



Prison Service Order

**ORDER
NUMBER
5901**

Maintenance of Prison Service Buildings

This PSO is issued to work alongside PSO 5900 – The Technical Order until the new technical website is fully operational.

Date of update March 2005

Date of Initial Issue	
PSI Amendments should be read before and in conjunction with PSO	
Date of Further Amendments	

EXECUTIVE SUMMARY

STATEMENT OF PURPOSE	
<p>PSO 5901 (Maintenance of Prison Service Buildings) is issued to update PSO 5900 (Technical Order), which is to be replaced eventually by the technical website. However until the website is fully operational the two PSO's should be used in conjunction with one another.</p> <p>This PSO introduces "best practice" and where possible less prescriptive instructions on how prison managers & local maintenance units should maintain prison establishments. It also introduces the "technical help web page" which provides additional guidance for Governors, Area Coordinators, local managers and maintenance units.</p> <p>The PSO and the associated "technical help web page" are designed to reflect Prison Service policy. It focuses on the revised structure at Headquarters, the introduction and rollout of the new works organisation (ROWD) and the introduction of "Service Delivery Agreement's" (SDA's) between Governors and their Area Manager.</p>	
DESIRED OUTCOME	
<p>Strategic, planned preventative, and reactive maintenance policies that are more operational focused and, where possible, less prescriptive but which still fully meets the needs of Standard 32, "Maintenance of Prison Service Buildings"</p> <p>Prison establishments maintained to a standard that provides a safe and decent environment for staff and prisoners to live and work in, and for all others who interact with establishments. <i>Prison buildings must be secure, effective, fit for purpose and compliant with all current legislation.</i></p>	
MANDATORY ACTIONS	
<p><i>This PSO contains a number of mandatory actions that are highlighted in italics throughout the text. These must be complied with by Governing Governors, Area Managers, Area Coordinators, PSG and establishment /area staff with responsibility for prison maintenance including any new works.</i></p>	
RESOURCE IMPLICATIONS	
<p>There are no immediate resource implications as this PSO regenerates an existing PSO. As this is a move to a less prescriptive maintenance policy there are opportunities to reduce costs at Establishment, Area and Headquarters.</p>	
IMPLEMENTATION DATE	31 March 2005
(signed) Ann Beasley Director of Finance	 Head of Property Service Group

Further advice or information on this PSO can be sought from:

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PSO 5901 - Maintenance of Prison Service Buildings

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- 1.1 Purpose of the PSO:** The purpose of this Order is to ensure that Governing Governors, Area Managers, Area Coordinators, and Property Services Group (PSG) have systems in place to ensure that Prison Establishments are maintained to a standard that will provide a safe and decent environment for staff and for prisoners, to live & work in, and for all others who interact with establishments. *Prison buildings must be secure, effective, fit for purpose and compliant with current legalisation.*
- 1.2 Service Delivery Agreement:** *Governors and Area Managers must agree an annual Service Delivery Agreement (SDA) for each establishment. There must be provision for SDA to reflect, and be updated by, current legislation. The SDA will become the maintenance element of the establishment's Business Plan and must;*
- *Identify the responsibilities of the individual parties.*
 - *Identify the work to be carried out by maintenance staff (both local & at Area) on behalf of the Governor.*
 - *Specify the standards to be achieved in executing the work and delivering the service to an agreed budget.*
 - *Support the establishment when undergoing Performance Testing or Performance Improvement Planning.*
 - *Specify the 'informed client' monitoring process.*
 - *Define the resources that will be required to deliver the agreed works and services in terms of funding, managerial support and manpower.*
 - *Publish detailed programmes and cost estimates for the implementation of the current years work programme.*
 - *Provide for a data gathering function to enable planning for the future development of the prison estate and maximise the potential of the establishments and Area primary role.*
 - *Agree the "time table" for the physical security audit, (see 1.10)*
 - *Establish the financial strategy of the Estates Management Group.*
- 1.3. Computer Aided Facility Management System (CAFM):** *Governors must provide, support and maintain a suitable CAFM system to accommodate the data required to meet the needs of the SDA. Resources must be identified to up-date the CAFM system when any alteration and / or additions to an establishment's buildings or plant are made.*
- 1.4. Property Services Group (PSG):** *PSG will support establishments with the updating of plans, will provide technical & professional support and disseminate information and "best practice."*
- 1.5. Management Information:** *Property Services Group will prepare and maintain a system of technical guidance that is linked to this Prison Service Order. The Senior Facilities Manager will arrange for all changes and updates be "Operationally Reviewed" at a sub committee of Area Co-ordinators who will assess the operational impact prior to publication.*
- 1.5.1.** *Property Service Group will provide additional technical advice and guidance via the prison service Intranet on Health & Safety, maintenance, technical and related issues. Other information, including "best practise" advice will also be available.*

- 1.6. **Planned Maintenance (PM):** *Governors must ensure that the establishment operates a full and effective PM system that fully meets the requirements of the SDA.*
- 2.7. **General maintenance and testing of equipment:** *Governors must ensure a system of identifying the general maintenance requirements of the establishment and the testing of related equipment is in place and that the SDA will meet the requirements of the establishment.*
- 1.7.1 *Governors in consultation with their Area Coordinator can extend / alter response times for completing general maintenance depending on statutory requirements and on the operational impact of the procedure. All items awaiting maintenance / repair must be left in a safe condition or removed from service.*
- 1.8. **Repairs:** *Governors must ensure that a system for emergency repairs is in place and included in their SDA. Target response times for the differing type of reactive repairs to include those repairs considered “urgent” or classed as “emergency repairs” must be agreed.*
- 1.8.1. *Governors, in consultation with their Area Coordinator, can vary response times for the reaction to emergency repairs depending on the statutory requirement or operational risk. A record must be kept of all reactive repairs including the request date and completion date.*
- 1.9. **Health & Safety:** *Governors must ensure that the establishment is maintained to a standard that ensures health & safety, decency, hygiene and an acceptable environment. All maintenance and other building works must be carried out safely so that staff, prisoners or any other persons interacting with the establishment, are not exposed to risks to their health & safety.*
- 1.10. **Security:** *Governors must ensure that a physical security “self audit” is carried out appropriate to the security level of the establishment every two years (one year in the High Security Estate) (see also The National Security Framework, function 2). The audit should include the fabric of the building and also the equipment that supports the security task. From the audit findings an action plan must be compiled to see what improvements need to be undertaken. All security systems must be properly maintained and supported by the CAFM system this includes (High Security Estate only) the requirements within the Security Systems Operations Testing Manual (SSOTM).*
- 1.11. **Estates Management (Prison Service property issues):** *Governors, in consultation with the Area Coordinator, must ensure that they seek advice from the PSG Estates Officer on all areas of property management issues. This includes acquisition and disposal of land & property, property rates, Town & Country Planning issues, perambulations, quarter’s returns and damage to or encroachment on Prison Service assets.*
- 1.12. **Energy Management:** *Governors must introduce a system of locally monitoring energy and water consumption and reducing energy costs within the establishment. The establishments energy management systems must include: a local energy strategy policy document, an annual Action Plan, appointment of an energy manager and an energy team*