

**Protocol for the operation of
accommodation provision and facilities management**

Between: Ministry of Justice

And: Prisons and Probation Ombudsman

1. Parties

This document outlines the business relationship between the following parties:

- Prisons and Probation Ombudsman (PPO), and
- Ministry of Justice, HQ Estates Division (HQED). HQED is responsible for determining, maintaining and implementing the estates strategy. It provides estates and facilities management services with a description of the range of the latter provided in Attachment A.

2. Purpose

The purpose of this protocol is to set out an agreement between the Ministry of Justice HQED and PPO with regard to the management and delivery of accommodation and facilities management services. It will:

- Establish the principles underpinning the relationship between the parties and how they will work together in the management of these areas of risk.
- Describe the service that the HQED will provide to PPO, what HQED can expect of the PPO and how they will work together to deliver the agreed services.
- Provide a basis to quantify the cost of any services to be provided to PPO.
- Establish an arrangement for performance monitoring, reporting on estimated and actual cost, and review of the relationship.

3. Background

Under the PPO Framework Agreement, the Ministry of Justice, as the sponsoring Department, will take responsibility for the strategic provision of accommodation to enable the PPO to fulfil its functions. The Department will respect the operational and independence needs of the PPO whilst ensuring that accommodation arrangements meet national Government standards and any consequential MOJ corporate policies.

PPO is based in Ashley House, 2 Monck Street, London, SW1P 2BQ and occupies the 3rd floor and two offices on the 1st floor. Four desks are also used by PPO in Trafford House, Manchester, which is an office of HM Inspectorate of Probation. PPO shares meeting rooms in Ashley House with offices on other floors. There is a temporary overspill of PPO staff into 2 Marsham Street.

4. Principles

The provision of services by **HQED** is founded on the following principles:

- The Prisons and Probation Ombudsman will be responsible for defining accommodation and facilities management service requirements to support the efficient operation of his office.
- HQED will implement the above requirements respecting HMG mandates and targets related to accommodation and facilities management .
- Joint management of service provision to ensure value for money, including examining new and improved methods of delivering services and support.
- Working in partnership to ensure that the best possible service is delivered.
- PPO may establish its own policies and arrangements; particularly where it has business-specific risks, but such policies and arrangements should generally be consistent with corporate policies. Any variation should be agreed with HQED.
- Generating, implementing and maintaining an escalation process that provides for issue resolution for both parties.

5. Scope of protocol

This protocol covers the provision and use of the following services:

- **Changes in accommodation provision** which will be governed by the current MOJ's process supporting the delivery of this service.
- **Facilities Management** for which a schedule of the full range of services provided by HQED is included as Attachment A to this protocol together with the specific services covered by this protocol clearly identified.

6. Outcomes and policy

This section states the shared outcomes between HQED and PPO and their respective roles, and summarizes any supporting policy for each service area.

6.1 Change in accommodation provision

HQED has a corporately approved process for facilitating completion of accommodation change requests from sponsored bodies that defines stages, steps, roles, responsibilities and outputs. This process will be invoked when accommodation change is needed or requested.

HQED will be responsible for;

- Ensuring that the process itself remains compliant with HMT/OGC requirements.
- Consulting PPO on both the initial version of the process and subsequent modifications that materially impact their roles and responsibilities.

- Supporting PPO in understanding the process, responsibilities and outputs.
- Actioning agreed and authorised improvement initiatives arising from regular meetings.

PPO will be responsible for:

- Complying with its responsibilities as defined by the authorised process when its accommodation needs require change.
- Recommending improvements to the process.

Jointly, both **PPO and HQED** will be responsible for,

- Meeting regularly to monitor the performance of the accommodation, sharing ideas as to how to improve the working environment while remaining focused on mandated targets for sustainability and high performing properties.

6.2 Facilities Management

The full schedule of facilities management services provided by HQED is shown at Attachment A.

HQED will be responsible for:

- Establishing an 'Intelligent Client' function to facilitate successful delivery of all FM services provided to PPO.
- Providing a central helpdesk facility where all service requests can be logged for action.
- Responding quickly initially to requests for office furniture, minor moves and/or re-organisations and for new or replacement MoJ security/building passes.
- Delivery of the MoJ HQ's Green Action Plan.
- Ensuring that PPO staff can access facilities in other MoJ buildings within central London.
- Ensuring that the building is safe and that regular fire safety checks are carried out along with clear evacuation procedures that are routinely tested.
- Managing and providing guidance to the PPO emergency response team.

PPO will be responsible for;

- Providing dedicated contacts in the PPO Central Services team to work with MoJ colleagues to discuss accommodation and facilities requirements.

- Submitting timely and accurate requests for accommodation items and helping co-ordinate deliveries and office moves.
- Providing funding from the PPO budget for office furniture.
- Ensuring that PPO is efficient in its use of office space and storage for example, regularly archiving casework to send away for storage.
- Having a local emergency response team and advertising who these people are.

