

PROPERTY AND DESIGN CONSULTANCY SERVICES

SERVICE LEVEL AGREEMENT

WITH

FLINTSHIRE SCHOOLS

1ST SEPTEMBER 2015

TO

31ST AUGUST 2016

Flintshire County Council
Property & Design Consultancy Services
6th Floor, Phase 1
County Hall
Mold
CH7 6NB

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Introduction

The service level agreement (SLA) for property services provided by Flintshire County Council's Property & Design Consultancy Services, hereinafter referred to as PDC, is a new provision available for schools to sign up to. The initial term for this SLA is from 1st September 2015 to 31st August 2016.

PDC Services is a division of Flintshire County Council, which is currently going through the process of organisational change. The service has procured a number of measured term service contracts for statutory maintenance, testing and inspection. These contractors are ethically and transparently procured in accordance with the County Council's Contract Procedure Rules. They are vetted utilising financial (including insurance provisions), health and safety, quality, environmental and capacity criterion. Appointed contractors form the basis of the Council's approved list of contractors.

To assist schools in fulfilling their building management responsibilities PDC offers this SLA to schools. The Council's approved contractors deliver the services offered through the SLA. By accepting the SLA on offer, schools are freed of the time and cost incurred in procuring, vetting and managing their own contractors.

If Schools decide to procure works and/or services through an Approved Contractor, it must be noted that although the County Council and PDC have vetted the approved contractors, they cannot provide an indemnity to schools if a contractor misses something or makes a mistake. Nor does the County Council accept responsibility for advice given by these contractors. The service of these contractors is simply offered to schools in the knowledge that formal procedures for their procurement / appointment have been adopted.

The SLA offered by PDC is based upon the major building management functions required and requested by schools. However, individual schools may require additional services not directly detailed within the SLA. PDC will assist schools with these requests and commission these one-off services from the Council's strategic partners.

This service level agreement offers to schools individual elements from which they are free to choose and select. Each element of the service is to be paid for separately.

The services offered comprise the following elements from which schools may opt to select:

- Statutory Maintenance, Testing and Inspection Service, also referred to as BRONZE Service
- Portable Appliance Testing Service (PAT Testing)
- Reactive Repair and Planned (Cyclical) Maintenance, also referred to as SILVER Service
- Design and Construction Services, also referred to as GOLD Service.

If requested and at a small additional cost (TBA), a named PDC officer will visit each school at least once a year to discuss the SLA and other property issues.

The minimum level of opt-in for schools is the BRONZE Service, i.e. Schools wishing to opt for the SILVER or GOLD Service must also have the BRONZE Service.

For Schools selecting the Silver or Gold Service, there is no obligation to request use this service for every reactive repair, planned maintenance work or major project. Service. However for Schools selecting the Silver there is a minimum charge for this service based on the banding that the school falls within (see Table 2 on page 19)

Relationship between Schools and the County Council

For all community schools, including those that opt out of using the services offered under this agreement, there remains a requirement for Flintshire County Council to act as the Landlord, although prima-facie responsibility and funding arrangements for premises stewardship is devolved to schools.

Where a school opts out of the 'Statutory Maintenance, Testing and Inspection Service', and 'PAT Testing Service', reports and copies of test certificates are required to be completed and sent to the Landlord confirming that the statutory and other monitoring/inspection requirements have been carried out.

Where a school opts out of the 'Reactive Repair and Planned Maintenance Service' then reports are required to be completed and sent to the Landlord confirming that any urgent repairs or improvements identified by the statutory tests and inspections have been carried out. The report must be sent within four weeks of receiving the information or agreement made with the Landlord if additional time required.

Where schools intend to self-manage projects to improve, alter, extend or modify the building fabric then specific authorisation is required from the Landlord. Schools are required to provide details of proposed works in a format agreed with the Landlord in advance of undertaking the works. This applies regardless of the source of funding. Works must not commence unless the Landlord has authorised the works to proceed. Full details of the process and an application form can be found in the document "**Management and Control of Construction and Contractor Works on Schools and other Lifelong Learning Premises**".

Although management responsibility for school premises rests with the Head Teacher and Governing Body, general day-to-day operational management is often delegated, for example to a site manager or caretaker. Schools are asked to give contact details of the person with this day-to-day responsibility should PDC need to advise the school of any operational matter. Such details should be noted within **Appendix 5** of this document and returned to PDC by 31st August 2015.

