



## Method Statement Estates Services

### Revision History

Revision	Date	Reviewer	Status
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**Method Statement**  
Estates Services

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## **1 Objectives**

Project Co shall provide a high quality Estates Service that ensures the integrity of the building fabric, building services, public health and utility systems, furniture and equipment which comprise the Facilities to ensure the smooth running of Board operations.

Project Co shall:

- provide the Board with a fully functioning asset
- minimise disruption to Board operations in the delivery of the Estate Services by liaising with the appropriate Board Representative to agree Planned maintenance schedules;
- provide an efficient, responsive, comprehensive and effective Estates Service which is cost effective and is based on sound technical and operational requirements and standards by engaging appropriately qualified and experienced staff;
- maintain a flexible attitude toward the needs of individual wards and departments
- ensure that all plant, equipment, systems, buildings and utility services do not cause or create any hazard to the environment and/or any person on the Site by maintaining these in accordance with manufacturers recommendations and best engineering practice;
- maintain a safe environment using safe working practices including the use of a Permit to Work system, recognised risk assessment/management system to ensure that standards remain high, and that any slippage is recognised and corrected by the appointment of appropriately trained and qualified staff implement, supervise and audit their application.  
and
- ensure full compliance with statutory and mandatory guidance including NHS by implementing specific policies and procedures and by monitoring and auditing their application.
- project a positive Board image
- optimise utility consumption

It is agreed between the Parties that the Method Statements shall not apply during the Transition Periods.

## **2 Management Supervision and Organisation Structure**

The provision of the Estates Service will be managed under the portfolio of Asset Management services which include the following services:

- Pest Control;
- Estates;
- Grounds & Gardens; and
- Utilities.

Project Co shall provide, manage and operate a comprehensive Estates Service in accordance with the Service Standards and the provisions of the Estates Service Specific Specification.

The Estates Manager will have overall responsibility for the management of the Estates Service. In addition the Estates Manager will have responsibility for the delivery of the Asset Services to Serco Health Scottish Portfolio. The Maintenance Manager will report to the Estates Manager. The Estates Team and the sub-contractors will be responsible to the Maintenance Manager.

The Estates Manager will be responsible for overseeing the appointment and management of Specialist sub-contractors.

Project Co shall deliver Planned and Reactive Maintenance through a dedicated site specific maintenance team. This team will be under the direct leadership of the Estates Manager who will be responsible for the Asset Maintenance service. The Maintenance Manager will report to the Estates Manager and be responsible for service delivery in accordance with the Service Specific Specification to include the provision of the monthly maintenance plans. The Technical Managers will report to the Estates manager and be responsible for the compliance of the Estates function. The Technical Manager and Maintenance Manager will support and integrate with each other. The Technical Manager and Maintenance Manager have equal call on the resource best suited to deliver a specific solution

The Estates Manager will be the principal technical interface with the Board, supported by the on site technical support team, and other Customer Service Managers (CSM's) where appropriate. The Estates Manager will report directly to the Contract Director.

Our approach is based on two areas of responsibility;

- A fully resourced Estates Team, led by the Estates Manager, as indicated in the organisation chart overleaf, shall perform the majority of the tasks identified in the agreed PPM Programme and will provide response to any reactive tasks falling under the aegis of the Asset Management Service received via the helpdesk.
- Where required specialist sub-contractors will be selected, audited and managed by the Technical Manager in conjunction with the Maintenance Manager in the performance of preventative and responsive maintenance and repairs to equipment within the sub-contractors speciality. This will include the following:
  - Air tube maintenance
  - Building Management Systems
  - Boiler servicing
  - Chillers

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- Fire alarms
- Fire extinguishers
- Hydrotherapy pool
- High voltage switchgear
- Insurance Inspections
- Lifts
- Lightning protection (Electronic)
- Nurse call
- Statutory insurance inspections
- Security systems including CCTV & access.
- Water treatment
- Generator maintenance
- High Voltage (HV) & Low Voltage (LV) switchgear maintenance
- Wireless network

The Maintenance Manager will, as and when required, organise and carry out all estates maintenance activities and will manage the local interface with the sub-contractor and provide first line response and advice to any reactive calls received via the Project Co Helpdesk.

Specialist sub-contractors will carry out routine inspections in accordance with the agreed programme. Repairs arising from such inspections and reactive requests received via the Helpdesk shall only be performed with the express authorisation of the Estates Management Team to ensure proper liaison with Board Representatives.

The estates team shall comprise suitably qualified, experienced and skilled personnel to ensure the availability of Authorised, Competent and Designated persons in sufficient numbers to assure the continuity of service to the Site and Facilities. Suitably qualified members of the team will be trained in the implementation of Safe Systems of Work.

Project Co shall provide a 24-hour, 365(6) days a year service with on-site coverage between the hours of 0700 and 2200 Monday to Friday and between 0730 and 1530 on Weekends and Bank Holidays. From time to time Project Co may propose adjustment to those hours in agreement with the Board Representative in effort to provide best service to the facility. Monday to Friday the Estates Maintenance Manager, Maintenance Officer or Technician shall provide attendance to any reactive call. Out of hours the on-call system will be operated with emergency calls being routed via the Helpdesk to the Manager on-call who will be responsible for implementing an appropriate response. The Manager on-call will assess the emergency and if required will call out the sub-contractor or implement a “call back to work” request to Estates staff.

The Estates team shall be adequately resourced with multi-disciplinary capability but will be reviewed by Project Co from time to time to address any changes in requirement or through analysis of the maintenance activities.

All reactive calls shall be logged on the Helpdesk system. In addition, Estates operatives working outside of normal working hours will maintain an internal out of hours report log to ensure continuity and communication 24/7.

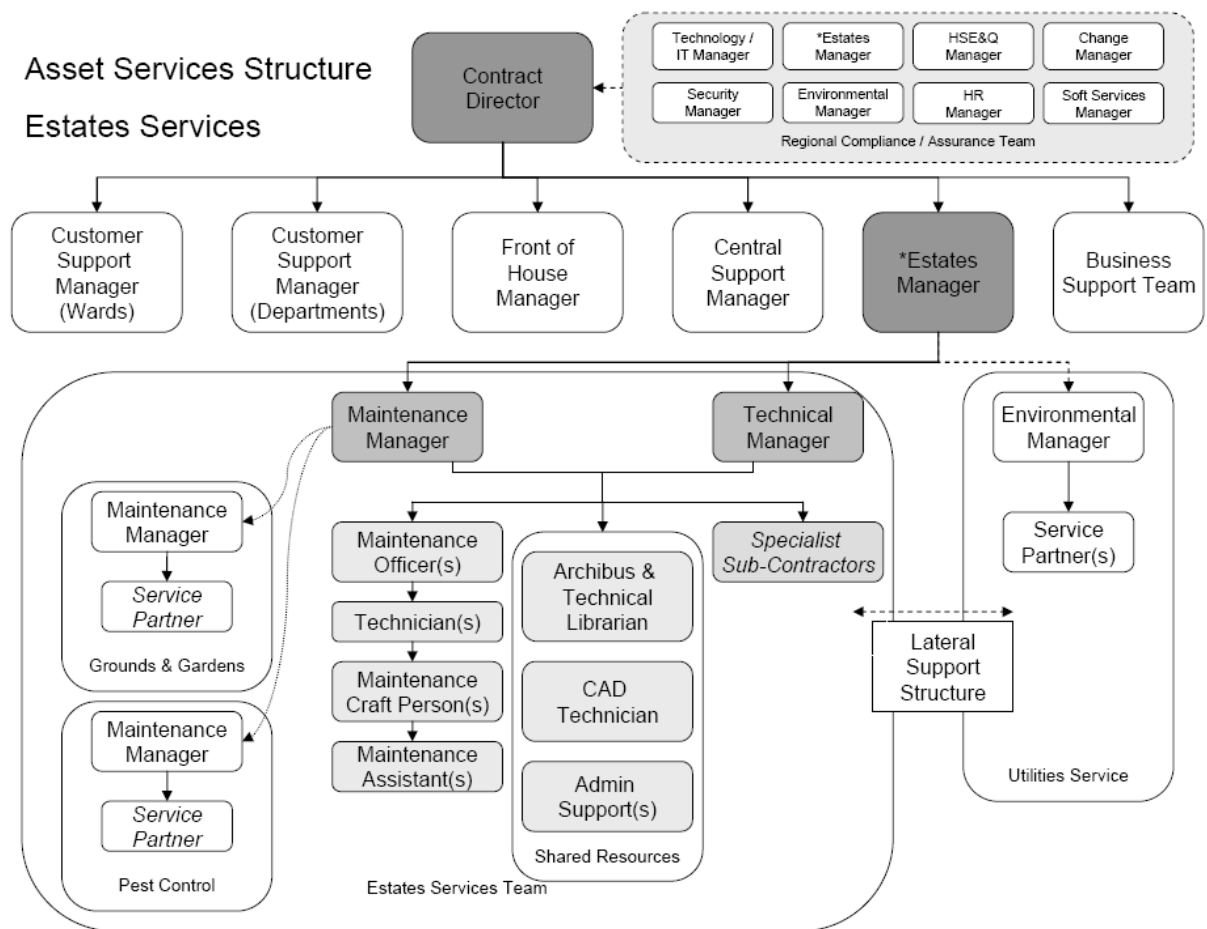
Project Co sub-contractor vetting procedure includes checking on experience, financial standing, workload, quality systems, and safety record and involve face-to-face contact prior to appointment.

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All Estates staff will receive appropriate Induction Training, the scope and extent of which will be targeted at individual needs and shall include Manual Handling, Safety Awareness, Personal Protective Equipment (PPE) and Control of Substances Hazardous to Health (COSHH) and their responsibilities under the Health & Safety at Work Act 1974 (HSWA).

All Estates activities will be risk assessed and where appropriate will be controlled under a Project Co permit to work system. Authorising Engineers (AE), Authorised Persons (AP), Competent Persons (CP) and suitably designated persons will be formally appointed and maintained as appropriate to the risk and in sufficient numbers to ensure continuity of service to the hospital. Please refer to SP01 in the “Work Schedule and Procedure” section for details of the split of these trained personnel.

