

Who is CarillionAmey?

CarillionAmey (CA) is a joint venture between Carillion and Amey which was formed to deliver facilities services to the Ministry of Defence (MOD). Both companies are large UK companies and have many years of experience of working with the UK Armed Forces. Our services to the MOD include the construction of buildings and infrastructure as well as facilities management and maintenance – helping to create better living and working spaces for our Armed Forces.

In 2014 CarillionAmey was chosen by the Defence Infrastructure Organisation (DIO) to deliver the Regional Prime contracts in England, Wales, Scotland and Northern Ireland.

This guide is for Building Custodians and other nominated personnel who report faults to the CA Helpdesk and/or interface regularly with CA Regional Prime staff and operatives. This guide will take you through the contract and the scope of activity within it; how we will deliver it using the supply chain model; and response categories, times and priorities.

What We Do

Scope

- Statutory and Mandatory Inspection Regime (Planned Maintenance and Professional Inspection) to a DIO defined Hard Facilities Management (HFM) task list.
- Reactive Maintenance up to the Inclusive Repair Limit (IRL) of £2,500. Work beyond this limit is considered by DIO using priority based assessment.
- Grounds Maintenance and Snow & Ice Clearance.
- Additional Works (any service or central works which are beyond the HFM requirements).

Extent

- MOD infrastructure assets "inside the wire"

Contract

- Monitoring and reporting

Exempt

- Service Family Accommodation including those "inside the wire"

Our Local Team

How we are organised

Your site will have a CA Delivery Manager (DM) or Site Manager (SM), who will be based at your unit or a unit nearby. On the more complex sites there may be more. Get to know them.

Your DM/SM will be working to a Service Delivery Area Manager (SDAM) who is responsible for a number of units in your area. SDAMs work to Area Managers, there are three in this region, who work directly to the Regional Prime Operations Director – the CA head for the region and the formal Contractor's Representative.

Our Client, the DIO, are similarly staffed, although their focus is on assuring our delivery in line with the contract. Your unit will have an Estate Facilities Manager (EFM) who will work opposite the CA DM and to a Senior Estate Facilities Manager (SEFM) who works opposite the CA SDAM. SEFMs work to DIO Area Managers, who work directly to the Regional Manager – the DIO head for the region.

How we Prioritise

Planned maintenance

Our planned maintenance and inspections cover the statutory, mandatory and preventative tasks detailed in the contract. Of these the completion of statutory tasks is the highest priority and the End User will be kept informed of any planned tasking that may be deemed intrusive to ensure the unit remains statutory compliant with as little impact on the End User as possible.

Grounds Maintenance

Unlike the above, Grounds Maintenance (GM) does not work to specified dates, however, each unit has a GM regime that provides an outline plan for the week's outputs (weather permitting) and CA's DM is kept informed of progress against the plan by our contractors. End Users will be kept informed of any significant changes to the regime plan that may be brought about by weather or resource challenges.

The Helpdesk can be contacted should any issues arise outwith the GM regime (fallen trees etc).

NATIONAL HELPDESK NUMBER – 0800 707 6000

Information required by the Helpdesk:

- Point of contact
- Site
- Building number
- Room number
- Nature of the fault
- Access restrictions
- Contact number/email address of person reporting the fault

Always ask for phone or email confirmation on completion

Regional Prime Organisation



How to contact us:

Helpdesk 0800 707 6000

Or email us at
RPHelpdesk@carillionamey.co.uk

Facebook
www.facebook.com/carillionamey

Twitter
twitter.com/carillionamey

CarillionAmey (CA) Helpdesk

The CA Helpdesk is in Speke, Liverpool, and is the first point of contact for the contract deliverables. All fault reporting should be made to the Helpdesk so that it can be prioritised and programmed for response and repair.

