HMP Millsike Project Interface Document

April 2024 v2.0

Contents

1.0. Introduction

1.1. Document Purpose

This document outlines processes for interfaces between parties across the delivery of the New Prison.

Specifically, it provides guidance to The Operator on how to engage with the project team so that communications related to construction are directed through to the correct channels, and so that expectations are clear between each team member up to and beyond handover.

1.2. Roles and Named Persons

The following table lists key parties, their role in the delivery of the New Prison and named representatives.

Department / Company	Role	Named Person	Email
Redacted Under FOIA Section 40, Personal Information			

2.0. Project Charter

The below sections summarise the behaviours all project parties will practice in recognition that, we are a collective team and will work together towards the shared goal of a structured and coordinated handover on the agreed date.

2.1. Shared Behaviours

- We all agree to be:
    - Helpful
    - Open and honest
    - Respectful to each other's opinions
    - Professional always
    - Challenging but supportive
- We will allow each other to speak freely without ramification.
- We will be honest if something isn't right, is delayed or isn't working so that mitigative or remedial action can be taken.
- Capture lessons throughout and share them with the wider team.
- Ensure everyone feels collectively empowered and motivated to deliver this project as exemplar.

2.2. Aligned Governance and Reporting

- Ensure there is a clear understanding around expectations of delivery and project accountability, raising questions where something is unclear via the RFI process (Section 3.2).
- Be timely in conduct of Governance and key meetings.
- Use the Governance in place to appropriately raise, escalate and table questions, changes, risks, issues and dependencies.
- Use the agreed communication channels to ensure everyone is informed on progress.

3.0. Communication

3.1. Communication Channels

It is important to maintain the formal communication channels described below so that the correct project parties can be consulted, and no messages are inadvertently lost or not actioned.

Formal communications via telephone should be followed up by emails in all instances. It is the responsibility of the caller to follow up their discussion, including any agreements or actions. Additional project parties should be copied (where appropriate).

3.2. Operator Requests for Information (ORFI's)

All Operator requests for information will be managed through Viewpoint 4P within the AIM enterprise area.

Please follow the following file path to access the ORFI area:

Location:> MoJ AIM Live Environment > PIM-CDE > 664015-1275 HMP FULL SUTTON (Operator) > Operator RFIs

Each project party has a relevant Viewpoint 4p lead. Please contact this lead for any issues with access to Viewpoint 4P or assistance/guidance raising an RFI.

Department/Company	4p Lead	Email
Redacted Under FOIA Section 40, Personal Information		

When raising an ORFI:

Who to: All requests from the Operator should be initially raised to HMPPS on Viewpoint 4P who will review, filter and forward to the relevant project party.

Timeframes: Response timeframes will vary depending on the complexity of the query, availability of the information and number of parties involved. If a request is urgent, please state this in the initial raised ORFI so that HMPPS can escalate appropriately.

3.3.   Operator Change Requests (OCR's)

All Operator proposed changes should be raised to HMPPS using the Contractor Change process (and template Change Notice Form) set out in **Schedule 16 (Change Protocol)**. All sections of the form should be completed in detail so that the correct level of information is available for subsequent decisions.

Once a form is issued to HMMPS, it will be added to a change request log which HMPPS maintain. Each proposed change will initially be reviewed by HMPPS who will, in accordance with **Schedule 16 (Change Protocol).** make an initial decision to either:

a) Progress the change: passing it to the Mace Project Manager to incorporate into the existing construction change list as an HMPPS change.
b) Reject the change: confirming back to the Operator why the change will not be taken forward.

In each instance HMPPS will update their change log to reflect the outcome of their initial review.

If an Operator proposed change is progressed onto the construction change register it will be managed through an established project governance process.

3.4.   Project Newsletter

The Contractor, Kier, produces and distributes a quarterly newsletter to residents and businesses local to the site. This includes a high-level update on the project progress, any contributions to the community and other relevant information which helps to maintain relationships with local stakeholders.

During the construction works, Kier will continue to produce the quarterly newsletter where there is space for the Operator to contribute. Any information the Operator would like added to the quarterly newsletter should be issued to HMPPS via email who will issue onto the Project Manager (Mace) to liaise with Kier.

On the completion date of the project, the Operator may choose to continue to produce and distribute the quarterly newsletter. The distribution list used by Kier will be shared in advance of the completion date.