Estates Services Organisational Chart – Figure A



\* The Estates Manager shall be site based but with wider off-site responsibilities.

For clarity, although shown three times as above, there is 1No. Maintenance Manager who is responsible for managing the operatives and sub-contractors across the Estates, Grounds and Gardens and the Pest Control functions.

Job Descriptions for the maintenance team posts are located in Section 6 of this Method Statement.

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### **3 Scope**

The Estates Service shall be provided only for the area within the Site boundary as designated by the Red Line Drawing in Attachment D to the Project Agreement.

Project Co shall provide to the Board the following elements under this Service Specific Specification:

- comprehensive maintenance service including planned preventative, reactive maintenance and life cycle;
- advice, planning, design and project management service;
- fire safety and security systems service including fire fighting equipment; and
- asset and property management service; and
- wireless network

Project Co shall accept all costs associated with:

- inspecting and testing building fabric and utility, and mechanical and electrical plant and equipment to ensure they are compliant with applicable Law and Board requirements, and Good Industry Practice;
- producing such reports as required by applicable Law and other regulations, informing the Board which statutory reports have been carried out and making copies of such reports available to the Board.

For the avoidance of doubt, Project Co shall not accept costs associated with:

- UPS or battery systems integral to medical equipment; and
- Patient lifting equipment.

## 4 Work Schedules and Procedures

### 4.1 Staff Competencies

SP01a/b/c Project Co shall provide a 24-hour, 365(6) days a year service. The Estates Maintenance Manager shall ensure that a Competent Person reacts to any reactive call in accordance with the response and rectification times. Out of hours the on-call system will be operated with emergency calls being routed via the Helpdesk to the Manager on-call who will be responsible for implementing an appropriate response.

The estates team shall comprise suitable qualified, experienced and skilled personnel to ensure the availability of Authorised, Competent and Designated persons in sufficient numbers to assure the continuity of service to the Hospital and its facilities. Suitably qualified members of the team will be trained in the implementation of Safe Systems of Work.

The Estates Manager nominates suitable Authorised Persons (AP) candidates (Technical Manager, Maintenance Manager, Maintenance Officer & technician level) for assessment by the Authorising Engineer.

Project Co's Authorising Engineers will carry out an analysis of the final installed systems and assign the appropriate number of AP's required. The table below shows the minimum number that will carry out the particular AP duties:

AP Duty		
High Voltage		2
Medical Gases		2
Confined spaces		2
Sterilisers		2
Boilers & Pressure Vessels		2

Staff will be appointed AP's once they have passed an external course, been familiarised on the systems at the new hospital and satisfied the Authorising Engineer (AE) that they are competent to carry out the duty. AP's will attend a refresher course every 3 years. As part of their AP appointment they will also attend regular fire training and first aid courses. The AE shall carry out biannual audits of permit system and reassess AP's. The Board will be notified of the named AP's, their discipline, Competent Person candidates will be assessed by the relevant AP.

The Maintenance Manager & Technical Manager are responsible for ensuring that there is an appropriate level of emergency cover available 24hrs.

Where required Refresher training shall be arranged by the Technical Manager to ensure continuity of the assessed levels of cover.

Project Co has a Corporate Social Responsibility ethos and to ensure there



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is a developing workforce, Project Co will to start a modern apprenticeship scheme on the hospital Site.

Project Co are also exploring ways in which apprenticeships can be integrated with the Contractor during the construction period and with future continuity on Service Commencement.

In order to provide for good management and engineering skills in the future with Hospital Estates as a whole, Project Co plan to provide graduate work experience placements during the summer months.

The following are indicative lists outlining the responsibilities of the key staff in the provision of the Estates Service.

The Estates Manager will:

- Be responsible for the implementation and financial management of the estates Service
- Be responsible for the overall performance of the four services that make up the Asset Management service. These include Estates, Grounds & Gardens maintenance, Pest Control and Utilities
- Develop the Asset Management strategy with Project Co and the Board
- Agree contract wide policy statements for all asset services with recognising NHS Estates requirements
- Where appropriate represent the Board within the wider NHS Estates forums
- As part of the Leadership Team, facilitate the cultural changes within the workforce
- Be responsible for ensuring that all patient, visitor and staff areas are maintained to a high quality in terms of safety, appearance and cleanliness in accordance with NHS Environmental Assessment Tool (NEAT) requirements
- Undertake Senior Authorised Person (AP) duties for all disciplines within his professional competency
- Undertake HTM 2050 Risk Management
- Facilitate delivery of Small Works
- Provide all required asset reports and guidance
- Monitor and provide guidance on the Asset Replacement Programme

The Technical Manager will:

- Appointment and management of service partners
- Co-ordination of Small Works and Capital Works
- Lead AP duties (HV/LV)
- Development of contract wide procedures such as the Permit to Work

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system

- Monitor compliance with policy and procedures
- Issue standing work instructions
- Provide technical support to all three sites
- Co-ordinate building surveys
- AP duties (boilers & pressure vessels and confined space)
- AP duties Medical Gas
- Emergency procedures HTM 2070
- Insurance inspections.

The Maintenance Manager will:

- Be responsible for the local planning and delivery of all maintenance functions on site. The Maintenance Manager will report directly to the Estates Manager.
- Supervise site based workforce
- Meet maintenance activity targets
- Be responsible for site operation of the CAFM
- Deliver all planned and reactive tasks in accordance with the Service Level Specification requirements
- In conjunction with the local Board representatives agree the Monthly Maintenance Plan
- Carry out day to day interface with local Board representatives
- Input into the development of the 5 Year and Annual Maintenance Plans and the Asset Renewal Plan
- Agreeing with client access requirements
- Arranging Insurance inspections
- Carrying out risk assessments
- Supporting the Estates Manager in maintaining the Asset Register
- AP duties HV/LV
- AP duties (boilers & pressure vessels and confined space)
- AP duties Medical Gas.

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#### **4.2 Planned Preventative Maintenance (PPM)**

The published PPM plan will define the planned tasks for the year, and will enable the Board to plan for the possible impact on health operations. Focus meetings will be held, to keep PPM tasks in view and to assist the Board medical planning cells.

SP02a                      Project Co shall produce the 5 year maintenance plan.

The plan shall be delivered 20 Business Days prior to the Phase 1 Completion Date and 20 Business Days prior to the commencement of each Contract Year thereafter.

The annual review shall take into account the historical asset data collated within the CAFM system.

SP02b                      The Maintenance Manager shall prepare and publish the 12 monthly PPM plan defining the planned tasks for the year, enabling the Board to plan for the possible impact on health operations. Joint focus meetings will be held, to keep PPM tasks in view and to assist the Board medical planning cells.

The asset database will be developed jointly between Project Co and the CAFM development sub-contractor. The database will be developed to ensure the supply of the 12 monthly PPM plan.

The initial PPM plan shall take cognisance of Manufacturers recommendations, statutory obligations and good industry practice.

Thereafter, asset history/lifecycle information from the CAFM system and other monitoring and maintenance techniques to include BMS monitoring, where appropriate vibration analysis of motors fans etc, oil analysis and thermo-graphic imaging will be utilised to assist in the implementation and review of the PPM plan with the objective of reducing the frequency of reactive repairs and maintenance work.

Building Tradespersons shall carry out maintenance and reactive tasks to ensure that the building is maintained to Estates code condition 'B'.

The PPM programme will be developed to comply with the quality standards in Appendix A of the Estates Service Specific Specification.

The monthly PPM plan will be issued in the agreed format and on the agreed date via the CAFM.

Information from Project Co's CAFM will form the basis for the Maintenance Managers monthly maintenance report and discussed at the monthly meeting.

SP02c                      The report will be issued in the agreed format and on the agreed frequency via the CAFM "Public" folders and hard copy if required shall be issued under a transmittal note.

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SP03a/k

Project Co shall implement monitor and report on any deviations from the PPM plan. This will be reported on the PMS and by way of the Monthly Maintenance Report produced by the Maintenance Manager issued to the Board Representative.

The Planned Maintenance shall be carried out in accordance with the prescriptive work description generated from the CAFM system which shall take account of the Service Quality Standards, Law and Good Industry Practice. The initial PPM plan shall take cognisance of all of the above and thereafter, asset history from the CAFM system will be used and where practicable and viable other monitoring and maintenance techniques will be utilised to assist in the implementation and review of the PPM plan.

The Annual Maintenance Plan shall be used by the Maintenance Manager to prepare the Monthly Maintenance Plan. The Maintenance Manager, with the assistance of the Maintenance Officer, will allocate the resources to the planned tasks ensuring all information is input into the CAFM. The Estates Management Team will carry out audits to ensure the tasks are completed in line with requirements.

The layout of the task information shall be designed to direct the operatives through the work process. The following indicative layout illustrates a typical CAFM system design.

#### **Asset Information:**

- Asset ID
- Asset Location

#### **Task Descriptions:**

- Job Instruction
- Method Statements (where required)
- Permits required
- Risk Assessment
- Clinical Risk Assessments
- Access permissions required
- Tools required

#### **Asset Feedback:**

- Time on job
- Comments / Observations
- Parts/ Consumables used
- Work Sign-off

If the operative is unable to complete their weekly tasks the Maintenance Officer will re-assign the task(s).

The reason for the re-assignment will be investigated by the Maintenance Officer and, if required, will inform the Maintenance Manager of any changes required to the tasks allocated, time or resources.

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The CAFM shall produce, along with the in-house tasks, a list of any sub-contractors due on-site the following week and the tasks they will be undertaking. The Maintenance Officer will have access to the sub contractor(s) information from within Estates Department records. Specialist service partners shall complete any maintenance paperwork before leaving site. Any remedial action, not completed during the maintenance inspection, will be reprogrammed and it will be treated as a special visit.

PPM shall be performed in accordance with the Schedule of Programmed Maintenance. Project Co shall inform the Board via the monthly Performance Monitoring Report. The forthcoming months work shall be detailed in the Monthly PPM schedule and include the following as a minimum:

- location of the work to be undertaken;
- time period when the work is to be undertaken;

Project Co shall identify activities which are anticipated to cause disruption to the Board's operations and shall discuss this with the Board Representative prior to undertaking the activity.

