

MEMORANDUM OF UNDERSTANDING

As approved between the Lord Chamberlain and the Scottish Ministers.

THE MANAGEMENT AND MAINTENANCE OF THE PALACE OF HOLYROODHOUSE

INTRODUCTION

1. The Palace of Holyroodhouse is the official residence of The Sovereign in Scotland. It is owned by Her Majesty in right of the Crown; however, further to the arrangements whereby the revenue from the Crown Estate is surrendered by the Sovereign at the beginning of each reign, the Scottish Ministers, acting through Historic Scotland, have responsibility for the provision and maintenance of the Palace (which is not itself part of the Crown Estate) and an element of logistical support to functions arising directly from the Palace's use as an official residence. The Scottish Ministers are answerable to the Scottish Parliament in this respect, including provision of funds for this purpose.

Responsibilities of the Parties at the Palace of Holyroodhouse

2. The Palace of Holyroodhouse is an important part of Scotland's heritage. This Memorandum of Understanding identifies the respective responsibilities of the Royal Household, Historic Scotland (on behalf of Scottish Ministers) and the Royal Collection Trust in maintaining that historic fabric, and managing operations in the Palace.
3. Historic Scotland's core responsibilities are to maintain the Palace of Holyroodhouse, associated buildings and gardens as the official residence of the Sovereign in Scotland and as a Scheduled Ancient Monument. These responsibilities also encompass ensuring that the property is in a condition fit for official Royal and State use, relevant security arrangements and physical fire protection matters. In executing this role, Historic Scotland will endeavour to ensure transparency and best value from the resulting expenditure of public funds.
4. The Royal Household provides the management structure for the day to day administrative and housekeeping duties at the Palace and its Precincts. The Royal Household is also responsible for conveying any recommendations to The Queen regarding furnishings, decoration and presentation.
5. The Director of the Royal Collection is responsible for the maintenance of the Royal Collection. This is funded by the Royal Collection Trust (RCT). Royal Collection Enterprises Ltd is the commercial arm of the RCT and organises the opening and presentation of the Palace to visitors. It is responsible for the provision, maintenance, protection and staffing of facilities provided specifically in support of paying visitors to the Palace.
6. This Memorandum makes reference to various separate areas within the Palace precinct. These areas are shown in the plan at Appendix A:

Area 1 Palace Precinct

Area 2 Palace

Area 3 Mews

Area 4 Coach House

Area 5 Abbey (*nb: conservation and presentation lies with Historic Scotland*).

BUILDING MAINTENANCE & CLEANING RESPONSIBILITIES

7. The responsibility for maintenance - which includes in this context the maintenance of the garden, internal and external cleaning, and housekeeping - falls into the following four categories:
8. Category 1 – Household has full responsibility
Domestic cleaning and housekeeping.
9. Category 2 – HS has full responsibility for building maintenance
Areas where the use is wholly in support of the Palace's role as official Royal residence (refer to table at Appendix B).
10. In support of the official Royal function, HS will:
 - a) conserve and maintain the external fabric and structure in a condition fit for official Royal and State use;
 - b) undertake all internal building fabric maintenance - excluding areas open to paying visitors which fall into Maintenance Category 4;
 - c) undertake all M&EE Planned Preventative Maintenance (PPM) inspections, testing and technical upgrades;
 - d) undertake external and non-domestic cleaning - though excluding that generated by the non-official function eg paying visitors.
11. In addition, HS will maintain the external fabric of all buildings within the Palace precinct except for structures commissioned by RCT primarily in support of paying visitors. These structures will fall into Category 3.
12. Category 3 - RCT has responsibility for building maintenance
Areas where the use is primarily in support of the Palace's role as a visitor attraction (refer to table at Appendix B).
 - a) RCT will maintain the external fabric of any buildings within the Palace precinct commissioned by them primarily in support of paying visitors;
 - b) HS will undertake M&EE PPM inspections from the meter point to fixed outlets for RCT as a rechargeable service. RCT will retain responsibility for equipment and portable appliances;
 - c) RCT will arrange all other maintenance, repair and replacement works having first obtained the approval of HS professional and technical staff and all necessary consents. RCT will meet the costs of all such works;
 - d) Historic Scotland's consent is, in particular, required for work where there would be an impact on the historic fabric and this consent may be conditional on Historic Scotland undertaking the design and implementation work on a rechargeable basis.
13. Category 4 – joint HS/RCT maintenance responsibility
Areas which are used for official Royal residence purposes at times, but are predominantly used in support of the visitor attraction role during the remainder of the year. (refer to table at Appendix B)

14. In support of the official function, HS will:

- a) maintain the external fabric in a condition fit for official Royal and State use;
- b) undertake all M&EE Planned Preventative Maintenance (PPM) inspections, testing and technical upgrades;
- c) undertake internal building fabric maintenance including those areas used in support of the visitor function. RCT will make an agreed contribution to the associated costs in recognition of the additional wear and tear resulting from visitor-related uses.

