



## Prison Service – Amey Community

**Contract Value:** £350,000.00 per year

**Contract Period:** Jan 2015 – Ongoing

### Our Industry Success

Highland Services has established an exceptional reputation in the provision of Electrical, Mechanical and Building services, and have gained considerable experience operating in a high secure environment over the years, as we continually strive for service excellence.

#### Services Delivered

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- Distribution Upgrade Works
- Small Power Works
- Lighting Schemes
- Emergency lighting upgrades
- Fire Detection
- TV Aerial installation
- CCTV and General Alarm Works

#### Scope & Relevance

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Highland Services provides Electrical services to Amey for all the Prison establishments in South Wales.

These works are carried out in sensitive environments and strict vetting of our workforce is required.

This demonstrates the relevant experience and capability needed to carry out the works on this contract.

## CDM Responsibilities

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Amey carries out the roles of Principle Designer and Principle Contractor for this project. As a key contractor Highland Services ensure that:

- All stakeholders are aware of their duties on the project
- All works are planned, managed, and monitored and carried out without risks to health and safety
- We comply to all directions given by the principal designer or the principal contractor and the construction phase plan
- Where we are the only contractor on a project, we prepare the construction phase plan
- Our team have the necessary skills, knowledge, training and experience to carry out the work
- There is appropriate supervision, instructions and information was provided
- A suitable site induction is provided by the principal contractor
- Information on risks to health and safety and emergency procedures is provided to the team
- Steps have been taken to prevent unauthorised access
- Welfare facilities have been provided

## Contract Management

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A Contracts Manager is assigned to the contract to ensure full co-operation and collaboration between both Amey and Highland Services throughout all projects. The Contract Manager works to:

- Act as a single point of contact for Amey for consistency
- Monitor performance on a daily, weekly, and monthly basis against programmes and KPIs
- Provide reports and updates to Amey regarding project progress
- Facilitate collaboration between Amey and Highland to facilitate communication of requirements
- Monitor contract specific risks
- Manage all delivery team tasks and projects
- Implement continuous improvements and added value

## Site Inductions & Vetting Procedures

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Highland Services has operated within prison service properties for over 25 years, including working with the Ministry of Justice, spanning reactive, planned, and project works.

Due to the sensitive nature of prison sites for this contract, all staff from our appointed team (including subcontractors) are fully briefed on the requirements of the contract on commencement and vetted to ensure the relevant clearance and competencies are in place prior to carrying out any works.

All staff employed on the contract receive a contract induction, led collaboratively by Amey and Highland Services, ensuring all management obligations are considered, emergency procedures are clear, and that all site rules are understood. These procedures are part of the onboarding process for all new employees.

## Health, Safety & Welfare

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To manage H&S effectively on site for all construction, electrical, mechanical and general works, we develop task-specific Risk Assessments and Method Statements (RAMS) to ensure risks are mitigated, and the safest working practices are employed. This includes specific processes for accessing secure areas, and ensuring any plant, equipment, and tools are checked in an out of designated areas appropriately to minimise the risk of any inmate/staff incidents.

To facilitate this, each project requires a site visit to assess the works and working environment, potential hazards, and the likelihood of Risks to personnel. Once this information is gathered, a full Risk Assessment is drafted and forwarded to Amey for approval. When approved, all safe systems of work and site information is passed on to the delivery team, detailing the signing in processes, outlining the risks, and communicating the control measures for all hazards.

## Key Challenges

A key aspect of this service is understanding the normal challenges and risks that go hand in hand within a sensitive and controlled environment.

Challenges	Mitigation
Diversion/isolation/termination of building services causing possible delays and increased cost.	Highland have established collaborative relationships in place that follow the principles of ISO44001 so that all stakeholders / contractors are always well informed via a detailed programme, briefings, e-mails, and notifications etc.
Disruption to the environment and working around the public and staff in controlled environments.	Ensuring that there is no conflict regarding planned / unplanned activities and that all works is managed appropriately.  Our staff are always fully briefed via toolbox talks and aware of their safeguarding responsibilities. Clear signage and instructions are always provided and regularly updated.

## Programme Compliance & Performance

The contract is made up of various projects across prisons in Wales, each requiring meticulous planning for mobilisation and on-time delivery within the sensitive and highly secure environments. Our delivery teams work to develop appropriate programmes that incorporate any site-specific requirements, such as escorts and labour and materials.

We track programme compliance through daily, weekly, and monthly checks to measure progress due to the criticality of the projects; Each individual project is programmed to suit the availability of escorts and area availability.

Where required, prison areas are evacuated to allow us to complete the works, meaning we cannot overrun on the programme under any circumstances.

To support all performance / SLA targets, we hold a daily site meeting to outline the daily task requirements that contribute to the overall project phase – this is monitored daily by Amey’s management team and our supervisors.

Recent projects, all delivered on time and within budget, include:

- **HMP Cardiff:** Repairs to various roofs - supply and install of water proffer to existing felt coverings for water tightness. Refurbishment to on-wing showers - removal of existing showers, wall panels, electrics and flooring to fully refurbish, including mechanical and electrical works
- **HMP Prescoed:** New roof installation to library - supply and install of roofing system, secondary support system with insulation, ultra-top sheet, and all associated flashings, fixings and finishes. Lightning protection works - carrying out all civils works to allow buildings to be protected from lightning strikes, inclusive of all required documentation and test certificates
- **HMP Swansea:** Medical rooms refurbishments - installation of new floorings and windows, and electrical and mechanical works. New window steel grills - removal of shout screen and supply and install of new anti-climb mesh to windows.

## Resources

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Using our capacity planning process, we have ring-fenced a team of 4 Engineers within Wales to ensure sufficient labour is available for each project. Our Engineers are supported by our Site Supervisor, who works alongside Amey representatives, to meet and manage the delivery of each project. Each project is resourced during its planning stage following a bespoke resource assessment, this ensures all works are accounted for prior to the commencement date.

## Commendation

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*“Highland Services has, for many years, provided Amey with 1st class support with all major project work in the sensitive Prison Environment, offering professional advice, experience and technical knowledge to assist Amey in delivering a quality product for our client HMPPS. Highland Services is a reliable contractor that Amey look toward for a competitive assurance and value in all works presented to them.”*

**Glenn Rees, Amey Project Manager, South Wales Prisons.**