



Estates Maintenance Policy

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Section	Contents	Page No.
	Staff Summary	4
1.0	Introduction	4
2.0	Purpose	4
3.0	Scope	4
4.0	Standards and Practice	5
5.0	Related Estates Policies	6
6.0	Maintenance Strategy	6
7.0	Types of Maintenance	6
8.0	Maintenance Priorities	7
9.0	Maintenance Plan	7
10.0	Health & Safety	7
11.0	Hours of Service	8
12.0	Maintenance Resources	9
13.0	Training Expectations for Staff	9
14.0	Implementation Plan	9
15.0	Monitoring Compliance with this Policy	10
16.0	Quality Audit	11
17.0	Definitions	12
18.0	Duties and Responsibilities	13
19.0	References	16
20.0	Appendices	18
	Appendix A – Estates Maintenance Services	19
	Appendix B – Reactive Response Times & Job Examples.	20
	Appendix C – Authorising Engineer & Responsible person list	22
	Appendix D – Communication and Delivery of Maintenance Services	23
	Appendix E – Estates Escalation Process	24

Staff Summary

To provide staff with an understanding of why its important our Estates are effectively maintained to comply with regulations.
To provide staff with an overview of the types of maintenance completed on the YAS Estate.
To Provide guidance to YAS staff and YAS contractor partners.
Ensure robust monitoring and management systems are in place.
To provide transparency in terms of the Trusts SLAs and rationale for prioritisation.
To provide details to staff of the maintenance service model.
To provide information on roles and responsibilities in terms of Estates maintenance and compliance.
Provide a clear escalation route for Estates related issues.

1.0 Introduction

- 1.1 Yorkshire Ambulance Service NHS Trust (the Trust) recognises its duties under legislation and guidance for the management of maintenance services. The Trust also recognises its duties as a registered healthcare provider under the Health and Social Care Act Regulations 2014 regarding the safety and suitability of premises (CQC Outcome 10).
- 1.2 The Trust is committed to the effective & safe management of maintenance services at all its premises and to the management of the associated risks. It is fundamental to our service that we maintain the ability to always respond to our patients. This policy aims to support this through effective maintenance and management of our buildings and facilities.
- 1.3 This policy and associated maintenance procedures require the cooperation of all employees, building users and contractors who also have responsibilities to ensure a safe and healthy working environment is always maintained. Management, contractors and all employees are to do all that is reasonably practicable to achieve compliance in the management of maintenance services.

2.0 Purpose

- 2.1 The purpose of this policy is to comply with Section 2 of the Health and Social Care Act Regulations which sets fundamental standards for the provision of services by Trusts. These require that the provision of premises and equipment must be safe, clean, and secure.
- 2.2 Section 15(1)2 of the regulations require that users of premises are protected against the risks associated with unsafe or unsuitable premises by means of adequate maintenance and proper operation of the premises. The outcome expected is that people are in safe, accessible surroundings that are being adequately maintained and that comply with any legal requirements relating to the premises.

3.0 Scope

- 3.1 The Trust is responsible for providing a safe, high-quality environment for its employees and visitors. It is Trust Policy to provide buildings and services maintained in a safe, fit for purpose environment by means of planned preventive, reactive, irregular or cyclical and first impression maintenance.
- 3.2 Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 (H&SCA 2008) compliance with statutory and mandatory requirements and by applying best practice

requirements as set out in health department and other relevant guidance. This policy applies to all properties owned and maintained by the Trust and to all premises leased or occupied by the Trust under agreements with third parties

3.3 It aims to achieve this by ensuring that the Trust directs, manages and monitors its maintenance activities to ensure compliance with statutory and legislative requirements while ensuring the safety of employees and visitors is not compromised.

3.4 The policy aims to:

- Provide guidance to those responsible for the maintenance of healthcare environments.
- Assist in maintaining the value of the estate, extending the economic life of property and engineering systems as far as possible.
- Minimise disruption to ensure business continuity.
- Maintain the environment in a manner conducive to high quality clinical care and services.
- Ensure that buildings and all associated services operate at optimum levels of performance and within design criteria in the useful life cycle.
- Ensure that robust monitoring and reporting mechanisms are in place. This policy pursues and expects the good upkeep of buildings, engineering plant and equipment by regular inspection and maintenance in line with the Department of Health guidance documents (Health Technical Memorandum series) and other recognised guidance, legislation and standards.
- Ensure the Estate is maintained and operated safely and kept in good condition.
- Comply with Health and Safety legislation requirements. Ensure the standards are met as set out in Standards for Better Health and as modified over time by the Care Quality Commission.
- Contribute and support Infection Prevention Control within the Trust.
- Meet the requirements for Building and equipment maintenance as set out in legal and statutory requirements, specialist guidance (e.g. HTM's).
- To maintain the current value of the Trusts building stock, to minimise the breakdown or failure of components and to extend the economic life of all the Trust's assets.
- To maintain the health, comfort and environment for all employees and visitors to the Trust by ensuring weather tightness, adequate heating and ventilation and a high standard of maintenance to all supporting facilities.
- To support sustainability by improving the energy efficiency and running costs of the buildings.
- To ensure the Trust obtains cost effective and professional maintenance services, which make the best use of available funds.
- To propose and review revenue and capital funding needs annually and advise on funding shortfalls or excesses in relation to risks, resources and required standards.

