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FACILITIES MANAGEMENT

Service Level Agreement

Regeneration & Environment

DIRECTORATE

Education Buildings

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CONTENTS

Description	Page Numbers
1. Background to Regeneration & Environment Directorate	3-6
2. Introduction to Facilities Management	7-15
3. Memorandum of Agreement	16-17
4. Duration and Conditions of Service Level Agreement	18-20
5. Resourcing Arrangements	21-28
6. Customer Relationship Management	29-32
7. Performance Measures	33-36
8. Service Schedules:-	
Building Cleaning	37-39
Catering	40-45
Janitorial	46-52
Space Management	53-55
Maintenance & Repairs	56
Adult Presence	57-66
9. Associated Services	67-68
10. Additional Services Available	69-70
Appendices	71-85
A Performance Standards	

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BACKGROUND TO REGENERATION & ENVIRONMENT

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BACKGROUND TO REGENERATION & ENVIRONMENT DIRECTORATE

1. Service provider

1.1. The main aim and purpose of the Regeneration & Environment Directorate is to ensure the delivery of quality, value for money services to local residents, employees and visitors to Inverclyde Council in the following areas: -

1.1.1. Facilities Services

1.1.2. Environmental & Commercial Services

1.2. One of the key aims in delivering these services is to ensure that as far as possible, services are delivered through direct employment of staff which as a result, has a significant impact on the economic well being of the area.

1.3. All surpluses generated from the above services are re-invested in Inverclyde Council's services

1.4. and as a result, contribute to the continued development of the area.

2. Purchaser

2.1. In addition to the direct provision of services the Regeneration & Environment Directorate has strategic management and service development client responsibilities which include specifying and monitoring the services to be delivered as well as the management of the Council's budget for certain services. The service responsibility is delivered at least cost to the Council, through minimalist "client" functions which operate and represent the interests of the purchaser's customers and users.

2.2. One of the main aims of Facilities Management is to ensure that integrated, flexible services are delivered with the primary outcome of delivering core services in accordance with Council policy and corporate objectives. Where individual customers desire additional Services and budgets exist, e.g. DMR, the Facilities Management Service will tailor solutions to meet customer needs. The Regeneration & Environment is unique insofar as it has strategic development responsibilities for a number of areas as well as the responsibility for the delivery of front line services as the Council's trading arm.

2.3. It is clear that Inverclyde Council wants its people and services dedicated, committed to the creation and delivery of innovative, modern, accessible, responsive, high quality and value for money services to its full range of customers. This must be achieved with ever decreasing resources and within a complex, continually changing environment and coupled to greatly increasing demands for scrutiny, performance measurement and accountability.

2.4. In addition to providing services directly the Regeneration & Environment Directorate has strategic management and service development responsibilities. The close integration of these strategic development responsibilities with the operational function provides the Council with the most cost effective means of developing and delivering services.

2.5. The direction of the Service is underpinned by the policies of Inverclyde Council as driven by the Corporate Development Plan.

2.6. The structure of the Regeneration & Environment Directorate demonstrates a clear commitment to delivering maximum efficiencies in service provision by allowing for a genuine cross fertilisation of management skills and disciplines across the varying service development and operational areas. The Service seeks to co-ordinate strategic and operational planning initiatives, endeavouring to place continuity and responsibility with those who not only develop but delivery services, enabling them to take decisions about Services at a level as close to the customer as possible. Facilities Management is an example of this strategic and co-ordinated approach.

2.7. A key consideration in the development of quality services is an understanding of the requirement for continual review, not only in response to changing legislation, but also recognising best practice and changing customers needs.

2.8. The Regeneration & Environment Directorate's purpose can best be summarised as:

2.9. *"Achieving success through developing, enhancing and providing highly respected and viable public services that improve the economic vitality, local environment and quality of life for residents, employees and visitors to Inverclyde."*

2.10. The management arrangements for the Regeneration & Environment Directorate have recently been reviewed and reconfigured to reflect all of the major influences, both natural and local, e.g. Local Government (Scotland) Bill encompassing Best Value, Community Planning, Power of Well Being etc., Council Policy and Corporate Strategies. The new structure realises the synergies between services and maximising the benefits to the Council and its customers.

2.11. The development of this structure and its implementation provide a clear demonstration of our managerial approach via a "flat and lean" organisation, based on the following values:

2.11.1. Being sensitive and listening to the needs of local people and designing and delivering solutions to meet their needs.
2.11.2. Promoting Inverclyde through our commitment to excellence in Service delivery.
2.11.3. Adapting and adding value to services.
2.11.4. Delivering value for money services on time and every time.
2.11.5. Investing in all our employees, ensuring quality through highly trained, motivated and committed people.
2.11.6. Rewarding our employees for all work undertaken.
2.11.7. Establishing effective communication with all our stakeholders.
2.11.8. Empowering employees to develop and deliver value for money, responsive services in a caring manner.
2.11.9. Encouraging innovation and creativity.
2.11.10. Delivering a safety culture within the Regeneration & Environment that supports Council Policy and protects our employees and customers.
2.11.11. Developing strong internal and external mutually beneficial alliances e.g. Partnership at Work.
2.11.12. Strong commitment to Corporate Team Working.

2.12. These values demand:

2.12.1. Strong work ethic
2.12.2. Enthusiasm
2.12.3. Determination
2.12.4. Ability to recognise our own strengths and areas for development
2.12.5. Openness, honesty and integrity
2.12.6. Tolerance
2.12.7. Understanding and co-operation
2.12.8. Partnership

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INTRODUCTION TO FACILITIES MANAGEMENT

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3. INTRODUCTION TO FACILITIES MANAGEMENT

3.1. It is clear that Inverclyde Council wants its people and services dedicated and committed to the creation and delivery of innovative, modern, accessible and responsive, high quality and value for money services to its full range of customers. This must be achieved with ever decreasing resources and a complex, continually changing environment to greatly increasing demands for performance measurement and accountability.

4. The Improved Effectiveness of Facilities Services

4.1. For the management of support services and facilities services to be effective, it is essential that it is aligned with the Council's overall strategy, objectives and activities. Customer groups have varying needs and it is essential that in developing policy, structures and operational arrangements, these needs are recognised and any new Policy should therefore not be so rigid as to be prescriptive with respect to the way in which services are provided. Adequate provision must be made to reflect local needs.

4.2. Furthermore the health, safety and wellbeing of the Council's employees and its customers is paramount. Facilities Management services must comply with all relevant legislation including:

4.2.1. Food Safety
4.2.2. Health and Safety at Work Act
4.2.3. COSHH
4.2.4. Duty of Care
4.2.5. Race Relations Act

5. Objectives of Community Plan

5.1. In developing community planning for Inverclyde there is recognition that service delivery from public agencies is crucial. The right services must be well delivered at the time the customers require them, with the underlying principle that better collaboration among the public agencies may facilitate the services being delivered more cohesively. The principal aim of a Facilities Management Policy should be to develop services which support the Council's contribution to this overall process by providing cohesive support services which complement core services, and add value to the service provided to the customer. In addition, it is believed that a Facilities Management approach to support services will also reflect the themes of the Community Plan.