15. Responsibilities arising from any new developments will be subject to separate agreements which will be appended to this Memorandum

ABBEY STRAND

16. The use of Abbey Strand will be defined in a separate agreement which will be appended to this Memorandum.

WORKS TO THE DUKE OF HAMILTON'S APARTMENTS

17. The Duke of Hamilton holds the position of Hereditary Keeper of the Palace. This role entitles the Duke to use the Keeper's apartments in the Palace.

18. Conservation and maintenance of this area will be undertaken in accordance with "The Warrant for the Duke of Hamilton & Brandon in respect of the Hereditary Keeper's apartment at Holyroodhouse, Edinburgh" dated 27 July 1973 and issued by the Keeper of the Privy Purse on behalf of HM The Queen.

SECURITY ARRANGEMENTS

19. The Royal Household carries responsibility for the day to day management of security matters at the Palace, including security staff, security procedures, monitoring of security equipment and liaison with the police forces during visits and alerts.

20. Historic Scotland currently:

- a) funds the agreed number of security officers and equipment, including one manager, as per Appendix C (including 10% management fee);
- b) funds, installs and maintains security equipment to the level agreed with the relevant officers of the Metropolitan Police and the Cabinet Office Special Services Group.

21. Security in official Royal Palaces is currently under review. The arrangements described in this section of the memorandum will be re-considered once the recommendations are known.

SERVICES IN SUPPORT OF OFFICIAL ROYAL AND STATE VISITS

22. HS will provide support to official Royal and State functions. This will include:

- a) undertaking routine preparation of the Palace and Gardens;
- b) installing temporary services and communications as required;
- c) liaising with Contractors appointed by the Household in respect of technical matters such as services, security equipment etc ;
- d) providing on-call technical staff.

23. Details are noted in Appendix C.

FIRE MATTERS

24. HS are responsible for works associated with physical fire precautions (eg physical resistance, detection, alarm and suppression systems) in the Palace of Holyroodhouse.

25. The Royal Household will undertake the daily management and monitoring of the installed systems and organisation of the evacuation and salvage procedures. HS will contribute to further training programmes which may be required for Royal Household staff. The Royal Household will also ensure that their day to day management regime reduces the Palace's fire exposure to a minimum.

26. From the implementation date of this Memorandum, HS are also responsible for the testing and repair of all alarm systems and for the testing and recharging as necessary of all fire extinguishers and other fire fighting equipment. HS will maintain records of all testing and make these available for inspection by the Fire Safety Officer.

27. The Royal Household's Fire, Health and Safety Manager will be appointed as Fire Safety Manager for the Palace of Holyroodhouse, will carry overall responsibility for fire matters and will report to both the Master of the Household and the Chief Executive of Historic Scotland. The Fire Safety Manager's terms of reference will be the subject of a separate agreement which will be appended to this Memorandum (Appendix D).

HEALTH AND SAFETY MATTERS

28. HS and the Royal Household carry Health & Safety responsibilities for the operations under their control.

29. HS will provide Health & Safety advice to the Royal Household.

Definition of Health & Safety "Organiser"

30. The Royal Household Palace Superintendent will be the "Organiser" for:

- a) matters under the management direction of the Royal Household;
- b) all visitor and presentation related matters;
- c) charity events.

31. The HS Regional Superintendent of Works will be the "Organiser" for:

- a) all conservation and maintenance works carried out in fulfilment of the Scottish Ministers' responsibilities.

LIAISON ARRANGEMENTS

32. The Master of the Royal Household and Chief Executive of HS will meet annually. At this meeting, HS will present:

- a) the detailed 12 month and outline 5 year programme of works;
- b) the estimated cost of the works planned for the forthcoming financial year;
- c) a report on the works completed within the previous financial year;
- d) a draft out-turn cost for the HS operations at the Palace for the previous financial year.

