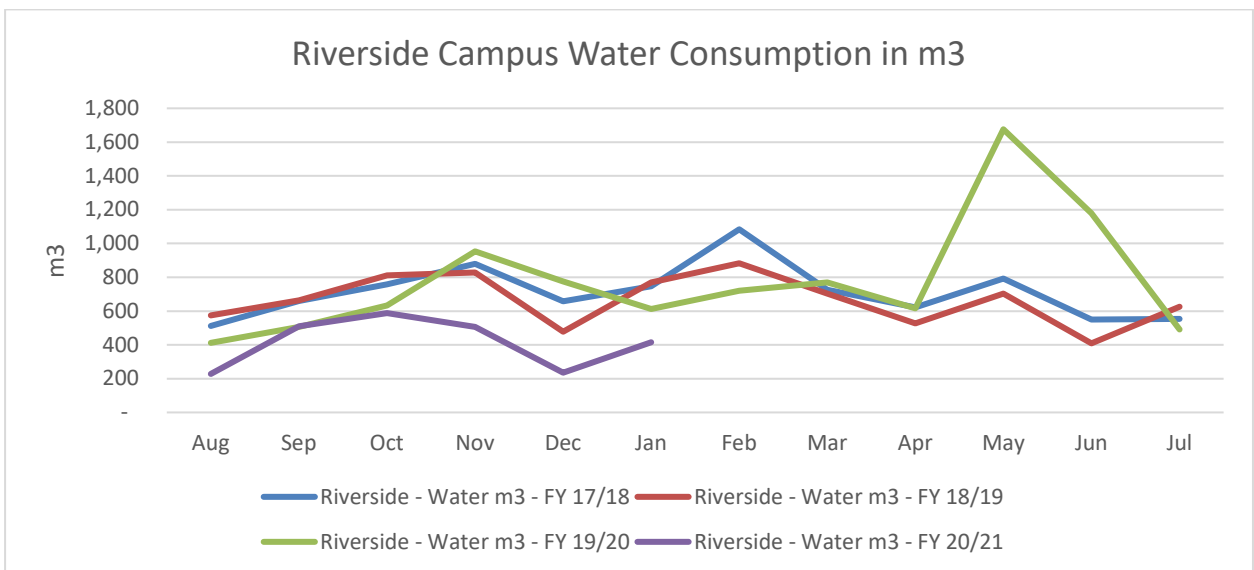
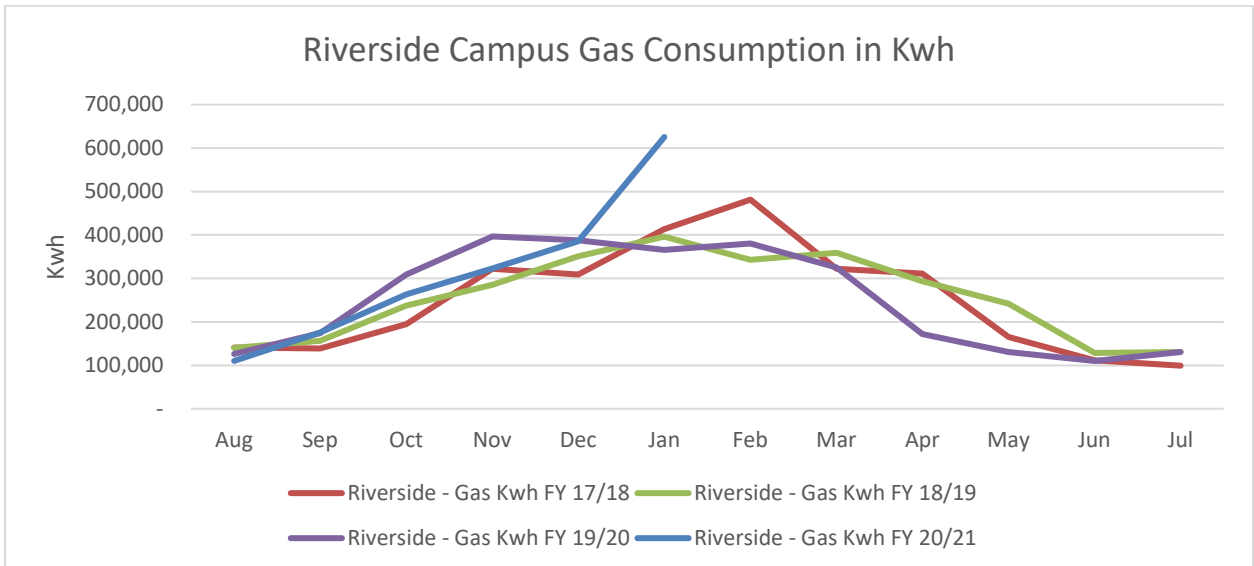
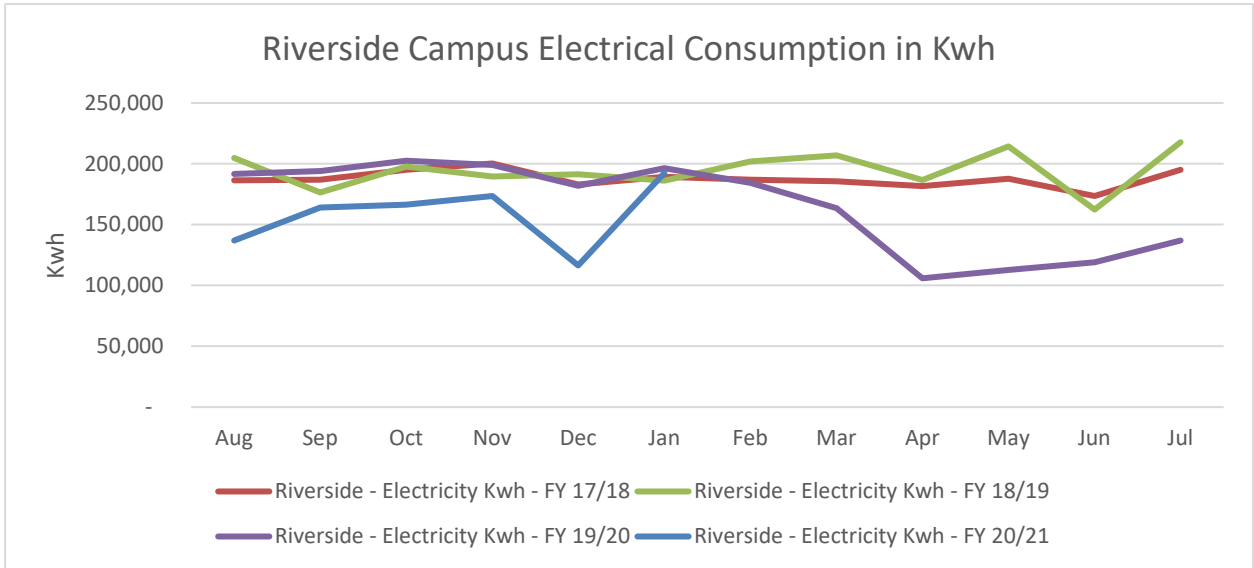
Riverside – Consumption is currently showing a decrease of 9%.