4.0. Site Access Rules

4.1. Site Access Rules

All access to site must be organised through the Project Manager (Mace) via HMPPS.

Requests for access to site should be made to HMPPS via email who will liaise with Mace to confirm whether access can be facilitated. Feasibility of access will be dependent on works on site up to completion. All requests should state the purpose of the visit. HMPPS will confirm whether the visit can proceed or not following communication from Mace.

The site address is as follows:

Moor Lane
Full Sutton
East Riding of Yorkshire
YO41 1FZ

On arrival to the site, all guests will be directed to reception where they are required to sign in and pick up a visitors pass. Guests will need to sign out and return the pass on their exit.

Whilst the project will try to accommodate parking, spaces cannot be guaranteed. Parking will be managed for each visit by Kier's site security/logistics team.

Access to site will be reasonably facilitated by Mace and Kier, however the delivery of the construction project must be prioritised. Where access to site is refused and this creates a risk to the mobilisation of the prison and the receipt of the first prisoner, then the Operator should escalate this to the Authority Lead.

4.2. Working Space on Site

There is no provision for working space on site for anybody outside of the immediate project team (the contractor - Kier, the project manager – Mace, MoJ Estates).

As part of the Government Soft Landings handover process, some meetings will take place on site. Invites will include any details where on-site attendance is planned.

4.3. Escorting

All site walks will require escorting by either Mace or Kier for all project parties until completion.

An escort ratio of 1:6 needs to always be maintained.

5.0. Defects Process

5.1. Definitions

The term Defect is specifically defined as the below under the main works construction contract.

A Defect is a part of the works (whether designed or treated as having been designed by the Contractor) which is not in accordance with:

- the Scope,
- applicable law,
- the Consents or

- any other part of or requirement of the Contract.

5.2. Process

This section relates to the Contractor's access to the site to correct a Defect after Completion has been certified and ownership of the site has been transferred. For general site access, please refer to section 4.0.

The process for Defects is shown in Annex A (Defects Notification and Rectification Process) and at Annex B (Defects Form).

This process will be supported by defect meetings of which there are two types:

- Internal Project Defect Meeting (MoJ, HMPPS, Kier & Mace)
- General Defect Meeting (MoJ, HMPPS, The Operator, Kier [as required] & Mace)

The frequency of both meetings will vary depending on the number and nature of the Defects raised. The meetings will be organised by Mace.

At Completion, each project party will nominate a defect lead who will attend the calls and organise additional representation for their respective organisations as required.

5.3. Timing and Escalation

Refer to Annex A (Defects Notification and Rectification Process) - All defects raised by the Operator will be classed as routine defects with a correction period of no more than 28 days. Any extension to this period will be authorised by Mace as Project Manager.

Where the Operator advises a defect is urgent on the defect form, it shall be assessed by the HMPPS defects lead, the MoJ Estates Senior Project Sponsor and the Mace Project Manager and may be escalated to be resolved by the Contractor within 48 hours.

5.4. Warranty Items

Equipment which is installed as per the works information but that is not operating correctly will still treated as a defect following the process described in section 5.2.

In addition to the defect form, the Operator should confirm the required maintenance regime has been followed, supplying the relevant paperwork to demonstrate this. Without evidencing of the required maintenance regime, Kier will be unable to progress the matter any further. The Operator needs to make themselves aware of warranty periods.

5.5. Defects Process Map

See Annex A (Defects Notification and Rectification Process).

6.0. MoJ and Operator Expectations & Requirements

6.1. Contract Completion

Completion of the works will be certified by Mace.

The contract includes a Permitted Post Completion Works period which allows the Contractor to demobilise from site after completion has been certified.

It is at the discretion of the Project Manager to include elements of work within the Permitted Post Completion Works period.

6.2.   Digital Handover

The handover of digital project information will be managed on 4Projects and delivered by Kier. This will include all:

- Construction Record Drawings
- 3D model information
- O&M Manuals
- H&S File

At completion, drafts of all O&M information, as built drawings and COBie Stage 5 information will be available to review except for elements of work included in the post completion works.