The Helpdesk is contactable 24/7, 365 days a year, by telephone on 0800 707 6000 or email RPHelpdesk@carillionamey.co.uk

Helpdesk staff will give you a job reference number which is a unique identifier for that job; a priority of response will be provided in line with the response categorisation which is in itself determined by the operational needs and service priority of the asset agreed at site level. This key information is available elsewhere in this guidance document for your ease of access.

CarillionAmey business cards and posters are available to help promulgate our points of contact across our customer/End User.

The Helpdesk can also be used for to request assistance, (for example in reprioritising work; requesting reworks) and for tracking the progress of works, although it is worth noting that it is unlikely we will be able to provide updates or lower priority task orders during silent hours as our contractors primarily work days.

Not all faults will be able to be repaired immediately, Purchase orders for spare parts may need to be raised, with potential lead time implications and works that breach the Inclusive Repair Limit (IRL) of £2,500 will need to be addressed via the Additional Works process before they can proceed.

You are also able to raise a compliment or a complaint about our service. We will monitor our performance through the Helpdesk and present our completion statistics through information generated by the Helpdesk, so it is very important to all of us that it is fully utilised.

What are the Response categories and how are they calculated?

Response categories are a balance between the operational need of the asset and the service priority afforded the asset, as provided during the call to the Helpdesk. The following table provides a description of the operational need applied to Assets that has been agreed between the unit, the TLB and the DIO.

Operational Need of Assets (ON)		
Rating	Operational Need	Description
1	Essential	Asset is critical in support of operational output at national or at site level.
2	Required	Asset is required in direct support of operational output but is not essential as alternative management or estate arrangements or solutions could be considered.
3	Advantageous	Asset has an enabling support function to operations but is not essential or required in terms of directly supporting operational output but the function it performs is advantageous in the 'softer elements' of service life. Asset could be considered for rationalisation.
4	Not Required - Occupied	Asset is no longer required but occupied due to service reasons and is therefore a candidate for demolition.
5	Not Required - Out of Use	Asset is no longer required and is not occupied.

Response Categories – Priority Definitions (Continued)

Priority 7 – These works need to meet the following criteria.

Priority 7 Building Categories

- Single Living Accommodation (SLA)
- Mess/Catering Facilities
- Medical/Dental Centres
- Crèche Facilities/Community Centres
- Guard Rooms

Priority 7 response times

Temp Fix - 12 Hours
Perm Fix - 5 Working Days

N.B - Op Need 1 buildings do not require P7 as they are able to achieve P1 if the situation requires it.

Priority 7 Fault Categories

- CCTV (all buildings not just the above).
- IDS (Intruder Detection Systems) (all buildings not just the above).
- Security Access Control (all buildings not just the above).
- Barriers/Security Fences (all buildings not just the above).
- Security Lighting due to heightened security concerns (all buildings not just the above).
- Total loss of heating between 31 Oct - 1 May in buildings with seasonal heating or total loss of heating at any time of the year in buildings with all year round heating e.g. Guard Rooms/Medical Centres
- Blocked main drain, soil pipe or flue.
- Unusable WC if it is the only one in the building.
- Unusable bath or shower if it is the only one in the building.
- Total loss of or major fault in electricity supply.
- Total loss of lighting.
- Loss of gas supply.
- Total loss of cooking facility.
- Total loss of water supply.
- Total loss of hot water.
- Breaches of security or inability to secure external doors or ground floor windows.
- Severe storm or other structural damage.
- Inoperable fire escape.
- Serious fire damage.
- Smoke detector or alarm that is causing a noise nuisance that cannot be isolated.
- Defective flooring or stairs that provide a health and safety hazard.
- Faulty smoke and CO2 detectors.

