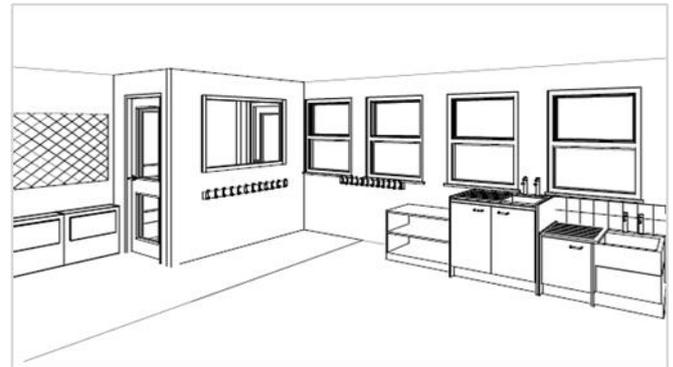


Premises Services (Academies)



Service Level Agreement 2017/18

Introduction from Service Lead

Dear Principal/Head Teacher

Welcome to the Service Schedule for Premises Services, which contains all of the information you will need about our services on offer.

As we continuously endeavour to develop our service and streamline our processes, we have been able to reduce our management fee further.

What's New:-

- *The Reactive and Planned Preventative Maintenance management fee has been reduced to 13% and has been split into two offers to give greater flexibility.*
- *Premises Consultancy Service*
- *Site Support Service*

16/17 saw the launch of TF Cloud, our cloud based asset management system, which has enabled our customers to communicate with us through the portal.

We look forward to working with you.

Steve Carpenter

Premises Service Manager

Description of our service

Premises Services offer a comprehensive range of services to academy schools, assisting with the core tasks of managing repairs, planned and reactive maintenance and development of their buildings. We are a dedicated, experienced, locally based team of professionals who have vast experience and knowledge of working within schools.

We also provide an award winning multi-disciplinary design service that can make sure you maximise the potential of your existing buildings and we co-ordinate any funding opportunities for new projects. This means we can provide a complete 'one-stop-shop' service from inception to completion and beyond of both new build and refurbishment projects. Our experienced team work with a range of clients and using the latest state-of-the-art software, including Building Information Modelling (BIM), are able to deliver sustainable and cost effective building projects.

Service Plans

- **Reactive Maintenance Service (including emergency and out of hours service)**

The following Plans are available:

- Standard
- Enhanced

- **Planned Preventative Maintenance (PPM)**
- **Premises Consultancy Service**
- **Site Support Services**

Offers

- If Academies buy in to the Reactive & PPM maintenance services we will include 3 free consultancy days per annum.
- If Academies buy in to either the Reactive or PPM maintenance service we will include 2 free consultancy days per annum.
- Reduced Consultancy rates if Academies buy in to Reactive and/or PPM Maintenance.

Benefits to the School

- Access to a highly experienced, locally based team who work extensively with schools.
- A dedicated Building, Electrical and Mechanical Surveyor.
- A dedicated Administrator so schools have one point of contact.
- We will undertake planned and reactive maintenance for your buildings. This includes contract maintenance schedules, planning, procuring and administration.
- Provision of an emergency out of hours' service, 24 hours a day 365 days a year.
- Our professional staff will manage and supervise contractors delivering your programmes of work.
- Specialist impartial advice is available to ensure compliance with the appropriate premises legislation.
- We will provide budget monitoring of the school's Repair and Maintenance pot.
- Access to Technology Forge Cloud property database to view your building information.
- Access to a fully approved, evaluated and monitored approved list of Contractors.
- We comply with all statutory legislation and codes of practice.
- A complete one-stop-shop design service tailored to your needs.
- On design projects we work closely with head teachers, governors and pupils and ensure they are involved at every stage.
- Throughout the design process we use state-of-the art 3D visualisation software that allows clients and stakeholders to fully engage with the design.
- Compliancy with HSE legislation (incorporating CDM).
- Professional Indemnity Cover for work carried out by Premises Services.
- Professional Negligence Cover for work carried out by Premises Services.
- Peace of mind.

Charging and enquiries

Reactive Maintenance Service

Our experienced surveying and admin team provide a daily help call service to resolve your repairs and breakdowns quickly utilising our fully evaluated and competent list of approved contractors. This enables buildings to continue to operate safely, effectively and with minimum disruption.