All necessary Health and Safety Documentation including Risk Assessments, Methods Statements and COSHH assessments pertaining to the planned maintenance activities shall be available within the Estates central database and shall be available for inspection by the Board.

Project Co's maintenance solution is based upon a blend of:

- Condition Based Monitoring (CBM), making full use of the selected CBM packages and Building Management System (BMS) provided;
- Where appropriate Time Based Maintenance (TBM) and Breakdown Maintenance (BM) Investigation using non-invasive techniques wherever possible;
- A Reliability Centred Maintenance (RCM) approach to ensure the minimum of disruption to the clinical services within the hospital; and
- A PPM system developed to take cognisance of the specific requirements to the relevant Scottish Health Technical Memoranda (SHTM) and Scottish Health Facilities Notes (SHFN's).

Planned Maintenance is organised in line with predetermined frequencies provided by Legislation and good industry practice.

Preventative Maintenance frequencies are adjusted correspondingly to any local criteria and information, from the CAFM system, on asset downtime and condition with the intention to reduce the probability of failure or performance degradation.

Where the facilities are installed Condition-based Maintenance will be carried out depending on the information received from sensors and

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analysing the condition of lubricating and cooling mediums. Condition monitoring will aid the effective implementation and operation of the asset management regime. This will enable the identification and rectification of possible problem areas with plant and equipment prior to failure.

Where the facilities are installed the types of condition monitoring carried out on selective critical assets will be:

- Vibration analysis of motors, fans, bearings and pumps
- Bearing lubrication analysis utilising shock pulse methods
- Oil analysis to check for degradation and failure of filters and seals
- Thermographic imaging of electrical and mechanical systems, enabling hot spots to be detected
- Linking critical equipment to the Building Management Systems (BMS)
- Monitoring for particulate discharge activity
- Monitoring and recording of insulation resistance levels

The control of infection is central to the activities within a hospital environment and the estates service must play its part in its achievement. Cleanliness will be given a very high priority, both internally and externally to the plant. During and after any maintenance work the area will be kept clean and tidy with all waste removed from site. Project Co have included and an allowance for cleaning ductwork.

The greater part of Planned Preventative Maintenance (PPM) activities will be carried out between 0800 and 1630 Monday to Friday, when the majority of staff will be in attendance. Tasks that are particularly disruptive to health Operations will be undertaken utilising our backshift (1530-2200hrs) or during the day at weekends.

The Computer Aided Facilities Management System (CAFM) shall provide adequate support information to the organisation in meeting all of the requirements set out in the Service Level Specification. It shall include provision to support the agreed asset management strategy, policy, risk assessment and control, objectives, targets, and plans. The system shall be accessible to the Board, relevant employees and other relevant third parties including sub-contractors as appropriate.

Project Co will use a proprietary CAFM as the Asset Management tool. Where separate asset management information systems exist, the organisation shall ensure that the information is transferred into the System.

The Central Helpdesk System will interact with the CAFM system in the recording of work requests for reactive maintenance via an information portal between the two. The CAFM system will send the reactive work request from the Helpdesk to the appropriate printer or PDA. Information on service delivery targets can be made available to designated Board Representative through the CAFM System.

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The CAFM System will assist in the smooth running of the Estates Department. With fast and easy access to critical facilities information, Project Co can more efficiently document and monitor maintenance or repair work, schedule employees or sub-contractors to perform the work and maintain an accurate inventory of on-site spares and consumables. The system will also produce a variety of pre-defined reports allowing analysis of maintenance history.

Typically CAFM database contain the following modules:

- **Building Operations Management:**  
This will automate the full range of maintenance tasks, document and monitor planned and reactive requests, schedule labour, maintain a full asset history, control stock, track compliance with statutory regulations, measure performance, and carry out benchmarking.
- **Asset Maintenance:**  
job planning, docket printing, job tracking, job history, condition monitoring, defect monitoring, failure analysis, contractor management budget management
- **Reactive Maintenance:**  
Job planning, docket printing, job tracking, job history.
- **Resource Planning:**  
Equipment planning, craft planning, labour planning, training recording, documentation production, management
- **NHS Performance Management:**  
Designed as an essential tool in the production of ERIC returns and future Estates Strategy
- **Asset tracking:**  
Transfer information from PDA's for bar-coding and tracking of assets. Verify and update room data sheets.
- **Building condition survey:**  
Provides a rapid method of producing building and asset condition reports.
- **Portable appliance testing:**  
Information from the appliance tester can be transferred electronically in the module to enable comprehensive facilities for planning and recording of portable equipment information

Project Co will link the CAFM system to the Helpdesk and assist in the production of the required daily, weekly and monthly reports. The exact style and content of the reports will be agreed with the Board.

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### **4.3 Reactive Repairs, Maintenance and lifecycle**

SP04a/b/c/d Project Co shall provide a reactive repairs, maintenance service 24/7 365 (6) days per year. Monday To Friday the Maintenance Manager or the Maintenance Officer shall provide attendance and make safe and rectify within the allotted timescales, using the trained Estates operatives, to any Estates related Emergency, Important, Routine and Service Requests received via the Helpdesk, and if required, call out the Sub-contractor for specialist assistance.

The customer will contact the Central Helpdesk by phone or via the Helpdesk portal available on the Board's intranet. The fault will be recorded on the Helpdesk system and the customer issued with a unique task number for future reference.

In accordance with the Helpdesk Method Statement, the Helpdesk is responsible for logging all service requests into the CAFM system and notifying the agreed services

For Emergency/Important Estates requests the Maintenance Officer will be contacted directly by via a PDA or equivalent to ensure immediate response.

Emergency, Important and Routine work requests are then sent electronically to the Estates Department. In the case of an Emergency request the Helpdesk shall also contact the Shift Technician to ensure a fast response to the call.

Work is then prioritised and issued to the appropriate operative onto their PDA or equivalent. Information on time completed, nature of the fault, materials etc, are entered, once work has been completed. The Maintenance Manager shall ensure that the maintenance records are updated and any remedial action taken.

Should the reactive job require the attendance of a sub contractor then the appropriate contractor will be contacted by the on-shift Technician and asked to attend within the response time allocated to the job. Throughout the process the initiator of the request will be kept fully informed of the job's progress. This will be either by phone or electronically via the Helpdesk portal.

Completion of the work ticket will enable a proper analysis of the response times against any service level agreements and allow Project Co to continually review and improve the service provided. It will also allow history to be assigned to that asset enabling the Maintenance Manager to reassess the maintenance requirements.

During the hours of 08.00-17.00 Monday to Friday the Maintenance Officer, under the supervision of the Maintenance Manager, will ensure that all work requests are programmed and carried out in accordance with the service levels agreements.



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Outside these hours the Central Helpdesk will contact the duty shift Technician directly. The on-call system will be operated, with emergency calls being routed via the Helpdesk to the Manager on-call who will be responsible for implementing an appropriate response.

The Technician on-call will be contacted via the Helpdesk by phone and/or pager. If the scope of the problem is beyond the skill level/capability of the Technician they will then call the Manager on-call for assistance and advice. The Manager on-call will assess the emergency and if required will call out a specialist contractor implement a “call back to work” request to Estates staff.

The Helpdesk will take calls and requests for all responsive work. Helpdesk operators will be trained to ask probing questions to ascertain a better understanding of the customer request. The Helpdesk operators will log all calls for audit purposes and data collection by the Assurance Team. Important and Emergency work will be immediately communicated to the Maintenance Manager, Maintenance Officer or Site Technician who, if necessary, will contact one of the team via a PDA or equivalent.

Each work request will be prioritised according to agreed categories and the appropriate response time assigned.

All incidents will be logged on the CAFM system via the Helpdesk system.

Project Co shall record all requests and events received to the Helpdesk. In order for a service request to be processed and completed the following information will need to be input and captured within the CAFM system:

- Requestors name and contact number;
- Date and time of task;
- Location of where task is to commence;
- The service and type of request;
- The categorisation of the task;
- Service response and rectification times;
- Unique task number;
- Date and time task was passed to the relevant service provider;

Feedback, including response and rectification time and updates.

Evidence of attendance and rectification shall be recorded and monitored and reported via CAFM “Public” folders & Monthly Service Report.

All fault dockets are analysed by the Maintenance Manager to identify recurring problems with the purpose of reducing re-called work and fault calls to a minimum.

Issues to be investigated will include:

- Sub-contractor performance;
- Incompatibility of materials;

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- Poor workmanship;
- Levels of maintenance; and
- Type of maintenance.

The Estates Manger will also be tasked to carry out trend analysis to enable Project Co to detect and correct implicit failures before they occur or develop into major defects. This will reduce the possibility of unexpected failure.

## **4.4 Access Times**

SP05 The PPM programme agreed between Project Co. and Board Representatives shall define the planned tasks for the year. Should any planned activity fail to be carried out at the agreed time the Project Co shall liaise with the Board Representative to make alternative arrangements for the performance of the works.

For non-programmed works arising from PPM or reactive requests received via the Helpdesk the response shall take account of the urgency of the request. If practicable the affected department will be informed and the task will be carried out with their consent. In an emergency situation where the requirement to make safe is paramount the Estates staff will act within their competency to address the emergency at the earliest opportunity and inform the affected areas immediately thereafter. Such incident will be logged in the Helpdesk and the CAFM system.

## **4.5 Statutory Testing**

SP06a/b The Maintenance Manager will work with the Board to programme all  
SP07 statutory inspections into the yearly PPM programme held on the  
SP08 Computerised Aided Facilities Management System (CAFM).

SP09  
SP10 One month before the inspection date the Maintenance Manager will liaise with the designated Board Representative to ensure that disruption to any clinical services is minimised.

Before preparing plant for Statutory Testing a 'Permit to Work' shall be completed by the appropriate AP. Members of the on-site team will then prepare the pressure systems, etc., for examination by the Insurance Inspector in accordance with the appropriate Written Scheme of Examination. The specialist lift sub-contractor shall prepare, and be in attendance, for examination on lifts.

System preparations for statutory inspections shall be carried out in accordance with the task descriptions generated from the CAFM system and will be arranged by the Maintenance Manager to meet the agreed PPM programme and shall be in line with the Specialist sub-contractor programme for inspection visits. Any deviation from the programmed inspection s shall be logged in the CAFM system.

