NHS National Services Scotland

SNBTS Memorandum of Understanding with FM Services

NHS Scotland Assure
Quality in the healthcare environment

Contents

1.0 Version Control

Version	Date	Description
1	21.03.22	Draft for NSS Review
2	30.03.22	Updated with NSS comments
3	28.10.22	Final Draft for endorsement
4	12.06.25	SNBTS Key Contact Points and Sites updated

2.0 Approvals

Name	Role	Sign and date
Barrie Richardson	Assistant Director of Facilities	
Marc Turner	Director of SNBTS	

3.0 Executive Summary

This Memorandum of Understanding ("MoU") is between National Services Scotland (the "Service Provider") and Scottish National Blood Transfusion Service (SNBTS) (the "Stakeholder").

This MoU is an NHS Agreement in accordance with Section 17A of the National Health Service (Scotland) Act 1978 and Section 9 of the National Health Service Act 2006 and, accordingly, the parties acknowledge that this MoU is not a contract in law and does not give rise to contractual rights.

The purpose of this MoU is to document the services required by the Stakeholder from the Service Provider in relation to the delivery of Hard and Soft Facilities Management (FM) Services for the sites listed in Appendix 1.

4.0 Key Contact Points

Name	Title	MoU Responsibility
Barrie Richardson	Assistant Director of Facilities	Resolution of escalated issues and complaints
Seve Iacobelli	Associate Head of Estates and Facilities	Management and Hard Services Lead
John Tweedie	Associate Head of Estates and Facilities	Management and Soft Services Lead

Ross MacInnes	Estates Project Manager	Estates Services Lead

Joanne Smith	Accommodation Services Manager	Soft Services Lead
NSS Service Centre	Contact for all operational issues	
Marc Turner	Director, SNBTS	Resolution of escalated issues and complaints, SNBTS
Evelyn McLennan	Associate Director Quality and Regulatory Compliance	SNBTS Lead
Vincent Mooney	Head of Donor Services – South East	Site Contact – Lauriston Building
Dianne Haggart	Senior Nurse – South East	Deputy Site Contact – Lauriston Building
Vincent Mooney	Head of Donor Services – South East	Site Contact – Livingston Donor Centre
Dianne Haggart	Senior Nurse – South East	Deputy Site Contact – Livingston Donor Centre
Marion Mathie	Regional Head of Service – Patient Services Aberdeen/Edinburgh	Site Contact – Edinburgh Royal Infirmary
Anthony Docherty	Associate Director Manufacturing	Site Contact – Jack Copland Centre
Alan Smith	Head of Donor Testing	Deputy Site Contact – Jack Copland Centre
Karen Stewart	Associate Director Patient Services	Site Contact – Gartnavel
Edward Ford	Head of Donor Services - West	Deputy Site Contact – Gartnavel
Anne Thomson	Head of Blood Banking	Deputy Site Contact – Gartnavel
Edward Ford	Head of Donor Services - West	Site Contact – The Athenaeum
Pauline Stewart	Senior Nurse - West	Deputy Site Contact – The Athenaeum
Kashif Iqbal	Head of Transport	Site Contact – Possilpark Garage [1]
Derek Pye	Transport Coordinator	Deputy Site Contact – Possilpark Garage[1]
Hazel Thomson	Associate Director Planning Performance and Business Development	Site Contact – Ninewells
Joanna Melson	Regional Head of Service – Patient Services, Ninewells	Deputy Site Contact – Ninewells
Debbie McNaughton	Associate Director Donor Services	Site Contact – Foresterhill
Shona Reid	Head of Nursing Northern Arch	Deputy Site Contact – Foresterhill
Marion Mathie	Regional Head of Service – Patient Services Aberdeen/Edinburgh	Deputy Site Contact – Foresterhill
Evelyn McLennan	Associate Director Quality and Regulatory Compliance	Site Contact – Raigmore Hospital
Tracey Lowe	Senior Donor Support Officer	Deputy Site Contact – Raigmore Hospital
Suzanne Rae	Regional Head of Service – Patient Services Inverness	Deputy Site Contact – Raigmore Hospital
Stuart Doig	QC Manager, Tissues, Cells and Advanced Therapeutics	Site Contact – Doherty Building
Anthony Plato	Head of QC, Tissues, Cells and Advanced Therapeutics	Deputy Site Contact – Doherty Building

Note 1: Possil Park will be replaced by [Site Name] as of 01 April 2026, or thereabouts.