We also offer an out of hours' service, 24 hours a day, 365 days a year so you have peace of mind knowing that in an emergency we will be able to get things back on track.

There are two different plans available on a pay as you go basis management fee, which offer either an annual visit by surveyors or a termly one. The range and scope of services associated with this service are listed below.

	Services	STANDARD	ENHANCED
1	'Out of hours' emergency service provision by a Premises Surveyor	√	√
2	Instruction and supervision of day-to-day works (other than orders raised directly by school)	√	√
3	Annual progress meeting with Premises Surveyors	√	√
4	Once a term progress meeting with Premises Surveyors		√

Charging

What's New: Any invoices raised on your behalf will incur a management fee of **13%**, this will be charged on a monthly basis when invoices are received. There is also a membership fee, based on the plan selected as follows:-

Standard POA per year (payable upon subscription)
 Enhanced POA per year (payable upon subscription)

Note:

Schools opting out of this SLA will incur a POA charge for any adhoc advice or premises support.

There shall be no right for the subscriber to withdraw from the scheme until the end of a financial year, giving 3 months' notice. This will incur a penalty charge and fees will not be refunded.

***What's New:* Planned Preventative Maintenance Service (PPM)**

The most forgotten aspect of any premises often is the statutory compliance and standard maintenance checks. Premises Services offer a comprehensive structured support service for the procurement, delivery and monitoring of a full range of planned preventative maintenance ensuring safe and compliant equipment through associations and partnerships with skilled accredited contractors.

Our well designed planned preventive maintenance scheme will improve system reliability, decrease cost of replacement and result in decreased system downtime and allow for better spares inventory management.

Academies will be asked to provide a list of items to be maintained using the contract maintenance checklist (Appendix A); a surveyor can assist with this if need be. If the school has continuous buy in, the current servicing arrangements will already be in place, however these will be reviewed to ensure all items are covered.

The management fee for PPM will be 13%; this will be included in the quotation of the required service contracts.

The service schedule is to be paid by a standing order each month based on the total annual cost quoted including the management fee. The account will be reconciled at the end of the period and reported back to the school.

Note:

If Academies only buy in to the PPM service, access to our telephone advice and support service for reactive maintenance issues is still available, however, any resulting callouts will be charged with a 15% management fee.

***What's New:* Premises Consultancy Service**

We do far more than just maintain, refurbish and monitor property and assets. We provide an award winning multi-disciplinary design service delivering sustainable and cost effective building projects. We can also co-ordinate any funding opportunities.

The Premises Consultancy Service bridges the gap between day to day maintenance and asset management by providing the following services:-

- Advice and guidance surgery
- CIF bids (no win no fee)
- Salix bids (no win no fee)
- Procurement
- Feasibility Studies
- Design Service
- Project Management
- Acting as agent for the establishment in handling insurance claims, negotiations and arbitration

Additional services are also available as detailed below.

Pricing will be based on an hourly or daily rate depending on the nature of the work. Typical charges are likely to be POA per hour* and POA per day. A quotation of costs will be provided before works are agreed.

*This rate is available to schools who buy in to the reactive and planned preventative maintenance service only. Schools who do not buy in will be charged a fee of POA per hour for the services above.

***What's New:* Site Support Services**

Premises Services understand that school budgets are tight and may not stretch to a full time site services manager. This service will provide you with flexible support to ensure your statutory obligations, building management and caretaker duties are met without paying for unnecessary services.

We will work with you to adopt a sensible approach to risk management and carefully consider your needs before putting an action plan together for you.

This offer includes pre-arranged periodic visits to assist with on-site premises activities including the following services:-

- Regular health checks
- Advice and instruction in building and plant operation
- Advice on standards of locally instructed works arranged by the school
- Compliance inspection reviews
- Contractor monitoring
- Developing on site procedures
- Space utilisation
- Additional telephone advice and support services on non-site days
- Statutory compliance advice
- Advice on building services legislation
- Assessment of maintenance liabilities in new acquisitions and auxiliary properties
- Maintenance of specialist property records – to be held at school site

Pricing will be based on POA per day and invoiced on a monthly basis.

Academies opting out of this SLA will incur a POA charge for any adhoc advice or premises support.