City



NB: Faulty water meter from April – July 2019.

Riverside



3.2.2 Annual Waste Plan 2020/2021

Monthly meetings are held with our Waste Contractor to constantly look at increasing recycling. General waste and dry mixed recycling compactors for City campus were implemented in January 2020 and a new food composter machine was installed in September 2020. A new skip for metal waste at City Campus was installed in October 2020.

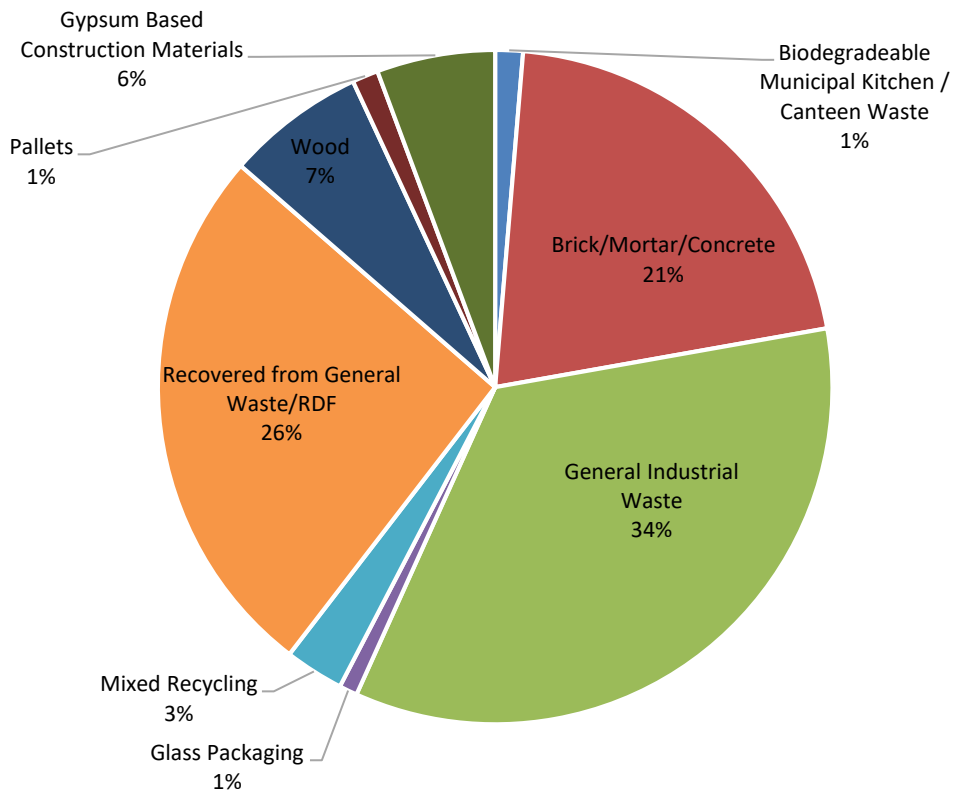
Recycling Targets

CAMPUS	2017-18 RECYCLING (%) ACTUAL	2018-19 RECYCLING (%) ACTUAL	2019-20 RECYCLING (%) ACTUAL	2020-21 RECYCLING (%) TARGET	2020-21 RECYCLING (%) TO DATE
City	86%	84%	91%	75%	89%
Riverside	77%	78%	90%	75%	90%
Total	85%	81%	90%	75%	88%

There is a waste section/recycling page on Connected which provides information regarding all types of waste streams with a useful A to Z waste guide. The College's design team also created several graphics and posters showing the types of bins distributed around the College that illustrate which type of waste can be placed into each one. Further information can be found by accessing the following link:

<https://connected.cityofglasgowcollege.ac.uk/section/facilities-waste-recycling-group-estates-facilities/facilities-waste-recycling>

Recycling - City Campus August 2020 - January 2021



Recycling - Riverside Campus August 2020 - January 2021