6. Safe & Healthy Communities

6.1. Well maintained facilities proved welcoming environments for the community within Inverclyde Council. They provide a suitable environment for the delivery of "core" services but also provide vital community and recreational spaces.

7. Education & Employment

7.1. The Community Plan commits Inverclyde and its partners to the objective that the communities should have access to excellent schools and nursery provision. High quality Facilities Management services will contribute to improving the teaching/learning environment which will undoubtedly support the aim of excellence in the quality of education in our schools.

7.2. In addition, a Facilities Management Team designed to deliver cohesive support services provides the opportunity for the creation of improved employment and training opportunities in those areas which have traditionally offered only part-time, low paid employment. Improved job design and associated skill development will also contribute positively to service delivery.

8. Partnership & Sustainability

8.1. Community Safety aspirations and sustainable themes will be supported by the aims of the Facilities Management policy e.g. environmental issues such as recycling etc.

9. Service Levels

9.1. Formal communication of site specific service schedules, charging structures, performance measurement and reporting mechanisms require to be developed to accompany implementation of this policy. These issues as well as the responsibilities of service providers and service customers associated with the effective operation of the policy will be embodied within an appropriately constructed Service Level Agreement.

9.2. As stated within the Corporate Plan, the Council is committed to the Strategic Aim of "Delivering Quality Services through Best Value".

9.3. This requires that when considering service delivery objectives, the Council will "deliver and organise high quality accessible services which are responsive to local needs and provide value for money in an open and accountable manner."

9.4. The Council's responsibility for demonstrating achievement in this area has, in the past, concentrated on financial governance and compliance with statutory requirements. While these performance measures remain important, equal emphasis must now be given to ensuring that services first and foremost meet customer expectations. Consequently other performance measures such as customer opinion surveys, consultation mechanisms etc. must now form an integral part of any performance measurement framework.

9.5. A key consideration in the effective delivery and continuous improvement of core services is the adequacy and efficiency of support provided. In respect of the buildings and properties operated by the Council, many of which are in need of significant investment, the provisions in terms of support services have not been reviewed since the introduction of Compulsory Competitive Tendering (CCT), the exception being the requirement to review services necessitated by budget reductions in recent years. As a consequence, services such as building cleaning, janitorial, grounds maintenance etc. have not been realigned to meet the changing needs of users. Furthermore, existing "contractual" arrangements covered by the

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implementation of CCT have not been subject to review in terms of service specification or price other than benchmarking group comparisons.

9.6. Given the above and the need to respond to the Best Value Agenda, the Council has highlighted the need to review both policy and operational arrangements in respect of all defined support services.

9.7. The Council is currently considering, through the Best Value Review mechanism, its current and future needs for utilisation of facilities. Proposed facility and accommodation solutions identified by the Facilities Review Team are forward looking in terms of service delivery needs and employee requirements in endeavouring to reflect the needs of "21st Century Government" proposals. Furthermore, the considerations of the HMI (Her Majesty's Inspectorate for Schools) will have implications for the procurement process and support services associated with buildings. As a consequence, it is likely that the physical assets operated by the Council will change significantly over the coming years on an incremental basis. Regardless of the precise nature and mix of facilities which the Council operates the principle of delivering effective support services through a Facilities Management approach remains sound.

9.8. The Council and its activities are currently being influenced by a number of external drivers in addition to Best Value, including:

9.8.1. The overall modernisation agenda,

9.8.2. E-government priorities,

9.8.3. The influence of the McCrone Report in respect of support services to schools to facilitate improved provision of education,

9.8.4. Rapid changes in technology

9.9. The underlying objective of all of these changes is to improve core services to customers. This can only be achieved when support services are of sufficient quality to match the aspirations of the core service. In fact, the quality of support services in themselves has a direct impact on customer perceptions in a range of ways, including:

9.9.1. Contributing positively to the image of the Council through well maintained, aesthetically pleasing facilities.

9.9.2. Fostering a positive approach in respect of facilities with the effect of reducing vandalism, maintaining cleanliness, etc.

9.9.3. Improving relationships with the wider community and partner agencies through services designed to meet the customer and community aspirations e.g. improved catering in schools reducing the number of children leaving school during breaks, (road safety, community safety implications etc.).

9.10. The wide ranging benefits of effective and appropriately resourced Facilities Management services can not therefore be under-estimated. In essence, facilities should provide comfortable, clean,

9.11. pleasant and safe surroundings, allowing employees to work productively and as a consequence be more responsive to customer requirements and contribute to a positive experience of Council services.

9.12. Customer expectation of services in all sectors is undoubtedly increasing and the expectation of customers in relation to public services has followed this trend. The Council has a wide ranging customer base encompassing both internal and external service users. The key customer base for support services comprises mainly internal customers such as head teachers, officers responsible for specifying services, elected members etc. It should not be forgotten, however, that visitors to any Council operated facility will undoubtedly shape their opinions of the Council and the quality of service provided on their experience, not only of the core service, but also the facility from which this service was provided.

9.13. The drivers for change as outlined above will influence the shape of service provision for some considerable time to come. Notwithstanding this, given the propensity for change within local government, any Facilities Management Policy for Inverclyde Council must be sufficiently flexible to accommodate future change.

9.14. Inverclyde Council is committed to achieving excellence in the provision of services to its customers and aims to achieve this in **all** service areas. Support services have a key role to play in delivering service excellence through contributing positively to the core service delivery objectives of the Council. Our approach to Facilities Management is to provide efficient and effective, cohesive support services to the Council's operational centres which recognise the differing needs of both internal and external customers and match core service aspirations.

9.15. This Policy will apply to the provision of Facilities Management services in all buildings owned or operated by the Council regardless of building type, location or core service configuration.

9.16. Support services within this framework will:

9.16.1. Demonstrate the Council's commitment to the aims of Best Value, continuous improvement and customer focused service requirements.

9.16.2. Deliver services more closely aligned to current needs but which are sufficiently flexible to respond to the needs of the future.

9.16.3. Provide improved value for money and service quality.

9.17. The objective of this Policy is to deliver quality, cost effective services that are valued by our customers. To deliver this we must optimise the use and realise the potential of all available resources.

9.18. The benefits of this Facilities Management Policy to the Council, its employees and customers in achieving this objective will include:

10. **THE COUNCIL:**

10.1. Higher quality core and support services
10.2. Improved efficiency
10.3. Increased life expectancy of facilities, fixtures and fittings
10.4. Positive contribution to perceptions of the Council as a service provider
10.5. Supports the aspirations of the Community Corporate Plan

11. **EMPLOYEES:**

11.1. Creation of improved employment and training opportunities
11.2. Recognition of the value of services provided
11.3. Recognition of performance
11.4. Improved communication mechanisms and decision making arrangements
11.5. Encouragement of team working, flexibility and co-operation

12. **CUSTOMERS:**

12.1. More cost effective service delivery
12.2. Well Facilities Managemented services delivered on time
12.3. Continuity of customer contact
12.4. Improved customer care
12.5. Transparency in respect of service specification, charging and performance measures.