Charging Arrangements

Service charges for the SLA options on offer to schools vary from an annual lump sum charge to percentage fees or hourly rates (see **Appendix 4**). The fee chargeable for the Design and Construction Service will be discussed and agreed with school prior to the service commencing. Where an SLA option is charged on the basis of a lump sum subscription, this charge will be collected in one amount in June.

Any services undertaken supplementary to those on offer in the service level agreement will be separately charged.

Schools should note that all costs for repairing, maintaining and running schools buildings and caretakers houses are wholly funded from school budgets (school controlled funds), with exception of:

- Major capital works, where separate funding has been identified by the County Council. For details please refer to the **Scheme for Financing Schools Annex 4 – Responsibilities for Repairs and Maintenance**.
- The exclusions detailed on page 6 for which the County Council will retain the responsibility and revenue funding.

Statutory Maintenance, Testing and Inspection Service (BRONZE)

A wide range of Health and Safety legislation and guidance exists relating to the management and operation of property. Each school has a duty to comply with this legislation and failure to do so may leave the Governors and Head Teacher liable to prosecution, which, in its severest form, may include **corporate manslaughter charges**. It is therefore vitally important that each school has robust systems and procedures for the management of these issues.

PDC offers to arrange, on behalf of the school, all necessary statutory maintenance, testing and inspection as required for compliance with the law. Each school has a duty to advise PDC of any new plant and equipment they purchase or install during the agreement period so that it can be added to the maintenance schedule.

PDC will arrange, through external contractors, the implementation of a periodic testing, inspection and maintenance programme to satisfy health and safety and other statutory requirements and advise the school of anticipated budget commitments on the following (this list is subject to review as new legislation is introduced – not all elements are applicable within each school):

- Air conditioning maintenance
- Automatic door servicing
- Boiler (gas, coal, oil) servicing and flue cleaning
- Dust extraction
- Emergency lighting maintenance
- Extract fan/canopy cleaning, testing and sterilising
- Fire alarm maintenance
- Fire fighting equipment testing (including sprinkler systems)
- Fire hose reel maintenance
- Fume cupboard testing – portable and fixed
- Generator testing
- Hoist testing
- Intruder alarms (including access, burglar alarms and CCTV) maintenance
- Lift maintenance
- Local Exhaust Vessel (fume extraction) testing

- Oil line testing
- Oil tank testing
- Parker bath testing
- Pressure vessel testing
- Sewage/water treatment and septic tank cleaning
- Steam generator maintenance
- Steam iron inspections
- Uninterrupted electric power supply maintenance
- Urinal control inspections (once every 3 years)

As part of this service, the external contractor will inform the school of any repairs or remedial works required to make the installations and/or equipment safe and operable. Should a school wish to proceed with undertaking the identified repairs, and the school has signed up for the 'Reactive Repair and Planned Maintenance Service' option of this SLA, then schools should contact PDC to arrange for the repairs to be progressed. This separation of roles will prevent the opportunity for work creation. However, urgent or specialist work advised as a result of the testing may be carried out at the time of the testing with agreement of the School.

Schools opting out of the BRONZE service will be required to conform to the Council's specification and standards for statutory testing and inspection, which will be issued to schools if they opt out. The schools identified Responsible Person retains responsibility and accountability for the administration and management of all service contracts in compliance with statutory and County Council minimum standards. The Responsible Person must ensure they have access to competent technical persons who will evaluate inspection reports on behalf of the school to identify works that are essential to keep buildings and equipment safe and in compliance with statutory health and safety and the Councils buildings insurance requirements, and provide evidence of their competency to the County Council.

Out of hours emergency cover is not included as part of this service. Portable Appliance Testing Service (PAT Testing) is not included as part of this service – see below

The following services are excluded from the Bronze Service and the County Council will retain the responsibility and revenue funding for this:-

- Asbestos monitoring
- Condition Surveys (every 5 years)
- Display Energy Certificates
- Fixed electric installation testing (every 5 years)
- Gas installation (pipework) testing
- Legionella monitoring
- Swimming pool plant and equipment (this is funded by the Sports Centres).

If requested and at a small additional cost (TBA), PDC can arrange, through the third party provider, for a professionally qualified Building Surveyor or Mechanical/Electrical Surveyor to visit the school once a year to review the BRONZE and SILVER Service and obtain feedback on the performance of PDC and the Contractors employed to deliver the Statutory Maintenance, Testing and Inspection programme.