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Once inspection has been carried out, the plant will be reinstated. Any corrective actions will be undertaken within the timescales required by the Insurance Inspector and agreed by the Maintenance Manager. If requested by the Insurance Inspector arrangements shall be made by the Maintenance Manager in liaison with the Board Representative for the plant to be re-inspected under working conditions.

The Insurance Inspector shall be involved in the commissioning of any new plant that will require future statutory inspections and any recommendations shall be actioned prior to acceptance of the plant. Project Co will only accept and operate the plant when the Insurance Inspector is satisfied with the installation and in the case of pressure systems a Written Scheme of Examination has been produced.

Hard copies of the reports will be filed and the CAFM system updated. Board Representatives will be able to access these documents on the CAFM. If required, hard copies can be issued to the Board.

The Technical Manager shall ensure that hard copies of all drawings and manuals are placed in the technical library and onto the CAFM system.

All Statutory Inspection requirements shall be included in the PPM programme as described at SP06.

Project Co shall include all Statutory Testing requirements within the PPM programme. All testing will be carried out by competent/ trained operatives.

Project Co shall maintain a register of all Equipment as defined in Part 13, excluding medical and patient connected equipment, requiring calibration. This equipment will be sent to independent National Measurement Accreditation Service (NAMAS) accredited calibration laboratories.

All measuring and test equipment will be checked for serviceability and calibration dates. Items failing these checks will be labelled and securely stored until action has been taken in accordance with our quality procedures. Hard copies of calibration records will be filed and the CAFM records updated.

Mandatory Inspections will be carried out using a combination of on-site staff and specialist sub-contractors for the following:

- Internal Air Quality;
- Standby Generators;
- Steam Boilers;
- Compressors;
- Confined Spaces;
- Portable Appliance Testing (PAT);
- Fire Alarm Systems;
- Fire Extinguishers;
- Fire Doors;

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- Emergency Lighting Systems;
- Exit Signs;
- Electrical Distribution;
- Legionella; and
- Fume Cupboards.

All statutory and mandatory inspections shall be carried out in accordance with the annual PPM programme managed by the Estates Manager and as detailed within the site specific Monthly PPM Plan.

SP11

Project Co shall ensure that all Portable Appliances used in the delivery of its service shall be tested as required. Trained Estates staff will perform the test using a Seaward tester or equivalent tester. After the test, the equipment will be labelled with the next test date and identification bar code. Should the equipment fail, then it will be labelled 'Faulty do not use' and immediately removed from service.

Project Co will undertake a rigorous process of risk assessment in conjunction with the Board to establish a practical and robust testing policy.

Project Co shall carry out the PAT testing Board registered non-medical equipment, as and when required and in accordance with the statutory requirements. The Board will be informed of items failing a test. Replacement of fuses and plugs are included. The information on the PAT testing machine will be transferred onto the CAFM system.

For the avoidance of doubt the Board shall be responsible for the testing of third party equipment.

It is a requirement of the Electricity at Work Act 1989 Regulation 4(2) that portable electrical equipment should be tested regularly (PAT Testing) and records kept and equipment identified and marked accordingly. The Board shall in advance of transferring Board equipment from other sites test, label and register all items on a database compatible with and easily transferable to Project Co's system. For the avoidance of doubt, it is the responsibility of the Board to ensure that Board equipment requiring to be tested in accordance with the PPM plan is made available to Project Co. for testing at the scheduled time.

Dependant on location, use and risk assessment the frequency may be varied from the recommendations contained within The Code of Practice for in service inspection and testing of electrical equipment" (IEE).

Project Co shall undertake a rigorous process of risk assessment in conjunction with the Board to establish a practical and robust testing policy, suitable for implementation within a modern Hospital.

#### **4.6 Permits to Work**

SP12 Project Co shall through the Estates Service maintain and operate a Permit to Work system which includes authorisation using appropriate Permit to Work documentation.

A qualified engineer (either the Authorising Engineer or someone appointed by him/her) will determine by risk assessment which systems fall into an operational category requiring the implementation of a Safe System of Work. The system will be operated by suitably trained personnel capable of recognising the risks presented by the systems and the steps necessary to reduce the risks to an acceptable level.

The systems will be managed at two levels by suitably qualified engineers and operated at a third level by qualified tradesmen. The overall management of the systems rests with the Authorising Engineer (Chartered Engineer), who appoints Authorised Persons to manage the day-to-day operation and maintenance of the systems. To comply with Project Co Safe Systems of Work, works on the systems will only be carried out either under the authority of a Permit to Work or a Standing Instruction.

Project Co shall also implement an Access Permit system for the control of contractors in the performance of all of their activities. It is essential that Board direct contractors advise Project Co of any visits to site and collect an Access Permit prior to commencement of any activity. This process shall be agreed with the Board Representative prior to service commencement.

#### **4.7 Diversions of Utility / Building Services**

SP13 Project Co shall ensure through liaison of the Estates Management team with the Board Representative that non-emergency utility / service diversions will only be carried out with express consent from the Board Representative.

Project Co shall notify the Board Representative in advance of any diversions or disruption due to Emergency Reactive work to be undertaken. This work shall be carried out in line with the agreed Emergency Procedures SHTM 2070.

#### **4.8 Advice, Planning, Design and Project Management**

SP14 Project Co shall provide Advice, Planning and Project Management service to the Board. The Board shall meet the costs of such works which shall be inclusive of Project Co costs which shall be clearly identified to the Board. The cost shall be discussed and agreed with the Board prior to the commencement of any works.

In collaboration with the Board Project Co will let a design and project management term commission for works from £250 to £250,000. The commission will cover all Royal Institution of British Architects (RIBA) stages against a sliding scale depending on the size of the project and the

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disciplines required.

Project Co shall provide appropriately trained and qualified personnel from within the Estates Team to meet with the Board to receive and discuss the clients brief for the additional works. Project Co shall draft the scope of works for agreement with the Board Representative.

#### **4.9 Minor New Works**

SP15

For the performance or procurement small and minor works outside the scope of this agreement and up to the value of £5000 Project Co shall provide costs to the Board based upon an accepted and agreed Schedule of Rates for works, as detailed in Part 22 (Variations).

Items that are outside the scope of the Schedule of Rates (SOR) can be carried out either on a day work rate agreed with the Board or by fixed price quotes, whichever is the preferred method. The quoted costs will include all management, supervision, materials and labour for the job as will be the cost to update the asset management and energy systems and as built drawings and include life cycle costs.

For the avoidance of doubt, requests for Minor New Works by the Board will prior to a request for costings by Project Co, undergo a Board authorisation procedure agreed with Project Co.

In the first instance Project Co will provide a verbal, non-binding order of cost to assist the Board in their decision making process. Should the Board wish to proceed beyond that stage, Project Co would require the issue of a Board Purchase Order prior to commencement to cover the costs of preliminary discussions, initial surveys, liaison meetings, feasibility studies or design briefs. Project Co will require the Board to confirm the requirement in writing and allocate a cost code with signed authority to spend the funds.

If the requirement is beyond Project Co. onsite capability Project Co shall in collaboration with NHS Forth Valley recruit or outsource that capability and manage the works in accordance with the small works value bandings stated above at NHS Forth Valley cost.

Works will be carried out in line with Construction Design Management (CDM) regulations. Any formal risk assessment required under CDM regulations will require signing by the Board Representative before any site work can commence. Once the project has been authorised, Project Co will undertake a risk assessment jointly with the Board, to identify any potential hazards to patients, staff, and visitors and operationally to the Board.

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#### **4.10 Fire Safety and Security Systems and Procedures**

SP16a/b/  
SP17                      Project Co. H&S Manager will lead on fire issues, supported by the Technical Manager.

The as installed Fire detection and safety systems shall be tested and inspected as described in the planned maintenance task description generated by the CAFM system and in accordance with a risk assessment schedule based on BS5839: and Firecode requirements. All fire fighting equipment shall be maintained to BS Code of Practice 5306, part 3.

Results of all tests and maintenance on fire alarm systems and fire fighting equipment will be recorded within system Log-books and or the CAFM system.

Project Co shall hold regular meetings between the Estates Manager and the Board's Fire Officer to ensure:

- Monitor Fire alarm testing results and procedures;
- Compliance to Firecode and requirements of the local fire authority;
- Participating in the Board's site-wide fire drills and follow-up meeting capturing 'Lessons learnt' and assist the Board to continually improve their fire drill procedure; and
- Participate in annual fire safety audits led by the Board's Fire Officer.

SP18                      Project Co Health Safety Quality and Environmental (HSEQ) shall liaise with the Board in the production of Emergency and Fire Contingency Planning, relating to the potential failure of the fire safety systems, within the agreed timescales through participation in Fire Safety Committee/Forum by Project Co. Health and Safety Manager and Estates Management representation.

SP19                      Project Co. (HSEQ) Manager will coordinate Project Co. compliance with Fire Drill exercises as agreed with the Board and the relevant Fire Authority.

SP20                      Project Co (HSEQ) Manager shall ensure that all its staff participate in the training and any subsequent training as laid down in HTM 83 Fire Safety in Healthcare premises- general fire precautions. The training shall also recognise the requirements of the Board Fire Policy. Hot works shall be controlled the Estates Management Team under a permit to work system

SP21                      On the anniversary of Service Commencement, Project Co shall provide an Annual Report to the Board, in a format agreeable to them, confirming the fitness for purpose of the as installed Fire Detection and Safety systems, the compliance of Project Co's Emergency procedures and contingency plans in relation to the agreed Board Fire Policy.

For the avoidance of doubt the occupier of each room or department shall be responsible for providing the fire risk assessments for those areas to Project Co. In the first instance these risk assessments should be complete

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in advance of occupation of each area. On an annual basis the occupier shall review and formally advise Project Co of the current status of the fire risk assessments within these areas.

#### **4.11 Asset and Property Management**

SP22 Project Co's CAFM will maintain all estates records electronically.

