



HUMBERSIDE FIRE AND RESCUE SERVICE

# SERVICE SUPPORT

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## JOINT ESTATES SERVICE

<b>Owner</b>	<b>Director of Service Support</b>
<b>Responsible Person</b>	<b>Head of Support Services</b>
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## CONTENTS

1. [Introduction](#)
2. [Equality and Inclusion](#)
3. [Aims and Objectives](#)
4. [Responsibilities](#)
5. [HFA](#)
  - [Director of Service Support](#)
  - [Joint Estate Service](#)
  - [Joint Estates Board](#)
  - [Estates Service Group](#)
  - [External Services](#)
  - [Directors/GMs/Section Heads](#)
  - [Other Managers](#)
  - [All Staff](#)
  - [Contractors](#)
  - [Self-help](#)
6. [Estates Framework](#)
  - [Major Capital Schemes](#)
  - [Minor Works/Improvements](#)
  - [Repairs/Maintenance Procedures](#)
  - [Urgent Repairs - Out of Office Hours](#)
  - [Completion of Repairs](#)
7. [Management of Planned Works](#)
  - [Capital & Major Works](#)
  - [Minor Works](#)
8. [Cyclical Maintenance](#)
9. [Building Condition and Asset Management Surveys](#)
10. [Insurance](#)

## **1. INTRODUCTION**

Estate and Property Management services are provided through the Joint Estates Service (JES) for Humberside Fire & Rescue and Humberside Police, from their office base at Wyke Way, Melton. This document sets out details around obtaining service support from the JES and replaces previous documents.

The Fire Authority's estate is comprised of 34 sites across the Service area from which it operates its emergency response, preventative activity and associated support services.

The Fire Authority has an annual estates capital planning process. Alongside this framework, short-term issues relating to planned and reactive minor improvements, repairs and the maintenance of installations are managed by the Joint Estates Service.

## **2. EQUALITY AND INCLUSION**

HFRS has a legal responsibility under the Equality Act 2010, and a commitment, to ensure it does not discriminate either directly or indirectly in any of its functions and services nor in its treatment of staff, in relation to race, sex, disability, sexual orientation, age, pregnancy and maternity, religion and belief, gender reassignment or marriage and civil partnership. It also has a duty to make reasonable adjustments for disabled applicants, employees and service users.

## **3. AIMS AND OBJECTIVES**

To ensure the provision of quality, cost effective accommodation across the Service area with:

- Safe and suitable premises that meet all legislative and health & safety requirements.
- Operational bases in the optimum locations to achieve the Fire Authority's planned response standards and community protection strategies.

## **4. RESPONSIBILITIES**

### **Humberside Fire Authority**

The Fire Authority is vested with the overall responsibility for the estate. The Estates and Capital Programme requires annual approval in December by the Fire Authority, with any additional capital schemes (outside the Constitutional delegated authority), arising during the course of the year, may also require Fire Authority approval prior to adding to the Programme.

### **Director of Service Support**

Delegated responsibility for the strategic development and upkeep of the Authority's estate has been passed to JES overseen by the Director of Service Support who retains accountability.

### **Joint Estates Service**

The Head of Joint Estates Services leads the joint service, which is responsible for the formulation and delivery of the Estates Capital Programme and planned maintenance programme including:

- Development and implementation of a Joint Estates Strategy and Asset Management Plan (JES & AMP).
- Formulation and delivery of the Estates Capital Programme and planned maintenance programme.
- Identifying new schemes, preparing feasibility studies and developing business plans.
- Procuring professional consultancy where necessary, to assist in the delivery of capital and other major planned maintenance schemes.
- Responsible for day to day property management of the joint estates, including the delivery of reactive and unplanned maintenance works.
- Managing the cyclical maintenance programme, in accordance with relevant legislative requirements and maintaining asset management records.
- Managing maintenance works through the Measured Term Maintenance Contract, except where work of a specialist nature is required, e.g. anchorage points, thermocouple calibration.
- Maintaining the Asset Management database including condition surveys, as-built drawings, and records of repairs, alterations and revisions within the joint estates and any associated terms, conditions or limitations.

### **Joint Estates Board**

The Joint Estates Board provides assurance to the Fire/Police Transformation Board that the key objectives and performance of the Joint Estates Service meets requirements. The Joint Estates Board is jointly chaired by the Director of Service Support on behalf of the Fire Authority, and the Assistant Chief Officer (Resources) on behalf of Humberside Police and the PCC.

The Joint Estates Board is responsible for monitoring the development of strategic estate management and service delivery of the Joint Estates Service for both the Fire Authority and Humberside Police (HP). This is carried out through regular quarterly Board meetings held in accordance with a Collaboration Agreement.