The key objective of this visit is to ensure that both the School and PDC can address any concerns regarding the Service Level Agreement and agree any necessary action to improve the level of service.

Portable Appliance Testing (PAT Testing) Service

The Electricity at Work Regulations 1989 requires that regular inspection, testing and maintenance of electrical equipment be undertaken to prevent the risk of death or injury to persons.

PDC offers to arrange, on behalf of the school, all necessary inspections and tests of electrical equipment as required for compliance with the regulations. This Service is separate to the Statutory Maintenance, Testing and Inspection Service.

The testing and inspection service will be carried out at a regular interval, usually once a year, or more frequently when special circumstances exist. An appointed contractor will undertake the work, at an agreed time and date with the school.

The service will apply to all portable equipment in use at more than 50 volts and will include the following procedure where appropriate:

- Visual inspection to identify damage or deterioration to casings, plugs and fuses and cable sheaths;
- A test for earth continuity and bonding;
- A test for insulation failure;
- A run test including earth leakage;
- Correcting minor defects and fuse replacement will be undertaken when possible at the time of Inspection (repairs that take less than 20 minutes to complete will be undertaken and re-tested at no further cost to the School);
- Test results will be recorded on a certificate which will be forwarded to the school and should be retained;
- Equipment found to be defective will be identified and if unsafe will be rendered inoperable.

The regulations require that the school appoint a 'duty holder' who is responsible for compiling and maintaining an inventory of equipment and the test certificates. Each item of equipment listed on the inventory shall be permanently and uniquely marked or identified by the school. The equipment user shall carry out simple visual checks at frequent intervals.

At the time of inspection, it is the school's responsibility to provide all the equipment to be tested. The school's appointed duty holder shall ensure inventories of equipment are passed to the testing personnel prior to them starting the test and inspection procedure.

Reactive Repair and Planned (Cyclical) Maintenance Service (SILVER)

For those Schools signing up to this service, Property & Design Consultancy Services (PDC) will arrange any reactive repairs or planned maintenance identified as being required by the school.

PDC will receive and co-ordinate the response to enquiries and requests for services regarding general and routine property maintenance matters/defects from schools. All orders for reactive repairs will be placed with the Council's Approved Contractors for resolution.

In order that Contractors can provide value for money, all repairs are divided into categories according to urgency and priority for response. Each repair order has a priority allocated by the PDC Property Desk telephone no.(01352) 703888 which the contractors will take into account when organising their workload.

Provision of service in response to a request from a school shall be in accordance with the following response times; completion of a service may be subject to obtaining replacement parts:

Priority 1: EMERGENCY - Response time to be within two hours (i.e. attend on site within two hours)

Priority 2: URGENT - Calls before 11am – work to commence same day; Calls after 11am – work to commence within 24hrs

Priority 3: ESSENTIAL - Work to commence within 5 days

Priority 4: ROUTINE – Work to commence within 20 days

Examples of the type of repair or maintenance items expected under each priority rating are detailed in **Appendix 2**.

If requested and at a small additional cost (TBA), PDC can arrange, through the third party provider, for a professionally qualified Building Surveyor or Mechanical/Electrical Surveyor to visit the school once a year to review the BRONZE and SILVER Service and obtain feedback on the performance of PDC and the Contractors employed to deliver the Statutory Maintenance, Testing and Inspection programme.

The key objective of this visit is to ensure that both the School and PDC can address any concerns regarding the Service Level Agreement and agree any necessary action to improve the level of service.

On approval by the school, PDC will make arrangements with Approved Contractors to undertake the planned programme of maintenance. Every effort will be made to arrange for the implementation of the approved works programme to meet the school's expenditure targets.

PDC will submit to the school, at regular intervals, a report showing revenue commitment and expenditure incurred to date for the financial year. Annually the report will detail the performance of contractors against the response times.

Additionally included within this SLA document is a copy of the guidance notes for Key Holders and a form to update PDC when key holding personnel change.