33: During the course of the year, regular Liaison Meetings will be held between representatives of the Household and Historic Scotland's professional and technical staff. In broad terms, the agenda will:

- a) monitor progress on the agreed works;
- b) establish the co-ordination required from both organisations for forthcoming operations including HS works projects, Royal Household administration matters, RCT matters;
- c) agree an allocation of costs;
- d) At a meeting to be arranged in October, both organisations will present draft information on proposed projects over the forthcoming 12 months.

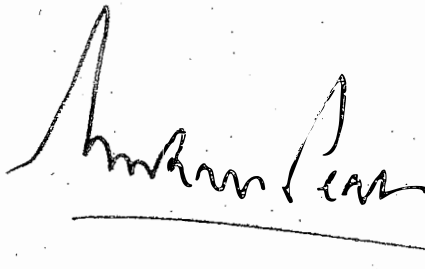
UTILITY PAYMENTS

34. HS will initially meet the utility payments for the Palace. RCT will make an annual reimbursement of utility costs as noted in Appendix C.

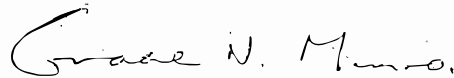
REVISION OF MEMORANDUM

35. This Memorandum shall be subject to review at intervals of not more than 5 years.

36. Appendix C details the current understanding of the details relating to this Memorandum. This will be updated at regular intervals to reflect changes.



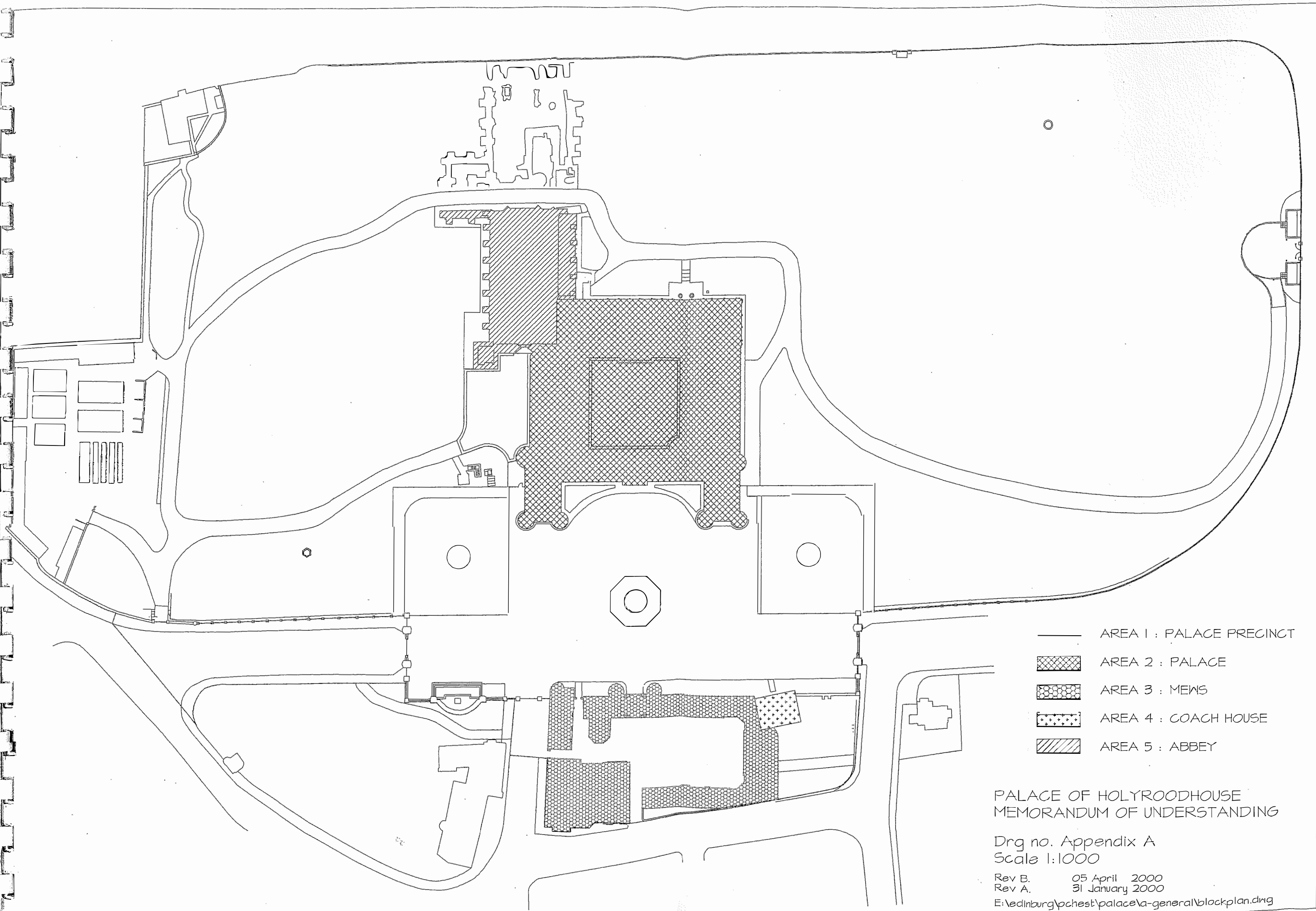
SIR MICHAEL PEAT KCVO
Keeper of the Privy Purse



