

Corporate Service Plan 2009/10

Department Key: Democratic & Community Services (DCS), Corporate Services (CS), Planning & Environment (P&E), Direct Services (DS), Leisure Services (LS), Customer Services & Organisational Development (CSOD), Strategy & Performance (S&P),
Portfolio Key: Leader (L), Safe & Sustainable Neighbourhoods (S&SN), Customer Services & Efficiency (CS&E), Direct Services & Property (DS&P), Leisure & Youth (L&Y), Development & Economic Regeneration (D&ER), Housing & Health (H&H)

Community Strategy Theme: A place of safe and strong communities								
Outcome: A friendly place where people make a positive contribution to and feel part of their local community, respect and support each other, and take responsibility for their own actions. Where they feel safe in their homes and on the streets at any time of the day and night.								
Proposed Improvement (What are we going to achieve?)	Performance Measure	Target				Lead Dept	Portfolio	Accountable Officer
		Baseline	09/10	10/11	11/12			
Contribute to improving cohesion in local communities	NI 1 - % of people who believe people from different backgrounds get on well together in their local area	71% (2007 survey – 2008 survey result to add)		To be determined as part of LAA refresh		DCS	S&SN	Neighbourhoods & Crime Manager
Contribute to reductions in recorded crime, focusing on priority offence types targeted in Nottinghamshire Local Area Agreement	NI 15 - Serious violent crime rate	New indicator	5% reduction	To be agreed through S Notts CDRP	To be agreed through S Notts CDRP	DCS	S&SN	Neighbourhoods & Crime Manager

	NI 16 - Serious acquisitive crime rate	19.8 offences per 1,000 population	12.5% reduction	To be agreed through S Notts CDRP	To be agreed through S Notts CDRP	DCS	SSN	Neighbourhoods & Crime Manager
Proposed Improvement (What are we going to achieve?)	Performance Measure	Target				Lead Dept	Portfolio	Accountable Officer
		Baseline	09/10	10/11	11/12			
Contribute to reductions in fear of crime	Increase % of residents feeling safe at home/in their community (measures from Place Survey questions)	Baseline setting	To be agreed	To be agreed	To be agreed	DCS	S&SN	Neighbourhoods & Crime Manager
Contribute to reductions in anti-social behaviour	NI 17 - Perceptions of anti-social behaviour	Baseline setting	To be agreed	3% reduction over 3 years across Notts	To be agreed	DCS	S&SN	Neighbourhoods & Crime Manager
	Reported incidents of anti-social behaviour	To be agreed	To be agreed	To be agreed	To be agreed	DCS	S&SN	Neighbourhoods & Crime Manager
Improve the take-up of Housing benefits	Number of 'hard to reach' claims put into payment	150	150	150	150	CS	CS&E	Revenue Services Manager

		NI 180 - The number of changes of circumstances which affect customers' Housing Benefit/Council Tax Benefit entitlement within the year	465	>450	>450	>450	CS	CS&E	Revenue Services Manager
		NI 181 - Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	<13.25	<13.00	<13.00	<13.00	CS	CS&E	Revenue Services Manager
Proposed Improvement	How are you going to achieve the improvement?	Milestones					Lead Dept	Portfolio	Accountable Officer
Improve the take-up of Housing benefits	Develop a Housing Benefit and Council Tax Benefit take up strategy.	Review of current and best practice, consultation with stakeholders, development of MOSAIC to help prioritise use of resources. Milestones to be confirmed – Strategy to be available Autumn 2009.					CS	CS&E	Revenue Services Manager
Reduce levels of deprivation in priority neighbourhoods	Increase community engagement and involvement Develop a “virtual partnership” Neighbourhoods Management Group	Develop a neighbourhood approach to service planning and delivery Develop and implement Neighbourhood Action Plans Identify / define “Neighbourhood Management Areas.” Engagement Plans by August 2009. Exit plans for current Area-Based Initiatives by August 2009.					DCS	S&SN	Neighbourhoods & Crime Manager