4.0 Standards and Practice

4.1 The operational life span of plant and equipment is enhanced by planned maintenance programmes. The programmes also maximise the potential for their availability for use. "Maintenance programmes are essential to ensure that all the critical engineering service equipment is checked, inspected, tested, repaired or replaced at the appropriate time. This makes sound economic sense, as it enhances the operational lifespan of the equipment and maximises the potential for its availability for use".

4.2 Plant, equipment and installations will be serviced in accordance with requirements and guidelines, or as required by the outcomes of risk analysis. Increases of risk rating will be

reported in assurance reports where the maintenance plan changes due to new priorities, or new levels of resource allocation. Para 5.28 of HTM 00 Policies and principles of healthcare engineering.

- 4.3 Maintenance of plant, equipment and installations is to be undertaken by competent persons. Records are to be kept of servicing and of the competent persons undertaking the service.
- 4.4 The Trust has initiated a full building and asset condition survey of the YAS estate. The survey will provide a live information dashboard rating building condition, associated risks and the estimated financial investment required over the next 1-25 years to maintain our buildings and assets to an acceptable standard.
- 4.5 This information will be used to develop our estates strategy and inform a schedule of backlog maintenance. Estates risks identified as significant/high will be logged on the Trusts risk register.
- 4.6 The Estates Department endeavours to undertake maintenance tasks as quickly and efficiently as possible and to minimise the impact of maintenance works on operational services. Depending upon local factors and circumstances, there may well be a mix of both planned preventive maintenance and reactive maintenance.
- 4.7 Services and personnel who are likely to be affected by maintenance works are to be informed regarding the works. Schedules of routine maintenance activities and operational information will be made available.

5.0 Related Estates Maintenance Policies

- 5.1 Several estates services fall within the scope of specific legislation and/or regulations, because of the level of risk associated with the management of the service. These services may have their own maintenance policies, as recommended by Department of Health guidance.
- 5.2 These related policies include the management of: Asbestos; Fire Safety; Environmental and Sustainability; DESEAR; Electrical Safety (Buildings); Maintenance and Management of Passenger Lifts and Water Safety (including Legionella control).

6.0 Maintenance Strategy

- 6.1 The Maintenance Strategy, adopted by the Trust, considers the anticipated future requirements of a building & its services, the current physical performance & functional suitability of plant, proposed changes or use (particularly where they affect plant & services), statutory & legal requirements, & any standards of maintenance specified by the asset user.
- 6.2 To apply the maintenance strategy, buildings, plant & equipment are risk assessed & included in the Maintenance Plan where they are periodically reviewed.
- 6.3 A flowchart setting out the communication & delivery process for corrective & reactive services is attached as Appendix D

7.0 Types of Maintenance

- 7.1 There are four types of maintenance requirement necessary to maintain the trust assets:

- Planned Preventive Maintenance
 - Reactive Maintenance
 - Irregular or Cyclical maintenance
 - First Impressions Maintenance
- 7.2 The estates service is allocated resources to undertake planned and reactive maintenance (repairs). A programme of planned maintenance is carried out to mitigate health and safety and service risks. The reactive maintenance service deals with failures reported through the YAS Estates Helpdesk within normal operating hours, and to our Planned Maintenance provider outside of normal operating hours.
- 7.3 Estates projects works and programmes of backlog maintenance and cyclical/ irregular maintenance are funded separately through the capital programme.
- 7.4 Asset replacements, repairs, maintenance and minor improvement works are funded from the Estates revenue budget.

8.0 Maintenance Priorities

- 8.1 Assets and their associated maintenance tasks are prioritised according to the Trust core Business activities, considering business risk, resilience and performance of the installed assets to ensure the function of the business are supported within the resources made available.
- 8.2 The response time for reactive maintenance requests is prioritised so that emergency and high priority work will be undertaken first:
- **Priority 1** - Respond within 4 Hours. (Including OOH Emergency Response)
 - **Priority 2** - Respond within 3 working days.
 - **Priority 3** - Respond within 7 working days.
 - **Priority 4** - Respond within 20 working days.

9.0 Maintenance Plan

- 9.1 A maintenance plan will be developed and implemented which aims to:
- Comply with Health and Safety legislation requirements.
 - Minimise the breakdown or failure of components.
 - Extend the economic life of all the Trust's assets as far as possible.
 - Ensure the Trust obtains cost effective and professional maintenance services, which make the best use of available funds.
 - Propose and review revenue and capital funding needs annually and advice on funding shortfalls or excesses in relation to risks, resources and required standards.

10.0 Health & Safety

- 10.1 The Capital Projects Manager, Facilities Manager and Regional Facilities Supervisors are to ensure that all safety aspects of maintenance operations associated with specific plant or equipment should be clearly understood by operational staff. Maintenance operations are to be undertaken in accordance with the requirements of the Estates maintenance procedures.