The records shall include but not be limited to;

- Planned Maintenance Plan
- Planned Maintenance activities
- Reactive Maintenance activities
- Statutory Maintenance
- Asset Database

Where hard copies of documents are required to be kept, either due to legal or Board policies, then a filing system will be set up and documents cross-referenced against the asset on the CAFM System.

Operational Estates data will be updated on a daily basis by input to the CAFM system. Where data is modified that is not held on the CAFM system, e.g. drawing changes as a result of a minor works package, manual updates will be undertaken reflecting the "as fitted" mark ups.

SP23 Project Co. shall manage and update all handover documentation as provided at commissioning by Contractor. All documentation required by statute shall be maintained and updated to a standard at least compliant with the requirements of Estatecode. Documentation shall be available for inspection by the Board or their Representative on reasonable request. Documents and records pertaining to new works shall be registered and incorporated in the document control system.

SP24 Project Co. shall implement a specific Estates procedure for the receipt, processing and closure action in response to hazard notices, safety action notices and other technical notices received from NHS or Project Co's other technical indices applicable to the facility. The Technical Manager shall be responsible for the implementation and maintenance of this process.  
The Technical Manager shall also be responsible for the Reporting of Plant and Equipment failures leading to incidents or near misses to the designated Authority.

#### **4.12 Providing Information**

SP25/SP26 Any requests for information from a Board Representative will be logged onto the Helpdesk system for tracking purposes, and a deliverable date agreed. The Estates Manager shall assess the requirement and where appropriate delegate the task. The Technical Manager will normally coordinate the response to the Board Representative in an agreed format.



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Agreed 'Standard reports' covering performance and other NHS requirements will be made available via the CAFM “public” folders to designated Board Representatives.

SP27 Project Co. Helpdesk shall record all complaints received and issue a reactive job, under the Customer Complaints Register section. The complaint can then be monitored against date and time to resolve and action taken.

All complaints will be forwarded to the Estates Manager who will assign an investigating manager. Normally the investigating manager will be independent from the area of complaint.

The Customer shall be informed of any action taken and the reactive complaint job closed off. Should the customer not be satisfied, then it will be brought to the attention of the Asset Manger for direct action. The Board Representative shall be informed of the outcome

Project Co HSEQ Manager shall monitor the progress of the investigation and if the complaint has not been closed within one month, shall raise the matter with the Contract Director.

SP28 Project Co shall be responsible for ensuring that all hardware and software used in the delivery of the Estates Services hold valid licences.

## **4.13 Cleaning**

SP29 Project Co shall carry out window cleaning PPM as directed in an agreed method statement and in accordance with the PPM programme agreed between Project Co and Board Representatives. The programme shall define the planned tasks for the year and will enable the Board to forward plan for the potential impact on Health operations. Project Co. shall implement monitor and report on any deviations from that plan. This will be reported on the Performance Management System (PMS) and by way of the Monthly Maintenance Report produced by the Maintenance Manager issued to the Board.

SP30 Project Co shall ensure that all estates operatives are aware of their obligations to maintain a high level of cleanliness in the performance of their tasks. In areas where deep cleans are required post maintenance these will form part of the Domestic PPM activities. Additional reactive cleans will be arranged by the Estates Management team as required and shall be requested and recorded via the Helpdesk.

SP31 Project Co shall carry out wall washing PPM as directed in an agreed Method Statement and in accordance with the PPM programme agreed between Project Co. and Board Representatives. The programme shall define the planned tasks for the year and will enable the Board to forward plan for the potential impact on Health operations. Project Co. shall implement monitor and report on any deviations from that plan. This will be reported on the PMS and by way of the Monthly

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Maintenance Report produced by the Maintenance Manager issued to the Board Representative.

#### **4.14 Damage**

SP32a Project Co shall respond to all calls for damage as detailed in SP04 of Estates Service Specific Specification.

SP32b The Maintenance Manager shall draw on information from the CAFM system to form the basis of monthly damage report which will be issued in a timely manner to the Board Representative.

All incidents will be logged on the CAFM system via the Helpdesk system.

Project Co shall record all requests and events received to the Helpdesk. In order for a service request to be processed and completed the following information will need to be input and captured within the CAFM system:

- Requestors name and contact number;
- Date and time of task;
- Location of where task is to commence;
- The service and type of request;
- The categorisation of task;
- Service response and rectification times;
- Unique task number;
- Date and time task was passed to the relevant service provider; and
- Feedback, including response and rectification time and updates.

SP33a Project Co shall ensure an acceptable range of wireless signal is available in all areas of the site to meet the needs of the Board.

SP33b Project Co shall ensure there are no lapses in security of the wireless access points and associated hardware.

Project Co and the Board will be jointly responsible for ensuring the security of their own data at the points of entry and delivery to/from the wireless network.

SP33c Project Co shall provide experienced staff to provide wireless network support 24-hours, 365(6) days per year

SP33d Any amendment to the wireless network shall be agreed between Project Co and the Board's Representative prior to implementing any changes.

#### **4.15 Work Schedules**

Prior to service commencement Project Co shall meet with Board Representatives to agree the scheduling of services. This information shall be consolidated and issued. The frequency and

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timings of all scheduling shall be based around the parameters set out in schedule 14, the Service Level Specifications.

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## **5 Quality Standards**

Project Co shall ensure that the delivery of the Estates Service shall meet the requirements of the Service Specific Specification and associated documents. The delivery shall be monitored and recorded in accordance with the Performance Parameters and any deviation from the required standard of service shall be rectified as soon as it becomes apparent.

These will be backed up by Project Co's Quality Systems.

## 6 Indicative Job Descriptions

Job Title: *Maintenance Manager*  
Responsible to: Estates Manager

Job Description:

The Maintenance Manager shall be responsible for managing a multi disciplinary team to achieve a high stand of performance across the four services of estates, grounds and gardens, utilities and pest control.

Areas of Responsibility:

- To be responsible for the update of existing, and production of new policies and procedures associated with the maintenance and operation of the hospital
- To support the Maintenance activities of Serco, by providing specialist engineering knowledge and advice, associated with the full range of hospital building services.
- To monitor and review maintenance activities such that strategic development of the Estates contract is maintained.
- To carry out specialist technical and non-technical work as deemed appropriate to the continuing maintenance function of this Unit and its associated properties and to assist the Maintenance Supervisor over the full range of his duties.
- Supervision of site based workforce
- Meeting maintenance activity targets
- Responsibility for site operation of the CAFM
- Deliver all planned and reactive tasks in accordance with the Service Level Specification requirements
- In conjunction with the local NHS Forth Valley representatives agree the Annual and Monthly Maintenance Plan
- Day to day interface with local NHS Forth Valley representatives
- Input into the development of the 5 Year and Annual Maintenance Plans and the Asset Renewal Plan
- Agreeing with client access requirements
- Facilitating Insurance inspections in liaison with the Technical Manager
- Carrying out risk assessments
- Supporting the Asset Manager in maintaining the Asset Register
- Undertake Senior Authorised Person (AP) duties for all disciplines within his professional competency
  - AP duties HV/LV
  - AP duties (boilers & pressure vessels and confined space)
  - AP duties Medical Gas
- In conjunction with the Technical Manager, competence assessment for the purposes of appointment of Competent Persons and issuing of Standing Instructions
- Research and make recommendations into the implications of plant and building refurbishment proposals.
- Control and manage the work of specialist consultants, contractors and in-house staff on building services projects and specialist operational maintenance issues.
- Provide assistance in maintaining Estate's records including the update of Operational Procedure Manuals.

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- Provide input to the Estate's CAFM planned maintenance system through the planning co-ordinator by reviewing, amending, rescheduling, deleting and creating maintenance activities.
- Manage and review delegated maintenance service contracts.
- Liaise with client and act as Serco's maintenance representative for delegated 'Capital' schemes.
- Assist with the preparation and submission of NHS returns.
- Project management for specific delegated building services schemes.
- Analyse and technically comment upon maintenance feedback from both direct labour and specialist maintainer staff.
- Maintain Estate's records.
- Participate in Serco Estate's management on-call rota.
- Be responsible for steriliser testing and maintenance in conjunction with the Authorised Steriliser Person
- Be fully conversant with and understand the complete working of the mechanical, electrical and electronic systems in N.H.S building particularly as they relate to this unit i.e. sterilisation, lifts, refrigeration, boiler plant and steam utilisation, air conditioning fire alarm systems, computer systems, control theory, practical and application.

#### Person Specification:

- Understanding of customer care and experience of managing the client relationship. Preferably including time within a Healthcare environment.
- Demonstrate knowledge of safe use of equipment.
- Experience in a people environment.
- Good interpersonal and communication skills.
- Able to use own initiative in problem solving on day to day issues.
- Self-motivated and ability to motivate others.
- Be a good team leader and work well as part of that team.
- Keen to develop both own skills and knowledge and that of others.
- Live within an acceptable travelling time of the Hospital.
- Flexible attitude to working hours

#### Qualifications:

- Completion of either a recognised or registered EITB or CITB apprenticeship, or other approved training of at least 4 years duration and:
- Higher National Certificate (Btec) in Electrical or Electronic Engineering. or Mechanical Engineering

#### Experience:

- Minimum of 3 years experience in a similar role within a large complex service organisation.
- Recruitment and selection of staff.
- Direct line management of staff.
- Experience in employment relations issues i.e. Disciplinary procedures, absence control etc.
- Accuracy and attention to detail.
- IT skills.
- Ability to work to tight deadlines in a demanding environment.
- Effectively interface with Trade Unions.

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Training:

- Health and Safety
- Site Orientation and Corporate Induction
- Customer care
- Quality and customer service
- Project Co Values
- Personnel procedures
- Fire Safety
- Personal Development Plan
- Customer Service

General Notes:

The job description is in general terms and the employee is expected to undertake all other tasks as reasonably required by the Contract Manager

Health & Safety:

The post holder will be responsible for all appropriate health, safety and welfare matters affecting staff in or attached to their area of work responsibility. This will include safe systems of work, training and safety inspections

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Job Title: ***Technical Manager***  
Responsible to: Estates Manager

#### Job Description:

The Technical Manager shall work closely with the Maintenance Manager and will be responsible for the development of Asset Management Procedures, for the in-house team and for the appointment and management of Service Partners, to guide and monitor the performance of the Asset Management Service the across the four services of estates, grounds and gardens, utilities and pest control.

