

ANNEX E

MANAGING A COMMUNITY FACILITY

There are many issues to consider in the management of a public facility; they include day to day matters, but much will focus on logging data, recording, compliance and ensuring there are appropriate site management processes in place to deal with any matters that may arise.

Set out in this document are the actions and activities that need to be taken account of when considering staffing and security level.

General Day to Day
Checks and Tests
Compliance and Mitigating the Risks
Contract Management
Service Level Agreements
Asset Management
Accident Reporting

Training Needs are set out at the end of the document.

HEADING	ACTION / ACTIVITY	NOTES
General Day to Day	General daily activities and checks that all is ok.	<ul style="list-style-type: none">• Bookings in person or over the phone.• Bookings online – compliance – check booking details, numbers expected, equipment required, compliance with terms of hire checks.• General Reception – visitors asking questions• User Groups – establishing connections• Single Use Hirers – answering questions, maybe showing potential users around the building – questions about what is on offer.• Has the centre been cleaned adequately?• Are there toiletries in toilets?• Are there sufficient cleaning products and supplies for cleaner/kitchen?• Has the centre been left in a decent state?• Any issues or matters to pick up from user / cleaner / security / contractor feedback• Any damage to assets, or anything not working (lighting, heating)• Upload security measures on security system (to allow user groups to come and go in the evening)• Knowledge of timetable / who is expected?• Vigilance – who is coming into the centre e.g. toddler group but a group of teenagers have come into the centre.

		<ul style="list-style-type: none"> • CCTV – monitoring and storage of data (if we have CCTV). • Any issues in the car park or spot any issues on approach to centre. • Tables and chairs – need to be put out and put away for our meetings / events (hirers to set up and clear away for their own events) • Staging – installation and dismantling (if we purchase a stage). • Log Book – to record any site / premise issues • Report, record and deal with any issues relating to the above. • Regular suppliers (eg Broadband) • Repairs and small maintenance works as required (eg. leaks) • Additional finance – purchase orders, invoicing, payments and reconciliations. Distinguishing and recording business and non-business activities for VAT purposes. • Logging and recording snagging issues (during first year of operation). • Keeping records of suppliers, customers, contractors, supplier indemnity details. • Check fire doors are unobstructed. • Check areas for slips, trips and falls.
<p>Checks and Tests</p>	<p>Daily, Weekly, Monthly and Yearly Tests and checks.</p> <p>All checks need to be scheduled, logged with written details of follow up actions.</p>	<p>Daily:</p> <ul style="list-style-type: none"> • As above – general checks that all is ok <p>Weekly</p> <ul style="list-style-type: none"> • Fire Alarm check • Fire extinguisher / fire blanket checks • Legionella testing <p>Monthly:</p> <ul style="list-style-type: none"> • Monthly Health & Safety Audit: Heating / Kitchen Appliances / Hand-dryers / Lighting / Electrics etc • Identification of potential hazards • Fire Drills • De-fibrillator checks • Car park – check potential for slips, trips and falls. • Security Alarm Checks – logging of calls, 24/7 support, emergency contacts in place. • Battery tests for any type of detectors eg, carbon monoxide, smoke and fire.

		<p>Yearly:</p> <ul style="list-style-type: none"> • Health & Safety Audit • Compliance Audit • Servicing – Heating, Electrics, Appliances - servicing and certification) • Servicing – CCTV (if we purchase CCTV) • Servicing - Fire Alarms and fire equipment • Servicing – carbon monoxide detectors • PAT testing <p>Ad Hoc Checks:</p> <ul style="list-style-type: none"> • Landscaping • Car Park • Building / structural checks e.g. roof • Solar panels <p>Longer term - cyclical refresh (paint, general décor). Longer term financial plan required.</p>
Compliance and Mitigating the Risks	This covers legislation, regulations and public liability	<ul style="list-style-type: none"> • Policies and Procedures (e.g. safeguarding) • Regular review of Terms of Hire and Hire Rates • Appropriate levels of insurance • Compliance with building regulations • Health & Safety Audits • Licences and certifications e.g. alcohol and entertainment licences etc. • COSHH (Knowledge of Regulations and practical applications) • Equipment - Warranties and guarantees • Risk Assessments on activities in accordance with legislation and regulatory guidelines. • Implementation of actions required by Martyn's Law. • On-site first aider • Designated Fire Warden • DBS for staff • Buildings Insurance • Public Liability
Contract Management	Arrange contracts in accordance with Procurement Rules 2015 and Financial Regulations (Quotes,	<p>Contracts:</p> <ul style="list-style-type: none"> • Waste Services (non-domestic) / Recycling collection • Landscaping – area surrounding community centre + additional maintenance for Xmas tree (eg. additional watering) • Sanitary waste disposal • Cleaning Contract

	ITQ's and ITTs). Regular monitoring and recording of contractor's performance against specification	<ul style="list-style-type: none"> • Security Contract (Alarms / key-holding) <p>Service Level Agreements – to set out what is expected of each other. These will need to be set up between WHCC and</p> <ul style="list-style-type: none"> • Organisations where the Council enters into a partnership (e.g. CAB provision) • Regular suppliers • Contractors
Asset Management	To be done alongside completion of the Council's Asset Register	<ul style="list-style-type: none"> • Logging and tagging of equipment / assets • Storage solutions and organisation
Accidents	Will require reporting	Accident Records - Implement procedures for the recording of accidents
Staff Training	Ensure sufficient training of staff	<p>Health & Safety at Work Facilities Management / Compliance Legionella Awareness Manual Handling Safeguarding Trained in use of fire equipment COSHH Fire Warden First Aid</p>