5.0 Job/ Work Requests

Estates Management;

Building infrastructure and fabric technical requests.

Please email all work and information requests to: **NSS.FMservicecentre@nhs.scot**

For critical Health and Safety issues please contact by telephone 0131 275 6677 between 08:30 – 16.00 on working days or 0131 314 1731 at other times.

Please note all estates work/ information requests must be logged through the FM Service Centre and must not be directed to individuals within the estates team to ensure information transparency, accountability and resilience.

Reactive Priority 1 and 2 jobs (health/ safety & business critical issues) will be managed immediately. Priority level 3-4 will be triaged to ensure safe and efficient management.

Facilities Management;

Reception, Cleaning, Catering, Security and Waste Services requests.

Please email all work and information requests to **nss.facilitieshelpdesk@nhs.scot**

Or call 0131 275 6100.

6.0 MoU Management

This MoU shall commence on 1st April 2022. The MoU will continue until such time that either party wishes to terminate it by giving six months' notice or sooner by mutual agreement.

Annual review meetings will be scheduled by the Service Provider in March each year. The Service Provider will issue a report five days in advance of the meeting to include:

- PPM and Statutory Maintenance figures
- Service issues and challenges
- Stakeholder Feedback
- Change control requests

The MoU shall be reviewed every 3 years. In the absence of the completion of a review, the current agreement will remain in effect.

The MoU review be carried out by senior members of both parties to provide a further mechanism for the identification of service opportunities, innovation and improvements as appropriate. The agenda covered in this review will include all of the items from the annual meetings plus:

- Innovation
- Other changes affecting this MoU

7.0 Change Control

A change request may be submitted by either party at any time using the form in Appendix 2. Requests will be considered by the relevant party and either approved, rejected or further information requested within 10 working days. Where further information is requested, this will be provided within five working days and if appropriate the parties will meet to discuss the request.

Any changes to services must have a minimum four-week lead-time. Retrospective changes will only occur in exceptional circumstances or where it is impossible to provide that service. Such change must be documented and agreed as soon as practicable after the event by both parties.

The Service Provider will maintain the Change Control Register and incorporate all changes agreed during the year in the MoU review each February.

8.0 Scope of Services

Services	Sites										
		Lauriston Building	Jack Copland Centre	Gartnavel	The Athenaeum	Possilpark Garage	Ninewells	ERI	Foresterhill	Raigmore	Doherty Building
Management Services											
Service Centre including CAFM System		✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
Authorised Persons: ▪ Electrical ▪ Ventilation and ▪ Pressure Systems		✖	✖	✔	✔	✔	✖	✖	✔	✖	✖
Contract Management of Suppliers		✔	✔	✔	✔	✔	✔	✖	✔	✔	✔
Property and Asset Management Strategic Planning		✔	✔	✔	✔	✔	✖	✖	✔	✖	✖
Project Management		✔	✔	✔	✔	✔	✖	✖	✔	✖	✔
Estates WTE		✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
Hard FM Services											

Mechanical and Electrical Services – C/PPM and Reactive	▯		✖	✔	✔	✔	PAT testing only	PAT testing only	✔	PAT testing only	PAT testing only
Building Fabric Maintenance	✔		✖	✔	✔	✔	✖	✖	✔	✖	✖
Soft FM Services											
Cleaning Services	✔		✔	✔	✔	✔	✔	✖	✔	✖	✖
Mat Services	✖		✖	✖	✔	✔	✖	✖	✖	✖	✖
Washroom Hygiene Services	✔		✔	✔	✔	✔	✖	✖	✔	✖	✖
Window Cleaning	✔		✔	✔	✔	✔	✖	✖	✔	✖	✖
Pest Control	✔		✔	✔	✔	✔	✔	✖	✔	✖	✔
Clinical Waste Management	✔		✔	✔	✔	✔	✖	✖	✖	✖	✖
General Waste Management	✖		✔	✔	✔	✔	✖	✖	✔	✖	✖
Security Services	✖		✔	✖	✔	✖	✖	✖	✖	✖	✖
Laundry Services	✖		✔	✔	✖	✖	✖	✔	✖	✖	✔