- 10.2 All significant repair, maintenance, and capital projects works undertaken on YAS premises will require the contractor to provide a risk assessment and method statement (RAMS) covering the specific type of work they are completing. The RAMS should be reviewed and if adequate, approved by the Capital Projects Manager, Facilities Manager or Regional Facilities Supervisor overseeing the works prior to commencement onsite.
- 10.3 If RAMS are deemed inadequate, work cannot commence until any issues are resolved and the RAMS approved.
- 10.4 Examples of work requiring RAMS.
- Confined Spaces
 - Excavations
 - High Voltage Work
 - Working at height (including roof working)
 - Hot Works including drilling and cutting
 - Medical gases
 - Work utilising power tools
- 10.5 All reactive repairs and minor works completed by contractors and the YAS in-house team are to be managed through the YAS Computer Aided Facilities Management (CAFM) System. This job management system will be configured to mandate the completion of a Dynamic Risk Assessment (DRA) upon arrival onsite and prior to engineers starting work and accessing the allocated job.
- 10.6 To support identifying facilities related issues on site, the Facilities Management Team will conduct regular site inspections across their portfolio of properties with the aim of identifying and resolving any issues as efficiently as possible. These will also be managed through the YAS CAFM system.

11.0 Hours of Service

- 11.1 The Estates Department will provide maintenance cover 365 days per annum, 24 hours per day for all Trust properties.
- 11.2 The Estates Department will provide a maintenance and YAS Helpdesk service during normal working hours (Monday to Friday 0800 to 1600 excluding bank holidays). This service will cover planned and reactive repairs along with minor works and the service will be provided by a YAS approved contractor network covering all required trades.
- 11.3 YAS will also utilise the Estates and Facilities Caretakers for completion of 'Handyman' type jobs requests which do not require specialist training, professional membership and certification.
- 11.4 A YAS telephone helpdesk is operational during normal working hours (0800-1600) to receive requests for reactive maintenance & minor works. The YAS Helpdesk number is 0330 678 4060. Outside of normal working hours, this number will be redirected to our OOH emergency call out provider.
- 11.5 The YAS Estates Helpdesk team will provide a triage service for our reactive repair workstream, selecting job priority and the appropriate channel of allocation, based on the information provided in the request.

- 11.6 Requests for non-urgent work can be emailed to the YAS Estates Helpdesk inbox YAS.estates@nhs.net and will be actioned upon receipt. Alternatively, staff can log a non-emergency job via Concerto using the link on Pulse.
- 11.7 Outside of normal working hours (0800-1600) our PPM supplier will operate an Emergency Helpline. An emergency is defined as an issue that could result in a business continuity incident, impact upon our patients if not attended or pose a health and safety risk to staff. These requests will be triaged by the provider to ensure they meet YAS emergency criteria before issuing to their on-call engineers for attendance. If the request doesn't meet the criteria of an emergency, the caller will be advised that the job will be logged and referred to the YAS Estates Helpdesk for action within normal working hours.

12.0 Maintenance Resources

- 12.1 The majority of planned maintenance is provided by our facilities management contractor. These services include critical power supplies and systems, garage doors, fleet workshop equipment and vehicle fuelling systems and equipment.
- 12.2 Non specialist PPM, may be completed by the Estates and Facilities Caretaker as appropriate and recorded on the YAS CAFM system.
- 12.3 The Head of Estates and Facilities is responsible for the management of the in-house team and external contractors employed provision of the maintenance service.
- 12.4 Contractors and consultants will be required to follow the 'Trusts Control of Contractors Policy' while employed by the Trust and on Trust premises. This sets out requirements for notification of site attendance and signing in, health & safety and scope of works.

13.0 Training Expectations for Staff

- 13.1 The Head of Estates and Facilities will arrange for the provision of appropriate training for all managers and supervisors so that they are competent to manage the services and risks within their areas of responsibility.
- 13.2 The Facilities Management Team will be trained on carrying out effective site inspections, including key areas of focus covering health & safety, fire safety and operational business continuity.
- 13.3 The Facilities Management Team will ensure all relevant personnel are adequately trained to undertake the allocated maintenance and reactive repair tasks necessary to meet the maintenance plan. This training will be provided at suitable intervals to ensure that the competent staff can continue to fulfil the performance of their specific duties.

14.0 Implementation Plan

- 14.1 The latest approved version of this document will be posted on the Trust Intranet site for all members of staff to view. New members of staff will be signposted to how to find and access this guidance during Trust Induction.
- 14.2 This Policy will be implemented within the framework set by the Trust Health & Safety Policy and the Risk Management and Assurance Framework and operated in conjunction with the requirements of the Fire Safety Policy, Infection Prevention & Control Policy, and the Control of Contractors Policy.

- 14.3 The policy covers the provision of all planned preventative and reactive estates maintenance services (PPM & RM) by the Estates and Facilities department of Yorkshire Ambulance Service NHS Trust. It is therefore the overarching policy for all estates maintenance services. Estates maintenance services include electrical and mechanical services, medical gases, air conditioning and air handling, plumbing, joinery, building, painting and decorating, fire alarms, flooring and portable appliances testing etc.
- 14.4 There are several estate services that have separate service specific policies because of specific legal requirements and/or level of service risk. These are set out in the associated documentation section and are available on Pulse.
- 14.5 The policy applies to all properties owned and maintained by the Trust. It also applies to properties occupied under lease/licence where the Trust is responsible for maintenance.
- 14.6 **The extent of services to be provided to the Trust is to be set out in a Service Level Agreement which is to be agreed annually.**