GRAEME N. MUNRO
Director and Chief Executive
Historic Scotland

Date: 3.11.00

25 October 2000



- AREA 1 : PALACE PRECINCT
- ▨ AREA 2 : PALACE
- ▩ AREA 3 : MEWS
- ▧ AREA 4 : COACH HOUSE
- ▨ AREA 5 : ABBEY

PALACE OF HOLYROODHOUSE
MEMORANDUM OF UNDERSTANDING

Drg no. Appendix A
Scale 1:1000

Rev B. 05 April 2000
Rev A. 31 January 2000

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APPENDIX B

	BUILDING/STRUCTURE	Official Royal Residence Use	RC/RCT Use	Category 1: Household domestic cleaning	Category 2: HS maintenance	Category 3: RCT maintenance	Category 4: HS/ RCT maintenance	
1	Palace	*	*	#			#	1
2	Palace Forecourt	*	*				#	2
3	Fountain	*			#			3
4	Coach House	*	*	#			#	4
5	Mews Ticket Office		*	#		#		5
6	Mews Shop		*	#		***		6
7	Church Halls - internal		*	#		#		7
8	Church Halls - external		*			***		8
9	Mews Gardens		*			#		9
10	Mews Courtyard	*	*				#	10
11	Mews Garage	*	*				#	11
12	Mews Guard Rooms	*	*	#			#	12
13	Mews Stables	*		#	#			13
14	High Constable's Building	*		#	#			14
15	Palace Gardens	*	*				#	15
16	Gardens Depot & Glasshouses	*			#			16
17	Garden Boundary Walls & Railings	*			#			17
18	Gardens' Store				#			18
19	Gardens WCs				#			19
20	Boiler House	*	*		#			20

Notes

1. ** to be considered further

TELECOMMUNICATIONS EQUIPMENT

1. In support of the official role, and in consultation with the Court Postmaster in Buckingham Palace, HS will:
 - a) supply, install and maintain the telecommunications exchange
 - b) supply, install and maintain receivers required in support of the official role within the Palace
 - c) fund rental charges for such equipment
 - d) meet 100% of the call charges during the periods of the Lord High Commissioner's (LHC) residence, Royal Visits and other State occasions
 - e) meet 50% of the call charges during the remainder of the year.
2. RCT will meet the remaining balance of call charges during the course of the year.
3. Equipment required for RCT will be recharged at the prime cost of materials and labour rates plus an additional 10% fee to cover administration and inspection costs.

KITCHENS

4. HS will provide and maintain all catering equipment reasonably required in support of the official function.

DOMESTIC CLEANING

5. The Royal Household will undertake internal cleaning of the buildings. In recognition of the cleaning requirements arising from the official role, HS will, from time to time, make a proportionate contribution not exceeding £150 per annum (linked to the Retail Price Index from the date of this Memorandum) to the costs of cleaning equipment such as vacuum cleaners and polishing machines
6. At regular intervals, HS will replace one washing machine and one tumble dryer which are used in support of the official function. The economic date of replacement will be assessed by the HS engineer.
7. All fixed laundry equipment will be installed by HS.

SANITARY SUPPLIES

8. The Royal Household will undertake purchase of all sanitary supplies for the toilets within the main Palace building. In recognition of the requirements arising from the official role, HS will make annual reimbursement. The reimbursement will be calculated from the HS spend for 1999-2000 (£670) adjusted annually in October thereafter in accordance with the Retail Price Index.

EXTERNAL CLEANING

9. HS will undertake official external cleaning of the Forecourt and Piazza twice per week. RCEL will undertake any additional cleaning which they deem necessary for visitor presentation purposes.
10. In winter during the week, HS will grit the Forecourt and Piazza in early morning. The Royal Household/RCEL will undertake any additional gritting which they deem necessary for visitor access during the day. RCEL will also undertake all gritting at weekends.