Proposed Improvement	How are you going to achieve the improvement?	Milestones	Lead Dept	Portfolio	Accountable Officer
Improve security of the built environment to reduce the opportunity for crime and reduce fear of crime	Promote consideration of s17 Crime and Disorder issues in determination of planning applications	Benchmark vs other authorities to develop new model. Revised, more comprehensive committee report to include section 17 implications – Dec 2009. Training for officers.	P&E	S&SN	Head of Planning and Environment/ Development Control Manager
	Develop CCTV system	Expand geographical area covered – 2009/10 Develop use of Airwaves protocols – 2009/10	P&E	S&SN	Public Protection Manager
	Develop warden and ASB functions	Develop more targeted patrolling and flexible response – 2009/10 Develop South Notts CSP Alcohol related violence, and ASB in Gedling Action Plans – 2009/10	P&E	S&SN	Public Protection Manager

Community Strategy Theme: A place where people are treated fairly and have the opportunity to get involved

Outcome: A place where everybody has an equal chance to realise their potential and enjoy the lifestyle they want. Where the needs of the villages and suburban neighbourhoods with regard to public transport, local jobs, access to services and housing are met. Where people can be confident that the organisations on which they rely for essential services, will meet their needs and respond to their preferences in designing and delivering those services.

Proposed Improvement (What are we going to achieve?)	Performance Measure	Target				Lead Dept	Portfolio	Accountable Officer
		Baseline	09/10	10/11	11/12			
Minimise incidence of homelessness in the Borough	NI 156 - Number of households living in temporary accommodation	TBC at 31/3/09	47	45	To be agreed	CSOD	H&H	Housing Needs Manager
	LI 51 - Average time to process homelessness applications	19 days	20 days	19 days	To be agreed	CSOD	H&H	Housing Needs Manager
Increase local involvement in decision making.	NI 4 - % of people who feel they can influence decisions in their locality	31% (2006 survey – baseline being updated through Place Survey 2008		To be determined as part of LAA refresh		DCS	S&SN	Head of Democratic and Community Services

Reduce Fuel Poverty		NI 187 Tackling Fuel Poverty - on income based benefits living homes with low energy efficiency ratings	Baseline setting	N/a	To be determined as part of LAA refresh	To be agreed	Planning and Environment	Safe & Sustainable N'hoods	Head of Planning and Environment
Proposed Improvement	How are you going to achieve the improvement?	Milestones				Lead Dept	Portfolio	Accountable Officer	
Improve equality of opportunity in terms of service delivery and employment	Achieve level 3 of the National Equality Standards	Agree Corporate Equalities Plan March 2009 Milestones to be included in that plan - Corporate Equalities Group to monitor resultant actions				CSOD	CS&E	Head of Customer Services and Organisational Development	
Improve working of Gedling Partnership	Develop and manage delivery of new Partnership governance arrangements, arising from Awaydays in early 2009	To be confirmed after Awaydays				S&P	L	Senior Policy Officer	

Proposed Improvement	How are you going to achieve the improvement?	Milestones	Lead Dept	Portfolio	Accountable Officer
Increased variety of sport and recreation activities in rural areas and in areas of deprivation.	<p>Work with clubs to increase their capacity.</p> <p>Provision of a children's play area and youth facility at Queensbower Recreation Area.</p>	<p>Ongoing until October 2011</p> <p>October 2009</p>	LS	L&Y	Leisure Resources Officer
Increase community involvement in the planning process	Training for Planning Committee members	<p>Commission external trainers</p> <p>Course designed and run – Dec 2009</p>	P&E	D&ER	Head of Planning and Environment

Community Strategy Theme: A place where we can take care of our environment

Outcome: A place that achieves a balance between the natural and built environment and makes people feel good about their surroundings. A place with clean streets, well maintained open spaces and well managed countryside, where we take steps to preserve the environment for present and future generations. A place where there is a variety of distinctive and attractive buildings, that are of high quality and reflect the character of the local area.

Proposed Improvement (What are we going to achieve?)	Performance Measure	Target				Lead Dept	Portfolio	Accountable Officer
		Baseline	09/10	10/11	11/12			
Ensure streets and pavements are kept clean	NI 195a - Improved street and environmental cleanliness (levels of litter)	4% @ 31/12/08	8%	7%	To be agreed	DS	DS&P	Business Support Officer and Fleet & Refuse Manager
	NI 195b - Improved street and environmental cleanliness (levels of detritus)	8% @ 31/12/08	8%	7%	To be agreed	DS	DS&P	Business Support Officer and Fleet & Refuse Manager
	NI 195c - Improved street and environmental cleanliness (levels of graffiti)	1% @ 31/12/08	2%	2%	To be agreed	DS	DS&P	Business Support Officer and Public Protection Manager

