

**Security and Operations**

# Service Level Agreement

**Grounds**



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**Document Control:**

<b>Project/Service Name:</b>	<i>Security and Operations</i>		
<b>Document Number:</b>			
<b>Document Category:</b>	<i>Service Level Agreement</i>		
<b>Issued By:</b>			
<b>Version</b>	<b>Reason for Change</b>	<b>Author</b>	<b>Date</b>
0.1	Review	Security and Operations	2015
0.2	Review	Security and Operations	2019
0.3			
0.4			

**Distribution for Approval:**

Title	Name	Signature	Date

**Distribution for Information:**

Department	Title	Name	Date

**1 Introduction**

This document defines the service agreement between Facilities (Security & Operations) and Institutes and Professional Services Departments of the University of Worcester, to provide a Grounds maintenance service.

### 1.1 Scope of the Agreement

The agreement covers the implementation of routine maintenance of the University's grounds, as well as providing both planned and reactive maintenance, to ensure that the grounds are maintained in a safe and tidy manner to the satisfaction, safety and enjoyment of students, staff and visitors.

### 1.2 Duration of the Agreement

This agreement is open ended, i.e. it remains in operation indefinitely unless withdrawn or superseded.

### 1.3 Signatories to the Agreement

The signatories to this agreement are:

Area / Location	Responsibility
<b>Area 1 (Red)</b> Avon/Ledbury/Pershore/Smoking Area/Thomas Telford Rear	Security and Operations
<b>Area 2 (Blue)</b> <b>Halls 16 blocks</b> Worcester Halls Front & Rear AEH/EBB/Orchard	Security and Operations
<b>Area 3 (Orange)</b> Bredon Front/ Fern Court/ Rear Bredon/ Bredon Car Park/Creche	Security and Operations
<b>Area 4 (Green)</b> Severn Gate/ Henwick Houses/ 3G surrounds	Security and Operations / Sports Centre/ Biodiversity Group
<b>Area 5 (Yellow)</b> Sheila Scott Front and Rear	Security and Operations/ Oldbury Park School/ Snoozelan/ Forensics
<b>Area 6 (Brown)</b> Charles Darwin Front/ Binyon North & Main/ Costa Quad/ Side of Sand Filled Astro/ Wisteria Quad/ Hines Front	Security and Operations/Comms & Part
<b>Area 7 (Pink)</b> Woodbury Front & Rear/ Secret Garden	Security and Operations/Forensics
<b>Area 8 (Purple)</b> Malvern Gates Surrounds/ Pierson Surrounds/ Front Reception/ SU Front/ Conference Car Park	Security and Operations/Comms & Part/ VC office
<b>Area 9 (Grey)</b> Conservation Area/ Rear of Pollen/ Rear of Science Labs	Security and Operations/ Science/NPARU

<b>Area 10</b> Jenny Lind	Security and Operations/Accommodation
<b>Area 11</b> Hylton Road Garage/ Storage/ ETB	Security and Operations
<b>Area 12</b> Riverside/Arena	Security and Operations/Comms & Part/Sports Staff
<b>Area 13</b> Moors Playing Fields	Security and Operations/ Sports Staff
<b>Area 14</b> City Campus whole site	Security and Operations/ Sports Staff/Comms & Part/ Business School
<b>Area 15</b> Art House	Security and Operations/ Accommodation
<b>Area 16</b> Battenhall Football Fields	Security and Operations/ UW Sports Staff/Nunnery Wood FC
<b>Area 17</b> Lakeside	Security and Operations/ UW Sports Staff/ Dominies CC
<b>Area 18</b> Battenhall Cricket Fields/University Park	Security and Operations/ UW Projects Team
<b>Area 19</b> Managed University Accommodation	Security and Operations/ Accommodation Office/ Landlords
<b>Area 20</b> University Court	Security and Operations/ Accommodation Office/ Landlords
<b>Area 21</b> Events Set Up	Comm's/Accommodation

#### 1.4 Service Contacts

Listed below are the names, emails and contact numbers of the primary service contacts.

