



## Premises Guidance Pack

Gloucestershire County Council

GHES



### Version control

Version	Alterations made	Author & date	Reviewer & date
1	Document created	RC (AMPS) June 2024	Beth Warren (GHES) July 2024
<hr/>			
Version	Alterations made	Author & date	Reviewer & date
2	Updates made following staffing and process changes	RCP (AMPS) November 2025	Beth Warren (GHES) Nov 2025
<hr/>			
Version	Alterations made	Author & date	Reviewer & date
3			

### Introduction:

The information contained in this document is intended to aid GCC staff, where they occupy/use all or part of a GCC owned building. This document aims to provide guidance about responsibilities, the use of the building and premises management.

## Contents

<b>GCC staff responsibilities:</b> .....	3
Useful contacts:.....	4
<b>Buildings covered by this document:</b> .....	4
<b>Health and Safety</b> .....	4
<b>In an Emergency</b> .....	5
<b>GCC Facilities Management (FM)</b> .....	6
<b>Property compliance</b> .....	6
<b>Repairs and maintenance</b> .....	7
<b>Premises / maintenance support role</b> .....	7
<b>AMPS/Service area responsibilities</b> .....	7
<b>Premises staff responsibilities</b> .....	8
<b>Helpcalls and the Building Helpdesk</b> .....	9

## Glossary of Terms (General definitions)

**AMPS** – Asset Management & Property Services.

**CPM** - Formally Technology Forge, now Civica Property Management. Our property database is the system used to access to live asset (property) data via the Internet.

**Online Inspections** – module used in in the above to monitor and instruct service and inspections.

**Help Call** – reactive maintenance or repair call.

**Remedial works** – works identified by contractor as part of routine service/inspection.

**Premises / maintenance support role call** – day to day preventive maintenance and repairs.

**Minor Works Framework** – The system that provides an approved number of contractors for certified Building, Engineering (mechanical/electrical) works up to a certain value.

## GCC staff responsibilities:

- Ensuring all members of staff are aware of their Health and Safety obligations with regards to maintaining clear fire escapes, no trip hazards and reporting anything of concern
- Ensuring that all staff and visitors (including new starters) are aware of the emergency evacuation procedures.
- If applicable to the building, notifying Reception Teams of any planned visitors and ensuring that visitors are collected and accompanied whilst on the premises
- To wear their ID badges at all times
- If applicable to the building, notifying Facilities Management of expected deliveries
- Maintain the welfare of staff and visitors
- Reporting of any incidents, building defects, vandalism, etc
- Reporting of any building related matters to Asset Management and Property Services (AMPS) and not taking on any building related matters, including contractor management, repairs, etc. themselves

Please refer to additional information on Staffnet for core responsibilities. You can also find lots of information here about the role of AMPS, in order for us to maintain a safe, efficient and healthy building for the use of your service.

## Useful contacts:

<b>Facilities Management Team</b>		<a href="mailto:fm@gloucestershire.gov.uk">fm@gloucestershire.gov.uk</a>	01452 425111
<b>Property Services Maintenance Team</b>		<a href="mailto:shmt@gloucestershire.gov.uk">shmt@gloucestershire.gov.uk</a>	
<b>Support Services Team</b>		For grounds maintenance, cleaning, waste and catering  <a href="mailto:support@gloucestershire.gov.uk">support@gloucestershire.gov.uk</a>	
<b>Health and Safety (SHE)</b>		<a href="mailto:she@gloucestershire.gov.uk">she@gloucestershire.gov.uk</a>	01452 425350
<b>Building Helpdesk</b>	08:30 – 17:00 Mon-Thurs 08:30-16:30 Friday	<a href="mailto:Building.helpdesk@gloucestershire.gov.uk">Building.helpdesk@gloucestershire.gov.uk</a>	01452 328383
<b>Facilities Manager (Cheltenham County Offices)</b>	Rachel Porter	<a href="mailto:rachel.porter@gloucestershire.gov.uk">rachel.porter@gloucestershire.gov.uk</a>	Rachael manages the Property Services Maintenance Team
<b>Facilities Manager (Corporate and Localities)</b>	James Grierson	<a href="mailto:james.grierson@gloucestershire.gov.uk">james.grierson@gloucestershire.gov.uk</a>	James manages the Property Services FM Team
<b>Operating out of Cheltenham County Offices, St Georges Road alongside GHES, are:</b>			
<ul style="list-style-type: none"> <li>• His Majesty's Court Services (Magistrates Court)</li> <li>• Probation Services</li> <li>• Registrars (GCC)</li> <li>• Adult Social Care (GCC)</li> <li>• Childrens Social Care (GCC)</li> </ul>			

