**Essential Services update on Greenhams and Mattresses/Pillows.**

**Product Supply from Greenham during Covid 19: Q&A**

**Greenham supply normal cleaning and hygiene products directly into prisons.**

**For Covid 19 specific products e.g. masks, gloves and alcohol sanitiser orders are being placed through the HMPPS regional hub system please e-mail** [**COVID.19PPEQueries@justice.gov.uk**](file:///\\Ukbia03kdfsj001\org\HQL-Public4\_AFP\DC&C\Custodial%20Contracted%20Services\Shared%20Documents\Operational%20Contracts%20-%20JB\Contingency\COVID.19PPEQueries@justice.gov.uk)

**The Custodial Contracts Group Operational Contract Management Team are working closely with Greenham to make sure that there is continuity of supply throughout this time. We hold a daily call with Greenham to ensure stocks are being replenished and to identify alternative products and supply chains if required.**

**We are confident that Greenham will be able to supply you with your cleaning and hygiene products now and in the future.**

**Q: How does HMPPS compete with the other customers Greenham have?**

Due to the volume and critical nature of our work in HMPPS, we have been categorised as a priority customer. Greenham are ensuring we get first refusal to all critical products that they secure from manufacturers. We can reassure you that we are taking up these opportunities to ensure Prisons have access to the cleaning supplies they need going forward.

**Q: How do I raise a query about Greenham products?**

We have introduced an email address: [**CCG.Governance&Risk@justice.gov.uk**](mailto:CCG.Governance&Risk@justice.gov.uk) where you can raise any specific supply chain concerns you have.  The CCG Operational Contracts team has established daily conference calls with Greenham to monitor the supply chain position and we will advise if any issues arise.

Please include Greenham in the title of the email subject so they can be easily identified.

**Q: Why are we told nationally there is stock available of our contracted products but locally our branch says there isn’t?**

A: Greenhams operate a model where your local service centre usually holds all the stock they require for the prisons they service. During this Covid 19 pandemic we are buying greater quantities and more varied products some of which we previously only purchased in small quantities. When a number of prisons order large amounts of stock this may fully deplete the stock at your local service centre. Greenhams then have to restock that service centre from their national distribution centre in Swansea. So there may be a delay in order fulfilment but be assured Greenhams are maintaining our key supplies and sourcing extra quantities direct from the manufacturers on a daily basis.

If you are told by your local Greenham Branch that your order will not be met in full due to stock being unavailable please request this information to be provided by email and [forward to the Contract Manager](#Mailbox) and we will pick your individual issue up with Greenham and resolve on our daily call with them.

The likelihood is that this is a communication issue within Greenham but we need to know to make sure it is resolved.

**Q: If Greenham don’t have the product I ask for but offer an alternative – should I accept?**

If Greenham don’t have stock of a product they are required to provide an alternative replacement of equal specification.

The alternative products are on the catalogue and your local Greenham branch will advise which alternative to order if your usual product is not available.

The alternative products have been reviewed by Health and Safety to confirm they are safe to use in prisons.

**Q: I want a product that isn’t available on the catalogue, what do I do?**

We need to make sure that the product is suitable for use in a prison environment.

If it is a cleaning chemical this must be authorised by National Health and Safety and Security colleagues to ensure suitability for use so the Contract Manager will need to be notified. Please [notify the Contract Manager via the mailbox](#Mailbox)

**Q: Why won’t the Greenham Branch deliver the volume of toilet roll we asked for?**

We need to maintain normal ordering volumes to make sure that all prisons can be serviced from their branch.

Supply of toilet roll is not an issue and we need to maintain regular ordering patterns.

Toilet roll orders will be restricted to normal ordering levels with a 10% tolerance.

If there is a reason why your normal ordering level is no longer suitable then please [notify the Contract Manager via the mailbox](#Mailbox)

We will agree alternative arrangements if the increase is not due to increasing normal stock levels.

**Q: Why has my extra large order not been fulfilled?**

Demand has increased for a particular group of products and manufacture and distribution are working hard to meet the demand, we are seeing a worldwide surge in the need for cleaning products and new lines have been made available to us from Greenham.

Where orders are placed which would deplete stock at a Greenham branch to a level where other prisons could not be supplied, the volume of your order may be restricted to your normal ordering quantity.

We need to avoid local stock piling, although an increase in demand is expected at this time, there is still instances where local stockpiling may be impacting on overall provision; this must be avoided because we need to provide a service to all prisons.

If your order has been restricted and you have a particular issue which has meant a significant change to normal demand [Please notify the mailbox](#Mailbox) and we will work with you to address this.

**Q: Will the availability of stock be affected by Greenhams staff having to social distance or stay at home?**

Greenham has been classed as essential workers permitting them to keep their workforce in work under these new guidelines. They have measures in place to work within PHE guidelines within their distribution centres.

**Supply Chain Update – Mattresses and Pillows**

Prison issue mattresses and pillows are supplied by Carpenters and issued via Branston.

Custodial Contracts Group Operational Contract Management Team are working closely with Carpenters to make sure that supply is maintained throughout the Covid 19 outbreak.

Carpenters have been issued with formal notification that they are an essential supplier for HMPPS so that they can maintain their manufacturing operation. They are also implementing measures within their sites to make sure that social distancing measures are applied.

We are confident that Carpenters can continue to manufacture and supply mattresses and pillows during this time and we are maintaining regular contact to review the position.

Another way we can manage our supply is to maximise the life of mattresses and pillows in issue over the coming weeks.

Where possible un-damaged mattresses and pillows should be cleaned and re-used in line with the Covid 19 Cleaning Guidelines.

Please can Governors ensure mattresses are not routinely replaced and only replaced where they have reached the end of their life.