

Report of the Strategic Director of Corporate Resources to the meeting of the Governance and Audit Committee to be held on 25 January 2024

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Subject:

Building Maintenance Update

Summary statement:

This report details the findings and management actions from the internal audit of Built Environment, requested by the committee at their meeting on 23 November 2023.

Equality and Diversity

Consideration has been given to the impacts on Equality and Diversity on this matter and all assets are being managed and maintained in accordance with the appropriate legislation

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**Portfolio: Corporate
Resources**

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Improvement Area: Corporate

1. Summary

This report details the findings and management actions from the internal audit of Built Environment, requested by the committee at their meeting on 23 November 2023.

2. Background

2.1 The meeting of the Governance and Audit Committee of the 23rd November 2023 agreed that further information on the internal audit review of Built Environment (Significant Systems) was to be reported back to the Committee in January 2024.

2.2 The Internal Audit Report was completed on the 22nd May 2023. Five areas of concern were identified from the work undertaken.

Recommendation - Not all building condition surveys have been carried out on a timely basis, with the risk remaining that health and safety faults are not found.

Update - There is no statutory requirement to undertake an inspection / re-inspection, however as a service KPI's are being implemented against a robust schedule

A five year program has been developed & implemented (see appendix 1), however, RAAC surveys from August 2023 have had a major impact on resources and timescales for the current year

Recommendation - Fire safety risk assessments are not regularly being carried out as required by policy, with the risk remaining that there is a breach of health and safety requirements.

Update - The Fire Safety Arrangements & Concordat have been reviewed and signed off by the CEx in accordance with review dates

A five year program has been developed & implemented, however, RAAC surveys from August 2023 have had a major impact on resources and timescales for the current year. It should be noted that Fire Safety has not been compromised as individual service FRA's are still in place and are regularly reviewed via service managers.

Recommendation - Adequate performance information in areas such as value for money and budgeting is not readily available, with the risk remaining that improvements / capital repairs are not completed within budget.

Update – Review of the current CAFM system has been undertaken formulating a specification that has now been out to tender and a new contract awarded to replace the existing system. Over the coming months the new system will be tested, information migrated, onboarding, training and a “go live” date to be agreed (possibly April 2024). Reporting will be more readily available from October 2024. However, sufficient management information is available to assist in service reviews as part of the BBERT process.

Recommendation - Maintenance work carried out internally is not adequately assessed to ensure value for money is being achieved, with the risk remaining that value for money is not achieved.

Update – Areas of the service have been reviewed and a restructure is currently concluding which will come into effect in early 2024

Additionally we have recently agreed to review the arrangements for internal maintenance budgets/internal recharging to ensure we have the optimum arrangements in place for the continued maintenance of Council assets. However, a VFM sampling of various work packages / projects is currently in development and will be reported on in due course

Recommendation - Adequate management information is not readily available, with the risk remaining that Authority buildings are not fully maintained or repaired, backlogs occur and are not effectively managed.

Update - Review of the current CAFM system has been undertaken formulating a specification that has now been out to tender and a new contract awarded to Concerto recently. Over the coming months the new system will be tested, information migrated, onboarding, training and a “go live” date to be agreed (possibly April 2024). Reporting will be more readily available from October 2024. However, sufficient management information is available to assist in service reviews as part of the BBERT process

2.3 It is too early to include in the formal follow-up process as management need time to implement recommendations and for them to be bedded in before subsequent audit re-testing work.

2.4 However significant progress has now been made to address the points raised in 2.2 above.

3. Financial and resources appraisal

Current organisational financial pressures may have an impact on service budgets and resources; however, the size of the estate and any potential reductions will be monitored and reviewed.

The new CFAM system will, over time, hopefully, reduce the number of platforms currently being used to support our compliance recording.

4. Risk Management and Governance Issues

The new CAFM system will support the monitoring and review of risk across the estate with dedicated resource overseeing and managing the data and intelligence, ensuring the organisation meets its requirements.

The effective monitoring of the new CAFM system will enable a greater understanding of performance and linkages to KPI's as to the Built Environment service offering.

5. Legal appraisal

N/A

6. Other implications

6.1 Equality and Diversity

There are no direct impacts.

6.2 Greenhouse Gas Emission Impacts

There are no direct impacts on gas emissions.

6.3 Sustainability Implications

N/A

6.4 Community Safety Implications

All premises are maintained in accordance with relevant legislation.

6.5 Human Rights Act

N/A

6.6. Trade Union

There are no specific implications for the Trade Unions arising from the report.

6.7 Ward Implications

There are no individual ward issues.

6.8 Implications for Corporate Parenting

There are no direct implications for Corporate Parenting.

6.9 Issues Arising from Privacy Impact Assessment

None

7. Not for publication documents

None.

8. Options

Members may –

- Note the content of the report.
- Provide comment.
- Require further information.

9 Recommendations

That members note the content of the report.

10. Background documents

INTERNAL AUDIT PLAN 2023/24 – MONITORING REPORT AS AT 30
SEPTEMBER 2023

