Estates Change Procedure

Doc. No.   ESP40

Revision   2.0

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1   Purpose

This document outlines the procedure for making changes to the allocation, configuration or use of University spaces. It applies to all spaces owned or occupied by the University. It does not apply to routine maintenance activities.

The document is structured as follows:

- Section 2 - Objectives of the procedure
- Section 3 - Overview of the procedure
- Section 4 - Detailed guidance in relation to the procedure
- Section 5 - Guidance on handling exceptional circumstances
- Section 6 - Revision history

2   Objectives

This procedure is intended to:

2.1   Support University-wide compliance with HSE guidance including Approved Code of Practice L24 and other University procedures including ECS31 (Maintenance of Fire Safety within Buildings)

2.2   Ensure compliance with the University's Space Management Policy, which states that "all requests to change the allocation, configuration or use of space must be submitted to the Space Management team within Estates, who will present them to Estates Senior Leadership Team for consideration."

2.3   Ensure relevant authority for the request has been provided by the College / Professional Service.

2.4   Ensure consultation and communication with the relevant stakeholders for each Estate Change Request (ECR).

2.5   Minimise bureaucracy and wasted work both for requestors and for support departments.

3 Overview

An overview of the procedure is shown in flowchart (Fig.1) below.

Estates Change Request Process
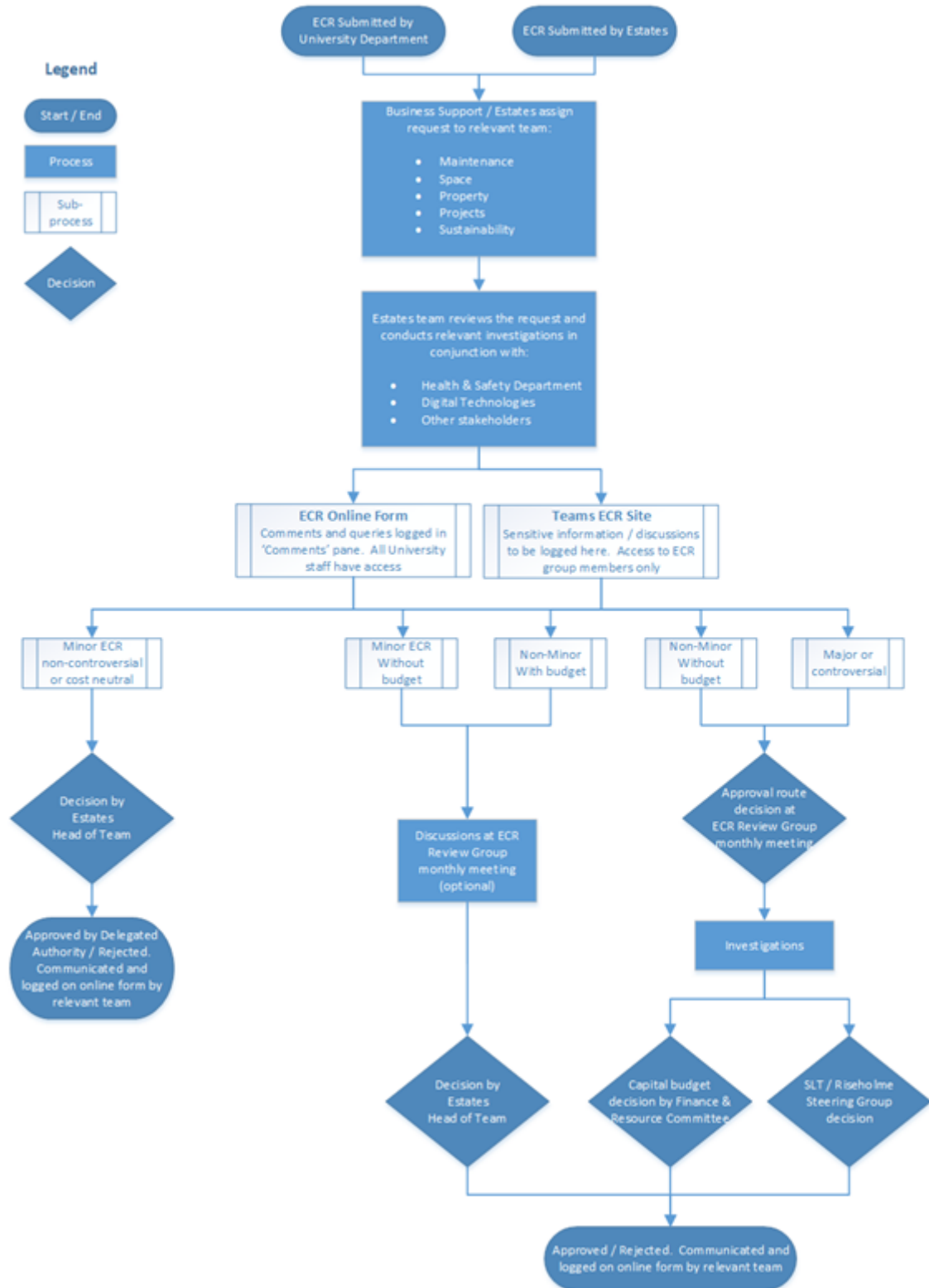
4   Detailed Guidance