Details of each service are included in Appendices 4-6.
The following services are out of scope of this MoU:

- Services on sites where SNBTS occupy a space within another health board. Services will be provided directly by that Health Board, as per SLA
- Services on sites where SNBTS occupy space within a private landlords building. Services will be provided within the commercial property agreement and from that landlord, as per Heads of Terms
- Services to sites where SNBTS occupy space within a PPP/ NPD building. Services will be provided by that PPP/ NPD external principal facilities management contractor
- Ordering of Laboratory Coats
- Fire Services – covered by a separate agreement
- Works relating to assets out of scope of this MoU
- Works relating to assets managed by MVS
- Procurement of contractors, suppliers and works not covered by this MoU
- Estates & Facilities Services to SCRM buildings

9.0 Stakeholder Responsibilities

To enable the Service Provider to operate effectively the Stakeholder will provide the following contacts who will be responsible for liaising with the Service Provider as follows:

- A “Site Contact” and relevant deputies who will be responsible for timely operational liaison with the Service Provider, updating the CAFM system with requests, approval/verification of completed works orders and facilitating access for approved contractors and consultants, communicating with colleagues as necessary and
- A senior management representative for escalation of issues and MoU reviews

Contact details of Service Provider and Stakeholder key contacts are shown in Section 3.

10.0 Stakeholder Feedback

All formal complaints with regard to the services provided through this MoU should be forwarded in writing by the Stakeholder to the FM Service Centre who will assign the complaint to the most appropriate Manager or functional head that will be responsible for resolving the complaint. The following guidelines will apply:

- Acknowledgement of the complaint within 3 working days
- Agreeing the validity and resolution of complaint within 10 working days and
- Agreeing and documenting corrective action plan within 20 working days

In the event that a complaint cannot be satisfactorily resolved between the Service Provider and the Stakeholder Leads, either party may refer the complaint to their respective Directors for a final determination.

11.0 SNBTS Regulatory Requirement

The parties (SNBTS & FM) agree to adopt the following principles:-

- To ensure that where required the Services are being provided and used in compliance with all relevant legislation, regulations and accreditation requirements:

Relevant references	
Regulations:	Statutory Instrument 2005 No.50 The Blood Safety and Quality Regulations as amended Statutory Instrument 2007 No. 1523: The Human Tissue (Quality and Safety for Human Application) Regulations, as amended Statutory Instrument 2012 No. 1916: Human Medicines Regulations 2012, as amended Statutory Instrument 2004 No.1031: The Medicines for Human Use (Clinical Trials) Regulations, as amended Statutory Instrument 2005 No. 50: The Blood Safety and Quality Regulations, as amended Human Fertilisation and Embryology Act (1990), as amended
Standards:	FACT- JACIE International Standards for Hematopoietic Cellular Therapy Collection, Processing & Administration UKAS (ISO 15189) ISO 9001
Guidelines:	Good Practice Guidelines for blood establishments and hospital blood banks Guidelines for Blood Transfusion Services in the United Kingdom (Red Book) Eudralex Volume 4: Annex I - Manufacture of sterile medicinal products Eudralex Volume 4: Part IV - Guidelines on GMP specific to ATMPs HTA guide to Quality and Safety Assurance of Human Tissues and Cells for Patient Treatment Rules and Guidance for Pharmaceutical Manufacturers and Distributors (Orange Guide) Rules and Guidance for Pharmaceutical Distributors (Green Guide) HFEA Code of Practice

Training will be provided by SNBTS staff where relevant.