The Fire/Police Transformation Board is accountable to both Chief Officers, the PCC and the Chair of the Fire Authority.

### **Estates Service Group**

The Group, previously called the Estates Operations Group, chaired by the Head of Support Services, comprises of representatives from the Joint Estates Service and Tactical Management Team. It is responsible for consideration of new requests for service that are not included within the estates Corporate Asset Management Plan and will make recommendations on the prioritisation of improvement works.

### **External Services**

Where appropriate, the JES will procure external property services providers under agreed professional services contracts, to provide additional specialist professional and technical support for the estates function.

In line with the legislative requirements of the Construction (Design and Management) Regulations 2015 (CDM), the Service will ensure that those appointed have the skills, knowledge, experience and capacity to carry out their duties in a way that secures health and safety. Appropriate tender evaluation criteria will be used to ensure this.

### **Directors, Group Managers and Section Heads**

- Must ensure that their staff are promptly reporting premise defects and repairs to the Joint Estates Service. Emails should be sent to:  
[jointestates@humbersidefire.gov.uk](mailto:jointestates@humbersidefire.gov.uk)
- Should submit any estates related proposals for consideration to the Joint Estates Service, [jointestates@humbersidefire.gov.uk](mailto:jointestates@humbersidefire.gov.uk). An electronic Request for Service form is available on the HFRS Portal. Note that appropriate business cases should be completed for major schemes, in accordance with the governance arrangements of the Fire Authority.

### **Other Managers**

Each premises has a designated Plan Manager responsible for the Health, Safety & Environmental Plan for the building.

All managers have a duty to ensure safe and efficient use of the accommodation and the external areas for which they have responsibility, ensure prompt reporting of defects and where required, ensure interim safety control measures. They will also co-ordinate the activities of visiting contractors in conjunction with the day-to-day priorities of the workplace and in line with relevant Health and Safety Policy, in particular 'Control of Contractors' Policy.

### **All Staff**

Have a statutory duty to use premises and equipment in a safe and responsible way, report premises defects promptly and observe all health and safety guidance within their workplace. All staff must also comply with the requirements of the Service's Environmental Management System.

### **Contractors**

Obligations extend to those working on Fire Authority premises. Local managers and staff should liaise with the contractor regarding all significant hazards that have been identified on the risk assessment and communicated to HFRS personnel working on site during the period of works. The aim is to avoid conflicts and gaps between contractor's arrangements and the Service's own health and safety policy and practices. Contractors are responsible for the supply of their own equipment, tools and materials for work on all Fire Authority premises. All personnel must ensure that Fire Service equipment is not used by contractors.

### **Self-help**

There may be occasions when staff are willing to undertake maintenance duties on a self-help basis at their workplace e.g. decoration etc. This is expected to be limited in

scope and prior to commencement, staff must first seek approval from their Station Manager/Section Head before obtaining authorisation from the JES to proceed.

## **5. ESTATES FRAMEWORK**

### **Major Capital Schemes**

The Programme will be developed according to available funding, building asset management data, the need to meet statutory obligations and the fulfilment of strategic objectives as described in the Joint Estates Strategy & Asset Management Plan.

Any new estates related capital schemes will generally be considered by the Estates Service Group (ESG), before then being submitted to the Director of Service Support for approval and/or submission to SLT and the Fire Authority.

### **Minor Works Schemes/Improvements**

These may be identified through asset management data, including condition surveys, or arise from changing operation/section needs. Proposed schemes should be submitted via the relevant Service Delivery Group Manager or Section Head to the ESG for initial consideration, according to funding, scheduled workloads, operational priorities and service-wide fit. Proposed schemes may also be subject to a feasibility study with a view to costing and obtaining advice on appropriate consents e.g. planning permission and building regulations.

Where appropriate, nominated client leads should be established from the relevant Section/Station to act as the main point of contact with the ESG and JES, to provide assistance as requested in the development and implementation of the scheme.

### **Repairs and Maintenance Procedures**

Building defects must be reported immediately by email to the JES, [jointestates@humbersidefire.gov.uk](mailto:jointestates@humbersidefire.gov.uk) Urgent requests for service should be reported to the Helpdesk by telephone on 01482 220012. The JES will log the issue.

The JES will ensure appropriate remedial action is taken, depending on the nature of the issue. A recorded Health and Safety Risk Assessment may be required depending on the defect. Any significant findings must be communicated to all users of the premises using the Health and Safety Environment Plans and a copy of the HS14 should be kept in the 'Contractors & Visitors Book'. If the defect involved a near miss, this must be recorded as such via the electronic health & safety reporting system.

Where plant, equipment or machinery has been defected, an 'Out of Order- Do Not Use' label should be attached to the defective item, with details of the defect report, its date and the originating member of staff.