6.3.   Sign-Off Process

The detailed project building sign-off process is yet to be fully developed by Kier and agreed with the MoJ, but in summary will follow the below outline:

1. Kier undertake their final snagging activity with their subcontractors and notify Mace when complete.
2. Mace, MoJ, HMPPS and Kier undertake a separate second snagging activity ahead of final building sign-off.
3. Mace will arrange building sign off dates for each individual building as snagging and final clean activities complete.
4. For houseblocks, all stakeholders will attend to sign-off the first completed floor, this floor will form a benchmark for the sign-off of remaining floors.
5. A reduced number of stakeholders will then attend to sign-off remaining houseblock floors.

The Operator will be invited by HMPPS to observe the sign-off process.

6.4.   Searches

The project will engage with HMPPS ahead of completion to search the following voids:

- Cell bed spaces
- Cell wardrobe voids

All other voids and search actives (including re-checks of the cell furniture if required) will take place after completion.

6.5.   Training

Dates for all training will be set by Kier and communicated to the Operator through HMPPS. Two weeks' notice will usually be provided.

Along with notice, a summary of the training session will be provided so that the Contractor can identify the correct attendees. It is the responsibility of the Contractor to arrange for the correct team members to attend the relevant training sessions.

Each training session will be provided once, any repeats may incur additional costs.

Training will be recorded (where required by the contract) and uploaded to 4projects for future reference.

Once training has been provided, all attendees need to sign a training register as a record of attendance.

6.6.   Group 1, 2 & 3 Furniture, Fixtures & Equipment (FF&E)

The project works to the following group definitions:

- Group 1 – Kier supply and install
- Group 2 – MoJ/Operator supply (free issue) and Kier install
- Group 3 – Operator supply and install (Kier will make provisions for space, electrical, mechanical and data connections based on assumptions of the final item)

All items listed in the FF&E schedule that are group 2 or 3 (other than the following in cell furniture: Beds, Wardrobe (shelf unit), Desk) are to be supplied by the Operator.

An Operator RFI (ORFI) should be raised for any FF&E queries [see section 3.2].

6.7.   BREEAM and Planning Requirements

Several activities need to be completed by the Operator to either discharge conditions of the project planning applications or to secure BREEAM credits necessary to achieve a BREEAM 2018 UK New Construction rating of 'Outstanding' across the site. It should be noted however that, if a BREEAM Outstanding rating is unachievable, then the Contractor and Operator will achieve a minimum rating of Excellent and, where technically feasible, a minimum score of 85% and achieving the MoJ's targeted mandatory credits and published strategies across the site.

It is the responsibility of the Operator to review and understand the requirements and timing of these activities. The project can support with questions raised through the Operator RFI (ORFI) process [see section 3.2]

The activities required are listed in the following documents found on Viewpoint 4Projects:

Planning Condition Requirements - 664015-1275-MAC-FNC0000-XX-SH-T-0010

BREEAM Conditions Requirements - 664015-1275-MAC-FNC0000-ZZ-RP-J-0002

Please note that Kier will need to revisit site after completion and handover to undertake Post Occupancy Evaluations (POE) and seasonal commissioning activities. These return visits will be organised through separate workshops.

6.8.   Project Context Workshops

The following is a proposed list of workshops the project would like to hold with the Operator to aid in project familiarisation as part of the Government Soft Landings Process. Mace will issue invitations up to completion to cover the following topics.

Please note, depending on changes, activities of site and other factors, this list is subject to change.

- Room Numbering
- Electrical Vehicle Charging
- Signage & Wayfinding
- Landscaping
- Foul Screening
- G100 Equipment (electrical grid protection from energy generating equipment)
- Defects Process (including latent defect process)
- Completion Handover Workshop
- Aftercare Support.

Annex A – Defects Notification and Rectification Process

Defect Types

A **Routine Defect** is defined as:
Anything other than an Emergency Defect

An **Emergency Defect** is defined:
In the construction contract. Summarised it is a defect which requires immediate rectification to ensure continuous safe occupation and use of the site, presents a security risk or is materially detrimental to the security of the site or which substantially adversely affects the performance of the site in use.

Process

1 Identification and Notification

Immediately on identification of a defect, Operator should make an assessment of whether the defect is either **Routine** or **Emergency** (undertaking the additional step right if emergency)

Routine Defect

Operator raises a defect via the **Defects Form** which should:
- Be raised within 24 hours of identification.
- Be completed in full with supporting information and photos where relevant.
- Be accompanied by evidence that maintenance regimes have been followed (where appropriate to demonstrate warranties are still valid).