13. SERVICES

13.1. In developing sustainable solutions for differing customer needs it is recognised that the scope, complexity and specification for services provided will vary dependent on customer needs. The range of services considered under the Facilities Management banner is defined within the context of this Policy as:

13.1.1. Building Cleaning
13.1.2. Catering
13.1.3. Duty of Care
13.1.4. Janitorial Services
13.1.5. Porterage
13.1.6. Property Repairs
13.1.7. Recycling
13.1.8. Security
13.1.9. Associated Grounds Maintenance
13.1.10. Associated Litter Picking
13.1.11. Associated Snow Clearing / Gritting
13.1.12. Associated Waste Disposal

13.2. In respect of initial implementation of this policy the services are defined above. It should be noted however that this list is not exhaustive and the specific level of service within each category will be agreed with each customer through the process of implementation. The principle of cohesive, integrated support services within Council facilities, may be extended to cover other support services such as Human Resources, Finance, IT etc. where practicable, over a period of time

13.3. The range of core services provided to each facility will be tailored to the individual needs of each facility dependent on its use, customer group etc. Any additional services may be requested by individual customers where budget exists.

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13.4. After establishing the objectives and Policy relating to Facilities Management it was then necessary to determine how the Policy would be implemented and what principles would be adopted to ensure the appropriate implementation and action required to achieve the Council's key objectives were realised.

13.5. A Facilities Management Review Group was established which identified how the policy would be introduced to all building within the Council in order to deliver appropriate support services.

13.6. The following principles constituted shared desires of all stakeholders within the Review Team.

13.7. The Review Team comprised officers from service and purchaser departments from Regeneration & Resources along with Colleagues from the Trade Unions.

14. PRINCIPLES

The principles to be adopted in the implementation of this Policy are:

14.1. Customer Centred Services

Support services will be designed and delivered to meet the needs of customers with the specific aim of improving the contribution of the services in supporting effective delivery of "Core" Services.

14.2. Partnership at Work

The establishment of good relationships between elected members, trade unions, the corporate management team and all employees, based on common interests which improve the business performance and public perception of the Council and the quality of working life for employees.

14.3. Value for Money

The need to achieve Best Value and deliver efficient and effective services is recognised and service solutions developed will be within the financial parameters set by the Council.

14.4. Encouraging Co-operation

Solutions will facilitate improved team working, flexibility, co-ordination and sharing of resources and learning at all levels within the organisation.

14.5. Performance Measurement and Continuous Review

Service delivery will be continuously reviewed with the overall aim of achieving higher standards in all aspects of service delivery through a process of challenge and continued assessment of the organisation and its employees.

14.6. Recognition of Performance

A fundamental aim will be to recognise the value and contribution of all individuals and teams within the organisation towards achieving the overall performance objectives of the service.

14.7. **Investment**

Where the development of support service delivery objectives necessitates the requirement for investment e.g. ICT, training etc. all available opportunities to source and secure appropriate financial or other resource investment opportunities will be examined.

14.8. **Equal Opportunities**

A fundamental principle of the process will be to support equality of opportunity for customers and employees and to address issues of inequality where they are identified.

14.9. **Employment**

In developing organisational arrangements to facilitate the delivery of support services, our aim will be to respond positively to Service Level Agreement and other influences to encourage an environment of high flexibility, skill and motivation across the organisation.

14.10. **Communication**

The need for effective communication both within the service delivery team and with all stakeholders is essential. Properly structured and resourced communication mechanisms will be developed and introduced as an integral part of this policy.

15. Aims & Objectives

15.1. In measuring the success of this new Policy, the Council is committed to achieving the following Policy Outcomes. Through the implementation process outlined in this report, specific procedures will be developed incorporating the organisational, management, customer and employee actions associated with achieving these outcomes. These procedures will be developed to dove-tail with this Policy Document and will provide a reference point for the specific measures required to achieve change successfully.

Outcome One
Improve service delivery standards to customers.

Outcome Two
Respond to changing customer needs.

Outcome Three
Improve understanding and awareness of Service Level Agreements.

Outcome Four
Communicate effectively with employees, customers and other stakeholders.

Outcome Five
Promote team working, flexibility and co-operation.

Outcome Six
Create a learning environment.

Outcome Seven

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Promote and support management actions by encouraging devolved decision making.

Outcome Eight
Provide regular information on service performance to stakeholders.

Outcome Nine
Recognise individual and team performance in achieving the highest standards of service delivery.

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MEMORANDUM OF AGREEMENT

CONDITIONS OF AGREEMENT

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MEMORANDUM OF AGREEMENT

Service Title: Facilities Management

This Agreement Made:

Between:

Purchaser

Dept. Education & Communities

Name Patricia Cassidy

Position Corporate Director -

Signature …….

Date ……

Provider

Dept. Regeneration & Environment Directorate

Name Alan Puckrin

Position Acting Corporate Director -

Signature …….

Date …….

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DURATION AND CONDITIONS OF SERVICE LEVEL AGREEMENT

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16. CONDITION AND DURATION OF SERVICE LEVEL AGREEMENT

16.1. Provision of the Services outlined in this Agreement shall commence from ???for a period of 5 years, with a review after year three.

16.2. It is recognised that services in those buildings affected by the PPP Project will require to be reviewed during the PPP process.

16.3. This Service Level Agreement is between Facilities Management and the Education & Social Care

16.4. Directorate and covers all buildings used for educational purposes as listed below:

Clydeview Academy (catering service only)
Inverclyde Academy
Notre Dame High School(catering service only)
Port Glasgow Community Campus
St Columbus High School

Craigmarloch SN

Aileymill Primary (catering service only)
All Saints Primary (catering service only)
Ardgowan Primary
Gourock Primary
Inverkip Primary
Kilmacolm Primary
Kings Oak Primary
Lady Alice Primary
Moorfoot Primary
Newark Primary
St Andrews Primary
St Francis Primary
St Johns Primary
St Josephs Primary
St Marys Primary
St Michaels Primary
St Ninians Primary
St Patricks Primary
Wemyss Bay Primary
Whinhill Primary

Bluebird Nursery
Gibbshill Children's Centre
Glenbrae Children's Centre
Hillend Children's Centre
Kelly Street Nursery
Newark Nursery
Rainbow Children's Centre
Wellpark Nursery

Hillend Day Centre
McPherson Centre

17. Purpose of Agreement

17.1. The Purchaser wishes to engage Facilities Management in the provision of the Services in accordance with the terms of this agreement. Facilities Management shall provide the services as set out in the service schedules.