This section contains detailed guidance in relation to the procedure shown in Fig. 1 above.

4.1   [Start] Create valid Estates Change Request

The requestor or nominee creates an Estates Change Request on the ECR Portal. A valid Estates Change Request must include the following:

- What is proposed.

- Which spaces are affected.

- Benefits of proposed change (with any supporting information). The requestor or nominee should establish the following:

- What are the benefits of the proposed change in the context of the University's current Strategic Plan?

- What evidence is there that making this change will deliver these benefits?

- Funding Source. The requestor should provide clarification on the status of the change request funding source. If the change is fully funded the amount and source of funds should be stated, if not they should indicate the request is subject to consideration for Estates / Capital funding.

- Start date (date from which the change is required)

- End date (either a defined date or until further notice)

- Approval by one of the following:

    I.   For requests from a College: the relevant Head of College, College Director of Operations or College Manager
    II.   For requests from a professional service area: the relevant Head of Service or SLT representative

- Confirmation of this approval should be provided via the upload of a document / email with written support from the relevant sponsor.

4.2   [Process] Assign to Appropriate Estates Team

The Estates Business Support Team will review the new ECR and assign to the relevant area (listed below) of Estates for further information gathering and review.

- Space Management
  If the required changes are limited to space allocation, use and / or signage.

- Property
  If the required changes are limited to property purchase, leases and tenant requests.

- Sustainability
  If the required changes are limited to issues reality to sustainability, net zero and similar requests.

- Maintenance Minor Projects
  If the nature of the changes required have few stakeholders, low complexity, and risk, and are likely below £100k in value.

- Capital Projects
  If the required changes are not minor in nature.

4.3 [Process] Conduct Relevant Investigations

The allocated Estates Team Head or nominee physically inspects the space(s) to be changed, identifies stakeholders and confirms scope / brief.

Throughout the process each Team should upload supporting documents / key email and queries to the ECR Page by the attachments function (any business critical/sensitive items should be filed in a relevant folder in the ECR Teams site).

Each team should also be mindful of potential input required from all disciplines within Estates and the wider University in general and should use the 'Comments' and 'Mention' function to aide interdisciplinary communication.

4.4 [Decision] Minor ECR – Non-controversial or cost-neutral

Reject or Approval by Delegated Authority and date to be indicated on on-line form by Head of Team. Option to log as 'On Hold' in unusual circumstances.

The Head of Team or nominee notifies the requestor by email of the decision. This email is attached to the ECR at the bottom of the webform.