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11. HS will undertake cleaning of the Palace windows in April, June, August, and November and in advance of formal State occasions if required.
12. Cleaning of other areas will be reviewed under the terms of the relevant Maintenance Condition outlined above.

UTILITY PAYMENTS

13. HS will initially meet the utility payments for the Palace. RCT will make an annual reimbursement of utility costs on the following basis:
 - a) electricity 30%
 - b) gas 15%
 - c) water 12.5%
 - d) rates It is agreed, in principle, that the Royal Collection will contribute to the costs of Local Authority rate charges for the Palace. To be the subject of further discussion.

GARDENS

14. HS will maintain the Gardens with the intention of having them at their best during the Royal Visit.
15. HS will provide floral displays for the LHC residence and Royal Visit and for other State occasions.
16. Additional maintenance costs arising from the opening of the Gardens to visitors (eg raking of gravel paths, litter collection etc) will be reimbursed by RCT.

FURNISHINGS

17. In support of the official function, HS will supply and maintain office desks and seats for the use of staff wholly engaged on Crown duties. HS will also supply and maintain such items for other Palace staff whose duties support both the official and visitor functions. In recognition of this, the Royal Collection will reimburse 50% of these costs.
18. Other office equipment eg computers, copiers and stationary items etc, will be provided by the Royal Household.

CURTAINS

19. The Royal Household will provide and maintain curtains throughout the Palace. This reflects the earlier transfer to the Lord Chamberlain of the funds previously held within the Holyrood Amenity Trust for such items in the Palace.

FLOOR FINISHES

20. HS will maintain (though not undertake domestic cleaning) and replace floor finishes in the service areas used in support of the official function eg ground floor kitchens, third floor bedrooms, corridors and bathrooms etc. HS will also repair historic floor finishes in those areas used in support of the visitor function though the Royal Collection will make a contribution to this work.
21. The Royal Household will provide floor finishes to the other areas. This reflects the earlier transfer to the Lord Chamberlain of the funds previously held within the Holyrood Amenity Trust for such items in the Palace.

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STAFFING

22. In support of the official function, HS will fund the following staff under the local management of the Palace Superintendent:

- a) 4 porters
- b) 1 foreman
- c) 1 craftsman

23. All day to day employment matters regarding these staff will lie with the Royal Household though HS should be advised of each recruitment process in order that these staffing levels may be periodically reviewed at intervals of no more than five years.

24. Royal Household will submit a monthly invoice listing names and grades of all the staff funded and identifying salary costs; overtime, ERNIC, superannuation and any other associated paybill costs. In October each year, the Royal Household will submit an estimate of the anticipated costs for the following financial year.

ROYAL VISITS AND STATE FUNCTIONS

25. HS will provide support to official Royal and State functions. This will include:

- a) testing of the Palace services installations before the LHC and Royal Visit
- b) undertaking routine preparation of the Palace kitchens
- c) installing temporary services and communications as required
- d) grass cutting immediately prior to the event

- f) undertaking required technical preparations to Garden toilets
- g) maintaining and identifying Garden gas and water connection points for caterers' equipment

26. HS will provide the following minimum on-call staff in support of official Royal and State functions:

- a) 1 Superintendent
- b) 1 electrician
- c) 1 plumber

SERVICES INSTALLATIONS

27. HS will undertake an annual Planned Preventative Maintenance programme to the services installations within the Palace – including testing of equipment and appliances used in support of the official role. The Royal Household will allow full access to such equipment during this exercise and comply with any remedial measures required.

28. HS reserve the right to undertake similar testing on a rechargeable basis to other equipment and appliances used in support of the visitor role.

FIRE PRECAUTIONS

29. HS are responsible for works associated with physical fire precautions (eg physical resistance, detection, alarm and suppression systems) in the Palace of Holyroodhouse. This includes:

- a) liaison with the Fire Inspectorate on the outline specification of proposed physical works;

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- b) arranging design of systems;
 - c) liaison with Household on installation programmes;
 - d) installation and commissioning of systems;
 - e) providing initial guidance on operating instructions to relevant Household staff;
 - f) undertaking regular maintenance works and maintaining maintenance logs;
 - g) regular testing and recording of all detection equipment installations.
30. The Royal Household will undertake the daily management and monitoring of the installed systems:
31. The Royal Household will manage training of Household staff in procedures and use of equipment, and salvage and evacuation procedures. HS will contribute to further training programmes which may be required for Royal Household staff.