17.2. A representative group consisting of Head Teachers, Facilities Management personnel and a representative from Social Care will be established. This group will meet once per term with the objective of discussing issues relating to the Service Level Agreement and agreeing solutions. The group's purpose and membership will be reviewed annually.

18. Method of Payment

18.1. The Purchaser shall make payment by journal entries each financial period of the amounts due as specified in the Price Schedule within 10 working days of the period end. The Charging Section of the Agreement specifies a range of additional services available.

19. Provision of Services

19.1. The Service Provider shall not arrange for any other person or organisation to provide the service without the Purchaser's prior written permission, which shall not be unreasonably withheld.

20. Arbitration

20.1. A dispute which the parties cannot resolve will be referred to the Chief Executive's Office for settlement. This may arise as a result of under-performance or cost.

20.2. There are, however, certain levels of contact which must be adhered to prior to any matter being referred to the Chief Executive. In the first instance all enquiries must be dealt with by the on site staff. If this proves to be unsatisfactory then the matter is forwarded to the Head of Service and then to the relevant Strategic Director.

20.3. With regard to this and the Provision of Service paragraph above, the service recipient must use the services of the internal providers. Only with the express consent of the service provider and the Chief Executive, can services be outsourced. This may be done where resource constraints prevent specific provision from being provided. This action shall only be taken on an ad-hoc basis and shall not form part of the Service Level Agreement.

21. Customer Responsibilities

21.1. The Purchaser undertakes to provide all reasonable and necessary information or specified resources to allow the Service Provider to fulfil its obligations. For example, adequate storage and office space for cleaning materials, adequate notice for events which require additional resources from the provider. Secure storage must be provided for cleaning chemicals.

21.2. Facilities Management operate in all Council owned or operated buildings. These buildings are valuable assets belonging to the Council and it is recognised that all users have a responsibility, while occupying any building, to ensure no damage occurs due to their actions.

21.3. This Agreement therefore must recognise that Clients and Customers shall, as far as is practicable, ensure the conduct of all persons under their control during their time in a building. This includes the following:-

22. Health & Safety

- Whilst Facilities Management will have overall Health and Safety responsibility relating to their working practices, there remains a responsibility with each individual to ensure safe practices are applied at all times.
- It is the ultimate responsibility of the Customer Representative Head Teacher that no damage or vandalism occurs by either teaching staff or pupils during the period of the school day. Any vandalism including graffiti, broken windows, or damage to the fabric of the building identified as having occurred during the school day shall be removed at an additional cost to the Education Service HQ. (Minor areas of graffiti will be absorbed within the cost of this contract).

Inverclyde Council

RESOURCING ARRANGEMENTS

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RESOURCING ARRANGEMENTS

23. **Overview**

23.1. Facilities Management will at all times provide appropriate levels of technical, managerial and administrative staff to meet the requirements of the Agreement in terms of direct service delivery, programming and planning of work, supervision of quality of work, performance management and reporting.

23.2. We firmly believe that we must provide a professional service to every customer, with maximum value for money, and in the provision of an outstanding service, we believe that the quality, commitment and experience of our workforce are crucial factors.

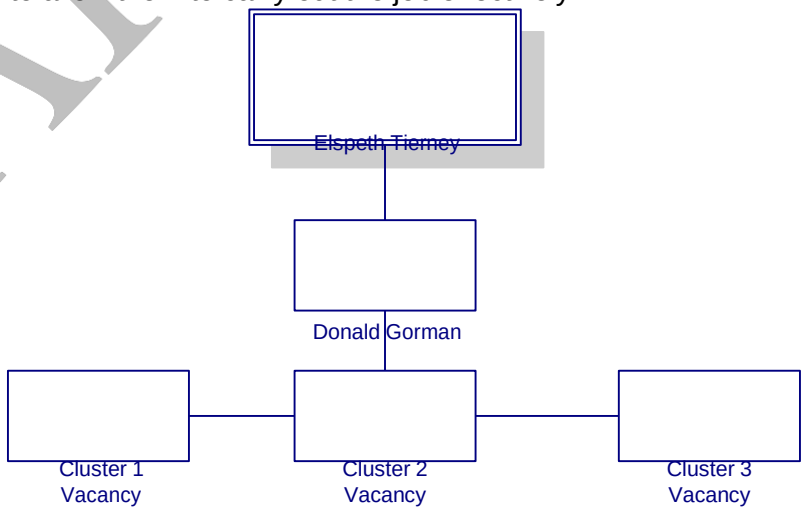
23.3. The provision of a quality service is highly dependent on the quality of personnel and our ability to recruit and retain experienced and qualified employees in all aspects of service delivery.

23.4. We believe firmly in the principles of equality of opportunity and translate these principles through our approach to all aspects of our employment practice, in accordance with the Council's employment policies.

23.5. Improvements in service delivery brought about by the people involved in delivering this Agreement will be a key factor in achieving total quality in service delivery and in accordance with the demands of Best Value. We believe therefore it is important to invest in the future of the service through investment in the people who will be delivering Facilities Management.

24. Management Structure – Facilities Management

24.1. The management structure to deliver Facilities Management is shown below. There will be a manager responsible for the three key areas with the Operations Team ensuring the services are delivered effectively on site, and the Systems Support and Business Development teams tasked with ensuring those involved in delivering services at site level have all the information and support needed to allow them to carry out the job effectively.



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24.2. There will be 3 clusters with a Facilities Cluster Officer based in Cathcart House who will be responsible for managing all the services in that cluster.

24.3. Within the High Schools there will be an appropriate shift pattern for Janitorial staff to cover all the hours required, and they will be responsible for supervising all day to day operational requirements. A Facility Supervisor (Catering) will ensure the catering service is delivered and there will be a team of Facility Assistants supporting the services. The structure and number of hours within individual buildings is dependent on the operational needs of the building.

24.4. Every Primary School will have Facility Supervisors based on site. They will be responsible for all day to day operations and will have a team of Facilities Assistants to support service delivery.

25. Support Services

25.1. In addition to the site based operational teams, there will be a Facilities Management support team. These staff will all be based at Aberfoyle Road Office and will be responsible for a variety of support services designed to ensure site based staff have the necessary advice and specialist support to enable them to deliver a high quality Facilities Management service.

25.2. There are a number of key roles in this section including Business Development and Performance, Systems Development and Support, and Technical advice. In addition to these key roles there will also be a Customer Service Support section which will deal with all the general administration needs, and provide a helpdesk facility to both customers and site based staff.

25.3. In addition to these specialist Facility Management Support roles, the Regeneration & Resources offer the following distinctive services:

25.3.1. Order and invoice processing and payment of accounts
25.3.2. Synergy of services to provide one stop shop on site
25.3.3. Single IT platform with common database delivering consistent management information
25.3.4. Resources to identify best practice, identify and develop initiatives
25.3.5. Specialist advice for key services

26. Training & Development

26.1. Facilities Management recognises the value and importance of its employees is a key factor in enabling the organisation to achieve its objectives and deliver high quality services.

