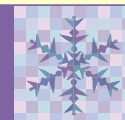


TPM⁴Schools Newsletter



January 2016



We have Moved!!!

Our new address and contact details are:

Diocesan Offices, Clayton House, Walker Office Park, Blackburn, BB1 2QE.

For all enquiries, Mon - Fri, 8am - 5pm **TPM Office: 01254 958850**

Fax number for Job Requests Mon - Fri, 8am - 5pm **TPM Fax Number: 01254 695975**

Emergencies outside office hours and Bank Holidays **01254 958858**

Email address for attention during office hours, Mon- Fri, 8am-5pm **info@dbeservices.co.uk**
(At all other times please use the emergency number)

Visit our website at: **www.tpm4.com**

Going home

If you are almost forty, or over, you will remember the effect that the film "ET" (1982) had on our lives. For over ten years it held the record for the highest earning film and spawned a plethora of merchandise that was on every child's, and some adult's, birthday and Christmas list. The plot was simple - 115 minutes of a stranded cute alien eventually achieving its wish to go home. It has taken DBE Services and TPM⁴Schools years, rather than minutes, but we too are going home.

DBE Services was born at the end of the last century, in Church House Blackburn, in an effort to ensure schools got the best possible support to access the increasingly large amounts of money that Blair and Brown seemed to be finding to deliver their mantra, " Education, Education, Education."

As a vehicle for sharing resources and expertise across a number of Church of England Dioceses and responsible bodies, it proved very successful in securing and delivering capital projects. A few years later it became clear that there was also a need for support with revenue servicing and reactive maintenance to provide an overarching building service and Total Property Management⁴ Schools was born. Initially it supported Church Schools but very soon became the supplier of choice for all types of schools. The growing number of schools led to an increased need for office space which ultimately was not available in Church House. Like ET we had to go on a journey but now we too are going home to the new Blackburn Diocesan Offices.

Being a part of the Diocese is fundamental to our ethos. We are not simply an arm's length facilities management service for schools but a Christian service company whose desire is to provide a high quality service to meet the needs of individual schools and be there to support heads, business managers, governors and site supervisors in a way that suits them and their school as individuals. At the heart of our values is a desire to provide schools with the tools they need to decide how best to maintain and develop their building and offer whatever support they need to do it. Our service is about us supporting schools, not schools buying into a standard service.

At the heart of our service is a desire to constantly improve our offer to schools and how we support them. Unlike any other non-public organisation we are aware of, any surplus we do make at the end of the year is given to the Dioceses to use in work with schools.

Despite its huge success there was never an ET sequel and I hope that having gone home we will continue to develop and deliver our high quality service and be able to respond to all requests for help from schools in the future from the Diocesan Offices.

Blinking Boilers!



If your boiler is on the blink, costing you more than its actual worth in repair fees, or simply nearing the end of its serviceable life, please see page 3 for interesting news regarding:

The School Sustainable Boiler Fund

Here when you need us – redefining ‘urgent’

Not only have we moved offices but we have also taken the opportunity to look further at how best we can meet the needs of schools in ‘urgent’ call out situations. We understand that schools would like every problem attending the same day but lately we have noticed that the majority of jobs have been presented to us as ‘urgent’ i.e. requiring attention within four hours. However, this is often followed with a caveat that the contractor isn’t actually needed until after school has closed that day ... often some several hours later!!

Some of our colleagues have also told us that they automatically ask for a 4 hour call-out regardless of what the work is. Sadly, this can severely impact on our contractors’ capacity to attend true emergencies at peak times. Clearly we needed to redefine the term ‘urgent’ in order to continue supplying the right level of service at the right time, whilst still maintaining the capacity to react the same day, or the next day, where necessary. So, with immediate effect our new classifications for call-out timescales are:

Mission Critical - The school is in danger of closure if not dealt with immediately/that day. We will act on the Head Teacher’s authority to ensure this emergency is dealt with the same day, at any reasonable cost required. These are true emergency situations by definition and we cannot therefore provide quotes but we will of course monitor costs.

As Soon As Possible - Issues that are causing inconvenience and/or disruption to normal services but are not serious enough to close the whole school. We will arrange a contractor to attend as quickly as possible, either the same day or the next day, in order to resume normal/safe school operations.

Not Urgent - For general maintenance issues that are not causing any major disruption to school operations. We will arrange a contractor to attend, normally within 3 - 5 working days.

Further information is being sent to all schools and you can find more information together with the new job request forms by visiting our website at www.tpm4.com



.....Do you know who’s there?

It has been brought to our attention that on some rare occasions, schools are a little more trusting with visiting contractors than we would like. When we place an order with a contractor, we let the school know which contractor we have placed the order with and we also send them a copy of the purchase order. This is to make sure that the school always knows who will be contacting them to make access arrangements. Similarly, we always include an instruction on the job order for contractors to contact the school to make advance access arrangements with the school, unless it is mission critical when we want them to attend as soon as possible.

If a contractor subsequently arrives without making such an arrangement, the school is perfectly at liberty to turn the contractor away at no charge to themselves. However, please always be aware that if a contractor is turned away and they do have evidence of a prior arrangement being made, school will still be charged the call-out fee!