## Buildings covered by this document:

- Cheltenham County Offices, St Georges Road

## Health and Safety

### Reporting of incidents

Should there be an accident, incident or near miss which is caused on the premises, staff must report this to GCC using this link - [Assure - Portal \(sheassure.net\)](http://sheassure.net)

## **Tailgating**

Staff must wear their ID badges at all times and not tailgate nor allow others to tailgate them into the building. Staff should feel comfortable to challenge those not wearing or having a visible ID badge.

## **Visitors and sign in process**

All visitors to GHES must sign in using localised procedures within the school area.

## **First aid**

In the event of a first aid incident, please follow localised procedures. First aid kits are provided by FM, in staff kitchens. They are also available in Classroom 1, Classroom 2, Classroom 3 and Meeting Room within GHES.

## **Starters and leavers**

[contactus@gloucestershire.gov.uk](mailto:contactus@gloucestershire.gov.uk) and [fm@gloucestershire.gov.uk](mailto:fm@gloucestershire.gov.uk) should be contacted for any new starters or leavers. They will arrange for ID badges and car parking to be set-up or terminated.

## **In an Emergency**

In the event of a fire, or fire alarm sounding, staff should be prepared to leave their belongings and evacuate the buildings.

Fire alarms are tested every week; the test is carried out every Tuesday at approximately 9.30am.

The Fire Strategy and Evacuation Plan is an appendix to this document.

### **In an emergency:**

Should a fire alarm activate, staff should immediately evacuate to the nearest muster point – this is the GCC staff carpark on St George's Road. Process within AMPS and FM mean that we will be alerted to an activation. Should this be outside of office hours, staff and visitors must still evacuate and await further instructions from trusted contractors and the Fire Service. There are automatic evacuation chairs available, should we need to support someone with a disability to evacuate.

Training is available through FM.

If there is a first aid incident during or outside of office hours, staff are reminded to contact 999 to summon immediate help if no first aider is available. There is a defibrillator, should this be required. Emergency Services will talk the staff member through the process to use this. This is located on ground floor by back doors, car park entrance. And within GHES on Floor 2 on the main corridor corner.

Outside of Hours - If there are any issues with the building, access or anything else, please contact Cotswold Security Group on 0330 010 1086

# GCC Facilities Management (FM)

The GCC FM function provides a range of in-house and external services to ensure buildings suit the needs of users, they are safe, efficient and healthy places in which to work. Whilst the FM service covers a wide range of services in collaboration with other teams, there are some tasks which we cannot support. These include parcel deliveries, security services, repairs and other tasks.

## **Waste Management**

Waste bins at desks are not permitted. Staff should take their waste to the suitable waste bins provided in the building, where our staff or contractors will remove the waste. Confidential waste bins are available to dispose of secure/personal data.

## **Kitchen facilities**

Toasters and kettles are not permitted. Microwaves are permitted.

## **Post**

Post is delivered to the Registry Office on Floor 1, and collected by GHES every day during Term time. GHES arranges its own delivery of post.

## **Deliveries**

No personal deliveries are permitted. Should staff be expecting a large or bulky order, please advise the FM Team in advance. There is equipment available to support moving large or bulky items around.

## **Lifts**

There is a lift to aid access around the building. If there are any issues with the lifts, please contact FM and Maintenance (contact details at the start of the Premises Pack).

## **Cleaning**

Cleaning services are provided by our contractor Solo.

## **Property compliance**

GCC Facilities Management undertake the following property compliance tests, amongst others:

- Portable Appliance Testing (annually)
- Emergency lighting tests (6 month and annual service only)
- Fire alarms servicing (every 6 months)
- Water hygiene Surveys
- Asbestos Surveys
- Fire Risk Assessments
- Other statutory servicing (such as lifts, doors, gas, electrical safety, etc)

## Repairs and maintenance

Reporting of general repairs or requests for works, should be sent to the Property Maintenance department using the contact details above. No works are to be undertaken without prior warning or consent. Requests can now be taken for Cheltenham County Offices as we roll out our maintenance offer to the wider estate. There may be an initial delay with this service as we mobilise it.

