

**Policy and Resources Cabinet Committee Report – 24 May November 2023**

**Item: Facilities Management Bi-Annual Update**

**Appendix A - Priority Levels and Indicative Scenarios**

<b>Priority Level</b>	<b>Description</b>	<b>Action</b>	<b>Service Level</b>
A	Matters giving rise to an immediate security, health and safety or environmental risk.	Attend	Within 2 hours
A	Matters giving rise to an immediate security, health and safety or environmental risk.	Permanent Rectification <b>OR</b> Interim Rectification and Raise Child Service Request	Within 6 hours
B	Matters which prevent or severely restrict the Authority from conducting normal operations or have an adverse impact on the Authority's reputation.	Attend	Within 3 hours
B	Matters which prevent or severely restrict the Authority from conducting normal operations or have an adverse impact on the Authority's reputation.	Permanent Rectification <b>OR</b> Interim Rectification and Raise Child Service Request	12 hours
C	Matters which impinge upon the proper working of the facilities in relation to all users but have no reputational risk.	Permanent Rectification	Within 2 Business Days
D	Matters of a routine nature	Permanent Rectification	Within 5 Business Days
E	Change or cosmetic requests	Price Schedule Complete	5 days 2 Business Days following approval 20 days following

			approval
F	Specialist audio conference equipment	Attend	15 minutes
G	Lift Entrapment	Attend and Release	1 hour
H	Quotations requested by Authority	Submission	8 Business Days

Priority Level	Core Sites and Buildings - Indicative Scenarios (Guidance Only)
A	<ul style="list-style-type: none"> <li>• Security intruder alarm system fault - where it's likely to cause a nuisance to the surrounding neighbours or the building cannot be secured/locked</li> <li>• Closed circuit television fault where service user safety is a concern e.g., Case conferencing</li> <li>• External windows operation – cannot close/lock to secure the building</li> <li>• Security incident i.e., theft, burglary, or problem affecting personal safety or security of the building.</li> <li>• External/entrance door operation if this impacts on fire plan/security of the building</li> <li>• Failure of gate or barrier operation – where it prevents access into or from site</li> <li>• Roof leak that gives rise to health and safety risk i.e., collapse or impacts services</li> <li>• Water leaks/ingress via roof, windows, ground source, drains or faulty plumbing that creates an unsanitary situation or immediate health and safety impact to builder users</li> <li>• Boiler failure affects the whole building and services unless boiler is not required for heating building</li> <li>• No heating where the internal temperature is below 17 degrees.</li> <li>• No hot water in the whole building or where there is a legionella risk</li> <li>• No hot water in an area of a care home, short break, or respite centre</li> <li>• Leak or plumbing issues preventing use of toilets where alternative facilities are not available.</li> <li>• Loss of water affecting the whole building</li> <li>• Loss of power affecting the whole building</li> <li>• Environmental incident e.g. flooding, fuel/oil/chemical spillage, land/air/water way contamination</li> <li>• Sewage incidents, unintentional substance release, wastewater treatment plant system or plant failure</li> <li>• General lighting failure that compromises ability of staff to work, building security plan or general health and safety</li> <li>• Complete fire alarm failure</li> <li>• Activation/Fault of the fire alarm system</li> <li>• Asbestos incident with potential exposure</li> <li>• Major electrical fault creating a hazard for occupants</li> </ul>

	<ul style="list-style-type: none"> <li>• Fire or risk of fire/explosion</li> <li>• Gas leak</li> <li>• Structural damage</li> <li>• Failure of sprinkler system</li> <li>• Ceiling collapse</li> <li>• uninterruptable power supply systems (where not integrated within IT Assets)</li> <li>• heating, ventilation and air conditioning in server rooms</li> <li>• generators</li> <li>• Vesda system in Kent History and Library Centre</li> </ul>
B	<ul style="list-style-type: none"> <li>• Security intruder alarm fault</li> <li>• Water leaks/ingress via roof, windows, ground source, drains or faulty plumbing that doesn't create an unsanitary situation or cause an immediate risk to building users</li> <li>• Loss of water to part of the building except care homes and respite centres</li> <li>• Loss of power to part of the building except care homes and respite centres</li> <li>• Water treatment plant pump failure – where there is no potential contamination of the water course</li> <li>• Lift breakdown without entrapment – where there are other lifts available in the building</li> <li>• Heating failure affecting parts of a building where temperature is above 17 degrees except care homes and respite centres.</li> <li>• Emergency lighting fault where there is no alternative emergency lighting within the area and no borrowed light</li> <li>• Broken window</li> <li>• Damage that prevents occupant access into building</li> <li>• Building Management System (BMS) fault – where boilers and Air handling units (AHUs) cannot be operated manually</li> </ul>
C	<ul style="list-style-type: none"> <li>• Failure of CCTV camera where the overall security of the site has not been compromised (i.e. not affecting case conferencing)</li> <li>• Failure of gate or barrier operation – where it can be manually operated</li> <li>• General lighting failure that does not compromise building occupancy</li> <li>• Leak or plumbing issues affecting toilets where alternative facilities are available</li> </ul>
D	<ul style="list-style-type: none"> <li>• Damage to building fabric</li> <li>• Water leak that does not cause immediate damage or impact building occupancy but causes water loss</li> <li>• General lighting maintenance requirements i.e. repair and replacement of lamps</li> <li>• General building maintenance e.g. any door furniture, hardware and viewing panels</li> <li>• Non-urgent battery replacement</li> <li>• Damage to gutters with no additional impact on building or users</li> </ul>

E	<ul style="list-style-type: none"><li>• Shelf fitting, filling holes, carpet tile replacement, noticeboard installation and repairs, display cabinet repair, signage placing, clock – changing, easing and adjusting non-fire doors, painting, general repairs etc.</li></ul>
F	<ul style="list-style-type: none"><li>• Microphones plus acoustics only applicable where required on the Service matrix</li></ul>