How We Communicate

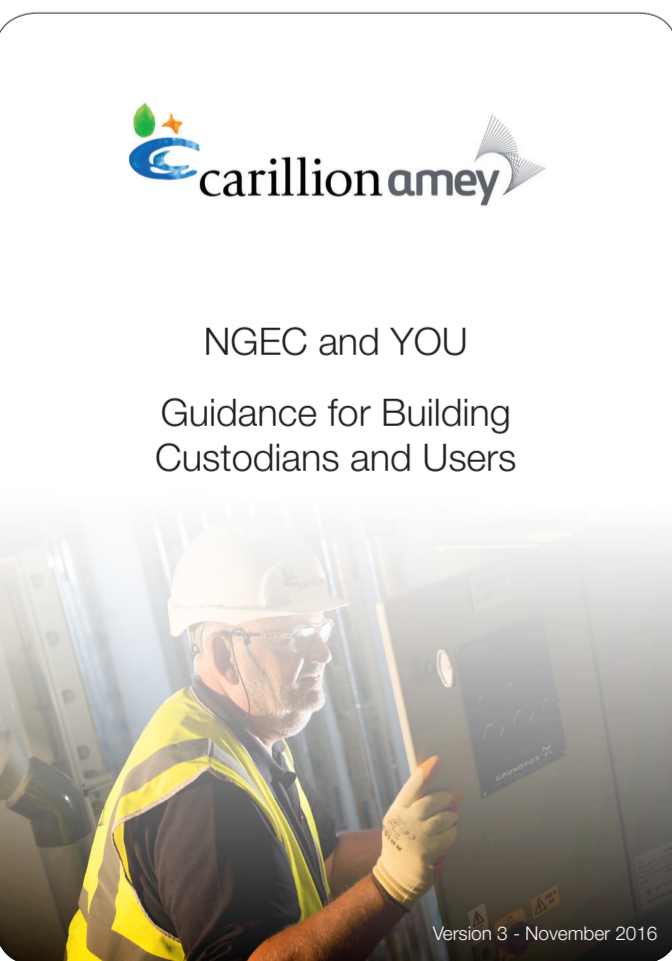
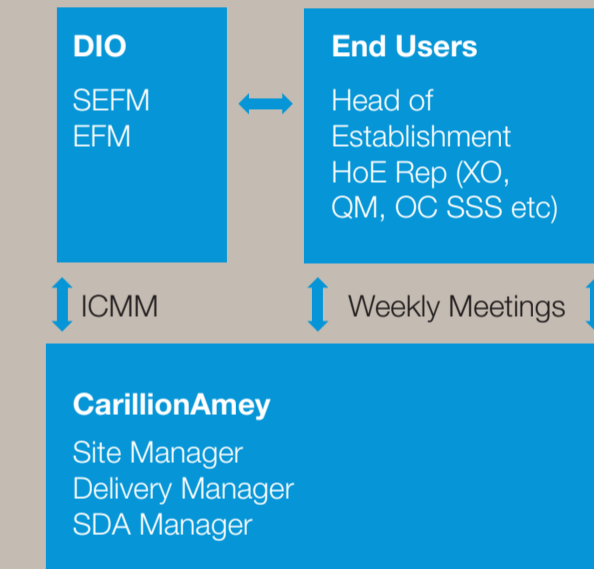
Weekly Meeting HFM (Statutory & Mandatory) - The End User will be apprised of the statutory state of unit Level 2 assets and will provide the opportunity to discuss any intrusive planned maintenance in the near future.

Response Tasks - We aim to keep the End User apprised of response task progress and those instances where completion has been delayed through lack of access, the need to secure spare parts to complete the task or the need to raise an SON as repair is above the IRL of £2,500.

Additional Works - We aim to update the End User on the progress of those SONs that are considered a high priority by the unit, drawing on briefings from Project Managers if appropriate.

Grounds Maintenance (GM) – How our contractor is progressing against the planned GM regime.

Communication



NGEC and YOU

Guidance for Building Custodians and Users

Version 3 - November 2016

Values

Our Values act as the standard by which we are judged. Living our values will enable us to do the 'right thing'.