## Premises / maintenance support role

The maintenance support role provides day to day preventive maintenance for all Corporate Property (Premises budgets managed by AMPS). Preventive works include a scheduled annual site visit to check rainwater goods, external lighting and weed treatment (where practical). All other premises maintenance support tasks MUST be reported and/or requested via the Helpdesk.

PREMISES/ MAINTENANCE SUPPORT	Examples of Premises Maintenance Support Tasks	Examples of Non-Premises Maintenance Support Tasks
Manual tasks	Fitting Only (Not supplied): pin boards, signs, shelves, coat hooks, finger-guards, door furniture, white boards, key safes, smoke bins. Silicone maintenance.	Cleaning (interior & exterior). Window cleaning. Supply of materials, air fresheners, security film.
	Repair blinds.	Removal of rubbish.
	Smoke bins – day to day care.	
Electrical	Replace light bulbs where accessible (will supply where available).	Any fixed wiring, PAT Testing (to be completed by contractors). Removal of white goods.
	Lagging pipes.	
Plumbing	Refitting sanitary ware, clear rainwater goods where accessible.	Any plumbing works, unblocking drains, dripping taps.
	Lagging pipes.	
Flooring	Repair or re-lay existing flooring (adhesive).	Replace flooring, tiles, carpet.
Grounds	Clear pathways, boundaries, gulleys, trim shrubs.	Cut grass, pollard trees, manage flower beds, gates.
	Small fence works where panels can be repaired.	Replace fencing, graffiti removal, jet washing, re-lay paving slabs.

## AMPS/Service area responsibilities

Asset Management and Property Services will undertake the following:

- Annual visit and stock condition survey (by our in-house Surveyors and Engineers)
- SHE visit (planned and on request)
- Support Services visit for catering, grounds maintenance, cleaning and waste contracts
- Capital investment projects through our in-house projects team

- All mandatory servicing in line with statutory requirements
- Repair requests (this may be through our in-house maintenance team or framework contractors)
- Contractor liaison and monitoring
- Audit of premises staff responsibilities and testing

The following table outlines AMPS/Service area responsibilities:

AMPS	Service Area (Premises)
Reactive premises repairs and maintenance (log book work).	Operational equipment (hoists, white goods, people counters).
Servicing/testing of premises and equipment.	Additional / replacement furniture or equipment requests (additional pull cords).
Repairs/maintenance or testing/inspection of Security and Alarms.	Testing of fire alarms, emergency lights and water temperatures
Out of hours keyholding.	Supply of stationery, shelves and pictures.
Electricity & gas.	Additional electrical sockets.
Rents.	Telephones / ICT equipment.
Rates.	
Water services.	Water coolers (unless budget has been transferred to AMPS).
Refuse & waste.	Additional or replacement hooks & pin boards.
Premises insurance.	Redecoration.
Grounds maintenance.	
Preventative cleaning works (e.g. gutters).	Window cleaning.
REACTIVE Pest control (pigeons, rats).	Preventive pest control (pigeons, rats).

## Premises staff responsibilities

Whilst AMPS manage the overall responsibility for the buildings occupied, premises staff must also regularly undertake the tasks listed below:

Service/Client	Examples of Service Responsibilities
Manual tasks	Duty of care for staff and public, fire doors/exits kept clear.
Electrical	Responsible for people counters, hoists, white goods, televisions, aerials and any equipment specific to the service area.

Flooring	Ensure there are no trip hazards, door mats, frayed carpets, floor tiles loose cables, etc.
Grounds	Duty of care to ensure access and egress is safe for staff and the public. Reporting of any defects, vandalism, graffiti.

Training is available through AMPS for fire awareness, legionella awareness and asbestos awareness. Short e-learning courses to act as an introduction are under development and can be found here.

[learnPro Community - Homepage](#)

[Log in to the site | GCCEducate](#)

## Helpcalls and the Building Helpdesk

The Building Helpdesk can take requests for improvement works and reactive maintenance calls. Calls should **not** be logged for:

- Remedial works or actions from a survey commissioned by AMPS (such as a Fire Risk Assessment). Our qualified in-house teams review and action these documents.
- Planned preventative maintenance (such as gutter clearance, shower head replacement, PAT testing or other areas where we have online inspections already programmed in TF/CPM).

## Appendices

- Fire Management and Evacuation Strategy for Corporate Buildings