

REQUEST 16351

I am writing to request information under the Freedom of Information Act regarding the maintenance systems and associated software used within the local council. Specifically, I would like to request the following information:

1. The name(s) of the software used for maintenance management systems (Typically known as CMMS, EAM, Asset Management, Facilities Management) within the council.
2. The number of users licensed to use the maintenance management system software.
3. The annual cost associated with the maintenance management system software.
4. The individual or department responsible for managing and overseeing the maintenance management system software.
5. The expiration date of the current contract(s) for the maintenance management system software.
6. The software used to manage the allocation of equipment within the council, for example lawn mowers, road sweepers, waste collection vehicles.
7. Additionally, to this, how are the above jobs allocated.
8. The software used for maintaining buildings, homes, playgrounds, green spaces & grounds etc. within the local council.
9. The software used for registering accidents or damages within all equipment or assets owned or leased within the facility.
10. How failures of equipment, machinery, vehicles, damages to property and supplies are logged within the facility.
11. Name of software used to ensure equipment, machinery and any other items are fit for use for example periodic testing and calibration, for example fire extinguishers.
12. With property, how are they maintained, how is the data logged for example testing, alarm checks, inspections of homes and which software is used to support this if any?

RESPONSE

1. We use a system called C2 provided by Concerto.
2. The system can have unlimited users.
3. This can be found on [Open data \(wigan.gov.uk\)](http://wigan.gov.uk)
4. The system is overseen by the Corporate Property Maintenance Manager with our Property Services Section.
5. The current expiration date for the system is July 2024
6. The software used to manage equipment is Tranman.
7. Jobs are allocated manually.
8. The software used for inputting and updated repairs to council homes is Northgate.
9. Tranman would be used to record any works carried out resulting from accidents or damage to vehicles and plant.
10. Failures of equipment are logged wither by being reported as faults by site staff or identified at time of service and are either covered by our ordering system or PPM module both of which are part of C2.
11. This is done through our C2 system which records all testing/servicing.
12. All repairs to council homes, including any inspections are inputted at the time of the repair or inspection being undertaken using Northgate system.