26.2. For training and development to be effective, it must be closely linked to the needs of the business and provided in a planned and structured way.

26.3. We are committed to an on-going process of training and development which addresses not only specific job-related areas of development, but which also allows for all employees to develop beyond the needs of their existing job. This ‘succession planning’ leads to an environment of improved job satisfaction which encourages commitment to the organisation, improves our ability to retain quality staff and ultimately provides the best possible opportunity for continuity in service delivery.

26.4. This is augmented by the opportunity for further development through various training channels to build on project and managerial skills.

26.5. All staff will have received the relevant training and will possess the necessary experience before being employed on any specific activity. Where employees are inexperienced or are receiving “on the job” training, then sufficient qualified personnel will be present at all times to ensure there is no detrimental effect to service delivery standards.

27. Identification and Vetting of Employees

27.1. The Facilities Management service already has in place as part of its recruitment and selection process a detailed procedure for ensuring employees are vetted (where required) through appropriate channels to ensure their suitability to undertake work in environments where children or other vulnerable persons may be present. These processes are robust and where appropriate vetting of employees will be undertaken.

27.2. Facilities Management also understands the importance of the need for clear identification of all staff employed in the provision of this Agreement in relation to:-

27.2.1. Security within Council owned premises
27.2.2. Customer Care
27.2.3. Clear identification of Facilities Management Facilities Management staff

27.3. To this end, Facilities Management will ensure that any individual employed in the provision of the Facilities Management Service shall, at all times, display an identification card in line with Council Policy

27.4. Where employees leave the Service, Facilities Management will ensure that identification cards are surrendered to remove the risk of the card or uniform being used for fraudulent means.

28. Corporate Clothing

28.1. The Regeneration & Environmental Directorate considers it vital that all employees who are directly involved in the delivery of Facilities Management, reflect the image of a professional organisation and believe it is essential to assist the Council in establishing a reputation for cost effective high quality services.

28.2. All employees directly involved in delivering the service will be provided with easily identified corporate clothing incorporating a logo which will be worn at all times during the provision of the Agreement and comply with Health & Safety requirements.

29. Supervision

29.1. Facilities Management recognises as an imperative the need to provide adequate levels of supervision on all aspects of work undertaken within the Service Level Agreement

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29.2. Furthermore Facilities Management are fully committed to a regime of self inspection to ensure quality standards are maintained and any necessary corrective action is identified.

29.3. Facilities Management fully accept that it is our responsibility to determine the levels of staffing required to provide adequate supervision and quality control.

29.4. The Facility Cluster Officer must communicate cover arrangements to the Head Teacher any time either they or the Facilities Supervisor are on leave or absent for any reason. Any Facilities Supervisor cover would normally be provided from within the Cluster.

29.5. Facilities Management are committed to a programme of continuous in-house training relating to management and supervisory skills. This will ensure that sufficient numbers of operatives and staff posses the necessary skills to ensure continuous service delivery standards and supervision levels through holiday/absence periods. All employees 'acting up' in this way will be fully qualified and sufficiently experienced to fulfil the requirements of their temporary assignment.

29.6. Facilities Management will comply with all relevant Service Level Agreement in terms of required levels of competence of all staff, supervisors and managers.

29.7. The Facilities Officer must be notified of any event which will require additional resourcing and adequate notice must be provided (at least 5 working days). This would include any additional lets, special events such as school dances, parents evenings etc.

30. School Opening Times

30.1. The Education & Communities Directorate have identified that teaching staff would normally work the hours between 8am and 4pm, this has been used to determine the core term time opening hours for all buildings.

Term Time Opening

During all term time days, the core opening hours of schools will be as follows:

Secondary Schools 7.00am until 5pm (this includes a staggered start to the day and end of the day) It is proposed that a shift pattern be introduced at a later date.

Primary Schools	7.30am - 4.00pm Monday to Thursday
	7.30am – 3.30pm Friday
Special Schools	7.30am – 4.00pm Monday to Thursday
	7.30am – 3.30pm Friday
Nursery Schools	7.30am – 4.00pm Monday to Thursday
	7.30am – 3.30pm Friday

30.2. It should be noted that in some Primary, Nursery and Special schools Facilities Management staff will be on site until 5.30 or 6.00pm completing the cleaning of the building, so teaching staff who wish work beyond 5.00pm should check with the Facilities Supervisor to confirm at what time staff intend to leave and secure the building. Letting arrangements for Primary schools are covered on an individual basis per the letting schedule prepared by Inverclyde Leisure Booking Office which will be updated annually and charges adjusted accordingly. If any member of school staff intends to work beyond the normal finishing time of Facilities Management staff, they would be required to seek a let from the Booking Office which will be chargeable to the person or group who request this.

30.3. Holiday cover in secondary schools, the 4 nursery schools will consist of opening hours of 8.00am to 4.00pm Mon – Thurs & 4pm Friday and are made up as follows:

	Secondary Schools 52 week nurseries	**All Other Schools**
Easter	8 days	no cover
Summer	37 days	15 days
October	5 days	no cover
Christmas	None	no cover

30.4. The cover for all other schools is dependant on the staff leave situation. All enquiries must be made through the Facilities Management Team.

30.5. Exceptions are available given reasonable notice.

30.6. There will be no cover on public holidays unless expressly requested and this would result in an additional charge. The only exception to this will be cover for every Secondary school for the one Public Holiday day in May for exams.

30.7. Any additional lets will be charged separately and such requests should be accompanied by a cost code and authorised by a designated officer.

30.8. The actual days each school is open can vary, however, for the purposes of this agreement they can be categorised as follows:

	Secondary Schools	**Primary Schools**
Term time days	190	190
In-Service days	5	5
Holidays	51	15
Lets	Updated annually for sessional lets	
Total	246	210

30.9. In addition to the above, the following Nurseries are open 52 weeks per annum apart from public holidays or the Christmas period:

Glenbrae Children's Centre
Hillend Children's Centre
Bluebird Nursery
Rainbow Children's Centre

30.10. Any Head Teacher in a school out with those previously identified as 52 week properties may arrange access to their school by contacting the Facility Officer to ensure that a member of Facilities is available to open the premise. Local arrangements can be made to provide access which overlaps with other lets, or scheduled maintenance work, thus no additional charge would be made. If, however, no other activity is scheduled, then additional charges may result.

30.11. All schools will be opened for contractors where the cost of this is borne by the project or individual contractor as appropriate.

30.12. Facilities Management will carry out a security check on Education premises during closure periods on a twice weekly basis.

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CUSTOMER RELATIONSHIP MANAGEMENT

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CUSTOMER RELATIONSHIP MANAGEMENT

31. Introduction

31.1. It is the belief of Facilities Management that quality of service and customer care are inextricably linked. Customer care is defined as meeting the needs of every internal and external customer through a process of continuous improvement and seeking this continuous improvement is a fundamental goal of the Facilities Management operation.

