

## BSO ESTATES MANAGEMENT POLICY

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## **1.0 Aims of Policy**

The aim of any maintenance regime or programme is to maximise the life and performance of an asset at minimum cost, whilst ensuring that those assets remain safe and legally compliant and to maintain the value of the estate, extending the economic life of property and engineering systems as far as possible. This helps to ensure that buildings and all associated services operate at optimum levels of performance and within design criteria in the useful life cycle which will in turn minimise disruption to ensure business continuity. Buildings will be provided with the housekeeping and routine maintenance necessary to protect the physical integrity of the buildings and keep them in a condition where they are clean, safe and pleasant to visit or occupy.

BSO and its participating ALBs recognise its duty as a public sector healthcare organisation to provide effective and efficient estates, property & asset maintenance arrangements at their owned premises. BSO have introduced an effective system with continual assessment, monitoring and review arrangements set in place to ensure the provision and maintenance of a safe environment for all staff, contractors and members of the public. This Policy is to assist with the assurance that BSO complies with PEL 11(01), PEL14 (04) and other guidance where necessary

## **2.0 Definitions**

### **Assets Maintenance**

All assets require some form of maintenance activity. This may range from very simple checks when new, through to extremely complex tests and validation arrangements throughout the life of a more complex asset. In order to ensure that time and resources are not wasted on maintenance it is necessary to identify asset groups or categories which require maintenance activities and identifying what needs to be done, by whom, and how often. Within BSO planned maintenance activities (PPM) are limited to essential maintenance only (i.e.: where a failure of the maintenance programme will render the asset either unsafe (to staff, contractors, building or environment), illegal, or likely to result in high repair costs).

## **3.1 Management Structure**

A management structure with defined roles and responsibilities is in place. Regular on-going performance monitoring will be undertaken, designed to identify improvements to facilitate the Service.

## **3.2 The Chief Executive**

The BSO Chief Executive has ultimate responsibility for ensuring that the BSO Estate is properly maintained. In particular he/she must ensure that suitably qualified personnel are employed to implement, manage and review the service. The Chief Executive discharges operational responsibility for Estate services through the Director of Human Resources & Corporate Services.

### **3.3 The Director of HR & Corporate Services**

The DHRCS is responsible for creating a suitable range of arrangements to deliver the policy aims and objectives. He/she sets the standards and quality of service to be provided and ensures that suitable levels of resources are provided to deliver the required level of service. The DHRCS discharges the day to day operational responsibility for the Estate Department through the ASM.

### **3.4 Administrative Services Manager**

The ASM shall ensure that estates issues are highlighted through the DHRCS to the Chief Executive and BSO Board; is responsible for proposing resources and programmes of work relating to estates operation and maintenance activity and the future allocation of revenue funding.

Monitor the quality of service provided and take corrective action where appropriate and ensure policies are implemented operationally and monitored as part of assurance.

### **3.5 Premises Committee**

The Premises, Health, Safety, Fire and Environment committee meets quarterly and is chaired by the ASM. The Committee receives compliance reports on key operational matters. The Terms of Reference for this Committee are provided in Appendix B.

### **4.0 Contractors**

Contractors are responsible for ensuring that:

- a) On arrival and for the duration of the task, that the equipment, site conditions and specific location of task are within the parameters of the job specification.
- b) They carry out an initial and on-going mental Risk Assessment to identify new or enhanced hazards
- c) They immediately stop any/all work should any hazard identified at (b) arise.
- d) They immediately notify their line manager following (c) above.
- e) that they sign all necessary registers (such as the BSO Asbestos register which is kept at every site) or liaise with the relevant Trust Estates Department where BSO staff are embedded.

### **5.0 Premises/Contract Manager:**

The premises manager/contract manager is responsible for ensuring that:

- a) Reviews of maintenance needs are undertaken at intervals not exceeding 12 months.
- b) Maintenance schedules are agreed and implemented when any new asset is brought into service within the BSO and added to the asset list

## **6.0 Routine Building Maintenance**

A maintenance routine shall be established to keep all buildings in a condition that is safe, healthy and in good repair and is covered under Contract: 707363. A full list and frequency of PPM is available on request from [estates.bso@hscni.net](mailto:estates.bso@hscni.net)

**Bathrooms-** Special attention shall be given to toilet cleanliness because of the need for sanitation and the threat to health. Toilets shall be thoroughly cleaned on a daily basis; soap, paper towels (where appropriate), etc., shall be checked and replaced promptly.