15.0 Monitoring compliance with this Policy

- 15.1 All contractors working for YAS will be required to use the Trust's CAFM software to aid effective and efficient work completion, including the management of quotes and associated work. This software will be fully controlled by the Trust and will provide management information on each contractor's performance across a range of Key Performance Indicators (KPIs), covering both our Planned Preventative Maintenance (PPM) and Reactive Maintenance (RM) workstreams.
- 15.2 The performance of the planned maintenance service will be subject to regular review between the Estates Management team and the Contractor Supplier. Estates compliance will be a key performance indicator for the Trust and will be measured through the supplier's adherence to the agreed PPM schedule and a mutually agreed minimum completion service level.
- 15.3 Reactive repairs and maintenance will be completed through the YAS approved contractor network. Each contractor will have their performance measured regarding the jobs they attend and adherence to the Trusts SLAs. The performance of the YAS approved contractor network will be reviewed monthly by the Estates Management Team and will consider performance against SLAs (Attendance, Completion, First Time Fix) as well as average cost per job and quality.
- 15.4 Where a contractor's performance has consistently fallen below the acceptable standard, the contractor will be invited in for a supporting performance review meeting and to agree an improvement plan.
- 15.5 Contractor performance will be ranked internally and will be shared with the Helpdesk Team to inform workflow and incentivise contractor performance improvement when required.
- 15.6 The Trust will report on contractor performance on the below criteria. YAS SLAs for reactive attendance are detailed within the Reactive Repairs Service Specification Document.

KPIs	Author	Monitored by:	Monitoring frequency	Information Reported to
PPM jobs: % completed against monthly schedule	Helpdesk CAFM	Facilities Management & Head of Estates and Facilities	Monthly	Business Intelligence Dashboard / YAS CAFM
Reactive jobs – priority 1 % Adherence to SLAs	Helpdesk CAFM	Facilities Management & Head of Estates and Facilities	Monthly	Business Intelligence Dashboard / YAS CAFM
Reactive jobs – priority 2 % Adherence to SLAs	Helpdesk CAFM	Facilities Management & Head of Estates and Facilities	Monthly	Business Intelligence Dashboard / YAS CAFM
Reactive jobs – priority 3 % Adherence to SLAs	Helpdesk CAFM	Facilities Management & Head of Estates and Facilities	Monthly	Business Intelligence Dashboard / YAS CAFM
Caretaker productivity & Utilisation Jobs Completed Per Day Avg. Time per Job	Helpdesk CAFM	Facilities Management & Head of Estates and Facilities	Monthly	Business Intelligence Dashboard / YAS CAFM
Helpdesk Performance Call received Answer rates Jobs logged by priority	Helpdesk and Facilities Team Leader	Facilities Management & Head of Estates and Facilities	Monthly	Business Intelligence Dashboard / YAS CAFM
Estates, Fleet and Facilities Quarterly Performance Review	Head of Estates and Facilities	Director of Fleet and Estates	Quarterly	Board/TEG

16.0 Quality Audit

- 16.1 The Facilities Manager will be responsible for completing a quality audit on a selection of jobs each month, this may involve attending site to audit minor repair and remedial works along with a desktop review of contractor completion paperwork and photographs uploaded to the YAS CAFM system.
- 16.2 Where quality issues are identified the contractor will be invited to reattend at no cost to YAS and rectify any issues. Refusal to reattend poor quality works, could result in reduced reactive workload and/or the contractor being placed on stop or removed from YAS approved contractor network.

17.0 Definitions

17.1 For the benefits of these guidelines the following definitions will apply:

Reactive Maintenance (RM)	Reactive maintenance is a repair service requested normally by the user department. Reported faults are allocated a priority from urgent to routine (Priority 1, 2, 3 & 4) dependent upon the nature of the fault. The repair request will be allocated a target response time.
Priority 1 - Respond within 4 Hours	Situations that could cause danger or distress to our building users, cause a significant amount of damage to the building or assets or prevent an essential service from being provided. Examples include floods (significant non-containable leak from either pipework or leaking roofs), glazing (where security or safety is compromised), electrical (loss of power to an area/building or bare electrical cables), passenger lifts (persons trapped in a lift), gas leaks and fire alarms.
Priority 2 - Respond within 3 working days	Situations that will escalate to an emergency if not addressed within this time band. Examples include no heating, no water, lighting (where it provides the only illumination in an area) and lights on staircases.
Priority 3 - Respond within 7 working days	Situations that will cause a minor disruption to services.
Priority 4 - Respond within 20 working days	Situations that will not directly disrupt services but cause Inconvenience or Development work, upgrades or non-urgent repairs.
Planned Preventative Maintenance (PPM)	PPM is the routine inspection and/or servicing of equipment, or the planned repair or replacement of components, elements or systems. On a time or hours run basis (e.g. Fire alarm testing, filter changes etc.). PPM is also defined though Statutory or Legislative guidance, including Health Technical Memorandum (HTM)
Irregular or Cyclical Maintenance	Irregular or cyclical maintenance is work carried out in accordance with planned recurrent and often multi-year cycles (e.g. redecoration, flooring renewals). There is currently limited funding applied to these programmes within the Trust.
Backlog Maintenance	Backlog maintenance is a term which covers situations where there is long standing outstanding maintenance which can only be tackled by larger investment projects. These types of maintenance issues are identified through risk assessments, service reports, backlog surveys and are incorporated into the Trusts Capital Programme where funding allows
Minor Works	Minor works is a term which covers small items of Estates works involving adaptation, alteration and new installations which are often required to support changes in procedures and work practices (e.g. additional sockets, shelving etc.). Minor Works are subject to a separate process and will only be taken as funding allows
Authorised Person (AP)	A person(s) who has been appointed by the Director of Fleet and Estates on behalf of the Chief Executive to formally and properly perform specified duties associated with a specific area of compliance.
Authorising Engineer (AE)	A person(s) who has been appointed by the Director of Fleet and Estates on behalf of the Chief Executive to undertake the professional management of a particular area of compliance to provide independent auditing and advice on process, policy, requirement, efficiency and improvement and to review and witness documentation on validation.

