3. PLANNING AND PROPERTY
3.1 OVERVIEW

The Planning and Property section of the Estates Department undertakes a number of functions in relation to space planning and property management. Whilst the major task is to fulfil the University's space planning function, both at the strategic planning and implementation stages, it also covers a number of property-related responsibilities, as well as managing the department's Facilities Management and IT systems.

The Planning, Property, Estate Management and Systems group is made up of:

- Physical resources strategy and planning
- Non domestic (business) rating
- Estates related legal services
- Land management
- Heritage asset management
- Information technology, support systems
- Estates Management Record (HESA)

Neil Higginson
Assistant Director of Estates, Planning
3.2 STRATEGIC PLANNING

Role – The role of the Strategic Planning function is to oversee the management of all University physical resource planning at the Canterbury and Medway campuses, and to set the short, medium and long-term strategic direction for the University’s development of its physical resources, as well as to contribute to the future shape of the Estate. We seek to ensure through the annual planning/budget bidding process that the value of budgets is maximised in order to develop and deliver new, progressive and innovative space in order to meet the University’s changing physical resources needs.

Service provision and standards

- Planning and development of projects which further the strategic development of the University Estate
- Contributing to the development of the Master Plan and Estate Strategy for the Canterbury and Medway campuses
- Development of initiatives in support of the Institutional Master Plan
- Ensuring the ongoing development of the Estate Strategy
- Development of policies in relation to Physical Resource Management

Customer responsibilities

In order for us to maintain this level of standard you will need to:

- To provide clear and timely information in relation to any existing or new strategic planning initiatives

Key performance indicators

Progress on the various points will be measured in relation to the Estate Strategy, and will be monitored by the Assistant Director of Estates, Planning.

Contact points

<table>
<thead>
<tr>
<th>Assistant Director of Estates, Planning</th>
<th><a href="mailto:n.f.higginson@kent.ac.uk">n.f.higginson@kent.ac.uk</a></th>
<th>01227 (82)7908</th>
</tr>
</thead>
<tbody>
<tr>
<td>Neil Higginson</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
3.3 SPACE MANAGEMENT

Role – Space Management provides services to the University-wide community in terms of planning, allocating and monitoring space utilisation. As part of this process we seek to maximise value from the existing Estate as well as providing support for the Estate Strategy’s utilisation, efficiency and value for money agenda.

Service provision and standards

- Review all space requests and allocate space where appropriate, advising schools and departments on the best use of space
- Manage the annual space planning process
- Monitor relevant projects once allocated to the Project Office
- Develop the process for managing the transition from construction to occupation on major projects as required (under review)
- Maintain Archibus database which records details of all University space
- Update Archibus drawings of all buildings and space
- Annual Room Register exercise collecting and verifying space and occupancy from each school and department
- Teaching Room and Academic/Departmental Space Utilisation Surveys
- Estates Management Record (EMR) – collect all data on behalf of the University for submission to HESA
- TRAC – Provide Finance with details of the split between teaching and research
- Respond to ad hoc data requests

Customer responsibilities

For us to maintain this level of standard you will need to:

- Provide timely and accurate information where required/requested, and to relevant deadlines as appropriate
Key performance indicators

Initial response to enquiries within 5 working days.

Contact points

<table>
<thead>
<tr>
<th>Role</th>
<th>Name</th>
<th>Email</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Head of Space Management</td>
<td>Helen Holland</td>
<td><a href="mailto:h.s.holland@kent.ac.uk">h.s.holland@kent.ac.uk</a></td>
<td>01227 (8)16094</td>
</tr>
<tr>
<td>Space and Property Data Management Officer</td>
<td>Karen Weatherley</td>
<td><a href="mailto:k.s.weatherley@kent.ac.uk">k.s.weatherley@kent.ac.uk</a></td>
<td>01227 (82)3363</td>
</tr>
<tr>
<td>Space and Work Place Manager</td>
<td>Sophie Pearson</td>
<td><a href="mailto:s.a.pearson@kent.ac.uk">s.a.pearson@kent.ac.uk</a></td>
<td>01227 (8)16746</td>
</tr>
</tbody>
</table>
3.4 PROPERTY SERVICES

Role – To provide a number of property management services to ensure the University is obtaining best value from its assets, is managing its assets responsibly and is meeting its legal and statutory requirements in these areas. To manage the use of external legal advice and representation to safeguard the University’s interests as landlord, tenant and landowner.