31.2. Every aspect of work provides us with opportunities to reinforce the importance of delivering for our customers, involving our employees in quality improvement and increasing customer loyalty.

31.3. We believe that our mission must be to meet customers' exact requirements on time, first time, every time. This commitment is not an optional extra but a fundamental principle which underlies every aspect of the way the Facilities Management Service is run and how decisions are made at every level. This ethos is reflected in the following Policy Principle:-

Customer Centred Services

"Support Services will be designed and delivered to meet the needs of customers with the specific aim of improving the contribution of the services in supporting effective deliver of 'core' services."

The Facilities Management ethos for effective customer relationships will also link to the Council's Corporate Plan and specifically the Strategic Aim of 'Delivery of quality services through Best Value' by 'developing a positive customer-focused culture throughout the organisation and increase customer satisfaction with services'.

32. Customer Relations and Communication

32.1. Customer comments and feedback are actively encouraged and acted upon. They are viewed as an opportunity to improve and are the lifeblood of the quality organisation. The Facilities Management Service aims to work in partnership with its clients, welcoming client feedback to improve customer service.

32.2. Feedback will be encouraged through user forums, public meetings, staff representation at meetings and committees. Information on customer service success is collected, analysed and used in service development.

32.3. Customer can request additional services at any time by emailing the relevant Facility Officer. It should be noted that any requests for additional services outwith this Service Level Agreement will require to have a cost code identified.

32.4. In addition, the current Minor Adaptations form will continue to be used.

33. Site Liaison Book

33.1. As part of Facilities Management's commitment to enhanced communication and service delivery each premise will have a Site Liaison Book. This book should be kept in a place where it is easily accessible to all members of the school staff and site based or field based Facilities Management staff, e.g. the office area.

33.2. All school staff should be encouraged to note any repairs required as they arise along with any shortcomings in the service delivery. This book will be checked three times per day by the Facilities onsite staff, first thing in the morning, lunchtime and after the pupils have left school.

33.3. School staff can also report issues verbally to the Facilities Supervisor who will then enter them in the book. However, whenever possible it is preferable that a member of school staff note the issue in the book.

33.4. The Facilities Supervisor will be required to sign-off the book with the date and their signature to confirm that the job has been completed or the service delivery failure has been rectified. This book will provide a fully documented path from the date and time that a complaint has been raised through to its resolution.

Sample entries are shown below;

Date	Time	Fault/Service Delivery Failure	Reported by	Rectified by	Date	Time
24/02	10.30	Room T2 bin not emptied	J Smith	E Blair	24/02	10.45
24/02	07.30	Broken Window	E Blair (SC)	Reported EB	24/02	08.00
23/02	13.30	No toilet paper in G/F toilets	H Russell	E Blair	23/02	13.45

33.5. If the job requires a tradesman, the Facilities Supervisor will make the area safe if required and then report the job to the Facilities Team Leader, who will contact the Property Maintenance Officers at Devol.

33.6. This will then provide details of when the job was reported from the premise and allow the Facilities Cluster Officer or Team Leader the opportunity to monitor how long it takes to complete the job.

33.7. The Site Liaison book will be checked at least once per week by the Facility Cluster Officer as part of either a site visit or Head Teacher's Meeting. Additionally the book will be checked by the Team Leader during their site visit. The Team Leader should let the school officer know of their arrival in the building so that the Head Teacher can meet with them.

33.8. While the Facility Cluster Officer will deal with day to day operations, the Team Leader will arrange regular meetings with the on site client i.e. Head Teacher. These meetings would take place with a frequency agreed with each on site client. In a Secondary School weekly meetings would be anticipated due to the volume of activity which takes place on a daily basis.

33.9. In conjunction with the on site meetings issues that may also be addressed could include:

- Property update
- Quality inspection feedback
- Sales information
- Throughput statistics
- Complaints arising and remedial action including timescale for resolution
- AOB – advised in advance

Other ad hoc meetings may of course be requested and these will be accommodated.

33.10. The Facilities Management customer care will focus on procedures which are responsive, provide supportive management and offer solutions.

33.11. It has been agreed following discussion and consultation that these meetings will replace the previous customer feedback forms, therefore a formal note of these meetings will be taken by the Facilities Cluster Officer, agreed with the client and a standard report will be submitted for performance reporting to Council Committee. This means that the new Customer Satisfaction Return Form will be completed at the meeting with both parties signing the return off at the time.

Service Level Agreement Liaison Group

A liaison group will be established to resolve any issues arising from the Service Level Agreement and will meet twice per annum. The membership of this group is as follows:

Elspeth Tierney	Facilities Services Manager
Donald Gorman	Facilities Team Leader

Other members TBA

Communities Liaison

Facilities Management meet with representatives from the Education & Social Care Directorate on a fortnightly basis to resolve any operational issues and to ensure a cohesive approach to property maintenance expenditure is fostered.

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PERFORMANCE MEASURES

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34. PERFORMANCE MEASURES

34.1. Facilities Management is committed to a regime of self appraisal, quality control, and self monitoring. Through this process, we will demonstrate our commitment to continuous improvement in all aspects of service delivery.

34.2. Example documents pertaining to the practical aspects of our performance monitoring systems across various areas which contribute to the overall service to be delivered are available on request.

34.3. Details of Performance Standards are contained in **Appendix A.**

35. Key Performance Indicators

35.1. Facilities Management believe that in addition to maintaining a rigorous supervision and inspection regime, that the results of these inspections must be recorded and analysed in order for performance to be measured and continuously assessed.

35.2. Facilities Management would intend to discuss and agree with each Client group the most beneficial "performance indicators" over and above those currently measured by ourselves. It would also be our intention to agree the reporting format and frequency and thereafter provide each client group with a report detailing the information agreed.

36. Performance Monitoring and Quality Control

36.1. Detailed Quality Assurance Inspections are carried out by our Officers in every location on a regular basis with the results being recorded and monitored. Progress reports detailing action taken are retained on site and are also passed to our Support Department for analysis on performance.

36.2. In order to ensure the Quality Standards as laid down in this Agreement are achieved, Facilities Management will:-

- At our own discretion, monitor all or any part of the Service at such intervals and frequencies as we consider appropriate and in accordance with our Quality Assurance Procedure.
- At our own discretion, monitor all or any locations and the service provided to ensure that Service performance is being maintained.
- Correct any failure in the Service Standards and Specifications for which Facilities Management is responsible.
- Review all documentation associated with the monitoring and Quality Procedures at such intervals that clearly reflect regular maintenance of the Service's Standards and Specification.

36.3. The first level of inspection will be the responsibility of the Facilities Supervisor who should check the cleaning standards on a daily basis.