All Defects Forms should be notified via the 4projects defect task area: MoJ AIM Live Environment > PIM-CDE > 664015-1275 HMP FULLSUTTON (OPERATOR). A separate task should be raised for each form.

The defects task should be assigned to:
The Project Manager (Mace)

With the following includes as recipients:

- **Brian Hitchen, HMPPS Mobilisation Manager**
- **Dave Rutherford, HMPPS Mobilisation Manager**
- **Craig Carrington, HMPPS Facilities Management Lead**
- **Joshua King, MoJ Senior Project Sponsor**
- **Paul Wright, Kier Project Director**
- **Chris Downs, Kier MEP Lead**

For any issues using or accessing 4projects software, please refer to section 3.2 of the project interface document.

2 Review and Classification

Once notified, HMPPS will undertake an initial review against the definition of a defect included in section 5.1 of the project interface document ahead of the defects meeting.

Mace will undertake a second review of the defect form against the contract definition of a defect and Works Information and formally confirm either:

Confirmation defect definition **is not** met	Confirmation defect definition **is** met and category of defect.

Mace will confirm on 4p with details of why the issue is not determined to be a defect.

4projects task closed by Mace

For Emergency Defects

MoJ FM lead contacted immediately by Operator.

Operator to make safe and temporarily fix within contractual timescales defined within Operator Contract.

Noting that any temporary fix is to align with Industry best practice, and to be documented to allow for technical and commercial review post works.

The Contractor, Kier, or their subcontractor may choose to make recommendations for any temporary fix. This will be communicated by MoJ/HMPPS who may request the recommendation is followed.

Defect form will be reviewed by MoJ/Mace/Kier/HMPPS during a defects meeting to agree a defect is either:
- **Routine** Defect (with **28 day** rectification period from when Kier are notified)
- **Emergency** Defect (with **48 hour** rectification period from when Kier are notified)

The rectification periods start from the point Mace confirm the item is a defect on 4p. Mace authorise any extension to these periods.

3 Rectification of Defect

(If required) Kier may propose a date/time for the defect to be reviewed on site, confirming via the 4projects defect task.

Kier will propose a time/date to undertake the works on 4projects task and assign to HMPPS. Along with a proposed date for the works, Kier will provide:
- a summary of the works which will be undertaken
- number of attendees
- attendee/s details to allow the Operator to add to visitor lists

Kier will provide as much notice as possible ahead of the proposed works and details will be discussed in the General Defect Meeting.

HMPPS will notify the Operator of the proposed time and date, raising any issues back to the project team if unsuitable. If no issues are raised, Kier will assume the proposed date and time are agreed and all escorts required are in place.

Kier will attend site at the agreed time or notify of any delay or cancellation to the planned works in advance.
Kier will confirm when the defect is rectified via the defect meetings.

Each defect form should be signed off by all project parties including the Operator to agree that the rectification work has been completed within 1 week of the work being undertaken.

Annex B – Defects Form

New Prison at Full Sutton		mace	Ministry of Justice

DEFECTS FORM

All Defects Forms should be notified via the 4projects defect task area:

MoJ AIM Live Environment > PIM-CDE > 664015_1275 HMP FULL SUTTON (OPERATOR)

A separate task should be raised for each form. The defects task should be assigned to:
Redacted Under FOIA Section 40, Personal Information

For any issues using or accessing 4projects software, please refer to section 3.2 of this Appendix 2 (Project Interface Document).

Person Raising (completed By Operator)	
Name:	
Email:	
Mobile Number:	

Defect Reference (completed By Operator)	
4P Defect Task Ref:	
Defect Number:	
Date of Identification:	
Defect Type: (*delete as required*)	Architectural/Electrical/Mechanical/Public Health

Pre-Defect Checklist (completed By Operator)		
Contract Drawings/Specifications Reviewed	*(tick to confirm)*	
Required Maintenance Plan Followed	*(tick to confirm)*	
Maintenance Records Reference		

Details of Defect (completed By Operator)					
Routine	*(tick to confirm)*		**Emergency**		*(tick to confirm)*
Details/Description:					
Details of work done to date (if an urgent defect)					

Processing (completed by Project Manager)	
Date of Review	
Outcome	
Kier Notification Date	
Comments	

Sign Off (completed on site)	
Date of remedial work	
Kier/Subcontractor Sign Off	
Operator Sign Off	
For details of remedial works, refer to 4p task.	