Our concern is more a case of schools being advised that a named contractor has been appointed but when a contractor with a different name has arrived they have been allowed access without query. We have also become aware of contractors, not sent by us, simply turning up at schools to ‘do jobs’ that have been let in to the school without query. These instances are, thankfully, in the minority and have been followed up quickly. However, it does prompt us to remind all our colleagues that we simply cannot be too careful. If you are ever in doubt, a quick call to our office on 01254 958850 should quickly put your mind at rest.

School Sustainable Boiler Fund

Lack of available capital investment funds in school infrastructure remains a pressing challenge. With ageing buildings and heating systems the operating risks and increasing costs to operate an ageing heating infrastructure are growing year on year. With most schools seeing increased boiler repair and maintenance costs—affordable solutions that enable the school to put permanent solutions in place at a lower costs and with improved reliability are few and far between.

DBE Services has found a solution, with an existing & trusted partner, which will provides the school with the upfront capital to fund the installation of a new heating system. This solution is an end-to-end answer to the challenges of your schools, it provides the upfront funding for a brand new sustainable heating system, plus is inclusive of the operation and maintenance and wraps the fuel supply together in one total supply solution. We aim for this solution to give you, and your school, the peace of mind of a new heating system whilst saving valuable financial resources.

The solution is provided by Avanti Renewables a joint venture between Duncan Renewables, with whom we have successfully completed many sustainable heating projects. Both companies come with a great deal of pedigree in offering off-grid heating solutions. The complete heating solution takes the onus off the school and places it with Avanti Renewables who will manage your heating system under an operating lease for the duration of its useful life.

Each solution is designed to suit the schools specific heating requirements, these requirements are determined in a consultation with an Avanti Renewables heating advisor during an onsite consultation. A commercial model is then created to compare the schools current heating system versus a new solution which maybe either LPG and / or Biomass. The model will demonstrate the financial and carbon comparisons of both systems, ready for you to evaluate the benefit for your school.

The first round of funding is open until the end of March 2016, but we do ask that you consider the following points before applying:

- ✓ We need your interest registered by the end of January 2016.
- ✓ We ask that applying schools are those that are not on the national gas grid, but are using other fuels such as oil.

To register your interest contact DBE Services...it's free to apply and there is no obligation to proceed to contract.

Another Health and Safety eyebrow raiser!

Whilst on his recent travels in the UK, our Chief Executive was more than a little concerned with the heater in his hotel room ... and in a fairly well known chain of hotels too! The plug of the heater was loose and you could see the fuse within it. On closer inspection the heater was long overdue for its Portable Appliance Test (PAT). This just serves to demonstrate that PAT tests are not simply a necessary H&S 'evil' but they are simple and essential measures to ensure the safety of all who use the appliances!



18 Months out of date!



Exposed fuse and loose plug casing.

Shocking!!!



KEEP
CALM
AND
THINK OF
BRUCE WAYNE

What do you do when you find bats in the roof space?

As you may know, bats are a protected species and cannot be eradicated by the use of pest control or other such measures. You need specialist advice regarding the actions you could take and we suggest you ring the Bat Conservation Trust - **Bat Helpline** on 0345 1300 2288 in the first instance.

If the bats are causing a health concern we also recommend that you contact your building consultant for appropriate advice. If you do not have a building consultant, we can put you in touch with one. Just call our office on **01254 958850**

Free Fire Safety Audit

2 good reasons for arranging a free fire safety audit!

Have you ever been told ...

- You don't have enough fire extinguishers
- Your fire extinguishers are the wrong type
- You must do a fire risk assessment every year
- You must do PAT testing every year
- You need more signage
- You need a better alarm

1) The advice may be right BUT - Over provision can cause a lot of unnecessary expenditure and inconvenience

Have you ever been told ...

- Your contractor or health and safety advisor can do your fire risk assessment
- You can do your own fire risk assessment; just read the official guidance, it's straightforward
- The local fire service will help

They can but only if they have been fully trained as 'competent persons' and are able to provide a suitable and sufficient fire risk assessment, or, if the fire service has the resources to assist.

2) Using a competent person does not have to cost.

Why not ask DBE Services to arrange a FREE (without commitment) Fire Safety Audit?

Email Peter: Peter@dbeservices.co.uk



And while you are here....!!!

When contractors arrive on site to attend a call-out, schools occasionally have a number of small (and sometimes not so small) jobs that need attention and a contractor on site is often a very attractive prospect in getting these jobs done! Whilst the majority of our contractors are willing to assist schools in this way, where possible and where time allows, there is no requirement from us for them to do this, as this practice could severely impact on their ability to attend other urgent call-outs at peak times.

In cases where contractors may have undertaken additional jobs whilst attending a call-out, it is important to note that these additional costs cannot automatically be added to the invoice for the original call-out. In these cases, schools may do one of two things. They may either ask for the additional jobs to be invoiced directly to the school or, they may contact DBE Services (01254 958850) and ask for the work to be added to the original order, or for a new job number to be provided for the additional work.