

Planned & Reactive Maintenance of Premises Policy	Type: Policy Register No: 09089 Status: Public
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Contributes to CQC Outcome:	Regulation 15 - Premises and equipment

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Distribution Method	Electronic copy to all Managers, Intranet. Website
Related Trust Policies (to be read in conjunction with)	Risk Management Strategy and Policy Health and Safety Policy Infection Prevention Policies Control of Contractors Estates Policies Standing Orders and Standing Financial Instructions

Document Review History

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1.0	Chris Churchouse	24/09/2009
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2.0 formal review of policy	Chris Churchouse	27/01/2012
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1. Purpose

- 1.1 To lay down a framework for the structure and work processes which ensure the provision of planned and reactive maintenance, regular servicing and compliance with statutory and mandatory requirements.
- 1.2 The requirement is that all buildings and associated services will be provided and maintained as “fit for purpose” in accordance with statutory and mandatory obligations and in compliance with relevant policies, Health Technical Memorandums and Key Performance Indicators.

2. Introduction

- 2.1 The Mid Essex Hospital Trust (the Trust) has the responsibility of providing a safe, high quality healthcare environment for its staff, patients and visitors on all its sites. The main contributor to ensuring that this is achieved and that all hospital premises are maintained to a high standard and comply with all statutory and mandatory requirements and that there is a well managed maintenance regime, for both the Planned Preventative Maintenance (PPM) and Reactive Maintenance services.
- 2.2 Broomfield Hospital is split into the ‘Retained’ Estate, and the PFI managed Estate. The Trust also has remote sites. Braintree Community Hospital is serviced via a PFI contract.
- 2.3 The Trust Estates department is responsible for the Maintenance of the Retained Estate and the remote sites. The Broomfield PFI building is maintained by Bouygues, and the Braintree Community Hospital is maintained by Grosvenor FM. Both PFI contracts have maintenance requirements and standards, both contracts have to abide by statutory requirements, and will change these in the event of a change in the law. The Trust Estates Department monitors and audits the PFI performances.

3. Aim

- 3.1 The aim of the policy is to ensure that the Trust’s buildings and associated services are maintained to a “fit for purpose” standard in accordance with statutory and mandatory obligations, also in compliance with relevant policies, Health Technical Memorandums and Key Performance Indicators.

4. Scope

- 4.1 To include all owned or leased properties and PFI contracted buildings. The leased properties are to be maintained in accordance with the lease.
- 4.2 Obligations and standards required for planned preventative maintenance, reactive maintenance and services for the PFI building are contained within the PFI Project Agreement. As such, all references within this policy are to hospital premises other than the PFI building and to the obligations, requirements and functions of the Trust’s Estates Department unless specifically referenced as otherwise.
- 4.3 Planned preventative maintenance, reactive maintenance and services for all properties, owned or leased by the Trust will include electrical, mechanical, plumbing, joinery, building, painting, security, fire alarms, flooring etc. A programme of works will be prepared annually to cover the schedule of requirements for each property.

Specific obligations regarding the timing of issue of programmes of work for the PFI building are contained within the PFI Project Agreement.

5. Roles & Responsibilities

5.1 Chief Executive

5.1.1 The Chief Executive of the Trust has overall responsibility for ensuring that all premises are maintained to the relevant standards. The responsibility is delegated to the Chief Estates & Facilities Director to implement.

5.2. Chief Estates & Facilities Director

5.2.1 The Chief Estates & Facilities Director is responsible to the Chief Executive for ensuring that all hospital premises are maintained to the relevant standards and shall nominate a Estates & Facilities Site Manager to manage the Planned and Reactive Maintenance programme for the Retained Estate & Off site premises excluding the PFI building.

5.2.2 The Chief Estates & Facilities Director is identified as the Trust's Representative for the PFI Project Agreements. The Chief Estates & Facilities Director may, by specific instruction, delegate certain powers of the Trust's Representative to designated members of the Estates and Facilities Management Directorate. The powers of the Trust's Representative delegated by the Chief Estates & Facilities Director shall not include the power to make binding financial commitments upon the Trust. Such power shall rest with the Chief Estates & Facilities Director, albeit to be exercised in accordance with the Trust's Standing Orders and Standing Financial Instructions.

5.3 Estates & Facilities Site Manager

5.3.1 The Trust's Estates & Facilities Site Manager will be responsible for ensuring that all work identified for the Retained Estate premises is carried out by competent persons at the appropriate intervals and to the standards as laid down in regulations and industry best practices. Records and programmes are to be provided at regular intervals to confirm that the work is being implemented and completed on time. They will also monitor and audit the PFI provider's performance against the contract obligations.

6. Operational Systems

6.1 Programme

6.1.1 The Head of Maintenance is to agree an annual programme for planned maintenance and servicing before the commencement of each financial year. Budgets are to be agreed for each element of the service to be provided.

6.2 Standards

6.2.1 All maintenance, servicing and inspection works are to be carried out in accordance with the relevant British Standards, HTM Guidance, Building Regulations, Codes of Practice, Health & Safety at Work Act, Regulatory Reform (Fire Safety) Order 2005, CDM Regulations and manufacturers' instructions.

