

The management and maintenance plan

Guidance

The management and maintenance plan is a critical document to ensure that you can look after the capital investment from Your Fund Surrey and tells us how you will look after your asset(s) once the project is complete. Effective operation and ongoing maintenance are vital to the long-term viability of any project. As part of our standard terms of grant, we will ask you to maintain the asset(s) and benefits of your project into the future. That means we will expect you to make sure that the work we have funded is kept in good condition.

This document is mandatory for application and will be reviewed as part of the monitoring process. We will expect your organisation to adopt your management and maintenance plan, to integrate it into your existing policies for management and care, and to provide the resources to implement the plan for at least 5 years after completion of the project.

Your Fund Surrey is awarding CAPITAL funding for community projects. This means that physical assets will be constructed, purchased, developed, and used. We want to ensure that benefits will be sustained in the future, beyond the end of the project. Detail how the site will be used and run and activities to engage people with your site in the longer term.

What is a management and maintenance plan?

The persons responsible (organisation, owner, operator, manager, occupier, lease holder) will manage and run the asset(s). The management and maintenance plan is a valuable tool defining the requirements and procedures for the effective and safe management, operation and use, maintenance, decommissioning and demolition/disposal of the asset(s) and includes details of the construction, history, instructions for its operation and maintenance, and guarantees and warranties.

How will doing this move my project forward?

By making operation and maintenance activities easier to understand - especially by outlining what to do, when and who by - a management and maintenance plan can help ensure that your project is efficiently operated, safe to use, and well maintained long into the future. It can also help you to comply with relevant health and safety, statutory and local regulations.

The type of plan required should be adapted to meet the project specific requirements. It is a 'live' document which should be reviewed and updated as the project develops. The guidance below suggests common topics to be included:

- a description of the asset(s) installed together with drawings
 - details of each installed item including manufacturer and supplier name and contact details, model number and any sub-type information such as colour details
 - of where each item is installed. Either refer to drawings that have this information or include a description
 - a description of the operation information or reference to manufacturers' literature and where this information can be found
 - maintenance information or reference to manufacturers' literature that has this information
 - look at all capital elements and decide how they will be maintained, who will do it, what skills they will need, when things need to be done, what cost the cost will be
- any relevant drawings
- any relevant test and commissioning information
 - manufacturers operation and maintenance information, product data sheets, safety data sheets or drawings including guidance on waste disposal of plant and equipment
- guarantee and warranty information.

Determine if you can produce the plan in-house or whether you need additional help or expertise. If additional resources are required, then include the cost of these in your application. Don't underestimate the time it will take or the benefits of employing expert advice or a critical friend.

Example plan layout and contents

An example of the layout and contents that could be included is provided below and should be adapted to suit the project requirements.

Please ensure the following details are clearly stated on the front page of your management and maintenance plan:

- Your applicant reference number
- Your applicant organisation name and project name

Section 1 Introduction and guide

- Table of contents
- How to use guide
- Contacts, roles, and responsibilities - ensure that the roles of local people, volunteers and any site user groups are clearly identified and confirmed. List everyone who plays a part in management and maintenance of the site including all staff posts employed directly or indirectly through contracts. Identify those staff that are dedicated fully or partly to the site. Show as an organogram all other departments and external organisations (stakeholders) who assist or inform the management and maintenance of the site
- Emergency Information

Contractual and Legal Information

Section 2 Health and safety

Guidance to relevant legislation (e.g. fire, first aid, GDPR, safeguarding, electrical)

Risk assessments

Security

Disposal information

Create one or more "to do" checklists

Section 3 General description of the project

Part A – The site

Description, location, and key features of the asset(s)

Brief description of the environment including connections to green spaces and habitats

Legal and planning issues including designations, leases, licenses, agreements, covenants, wayleaves, byelaws

Identify key national, regional, and local policy that has a direct impact on the management and maintenance of the site

Any heritage or site significance issues

Site access and transportation links

How the asset(s) operate

Design parameters (key design elements, systems and materials that are critical to long term quality and performance of your project: e.g. exterior wall and roof materials, windows, exterior doors, landscaping, key mechanical equipment)

Part B – The community

Brief description of the demographics of your area

An understanding of your current audience including types of use, annual visitor numbers, visitor profile, reasons for use, length of stay, satisfaction levels

An understanding of your potential audience including non-users and identified or perceived barriers to greater use

Current scope and nature of community engagement and volunteering including the range and type of people involved and what do they do

Set out how current and proposed levels of volunteering and community engagement will be managed and maintained and monitored in the future

Current events and activities, including who runs them, how they are funded, how they are marketed and promoted, who attends and how successful they are

Proposed or planned events and activities to ensure the success and benefits of the project are achieved and maintained

Current and future role of site user groups or volunteers, their skills, any management responsibilities and how they are involved in decision making
Identify how the local community will be actively engaged in using, managing, and caring for the site in the future

Set out information on the management and operation of any businesses providing commercial income streams, such as from a café or visitor centre, used to fund the management and maintenance of your site

Section 4: Operating procedures

General

Automatic operation

Routine inspections

Emergency procedures (contacts, nearest A&E) Create one or more "to do" checklists

Your plan should indicate what training you will provide to make sure that your staff and volunteers have the skills to maintain and manage your project and when and how you will provide this training

Any digital product created must continue to function as intended and be kept up to date for five years from project completion. In addition, the core digital files will need to be kept securely and in such a way that you can give access to them on request for as long as your terms of grant last

How you intend to run any business(es) in the future, how procured, the basis for the agreement, what is its duration, any particular conditions and the responsibilities of each party and how any profit is re-invested in the site

Section 5: Maintenance procedures

Generic maintenance procedures for asset(s) and/or equipment or links to specific manufacturer's information

Create one or more "to do" checklists

Section 6: Manufacturer's schedules

Plant and equipment
schedules Asset register

Spares list

Manufacturer's contact details

Section 7: Commissioning data and certification

All certifications, guarantees and warranties

Section 8: Manufacturer's literature

All equipment listed and linked directly to Section 6

Section 9: Appendices

All drawings listed and linked