Additional Services

Additional services will be billed at point of delivery. The following services are available on request:

Ref.	
	Electronic floor plans – updating and production of (new)
	Clerk of Works Service
	School Asset Management Plan Service – 5 year condition survey
	Fire Risk Assessment Service and Fire Safety Surveys
	Planning/Building Regulation application submissions
	Topographical Surveys
	Measured Surveys including provision of CAD Drawings
	Inspection of playground equipment
	Training for Governors/Premises Managers
	Asset Valuations
	Estates Management Services including leases and rentals to third parties
	Crime Prevention Service, safer schools initiative
	Carbon Management Service
	DDA Audits
	Cost Estimating Service
	Structural Engineer Design Service
	Landscaping Service

Our obligations and requirements

What we will do for you:

Ref.	
P1	We will arrange for any reactive repairs or planned maintenance identified as being required by the school. We will advise, specify, evaluate and administer the selected maintenance contracts. Scheduling of works will be in liaison with the school and with the relevant contractor(s).
P2	We will ensure reactive maintenance is responded to within the stipulated response time.
P3	We will provide dedicated admin support to access any requirements associated with this SLA. All orders will be placed with the Council's approved contractors for resolution.
P4	We will provide an emergency out of hours service 24 hrs a day, 365 days a year.
P5	Provide dedicated Building, Mechanical and Electrical Surveyors.
P6	We will provide advice, specify, evaluate and administer the selected planned maintenance contracts. Scheduling of works will be in liaison with the school and the relevant contractors.
P7	We will provide monthly budget monitoring and invoicing of schools Repair and Maintenance budgets
P8	We will review the maintenance plan for the school
P9	We will ensure all our contractors are vetted for financial status, insurance, DBS and H&S certificates are in place
P10	Projects will be provided via the Premises Services team who will advise, specify, evaluate and administer selected minor works contracts. Please see Appendix B for process map.
P11	Access will be given to the Technology Forge Cloud property database so schools can view their property information relating to this SLA.

What we require from you...

Ref.	
C1	Contact the help desk giving full details of the reactive maintenance fault and also confirm priority status and if this is a repeat call out.
C2	Schools should note that all costs for repairing, maintaining and running schools buildings are wholly funded from school budgets
C3	Request assistance in good time taking into account Surveyors workload, contractors' availability and extended delivery periods in the lead up to the summer holidays.
C4	Ensure that staff with premises responsibilities attend necessary training and meetings.
C5	Give 14 days' notice for the request of additional Repair and Maintenance reports.
C6	Asbestos containing materials may be encountered during work on the items; external walls, internal walls, partitions, glazed screens and ceilings. The Asbestos Register must be checked and signed by any Contractors working on site.
C7	An Asbestos Refurbishment and Demolition survey must be carried out prior to any school managed projects commencing. If any doubt exists you must consult your Building Surveyor. Please also note any work should comply with statutory regulations and in particular 'The Control of Asbestos Regulations 2012'

Days in which service will be provided

Day	Time
Office Hours	
Monday – Thursday	8.00am - 5.00pm
Friday	8.00am – 4.00pm
Out of hours emergency service provision	24 hrs a day/365 days a year

Individual responsibilities of our staff

Roles	Contact details	Responsibilities
Premises Services Manager	Steve Carpenter 01743 281094	The Premises Services Manager has overall responsibility for the delivery of Premises Services and the management of this Service Level Agreement.
Surveyors Building, Mechanical, Electrical	Andy Jones (North Team Leader) 01743 281061	To maintain elements of the school buildings and grounds in a safe condition, where responsibility and budget have been delegated.
	Nick Breeze (South Team Leader) 01743 281087	To monitor the condition of the school to ensure a healthy and safe environment for children, staff and visitors.
		To manage a planned programme of work through the Capital Condition Works programme funded from delegated and external budgets.
		To set up procedures to enable unforeseen maintenance works to be organised and prioritised.
		To ensure funds are spent effectively and all works are carried out in accordance with the financial regulations of the Council.
		Ensure all works undertaken at the school are carried out in a safe manner.
Finance	Roshni Mehta 01743 281145	Provide budget monitoring of the school's expenditure
Administration	Helen Hale 01743 281096	Provide dedicated administration support to schools
Planned Contract Maintenance	Katie Travis 01743 281054	To implement a program of testing and servicing to ensure safe and efficient operation of all appliances, fixed plant and building services.