18.0 Duties and Responsibilities

Trust Board

The Trust Board are the owners of all the NHS assets used by the trust for the delivery of healthcare services. As 'Asset Owner' the trust is responsible for the:

- Implementation of this policy and all subsidiary service policies.
- Monitoring of progress through reviews and reports.
- Monitoring of assurance provided against the implementation of this policy in line with statutory requirements and best practice guidance.

Chief Executive

The Chief Executive is the duty holder on behalf of the Trust Board and has the overall statutory responsibility for monitoring, supervision and implementation of maintenance services.

Director of Fleet and Estates

Director of Fleet and Estates shall be the Asset Maintainer and will

- Set the standards and quality of service to be provided.
- Ensure that suitable levels of resource are provided to deliver the agreed level of service.
- Monitor the quality of service provided and takes corrective action where appropriate.
- Ensure that the maintenance services fully contribute to the provision of a safe and fit for purpose environment.
- Ensure that appropriate information, instruction and training is provided to Employees providing the maintenance service.
- Provide assurance regarding the level of maintenance services being provided in accordance with the requirements of the Risk Management Strategy.
- Review the condition of building fabric, services and infrastructure and develop and maintain a prioritised capital investment programme.
- Manage Service Level Agreements (SLAs) and deliver the agreed level and quality of maintenance services.

Authorising Engineer (AE)

The Authorising Engineer(s) identified in Appendix C shall:

- Be appointed by the Director of Fleet and Estates on behalf of the Chief Executive.
- Undertake the professional review of a particular area of compliance to provide independent auditing and advice, and external validation of the service including the roles of Authorised and Competent persons.

Authorised Persons (AP)

The Authorised Person(s) identified in Appendix C shall:

- Be appointed by the Director of Fleet and Estates on behalf of the Chief Executive.
- Provide specialist technical advice to the trust on their specific service area of expertise.
- Work with the Authorising Engineer to ensure compliance, safety and security of services maintained

Directors/Deputy Directors/Associated Directors/Heads of Service and Department Managers

Directors/ Deputy Directors/ Associated directors/ Heads of service and department managers employ the assets within their area of responsibility for the provision of emergency services by the Trust.

As 'Asset Users' they will work with the 'Asset Maintainer' to ensure that people are in safe, accessible surroundings that are being adequately maintained and that comply with any legal requirements relating to the premises. Together they will work to ensure that:

- The premises and equipment used within their area of responsibility are safe, clean, and secure.
- Users of premises are protected against the risks associated with unsafe or unsuitable premises by means of adequate maintenance and proper operation of the premises.

The Head of Estates and Facilities

The Head of Estates and Facilities shall:

- Manage the staff and resources allocated for the provision of maintenance services.
- Maintain appropriate reactive and planned preventative maintenance arrangements to protect the Trusts interests and assets.
- To disseminate the maintenance policy within his/her area of responsibility and ensure the policy is properly implemented

The Head of Property and Projects

The Head of Property and Projects shall:

- Manage the staff and resources allocated for the provision of capital works projects.
- Support the Head of Estates and Facilities in maintaining reactive and planned preventative maintenance arrangements to protect the Trust's interests and assets.
- Ensure the Fire Safety and Compliance Manager is consulted at the design stage for all projects schemes.
- Ensure projects are completed in accordance with the Trust's Water Safety Plan.
- To disseminate the maintenance policy within their area of responsibility.
- Ensure any changes in maintenance requirements following capital projects are effectively communicated to the facilities management team.
- Ensure contractors undertaking projects works comply with the maintenance policy and Trust's health and safety requirements.

Facilities Manager

The Estates Facilities Manager has a responsibility to ensure that their staff and contractors are instructed, trained, informed and supervised and are suitably competent to carry out their roles in a safe, effective and efficient manner.

Implementation of the operational requirements of this policy:

- Staff management (i.e. sickness, appraisals, 121s etc.)
- Promoting a safety culture amongst all staff;
- Assessment and quantification of risk;
- Reduction of risks to as low as reasonably practicable;
- Identify and report higher level risks in the day-to-day business planning process;
- Review all risks periodically or when there is a change in activity;
- Instigating safe systems of work and working practices to minimise risks
- Maintaining appropriate records;

- Compliance with all statutory legislation and Health Estates guidance as applicable to the healthcare environment;
- Consulting with all stakeholders affected by building, engineering and maintenance activities.
- Undertaking quality audits and site inspections.
- Communicating with stakeholders on progress of works

Regional Facilities Supervisor

Regional Facilities Supervisors provide day to day supervision of the condition of facilities and assets within their portfolio of properties including.

