



Ministry
of Justice

National Probation Service Employee Facilities Management Guide

April 2021





HM Prison & Probation Service

OFFICIAL

Introduction

This document offers employees based in National Probation Service (NPS) sites a guide to our new facilities management (FM) partners and services, which are being put in place on 5 April 2021 and 25 June 2021; please see the [NPS FM Change Regional Spreadsheet](#) for site details.

NPS facilities management areas	FM partners
East Midlands, Greater Manchester, North East, North Wales, North West, West Midlands, Yorkshire and The Humber	Mitie and Sodexo
East of England, Kent, Surrey and Sussex, London, South Central, South Wales, South West	Kier and OCS

Employees will be informed of the change at their site through the following communications activity, to support timely awareness and knowledge:

- Two emails:
 - One a week before the FM change, providing awareness about what is changing, when, and next steps.
 - One the day before the change, reinforcing awareness and providing greater detail through a link to this document.
- Posters displayed in high traffic areas in all affected sites, to support awareness of the change, appropriately positioned on site the night before the change.
- Desk drops in all affected NPS sites, to provide essential knowledge about how to raise FM issues, appropriately positioned on site the night before the change.
- Change day: employees see the posters and desk drops.

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If you have a question that isn't covered in this document, please contact [Damien Daniel](#), Facilities Management Transition Lead – thank you.

Hard and soft FM explained: our new providers

Hard FM refers to services that are integral to the physical management of our buildings, such as plumbing, air conditioning, repairs and maintenance. Our hard FM partners are:



Kier is our hard FM partner for East of England, Kent, Surrey and Sussex, London, South Central South Wales, South West



Mitie is our hard FM partner for East Midlands, Greater Manchester, North East, North Wales, North West, West Midlands, Yorkshire and The Humber

Soft FM refers to services that are delivered by people, such as cleaning and security. Our soft FM partners are:



OCS is our soft FM partner for East of England, Kent, Surrey and Sussex, London, South Central, South Wales, South West



Sodexo is our soft FM partner for East Midlands, Greater Manchester, North East, North Wales, North West, West Midlands, Yorkshire and The Humber



KBR is our FM integrator, delivering our Estates Helpdesk function and the IT system that handles our FM work requirements

Estates Helpdesk

The Estates Helpdesk is your contact point 24 hours a day, 365 days of the year, to log hard and soft FM issues, follow up outstanding faults, request new works, or raise a complaint or compliment.

How to report an FM issue

All high priority work orders – A2, B2, C2, in the chart on page 4 – should be raised by calling the Estates Helpdesk on: 0333 300 2016.

All non priority work orders – D2, E2, R2, Q2, in the chart on page 4 – should be raised by calling the Estates Helpdesk on: 0333 300 2016 or emailing: edfmhelpdesk@fmassurance.co.uk.

Employees will need the following information to report an FM issue:

1. Your site location and contact details, including your email address. Providing a second site contact is recommended.

2. Site opening and closing times. Please note that our service level agreement (SLA) agreed attendance times may result in the FM partner sending someone just as your site is about to close, so double check all timings.
3. A detailed description of the FM issue, its precise location, such as the floor number and zone, or model and asset number of faulty equipment, if known. Please do not request a new boiler, radiator, roof, etc., as this is a decision for the FM team.
4. If the FM issue is causing a Health & Safety issue.

Please make a written or digital record of your work order reference number, the person you spoke to, the time you spoke to them and the expected agreed attendance time. If no one has attended your site by the agreed attendance time, please contact the Estates Helpdesk to request an update, using your work order reference number.

Logging a work order: next steps

Once your work order has been logged by the Estates Helpdesk, a unique reference will be generated, which will be sent to the MoJ's FM partner, enabling them to schedule the works and attend to the site repairs.

You will receive an automated email from the Estates Helpdesk containing the work order details and a web link that allows you to track the status of your logged work order.

Timescales

The chart, below, provides you with priority levels, call types, descriptions and agreed attendance times for all hard and soft FM issues.

Please note that the default priority for all reactive repairs is D, which is a five working day call out.

If a work order has breached its scheduled attendance time, it may be followed up and escalated through the Estates Helpdesk, to discover where the FM partner is regarding site attendance and completing the works.

Priority	Call type	Description	Attendance time
A	Business critical	Immediate critical Health & Safety risk	1 hour
B	Emergency	Severely restricted from conducting normal operations	2 hours
C	Urgent	Interrupts the use of facilities in relation to all users	4 hours
Q	Important	Does not require urgent response, but affects business operations	24 hours
R	Standard	Does not require urgent response, but affects business operations	2 working days
D	Routine	Issues of a routine nature; no urgency	5 working days
E	New works	New works, change, or new items	Quote provided in 5 working days
Z	Service failure	Failure to complete a regular service	14 day full turnaround

FM partner quote process and MoJ approval

If a work order generates a quote, or is a new request and therefore requires billing, employees should follow the process, below.

