



Association for
Public Service
Excellence



Housing, Construction & Building Maintenance Advisory Group

Building & Facilities Maintenance,
Durham County Council

John Hallam, Business Development Manager



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Why Are We Here

- APSE – Building Maintenance Most Improved Performer 2017
- Building & Facilities Maintenance – Background to our Service
- Our Improvement Journey
- What Now – Continuous Improvement





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Background to B&FM



- Durham County Council > Regeneration & Local Services > Direct Services > Building & Facilities Maintenance
- Our Services:
 - Construction Services
 - Repairs & Maintenance
 - Compliance Management
 - Facilities Management, Catering and Cleaning Services
 - Business Development



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Our Improvement Journey



- 'Big Bang' v Phased Approach ... Construction Services > Repairs & Maintenance
- Restructures!
- Key Improvements:
 - Our People
 - Health & Safety
 - Productivity and Performance
 - Quality – setting the standard



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Our People



- Training
 - Training Profile – 100% coverage
 - Investment in Training
 - Apprenticeships
- Attendance Management
 - Proactive Approach
 - Alternative / Modified Duties
 - Best in Service



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Health & Safety



- Investment in People (previous)
- Supervision and Support
- Auditing – management, H&S, quality and external
- CDM, Risk Assessments and COSHH



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Productivity and Performance



- Management and Ownership
- Role of the Technicians
- Target Setting
- Support – flexible working, Construction and subcontractors



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Quality



- Training & Qualifications
- Facilitate the Job
- Local Knowledge
- ISO 9001:2015





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Other Factors to our Success



- Our Approach – total FM
- Investment
- Commercialisation and Customer Relations
- Attitude – can do; solutions [...]



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Customer Satisfaction



I am emailing to express my thanks to your team for supporting us through what has been a very difficult week ... we discovered a gas leak on Monday morning ...

To cut a very long story shorter the gas leak meant that we could have no heating in one of our (school) buildings ... From start to finish Bobby Tough and his (Mechanical) team have been terrific.

They have been supportive, quick acting, good communicators who have endeavoured to get us up and running as soon as possible. As a result of their support and our determination we have remained open for the vast majority of children and have continued to be open today even though it appears that every other school in the Stanley area have been closed due to snow ...

All problems have been resolved by this afternoon (yes, your team were able to get out today too, dig through the snow and keep working) ...

Please express my thanks to all your team for their great work.

- Head Teacher





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What Now?



- Beginning, not the end
- Performance Reporting
- Technology and Innovation
- Setting the Standard
- The Organisation



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I've talked enough ...





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We Can Do It



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