Individual responsibilities of the school

School	Comply with all relevant statutory requirements, codes of practice and policies of the Council, including standing orders, financial regulations and procedures and obligations as the Planning Authority. Details of these are available on the Council's website.
	Although management responsibility of the school premises rests with the Head Teacher and Governing Body, general day to day management is often delegated. Schools are asked to give contact details of such person(s) to Premises Services.
	Where schools intend to self-manage projects to improve, alter, extend or modify the building fabric, then the Landlord is to be notified.
	Schools to monitor their Repair and Maintenance balances
	Refer to Implications section below for responsibilities if opting out of Premises Services SLA

Key Performance Indicators (KPIs)

Ref	Description of KPI	Target	Tolerances
1.0	SERVICE UNIT COST		
1.1	Ensure projects are completed within budget	80%	Scope creep
1.2	Ensure value for money	80%	
2.0	SERVICE QUALITY		
2.1	Ensure programmed or reactive maintenance works are completed to a high standard	90%	
2.2	Satisfaction rate of schools	90%	Schools to complete Customer Satisfaction Questionnaires in a timely manner
3.0	SERVICE DELIVERY TIME		
3.1	Ensure deadlines are achieved	90%	

Contact information

For more information	
Contact name	Steve Carpenter
Role	Premises Services Manager
Telephone	01743 281094/ 07990 085499
Email	steve.carpenter@shropshire.gov.uk
Contact name	Helen Hale
Role	Senior Premises Admin Officer
Telephone	01743 281096
Email	helen.hale@shropshire.gov.uk
Contact name	Roshni Mehta
Role	Senior Premises Finance Officer
Telephone	01743 281145
Email	roshni.mehta@shropshire.gov.uk
Contact name	Andy Jones
Role	North Team Leader
Telephone	01743 281061 / 07990 085661
Email	andy.jones@shropshire.gov.uk
Contact name	Jo Clarke
Role	North Team Dedicated Administrator
Telephone	01743 281059
Email	jo.clarke@shropshire.gov.uk
Contact name	Nick Breeze
Role	South Team Leader
Telephone	01743 281087 / 07990 085572
Email	nick.breeze@shropshire.gov.uk

For more information continued...	
Contact name	Di Horton
Role	South Team Dedicated Administrator
Telephone	01743 281085
Email	di.horton@shropshire.gov.uk
 	
Contact name	Katie Travis
Role	Senior Contract Maintenance Officer
Telephone	01743 281054
Email	katie.travis@shropshire.gov.uk
 	
Contact name	Out of Hours Emergency Call Outs
Telephone	07990 087815
Email	property.maintenance@shropshire.gov.uk

Review of Service Schedule

The contents of this Service Schedule will be reviewed at regular intervals (minimum 6 monthly). Any amendments must be agreed by both provider and school.

Responsibilities if Academies opt out of the SLA

Premises Services offer a holistic property repair, maintenance and design service and provide a highly qualified team of professionals with expert backroom support. If schools do not buy in to our service the responsible person for the building should note the following implications that could affect the H&S welfare of their staff and their legal obligations as Premises Managers.

If you have any queries or require clarification on your responsibilities please contact Steve Carpenter, Premises Services Manager on telephone 01743 281094, or the Premises Services Duty Surveyor on telephone 01743 281079.

Where schools intend to self-manage projects and commission works to improve, alter, extend or modify the building then the responsible person should notify the Landlord. The Responsible Person becomes the client in terms of CDM regulations and would be legally liable, dependent upon the circumstances, should there be an accident or a breach of health and safety regulations. For further information please follow the hyperlink below.

<http://staff.shropshire.gov.uk/policies-and-guidance/health-and-safety/construction-design-management-procedure/>

Schools are required to provide details of any proposed works to the Landlord within a reasonable timescale, a minimum of 2 weeks prior to any works starting and/or taking place. All works must be carried out in accordance with all appropriate current regulations, Building Bulletin, legislation, codes of practice, standards and manufacturers recommendations. Specific attention must be paid to CDM Regulations and Health and Safety. Failure to do so could result in works being suspended until such evidence is validated and approved by the Landlord.