- The supervision of the domestic cleaning teams and the visual presentation of the YAS Estate.
- Supervising contractors completing reactive and minor works within their portfolio of properties.
- Effectively communicating with stakeholders in their region regarding facilities management works.
- Provide the highest level of safe, courteous and efficient service to building users.
- Complete cleanliness audits and facilities site inspections.
- Report repairs to the YAS estates Helpdesk.

Estates and Facilities Caretaker

The Estates and Facilities Caretaker shall:

- Complete 'Ad Hoc/Handyman' type works and repairs across the Trust.
- Ensuring all Health & Safety, COSHH, trust policies and procedures and risk assessments are always adhered to.
- Complete dynamic risk assessments prior to all work completion.
- Leave the work area safe and clean and tidy.
- Provide service excellence to all building users.
- Effectively communicate with all stakeholders.
- Report any maintenance defects or required changes to PPM routines or asset data to the Facilities Manager and Helpdesk.
- Ensure all maintenance work complies with the Maintenance Policy and maintenance procedures, the Health & Safety & Risk Management Policy, and other relevant Trust policies (COSHH, etc.);
- Support with logistics across the Estate.
- Support with appropriate PPM when required by the Facilities Manager.

Capital Project Managers

Capital Project managers are responsible for the management and delivery of upgrading and alterations schemes as part of the Trust Capital, Backlog, and Infrastructure Programmes. As part of these duties, they will ensure that:

- All new installations meet the latest legal and technical standards.
- The maintenance team have appropriate input to design and maintainability of all new installations.
- Ensure Projects and completed in accordance with the Trust's Water Safety Plan.
- The Fire Safety and Compliance Manager is consulted at the design stage of all project schemes.
- The maintenance teams have comprehensive operations and maintenance manuals handed over on completion of schemes.

- Commissioning and handover of schemes are correctly undertaken including the provision of appropriate training and familiarisation to the in-house and contractor maintenance teams.

YAS Estates Helpdesk

The helpdesk will receive and log maintenance requests from across the Trust and process requests for reactive repairs including:

- Triaging reactive work requests against the criteria set out in this policy to ensure the appropriate priority is assigned.
- Effectively communicate job updates to the requesting departments.
- Liaise with the YAS approved contractor network to issue reactive work.
- The Helpdesk Operators working closely with the facilities manager and regional facilities supervisors and will communicate to the customer any issues/ delays in attending repair and / or organise suitable timing for a repair to be undertaken.

All Employees

All Trust employees (including agency staff and contract staff) have a duty of care to each other as set out within the Health and Safety at Work Act and to cooperate with their employer and not to tamper with safety devices and to reports defects and failures in accordance with Trust procedures.

They should also comply with reporting systems regarding building and plant & equipment faults, reporting defects in a timely manner via the YAS Helpdesk on 0330 678 4060 or YAS.estates@nhs.net

They should report all incidents (including near misses) on the trust incident reporting system. They should not engage any designs, requests for quotation or works without consultation with the Estates department

19.0 References

Legislation, Guidance & Best Practice

Acts:

- Environment Protection Act 1990
- Clean Neighbourhoods and Environment Act 2005
- Health and Safety at Work Act 1974
- Health Act 2006
- Occupiers Liability Act 1984
- Corporate Manslaughter and Corporate Homicide Act 2007
- Civil contingencies Act 2004 HMSO

Regulations that underpin the Acts:

- Confined Spaces Regulations 1997
- Construction (Design and Management) Regulations 2015
- Construction (Head Protection) Regulations
- Control of Asbestos at Work Regulations 2012
- Control of Lead at Work Regulations 2002
- Control of Major Accident Hazards Regulations 1999 (amended 2005)
- Control of Noise at Work Regulations 2005
- Control of Substances Hazardous to Health 2004 (amended) 2013

- Control of Vibration at Work Regulations 2005
- Building Regulations and (Amendment) Regulations 2015
- Electricity at Work Regulations 1989
- Gas Safety (Installation and Use) Regulations 1998
- Gas Safety (Management) Regulations 1996
- Health and Safety (Consultation with Employees) Regulations 1996
- Health and Safety (Display Screen Equipment) Regulations
- Health & Safety (First Aid) Regulations 1981 (amended 2013)
- Health and Safety (Signs & Signals) Regulations 1996
- Ionising Radiations Regulations 1999
- Operations and Lifting Equipment Regulations 1998
- Management of Health and Safety at Work and Fire Precautions 2003
- Management of Health and Safety at Work Regulations 1999 (amended 2006)
- Manual Handling Operations 1992
- Personal Protective Equipment Regulations 2002
- Pressure Systems Safety Regulations 2000
- Provision and Use of Work Equipment Regulations 1998
- Regulatory Reform (Fire Safety) Order 2005
- Reporting of Injuries Diseases and Dangerous Occurrences Regulations 1995
- Safety Representatives and Safety Committees Regulations 1977
- Work at Height Regulations 2005 (amended 2007)
- Work in Compressed Air Regulations 1996
- Working Time Directive
- Workplace (Health, Safety & Welfare) Regulations 1992
- Environmental Protection (Duty of Care) Regulations 2005
- Hazardous waste (England & Wales) Regulations 2005
- Waste Electrical & Electronic Equipment Regulations 2006
- Waste Management Regulations 1996