Jointly, **HQED and PPO** will be responsible for:

- Meeting regularly with the PPO Head of Central Services to keep accommodation requirements under regular review.
- Providing ideas and solutions to resolve accommodation concerns.

7. Service levels

Attachment B sets out service levels currently provided by Amey facilities management under its contract with the Home Office (as a legacy prior to machinery of Government changes in 2007). From 1 April 2010, management of the contract will pass to MoJ HQED. HQED will scrutinise the turnaround times and service levels to ensure that they are line with MoJ's and PPO's needs.

8. Monitoring Performance, Review of Service levels and review of this Protocol

The head of HQED or his nominated officers together with the Deputy Ombudsman (Corporate Services) will monitor shared service delivery, meeting bi-annually or annually to consider:

- any failure to achieve the identified/agreed standards
- any proposals for remedial action.

9. Responsible Officers

This section gives name, address and contact details of the responsible officers from each party.

John Scott
For HQED

Tony Hall
For Prisons and Probation Ombudsman

December 2009

Attachment A

List of MOJ Facilities Management Services

- Managing Agent Services
- Project Management
- Mechanical & Electrical:
- Building & Civil Engineering:
- Managing Agents:
- Security- Man Guarding:
- Security- Access Control Cards
- Cleaning:
- Window Cleaning:
- Specialist Cleaning:
- Pest Control:
- Waste Disposal- confidential
- Waste Disposal- general
- Recycling:
- Shredding:
- Porterage / Handymen:
- Porterage (General):
- Post Room & Distribution:
- Catering:
- Hospitality:
- Water Filter Machines:
- Facilities Helpdesk:
- Stationery
- Space Planning
- Meeting Room Booking system:

Attachment B

EXTRACT FROM CONTRACT BETWEEN HOME OFFICE AND FACILITIES MANAGEMENT PROVIDER (AMEY)

SERVICE RESPONSE TIMES

1. The Authority is keen to ensure that Attend(ance), Temporary Fixes and Permanent Resolutions to all reactive activities are applied appropriately and that the Contractor reacts to the various daily events in a unified manner.
2. There are two Service Level standards that are available, 'A' and 'B'. The Service Level as applied by the Authority to each of its Properties, is detailed within Schedule 2 – Annex A, and have been applied on the basis of Core Hours and Non-Core Hours for each Property. All reactive work must be carried out in accordance with the stipulated Attend(ance) times, Temporary Fix Times and Permanent Resolution Times.
3. Tables 1 and 2 indicate the Response Times to be applied to their respective criteria for either Service Level A or B. These are the times that the Contractor shall be expected to meet as a minimum.
4. Table 3 indicates the Response Times to be applied to circumstances which relate to the failure of a lift and to circumstances which relate to a lift and a person who is trapped within the lift ("**Lift Entrapment**").

Table 1- Service Level A Response and Resolution Times

Priority Rating	Works Request Types	Attend	Temporary Fix	Permanent Resolution
A	Matters giving rise to an immediate risk to Health & Safety, Security or Business Critical systems / issues.	20 minutes	2 hours	6 hours
B	Matters that prevent or restrict the Authority from conducting normal operations.	1 hour	4 hours	24 hours
C	Matters of routine natures that do not impinge upon the proper working of the Properties in relation to all users.	N/A	8 hours	48 hours

Table 2- Service Level B Response and Resolution Times

Priority Rating	Works Request Types	Attend	Temporary Fix	Permanent Resolution
A	Matters giving rise to an immediate risk to Health & Safety, Security or Business Critical systems / issues.	2 hours	4 hours	6 hours
B	Matters that prevent or restrict the Authority from conducting normal operations.	4 hours	8 hours	24 hours
C	Matters of a routine nature that do not impinge upon the proper working of the Properties in relation to all users.	N/A	N/A	10 days

Table 3- Lift Entrapment

Lift Request	Attendance	Temporary Fix	Permanent Fix
Lift Entrapment	30 minutes	8 hours	24 hours
Lift Failure	4 hours	8 hours	24 hours

For avoidance of doubt, Response Times and Temporary Fix Times and Permanent Resolution Times will run concurrently.

5. The KPI clock will start as soon as the Service Request has been assigned to the Contractor through the CAFM System.
6. The KPI clock shall only stop once the Contractor acknowledges attendance / Temporary Fix / closure through the AHD CAFM System. For avoidance of doubt, the Contractor shall not be able to retrospectively close the KPI clock down for any of the required roles, i.e.: Attend(ance), Temporary Fix or Permanent Resolution.
7. In relation to reactive activities that result in a repair which cannot be effected due to lead times of specialist parts or the need for Authority sanction of costs, the Contractor shall ensure that any agreed suspension of activity with the Authority is recorded within the CAFM System operated by the AHD. The Contractor shall agree in advance with the Authority the exact criteria for suspension.