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36.4. Quality Assurance checks will be carried out on a monthly basis by the Facility Cluster Officer in the following areas:

- Cleaning standards
- Catering standards

36.5. The Head Teacher can request to accompany the Facility Cluster Officer during their inspections

36.6. In addition to these quality checks a weekly building inspection will take place by the Cluster Officer to log any repair or maintenance requirements. These will then be passed to the Property Maintenance Officers for costing and prioritising.

36.7. Some of the Performance Measures which Facilities Management regularly analyse are as follows:

- School meals uptake
- Financial performance targets
- Compliance with Food Safety
- Health & Safety compliance
- Accident reporting
- Absence management

36.8. Performance Measures for repairs and maintenance are contained within that section of this agreement.

37. Continuous Improvement

37.1. Our commitment to continuous improvement is reflected in our key objectives, as shown below, for the delivery of the Facilities Management Service which are contained within our Business Plan.

38. Business Development

38.1. These objectives can be summarised as follows:

38.2. "To deliver an innovative, responsive, friendly, customer focused, commercially competitive, efficient and effective Facilities Management Service to the Council".

Specific Business Objectives:

a. Improve service delivery standards to customers through delivery of a high quality, locally managed and monitored service.
b. Respond to changing customer needs through identifying those needs by regular communication and retention of a well trained flexible workforce.
c. Improve understanding and awareness of Service Level Agreement through a comprehensive and effective communication process.
d. To regularly review the service to ensure delivery of continuous improvement through development and regular monitoring of key performance measures which demonstrate effectiveness.
e. To provide integrated services offering continuity of customer contact and improved customer care through the establishment of a Customer Relationship Management system which will regularly measure and monitor customer and client satisfaction levels.

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f. Create improved employment and training opportunities for our staff including encouragement of team working, flexibility, co-operation and devolved decision making resulting in motivated and efficient workforce.
g. To achieve the required subsidy targets in relation to Council budgets.
h. To maintain and develop the requirements of the Schools(Health Promotion and Nutrition) Act 2007

39. **Business Development Initiatives**

39.1. Improvements in the working arrangements, working environment and skill level of those employees involved in delivering services continue to be the key to the improvement plan for the Facilities Management service.

39.2. Other areas of concentration over the next period will be to review performance reporting systems, including developing Business Continuity and Risk Management Plans, and develop service delivery arrangements in conjunction with preferred bidder and clients for services within PPP schools.

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Inverclyde Council

SCOPE OF SERVICE

BUILDING CLEANING

Service Schedules

APPROVED

Service Schedule for Cleaning Services

40. Statement of Service Objectives

40.1. To provide a sanitary, clean and tidy environment consistent with the Council function. To enable staff, members of the public and any other persons who have reason to visit the Council buildings and use the facilities and conveniences safely and hygienically. Facilities Management will determine the appropriate frequencies for cleaning to suit the needs of the core service.

41. Background Information

41.1. All areas and elements of the building, including furniture, fittings and equipment will be included in the cleaning requirement unless otherwise stated. (This does exclude PC's and window blinds)

41.2. Facilities Management will provide and maintain all cleaning equipment.

41.3. Cleaning functions must be carried out in a manner and at a time to avoid disruption to the functioning of the accommodation.

41.4. The provisions of the Control of Substances Hazardous to Health regulations must be implemented by Facilities Management in respect of cleaning products and in respect of any matter being cleaned away.

42. Cleaning Standards

42.1. The cleaning standard delivered will meet with those laid down by the British Institute of Cleaning Services (BICS) which sets out a national industry standard for cleaning output.

42.2. Performance standards are contained in **Appendix A** and cover the following major requirements:

1. General Cleaning
2. Food preparation cleaning (surface clean only)
3. Hard Floor Cleaning
4. Soft Floor Coverings
5. Slip Resistant Floors
6. Entry Matting
7. Stairs
8. Internal Glass and Mirrors
9. Paintwork, Walls and Doors
10. Ceilings
11. Furniture, Fixtures and Fittings Including Architectural Ironmongery
12. Waste Receptacles
13. Shelves, Glass Displays, Bookcases and Cupboard Interiors
14. Furniture (Internal / Underside)
15. Light Fittings, Reflectors and Diffusers.
16. Toilet Hygiene
17. Toilet Services
18. Internal Glass Partitions
19. External Cleaning (janitorial litter pick)
20. Waste Disposal
21 Dining Room Furniture (catering)

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43. **Deep Cleaning**

43.1. A deep clean will be carried out once per annum in all premises covered by this Service Level Agreement. This will include the following items:-

1. hard floor surfaces
2. soft floor coverings
3. walls/skirtings, stairs, banisters
4. barrier matting
5. internal glass, mirrors, worktops, ledges, sills
6. beams, benches, doors
7. desks, tables, chairs, lockers
8. wash-hand basins, sinks, taps, WC's, cubicles, showers, toilets, cloakrooms and changing areas

This clean will be carried out over school holiday periods to minimise disruption.

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SCOPE OF SERVICE

CATERING Service

Schedules

APPROVED

CATERING SERVICE

44. Statement of Service Objectives

To provide a catering service to the teachers, staff, pupils, parents and any other persons who have reason to visit the premises. Buffets and ad hoc catering will be provided on request at the appropriate tariff.

45. Scope of Services Provided

Catering Services generally cover:

- Providing meals for school users.
- Providing food provisions on request (i.e. nursery snacks)
- Responding to emergency needs as required by the Council

46. Background Information

46.1. All catering functions must be carried out in accordance with relevant food safety legislation, Service Level Agreement and best practice.
46.2. Catering provision is to reflect modern eating habits including provision for religious and special dietary requirements with minimum queuing time at point of sale.
46.3. The catering function must represent value for money.
46.4. Volume of uptake cannot be guaranteed by the Council.
46.5. On average there are 190 trading days per year.
46.6. Service to be provided includes but is not limited to – breakfast; mid-morning break; lunch; tuck shop; vending; packed lunches and special catering.
46.7. It will be the prerogative of the Council to use school properties as rest centres or production kitchens for emergency and voluntary services within Inverclyde and with neighbouring authorities.
46.8. The values of vouchers issued to pupils entitled to a free meal change from year to year and reflect the amount required to purchase a school meal.
46.9. Facilities Management must demonstrate its menu planning policy in terms of range, portion sizes (cooked weight) and pricing.
46.10. To ensure service standards are maintained all catering functions are carried out in accordance with food hygiene / safety legislation, Service Level Agreement and other agreed procedures. Catering staff are qualified to current standards in good food hygiene practices and otherwise suitably trained to efficiently carry out their duties and responsibilities.
46.11. To ensure appropriate nutritional standards are achieved and menus provided are designed to ensure that Schools (Heath Promotion and Nutrition) Act 2007 is adhered to in terms of nutritional content and quality are met.
46.12. This includes following the principals contained within “Hungry for Success – a Whole School Approach to School Meals” published by the Scottish Executive and any new proposals for nutritional standards for school meals developed by the Government.
46.13. Choices of nutritionally balanced and healthy meals are available each day during term time reflecting the needs of pupils and staff. This includes providing special diets as required for certain pupils including for example ethnic / cultural / etc. on request.
46.14. Kitchens and wash up facilities are currently used by external groups for special functions. For health and safety reasons a suitably qualified member of the catering service staff is required to be available to supervise these events, the cost of this is charged to each user group.