	NI 195d - Improved street and environmental cleanliness (fly posting)	0% @ 31/12/08	1%	1%	To be agreed	DS	DS&P	Business Support Officer and Public Protection Manager
Reduce fly tipping in the Borough	NI 196 - Improved street and environmental cleanliness – fly tipping (LAA)	Good	Very Effective	Very Effective	NA	DS	DS&P	Business Support Officer and Public Protection Manager
Increase recycling rate and reduce residual waste	NI 192 – Percentage of household waste recycled and composted (LAA)	35.75%	38.5%	40%	To be agreed	DS	DS&P	Business Support Officer and Fleet & Refuse Manager
	NI 191 - Residual household waste per head	Setting baseline 08/09	255kg	250kg	To be agreed	DS	DS&P	Business Support Officer and Fleet & Refuse Manager
Introduce Trade Waste Recycling - Co-mingled Materials	Reduction in Landfill	0%	10%	12%	14%	DS	DS&P	Business Support Officer and Fleet & Refuse Manager

Introduce Trade Waste Recycling Glass Collections	Reduction in Landfill	0%	10%	12%	14%	DS	DS&P	Business Support Officer and Fleet & Refuse Manager
Maintain high levels of satisfaction with refuse collection, recycling and street cleaning services	LI 40 - Percentage of residents satisfied with household waste collection	79% (2007 survey) Baseline to be updated from 2008 Place Survey		To be agreed		DS	DS&P	Business Support Officer and Fleet & Refuse Manager
	LI 42 - Percentage of residents satisfied with street cleaning	68% (2007 survey) Baseline to be updated from 2008 Place Survey	¹	To be agreed		DS	DS&P	Business Support Officer and Fleet & Refuse Manager

¹ For all satisfaction survey measures, source is Place Survey statutorily required every two years. Consideration is being given to whether it would be helpful to carry out the survey less informally in intervening years but, in the meantime, targets are only being proposed for the statutory years.

	LI 41 - Percentage of survey respondents satisfied with waste recycling	88% (2007 survey) Baseline to be updated from 2008 Place Survey		To be agreed		DS	DS&P	Business Support Officer and Fleet & Refuse Manager
Improve usage of and customer satisfaction with parks and open spaces throughout the Borough	LI 20 - Percentage of residents satisfied with Parks and Open Spaces.	70% (2007 survey) Baseline to be updated from 2008 Place Survey		To be agreed		LS	L&Y	Leisure Resources Officer
	% parks reaching Nottinghamshire standard (once agreed)	To be set once standard confirmed	To be agreed	To be agreed	To be agreed	LS	L&Y	Leisure Resources Officer
Reduce CO2 emissions in the Borough	NI 186 Per capita reduction in CO2 emissions in the LA area	5.0 tonnes CO2 per capita	4.8 tonnes CO2 per capita	4.7 tonnes CO2 per capita	To be agreed	P&E	S&SN	Head of Planning and Environment
	NI 185 - CO2 reduction from local authority operations	Baseline being set	To be agreed	To be agreed	To be agreed	P&E	S&SN	Head of Planning and Environment
Assess the impact of adaptation measures to reduce the impact of climate change	NI 188 Planning to adapt to climate change	Level 0	Level 1	Level 1	Level 2	P&E	S&SN	Head of Planning and Environment

Improve air quality	NI 194 Reduction in NO2 and primary PM10 emissions through local authority's estates and operations	Baseline being set	To be agreed	To be agreed	To be agreed	P&E	S&SN	Food, Health & Safety Manager
Provide a high quality planning service	NI 157a - Processing of major planning applications in target time	71%	72%	73%	74%	P&E	D&ER	Development Control Manager
	NI 157b - Processing of minor planning applications in target time	77%	78%	79%	80%	P&E	D&ER	Development Control Manager
	NI 157c - Processing of other planning applications in target time	91%	92%	93%	94%	P&E	D&ER	Development Control Manager