Fire, Storm and Flood Damage

The County Council's general buildings and contents insurance covers Schools for damage caused by fire, storm and flood. There are however large excess amounts applicable to this insurance. The first £5,000.00 of any claim will be covered by the Education and Youth Portfolio, anything in excess of that will be covered by the County Council's central insurance fund and any amounts in excess of £50,000.00 will be covered by the Council buildings and contents insurance cover (through a commercial insurance company). Should a school be in a position where it has incurred damage from either fire, storm or flood conditions please contact the Council's Insurance Section on (01352) 702260 to make a claim under this corporate insurance policy.

Repairs caused by fire, storm or flood can be instigated through this SLA if a school has signed up to the reactive repairs and maintenance option. If Schools have not opted for this service, then they will have to organise repairs themselves, although no repairs should be initiated without the approval of the Council's Insurance Section. Notwithstanding this, any major incident where the reinstatement cost is likely to exceed £50,000.00, will require a report to be prepared by PDC for the Council's Insurance Section.

Design and Construction Services (GOLD)

PDC administers and delivers the Council's capital improvement programme to buildings. PDC will also act for schools wishing to carry out improvement works either funded from their Devolved Revenue Budget, Grants or other sources.

PDC will ensure that all works are undertaken in accordance with County Council policies, the principles of Rethinking Construction and published best practice. Commissions for design and project management services will be undertaken by PDC staff.

The commissioning of PDC will normally be on a project-by-project basis. Commission forms are available from PDC, upon request, for larger projects. To commission smaller improvement projects schools should log these via the PDC Property Desk, tel: no (01352)703888.

Schools will be advised of their responsibilities under health and safety legislation for construction projects.

The scope of service required for each project will be discussed with schools and agreed prior to the service commencing. The scale of fees is set out in table 3 of **Appendix 4**, although these may be adjusted by agreement depending on the scope of works.

The scale fees for the GOLD service set out in table 3 will include for the following services:

Feasibility Stage:

- Receive client's instructions, attend preliminary briefing meeting, agree outline proposals and available budget (if known)
- Carry out a site inspection and prepare a preliminary cost plan for the proposed project/works including preliminary drawings (where required)
- Advise on legislation requirements, e.g. planning permission, building regulations, listed building consent, etc
- Advise on preferred method of procuring the works and appropriate form of contract.

Fees for feasibility work will be charged at an hourly rate (see page & for details), although PDC will give an estimate of the likely time charge to undertake the feasibility exercise based on the client's brief. The first 2 hours of feasibility work are not chargeable (this would generally include a site visit and giving advice to a school headteacher).

If the project proceeds to tender, the fees charged for feasibility work will be deducted from the final scale fee for the project or from the fees charged at design/tender stage. PDC will agree to undertake up to 2 feasibility studies in connection with a project without applying additional costs. Where a further feasibility study is requested, this will be charged at an hourly rate, which is non-refundable.

Design/Tender/Contract Award:

- Prepare working drawings, specifications, schedule of works and/or bills of quantities and other tender documents
- Prepare a detailed estimate for comparison against the tenders received
- Prepare a list of tenderers
- Submit the above to the client for their approval
- Send out tender documents
- Receive, open and record tenders
- Carry out a tender analysis including MEAT (where tenders are based on price and quality) and submit to client for approval
- Award contract.

At this point in time 75% of the total scale fee (as stated in table 3) will become due once tenders are received, which will be based on the value of the lowest tender or successful tender (where based on price and quality).

Contract Administration:

- Assemble contract documents and arrange for signature by contractor. On smaller jobs issue order to successful contractor
- Send letters to unsuccessful tenderers
- Arrange pre-start meeting with contractor and produce minutes

- Hold regular site meetings (generally once a month)
- Regular inspections by the Clerk of Works
- Undertake interim valuations and certify interim payments to contractor
- Issue variations to the contract where agreed by the client
- Advise client of any possible overspends
- Hold handover meeting and certify Practical Completion
- Prepare and agree final accounts and notify client
- Carry out final inspection at the end of the defects liability period
- Issue Certificate of Making Good Defects.
- Receive Health and Safety File (including Operating and Maintenance Manual) and issuing a copy to client
- Certify final payment to contractor.

The final 25% of the agreed scale fee will be due for payment by the client when the final account has been agreed or at the latest upon issue of the final payment certificate.

The following services are not included in the standard Design and Construction Service fee and would be chargeable as an extra service i.e:-

- Ground investigation, soil testing
- Ecology surveys e.g. Bat surveys
- Building control fees
- Planning fees

Out of hours emergency cover is not included as part of this service.