##### 1.4.1 Professional Services Main Service Desk/Contact Point

<b>Telephone Number: Facilities</b> Monday – Friday: 08:00 – 16:00	01905 54 3344
<b>Emergency Number</b> At all other times	01905 855000
<b>Web Contact</b> 24 hours, 365 days	<a href="http://www.worc.ac.uk">www.worc.ac.uk</a>
<b>Email Address</b>	<a href="mailto:facilities@worc.ac.uk">facilities@worc.ac.uk</a>

##### 1.4.2 Customer Details

University Of Worcester

Henwick Grove  
WR2 6AJ

## **2 Service Descriptions**

Facilities Security and Operations will provide full grounds maintenance and gardening service to all the University sites. It also covers customer funded grounds works (accommodation only).

Security and Operations will ensure good practices are applied in the upkeep and renewal of grounds and planting techniques, as well as liaising with specialist contractors / sub-contractors where required.

### **2.1 Our services agreed to be In-scope of the Service Level Agreement**

The following range of activities is agreed as being in-scope and will be handled:

#### **2.1.1 Standard Services**

The landscape maintenance schedule encompasses all aspects of routine maintenance and will be updated on an annual basis to reflect changes to the estate.

The landscape maintenance schedule incorporates the following set of standards which will be audited against:-

**GM1 Grass Cutting** – The Grounds team will mow formal grass areas from March to December to maintain a grass height not exceeding 25mm. Wet weather conditions may result in grass exceeding the specified limit; in this case the grass will be cut as soon as practicable. Meadow areas will be cut annually in September / October. As a minimum, grass will be mown every ten working days for fine turf, subject to ground / weather conditions

**GM2 Strimming** –The grounds team will strim the edges of mown grass areas, and all obstacles within them, every other mowing cycle

**GM3 Grass Edging** – All fine turf lawn edges will be cut on a monthly basis with edging shears or an edging machine, with grass edges reformed on an annual basis

**GM4 Shrub Beds** – All shrub beds will be maintained, including planting and pruning. Herbaceous plants will be cut back and mulched annually. These areas will be dug over and divided every three years. Bedding plants to specified borders will be changed biannually in May and October. All planting and fences around residences to be maintained to minimise opportunities for concealment of intruders.

**GM5 Pruning and Hedge Cutting** – The need for pruning depends on the species, age and condition of the plants. The grounds team will prune shrubs annually where identified within the landscape maintenance. Where appropriate to the species, the grounds team will trim hedges biannually in August and September. Overgrown hedges will be reformed during the winter months which could include laying. All planting and fences around residences to be maintained to minimise opportunities for concealment of intruders.

**GM6 Tree Maintenance** – Pruning and felling will be carried out as necessary. The grounds team will carry out tree inspections annually in accordance with the landscape maintenance schedule to identify potential hazards and resolve accordingly

**GM7 Weed Control** – The grounds team will minimise the presence of weeds in shrub beds by mulching, herbicides or hand/hoe weeding

**GM8 Litter Control** – Litter inspections will be conducted in accordance with the landscape maintenance schedule. All sites will be cleared of litter at least once a week, including high profile areas

**GM9 Leaf Collection** – Leaves will be collected and disposed of during autumn months to prevent excessive build up

**GM10 Paths, Roadways and Car Parks (Road sweeping / Cleaning)** – Sweeping will be carried out monthly by brush or machine to all pathways, roadways and gullies

**GM11 Turfing/Seeding** – This will be done as and when necessary to ensure all areas remain in good condition. Ideal months for this work to be carried out is autumn and spring

**GM12 Boundaries** – To ensure all boundaries are secure and overgrown areas are maintained regularly. All planting and fences around residences to be maintained to minimise opportunities for concealment of intruders.

**GM13 Paths, Roadways and Car Parks (Gritting and Snow Clearance)** – In times of inclement weather, roads, pathways and car parks will be kept clear and safely accessible as far as practicable for pedestrians and vehicles.

