



Ministry
of Justice

MOJ Property Services

March 2023

Protecting and advancing the principles of justice

Message from Ricky McSeveney Functional Reform & Property Director



Welcome to MoJ Property!

MoJ Property is a customer service organisation that exists to enable our customers to perform to their best. We do this by providing working environments in which our customers want to work and which support them in delivering their outputs efficiently, and by providing high quality, easy to use services.

Our mission

We provide property services to the Ministry of Justice and the Home Office (HO) that support the departments' operational and strategic outcomes. We are creating a team culture and environment founded on professionalisation and diversity.

Our vision

We provide a great place to work for property professionals from all backgrounds and cultures. We are data-driven, collaborate across the MoJ, HO and wider profession, and are at the forefront of current and emerging sustainability, contracting and manufacturing strategies and technologies.

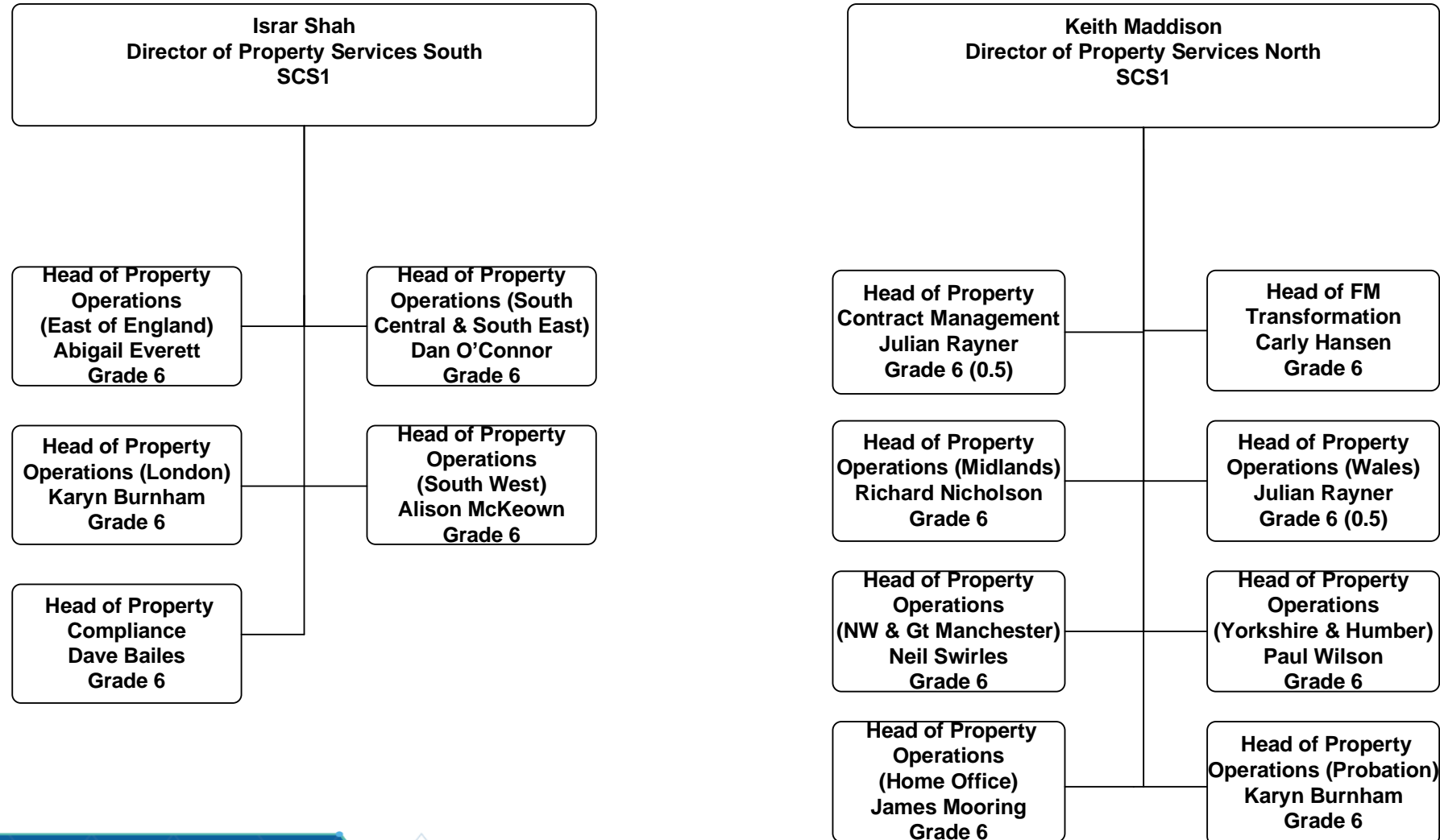
I hope you will enjoy your time here in MoJ Property. I look forward to meeting you and to us working together.

A handwritten signature in blue ink, appearing to read 'Ricky McSeveney'.

Please see the link to our Story: [The Justice Story - Animation](#)

What the team looks like

Property Services - SMT





HM Prison &
Probation Service



- CAT A High Security and Long-Term estate prisons
- CAT B Local & training prisons
- CAT C Training & Resettlement prisons
- CAT D open prisons
- Women's estate
- Youth Custody Services (YCS)
- HMPPS office complexes

Prison Estate APOM – Role & Responsibilities

The Prison APOM role varies to other FM roles as prisons are unique communities which bring with it additional requirements and responsibilities.

FM is delivered via service providers who responsible for day to day delivery of hard & soft service's including at most properties, stores management.

The APOM has allocated properties to manage and depending on the size and complexity this will be between one and three prisons. Prisons operate seven days a week, 24 hours per day, 365 days a year. A prison is home to between 60 to 2000+ prisoners, which means that they have to be safe for both staff and prisoners, clean and decent, and remain compliant so achieving all statutory and mandatory requirements.

