# Property Compliance Management



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# BACKGROUND

We all have equipment that needs servicing …… BUT …….

Prove it?

Specification?

Standard?

Evidence compliance?

SO if you want to ….

Reduce risk?

Improve relationships with sites

Manage compliance contracts

Prolong the life of assets

Then ….

Control spend

# BACKGROUND continued

A Compliance Management System is what you need!

- Help control
  - Spending
  - Sites / PM

- Reduce risk

- Hold accurate data integral to …

- Future decisions
  - Difficult LA environment
  - Tight budgets
  - H&S cannot be compromised!

# In basic terms…

As an Authority you need to know …..

➢ What assets you have

➢ What is being done to them

➢ Are you compliant?

➢ Can you prove it?

………. a CMS will deliver if everyone plays their part

# A definition of 'Compliance'

On what?

- Mechanical and electrical plant and equipment – fixed or portable

- Mobile plant and equipment

Doing what?

- Independent statutory inspections

- Statutory tests

- Servicing

- Maintenance elements

Full Compliance?

- The completion of remedial works identified during the servicing, testing or inspections at each site.

# The concept

- ✓ A clear understanding of what needs to be done, by whom and when

- ✓ A series of documents, manuals and processes that provide a framework for delivery.

- ✓ Identified individuals who have roles and responsibilities within the system

- ✓ Funded

# An effective CMS will have

........

- Top level buy-in and preferably, be corporate / mandatory with a budget
- Identified all sites and assets where you have a responsibility
- Identified and defined all relevant roles and responsibilities
- Carried out risk assessments where required
- Placed orders to deliver the appropriate servicing, testing or inspections of those assets
- Use a software system to record job details and programme work that can be interrogated

# An effective CMS will also have ……..

- In place an auditable trail that can provide evidence of compliance,
- An accessible and user friendly management system including policy and documentation, that is communicated to all
- Provided suitable training and instruction.
- Improved budgetary control, efficiency and planning
- Reduced the risk to an organisation

# Why do we need to do all of this?

**The Law**

❑ Health & Safety at Work Etc. Act 1974

• The most important piece of Health & Safety legislation often known as the *"Enabling act".*

• It allowed the introduction of other Health and Safety Regulations such as:

  • PUWER "Provision & Use of Work Equipment Regulations 1998"

  • LOLER "Lifting Operations & Lifting Equipment Regulations 1998"

  • The Electricity at Work Regulations 1989.   Fixed & Portable Electrical – Inspection & Testing

  • Control of Substances Hazardous to Health Regulations 2002

There are also Guidance Notes, ACOPs and British Standards  that outline compliance.

# And of course… other reasons !

Boilers failing in sub-zero temperatures

Emergency lighting batteries

Intruder alarms activating all the time

CCTV systems not recording when you need them ....

(can include non-statutory items)



And stupidity! The need for systems and processes

# When things go wrong… it can happen to anyone!

## Source - The Telegraph

A local authority architect was yesterday cleared of causing the deaths of seven people in Britain's worst outbreak of Legionnaires' Disease.

Gillian Beckingham had been accused of failing to ensure that an ageing air-conditioning system was properly maintained at a council-run arts centre. It was alleged that she cancelled a contract that would have guaranteed tests being carried out to prevent the Legionella bacteria being sprayed into the air in summer, 2002.
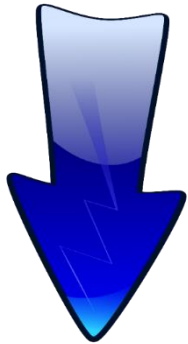
Alistair Webster QC, prosecuting, told the eight-week re-trial at Preston Crown Court that the deaths were "avoidable and unnecessary".

Barrow borough council's failings were grave "in the extreme"

Beckingham, 48, head of the design services group of Barrow borough council, was acquitted of seven counts of manslaughter but convicted of a breach of health and safety law.

# Transition Process

What is happening? (Step 1 – gather data)

- <u>Services</u>
  - Budgets (true cost)
  - What suppliers are used (frameworks, etc)
  - Whose contract?

- <u>Lack of Standardisation</u>
  - Frequencies
  - Standards
  - Proof
  - Auditable system

<u>Non-compliance</u>
- Risk
- Gaps

# Transition Process
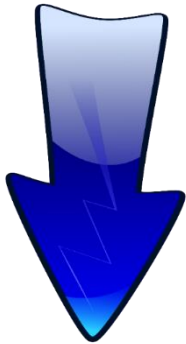
- Undertake a review (Step 2)

  - Appraise data
  - What actually happens?
  - What systems exist?
  - Identify gaps
  - Identify your assets

A corporate approach (Step 3)

# Transition Process

A corporate approach includes…

- Duty / Legislation

  - Requirements?

  - To what assets?

  - How do we comply?

  - Level of compliance/ responsibility split

- People

- Procurement

  - Contracts

    o Value / method / current

    o Specification review – Compliant?

# Transition Process

A corporate approach must be …

- Auditable and Accountable
  - Roles and responsibilities
  - Playing your part
  - Robust
  - Grow and develop
  - Feedback – plug those gaps!

# Why is this important?

It is vital that an Authority reduces the risk of non-compliance to the minimum possible level.

Failure to comply with current legislation and standards leaves the Authority and/or its Officers vulnerable to prosecution, financial penalties or prison sentences.
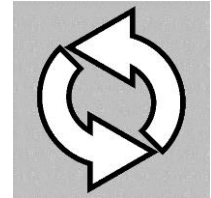
As a local Authority and provider of services, the aim is to provide and operate good quality services and buildings that are safe and free from harm for both visitors and staff.

We all have a part to play in this.

# What else is important?

## Feedback Loop

1. Keeping your system up to date

2. Accurate reporting and evidencing levels of compliance

3. Monitoring and audit

4. Remedial works

➢ Is it working like it should?

➢ Easily accessible, simple data, keeping SMT engaged, identify issues early

➢ Engagement, protection, assessment, robust

➢ Full compliance? Need for thorough vetting

# What else is important? Cont……

- Managing Contractors

- Relationship building

- Training and communication

- Linkages

➢ They are not the enemy!

➢ You need a network of support

➢ People need to know what is expected

➢ Lots of people have a part to play

# What else is important? cont……..

- Learning

- Review and improvement

- Good news
  (sell it!)

➢Learn from mistakes and behaviours

➢Make the system better and keep it relevant

➢Cost reduction, compliance figures, safe working environment

**GROUP DISCUSSION:**

1. What are the challenges local authorities face with compliance?

2. What gaps exist in your organisation?
      Any key risks?
      What are the changes you need to make?
      What needs to happen to make the changes?

3. What …
      happens about new equipment?
      happens with new builds / extensions/ refurbishments?