Appendix 1 – Site List

The following sites are in the scope of this Service Level Agreement:

Building	Address	Property Management Agreement
Lauriston Building	41 Lauriston Place Edinburgh EH3 9HB	Health Board SLA
Jack Copland Centre	52 Research Avenue North Heriot Watt Research Park Edinburgh EH14 4BE	PPP/ NPD contract
West of Scotland Blood Transfusion Centre, Gartnaval	25 Shelley Road Glasgow G12 0XB	Freehold
The Athenaeum	8 Nelson Mandela Place Glasgow G2 1BT	Commercial agreement with private landlord
SNBTS Garage	97a Hawthorn Off Denmark Street Possilpark Glasgow G22 6HYAs of 01 April 2026 (or thereabouts), SNBTS Garage will re-locate to: Xxxxx Xxxxxx xxxxx	Commercial agreement with private landlord Commercial Agreement with private landlord,
East of Scotland Blood Transfusion Centre	SNBTS East Ninewells Hospital Dundee DD1 9SY	Health Board SLA
North East of Scotland Blood Transfusion Centre	Foresterhill Aberdeen AB25 2ZW	Freehold
North of Scotland Blood Transfusion Centre	Raigmore Hospital Old Perth Rd Inverness IV2 3UJ	Health Board SLA
Doherty Building (room G26 and room 1)	Pentlands Science Park Bush Loan Penicuik Midlothian EH26 0PZ	Commercial agreement with private landlord

Appendix 2 – Change Control Request Form and Register

Change Control Form

Change Control Reference	
Date of Request	
Raised By	
Name	
Title	
Reason for Change:	
Description of Change:	
Impact of Change:	
Cost	
Quality	
Risk	
Dependencies	
Implementation Plan	
Proposed Implementation Start Date and Time	
Proposed Implementation End Date and Time	
Implemented By	
Further Information Requested and Commentary:	
Approved/Rejected	
Reason for Rejection	
Authorisation for Approval:	
NSS	
Name	
Title	
Signature	
Date	
SNBTS	
Name	
Title	
Signature	
Date	

Change Control Register

Change Control Reference	Date Requested	Outcome	Comments

Appendix 3 – Management Services

Service Centre and CAFM System

Supplier	NSS
Service Specification	Receiving, prioritising, assigning and managing Stakeholder reactive work orders to completion Management of Compliance/Planned Preventative Maintenance work orders to completion Liaising with the Stakeholder regarding access for suppliers Following up suppliers and Communicating updates and delays to the Stakeholder **All work and information orders must be reported to the Service Centre**
Service Levels	Availability: Monday – Friday 08.30 – 16:00, All other times –contact is via the NSS emergency number

Contract Management

The Service Provider will manage all aspects of 3rd party contracts. Should the Stakeholder have any feedback on 3rd parties this must be communicated with the Service Provider's Service Centre in the first instance, the Stakeholder must not communicate with 3rd party suppliers except for minor operational issues when works are being carried out, for example, removing rubbish and access arrangements.

Project Management

Where minor works or projects are agreed, the Service Provider will provide Project Management services either by directly employed Project Managers or through a 3rd party and enable access to the supply chain to deliver projects. A cost for the Project Manager will be added to the project costs and will depend on the scope of the project, a cost will be provided to the Stakeholder as part of the project budget.

Estates Management Team

The Service Provider Estates Management Team manages' all NSS properties to ensure they are safe and fit for purpose. The Estate Management Team will:

- Carry out a building safety inspections to include health and safety checks, identifying and placing reactive work orders, gathering Stakeholder feedback
- Manage the NSS Control of Contractors Policy
- Ensure safety and compliance standards are met
- Efficient budget management
- Liaise with the Stakeholder Site Contact

Appendix 4 – Hard FM Services

1) Mechanical and Electrical Services

Supplier	SPIE – Glasgow sites FES – Edinburgh and Aberdeen sites
Service Specification	Tailored SFG20 and for Forresterhill, SHTMs for water and ventilation to relevant assets
Service Levels	Extract from the Contract Management Specification: The Contractor is expected to attend to services and other requests as indicated in the following Response Times. Where the Contractor anticipates any issues in achieving these Response Times they must contact the Service Centre in advance. All times are based on working hours, 8.30am-4.00pm Monday to Fridays apart from the laboratories within SNBTS site at Forresterhill which operates 24 hours a day, 365 days a year: The maximum response times, from the time of receipt of the work order, by the Contractor and their subcontractors are: **Statutory Works Orders – CPPM**