We Deliver

Providing the best value to meet customer needs

We Take Ownership

Commitment to excellent service every day

We Achieve Together

People working together to achieve lasting success

We Improve

Proactive about change and continuous improvement

Service Priority (SP)

The Service Priority is determined by the Helpdesk from the table below, based on the information provided by the person raising the request. The Service Priority shall be confirmed back to originator of the call. The Service Priority is a statement of the impact on End Users of failure to provide the service required to maintain assets that are functional and safe.

Service Priority (SP)	
Service Priority	Description
1	Failure to provide a service that threatens imminent risk of injury to persons or a high risk of damage to property (for example not necessarily limited to estate features or Government-owned property) or significant damage to the environment or that threatens an essential operational primary output.
2	Failure to provide a service that gives rise to a security risk or prevents the employer from conducting its normal operations or occupancy of an asset.
3	Failure to provide a service that compromises the employer from conducting its normal operations or causes disruption to an asset or its occupants.
4	Failure to provide a service that gives rise to inconvenience of use or beneficial occupation.
5	Failure to provide a service that does not impinge on operational capability or use of an asset.

ON \ SP	1	2	3	4	5
1	0	0	0	0	0
2	1	2	2	3	4
3	2	2	3	3	4
4	3	3	3	3	4
5	4	3	3	3	4

- ON = Operational Need
- SP = Service Priority
- Response Category

The Alignment table uses the Operational Need and Service Priority of an asset to determine the Response Category (RC).

For Example:

If an Asset has an Operational Need (ON) Rating of **1** and a Service Priority (SP) of **3**, then the Response Category would be Priority **2**.

Response Priority Summary

- Priority 0 (E)** Immediate response
Make safe as soon as possible
- Priority 1** 12hr response - temporary repair
20 working days - permanent repair
- Priority 2** 5 working day response - temporary repair
20 working days - permanent repair
- Priority 3** 20 working days - permanent repair
- Priority 4** 20 working days - wind & weatherproof
- Priority 7** 12hr response - temporary repair
5 working days - permanent repair

Emergency - a situation that threatens imminent risk to injury or a high risk of damage to property or environment or essential operations.

Critical - occurs on an Asset of Operational Need 1- Essential that gives rise to an immediate security risk or prevents Critical Operations or Occupancy of an asset.

Urgent - occurs on an Asset that prevents an End User from conducting normal operations or occupancy of an asset.

Routine - a routine incident is an incident occurring on any Asset where the impact of failure to maintain the function is low.

Wind and Weatherproof - response only required if failure to complete will result in lack of security or penetration of the external envelope which permits deterioration of the structure or its internal components.

Priority 7 - these works need to meet both building and fault criteria – see panel below for detail.

How We Communicate With You

If you raise a call to the Helpdesk you are welcome to request confirmation of completion, in which case we will add this to your profile to ensure this happens.

Our Tier 1 supply chain operatives can leave "Fault Update/Repair" cards with Building Custodians on completion of response tasks – if you would like these, please liaise with our DMs.

As part of our aim to improve customer satisfaction, 10% of End Users whose Helpdesk calls have been completed in the previous month will receive a call from the Helpdesk to ascertain the level of customer satisfaction with the service provided.

The progress of any Additional Works you may have raised will be reviewed by the HoE representative with our site team.

Overview of Communication with End Users

CarillionAmey DMs hold weekly meetings with HoE representatives to address 'tactical' level issues surrounding the contract. These are usually also attended by the DIO's site EFM.

On a monthly basis unit representatives attend an Infrastructure Community Monthly Meeting (ICMM), chaired by the DIO's SEFM which covers; H&S, the Site Delivery Plan, wider DIO delivery, risks and issues reviews, performance management and reporting. This forum will also be attended by wider Soft FM and TFM contractors.

On a quarterly basis the HoE will meet with the DIO and CA Area Managers for a quarterly review where all aspects of the contract can be discussed.

The Site Delivery Plan captures the key elements of interest for the End User and is provided at the ICMM.