#### Areas of Responsibility:

- Provide technical support across the Scottish Health portfolio
- Development and implementation and monitoring of policies and procedures for the Asset Management Service such as the Permit to Work System and Emergency Procedures in accordance with HTM 2070
- To support the Maintenance activities of the department, by providing specialist engineering knowledge and advice, associated with the full range of hospital building services.
- Undertake Senior Authorised Person (AP) duties for all disciplines within his professional competency
  - AP duties HV/LV
  - AP duties (boilers & pressure vessels and confined space)
  - AP duties Medical Gas
- Preparation, competence assessment and issuing of Standing Instructions
- In conjunction with the Maintenance Manager, the appointment and management of Specialist Service Partners
- Control and manage the work of specialist consultants, contractors and in-house staff on building services projects and specialist operational maintenance issues.
- Co-ordination of Minor New Works and Capital Works
- Liaise with client and act as Serco's technical representative for delegated 'Capital' schemes
- To monitor and review maintenance activities such that strategic development of the Estates service is maintained.
- To carry out specialist technical and non-technical work as deemed appropriate to the continuing maintenance function of this Unit and to assist the Maintenance Manager over the full range of his duties.
- Liaison with the Environmental Manager to ensure responsiveness to energy issues
- Supervision of site based workforce
- Responsibility for site operation of the CAFM
- Deliver all planned and reactive tasks in accordance with the Service Level Specification requirements
- Day to day interface with local NHS Forth Valley representatives
- Co-ordination of building surveys
- Input into the development of the 5 Year and Annual Maintenance and Energy Management Plans and the Asset Renewal Plan
- Research and make recommendations into the implications of plant and building refurbishment proposals.
- Agreeing access requirements
- Arranging Insurance inspections
- Carrying out risk assessments



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- Supporting the Asset Manager in maintaining the Asset Register
- Provide input to the Estate's CAFM planned maintenance system in conjunction with the Maintenance Manager
- Assist with the preparation and submission of NHS returns.
- Project management for specific delegated building services schemes.
- Analyse and technically comment upon maintenance feedback from both direct labour and specialist maintenance staff.
- Participate in Estate's management on-call rota.
- Be conversant with and understand the complete working of the mechanical, electrical and electronic systems in N.H.S building particularly as they relate to this unit i.e. sterilisation, lifts, refrigeration, boiler plant and steam utilisation, air conditioning fire alarm systems, computer systems, control theory, practical and application.

#### Person Specification:

- Understanding of customer care and experience of managing the client relationship. Preferably including time within a Healthcare environment.
- Demonstrate knowledge of safe use of equipment.
- Experience in a people environment.
- Good interpersonal and communication skills.
- Able to use own initiative in problem solving on day to day issues.
- Self-motivated and ability to motivate others.
- Be a good team leader and work well as part of that team.
- Keen to develop both own skills and knowledge and that of others.
- Live within an acceptable travelling time of the Hospital.
- Flexible attitude to working hours

#### Qualifications:

- Completion of either a recognised or registered EITB or CITB apprenticeship, or other approved training of at least 4 years duration and:
- Higher National Certificate (Btec) in Electrical or Electronic Engineering. or Mechanical Engineering

#### Experience:

- Minimum of 3 years experience in a similar role within a large complex service organisation.
- Recruitment and selection of staff.
- Direct line management of staff.
- Experience in employment relations issues i.e. Disciplinary procedures, absence control etc.
- Accuracy and attention to detail.
- IT skills.
- Ability to work to tight deadlines in a demanding environment.
- Effectively interface with Trade Unions.

#### Training:

- Authorised Person in several disciplines
- Health and Safety
- Site Orientation and Corporate Induction

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- Customer care
- Quality and customer service
- Project Co Values
- Personnel procedures
- Fire Safety
- Personal Development Plan
- Customer Service

General Notes:

The job description is in general terms and the employee is expected to undertake all other tasks as reasonably required by the Contract Director.

Health & Safety:

The post holder will be responsible for all appropriate health, safety and welfare matters affecting staff in or attached to their area of work responsibility. This will include safe systems of work, training and safety inspections.

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Job Title: **Maintenance Officer**  
Responsible to: Maintenance Manager

**Job Description:**

The Maintenance Officer shall work closely with the Maintenance Manager and will be responsible for management and supervision of multi skilled workforce carrying out reactive and planned maintenance, minor improvement and capital work across the Hospital as directed by management, ensuring compliance with Serco safety standards and procedures.

**Areas of Responsibility:**

- Ensures rotating shift is adequately manned and provides cover for shift technician as required.
- Manages orders and supply of goods, services and contractors to ensure cost effective and efficient delivery of service.
- Supervises other shift personnel during out of hour's periods.
- To support the implementation and monitoring of policies and procedures for the Asset Management Service such as the Permit to Work System and Emergency Procedures in accordance with HTM 2070
- To support the Maintenance activities of the department, by providing engineering knowledge and advice to the maintenance team, associated with the full range of hospital building services.
- Undertake Authorised Person (AP) duties for all disciplines within his competency e.g.
  - AP duties HV/LV
  - AP duties (boilers & pressure vessels and confined space)
  - AP duties Medical Gas
- To work and ensure those carrying out tasks operate in accordance with the requirements of Health Technical Memorandums (HTMs) on HTM2020, The Electrical Safety Code for Low Voltage Systems, Sterilization HTM 2010, Medical Gases HTM 2022 and Water Supplies HTM 2027 as appointed Authorised or Competent Person.
- To manage estates maintenance personnel in the operation and control of engineering planned preventative maintenance schemes to ensure assets are maintained to the requirements of the contract.
- Actively ensure all participate in the operation of the CAFM labour control scheme by working within the scheme including completion of all work orders, record sheets and log books.
- Use handheld electronic technology to provide feedback of information required by the computer aided facilities management system CAFM to assist the estates department in carrying out its duties
- Coordinates and supervises all staff to ensure all work orders, ppm and reactive, are accounted for correctly with record sheets and log books accurately filled in.
- Ensure all goods, materials and support contractors are available to assist in efficient delivery of service
- At all times to carry Hospital communication devices (Pagers and Two-way radios/phones) to facilitate immediate response to emergencies as part of the Emergency Response Team.
- To ensure all estates personnel and contractors under his/her control that maybe working in hazardous areas takes all safety measures to prevent danger, avoid injury and prevent damage to equipment.
- Ensure that works are completed or communicated, and continuity of shift is maintained at all times.

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- Work overtime to carry out emergency repairs as required by management.
- Provides cover for maintenance technician shift cover as required.
- Ensure essential repair works, planned preventative maintenance, calibration and fault diagnostics are carried out by estates workforce, offers technical support and back up as required.
- To ensure all requests regarding plant or equipment failures are responded to and the supply of goods and/or services available to enable a cost effective and efficient repair.
- Ensures planned preventative maintenance inspections, validation and calibration tests are carried out in accordance with Hospital technical memorandums, (HTM's), SHTM's and other legislation /work instructions.
- Ensure all report sheets, work orders and test certificates are correctly completed to protect engineering plant and equipment and asset register is updated.
- To follow planned preventative maintenance schedules.
- Ensures all works are carried out in accordance with safe systems of work and permit to work procedures
- Ensures electrical testing and monitoring results are compliant with the latest edition of the Wiring Regulations BS7671 and interprets and follows the regulations at all times.
- Immediately notifies the Maintenance Manager of any deviation from the regulations.
- Follows detailed engineering drawings and specifications.
- Uses all relevant tools and equipment within safety guidelines as necessary for the completion of works.
- Undertakes inspection and commissioning tests for the installation and issues the appropriate completion certificates.
- To monitor and review maintenance activities
- To carry out specialist technical and non-technical work as deemed appropriate to the continuing maintenance function of the Hospital and to assist the Maintenance Manager over the full range of his duties.
- Liaison with the Environmental Manager to ensure responsiveness to energy issues
- Be conversant with the operation of the CAFM
- Deliver all planned and reactive tasks in accordance with the Service Level Specification requirements.
- Day to day interface with local NHS Forth Valley representatives
- Research and make recommendations into the implications of plant and building refurbishment proposals.
- Agreeing access requirements
- Carrying out risk assessments for adhoc activities and monitoring of day to day implementation of safe working procedures and safe systems of work
- Provide input to the Estate's CAFM planned maintenance system in conjunction with the Maintenance Manager
- Assist with the preparation and submission of NHS returns.
- Analyse and technically comment upon maintenance feedback from both direct labour and specialist maintenance staff.
- Participate in Estate's management on-call rota.
- Be conversant with and understand the complete working of the mechanical, electrical and electronic systems in N.H.S building particularly as they relate to this unit i.e. sterilisation, lifts, refrigeration, boiler plant and steam utilisation, air conditioning fire alarm systems, computer systems, control theory, practical and application.

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Person Specification:

- Understanding of customer care and experience of managing the client relationship, preferably including time within a Healthcare environment.
- Demonstrate knowledge of safe use of equipment.
- Experience in a people environment.
- Good interpersonal and communication skills.
- Able to use own initiative in problem solving on day to day issues.
- Self-motivated and ability to motivate others.
- Be a good team leader and work well as part of that team.
- Keen to develop both own skills and knowledge and that of others.
- Live within an acceptable travelling time of the Hospital.
- Flexible attitude to working hours

Qualifications:

- Completed City and Guilds / NVQ or equivalent in engineering, plumbing or electrical apprenticeship
- BTEC / ONC in engineering services or five years experience as engineering technician
- Competent person in either/or piped medical gases, boiler and pressure systems,
- Low voltage electrical systems, sterilization to requirements of HTM's, SHTM's.
- Capable of appointment as Authorised person high voltage systems and or Boilers and Pressure Systems and MGPS within 6 months of appointment.

Experience:

- Minimum of 3 years experience in a similar role within a large complex service organisation.
- Recruitment and selection of staff.
- Direct line management of staff.
- Experience in employment relations issues i.e. Disciplinary procedures, absence control etc.
- Accuracy and attention to detail.
- CAFM System and general IT skills.
- Ability to work to tight deadlines in a demanding environment.
- Effectively interface with Trade Unions.