During freezing weather the grounds team will follow the Extreme Weather Policy. They will grit roads, footpaths and car parks in accordance with the Gritting / Snow Clearance Plan (developed and reviewed on an annual basis), which sets out the prioritisation for gritting work.

**GM14 Hard Landscaping** – Provision of Planned Preventative Maintenance of all areas of hard landscaping to the campus grounds budget dependant.

**GM15** - Pitch Marking

**GM16** – Event Tasks

### **2.1.2 Time Allocation Chart (Allocation based on staffing x 2)**

Area / Location	GM Points	Allocated Time
<b>Area 1 (Red)</b> Avon/Ledbury/Pershore/Smoking Area/Thomas Telford Rear	1 – 10 & 13	18hrs
<b>Area 2 (Blue)</b> Worcester Halls Front & Rear/AEH/EBB/Orchard	1 – 10 & 12 - 13	24hrs
<b>Area 3 (Orange)</b> Bredon Front /Fern Court/Rear Bredon/Bredon Car Park/Crèche	1 – 10 & 12 - 14	6hrs
<b>Area 4 (Green)</b> Severn Gate/Henwick Houses/3G surrounds/ Main Car Park	1 - 14	12hrs
<b>Area 5 (Yellow)</b> Sheila Scott Front and Rear	1 – 10 & 12 - 14	4hrs
<b>Area 6 (Brown)</b> Charles Darwin Front/ Binyon North & Main/Costa Quad/Side of Sand Filled Astro/Wisteria Quad /Hines Front	1 – 10 & 13-14	10hrs
<b>Area 7 (Pink)</b> Woodbury Front & Rear/ Secret Garden	1 – 10 & 12 - 13	14hrs
<b>Area 8 (Purple)</b> Malvern Gate surrounds/ Pierson Surrounds/Front Reception/SU Front/Conference Car park	1 - 14	24hrs
<b>Area 9 (Grey)</b> Conservation Area/Rear of Pollen/Rear of Science Labs	1 – 10 & 12 - 13	24hrs (Seasonal)
<b>Area 10</b> Jenny Lind	1 - 13	7.5hrs
<b>Area 11</b> Hylton Road Garage/Storage/ETB	4 – 10 & 12-13	4hrs
<b>Area 12</b> Riverside/Arena	1 - 14	8hrs
<b>Area 13</b> Moors Playing Fields / Car Park	1 – 2 & 5 – 10 & 12 - 13	5hrs
<b>Area 14</b> City Campus whole site	1 - 14	11hrs

<b>Area 15</b> Art House		2hrs
<b>Area 16</b> Battenhall Football Fields	1 – 3 & 5 - 13	12hrs (Seasonal per day)
<b>Area 17</b> Lakeside	1 – 3 & 5 - 13	
<b>Area 18</b> University Park and Battenhall Cricket Fields.	TBC	As and when required
<b>Area 19</b> Managed University Accommodation	GM Points as requested	As and when required
<b>Area 20</b> University Park		
<b>Area 21</b> Events		

### 2.1.3 Additional Features

Supporting ceremonies and other University events / initiatives (e.g. marking out the recreation area, setting up temporary bins etc.). These works will be carried out by agreement with the client and the full cost of these services may be charged to the external client. The Policy can be found on the Facilities Website under Security and Operations, Grounds.

### 2.2 Our services agreed to be out-of-scope of the Service Level Agreement

- Any works related to University Managed Properties.

### 2.3 Service Coverage

#### 2.3.1 Service Hours/Availability

Work requests can be logged at any time via the University Portal icon on the desktop, or by email to [facilities@worc.ac.uk](mailto:facilities@worc.ac.uk).

Alternatively jobs can be logged by telephone 01905 85 3344, Monday to Friday 8am to 4pm.

The majority of routine maintenance is carried out during **core working hours**, which are **Monday to Friday between 8.00am and 4.00pm**, but work is sometimes planned outside these hours to reduce disruption or shorten timescales.