### **Urgent Repairs - Out of Office Hours**

Urgent repairs arising out of office hours should be notified to Service Control who will contact the JES On Call Surveyor/Engineer to arrange an attendance depending on the nature of the repair. A follow-up notification e-mail should be sent to the JES, [jointestates@humbersidefire.gov.uk](mailto:jointestates@humbersidefire.gov.uk), to enable the issue to be logged on the Asset Management System.

In the event of major defects, e.g. flooding or structural problems Service Control may request attendance of a Building Surveyor, using the JES 'call out' arrangements.

Interim control measures may need to be devised, per the Business Continuity Plan and the incident must be recorded on the electronic health & safety reporting system.

### **Completion of repairs**

Upon completion of defect repairs, the relevant manager should notify the JES by email. Where work undertaken is considered unsatisfactory, the JES should be informed for resolution, and the Joint Health & Safety Service if the work is considered to be unsafe.

For general, non-urgent repairs, if the work has not been completed within one month of reporting then local staff should query progress with the JES. Progress checks can also be made through the JES Asset Management System where all requests for work are logged.

The Service, through the Director of Service Support reserves the right to dynamically re prioritise all works, including capital schemes, to meet the needs of the Service.

## **6. MANAGEMENT OF PLANNED WORKS**

All estates related works must be procured and managed by the JES to ensure that the Service complies with all statutory requirements, including the CDM Regulations 2015, where applicable.

### **Capital and Major Works**

The JES may procure suitably qualified and experienced external professional support, when necessary to deliver estate capital and major works schemes.

The JES will appoint a lead officer to manage the process of scheme design, together with a project team and relevant user representation.

Scheme design will consider:

- Operational/user requirements.
- Current Building Regulations, CDM and other applicable legislative standards.
- Obligations under the Equality Act 2010 e.g. accessibility, provision of wellbeing space etc.
- A requirement for inclusive design should form part of all concept briefs to design consultants. For all complex refurbishments, design access statements will be incorporated into planning applications.
- Available budget and required programme.
- Environmental sustainability, energy efficiency and waste management.

The project lead officer will ensure, as appropriate to the type, complexity and scale of the project, that:

- Where a scheme involves more than one contractor, the Service has appointed in writing a designated Principal Designer and a Principal Contractor and that the Principal Designer prepares a Health & Safety file for the project.
- That a Construction Phase Plan (CPP) is drawn up by the contractor which adequately demonstrates their arrangements for managing risk. Where appropriate, the Joint Health & Safety Service are consulted on the adequacy of the CPP.
- That the contractor is supplied with relevant pre-construction information held

about the premise, such as structural drawings, asbestos surveys, and existing health and safety files.

- Where a project is notifiable under the CDM regulations, that an F10 notification is completed for the Health and Safety Executive (HSE).
- Where there is a high degree of foreseeable risk e.g. working at heights etc. a 'Permit to Work' is issued, in line with the relevant Health and Safety Policy.
- That a Refurbishment & Demolition asbestos survey is undertaken where appropriate to the scope of the works.

### **Minor works**

The JES will determine the appointment of suitable consultants and contractors depending on the nature and complexity of the work, and in line with public sector procurement rules. This will include any procurement for specialist works and the use of pre-tendered frameworks, including the measured term maintenance contract.

## **7. CYCLICAL MAINTENANCE**

In accordance with statutory requirements, the Service undertakes an annual cyclical maintenance programme which covers:

- Gas servicing
- Electrical circuit testing
- Emergency Lighting
- Air conditioning
- Fire alarm systems and suppression systems
- Water storage systems
- Appliance room doors
- Lifts & hoists
- Working at heights structures
- Intruder alarms
- Grounds maintenance
- Standby generators
- Uninterruptible power supplies
- Anchorage points
- Underground fuel tanks

In addition, regular testing routines will be implemented for critical systems including fire and intruder alarms, emergency lighting, generators and panic alarms.

Appropriate records will be retained by the JES for inspection and verification purposes.

## **8. BUILDING CONDITION AND ASSET MANAGEMENT SURVEYS**

An annual rolling programme of asset management and condition surveys will be undertaken by the JES. This information is recorded on the Asset Management System for data analysis and reporting. The information held will also be used to inform

performance, benchmarking and the prioritisation of estates capital and planned maintenance programmes.

## **9. INSURANCE**

A corporate insurance arrangement covers all Service assets. Periodically, representatives of the insurers will inspect certain fixtures and systems at relevant HFRS properties.

Where required, representatives from the JES will arrange access to the site and will provide evidence of certification.

**If you require further guidance on this document, please contact the  
the Head of Support Services**