Training:

- Authorised Person in several disciplines
- Health and Safety
- Site Orientation and Corporate Induction
- Customer care
- Quality and customer service
- Project Co Values
- Personnel procedures
- Fire Safety
- Personal Development Plan
- Customer Service

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General Notes:

The job description is in general terms and the employee is expected to undertake all other tasks as reasonably required by the Estates Management.

Health & Safety:

The post holder will be responsible for all appropriate health, safety and welfare matters affecting staff in or attached to their area of work responsibility. This will include safe systems of work, training and safety inspections.

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Job Title: ***Technician***  
Responsible to: Maintenance Officer

**Job Description:**

The Technician shall carry out work including activities which are multi skilled, complex and/or non-routine. Responsible for calibration and fault finding on a wide range of engineering plant and equipment Undertakes maintenance, servicing, repairs, minor improvement and capital work across the Hospital as directed by management, ensuring compliance with Serco safety standards and procedures.

Provide cover for maintenance supervisors and supervise other workshop personnel

Provide cover as required for rotating shift.

Supervises other shift personnel during out of hour's periods (if applicable)

**Areas of Responsibility:**

- To work in accordance with the requirements of Health Technical Memorandums (HTMs) on HTM2020, The Electrical Safety Code for Low Voltage Systems, Sterilization HTM 2010, Medical Gases HTM 2022 and Water Supplies HTM 2027 and SHTM's as an appointed Competent Person.
- To actively participate in the operation and control of engineering planned preventative maintenance schemes.
- Actively participate in the operation of the CAFM labour control scheme by working within the scheme including completion of all work orders, record sheets and log books.
- Coordinates and supervises other shift staff (if applicable) to ensure all work orders, ppm and reactive, are accounted for correctly with record sheets and log books accurately filled in
- At all times to carry Hospital communication devices (Pagers and Two-way radios/phones) to facilitate immediate response to emergencies as part of the Emergency Response Team.
- To be prepared to work in hazardous areas taking all safety measures to prevent danger, avoid injury and prevent damage to equipment.
- Ensure that works are completed or communicated, even if it means working longer than the designated working hours.
- Work overtime to carry out emergency repairs as required by management.
- Provide cover for maintenance supervisors and technician shift cover as required
- Undertake essential repair works, planned preventative maintenance, calibration and fault diagnostics at the request of maintenance Supervisor and estates officers.
- To liaise with Maintenance Officer regarding plant or equipment failures and to request the supply of goods and/or services as necessary.
- Undertake faultfinding on complex engineering services and equipment. Using cause effect analysis and detailed examination to find a solution.
- Carry out planned preventative maintenance inspections, validation and calibration tests in accordance with Hospital Technical Memorandums (HTM's), SHTM's and other applicable legislation and work instructions.
- Complete all report sheets, work orders and test certificates as necessary.
- Use handheld electronic technology to provide feedback of information required by the computer aided facilities management system CAFM to assist the estates department in carrying out its duties
- To follow planned preventative maintenance schedules.

## ***Method Statement***

### Estates Services

- Undertakes electrical testing and monitors results to ensure compliance with the latest edition of the Wiring Regulations BS7671. Requesting remedial works or emergency isolations as and when required.
- Responsible for undertaking Electrical/Mechanical installations in accordance with the latest edition of the Wiring Regulation BS7671 and interprets and follows the regulations at all times.
- Immediately notifies the Maintenance Officer of any deviation from the regulations.
- Follows detailed engineering drawings and specifications.
- Uses all relevant tools and equipment within safety guidelines as necessary for the completion of works.
- Undertakes inspection and commissioning tests for the installation and issues the appropriate completion certificates.
- To work and ensure those carrying out tasks operate in accordance with the requirements of Health Technical Memorandums (HTMs) on HTM2020, The Electrical Safety Code for Low Voltage Systems, Sterilization HTM 2010, Medical Gases HTM 2022 and Water Supplies HTM 2027 as appointed authorised or Competent Person for Serco.
- Participate in on-call rota.
- Be conversant with and understand the complete working of the mechanical, electrical and electronic systems in N.H.S building particularly as they relate to this unit i.e. sterilisation, lifts, refrigeration, boiler plant and steam utilisation, air conditioning fire alarm systems, computer systems, control theory, practical and application.

#### Training:

- To attend training establishments as necessary.
- Provide training, technical advice and support to Trainees, Apprentices, Maintenance Assistants and Electrical/Mechanical Craftsmen.
- Undertake any other duties appropriate to the grade

#### Person Specification:

- Understanding of customer care and experience of managing the client relationship, preferably including time within a Healthcare environment.
- Demonstrate knowledge of safe use of equipment.
- Experience in a people environment.
- Good interpersonal and communication skills.
- Able to use own initiative in problem solving on day to day issues.
- Self-motivated and ability to motivate others.
- Be a good team leader and work well as part of that team.
- Keen to develop both own skills and knowledge and that of others.
- Live within an acceptable travelling time of the Hospital.
- Flexible attitude to working hours

#### Qualifications:

- Boilers and Pressure Systems and MGPS within 6 months of appointment. Completed city and guilds /NVQ or equivalent in engineering, plumbing or electrical apprenticeship
- BTEC / ONC in engineering services or five years experience as engineering technician
- Competent person in either/or piped medical gases, boiler and pressure systems,
- Low voltage electrical systems, sterilization to requirements of HTM`s.



***Method Statement***  
Estates Services

- Capable of appointment as Authorised person high voltage systems

Experience:

- Minimum of 3 years experience in a similar role within a large complex service organisation.
- Recruitment and selection of staff.
- Direct line management of staff.
- Experience in employment relations issues i.e. Disciplinary procedures, absence control etc.
- Accuracy and attention to detail.
- IT skills.
- Ability to work to tight deadlines in a demanding environment.
- Effectively interface with Trade Unions.

Training:

- Authorised Person in several disciplines
- Health and Safety
- Site Orientation and Corporate Induction
- Customer care
- Quality and customer service
- Project Co Values
- Personnel procedures
- Fire Safety
- Personal Development Plan
- Customer Service

General Notes:

The job description is in general terms and the employee is expected to undertake all other tasks as reasonably required by the Estates Management.

Health & Safety:

The post holder will be responsible for all appropriate health, safety and welfare matters affecting staff in or attached to their area of work responsibility. This will include safe systems of work, training and safety inspections.

**Method Statement**  
Estates Services

Job Title: ***Maintenance Craftsperson Electrical***  
Responsible to: Maintenance Officer

**Job Description:**

The Electrical Craftsperson shall undertake on electrical installations including Electrical distribution, lighting, fire detection, building management system (BMS), standby generator plant, air tube system, nurse call systems, data-communications, security and access systems and any other electrically operated equipment not connected to patients in both planned preventative maintenance and reactive work.

The Electrical Craftsman shall also undertake minor improvement and capital work across the Hospital as directed by management, ensuring compliance with Serco safety standards, procedures and Health & Safety at work.

Provide cover as required for rotating shift (if applicable)

**Areas of Responsibility:**

- To work in accordance with the requirements of HTM2020, The Electrical Safety Code for Low Voltage Systems as appointed Competent Person (LV) for the Hospital.
- To be prepared to work in hazardous areas taking all safety measures to prevent danger, avoid injury and prevent damage to equipment.
- To actively participate in the operation of planned preventative maintenance (ppm)
- Actively participate in the operation of the Archibus labour control scheme by working within the scheme including completion of all work orders, record sheets and log books
- Work overtime to carry out emergency repairs as required by management.
- Recall to work should the need arise.
- Ensure that works are completed or communicated, even if it means working longer than the designated working hours.
- Ensuring that information regarding works not completed or works required are conveyed to other members of staff.
- Undertake essential repair works and general maintenance activities at the request of the Electrical Supervisor.
- To liaise with Maintenance Officer regarding plant or equipment failures and to request the supply of goods and/or services as necessary.
- Undertake fault finding on electrical distribution and systems and report findings
- Carry out planned preventative maintenance inspections and commissioning tests in accordance with
- Health technical memorandums (HTM's) 16th edition IEE Regs BS7671 and all other legislation
- Complete all report sheets, work orders, log books and test certificates in hard copy or electronic logger as necessary.
- Use handheld electronic technology to provide feedback of information required by the computer aided facilities management system CAFM to assist the estates department in carrying out its duties.
- Operates within constraints of permit to work systems
- Interprets and follows the regulations at all times.
- Immediately notifies the Electrical Supervisor of any deviation from the regulations.
- Follows detailed engineering drawings and specifications.

***Method Statement***  
Estates Services

- Uses all relevant tools and equipment within safety guidelines as necessary for the completion of works.
- Ensure that works are completed or communicated, even if it means working longer than the designated working hours.
- Work overtime to carry out emergency repairs as required by management.

Person Specification:

- Understanding of customer care and experience of managing the client relationship, preferably including time within a Healthcare environment.
- Demonstrate knowledge of safe use of equipment.
- Experience in a people environment.
- Good interpersonal and communication skills.
- Able to use own initiative in problem solving on day to day issues.
- Self-motivated and ability to motivate others.
- Work well as part of a team.
- Keen to develop both own skills and knowledge and that of others.
- Live within an acceptable travelling time of the Hospital.
- Flexible attitude to working hours

Qualifications:

- Recognized electrical apprenticeship e.g. city and guilds / NVQ
- Minimum 2 years craftsman experience
- 16th edition IEE regulations

Experience:

- Minimum of 3 years experience in a similar role within a large complex service organisation.
- Accuracy and attention to detail.
- IT skills.
- Ability to work to tight deadlines in a demanding environment.

Training:

- To attend training establishments as necessary.
- Provide training, technical advice and support to Apprentices, Trainees and Maintenance Assistants.
- Undertake any other duties appropriate to the grade
- Health and Safety
- Site Orientation and Corporate Induction
- Customer care
- Project Co Values
- Fire Safety
- Personal Development Plan

General Notes:

The job description is in general terms and the employee is expected to undertake all other tasks as reasonably required by the Estates Management.

***Method Statement***  
Estates Services

Health & Safety:

The post holder will be responsible for all appropriate health, safety and welfare matters affecting staff in or attached to their area of work responsibility. This will include safe systems of work, training and safety inspections.

