

# Premises Client Services



## Service Level Agreement 2019/20

## Introduction from Service Lead

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Please note: Premises Client Services offer for 2019/20 has not had any significant changes to the previous year.

Dear Headteacher, Chair of Governors and School Business Manager

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

We look forward to working with you.

**Carl Wellington**  
Property Commissioning Officer

## Description of our service

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The service offers independent professional advice on the services received from cleaning and grounds maintenance contractors or directly employed staff.

## Individual responsibilities of our staff

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<b>Roles</b>	<b>Responsibilities</b>
Service Delivery Manager, Business Support	Management of the traded service detailed in this schedule.

## Our obligations and requirements

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### What we will do for you:

Ref.	
<b>P1</b>	Assist in the development of cleaning and grounds maintenance services in the school.
<b>P2</b>	Support in the development of relevant policies related to these services.
<b>P3</b>	Advise on financial, legal and health and safety matters related to cleaning and ground maintenance services.
<b>P4</b>	Assist with service complaints and securing satisfactory outcomes.
<b>P5</b>	Assist in developing appropriate onsite monitoring arrangements.
<b>P6</b>	Help in securing alternative arrangements in the event that services break down.
<b>P7</b>	Advise, where appropriate, on service improvements and value for money.
<b>P8</b>	Advise on the management of school sites.
<b>P9</b>	Provide professional and technical advice on staff recruitment, products and equipment.
<b>P10</b>	Advise on tender processes for procuring cleaning and grounds maintenance services. This area of support may be subject to an additional charge dependent on the staff time required. This will be negotiated at the point the support is requested.

## What we require from you...

Ref.		Date required (if applicable)
C1	Access to the appropriate service information in order to enable the appropriate advice to be provided.	
C2	Communicate fully the issue(s) that requires support or assistance.	

## Days/times during which services are to be available

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Agreed days as per delivery schedule	Service operating hours Monday to Friday 08:45 – 17:00
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## Charging and enquiries

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For further details on the support available for this service, or if you have any queries or issues regarding your service arrangements, please get in touch using the contact options below.

## Contact information

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For more information	
Contact name	Carl Wellington
Role	Property Commissioning Officer
Telephone	01743 281311
Email	carl.wellington@shropshire.gov.uk