Proposed Improvement	How are you going to achieve the improvement?	Milestones	Lead Dept	Portfolio	Accountable Officer
Develop the former Gedling Colliery/Chase Farm site	Lead Steering Group for the project	Under review – detailed milestones to be set - but continues to 2020 and beyond Process planning application ATLAS review to set further milestones	S&P/P&E	D&ER	Head of Strategy and Performance/ Head of Planning and Environment
Develop a clear strategy to direct future spatial development of the Borough that will ensure that Borough secures development it wants, where it wants it, consistent with Sustainable Community Strategy.	Develop Local Development Framework Core Strategy	Issues and Options consultation – June 2009 Stakeholder review of preferred options – October 2009 Pre-submission draft for consultation – April 2010 Submit draft Core Strategy to Secretary of State – January 2011 Pre-hearings/Hearings – March/April 2011 Inspectors report received – October 2011 Aligned Core Strategies adopted – February 2012 Aligned Core Strategies published – May 2010	S&P	D&ER	Planning Policy Manager

Proposed Improvement	How are you going to achieve the improvement?	Milestones	Lead Dept	Portfolio	Accountable Officer
Ensure appropriate facility and open space provision on development sites	Revise and implement Section 106 guidance document	Policy adoption October 2009	LS	L&Y	Leisure Resources Officer
Reduce Co2 emissions in the Borough	Develop policy for the sustainable use of private vehicles on Council business	December 2009	P&E	S&SN	Head of Planning and Environment

Community Strategy Theme: A place where people can lead a healthy and active lifestyle

Outcome: A place where people have the opportunity to enjoy a healthy lifestyle. A place where people can be physically and socially active, have good range of accessible health, recreational and leisure facilities and where there is a balanced mix of decent housing meeting the needs of the population.

Proposed Improvement (What are we going to achieve?)	How are you going to achieve the improvement? (identify the top 2 or 3 actions)	Time scales	Performance Measure	Target				Lead Dept	Portfolio	Accountable Officer
				Baseline	09/10	10/11	11/12			
Increase participation in sport and exercise	NI 8 – Adult participation in sport		21.1%	22.1%	23.1%	24.1%	LS	L&Y	Head of Leisure Services	
	LI 27 – Number of visits to Leisure Centres			1,077,640	1,088,420	To be agreed	LS	L&Y	Leisure Facilities Officer	
	LI 28 - Percentage of residents satisfied with Sports and Leisure facilities		61% (2007 survey) Baseline to be updated from 2008 Place Survey		To be agreed		LS	L&Y	Head of Leisure Services	
Increase engagement in the Arts.	NI 11 - Engagement in the Arts		Being set in 2008/09	To be agreed	To be agreed	To be agreed	LS	L&Y	Leisure Resources Officer	

Improve food hygiene standards	NI 184 Food establishments in the area which are broadly compliant with food hygiene law	Being set in 2008/09	To be agreed	To be agreed	To be agreed	P&E	H&H	Food, Health & Safety Manager
Ensure affordable housing is available according to defined needs	NI 155 – No of affordable homes delivered (gross)	97 (2007/08)	76	102	136	S&P	H&H	Strategic Housing Manager
Ensure housing supply meets demand, overall and by type and tenure	NI 154 – Net additional homes required	447 (2007/08 outturn – requirement = 250)	381 ²	512	680	S&P	D&ER	Planning Policy Manager
	NI 159 – Supply of ready to develop housing sites	Baselining vs CLG definition	To be agreed	To be agreed	To be agreed	S&P	D&ER	Planning Policy Manager
	NI170- Previously developed land vacant or derelict for more than five years	Baselining vs CLG definition	To be agreed	To be agreed	To be agreed	S&P	D&ER	Planning Policy Manager

² Target figures for house completions based on 2007/08 Annual Monitoring Report returns and projections – figures here are based on Joint Structure Plan requirements. These will need to be reviewed to reflect economic downturn and this will be carried out linked to 2008/09 Annual Monitoring Report work. Affordable targets indicative only at this point and based on current 20% requirement, but this is likely to be amended through Supplementary Planning Document on Affordable Housing, at which point targets will need to be amended accordingly.

