

Estates Operations and Maintenance Practice Guidance Note		
Access To Estates - Helpdesk and Defect Reporting – V01		
Date Issued Issue 1 – Nov 2016	Planned Review November 2019	E-PGN-01 Part of NTW(O)32 – Estates Operations and Maintenance Policy
Author / Designation	Paul McCabe – Head of Estates and Facilities	
Responsible Officer / Designation	Malcolm Aiston – Director of Estates and Facilities	
Contents		
Section	Description	Page No
1	Introduction	1
2	Scope	2
3	Responsibilities	4
4	Guidance	6
5	Associated Documents	8

1 Introduction

1.1 The Estates Department operates a telephone/intranet based Helpdesk facility with the following aims:

- To provide a professional and helpful central point through which to request urgent building, engineering and facilities work
- To assist, when necessary, with queries over progress of reported work
- To enter updates of work into the electronic database quickly and accurately so that progress can be easily monitored
- To create a unique job reference number which can be retained as a permanent job record

- 1.2 The Telephone Helpdesk operates between 8.00 a.m. and 4.00 p.m. - Monday to Friday and can be utilised for all calls.
- 1.3 The intranet is available for use 24 hours per day, however, it should not be utilised for urgent or emergency calls which need to be routed through the Helpdesk during the above office hours or through the Estates On-call System via Switchboard after 4.00 p.m.

2 Scope

2.1 Northumberland, Tyne and Wear NHS Foundation Trust (the Trust/NTW) provide services from a range of sites and buildings and some of them are maintained by a landlord, Private Finance Initiative (PFI) Contractor or under a Service Level Agreement (SLA) from another organisation. The Estates Helpdesk operated by NTW covers the following properties:

- **Hospitals**
 - Northgate
 - St. Nicholas
 - Ferndene
 - Monkwearmouth
 - Hopewood Park
- **Community In-Patient**
 - Rose Lodge
 - Brooke House
 - Elm House
- **Community Premises (Teams and Outpatients)**
 - Chad House
 - Greenacres
 - Howard Centre
 - Plessey Centre
 - Wallace Green
 - Ravenswood
 - Silverdale

- Grange
- 26a Hawkeys Lane
- Heppell House
- Craigavon
- Houghton Day Unit
- 10 Bailiffgate
- Plummer Court
- 25 – 29 Station Road
- Anderson Court
- Ashmore House
- 22 – 26 Bowes Street
- 1 Benton View
- Sextant House
- Easter Field Court
- 1 – 2 West Farm House
- Hawkhill Business Park
- Benton House
- Wellington House
- Boldon Lane Clinic
- Dryden Road Day Hospital
- Lobley Hill Clinic
- Teleport House

2.2 The following Helpdesk facilities are available to non-NTW managed properties:

- **Hospitals**

- St. Georges Park – Contact Robertsons FM either by email RFM@robertson.co.uk or contact 01463 663136

- Walkergate Park – Contact Clugstons FM between the hours of 08.45 a.m., to 5.00 p.m., on 01724 748088 – Out of Hours (from 5.00 p.m. to 08.45 a.m.), Weekend and Bank Holidays Contact Number 07793882109
- CAV – Contact the NuTH Estates Department on 0191 2821000
- Tranwell - Contact the Queen Elizabeth Hospitals Estates Helpdesk on 0191 4452452
- **Community Premises (Teams and Outpatients)**
 - Campus for Aging Vitality (CAV)
 - Molineux Street
 - Bensham Hospital
 - Sir GB Hunter Memorial Hospital
 - Royal Victoria Infirmary
 - Monkton Hall Hospital
 - Palmer Hospital
 - Queen Elizabeth Hospital;
 - South Tyneside District Hospital
 - Sunderland Royal Hospital
 - Fairnington Centre (Tynedale Patient Centre)

3 Responsibilities

3.1 Estates Helpdesk Staff

3.1.1 Staff who operate the Estates Helpdesk shall ensure the following:

- All calls are appropriately logged onto BacktraqFM against the relevant site, building and asset, collecting all relevant information, including:
 - Originator (Name)
 - Department
 - Contact Telephone Number

- Building
 - Location (Level and Room Number)
 - A clear description of the fault / defect and its urgency
 - Access restrictions
 - Valid Rechargeable Cost Centre Code (where applicable)
- The caller is given the unique BacktraqFM reference number
 - Calls are appropriately prioritised and all urgent or emergency calls are immediately verbally communicated to an Estates Supervisor, Estates Officer or Estates Manager and if appropriate the Emergency Services
 - Where a call is in relation to a minor works request then the Helpdesk will advise the caller that a Minor Works Form will be required

3.2 All Trust Teams and Staff

3.2.1 Teams are responsible for ensuring that their staff are aware of their duty to report building and engineering defects, breakdowns and repairs through the appropriate channels (Web Helpdesk for Non-Emergency and Switchboard for Emergencies) and also to operate the building and its equipment in a safe and appropriate way with appropriate training and competency.