Service provision and standards

- Estates related legal services (commercial leasing, landlord/tenant issues and related negotiations with public and private sector organisations)
- Land Management (boundary and landholding issues, including farm tenancies)
- Heritage Asset Management
- Non-domestic (business) rating

Customer responsibilities

For us to maintain this level of standard you will need to:

- Provide timely and accurate information where required/requested.

Key performance indicators

Initial response to enquiries within 5 working days

Contact points

<table>
<thead>
<tr>
<th>Assistant Director of Estates, Planning</th>
<th><a href="mailto:n.f.higginson@kent.ac.uk">n.f.higginson@kent.ac.uk</a></th>
<th>01227 (82)7908</th>
</tr>
</thead>
<tbody>
<tr>
<td>Neil Higginson</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Space and Property Data Management Officer</td>
<td><a href="mailto:k.s.weatherley@kent.ac.uk">k.s.weatherley@kent.ac.uk</a></td>
<td>01227 (82)3363</td>
</tr>
<tr>
<td>Karen Weatherley</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
6.3 IT SERVICES

Role – The Estates Department’s IT Services function provides a range of hardware and software systems and support which enables the department to deliver information and a range of other services to the Department, the University, its staff and students as well as to external bodies (e.g. HESA).

Services and provision standards

- Software, hardware and IT systems and services procurement and provision
- Resolution of issues arising from operation of software, hardware and IT systems including escalation of issues where required to IS technical support
- Support for users of software, hardware and IT systems
- Liaison between Estates IT users and IT services provided by IS
- Support for users of Archibus Windows client and Web Central
- Supervision of software change and development projects for Archibus and Web Central in collaboration with suppliers
- Development of new views, reports and features in Archibus and Web Central (for example Stores purchase ordering and self-service, Helpdesk reports, stock management)
- Database management and development
- Windows, web and mobile software development

Customer responsibilities

In order for us to maintain this level of standard you will need to:

- Provide a primary contact for the call and provide timely and accurate information on the issue
- Agree acceptance of completed work and report any recurring issues
- Provide at least 2 weeks’ notice of arrival date if IT equipment required for new staff etc.
Key Performance Indicators

Level 1 – Severe (Inspection within 10 minutes)
- IT equipment (PC, monitor, peripheral, laptop, printer, PDA) fails to function in any respect
- A critical software application (Archibus, Agresso, and Outlook) experiences a major malfunction

Level 2 – Moderate (Within one working day)
- Hardware or software problem which does not severely affect your ability to operate

Level 3 – Non-urgent (As time permits)
- Requests for changes to web pages or existing software systems supplied by an external entity (for example, Archibus) or developed internally (web systems, etc.)
- Requests for new software systems supplied by an external entity or developed internally, including planning, provisioning, advice and development

Please note that these service response times are workload dependent due to the limited resourcing of this function.

Contact points

<table>
<thead>
<tr>
<th>IT Systems Administrator</th>
<th>Will Sonnen</th>
<th><a href="mailto:w.j.sonnen@kent.ac.uk">w.j.sonnen@kent.ac.uk</a></th>
<th>01227 (82)4603</th>
</tr>
</thead>
<tbody>
<tr>
<td>IT Assistant</td>
<td>Dan King</td>
<td><a href="mailto:d.t.king@kent.ac.uk">d.t.king@kent.ac.uk</a></td>
<td>01227 (8)16744</td>
</tr>
</tbody>
</table>