Proposed Improvement	How are you going to achieve the improvement?	Milestones	Lead Dept	Portfolio	Accountable Officer
Increase participation in sport and exercise	Deliver the Changing Lifestyles Strategy	See Changing Lifestyles Action Plan	LS	L&Y	Leisure Resources Officer
Develop clear strategy that ensures Borough Housing needs are identified and met, consistent with Sustainable Community Strategy.	Finalise and adopt Housing Strategy	Adopt September 2009 (dependent on timely completion of Supplementary Planning document below)	S&P	H&H	Strategic Housing Manager
Ensure homeless accommodation of an appropriate standard and quantity is provided	Replace Balmoral House as set out in Homelessness Strategy	Complete by December 2011	S&P	H&H	Strategic Housing Manager

Proposed Improvement	How are you going to achieve the improvement?	Milestones	Lead Dept	Portfolio	Accountable Officer
Ensure affordable housing is available according to defined needs	Develop and adopt new Supplementary Planning Document (SPD) for Affordable Housing	Receive Research Results – end Feb 09 Recommendations to Members – March 09 Draft SPD to Local Development Framework (LDF) Steering Group – April 09 Consultation on Draft SPD – May/June 09 Final draft to LDF Steering Group – August 09 Cabinet – Sept 09	S&P	H&H	Strategic Housing Manager
Improve access to those with housing need to suitable accommodation and choice	Develop nomination agreements with Registered Social Landlords (RSLs) in the Borough	Revise existing nomination agreements – April 09 Meet RSLs to seek agreement – July 09	CSOD S&P	H&H	Housing Needs Manager

Community Strategy Theme: A place that contributes to a vibrant and prosperous Greater Nottingham

Outcome: A place that attracts investment, to create a variety of convenient facilities for essential services and shopping, cultural and social activities and also to provide business opportunities and local jobs. A place where people of all ages can have access to good quality education and training in order to gain the skills which will give them the best possible employment prospects and support the economy of Greater Nottingham.

Proposed Improvement (What are we going to achieve?)	Performance Measure	Target				Lead Dept	Portfolio	Accountable Officer
		Baseline	09/10	10/11	11/12			
Support partner agencies work to minimise effect of economic recession in the Borough	NI 151 – Overall Employment Rate (LAA)	79.3% (June 2007)	Under review	Under review	TBC	S&P	D&ER	Head of Strategy and Performance
Improve cash flow to suppliers in order to assist in their financial viability.	% of payments made within 10 working days – local suppliers	New indicator	95%	N/a	N/a	CS	F	Financial Services Manager
	% of payments made within 30 days – all suppliers	97% (2007/08)	98%	98%	98%	CS	F	Financial Services Manager
Provide high quality regulatory services	NI 182 Satisfaction of business with local authority regulatory services	Baseline being set	To be agreed	To be agreed	To be agreed	P&E	H&H	Food, Health and Safety Manager

Proposed Improvement		How are you going to achieve the improvement?	Milestones				Lead Dept	Portfolio	Accountable Officer
More aligned land use planning across Greater Nottingham		Develop aligned Part A of Core Strategy covering all of Greater Nottingham	See Core Strategy milestones	S&P	D&ER	Planning Policy Manager			
Co-ordinated strategic housing planning and delivery across conurbation	Shared evidence gathering and updating	Ongoing				S&P	H&H	Strategic Housing Manager	
	Participate in "shared conversation" with Homes and Communities Agency across conurbation	Ongoing							
Improved understanding of conurbation and Borough economic situation to inform future planning	Support Nottingham and Nottinghamshire Economic Assessment and actions derived from it	To be confirmed				S&P	D&ER	Head of Strategy and Performance	

Improve sport and leisure facilities in Warren Hill area, in partnership with Nottingham City Council, providing for residents both sides of the City/Borough border	Access to sports pitches and Youth facility at Bigwood School.	Work on Pitches commences Autumn 2009, available for use September 2010 Youth Facility available from September 2010	LS	L&Y	Leisure Resources Officer
Regenerate Arnold Town Centre	Improve the appearance, quality and range of retail and other services on offer	Procure development partner – April 2010	P&E	D&ER	Deputy Chief Executive

Community Strategy Theme: Transforming Gedling

Outcome: A Council that wants to be the best, in the eyes of its customers and its staff. A Council that continually seeks out new ways of working to improve customer and staff satisfaction and better value for money.