Contacts

The contact point for this service is:

Property Desk: 01352 703888

Property Desk E-mail: propertymaintenance@flintshire.gov.uk

All routine enquiries or project related complaints should initially be directed through the Property Desk. Any queries regarding the detail or operation of the Service Level Agreement should be directed to:

? (Bronze & Silver Service)

Building, Mechanical & Electrical Team Leader 01352 70

E-mail:

Ian Edwards (Gold Service)

Building Design & Cost Consultancy Team Leader 01352 703157

E-mail: ian.edwards@flintshire.gov.uk

Appendices

Appendix 1

School Buildings Maintenance – Definition of Terms

Maintenance

All actions necessary for retaining a component, element or asset in, or restoring it to a condition in which it achieves its originally specified performance. It does not include cleaning or refurbishment.

Reactive (Corrective) Maintenance

The actions performed, as a result of failure, to restore a component, element or asset to its original condition, as far as practicable. Reactive maintenance, by its very nature, cannot be programmed.

Preventive Maintenance

The actions performed to retain a component, element or asset in its original condition, as far as practicable, by providing systematic inspection, detection and prevention of potential failure. Preventive maintenance is normally programmed.

Planned (Cyclical) Maintenance

Maintenance throughout the life cycle of an asset and assigned to be carried out within a specific period, for example, a budgeting period. Cyclical maintenance is normally programmed.

Statutory Maintenance

Maintenance that must be carried out to meet a legislative requirement.

Backlog Maintenance

Maintenance that is necessary to prevent the deterioration of the asset, or its function, but which has not been carried out.

Refurbishment

Extensive work intended to bring a room, building or services up to a new standard or alter it for a new use. This work often includes maintenance.

Capital Renewal

Actions required to keep the asset in good operating condition for its current purpose. Capital renewal includes maintenance (including accumulated backlog maintenance), replacement of component parts and building fabric as necessary,

and the modification of assets to suit the current purpose. Note that the renewal does not imply the exact replacement of original parts or materials.

Repair

A repair is defined by the Department for Education and Skills as, “The reinstatement or restoration of something which was originally in good order but has become worn or damaged or otherwise in need of attention”.

This means replacing like with like and not improving the building, e.g. replacing a flat roof with a flat roof is a repair. Replacing a flat roof with a pitched roof is an improvement. Replacing rotten timber windows with plastic windows is however considered to be maintenance.

A defect which, if left unattended, could result in:

- The complete closure of a building.
- Further deterioration of the building fabric if left unattended.
- A significant threat to a person’s health and/or safety. A health and safety situation is one where life is threatened and the risk is potentially fatal.
- A danger to members of the public. Public danger will require the immediate vicinity to a building or footpath being closed off.

Examples of building defects that would be classed as an emergency are:

- A fire or explosion. This may have been caused by an item of equipment such as boiler, switchboard, motor or any fixed equipment.
- Severe damage to roof, possibly caused by storm force winds. Note: repairs can only be undertaken if safe to do so.
- Localized subsidence causing a building to become unstable.
- Suspected electric shock in accessible areas.
- Substantial failure of the electricity supply (but not a general power cut).
- A serious water leak from pipework or plant which is causing significant damage to structure or may come into contact with electrical apparatus.
- The smell of burning from fixed electrical equipment. Components becoming hot to the touch and/or discolouration of adjacent surfaces.
- Smoke or steam escaping from fixed electrical equipment.
- Mains heating failure in winter, particularly in residential accommodation. Residential accommodation poses the greatest risk however a typical school building could freeze-up and cause pipe bursts / water leaks in more severe weather.
- A strong smell of mains gas in building (CALL TRANSCO IMMEDIATELY). This would usually require a follow up by a framework contractor to repair / re-instate heating / hot water installation.

Local Management of Schools (LMS)

This came about in 1988 in accordance with The Education Reform Act 1988 – Local Management of Schools when money was delegated to schools to allow them to have more direct control of their own affairs. Certain maintenance responsibilities

were passed to schools at this time; generally of a non-structural nature. The funds for this work are contained within the school budget.

Fair Funding

In 1998 the DfEE instructed that more responsibility was to be passed directly to schools under The Schools Standards and Framework Act 1998 – Section 48, The Funding Framework: Fair Funding Scheme. Additional money was made available to delegate to schools for revenue repairs to school buildings previously funded and managed by the Local Education Authority.