The Space Management team make the appropriate changes to the space record drawings and CAFM system.

4.5 [Process] Minor Without Budget / Non-Minor, With Budget ECR

The allocated Estates Team Head or nominee attends ECR Review Group meeting to discuss the request and agree action. Option for further investigations at this stage and agree outline brief and scope. Decision to Reject or Approve and date to be indicated on on-line form by Head of Team. Option to log as 'On Hold' in unusual circumstances.

The Head of Team or nominee notifies the requestor by email of the decision. This email is attached to the ECR at the bottom of the webform.

The Space Management team make the appropriate changes to the space record drawings and CAFM system.

4.6 [Process] Outline Brief and Scope

The outline brief describes whether any physical changes are required. Physical changes include but not limited to:

- Any changes to building fabric, for example: walls, windows, doors, floors, ceilings, roofs, fittings, finishes, signage
- Changes to loose / fixed furniture and equipment
- Changes to occupancy / capacity, effects on fire strategy
- Changes to IT / AV equipment
- Reconfiguration of electrical or mechanical systems, HVAC, lighting e.g. floor boxes, power and data ports, lighting, access control hardware.

4.7 [Decision] Non-minor Without Budget / Major or Controversial

The allocated Estates Team Head or nominee attends ECR Review Group meeting to discuss the request and agree the appropriate approval route and make recommendations for any further investigation. The available routes are:

- Capital budget, to be reviewed for decision by Finance and Resource Committee
- Funding bid to SLT / Riseholme Steering Group for review and decision.

4.7.1 The Estates Team Head or nominee completes the outline brief and scope. The documents are shared with members of the ECR Review Group for approval. For smaller changes, this may take the form of an email; for larger changes, the Strategic Brief template will be used.

4.7.2 Estates Senior Leadership Team approves the outline brief and scope.

Depending on the approval route, Estates Senior Leadership Team or Estates Change Request Review Group notifies the approval or rejection of the request. Where appropriate, the Head of Team or nominee notifies the requestor by email of the decision. This email is attached to the ECR at the bottom of the webform.

The Space Manager, or nominee, makes the appropriate changes to the space record drawings and CAFM system.

4.7.3 If physical changes are required the appropriate Estates Team Head is responsible for ensuring all required information for Facilities Management is provided to the correct teams, for example: updated Asset Information, O&M, Health and Safety files and Drawing information should be provided to the relevant teams for uploading onto Estates CAFM systems.

5   Exception Handling

5.1   If a request changes materially at any time following ECR Review Group and ESLT approval, Estates may return it to the relevant stage of the process. For example:

- If a request initially appears to involve furniture and / or signage changes only, it will normally be assigned to the Space Management team. However, if it transpires that more substantial changes are required, Estates will return the request to the analysing the scope of works stage for reapproval.

- If a request initially involves the reallocation of four spaces and it later transpires that five spaces are required, Estates will take the request back to the initial stage of requiring approval from the ECR Review Group and ESLT.

5.2   If a request is submitted after the requested change has been made ECR Review Group will notify ESLT that the request is retrospective. If necessary, investigations may be required to establish implications.

The Space Manager, or nominee, makes the appropriate changes to the space record drawings and CAFM system.

6   Revision History

Version	Approved by	Approved on	Summary of changes
2.0	Estates SLT	27.02.2023	ESP40 renamed to Estates Change Request and updated to reflect whole process review
1.4	Head of Space Strategy, Planning & Sustainability	14.07.2021	Minor changes to wording and committee titles
1.3	Estates SLT	15.02.2018	Whole process reviewed and updated
1.2	Space Manager	15.02.2018	ECS40 renamed to ESP40 in line with departmental changes. Change of owner details from Sam Williams to Grant Anderson
1.1	Head of Strategy & Communications	24.10.2016	Programme Steering Group renamed to Estates & Technology Steering Group
1.0	Head of Strategy & Communications	22.09.2016	First approved version