Emergency requests can be logged 24 hours per day throughout the year via the reception number which is 01905 855000.

#### 2.3.2 Service Eligibility

This service is provided to all staff, students and visitors of the University.

### 2.3.3 Service Issue Escalation

If there has been a service failure the customer should initially contact the University Portal or Facilities Reception. See contact details in section 1.4.1.

For more details of how service failures will be handled, see section 5.2.

## 3 Service Level

This section defines the agreed target performance levels between Security and Operations and its Customers, for the provision of the service.

### 3.1 Target Service Levels

For the Standard Services (in 2.1.1) which require a response to a reactive issue or customer request the customer’s satisfaction with the service is often related to the speed of response and the time which elapses before the problem is fixed. Therefore Grounds will aim to deal with these issues within the Target Response Times below.

**Response Time** means the time from receipt of the request by the Facilities Team until an initial inspection and, where appropriate, temporary repair has been completed. In some cases an ‘initial inspection’ can be carried out by discussion with the customer without a site visit.

**Completion Time** means the time from receipt of the fault report by the Facilities Team until a long term repair or partial/complete replacement has been carried out.

**Working Hours** means hours which are within the Core Working Hours (8.00am and 4.00pm Monday to Friday), and **Working Days** is construed accordingly.

### Target Response Times

Priority	Response Time	Examples
<p>Priority 1 - <b>Emergency</b></p>	<p>Action work - immediate response Attend site - within 1 hour (normal working hours*) Attend site - within 2 hours (other times, this could be carried out by a sub-contractor)</p>	<p>A request is deemed an emergency where a person’s safety or building structures are in danger, such as:</p> <ul style="list-style-type: none"> <li>• Tree’s falling on roads/footpaths</li> <li>• Tree’s falling on buildings</li> <li>• Clearing of footpaths in severe snow conditions or icy weather</li> <li>• Flooding</li> </ul>

<p>Priority 2 – <b>Urgent</b></p>	<p>Attend site - within 2 hours (normal working hours*) Attend site - within 6 hours (other times, this will be carried out usually by a sub-contractor)</p>	<p>Examples of requests deemed urgent could be :-</p> <ul style="list-style-type: none"> <li>• General access requests (clearing blocked entrances/exits)</li> <li>• Event requirements (grass cutting)</li> <li>• Road/footpath closures</li> <li>• Clearing of non-priority areas for Snow/Ice (i.e. Halls)</li> <li>• Securing boundary fences</li> </ul>
<p>Priority 3 - <b>Non Urgent</b></p>	<p>Attend site - within 24 working hours</p> <p>Work Completed – within 3 days</p>	<p>Examples of requests deemed non-urgent could be:-</p> <ul style="list-style-type: none"> <li>• Grass Cutting</li> <li>• Overgrown shrubbery preventing access for contractors</li> <li>• Overhanging branches</li> <li>• Requests from community users of sports facilities including requests from sports centre.</li> <li>• Planting</li> <li>• General public requests (boundary issues)</li> <li>• Pitch marking on sports facilities</li> </ul>
<p>Priority 4 - <b>Minor Improvement Works</b></p>	<p>Attend Site - within 14 days to assess the work requirements.</p> <p>Work Completed - within 4 weeks</p>	<p>Examples of minor improvement requests could be:-</p> <ul style="list-style-type: none"> <li>• Fence erecting</li> <li>• Renovation clearance</li> <li>• Planting</li> <li>• Tree pruning</li> <li>• Laying of pathways/Hard Surfaces</li> <li>• Hedge cutting</li> <li>• Turf laying</li> </ul>

		<ul style="list-style-type: none"> <li>Renovation after building projects</li> </ul>
<p>Priority 5 -</p> <p><b>Major Improvement Works</b></p>	<p>All works subject to prior feasibility study by the Facilities grounds team and approval from relevant Head of Department.</p> <p>Contact Thomas Taylor (Assistant Director of Security and Operations), Alan Box (Head of Grounds) and Helen Proctor (Head of Security and Operations).</p>	<p>Examples of major improvement requests would be :-</p> <p>Re-generation of open space, (e.g.Lakeside) which could include sub-contract labour covering multi-disciplines. This will ensure the following:</p> <ul style="list-style-type: none"> <li>There is no impact on wider services and other departments.</li> <li>Budgets for improvement works are funded separately and are not part of the Grounds budget.</li> <li>Works can be procured correctly</li> <li>Health &amp; Safety procedures are followed throughout the project</li> </ul>

### 3.2 Monitoring our performance

This section details how service levels will be monitored and how performance data will be provided to customers.