School Buildings Maintenance – Funding Responsibility

Schools will have under their control the entire revenue budget for building maintenance except for the following:-

- Asbestos monitoring
- Condition Surveys (every 5 years)
- Display Energy Certificates
- Fixed electric installation testing (every 5 years)
- Gas installation (pipework) testing
- Legionella monitoring
- Swimming pool plant and equipment (this is funded by the Sports Centres).

For High Schools with attached dual use Sports Centres, the delegated funds will be calculated on the combined GIA of the School and Sports Centre.

Appendix 2

Repair Priorities

Priority 1 – Response within 2 hours (Emergency Repairs)

These repairs are carried out where there is an immediate danger to the health and safety of building occupants and/or serious damage to the property. A contractor will attend on site within 2 hours of notification and your building will be made safe, which may require the isolation of services. If a permanent repair cannot be affected at the first visit (due to the need to obtain parts, etc) you will be informed of the timescale for this work being undertaken. Follow up repairs will be completed as soon as possible.

You should make sure you know where stop taps, electricity and gas meters are and how to turn them off in an emergency.

Emergency repairs include:

- Smell of gas
- No heating to an aged persons home
- Repairs to a “secure unit”
- Dangerous structures

Priority 2 – Same Day: Calls before 11am (Urgent Repairs)

These repairs are carried out to prevent danger to the health and safety of building occupants and/or damage to the property. Providing a call is made to the Property Desk before 11.00am a contractor will respond the same working day of notification and your building will be made safe. If a permanent repair cannot be affected at the first visit (due to the need to obtain parts, etc) you will be informed of the timescale for this work being undertaken. Follow up repairs will be completed as soon as possible.

Priority 2 – 24 Hours: Calls after 11am (Urgent Repairs)

These repairs are carried out to prevent danger to the health and safety of building occupants and/or damage to the property. If a call is made to the Property Desk after 11.00am a contractor will respond within 24 hours of notification and your building will be made safe. If a permanent repair cannot be affected at the first visit (due to the need to obtain parts, etc) you will be informed of the timescale for this work being undertaken. Follow up repairs will be completed as soon as possible.

Urgent repairs include:

- No water supply at all or where water pipes or tanks have burst.
- Complete failure of internal lighting and/or power supply or dangerous electrical fittings
- Unstable structures.
- Serious roof leaks to main buildings.

- Blocked water closet and drains.
- Water closet not flushing where there is no other water closet in the property.
- Total or partial loss of gas supply.
- Blocked flue to a boiler.
- Total or partial loss to space or water heating between 31 October and 1 May.
- Lift faults (where this is the only lift in the school)

Priority 3 – 5 Days (Essential / Non-Urgent Repairs)

These are non-urgent repairs or urgent maintenance items which are to be completed within 5 working days of the call being logged by us.

Non-Urgent Repairs / Urgent Maintenance items include:

- Partial loss of electric power.
- Partial loss of water supply.
- Blocked sink.
- Tap which cannot be turned.
- Loose or detached stair banister or hand rail.
- Rotten timber flooring or stair tread.
- Total or partial loss of space or water heating between 30th April and 1st November.

Priority 4 – 20 Days (Routine Repairs / Maintenance)

These are repairs and maintenance items which are to be completed within 20 working days of the call being logged by us.

Repairs and maintenance items include:

- Electrical faults, for example, power points, light fittings, mechanical extractor fan in an internal kitchen.
- Plumbing repairs (other than emergencies), for example, leaks to waste pipes, water closet out of order or leaking where there is more than one water closet.
- Minor roof leaks to buildings.
- Lift faults (where there are multiple lift is the school)

Priority 5 – Planned Maintenance (By Agreement)

All other repairs and maintenance items not covered by the previous categories – these items are to be completed within the timetable agreed with the School. The types of repairs carried out in this category include:

- Damp proof courses
- External repainting
- Roof repairs or replacement.
- Replacement doors and window frames
- Replacement of floor finishes
- Relay concrete paths and uneven paving slabs

- Replace manhole covers
- Repointing brickwork, chimneys, eaves and ridges.

