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Estates and Facilities Management Policy

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1.0 Introduction

The objective of this policy is to act as a framework and reference guide to which the Facilities department will manage Metanoia Institutes infrastructure.

This policy does not attempt to detail the standards, systems and procedures that will be adopted by the Facilities department.

2.0 Mission Statement

The Facilities Mission is to:

Provide a safe environment with a quality, professional service to support the training, clinical services and staff working space for the Institute.

Facilities Aims to meet these requirements while providing:

- Effectiveness - ensuring results are timely and with expected outcomes.
- Efficiency – balancing resources and ensuring productivity.

3.0 Estate and Buildings Objectives

The overall objectives of the Facilities Department are to:

- Support training and clinical services
- Protect the fabric of the Institutes campuses
- Provide a proactive, cost effective and professional service
- Ensure maintenance and regulatory standards are up to date and maintained.
- Improve communication between staff, students, and service users.
- To provide a helpful, responsive, and courteous service to all.

4.0 Policy Areas

4.1 Buildings Maintenance

To ensure the campus buildings and external areas are well maintained and safe for use within budgetary restrictions

Forward planning of works and upgrades.

Reactive maintenance is timely and to standard.

All electrical and gas safety testing is carried out in line with regulations and compliance.

All Health and Safety equipment is serviced, replaced to ensure compliance.

Proactive maintenance is based on scale of urgency.

4.2 Reception Services

Staff provide a welcoming, helpful and responsive front of house to all students, staff and visitors.

4.3 Cleaning and Waste Management.

To ensure Institute campuses are kept clean and usable to the highest degree.

All waste is managed with recycling being a priority as far as is reasonably practicable.

To ensure any pest control is in place when needed.

4.4 Security

To be responsible for safe access and egress with CCTV, door access cards to mitigate risk of theft and losses.

To ensure measures are in place for Lone worker safety.

Overall aim is to provide a safe and secure environment.

4.5 Space Management

To manage working and training space for the best possible outcome.

To ensure environments are a safe and productive environment conducive to working, training.

4.6 Health and Safety

To ensure the Institutes Health and Safety policy is up to date and reviewed following any incidents or accidents.

To carry out annual risk assessments, reviews following any incidents or accidents.

To carry out weekly testing, biannual fire drills, record timings and concerns.

To ensure staff are first aid trained and competent in delivery.

To keep accident and incident reporting upto date, reporting to Trustees any areas of concern.

4.7 Energy Management

To source and obtain best energy contracts in current markets.

To implement ways of reducing energy consumption and waste, to reduce our carbon footprint.