The following list, whilst not exhaustive, list the main areas covered under Pre Planned maintenance

- Roller Shutter Maintenance**
- Fire & Exit Door Inspections**
- Window Inspections**
- Weed Spraying**
- Water Cooler Maintenance**
- Generator Emergency Lighting**
- Lighting Checks**
- Lightning Conductor**
- Fire Alarm**
- Wet/dry Riser**
- Smoke Ventilation**
- Intruder Alarm CCTV**
- Audio/Visual System**
- Fire Fighting Equipment Testing**
- Lift Maintenance**
- Disabled Refuge Points**
- BEMS (Building Energy Management)**
- Legionella**
- Air Conditioning**
- Pressurisation unit**
- Expansion Vessel**

## **7.0 Reactive Maintenance**

In addition to planned maintenance activities, contractors are required to react to faults or breakdowns in systems, plant, or assets at any time. All such activities will be generated by user calls/requests to the Facilities Management Helpdesk. With correct planned maintenance activities, this type of reactive maintenance should be kept to a minimum. However, it is recognised breakdowns do occur, necessitating some form of corrective action. Where this occurs, reference should be made to the planned maintenance schedules / tasks to ensure that cost effective operation and maintenance are being achieved. A guide to Priority calls have been identified at Appendix C

## **8.0 Backlog Maintenance**

It is essential that the physical condition of the BSO estate is accurately assessed and maintained to ensure that it is fit for purpose and safe for staff and all who enter our premises. Backlog is defined as the cost to bring estate assets that are below acceptable standards (in terms of their physical condition or compliance with mandatory fire safety and other statutory safety legislation) up to an acceptable condition. Estate assets deemed “acceptable” should therefore:

- Comply with statutory legislation.
- Comply with relevant fire safety legislation.
- Be maintained at a fully operational state within normal revenue allocations and planned capital investment.
- Meet public expectations, reflected in a safe, clean, secure and welcoming environment.

## **9.0 Non-BSO sites**

It is recognised that a large proportion of BSO, participating ALB staff are embedded with HSC Trust properties. As such, a letter (Appendix A) will be sent to all HSC Trusts to receive the relevant assurances. BSO now have responsibility in partnerships with Arm’s Length Bodies to provide Estates Services which are covered under Service Level Agreement.

## **10.0 Reporting**

BSO Corporate Services will continue to provide quarterly/annual reports in relation to Premises Management which will include critical lease dates. It is recognised that SMT/ BSO Board and BSO Business committee have a large remit, therefore only areas which require significant expenditure or non-compliance (backlog) will be dealt by the head of Service as delegated by the Director of Human Resources & Corporate Services. Each Arm’s Length Body will receive a bespoke report particular to their own accommodation portfolio.

## Appendix A



Directorate of Human Resources &  
Corporate Services  
2 Franklin Street  
BELFAST  
BT2 8DQ

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Mobile: 07825 908952  
Email: [bill.harvey@hscni.net](mailto:bill.harvey@hscni.net)  
[bill.harvey@hscni.net.cjism.net](mailto:bill.harvey@hscni.net.cjism.net)  
[bill.harvey@nhs.net](mailto:bill.harvey@nhs.net)

Dear

As you know we all are required to report on compliance against the Controls Assurance (CA) standards and as I have previously indicated, given that if we have staff working on your premises, we are required by Audit to seek an assurance that these premises are managed in accordance with relevant statutory and non-statutory standards in line with CA.

I would be grateful if you could advise the degree of compliance in the Controls Assurance standards set out below for those areas where BSO staff are deployed in your premises.

Buildings Plant and non-medical equipment  
Health and Safety  
Environmental Management  
Fire safety  
Security  
Waste Management

I look forward to hearing from you at your earliest convenience.

Yours sincerely

A handwritten signature in black ink, appearing to read 'William J Harvey', written in a cursive style.

**William J Harvey**

## Appendix B



### **PREMISES, FIRE, HEALTH & SAFETY & ENVIROMENT COMMITTEE**

#### **TERMS OF REFERENCE**

The Terms of Reference for the premises, fire, health & safety & environment committee (known as the “Premises Committee”) was approved by the BSO Senior Management at its meeting on .....2017 . A Premises Committee operates in each of the BSO local offices in Franklin Street, Centre House, Boucher Crescent (to incorporate all PaLs Sites) and The Leadership Centre.

NISCC, NIGALA, RQIA, PCC and NIMDTA as members of the shared services model, also sit on a collective group with representatives from each organisation represented.

#### **Role of the Premises Committee**

In general terms, the role of the Premises Committee is to consider: -

- (i) Issues relating to general accommodation requirements, domestic services, security and common services;
- (ii) Facilities Management including routine maintenance, minor works, decants, renovations, acquisitions and equipment;
- (iii) Health and Safety, Fire Safety and Disability Discrimination legislation requirements
- (iv) Healthy Workplace requirements
- (v) Sustainability;
- (vi) Relevant communication with staff



## **Function**

The functions of the Committee are:

- (i) Issues relating to general accommodation requirements, domestic services, security and common services**
  - Discuss any issues relating to general accommodation requirements of the Business Services Organisation and associated ALB's. This will include allocation and organisational requirements, security issues specific to each Local Office, common services eg., domestic services etc and car parking requirements.
  - Monitor and make recommendations in respect of domestic services.
  - Monitor compliance with BSO/ALB Waste Management and Environmental policies
  
- (ii) Facilities Management including routine maintenance, minor works, decants, renovations, improvements/refurbishments, acquisitions and equipment**
  - Monitor and review all aspects of maintenance and improvement or repair to buildings or grounds
  - Discuss and consider issues in relation to proposed accommodation improvements and refurbishment projects, including any potential impact on staff welfare
  - Consider annual inspection reports of the premises and grounds
  - Ensure reporting mechanisms for minor works and repairs are effective and efficient and recommend and instigate changes where necessary
  