British / International Standards

- BS 7671: 2008 Requirements for Electrical Installations
- BS8300: 2009 Design of Buildings and Their Approach to Meet the Needs of disabled persons
- ISO 55000 Standards for Asset Management

Department of Health Guidance

- Health Facilities Notes
- Heath Building Notes
- Health Guidance Notes
- Health Technical Memorandum
- HTM 04-01 - The control of Legionella, hygiene, 'safe' hot water, cold water and drinking systems, ISBN 978-0-11-322744-0 October 2006
- HTM 05-01 to 05-03 Firecode, Fire Safety in the NHS, DoH, 2006
- HTM 00-08 – Strategic framework for the efficient management of the healthcare estates & facilities

Specific NHS Guidance

- The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014

Best Practice Guidelines

- PAS 55: Publicly Available Specification for the optimal management of physical assets

20.0 Appendices

- 20.1 This Policy includes the following appendices:
- Appendix A – Estates Maintenance Services
 - Appendix B – Reactive Response Times & Job Examples.
 - Appendix C – Authorising Engineer & Responsible person list
 - Appendix D – Communication and Delivery of Maintenance Services
 - Appendix E – Estates Escalation Process

Appendix A - Estates Maintenance Services

- Electrical systems
- Asbestos
- Grounds and Gardens
- Medical Gas infrastructure
- Heating Systems
- Cooling Systems
- Water safety
- Ventilation systems
- Pressure systems
- Lifts and Hoists
- Locks and Keys
- Automatic doors
- Building Management systems
- Fire alarms
- Emergency lighting
- Macerators
- Security systems
- Card Access system
- Gas safety
- Drains and Gutters
- Roof Maintenance
- Pavements and Roadways
- Legionella / Pseudomonas management
- Decontamination testing
- Portable appliances
- Lightning conductors
- Lighting systems
- External lighting
- Plumbing systems
- Brickwork & plastering
- Carpentry & joinery
- Doors & windows
- Ceiling Repairs and finishes
- Painting
- Floor repairs & finishes
- Signage
- Energy Management

Appendix B - Repair Response Times

Priority 1 - Respond within 4 Hours (response not completion of repair)

- Gas Leak
- Loss of Power where alternative power is not available
- Fire or imminent risk of fire or explosion
- Leakage of water from Plumbing, heating or drainage system not contained by local drains
- Lift breakdown with passengers inside
- Inoperable garage doors (where it impacts upon emergency response)
- Security incident (theft, burglary or problem affecting personal security or safety)
- Fix or repair a problem affecting the security of a building
- Repair flooring causing trip hazard – *temporary fix only*
- Replace broken window or door that is likely to cause imminent danger
- Resolve loss of water on a local basis
- Fix unusable sanitary fittings and showers (where they are the only ones available)
- Any incident giving rise to serious safety risk (e.g. floor covering, steps, paved areas) – *This may be a temporary fix or cordoning off the area*
- Make safe electrical cables that due to damage may be exposed
- Make Safe or repair Water leaks likely to cause damage to property
- Repairs to internal lighting (where the light is the only source of lighting)
- Respond to fire alarm system faults and fix where possible

Priority 2 - Respond within 3 working days

We will endeavour to ensure safety critical items are given priority)

- Resolve issues with blocked drains or internal waste pipes
- Resolve loss of heating or hot water
- Repairs to flooring causing trip hazard
- Resolve loss of heating or water to an individual room
- Replace cracked socket where no wiring exposed
- Initiate surveys and audits of smells or odours
- Repair / replace internal lighting (where other light sources are available)
- Locks and key issues
- Resolve shower temperature issues
- Fix unusable sanitary fittings and showers (where there are others available)
- Repairs to internal lighting on a local basis
- Loss of general ventilation, air condition (excluding equipment-based cooling)
- Repair or make safe automatic doors
- Resolution of fire alarm faults
- Resolve loss of power on a local basis (where other sources of power are available)

Priority 3 - Respond within 7 working days

- Fix, Repair/ Replace draughts through windows (non-patients' areas)
- Fix extractor fan not working
- Repair water leak not causing damage to a building (e.g. taps won't turn off)
- Repair Minor radiator leaks
- Fix of intermittent blocked drains or internal waste pipes
- Repair external lighting

- Reduce/ resolve water pressure issues
- Repair/ Replace missing or damaged ceiling tiles
- Repairs/Replace Fire Door closers.

Priority 4 - Respond within 20 working days

- Major Furniture repairs
- Replacement of fitting of name plates
- Any tasks arranged at an agreed date / time
- Surveys and Audits
- Signage
- Repairs to flooring not causing trip hazards
- Repair/replace door closers (excluding Fire Doors)
- Repair lights not turning off
- Repair minor roof leaks
- Replacement of cracked glass not giving rise to security or safety risk
- Repair minor cracks
- Repairs to joinery items: doors, windows where there is no security risk
- Replacement of cracked sanitary ware (when damage has not prevented use)
- Refixing of loose fittings and fixtures
- Adjustment of door closures or floor springs

Please note that during busy times, priority 4 works may extend to 30 working days.