Upon notification it is the responsibility of the school to ensure that all site specific drawings are maintained and updated, should the school carry out any minor works, adaptations, improvements and remodelling including extensions. Failure to do so could result in the Landlord instructing, at the schools' expense, a land surveyor and relevant Premises Services surveyor to resurvey the school.

An Asbestos Refurbishment and Demolition survey must be undertaken (in the significant majority of projects) **prior** to any school managed projects commencing. For further information please follow the hyperlink below.

<http://staff.shropshire.gov.uk/media/213604/Asbestos-Quick-Guide-For-Premise-Managers-August-2014.pdf>

Using our approved contractors' and consultants you get:

- Compliance with HSE legislation (incorporating CDM)
- Professional Indemnity Cover
- Professional Negligence Cover
- Contract(or) Monitoring – Performance/Finance/Timing/Quality/RAG

Failure to use approved contractors' could result in inadequately designed and maintained buildings, services and equipment and could lead to costly retrospective rework.

If you require any further information at any time please contact Premises Services to discuss or make an appointment on telephone number 01743 281094.

APPENDIX A – CONTRACT MAINTENANCE OPTIONS

MECHANICAL SERVICE CONTRACTS	Please tick if required
01 - Air Conditioning	
02 - Boilers	
03 - TMVs	
04 - Hose Reels	
05 - Urinals	
06 - Gas System Testing	
08 - IES Water Softeners	
09 - Gas Detectors	
10 - Kitchen Gas Equipment	
12 - Local Exhaust Ventilation	
14 - Miscellaneous Gas Equipment	
17 - Pressure Sets	
18 - Sewage - Chris Breeze	
21 - Liff Water Conditioners	
22 - Fire Hydrants	
24 - Clos-o-mats	
27 - Dishwasher	
28 - Arjo	
32 - Chimneys	
33 - Heat Recovery	
35 - Fire Extinguishers	
47 - Fall Arrest Systems	
49 - Concrete Slab Testing	
50 - Lighting Beams	