- (iii) Health and Safety, Fire Safety and Disability Discrimination legislation requirements**

In recognition of the BSO's and participating employers responsibility for the health, safety and welfare of its employees, tenants, contractors and visitors under the Health and Safety at Work Order (Northern Ireland) 1978, Safety Representatives and Safety Committee (NI) Regulations 1979, Health and Safety (Consultation with Employees) Regulations (Northern Ireland) 1996 and relevant

European legislation, the Premises Committee acts as a mechanism for ensuring that all matters relating to the BSO and participating ALB's , its tenants' fire, health, safety and premises management are addressed effectively and in line with all relevant standards and applicable legislation.

The Premises Committees, through their operation, will encourage and promote a culture of partnership in relation to the management of health and safety in all premises.

The Premises Committee, with the agreement of the relevant organisations, will seek opinion on any matters that require external expertise and will consider the following aspects of health and safety, fire safety and Disability Discrimination (Northern Ireland) Order 2006 requirements: -

- Promote and encourage a health and safety culture within the Business Services Organisation and associated ALB's and tenant organisations.
- Consider reviews of local office risk assessment reports, accident/incident/near miss/fire reports/unannounced security and health and safety inspections within the local offices and ensure that any lessons learned and remedial follow up actions are implemented and shared with other local office Premises Committees as deemed appropriate.
- Review and consider any referrals that have been made to the Health and Safety Executive Northern Ireland in accordance with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (Northern Ireland) 1997.
- Ensure that the BSO and participating ALB's meet their obligations under the Disability Discrimination Act 1995; Disability Discrimination (Northern Ireland) Order 2006, with particular attention to accessibility of employer locations, making recommendations for adjustments where required.
- Initiate, develop, roll out and monitor measures designed to ensure the health safety and welfare at work of employees.
- Assist in the resolution of issues relating to fire, health and safety or welfare at work of employees.
- Assist in the development, review and distribution of health, safety and welfare practices, procedures and policies to employees within the workplace.
- Consider and take action, as appropriate, on reports from Trade Union health and safety representatives.

- Monitor the adequacy of health and safety training, communication and publicity and initiate action to maintain a high standard.
- Discuss and agree any proposed changes to health, safety or welfare practices, procedures or policies and take forward the implementation of the changes within the BSO and associated ALB's Local Offices.

**(iv) Healthy Workplace Requirements**

HSC bodies have a responsibility to: address health improvement across a range of settings, with the workplace being a key priority; show leadership in terms of supporting their workforce to make healthier choices and; ensure that health improvement is at the core of the health and safety agenda. The Premises Committees will consider such requirements.

**(v) Communication with Staff**

The Premises Committee will ensure that staff receive regular updates on issues discussed and agreed by the Committee and that all relevant information is posted on the Intranet.

**4 Membership**

In line with health and safety legislation, employees and management have equal representation on a (Health and Safety) Committee.

Membership of the Premises Committee is as follows: -

- Corporate Services Manager BSO
- Staff Side representative
- One representative per Directorate function within the BSO and other tenant organisations, where appropriate
- Associated ALB's

The Premises Committee will normally be chaired by the CSM.

**5**     **Quorum**

The quorum for the Premises Committees is 4 persons. A quorum of 4 members must be present before a meeting can proceed with one member being the Chair or deputy.

**6**     **Meetings**

The Premises Committee will meet quarterly. This will not preclude the convening of a meeting at any time for a special purpose, for example, in the event of a specific incident having occurred.

The Premises Committee shall be supported by Corporate Services staff. The agenda and minutes of the previous meeting will be distributed at least 1 week prior to each meeting.

**7**     **Accountability**

The Premises Committees shall be responsible through the Director of Human Resources and Corporate Services to the Chief Executive.

**8**     **Review**

The Terms of Reference shall be reviewed annually.

## Appendix C

### Call priority guidelines

<b>EMERGENCY: Priority 1</b> Less than 1 hrs. initial	<b>Priority 2</b> 4 hours	<b>Priority 3</b> 1-5 days	<b>Priority 4</b> date and time to be arranged by Estates
Building damage	Building rain/water damage : Wet carpet/floors/walls/ceilings	Door Failure (i.e. Door Closer, Internal Doors)	Building General : Repairs
Power Loss : Site	Automatic Doors (External)	Cameras	General office moves (noticeboards, shelving
Drain/Toilet Blockage	Fire Integrity of Buildings	Hot Water Heaters	PAT Testing Equipment
Fire alarm activation/faults	Glazing Damage	Lighting External	Key Cutting -
Flood	Lift Failure	Substantial Fault	
Gas Loss : Site	Lighting : Large Areas	Lighting Internal : Failures and Faults	Disposal of electrical equipment - WEEE
Heating Loss : Site	Buildings Temperature	Air Conditioning Units	
Lift : Trapped Passengers	Sinks Blocked		
Drain/Toilet Blockage	Toilet Flush Failure	Air Conditioning Units	

	Water : Hot and Cold loss : local		
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