MoJ approval:

- All reactive quotes (repairs) up to £1,000 are automatically approved by the system.
- MoJ FM approves all reactive quotes over £1,000 and all quotes for new and project related works.

The escalation process

A work order should only be followed up by calling the Estates Helpdesk if it has not been attended within the agreed attendance time. The Estates Helpdesk will then provide you with updates. Following this process ensures that the FM partner has been given the agreed time to respond and attend to the work order before it is escalated.

If a work order has breached its scheduled attendance or completion time, and the FM partner has not provided a valid reason, employees should follow the escalation process, below. Please note that every escalation level is prompted by the employee: escalation is not an automatic process.

- **Escalation 1:** the Estates Helpdesk will advise the FM partner that their work order has not been attended within the agreed attendance time. The FM partner should attend or provide an update on the system within 24 hours. Any system updates will be provided to the employee if they call the Estates Helpdesk; this information will not be provided automatically.
- **Escalation 2:** if no update has been received within 24 hours of an Escalation 1, an Escalation 2 will be sent to the FM partner Helpdesk manager, who will update the system within 48 hours. Any system updates will be provided to the employee if they call the Estates Helpdesk; this information will not be provided automatically.
- **Escalation 3:** if there are no updates within 48 hours, an Escalation 3 will be sent to the MoJ facilities manager for your building; the MoJ facilities manager will escalate with the FM partner and update the system. Updates will be provided to the employee if they call the Estates Helpdesk; this information will not be provided automatically.
- **Escalation 3+:** if there are no updates, Escalation 3+ is added on to the system, to make the MoJ facilities manager aware that the FM partner has not attended. The MoJ Facilities Manager will escalate this directly with either the Mitie Regional Facilities Manager or the Kier Contracts Manager. Updates will be provided to the employee if they call the Estates Helpdesk; this information will not be provided automatically.

Service failures and recalls

Service failures

Failure to deliver a scheduled service such as cleaning or waste collection: once the service failure has been logged, attendance will be within 14 days.

Employees are also able to log a retrospective service failure. This means that, even if no one attended, and / or the service was not needed for that day, this incident would be logged for reporting purposes, not attendance.

Service recalls

A recall may be logged if a work order has been marked as completed, but it has not been completed, or if it was completed, but then the same issue recurred within 28 days of completion. This may include planned and reactive maintenance work.

Complaints and compliments

Complaints

Any employee may raise a complaint about any FM partner/s, and / or the Estates Helpdesk, by contacting the Estates Helpdesk on: 0333 300 2016 or emailing: edfmhelpdesk@fmassurance.co.uk.

Complaints may be related to any of the following, or other, issues:

- A specific work order.
- Quality of work.
- Length of time taken to deliver the work.
- Lack of response within the agreed attendance time, etc.
- A general complaint about any aspect of hard or soft FM in any HMPPS building/s.

Complaints will be responded to within 24 hours by the Estate Helpdesk via email. Complaints will be resolved and closed within five working days.

If a complaint is raised against an FM partner and is not resolved, employees should contact the Estates Helpdesk to escalate it. This escalation will reach the MoJ Facilities Manager. If the escalation process has been exhausted, the employee should raise the matter with their Regional Business Strategy and Change (BSC) team, who can support with resolution of FM issues. When notifying the Regional Business Strategy and Change (BSC) team of an escalating FM issue, the work order number(s), where applicable, should be provided in all instances, as this will help to identify the outstanding issues quickly within the system.

Employees who want to raise a complaint about the Estate Helpdesk should do so by emailing edfmhelpdesk@fmassurance.co.uk. The Estates Helpdesk will log the complaint against themselves and the Estates Helpdesk management team will investigate the complaint and email their findings directly to resolve the complaint.

Compliments

Compliments may be logged for our FM partners and the Estates Helpdesk by contacting the Estates Helpdesk on: 0333 300 2016 or emailing: edfmhelpdesk@fmassurance.co.uk.

Compliments may be related to any of the following, or other instances of outstanding support:

- Service provided.
- Delivering above and beyond the employee's expectations.

Employee satisfaction survey

The Estates Helpdesk will email the employee once a work order has been completed. A percentage of these follow up emails will include an employee satisfaction survey on the service provided by the Estates Helpdesk and our FM providers, to help our FM team continually improve their service delivery to our employees.