Appendix 3

Summary of Service Level Agreement Options

	Description	BRONZE Service Contracts	SILVER Reactive Repairs and Planned Maintenance	GOLD Design Services
1	5 yearly condition survey provided with annual prioritisation of works	✓	✓	✓
2	Annual progress meeting with Third Party Property Surveyor to review maintenance plan for the school and obtain feedback on statutory servicing works (additional cost TBA)	✓		
3	Feasibility advice on minor improvements and alterations (up to 2 hours free)	✓	✓	✓
4	Identification, negotiation and administration of service contracts	✓	✓	✓
5	'Out of hours' emergency service provision by a Property Surveyor		✓	✓
6	Instruction and supervision of reactive repairs (other than orders raised by the school – includes inspection of 5% of completed works)		✓	✓
7	Preparation of tender documents, instruction, administration and supervision and inspection of planned maintenance works		✓	✓
8	Annual progress meeting with Third Party Property Surveyors to review completed works - this would generally take place at the same time as the meeting relating to item 2 above (additional cost TBA)		✓	
9	Advice on standards of locally instructed works arranged by the school		✓	✓
10	Preparation of drawings, specifications and other tender documents, instruction, contract administration, supervision and inspection of planned construction improvement or major maintenance works			✓

The minimum level of opt-in for schools is the Bronze Service. Schools wishing to opt for the Silver or Gold Service must also have the Bronze Service.

For Schools selecting the Silver or Gold Service, there is no obligation to request use this service for every reactive repair, planned maintenance work or major project. Service. However for Schools selecting the Silver Service there is a minimum charge for this service based on the banding that the school falls within (see Table 2 on page 19)

The Annual Service charge for High Schools with a Sports Centre includes all servicing to the whole site except for servicing of swimming pool plant and equipment which is excluded from the Bronze Service. The responsibility for recharging any 3rd party (including the Sports Centre) for their share of the service charge rests with the School to determine and agree.

Appendix 4

Schedule of Charge Rates

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Appendix 5

Service Level Agreement

Term of Agreement: 1st September 2015 to 31st August 2016
Service Provider: Property & Design Consultancy Services (PDC)
Service Receiver:School
Services Required: Record of the service options required by the Service Receiver

	Service Required
Statutory Maintenance, Testing and Inspection Service	YES / NO
Portable Appliance Testing Service (PAT Testing)	YES / NO
Reactive Repair and Planned (Cyclical) Maintenance Service	YES / NO
Design and Construction Services	YES / NO

Name of “Responsible Person” (Only required if “No” option selected)

Statutory Maintenance, Testing and Inspection Service:

Portable Appliance Testing Service:

Name of “Duty Holder”

Portable Appliance Testing Service:

Asbestos Management

Contact details for Day-to-Day Operational Premises Matters

Name: Telephone:

Signatories

Signed (on behalf of Service Receiver):

Name in BLOCK CAPITALS:

Title:

Date:

Signed (on behalf of Service Provider):

Name in BLOCK CAPITALS:

Title:

Date:

**FLINTSHIRE COUNTY COUNCIL
PROPERTY AND DESIGN CONSULTANCY SERVICES**

GENERAL GUIDANCE FOR KEY HOLDERS

INTRODUCTION

This document is issued by PDC Services to Key Holders as guidance to their roles and responsibilities. This document is given in general terms; specific guidance relating to your particular building must be additionally sought from your line manager, taking into account local and environmental conditions. The guidance is offered to assist in securing the premises, preventing false alarms and offering advice, should you be called for a property-related issue outside of normal working hours. The Lone Working Section of the Health and Safety Policy (L11) should be consulted and a lone working risk assessment carried out.

Key holding is an important position of trust and this guide explains the duties associated with the role. Keys issued to you remain the property of the Council/Landlord. As Key Holder you are responsible for their safe keeping and must return them to your line manager upon request.

If your building has a monitored intruder alarm the Police require that the responsible person nominate at least two people to act as Key Holders who can be contacted if the alarm is activated whilst the building is unoccupied. The alarm company holds the names, addresses and contact details of these Key Holders, who must live within 20 minutes travelling time of the alarmed property. Details of Key Holders will be additionally held by PDC Services and the Out of Hours Contact Centre. Property Help Desk and the alarm receiving company must be informed of any temporary or permanent changes to the key holder list.

By agreeing to be a Key Holder you automatically give permission for your details to be held on computer. It is your responsibility to ensure this record remains accurate and up to date.