The role includes development planning for the properties, so discussing the needs of the prison with the Governor and their team, identifying assets that may require replacement and generating bids. The APOM will also work along side MOJ project delivery teams for major works and contributing to Government soft landings ensuring FM commitments are achieved.

Each prison has its own variable maintenance budget which the APOM manages, this budget support works resulting from PM, reactive repairs and vandalism so analysing data is crucial to the role.

The APOM (Area Property Operations Manager), report to an RPOM (Regional Property Operations Manager) and also works within a regional team of APOMs supported by the Contract administration teams.



HM Prison &
Probation Service



- Contact Centres
- Approved Premises
- Community Payback Sites
- MOJ cluster FM sites: Arms Length Bodies, HQ and Judges Lodgings

Probation Estate APOM – Role & Responsibilities

The Probation APOM role is responsible for the delivering Hard & Soft FM services via our external FM suppliers and managing client relationships with the Probation Service. This will involve tracking reactive works, Planned Preventative Maintenance schedules and remedial works, minor works requests via a CAFM system. The role requires problem solving FM issues, keeping essential services running and responding to urgent priorities and excellent communication with site team is essential.

Property Operations support the Probation Service in their goals to rehabilitate and reduce reoffending by ensuring a safe and decent, compliant HMPPS estate.

The APOM works to a Regional Property Operations Manager (RPOM) with a team of other APOMs. The wider property team comprises of operational professional and admirative colleagues, ensuring there is always help and support when you needed. The APOM's typical day is varied and can range from meeting with clients (Probation Service staff), liaise with your team, visit sites and have operational meetings via Teams.

An APOM in the probation team has responsibility for approximately 30 buildings in their region, so travel to/from sites is a big part of the working week. The properties are a mix of Approved Premises (residential accommodation for people who have left prison on licence) which operate 24 hours a day 365 days a year, Offender Contact Centres (offices where people on probation meet their probation officers), and Community Payback sites where the Probation Service run their community payback activities, which range from bike workshops to tools storage units for outdoor works.

The APOM also works closely on larger planned maintenance projects, such as replacing a heating system to full refurbishment and redecorations of sites, and is involved in the process from scoping to handover, ensuring that there will be a smooth FM delivery once complete. This often means liaising with building occupiers, the FM suppliers and project teams.

Please click the link below to see our interactive map, you can select:
Probation Sites, Prisons Sites and HMCTS sites

[HMPPS sites map - Google My Maps](#)



Aging estate

The estate includes buildings that were built between the Victorian era through to the present day. This means a property that comprises of multiple buildings or various age & conditions with a variation of assets. As budgets are finite a number of assets are beyond life expectancy but still function well while others are in need of replacement.

Misuse of Assets

Misuse of assets is high at some locations (vandalism) and can erode the variable budget, making budget management a challenge

Service Delivery

Multiple large projects taking place across the portfolio increases the demand on APOM time
Service providers have recruitment & retention issues in a buoyant FM marketplace which can lead to performance issues.

Budgets

Maintaining Statutory & Mandatory requirements requires constant attention and erodes budgets.
Pressures on accommodation are increasing therefore turnaround on reactive repairs are paramount.

The APOM role is challenging but extremely rewarding and offers a wider portfolio than many FM manager roles...

Why choose MOJ?

I am responsible for HMP Wormwood Scrubs and HMP Wandsworth, but as a team we lend support to each other across our establishments.

We are responsible for maintaining and managing the MoJ assets, buildings and plant under our care. The role encompasses, managing and monitoring the contract with our service provider, ensuring they deliver the FM obligations as well as statutory compliance and safety. Additionally, we have budget responsibility and oversight for any maintenance or repairs that are outside of that contract. We ensure that staff, visitors and the residents have the best available environment we can provide. This includes ensuring their comfort, safety and, of course, security. We identify areas where investment and funding can improve the establishment and progress and manage these projects.

The change we make in our prisons has a huge impact on the lives of our residents and staff. I am immensely proud of the improvement in decency achieved across the London Prisons over the past few years, I am quite happy to say that APOMs, and the Property Directorate have played a big part in this. We have invested in accommodation, windows, and shower facilities and will continue to strive to improve and invest in the custodial environment.

I love the challenge and the responsibility. I worked many years in FM for local authorities where things can be somewhat micro managed.

Our managers in this team empower, trust, and support us to make the decisions needed to ensure that FM and compliance is progressed in this very unique environment. This is refreshing compared to other roles I have had.

As for the Challenge, well, there is absolutely nothing like FM in a custodial environment for keeping you on your toes.

I love every minute of it! – **APOM Prisons Greater London.**

Since moving into the MOJ 18 months ago, I have been the most content, satisfied and focused that I have ever felt in 14 years of working within FM. The APOM role meets so many desires which I had starting out as a young FM, it gives me freedom to work in different areas of FM for example both hard and soft FM, commercial and legal matters, you won't lead on these areas but you are heavily involved and it constantly develops your understanding within this key areas of the MOJ FM contract. Many FM roles tend to focus you in one specific area whereas the MOJ give you the freedom to enhance your skills across many areas.

I work within a department which encourages training and development and the options available to me are vast, this gives any APOM the feeling of being valued as an employee and the encouragement to achieve their dreams in being the best version of themselves they can possibly be.

Being an APOM carries many responsibilities, not just devoted to the running of a smooth FM contract but also budget management, time management, multi tasking, working with various internal and external stakeholders. No day is the same and that is the best part of the role, you learn new skills daily and you develop your knowledge continuously by working with different stakeholders daily' – **APOM Probation East of England.**