Classification	Completed	Remedials Required to Achieve Compliance	Routine Remedials where approved
Statutory Testing	On the due date or up to 2 days before the due date	Completed within 48 hours of the completion date	Completed within 5 days

Planned Works Orders - PPM

Classification	Completed	Emergency Remedials	Routine Remedials
Planned	On the due date or up to 2 days before the due	Competed within 48 hours of the completion date	Completed within 5 days

Reactive Works Orders

Priority	Classification	Make Safe and Initial Resolution	Permanent Resolution
P1 *	Emergency - Critical	Completed within 4 hours	Completed within a further 7 days

P1	Emergency – Out of Hours	Completed within 4 hours	Completed within a further 7 days
P2	Urgent	Completed within 8 hours Norseman House – 4 hours	Completed within a further 7 days
P3	Routine	n/a	Completed within 21 days
P4	Non-Urgent or Minor Works	n/a	Agreed with Client
Quotations	Provided within 3 working days		

Examples of the Reactive Works' classifications include:

Emergency – Critical Services include those where the business cannot operate at all or where there is a high health and safety risk. The Contractor may be required to attend emergency incidents relating to, for example, utilities and infrastructure incidents

Urgent services include those where there is a medium health and safety risk, NSS' business is disrupted or where lack of prompt resolution could lead to emergency services

Routine services include those that can be planned and have minimal impact on the business, health and safety or will not lead to further services if not resolved

Non-Urgent or Minor Services include requests for improvement works, non-critical asset replacements

Working Hours

Core business hours for office sites are 8am to 5pm, Mondays to Fridays excluding Bank and Public Holidays. Access outside of these hours will be by arrangement with NSS.

Key Performance Indicators	The KPIs are within the contract between the supplier (FES/ SPIE) and FM.

Appendix 5 – Soft FM Services

2) Cleaning Services

Supplier	NSS
Service Specification	see table below

	Service Element	Standard	Stakeholder Responsibility
1	Floors (hard and soft)	Free from large items of debris which cannot be removed by suction cleaning	Clear and dispose of debris appropriately
		Free from dust, grit, marks and spots, water or other liquid	Avoid spillages and if occurs clean spillage; where not possible report to FM HD
		Appropriate signage and precautions taken regarding pedestrian safety on newly cleaned or wet floors	Avoid floors when signage is displayed
		Free from visible loose debris, dust and fluff. Overall even appearance	Avoid spillages and if occurs clean spillage; where not possible report to FM HD
		Free from visible dust, impacted debris, cobwebs, and removable stains. Uniform appearance	Ensure areas accessible and clear of obstacles to allow for cleaning
		Fridges free of spills and stains	Staff responsible for safe storage of items in fridges, disposal of out of date items and cleaning of spillages
2	High and low level surfaces	Free from dust, cobwebs, and removable stains. Uniform appearance.	Ensure areas accessible and clear of obstacles to allow for cleaning
3	Glass partitions, panels, paintwork and ceramic wall tiles	Ceramic tiles to be free of spot and stains, uniform appearance.	Replacement and maintenance of ceramic tiles

			Free of fingerprints on glass panels and door push areas.	
			Free of stains to hand height	Redecorate areas where stains/marks cannot be removed due to type of paint or stain on wall
	4	Municipal Refuse collection	No occurrence of overflowing receptacles. All collected waste to the correct disposal collection point in accordance with local policy	Responsible for disposing of waste into correct waste stream
			Receptacles free from foul smells and soil	Responsible for wiping spillages as they arise
	5	Supply, repair and maintenance of cleaning equipment, consumables and staff uniforms	Domestic staff to check equipment before and after each use	Not use Domestic cleaning equipment
			Equipment PAT tested yearly and after any repairs.	
			Yearly check of all equipment to assess any future requirements.	
			Maintain adequate stock on site	Provide consumables via stores
			Staff to wear uniform/PPE	

	6	All services	Overall, HAI Monitoring Tool score	Good housekeeping of site staff to enable appropriate cleaning to be carried out according to NCSS standards Report issues to FM HD
Service Levels	Included above			