Areas of work not included in estates maintenance repair response times

- Shelving Installation & Repairs.
- Constructing and dismantling desks.
- Window Blinds Installation and repairs to window blinds.
- Installation of noticeboards.
- Minor surface repairs, painting, decorating following removal of fixings.
- Minor repairs to fixture and fittings across the Estate.
- Other small/handyman type jobs.

List is not exhaustive

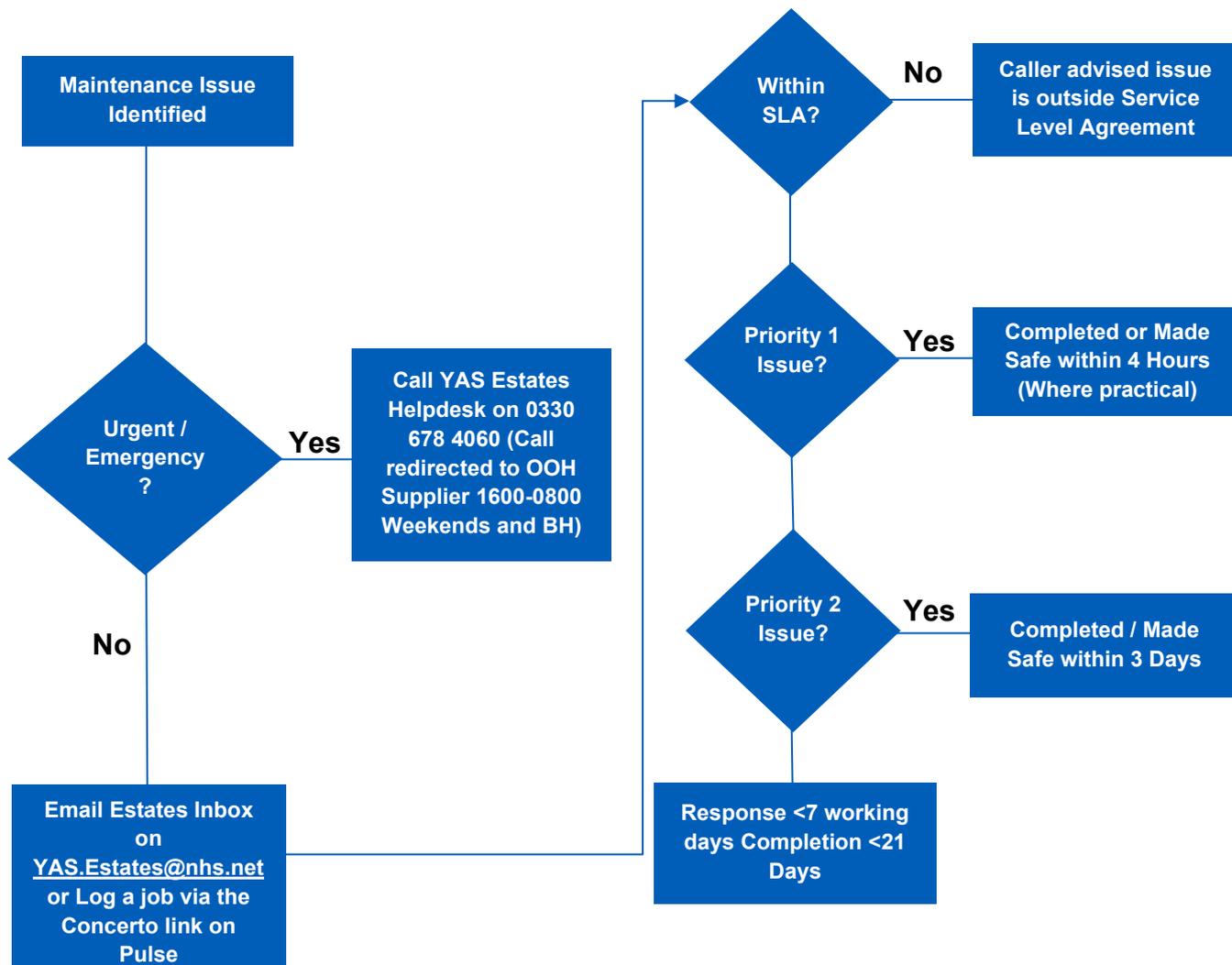
These job types will be completed by the Estates and Facilities Caretakers but will be planned / prioritised by the YAS Estates Helpdesk based on risk and location.

Appendix C - Authorising Engineer / Authorised Persons Register

Service Area	Authorising Engineer	Authorised/Responsible Person	Deputy Authorised Person
Water Safety	Water Hygiene Centre – Peter Gunn	Steve Waters	Rob McKenzie
Fire Safety and Compliance	Thomson Fire – Jason Thomson	Paul Wright	Steve Waters

Appendix D - Communication and Delivery of Maintenance Services

Flow chart for processing of reactive repairs in and out of hours.



Appendix E - Estates Escalation Process

Repairs and Maintenance

Escalation Point 1 – Estates Helpdesk and Facilities Team Leader

Escalation Point 2 – Facilities Manager

Escalation Point 3 – Head of Estates and Facilities

Projects

Escalation Point 1 – Project Manager or Property Officer

Escalation Point 2 – Head of Property and Projects