## ***Method Statement***

Estates Services

Job Title: ***Maintenance Craftsperson Mechanical***  
Responsible to: Maintenance Officer

### Job Description:

The Mechanical Craftsperson shall undertake works on a wide range of engineering plant and equipment including low/medium steam, boiler and pressure systems, Steam Sterilizers, Medical Gas Pipe Systems, Natural Gas Systems, Chiller Plant, Ventilation Systems, Pumps and Motors in both reactive and planned preventative maintenance capacity.

The Mechanical Craftsman shall also undertake minor improvement and capital work across the Hospital as directed by management, ensuring compliance with Serco safety standards, procedures and Health & Safety at work.

Provide cover as required for rotating shift (if applicable)

### Areas of Responsibility:

- To work in accordance with the requirements of Health Technical Memorandums (HTMs) and SHTM's.
- To be prepared to work in hazardous areas taking all safety measures to prevent danger, avoid injury and prevent damage to equipment.
- To actively participate in the operation of planned preventative maintenance (ppm)
- Actively participate in the operation of the CAFM labour control scheme by working within the scheme including completion of all work orders, record sheets and log books.
- Work overtime to carry out emergency repairs as required by management.
- Recall to work should the need arise.
- Undertake essential repair works and general maintenance activities at the request of the Maintenance Officer
- To liaise with Maintenance Officer regarding plant or equipment failures and to request the supply of goods and/or services as necessary.
- Carry out planned preventative maintenance inspections and commissioning tests in accordance with H.T.M s and procedures.
- Complete all report sheets, work orders, log books and test certificates in hard copy or by electronic logger as necessary.
- Use handheld electronic technology to provide feedback of information required by the computer aided facilities management system CAFM to assist the estates department in carrying out its duties.
- Operates within constraints of permit to work systems.
- Immediately notifies the Engineering Supervisor of any deviation from the regulations.
- Follows detailed engineering drawings and specifications operation and maintenance manuals.
- Uses all relevant tools and equipment within safety guidelines as necessary for the completion of works.
- Ensure that works are completed or communicated, even if it means working longer than the designated working hours.
- Ensuring that information regarding works not completed or works required are conveyed to other members of staff.
- Undertake fault finding on mechanical installations and report findings

***Method Statement***  
Estates Services

- Carry out planned preventative maintenance inspections and commissioning tests in accordance with Health technical memorandums (HTM's) SHTM's, and all other applicable legislation

Person Specification:

- Understanding of customer care and experience of managing the client relationship preferably including time within a Healthcare environment.
- Demonstrate knowledge of safe use of equipment.
- Experience in a people environment.
- Good interpersonal and communication skills.
- Able to use own initiative in problem solving on day to day issues.
- Self-motivated and ability to motivate others.
- Work well as part of a team.
- Keen to develop both own skills and knowledge and that of others.
- Live within an acceptable travelling time of the Hospital.
- Flexible attitude to working hours

Qualifications:

- Recognized electrical apprenticeship e.g. city and guilds / NVQ in Mechanical and/or plumbing
- Minimum 2 years craftsman experience
- 16th edition IEE regulations

Experience:

- Minimum of 3 years experience in a similar role within a large complex service organisation.
- Accuracy and attention to detail.
- IT skills.
- Ability to work to tight deadlines in a demanding environment.

Training:

- To attend training establishments as necessary.
- Provide training, technical advice and support to Apprentices, Trainees and Maintenance Assistants.
- Undertake any other duties appropriate to the grade
- Health and Safety
- Site Orientation and Corporate Induction
- Customer care
- Project Co Values
- Fire Safety
- Personal Development Plan

General Notes:

The job description is in general terms and the employee is expected to undertake all other tasks as reasonably required by the Estates Management.

***Method Statement***  
Estates Services

Health & Safety:

The post holder will be responsible for all appropriate health, safety and welfare matters affecting staff in or attached to their area of work responsibility. This will include safe systems of work, training and safety inspections.

***Method Statement***  
Estates Services

Job Title: ***Maintenance Assistant***  
Responsible to: Maintenance Officer

**Job Description:**

The Maintenance Assistant shall undertake works, under the guidance of Maintenance Officer, technicians and craftsman, on all aspects of engineering plant and equipment for both planned and reactive maintenance.

Undertakes planned maintenance and reactive repairs, working from training programmes, work procedures and operational manuals, recording and logging readings, carrying out basic adjustments and repairs with careful documentation and recording on service sheets and work orders

Carrying out ductwork cleaning, filter changing, lamp and tube replacement including cleaning. Cleaning plant, equipment, plant rooms, plenums and electrical sub-stations

Provide cover as required for rotating shift (if applicable)

**Areas of Responsibility:**

- To work in accordance with the requirements of Health Technical Memorandums (HTMs), SHTM's and other applicable legislation under the guidance of supervisors, technicians and craftsmen
- To be prepared to work in hazardous areas taking all safety measures to prevent danger, avoid injury and prevent damage to equipment.
- To actively participate in the operation and control of engineering planned preventative maintenance schemes.
- Actively participate in the operation of the CAFM labour control by completion of paperwork for all work orders, service sheets and log books or electronic logger.
- Work overtime to carry out emergency repairs as required by management.
- Recall to work should the need arise.
- Undertake essential repair works and general maintenance activities at the request of the Maintenance Officer.
- To liaise with Maintenance Officer regarding plant or equipment failures and observations,
- Assist technicians and craftsmen with technical maintenance diagnostic fault finding and repair
- Carry out planned preventative maintenance inspections and tasks unsupervised where considered safe and appropriate.
- Complete all report sheets, work orders, log books and test certificates as necessary.
- To follow planned maintenance schedules.
- To actively participate in the operation of planned preventative maintenance (ppm)
- Operates within constraints of permit to work systems.
- Immediately notifies the Maintenance Officer of any deviation from the regulations.



***Method Statement***  
Estates Services

- Follows guidance as laid down operation and maintenance manuals.
- Uses all relevant tools and equipment within safety guidelines as necessary for the completion of works.
- Ensure that works are completed or communicated, even if it means working longer than the designated working hours.
- Ensuring that information regarding works not completed or works required are conveyed to other members of staff.

Person Specification:

- Understanding of customer care and experience of managing the client relationship preferably including time within a Healthcare environment.
- Demonstrate knowledge of safe use of equipment.
- Experience in a people environment.
- Good interpersonal and communication skills.
- Able to use own initiative in problem solving on day to day issues.
- Self-motivated and ability to motivate others.
- Work well as part of a team.
- Keen to develop both own skills and knowledge and that of others.
- Live within an acceptable travelling time of the Hospital.
- Flexible attitude to working hours

Qualifications:

- Recognized electrical apprenticeship e.g. city and guilds / NVQ in Mechanical and/or plumbing
- Minimum 2 years craftsman experience
- 16th edition IEE regulations

Experience:

- Minimum of 3 years experience in a similar role within a large complex service organisation.
- Accuracy and attention to detail.
- IT skills.
- Ability to work to tight deadlines in a demanding environment.

Training:

- To attend training establishments as necessary.
- Provide training, technical advice and support to Apprentices, Trainees and Maintenance Assistants.
- Undertake any other duties appropriate to the grade
- Health and Safety
- Site Orientation and Corporate Induction
- Customer care
- Project Co Values
- Fire Safety
- Personal Development Plan

***Method Statement***  
Estates Services

General Notes:

The job description is in general terms and the employee is expected to undertake all other tasks as reasonably required by the Estates Management.

Health & Safety:

The post holder will be responsible for all appropriate health, safety and welfare matters affecting staff in or attached to their area of work responsibility. This will include safe systems of work, training and safety inspections

**Method Statement**  
Estates Services

## 7 Contingency Plans

An indicative contingency plan has been provided below. Service specific contingency plans will be developed with the Board and will be completed 3 months prior to Service Commencement for each individual service mobilisation.

Scenario: Failure of mains electricity supply	Time Period:	Description of Contingency arrangements: To manage continuity of supply.	
Triggers/Escalation	When to invoke	Actions	Assumptions
Mains Electricity Supply Failure	When Generators Running Alarms via BMS. Notification to Helpdesk or Estates Department of failure of mains electricity supply either via a Building Management System alarm, by users or by the supply authority.	<p>Instigate Incident Recording Protocol using standard form.....</p> <p>Contact Estates Manager on-call/on-site to attend site.</p> <p>Check Emergency Generators are running.</p> <p>Proceed to Main Incoming HV Board to check status.</p> <p>Instruct checks to critical plant areas to confirm normal operation via BMS where possible. The critical plant checklist will be an integral part of the Estates emergency response procedure</p> <p>Contact Electricity supply authority to ascertain cause estimated time to reinstatement of mains supply to the facility.</p> <p>The Estates on-call Manager shall liaise with Board and FM Heads of Department to inform of action plan for the duration of the failure. The appropriate personnel / departments shall be identified and contact numbers provided by the Board and included the switchboard emergency response procedure</p> <p>Monitor fuel supply for generators.</p> <p>If necessary implement the agreed loadshedding procedure. The loadshedding priority listing shall be jointly developed with the Board.</p> <p>On reinstatement of mains power Estates personnel shall carry out critical plant checks as previously described to ensure complete transition back to mains supply. The generators shall be checked to ensure immediate / continuous availability in the event of recurrence of the outage.</p> <p>The Estates on-call Manager shall carry our debriefing with the appropriate Board representatives.</p>	<p>Fault lies with Supply Authority.</p> <p>Both Sources of Supply are unavailable</p> <p>Generators running.</p>
<b>Name/title of staff member authorized to invoke plan:</b> Helpdesk Operator/ Estates Services Management Team			
<b>Criteria for returning to normal service:</b> Confirmation to the Estates Service by the Supply Authority of reinstatement and integrity of Mains Electricity Supply.			

*Method Statement*  
Estates Services

**Procedures for returning to normal service:**

Inform Board and FM Heads of Department. Check Emergency Generators are returned to standby status. Stand down additional checking regimes.

**Protocol References:** Helpdesk action card Ref.

Estates Incident Action Plan Ref.

Incident Report Record