



Audit & Governance Committee  
5 December 2016

## Property Asset Management System - Update

### Purpose of the report:

The purpose of this report is to update the committee on progress made in the business as usual use of the Property Asset Management System (PAMS).

### Recommendations:

1. The Committee is asked to:
  - a) Note progress made since the conclusion of the joint implementation project with Hampshire County Council.

It is therefore anticipated that this will be the final report to come to this Committee.

### Introduction:

2. This is a progress update on the PAMS system that has been implemented in Property Services. PAMS is an externally hosted web based system, called Atrium Enterprise Asset Management.
3. PAMS provides a fully integrated property information system that will facilitate partnership working, bringing together property asset data, financial information, maps, spatial data from CAD plans, and document management.
4. The system was procured jointly with Hampshire County Council and was implemented in collaboration with them. The Framework Contract is open to in excess of 50 public sector organisations in the southeast including all SE7 partners and associated district and borough councils.
5. Although the joint implementation project concluded in 2015, PAMS is managed by Surrey and Hampshire County Councils, as lead partners.
6. At the time of the last full report to Committee in September 2015, it was reported that the system was fully implemented apart from an interface to/from SAP for rent and service charge transactions.

## Progress Update

7. The Performance Team in Property Services is managing the ongoing development and maintenance of the system. Since the system was implemented, the focus has been to make best use of the functionality and the workflow processes that it offers.
8. All modules of PAMS are being utilised to deliver standard business activities across the service and operating processes are continually evolving to reflect the new ways of working.

<b>Area</b>	<b>Status - November 2016</b>	<b>Comment/Benefit</b>
Fire Risk Assessments	Survey built on PAMS for data collection through tablet devices. Final testing being carried out.	Was previously a paper based exercise and reports produced manually rather than by the system
Maintenance Operative Portal and App (New functionality)	Currently being tested. Estimated go-live Feb 2017	Will enable operatives on site to record information directly on the system through hand held devices/phones.
Landlord/Tenant Rent Interface	IMT to rewrite SCC part of interface in new standard format for go live in Last quarter of 2016/17.	Full retesting of interface is planned as there have been significant recent changes in SAP configuration.
Automated Project Reporting	In use	Automated reports for project managers that are automatically generated and emailed at month end to assist with financial monitoring.
Asset Valuations	All asset, insurance and rating valuations have been added into PAMS for the past 5 years (2011 to 2015).	From 2016/17 onwards, all valuations will be imported into PAMS through import template.
Recording of historical property acquisitions & disposals data.	Ongoing - capture of historical data from hard copy files.	This will enable automated reporting on restrictions against properties.
Linking Land Registry Data to PAMS	Matching process planned for early 2017.	This will enable cross referencing to Land Registry GIS data.
CAD Floor Plans	Creation of room level data from CAD drawings.	Rooms can be linked to leases in the Estates module. Also enables detailed asset data to be stored at room level.
Document Management	Planned use of Sharepoint from April 2017	SharePoint has been identified as the solution for the Property's

		document management and will be linked to PAMS for storage of project related and other documentation.
Tableau – reporting and business intelligence software	In use.	This is a third party product that can use PAMS data for reporting and analysis purposes.

9. Some examples of use are as follows:
  - management of all projects/works, from the largest capital project to the smallest reactive maintenance job
  - cyclical inspections and details of property plant assets
  - tenancy agreements for leased in and out properties
  - property valuations
  - condition surveys
  - acquisitions and disposals
10. There has been work on some significant developments since the last report to committee which fall into three main categories.
  - improvement to the breadth and quality of information in the system (bringing in data from other sources such as spreadsheets/hard copy)
  - use of system functionality to improve business process and operate more efficiently (surveys and reporting).
  - development of satellite systems to support, and make use of the improved information held on PAMS.

Areas of progress can be seen in the table below.

#### **Partnership Working:**

11. Surrey CC and Hampshire CC will continue to work together as lead partners in the Framework and will manage the Service Panel that oversees changes to the shared PAMS system.
12. Since the launch of Orbis in April 2015 there has been a focus on aligning systems and processes across the Orbis Property Service. East Sussex had already purchased PAMS from the Surrey/Hampshire framework contract and we are now implementing the system with them.
13. Although the sovereign authorities may manage their property assets differently, PAMS works to a standard data structure that is shared by all partners. Also, being a single database, staff at East Sussex and Surrey will be authorised to access each other's property information through security settings.
14. PAMS will be an enabler of partnership working across the Orbis Property Service.

**Conclusions:**

15. Surrey and Hampshire County Councils will remain lead partners for the PAMS framework contract.
16. PAMS will evolve and adapt in line with business need. The maintenance and future development of the system will be carried out as business as usual activity in the Property Performance Team.
17. East Sussex and Surrey County Council staff will work together to align the systems and associated processes at each authority to support Orbis Property Services.

**Financial and value for money implications**

18. There are no direct financial implications of this report.

**Equalities and Diversity Implications**

19. There are no direct equality implications.

**Risk Management Implications**

20. Risks relating to PAMS are managed in the same way as other risks in Property Services on a centrally managed risk register.
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**Sources/background papers:**