Proposed Improvement (What are we going to achieve?)	Performance Measure	Target				Lead Dept	Portfolio	Accountable Officer
		Baseline	09/10	10/11	11/12			
Maximise income from Council Car Parks	LI xx – Income generated from car park charging	£0	£700k	£1.1m	£1.2m	DS	DS&P	Technical Services Manager
More efficient corporate services.	Achievement of Gedling Transformation Programme target savings.	nil	£20,000	£25,000	£30,000	CS	CS&E	Head of Corporate Services
Ensure the Council continues to secure improved efficiency and Value for Money in its service delivery.	NI179 - total net value of ongoing cash-releasing value for money gains that have impacted since the start of the 2008-09 financial year	£500,000	£600,000	£700,000	N/a	CS	CS&E	Head of Corporate Services
	Achievement of balanced MTFP	Yes	Yes	Yes	Yes	CS	F	Head of Corporate Services
	Managed Financial Risk	Green	Green	Green	Green	CS	F	Head of Corporate Services

	Ensure Council scores well under new Organisational Assessment element of Comprehensive Area Assessment and contributes effectively and proportionately to Nottinghamshire CAA	New assessment system	To be confirmed	To be confirmed	To be confirmed	CS/ S&P	L	Head of Corporate Services/ Head of Strategy and Performance
Production of unqualified statement of accounts.	Unqualified external Audit Certificate achieved	Yes	Yes	Yes	Yes	CS	F	Financial Services Manager
Maintain high standard of communication	LI 14 – Percentage of residents well informed about Council and its work	61% (2007 survey) Baseline to be updated from 2008 Place Survey		60%		S&P	L	Communication Manager
Maintain high levels of public satisfaction with the Council	LI 13 – Percentage of residents satisfied with Council overall	67% (2007 survey) Baseline to be updated from 2008 Place Survey		69.5%		S&P	L	Head of Strategy and Performance
Reduce sickness levels amongst council employees	LI 6 - The number of working days/shifts per employee lost due to sickness absence	9.61(Nov 08)	To be agreed	To be agreed	To be agreed	CSOD	L	Head of Customer Services and Organisational Development

Improve the customer experience of contacting the Council		LI 52 - Percentage of calls to the contact centre answered (or call back made)	71%	75%	80%	To be agreed	CSOD	CS&E	Customer Services Manager
		Percentage of customer phone enquires dealt with at the first point of contact	Baseline being set	To be agreed	To be agreed	To be agreed	CSOD	CS&E	Head of Customer Services & Organisational Development
		Number of customer transactions available online	Baseline being set	To be agreed	To be agreed	To be agreed	CSOD	CS&E	Head of Customer Services & Organisational Development
Minimise unnecessary customer contact		NI14 - Avoidable contact: The proportion of customer contact that is of low or no value to the customer	Baseline being set	To be agreed	To be agreed	To be agreed	CSOD	CS&E	Customer Services Manager
Proposed Improvement	How are you going to achieve the improvement?	Milestones					Lead Dept	Portfolio	Accountable Officer
Improve employee satisfaction and morale to lead to improvements in productivity and efficiency	Review outcomes of the Best Council Survey and employee conference feedback	Action plan to be in place for April 09					CSOD	Leader	Head of Customer Services and Organisational Development

Proposed Improvement	How are you going to achieve the improvement?	Milestones	Lead Dept	Portfolio	Accountable Officer
Maximise income from council assets	Maximise investment return from the ownership or otherwise of investment assets	Measurement and comparison of internal rate of return compared to alternatives - Report to Head of Corporate Services	CS	F	Financial Services Manager
	Introduce charging for use of Borough shoppers' car parks	In place by August 2009 – income targets see above	DS	DS&P	Technical Services Manager
Improve effectiveness of the Scrutiny function	Involvement with the Review Implementation of agreed recommendations	Scrutiny report August 2009 Further milestones to be derived from that report	DCS	CS&E	Head of Democratic and Community Services
Develop capacity and profile of elected members	Involvement with joint bid for funding to Regional Improvement and Efficiency Partnership	Dependent on bid outcome	DCS	CS&E	Head of Democratic and Community Services

Proposed Improvement	How are you going to achieve the improvement?	Milestones	Lead Dept	Portfolio	Accountable Officer
Review and Improve the efficiency of leisure centre provision	Undertake a review of need against demand. Produce a swimming pool needs survey to identify need across the conurbation.	Assessment February 09 Initial report April 09 Completion April 09	LS	L&Y	Leisure Facilities officer