A set of Performance Indicators has been defined, and for each indicator performance will be monitored monthly, unless otherwise stated.

Any future performance data will be used as a management tool within Facilities, to identify areas of strong and weak performance, provide information and guidance to Facilities staff, and support planning for future improvements.

Performance review meetings will be held as and when necessary with key Customer Representatives, to provide an opportunity to:

- discuss actual performance versus target
- consider corrective actions where service is below the expected level
- consider any matters escalated to Stage 3
- consider fulfilment of the Customer’s Responsibilities and any issues arising from this
- Consider other relevant topics, including future requirements.

<b>Grounds Maintenance Services SLA –Schedule of Performance Indicators</b>			
Ref	Service Name	Performance Indicator	Service Level Agreement
GM1 – 12	Routine Maintenance / Client Requests	GM Delivery of routine maintenance	90% of GM1-12 as programmed above to be met in agreed timescale
GM13	Reactive Maintenance	GM13.1 Response to urgent works	90% of urgent reactive works completed within the designated timescale
		GM13.2 Response to non-urgent / client requests	90% of non-urgent / client requested works responded to within the designated timescale
GM 14	Hard Landscaping	Planned Preventative Maintenance	Budget Dependant

#### **4. Customer Responsibilities**

To report defects to the Facilities as soon as possible, especially if there is a risk to the health or safety of staff, students or visitors

To inform the Facilities as soon as possible if it appears that Grounds staff or contractors are working in an unsafe way

Not to remove or interfere with materials, equipment, signage or other items placed on site by Grounds Staff or its approved contractors

Not to carry out any Grounds Maintenance works or to instruct contractors to carry out such works, but to request all works from the Grounds Staff

To provide access promptly when maintenance is required in a space controlled by the customer

To assist in providing an efficient and effective service, clients are requested to provide the follow the portal instructions to provide the correct information.

#### **5. Management of Service Level Agreement**

##### **5.1 Governance and Review of Service performance**

This Service Level Agreement will be reviewed on an annual basis, by Security and Operations representatives (Thomas Taylor and Helen Proctor) with at least two Customer Representatives. Checks will be made to ensure that key details are up to date including:

- scope of services within the SLA
- list of customers
- contact details for service provider and customers.

Actual performance levels will be reviewed and target service levels will be adjusted if appropriate.

The landscape maintenance schedule referred to within item 2.1.1 will be reviewed and updated on an annual basis, to incorporate any changes to the estate.

If any changes are required the Grounds Manager will be asked to approve them and will issue an updated SLA to each of the signatories.

##### **5.2 Service Issue Escalation**

If a customer is dissatisfied with the service provided under this SLA the customer may register a formal complaint using the procedure set out below.

###### **Stage 1**

The customer should contact Facilities to report the service failure and request an update, which will be provided within 2 working days. (If satisfied, no further action required).

**Stage 2**

Via Facilities the customer should ask the line manager responsible for the service for a more detailed response to the query, which will be provided within 5 working days. (If satisfied, no further action required).

**Stage 3**

The customer should consult with their direct line manager who may, via Facilities, request a written response which will be provided by the Director of Estates and Facilities within 7 working days.

**To clarify, Stage 1 to Stage 3 should be completed within 7 working days in total.**

**5.3 Change control**

This document will have version control and will be approved by the Head of Security and Operations. It include the date of the agreed amendment, a description of the change, the author and agreement of the Director of Estates and Facilities.