MECHANICAL SERVICE CONTRACTS	Please tick if required
52 - Maintenance of BMS	

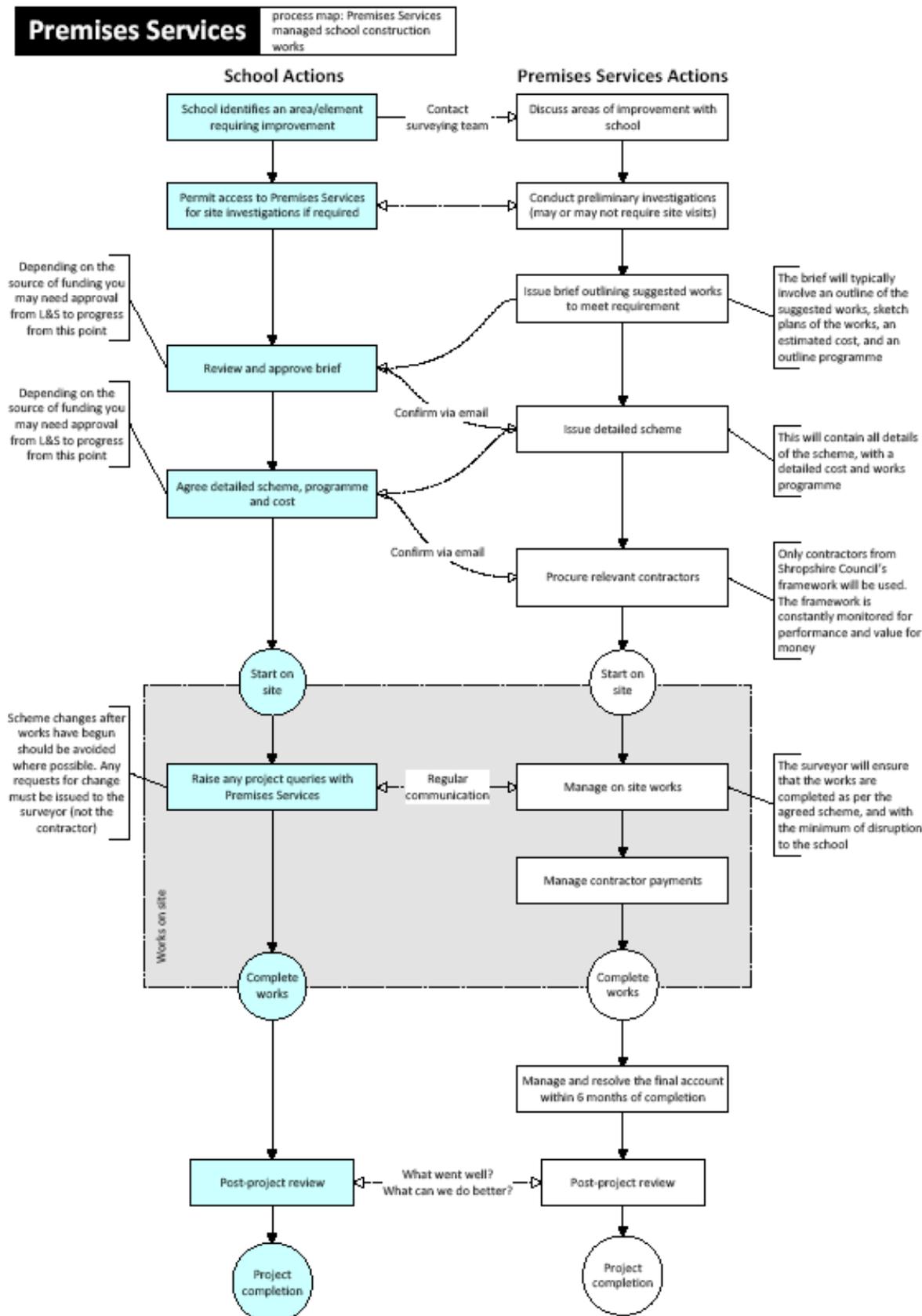
ELECTRICAL SERVICE CONTRACTS	Please tick if required
01 – Panic Alarms	
02 - Convector Heaters	
03 - Emergency Lighting	
05 - Automatic Fire Alarms	
06 - Manual fire alarms	
07 - Fixed Wiring	
08 - Lightning Protection	
11 - Kitchen Equipment *	
12 – Lifts	
14 - Microwave Ovens – kitchen	
16 - Off Peak Heaters	
17 - Swimming Pool Wiring Testing	
18–Portable Appliance Testing inc Microwaves NOT in Kitchen	
19 - Stage Lighting	
20 - Still Water Boilers – kitchen & non kitchen	
22- Hoists	
29 - Car Park Barriers	
31 - Fan Cleaning	
35 - CCTV Cameras	
37 - Krefit Combination Ovens	

ELECTRICAL SERVICE CONTRACTS	Please tick if required
40 - Digital Communicators	
41 - Automatic Doors	
42 – UPS Systems	

* - excludes replacement of kitchen equipment

SCHOOL NAME: _____

APPENDIX B - PREMISES SERVICES MANAGED PROJECTS



APPENDIX C - PREMISES SERVICES - PROJECT COMMISSIONING FORM

Project Title:

Date of Issue:

Project Location:

Project Type:

Client Contact:

Tel :

Email:

Cost Centre:

PART A - Commission

Complete items below as appropriate to individual schemes

Project Description:	
Project Constraints/Requirements: (Specific Client Requirements)	
Programme Key Milestones:	
Required Delivery Date:	
Budget (Informed):	
Property Services Fees:	
Preparatory and Feasibility work:	If the project is terminated prior to work starting on site then following fees will be charged:- Feasibility stage – 1.5%, Planning stage - 3%, Tender stage – 5%
COMMISSION	<input checked="" type="checkbox"/> SERVICE REQUIRED <input checked="" type="checkbox"/> NOTES
Land Survey	Project Management
Site Investigation	Building Surveying
Initial Appraisal	Architectural
Feasibility Study	Quantity Surveyor
Scheme Design/Estimate	Mechanical Services Engineer
Detailed Design	Electrical Services Engineer
Tender Procedures	Structural Engineer
Contract Management	CDM Co-ordinator
Other	Land Surveyor
	Landscape Designer

Issued By (Client Contact):

Signed:

Date:

PART B – Acceptance/Variation Request

Completed by Premises Services

I would request that the Client considers the following revisions to the Commission offer indicated in Part A for the reasons included for each item below:

	Item	Accepted by Client
1		
2		

To be completed by Premises Services as part of the proposal to the Client

Commission Acceptance

Accepted by:

Signed: