

Security and Operations

Service Level Agreement

Grounds Window Cleaning



DOCUMENT CONTROL:	3
Service Contacts.....	4
Professional Services Main Service Desk/Contact Point.....	4
1. INTRODUCTION	4
1.1 Scope of the Agreement.....	4
1.2 Duration of the Agreement.....	4
2 SERVICE DESCRIPTIONS	4
2.1 Our services agreed to be In-scope of the Service Level Agreement.....	4
2.1.1 Standard Services.....	4
2.1.2 Area Frequency Chart and service list.....	6
2.1.3 Additional Features.....	7
2.2 Our services agreed to be out-of-scope of the Service Level Agreement.....	6
2.3 Service Coverage.....	7
2.3.1 Service Hours/Availability.....	7
2.3.2 Service Eligibility.....	7
2.3.3 Service issue escalation.....	7
3 SERVICE LEVEL	8
3.1 Target Service Levels	8
3.2 Monitoring our performance.....	8
4. CUSTOMER RESPONSIBILITIES	9
5. MANAGEMENT OF SERVICE LEVEL AGREEMENT	9
5.1 Governance and Review of Service performance.....	9
5.2 Service Issue Escalation.....	10
5.3 Change control.....	10
5.4 New service requests.....	10

Enclosure: Campus Map

Document Control:

Project/Service Name:	<i>Security and Operations</i>		
Document Number:			
Document Category:	<i>Service Level Agreement</i>		
Issued By:			
Version	Reason for Change	Author	Date
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

Service Contacts

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

Professional Services Main Service Desk/Contact Point

Telephone Number: Facilities Monday – Friday: 08:00 – 16:00	01905 543344
Emergency Number At all other times	01905 855000
Web Contact 24 hours, 365 days	www.worc.ac.uk
Email Address	facilities@worc.ac.uk

1 Introduction

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

1.1 Duration of the Agreement

This agreement is open ended, i.e. it remains in operation indefinitely unless withdrawn or superseded.

1.2 Scope of the Agreement

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

2 Service Descriptions

Security and Operations will provide full window cleaning service to all the University sites. It also covers customer funded Halls of Residence (accommodation only). Security and Operations will ensure good practises are applied in the upkeep and cleaning of windows, fascia's, Doors, external canopies, bike sheds, glazed barriers, Bus shelters, signage and pressure washing, as well as liaising with specialist contractors / sub-contractors where required. Using a water fed pole system.

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

The Window cleaning schedule incorporates the following set of standards which will be audited against:-

WCS1 Window Cleaning – The window cleaning team will clean all windows, including rooftop windows in general areas a minimum of 3 times a year. Windows in formal areas will be cleaned once a month.

WCS2 Doors and surrounds – Will be cleaned a minimum of 3 times a year.

WCS3 Fascia's – Will be cleaned and washed down on every other visit.

WCS4 Glazed barriers – The window cleaning team will clean all glazed barriers in general areas a minimum of 3 times a year. Barriers in formal areas will be cleaned once a month.

WCS5 Signage – The signage will be monitored throughout the year and cleaned when required, and scheduled for at least 2 cleans.

WCS6 Canopies – Canopies will be cleaned 3 times a year.

WCS7 Bike store – The window cleaning team will monitor and allow for 2 cleans a year

WCS8 Bus Stops – The bus stop will be monitored throughout the year and cleaned when required, and scheduled for at least 2 cleans.

WCS9 Pressure washing – Pressure washing will take place upon request and prioritised where necessary.

WCS10 Litter picking – Litter inspections will be conducted at each specific area.

WCS11 Leaf clearing – 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 are autumn and spring

WCS12 Vehicle cleaning – Carried out upon on request of Assistant Director - Security & Operations, Facilities

2.1.2 Area Frequency Chart and service list (Based on staffing x 2)

Area / Location	WCS Points	Frequency
Area 1 (Red) Halls 16 blocks AEH/EBB/Worcester halls/Avon/Ledbury/Pershore/Evesham/Fern halls	1 – 5 & 7 & 9-11	Minimum of 2 visits a year.
Area 2 (Blue) Bredon/Woodbury	1 – 3 & 5 & 10 - 11	Minimum of 2 visits a year.
Area 3 (Orange) Peirson/Conference centre.	1 – 3 & 5 – 6 & 9- 11	Minimum of 2 visits a year.
Area 4 (Green) Thomas Telford/Hines/Students Union	1-3 & 5-6 & 8-11	Minimum of 2 visits a year.
Area 5 (Yellow) Edward Elgar	1 – 3 & 5 – 6 & 9- 11	Minimum of 2 visits a year.
Area 6 (Brown) Binyon/Sports centre/Charles Darwin	1 – 3 & 5-6 & 9=11	Minimum of 2 visits a year.
Area 7 (Pink) Sheila Scott and Ability House	1 – 3 & 5 – 6 & 9- 11	Minimum of 2 visits a year.
Area 8 (Purple) Main Reception/VC Windows	1 – 3 & 5 & 9- 11	Minimum of 2 visits a year.
Area 9 (Grey) City Halls	1 – 6 & 9 - 11	Minimum of 2 visits a year.
Area 10 City Charles Hasting/Mulberry House/ Reception	1 – 6 & 9 - 11	Minimum of 2 visits a year.
Area 11 Jenny Lind	1 – 7 & 9-11	Minimum of 2 visits a year.
Area 12 Riverside/Arena	1 – 7 & 9-11	Minimum of 2 visits a year.
Area 13 Sansome Halls	1 – 6 & 9 - 11	Minimum of 2 visits a year.
Area 14 The Garage	1 -3 & 5-7 & 9-11	Minimum of 2 visits a year.
Area 15 Battenhall Football Fields pavilion	1 - 3 & 5 & 10-11	Minimum of 2 visits a year.
Area 16 Lakeside	1 - 3 & 5 -6 & 10-11	Minimum of 2 visits a year.

Area 17 Veichle Cleaning Woodbury yard	12	
Area 18 Art House		
Area 19 Managed University Accommodation	WCS points when requested.	As and when required

2.1.3 Additional Features

Supporting ceremonies and other University events / initiatives. 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.

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.

Alternatively jobs can be logged by telephone 01905 853344, Monday to Friday 8am to 4pm.

The majority of routine maintenance is carried out during **core working hours**, which are **Monday to Thursday between 8.00am and 13.00pm**, 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 Document control section
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 Grounds Window cleaning 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 window cleaning will aim to deal with, all requests outside of the standard service scheduled routine, issues will be dealt with case by case and an agreed timeframe for start and completion dates by both parties.

Response time to any request, will be within the same day (within working hours)

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 Key Performance Indicators have 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 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 other relevant topics, including future requirements.

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 window cleaning 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 window cleaning staff or its approved contractors.

Not to carry out any window cleaning works or to instruct contractors to carry out such works, but to request all works from the window cleaning 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 following information when requesting work:

Service Requests

- Name and contact details
- Response time needed
- Location of job
- Description of work required
- Access arrangements
- Site contact name and contact details (if different)
- Further information which may be helpful to the operative

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 (normally Assistant Director of Security and Operations or Head of Security & Operations with Grounds Manager) 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 window cleaning 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, approval will be sought and an updated SLA issued 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 Assistant Director - Security & Operations, 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.

5.4 New service requests

In this context 'New Service Request' means a proposal to expand the scope of this SLA, for instance by including Buildings which are not currently covered; it does not mean a request for the window cleaning team to carry out a specific task which is already within the scope defined in section 2.

All new service requests should be directed through Facilities. Grounds manager will contact the customer to consider the request and will provide an initial response within ten working days.

