

Report of	Meeting	Date
Director (Property and Planning) Introduced by Executive Member (Economic Development and Public Service Reform)	Overview and Scrutiny Committee	Thursday, 30 January 2025

Spotlight report: Civica Buildings and Asset Management System (inc. full list of council owned buildings and assets)

Is this report confidential?	No
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Is this decision key?	No
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Purpose of the Report

1. This report provides an overview of Civica Property Management (CPM), focusing on its current implementation within the council and the benefits it delivers in supporting the council's property management functions.

Recommendations

2. That Members consider and note the report.

Reasons for recommendations

3. Committee Members have requested a spotlight report.

Other options considered and rejected

4. Not applicable.

Corporate priorities

5. The report relates to the following corporate priorities:

Housing where residents can live well	A green and sustainable borough
An enterprising economy with vibrant local centres in urban and rural areas	Healthy, safe and engaged communities

Background to the report

Civica Property Management Implementation Update

6. In September 2023 the Council procured Civica Property Management (CPM)- a Property and Assets Management system which will be used to form the foundations for an overall improved and more efficient property and assets management process

for allowing for efficiencies to be made through workflows, automation, and process optimisation. The current position on the system implementation is as follows:

Completed Modules

a. Property Service Asset Register

The Council's Property Services asset register is now live on the system (see Appendix A). This is a significant milestone, ensuring that all our assets are accurately recorded, easily accessible and providing a comprehensive overview.

b. Property & Plant

Property & plant module has been completed with templates created and data uploaded. This allows for the standardisation of data entry and operational workflows for managing properties and associated equipment. These templates enhance efficiency, consistency, and compliance by providing pre-configured structures for attributes such as leases, maintenance schedules and regulatory requirements.

The screenshot displays a web application interface for managing sites. The top navigation bar includes links for Home, Property, Estates, Finance, Contract, Help Calls, Condition, Inspection, Assessment, Questionnaire, Utility, Case Management, Reports, and Help. A search bar is located on the right side of the navigation bar.

The main content area is titled 'Site List' and includes a filter bar with the following filters applied: Active (Matches: Yes), Address (Not Applied), Aliases (Not Applied), Asset Category Type / Category (Not Applied), Establishment (Not Applied), IFRS Category (Not Applied), Owner (Not Applied), Site Code (Not Applied), Site Description (Not Applied), Site Type (Not Applied), and UPRN (Not Applied). The filter bar also shows 'Items 1 - 12 of 253' and '12 Per Page'.

The 'Site List' table is as follows:

Show	Action	Site Code	Description	Site Type	UPRN	Active	Town
+	Edit Del	S000001	Adlington Cemetery	01	10008937829	Y	ADLINGTON
+	Edit Del	S000002	Albion Walk	04	10070375679	Y	CHORLEY
+	Edit Del	S000002	.	07	1234567	Y	LEYLAND
+	Edit Del	S000003	All Seasons Leisure Centre	05	200004064409	Y	CHORLEY
+	Edit Del	S000004	Anglezarke Road	04	100010362047	Y	ADLINGTON
+	Edit Del	S000005	Arcon Road	03	010008942964	Y	COPPULL
+	Edit Del	S000006	Astley Park	06	200004076696	Y	CHORLEY
+	Edit Del	S000007	Astley Village	06	100012759555	Y	ASTLEY VILLAGE

c. Help Call

The helpdesk module is fully operational and is being actively utilised to raise jobs across our entire operational estate. This has streamlined our maintenance and support processes, helping to prioritise and manage tasks to ensure timely resolution of issues. The system also provides users with real-time updates on jobs and step-by-step guidance to navigate the system effectively.

Home Property Estates Finance Contract **Help Calls** Condition Inspection Assessment Questionnaire

Home > Help Calls

Help Calls List

Filters Applied

Actual Respond Date Not Applied Category Not Applied Code Not Applied Contact Not Applied Description Not Applied

Target Complete Date Not Applied + Add Filter

Help Calls

Details	Action	Code	Standard Problem	Client Reference	Description
+ Edit Copy		HLP000012	04 - Heating and Plumbing	EVL12345	Pilot light keeps going out on boiler. Room 123 first floor Key to be collected from reception
+ Edit Copy		HLP000009	02 - Electrical		jsdjksfg dfd d dgh dgh
+ Edit Copy		HLP000008	04 - Heating and Plumbing		Toilet leaking in female 2nd floor mid landing bathroom

d. Utilities

The utility module implementation is now complete which allows for a centralised repository of utility information. This module streamlines tracking and management of utility usage, costs, and contracts across the Councils property portfolio.

Contract Help Calls Condition Inspection Assessment Questionnaire **Utility** Reports Help

Home > Utility > Utilities > Edit Utility

Edit Utility

Save Cancel

Details

Code: UT000066

Description: Electricity @ 13 Market Walk

Location: [Search] Find Clear

Site: S000093 - Market Walk

Zone / External Area: [Search] Find Clear

Utility Type: Electricity

Utility Account No.: 603473201

Meter No.: E14Z026498

MPAN / MPRN: S 03 801 024 16 1002 0663 481

AMR: Yes No

Serial No.: [Input]

Meter Location: [Input]

Ongoing Implementation

a. Estates Module

The implementation of the Estates module is substantially complete. We are currently in the process of adding the final lease details to the system, actioning outstanding queries and clarifying discrepancies. This module which will enhance our ability to manage and track lease agreements efficiently, provides tools for monitoring rent payments and other revenue streams. The Estates module is live for all new leases and lease events e.g. rent reviews.

Lease Out Summary

Details			
Lease No	LOUT000382	Tenant	Sports Direct Retail Limited
Description	Lease of Units 2 - 3, Market Walk Extension	Sales Acct Ref	
Lettable Unit	LU000256 - Units 2 - 3, Market Walk Extension	Account Code	
Head Lease Code		Holding Over Until	N
		Inv. On Hold From	N
		Type	001 - Lease
		Subtype	
Address Details			
Contact Address	Units 2 - 3, Market Walk Extension Union Street Chorley Lancashire PR7 1AB England	Lease Address	UNIT 2 AND 3, MARKET WALK EXTENSION, UNION STREET, CHORLEY, LANCASHIRE, PR7 1FD, England
Phone No	0344 2459200	Owner	Alex Wildman
Mobile No			
Email	rents@sportsdirect.com		
Property Details			
Site	Site Description	Building	Building Description
S000093	Market Walk	B000262	Unit 2 Market Walk Extension
S000093	Market Walk	B000263	Unit 3 Market Walk Extension
Lease Details			
Agreement Date	30/09/2021	Tenancy Type	001 - FRI - Full Repairing and Insuring
Start Date	16/09/2020	Rates Liability	

b. Inspections and Certification Module

The implementation of the inspections and certification module for planned maintenance and compliance is currently in progress. This module is critical for ensuring that all our properties meet safety and regulatory standards through systematic inspections and certifications. The templates have been created for the inspections however further work is required to integrate the scheduling / programming module for statutory inspections. This work will integrate with the new contractor framework which scheduled to be live in Spring 2025.

c. Questionnaire Module

Following the completion of the inspections and certification module, we will proceed with implementing the questionnaire module. This will further support our compliance and maintenance activities, facilitating the collection of data from various stakeholders and allows for the creation of tailored questionnaires to gather specific information.

d. Condition Module

Condition Module will be designed to assess, record, and manage the physical condition of all property assets within our portfolio. It involves systematic inspections and evaluations to determine the state of each asset, identifying any defects, required repairs, areas needing improvement and costs. This module will help identify potential issues before they become significant problems, allowing for timely preventive maintenance and providing estimates for future maintenance and repair costs based on the current condition of assets, aiding in more accurate budgeting. Going forward all condition surveys will be undertaken in Civica Property Management providing a centralised repository for the assessment of property condition across the council's estate.

e. Reporting and Analytics

Once all modules are fully implemented the reporting module will offer insights based on real-time data to inform strategic decisions. Tracking key performance indicators to monitor and improve property management operations.

- Overall, the full implementation of the CPM system is on track to be completed by the by mid-2025. We are making steady progress and are confident that the system will greatly enhance our property management capabilities.

Climate change and air quality

8. The work noted in this report has an overall positive impact on the council's carbon emissions and the wider climate emergency and sustainability targets of the council.

Equality and diversity

9. There are no direct equality implications or considerations because the report is for noting.

Risk

10. The report addresses the progress made in addressing the risks which are included in the Council's corporate risk register.

Comments of the Statutory Finance Officer

11. There are no direct financial implications arising from the report however implementation of the Civica Property Management system will aid in the production of the statutory accounts and subsequent external audit. The asset register detailed in Appendix A will be cross referenced and reconciled to the asset register held by the Finance Team to ensure completeness of records.

Comments of the Monitoring Officer

12. The implementation of the Civica system supports the delivery of the councils transparency obligations.

Background documents

13. Property and Assets Management System - Contract Award - Executive Cabinet – July 2023

Appendices

Appendix A – Asset List

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