WORKS TO AREAS OCCUPIED EXCLUSIVELY OR PRIMARILY BY RCT FOR VISITOR SERVICES PURPOSES

32. These areas currently include:
- a) Coach House
 - b) Mews Ticket Office
 - c) Mews Shop and stores
 - d) Church Halls
 - e) Mews Garage

Building and Civil Engineering

33. Subject to agreement with HS, internal alterations to the fabric of the Mews may be undertaken by RCT to further the provision of visitor facilities. HS professional staff must approve the proposals beforehand.
34. The consultation procedure for such works will follow three steps:
- a) RCT will seek HS approval in principle
 - b) RCT will submit detailed proposals for scrutiny and approval by HS
 - c) RCT will apply for statutory approvals *ie* Listed Building Consent or Scheduled Monument Consent.

Mechanical & Electrical Engineering

35. Because of the continuing overall responsibility which HS bears for all services within the Palace precinct, HS require prior notification of any alteration or extensions of the M&EE installations. Methods of implementation will be subject to separate discussions and agreement for each case.

AGREEMENT BETWEEN THE ROYAL HOUSEHOLD AND HISTORIC
SCOTLAND

THE APPOINTMENT OF A FIRE SAFETY MANAGER
AT THE
PALACE OF HOLYROODHOUSE

Introduction

1. The Bailey report "*Inquiry into Fire Protection Measures for the Royal Palaces*" recommended that a Fire Safety Manager be appointed to oversee all fire matters in the English Occupied Royal Palaces.
2. Because operations at the Palace of Holyroodhouse are managed by two separate agencies with distinct management structures (ie the Royal Household and Historic Scotland), responsibility for fire-related matters is split. Consequently, the role of Fire Safety Manager has been undertaken to date by the Palace Fire Precautions Committee. This Committee includes representatives from the Royal Household, Historic Scotland and HM Inspectorate of Fire Services.

Proposal

3. It has been recognised, however, that fire matters at the Palace require a single point of focus and co-ordination. Consequently, it is agreed that the Royal Household Fire, Health and Safety Officer based in Buckingham Palace will adopt the role of Fire Safety Manager at the Palace of Holyroodhouse.

Duties of the Post

4. The post largely reflects the role of Fire Safety Manager envisaged in the Bailey Report and should aim to reduce the risk of fire damage to the Palace of Holyroodhouse without excessive compromise of the historic fabric.
5. The position will encompass responsibility for the following:
 - a) chairing the Palace of Holyroodhouse Fire Safety Committee;
 - b) steering the fire precautions strategy, implementation and fire risk management for the Palace of Holyroodhouse in the following areas and with reference to the executive responsibilities outlined in the Memorandum of Understanding:

Task	Lead agency
• installation, monitoring and maintenance of detection and suppression systems	HS
• compartment zoning	HS
• life safety	RH/HS
• escape route upgrading	HS/RH
• routine testing and record keeping procedures	HS/RH
• day-to-day management and housekeeping procedures to reduce fire exposure	RH/HS
• fire precautions-related procedures associated with works	HS/RH
• fire evacuation procedures	RH
• fire salvage procedures	RH

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- c) undertaking regular fire safety assessments in accordance with statutory obligations and best practice;
- d) advising on the nature and source of relevant fire prevention training packages for the various occupational groups operating within the Palace;
- e) establishing an approach to fire-related matters which is compatible with procedures in the English Occupied Royal Palaces.

Reporting Procedure

6. In view of the dual management of Palace operations, the Fire Safety Manager must report to both the Royal Household and Historic Scotland. To meet this obligation, the Fire Safety Manager will present a written report to the Master of the Royal Household and the Chief Executive of Historic Scotland in advance of their annual meeting in May. Review of this report will feature as an agenda item at that meeting.

7. The report should record:

- progress on fire risk assessments
- progress on establishing fire related procedures eg salvage plans
- training over the preceding year
- installation of fire precautions equipment
- performance of the installations
- future requirements.

Reimbursement

8. State funding for the post in Buckingham Palace is provided by the DCMS Grant-in-Aid arrangements. Historic Scotland will, however, contribute towards travel and subsistence costs associated with this service at 66% of costs. This percentage reflects the Fire Safety Manager's input to Palace operations that fall outwith the core role of official Royal residence.

Frequency of Visits

9. It is anticipated that this post will require a minimum of four visits to Holyroodhouse per annum. During periods of major works, visits may increase to reflect demand.

ⁱ Refer to the Memorandum of Understanding "*The Management and Maintenance of the Palace of Holyroodhouse*" for further details.