Note:

Any building not covered by an automatic Police response to intruder activation must have an additional risk assessment carried out. The risk assessment will be provided by your line manager in accordance with the corporate Health and Safety policy.

The level of Police response to intruder activities can be obtained from your alarm company

WHAT YOU MUST KNOW

In order to adequately undertake your role as Key Holder you must ensure you know:

- How to secure and unlock the door(s) of the property.
- The location of water and gas stopcocks and electricity switchgear and knowledge of how to turn these off.
- Location and type of any hazardous material or substances on site, including asbestos.
- The telephone number of the County Council's Out of Hours Contact Centre i.e. Care Connect is (01248) 570093 or e-mail galwgofal@galwgofal.co.uk.

If your building has an intruder alarm installed you will additionally need to know:

- Where the alarm panel and keypad are located and how to use them.
- The alarm code number which you have been allocated. Please memorise this and DO NOT write it down.
- The Code Word/PIN number for the alarm company.
- The telephone number of the Alarm Receiving Centre (for monitored alarms).
- How to contact your building manager or head teacher (this should include work and mobile telephone numbers and any temporary arrangements when they are on holiday).

WHAT YOU MUST DO

At the end of each working day carry out normal and necessary security procedures, e.g. closing windows, locking up, switching off lights and heaters where necessary, setting the alarm (if applicable).

You will be called out either by the County Council's Out of Hours Contact Centre or by the Alarm Receiving Centre if they get an alarm activation.

You should attend the property as soon as possible, remembering to take the keys with you.

On attendance at the premises:

- DO NOT PUT YOURSELF AT RISK.
- IF YOU CAN SEE SIGNS OF AN INTRUDER, CALL THE POLICE DIALLING '999'.
- DO NOT ENTER THE PROPERTY UNTIL YOU KNOW IT IS SAFE TO DO SO.
- MAKE SURE SOMEONE KNOWS WHERE YOU ARE.
- IF THERE ARE ANY STRANGE VEHICLES NEAR THE BUILDING OR ANY UNUSUAL LIGHTS ON, DO NOT APPROACH - CALL THE POLICE DIALLING '999'.

If, on checking the premises, you discover they are insecure DO NOT GO INSIDE - CALL THE POLICE DIALLING '999'. DO NOT TOUCH THE DOORS OR WINDOWS.

If the property appears to be in order then enter and check. Re-set the alarm (you will need the code), or call the engineer depending upon circumstances.

If you discover a building defect, such as a leaking pipe or broken window, call the County Council's Out of Hours Contact Centre for assistance, (opted out schools refer to note below). The Contact Centre will call out the appropriate contractor to make the building safe until the next working day when repairs can be undertaken. You may need to wait at the premises until this interim work is complete.

Note:

School's not opted into the Property Services "Reactive Repair & Planned (Cyclical) Maintenance Service" will have to call out their own contractor and manage the works themselves. Such schools are not included on the out of hours property list nor will their information be provided to the framework/specialist contractors for emergency situations.

Before you leave the property you will need to re-set the alarm using the code given to you (if applicable).

FLINTSHIRE COUNTY COUNCIL

PROPERTY AND DESIGN CONSULTANCY SERVICES

CUSTOMER SATISFACTION QUESTIONNAIRE

Name of School

Work covered in this Survey

Contractor

How do you rate our services and our contractors' performance on the above work?
Please respond by writing the appropriate number from 1 to 10, in the relevant box
below where:

10 = totally satisfied

5 = neither satisfied nor dissatisfied

1 = totally dissatisfied

Question	PDC Services Performance Score	Contractor Performance Score
Service was prompt and to agreed timescale?		
Work was carried out promptly and to agreed Timetable?		
Standard of work appears good		
PDC Staff were professional and competent		
Contractor was professional and competent		
PDC Staff were helpful and polite		
Contractor was helpful and polite		
The service represents value for money		
The work undertaken represents value for money		
Overall quality of service was good		

Name and Job Title of the person completing this form

Thank you for your help. This information helps us to measure our success in meeting customer needs. If you have any other comments to make about this or any other property-related service, please let us know.

LOW SCORES: PLEASE NOTE Any scores of 2 or less (3 or less for “Overall quality of service”) will be treated as a complaint, and followed up accordingly, unless you specifically request us not to do so. Please indicate this, if appropriate, in your reply.

Please return this form to propertymaintenance@flintshire.gov.uk