3.2.2 When using the Trust's Intranet to book a job on the Helpdesk use the appropriate allocated 4 Digit PIN Number – this can be found in the Estates Ward Log Books.

3.3 Operational Estates Manager (Support Services)

3.3.1 The Operational Estates Manager (Support Services) is responsible for maintaining a functional and robust CAFM system incorporating the Estates Helpdesk for NTW managed properties.

4 Guidance

4.1 How to Report a Defect – NTW premises only

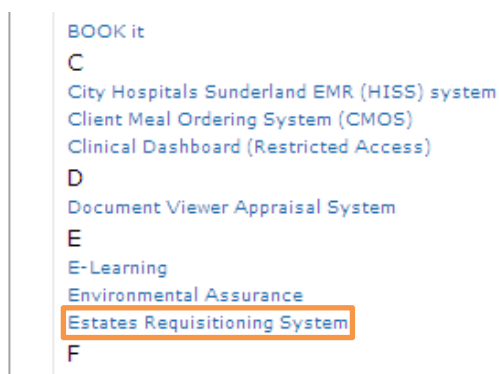
4.1.1 Defects, faults or concerns noted by staff in a ward or department need to be reported to the Estates Helpdesk so appropriate action can be taken. When faults are reported they are allocated a priority from emergency to routine depending upon the nature of the fault. The priority will generally attract a pre-set response time. The following explains how to report a defect:

- **NTW Trust Intranet – For routine and non-emergency requests**

1. Open up the NTW Intranet page then Click 'More', below applications. This will bring up the 'Other Tools' Index

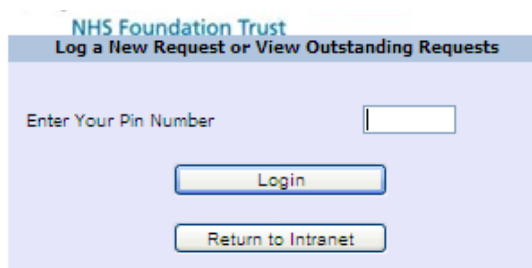


2. Scroll down to 'E' Select 'Estates Requisitioning System'



3. The login screen below will appear, and enter the unique building pin number:

**YOUR UNIQUE PIN
NUMBER: 2310**



Do not use this web log for Emergency/Urgent Calls
Do not use this web log for reporting defects at PFI sites

- Once you log in you should be faced with this menu. To register a new job click the 'Book New Job' button



- Fill in the required fields in as much detail as possible. Then save the job. The Estates Team will then receive a notification and you will be issued with a job number.

Northumberland, Tyne and Wear NHS Foundation Trust

Pin Number 2310
Property CHAD HOUSE (MITRE) Building CORBRIDGE ROAD, HEDDHAM Department CHAD HOUSE - INTERNAL

For Emergency Requests please call the Estate Department Helpdesk 0191 223 2290 or Extension 32290.
Out of hours please contact the St Nicholas Hospital switchboard 0844 8115522 or Extension 0.

Enter your name (Required)
Enter your telephone Number (Required)
Enter short descriptive details of the problem (Required)
Enter further details as necessary e.g. Room Number, access restrictions or specific information

- By Telephone – for urgent and emergency situations during normal working hours**

Contact the Estates Department Helpdesk on 0191 2456807 or 0191 2456880 or extension 56807 or 56880 and provide the following information:

- Your name
- Your telephone number
- Your site and department
- Location of the defect
- Description of the defect / fault / problem and a simple assessment of how serious the issue is
- Any other relevant information such as access restrictions

4.2 Reporting an Out of Hours Request

4.2.1 Routine and non-emergency defects can be logged via the intranet as described above and someone will prioritise the request on the next normal working day. Emergency situations that occur out of hours need to be reported via the Switchboard as described above.

4.3 Reporting an Emergency Situation

4.3.1 For emergency situations the Estates Department will endeavour to attend within 1 hour for a normal working day, 2 hours for all other times. If necessary and possible you should move clients / staff to a place of safety until the emergency can be rectified. If necessary call the emergency services direct.

4.3.2 Emergency situations include:

- Fire Alarms
- Gas Escapes
- Floods or serious ingress of water
- Loss of the utilities, gas, water or electricity
- People trapped in lifts (note: all lifts have means of communication with the Information Centre)
- Structural Failure

4.3.3 If any emergency situation arises call us immediately, during weekdays between 8.00 a.m. – 4.00 p.m. on 0191 2456807 or 0191 2456880 or extension 56807 or 56880. If your call is outside these hours or at the weekend there will always be an On-call Estates Officer available that can be called any time. To make contact, phone the Switchboard at St. Nicholas Hospital (Dial 0) or 0844 8115522 and request the 'On-call Estates Officer', you will then be put through to Estates Officer who will deal with your issue accordingly.

5 Associated Documents

- NTW(O)32 – Estates Operations and Maintenance Policy