6.3 Servicing

- 6.3.1 All servicing of plant, equipment and installations is to be carried out at the prescribed intervals. Any deviance from manufacturers recommendations or HTM guidance must be subject to a Risk Assessment.
- 6.3.2 All parties are to ensure that competent persons are employed to carry out the specific services, and are to maintain a register of competent persons.
- 6.3.3 Records of servicing are to be maintained together with appropriate certificates

6.4 Maintenance – Planned

- 6.4.1 All planned maintenance work should be carried out to comply with the relevant current standards and to apply for all necessary approvals from Local Authorities and statutory undertakings.

6.5 Maintenance – Reactive

- 6.5.1 The Estates and Facilities Helpdesk (Ext 6000) operates 24/7, 365 days per year as the receiving point for all reactive maintenance requests for hospital premises. For Braintree Community Hospital, there is a Helpdesk (01376 314100) operates 24/7, 365 days per year as the receiving point for all reactive maintenance requests
- 6.5.2 Each request is allocated a priority and unique identification with response times and priorities defined by the Retained Estate Maintenance Department or in accordance with the PFI Project Agreements where the request relates to a PFI maintained building.

6.6 Notification of Problems

- 6.6.1 All parties are to notify the User Department immediately of any significant Building and Engineering breakdowns which will have an immediate impact on the delivery of a service from a building.
- 6.6.2 The Trust's Estates Department will ensure that all affected Heads of Service are informed and given advice on the effects on the service provided from the building. This is expected to be undertaken by the individual user departments using the Trust "Risk Assessment Form" in accordance with the Risk Management Strategy and Policy.
- 6.6.3 For all planned works that will result in a loss of service or interference to the users must have 2 weeks notice in advance to the users, an Essential Works Notification will be issued Trustwide to ensure all parties possibly affected will be informed. A sign off sheet for acceptance may be used for specific work.

7. Monitoring

- 7.1 The Retained Estate Estates Department is to compile and maintain an up to date register of all assets within the Retained Estate premises. The Retained Estate Estates Department is to provide on an annual basis records of all servicing carried out during the year for each building it has been delegated to maintain. The records are to be signed by the person who carried out the service/inspection. The Retained

Estate Estates Department is to provide an up to date register of maintenance and servicing contracts in place to meet the needs of the building on an annual basis.

- 7.2 The Retained Estate Estates Department will on a regular basis undertake performance monitoring of both contractors and directly employed labour in relation to the provision of PPM and Reactive Maintenance tasks.
- 7.3 The Head of Maintenance, Estates Engineers and/or Supervisor will on a monthly basis check 2.5% of worksheets to ensure the information is correctly provided, hours taken are appropriate to the work content and note any comments from the Tradesperson and take the necessary action if required. The Manger/Supervisor checking the worksheets should initial each worksheet to verify the checking procedure.
- 7.4 In addition, a randomly selected sample of 2.5% of a month's worksheets for both reactive and Periodic Preventative Maintenance (PPM) (14 dockets) will be audited by the Head of Maintenance, Estates Engineers and/or Supervisor each month. The audits will consist of quality of workmanship, value for money and documentation completed where applicable. The results will be formally recorded and monitored via the Estates and Facilities Management Directorate Performance Management Report on a monthly basis.
- 7.5 Response times to reactive maintenance is also monitored on a monthly basis and reported in Estates and Facilities Management Directorate Performance Management Report.
- 7.7 All monitoring and auditing will be set against realistic KPI's set by the Head of Maintenance.
- 7.8 The Retained Estate Estates Department, along with the PFI providers are to provide all information requested by CQC inspections, and any statutory or contractual obligations.
- 7.9 The Retained Estate Estates Department and the PFI providers are to monitor the life cycle of all equipment and plan for replacement equipment, a Risk Assessed Backlog Maintenance register is to be managed to provide financial planning ability.

8. Training

- 8.1 All Retained Estate Estates staff must be trained to the standard for the relevant task undertaken. The operatives are to be competent persons in their discipline. Regular reviews of training requirements are to be undertaken and refresher training is to be implemented as necessary within any financial constraints imposed.
- 8.2 The Estates & Facilities Site Manager is to ensure adequate funding is available to fulfil all statutory training requirements for all operatives.
- 8.3 The PFI providers training obligations are covered by the Schedules within their Contracts.

9. Definitions

- 9.1 **Planned Maintenance** – Work identified in a programme to maintain buildings and engineering elements at hospital premises.
- 9.2 **Reactive Maintenance** – Work identified outside a programme which is emergency or unexpected to reinstate building and engineering elements to working condition.
- 9.3 **Servicing** – Regular maintenance and inspection of plant and equipment to maintain standards and comply with statutory requirements.

10. Communication & Implementation

- 10.1 The policy will be made available on the Trust's intranet & website by the Estates Department. The Trust's Principal Engineer will be responsible for issuing copies to senior operational managers for them to disseminate the policy to their staff and within their department
- 10.2 The Head of Maintenance will be responsible for ensuring all Trust Estates staff read and fully understand the policy and that it is read in conjunction with the Control of Contractors Policy.

11. Equality and Diversity

- 11.1 The Trust is committed to the provision of a service that is fair, accessible and meets the needs of all individuals.

12. References

- British Standards – as appropriate
- HTM – Health Technical Memorandums
- The Building Regulations 2000
- Approved Codes of Practice
- Health & Safety at Work Act 1974
- Construction (Design & Management) Regulations 2015
- Regulatory Reform (Fire Safety) Order 2005