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47. Primary School Meal Provision

47.1. A two choice hot tray meal with a selection of everyday items and drink and a cold packed lunch tray meal with a drink / yoghurt / fruit. An element of choice within set menu options is available i.e. the pupil can select from a choice of every day items.

47.2. Payment for free meals vouchers are made by the Council to Facilities Management according to meals actually taken. Facilities Management is responsible for maintaining accurate accounts on free school meal numbers.

48. Secondary School Meal Provision

48.1. A multi-choice cafeteria service and meal deals are provided at school lunch breaks with a less extensive range available at other times (e.g. breakfast clubs). This includes a selection of hot and cold snack dishes and beverages at all lunch and break times including breakfast times where appropriate. At lunchtimes these are augmented by choices of hot and cold main dishes including potatoes and vegetables and suitable desserts including fresh fruit. In all cases suitable arrangements are offered to vegetarians.

48.2. Cashless Catering systems are in operation in every secondary school ensuring that customers are served speedily and efficiently as possible within the break periods.

48.3. Free meals are provided to entitled pupils to the same value as traditional two course meals or their equivalent in other food items.

49. Additives

The contractor will not provide goods which contain:

Additional colouring –

E104 Quinoline yellow
E122 Carmosine yellow
E123 Amaranth
E124 Ronceau 4R
Red
Brilliant Blue
E151 Black PN
Brown FK
Chocolate Brown HT

Natural colouring -

E160b Annato

Preservatives -

E210-219 Benzoates
E220-227 Sulphites
Antioxidants –
E320-321 BHA and BHT

The pricing policy will reflect a commitment to promoting healthy eating through pricing and promotions.

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50. **Vending**

50.1. This service will only be available in Secondary Schools All products sold through vending machines managed by Facilities Services will comply with all legislation and guidelines relating to healthy eating.

50.2. In line with the Hungry for Success recommendations, sale of high fat, high sugar products in Tuck Shops should be phased out and the product redesigned and consideration given to a healthier range of products. Consideration should be given to the Tuck Shops being operated by Facilities Management to ensure pricing and product harmonisation with the dining room service resulting in a whole school approach.

51. **General**

51.1. Facilities Management shall be entitled to prepare other food in the school kitchens for any catering associated with Council activities or other catering.

51.2. Facilities Management shall be responsible for leaving the kitchens and dining areas in the same state of cleanliness after the serving of food as they were before meals were served.

51.3. Breakfast Club service can be arranged on request and quotes will be available at that time.

51.4. ***To comply fully with the current terms of Food Safety and Hygiene regulations there will be no use of the kitchens and their contents by any organisation or individuals other than Facilities Management staff, save for written consent from Facilities Management.***

52. **HOSPITALITY CATERING**

52.1. Hospitality services will be available at any time to any Council facility. A full service is available during evenings and weekends provided at least two weeks notice is given.

52.2. This service is operated on a fully commercial basis and quotes for any catering are available by contacting the Facilities Management Support Team at Aberfoyle Road through whom the booking should be made. A full hospitality menu is available however individual requests can also be accommodated.

52.3. It should be noted that a minimum delivery charge exists and again the cost of this can be checked by calling the support team.

52.4. A cost code must be submitted with any booking.

53. **FOOD SAFETY**

Food safety is paramount in our catering service and Facilities Management have detailed processes and procedures in place in the form of a Hazard Analysis and Critical Control Point system to ensure all efforts are made to make our food service safe for all our customers. Adherence to this system is monitored on a regular basis and regular staff training takes place to update all employees and remind them of the importance of Best Practice relating to food hygiene.

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54. MAINTENANCE AND REPAIR OF EQUIPMENT

Repair and maintenance of the equipment managed through a budget which is recharged to the appropriate service. All repairs over the value of £250 are authorised by the Facilities Service Manager. In the event of equipment which is condemned and requires replacing authorisation is also sought from the Facilities Service Manager.

55. MILK SUBSIDY

Facilities Management will undertake the completion of milk usage forms relating to milk subsidy, these will be passed to Education Services to make the claim for Primary Schools and retain all necessary records for audit purposes.

56. CLEANING

Deep cleaning of fixed kitchen equipment will be the responsibility of Facilities Management and shall be undertaken on a programme which will comply with industry standards. Deep cleaning in the 4 PPP schools is the responsibility of FES the FM provider in these schools.

57. SUPPLEMENTARY DOCUMENTS

There are a number of supplementary documents available in relation to this Service Level Agreement which cover detailed aspects of monitoring compliance with Food Safety and Health & Safety legislation and Service Level Agreement:-

- Cooksafe Procedures
- Quality Assurance Inspection System
- Quality of Food and Food Specifications

These documents can be made available on request via the Facility Cluster Officer.

58. Security Uplift of Cash

Facilities Management will deposit all Cash and cheques from he meal service as per the Financial Procedures to the school office on a daily basis. This income along with all other Education income will be transported to the bank by a member of Facilities Staff.
In the 4 PPP schools this is the responsibility of Education.

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Inverclyde Council

SCOPE OF SERVICE

JANITORIAL

Service Schedules

- Security, Fire and Vandalism Prevention
- Porterage
- Building and Grounds
- Heating Systems
- Swimming Pools
- Health and Safety Issues
- On-site maintenance and handyman duties

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CARETAKING

59. Security, Fire and Vandalism Prevention

59.1. The building will be provided with a security, fire and vandalism prevention service through the Facilities Management function on the basis of the following:

59.1.1. Safe opening and closing of premises, including patrol and inspection for break-ins, and flooding. Carry out or arrange through emergency procedures as appropriate, the making secure and cleaning up of the premises.

59.1.2. Ensure all lights are extinguished and windows and doors are fastened and secured during periods of closure.

59.1.3. Set alarm system

59.1.4. Liaise with Police in the event of break-in or fire and carrying out of laid down emergency procedures in these circumstances.

59.1.5. Operation and testing of burglar, fire alarm, security and lighting and CCTV systems in accordance with the manufacturer's instructions and ensuring that fire regulations are applied, including ensuring that fire equipment and other emergency equipment is regularly maintained in accordance with appropriate legislation and Service Level Agreement checked and deficiencies logged and reported to responsible person.

59.1.6. Supervision of building to prevent damage, unauthorised entry to the building and where appropriate the supervision and prevention of unauthorised parking within the grounds.

59.1.7. Have primary responsibility for key holding and maintain up to date records of all Facilities Management staff that hold keys. In conjunction with communities, ensure a register is maintained for key holders. This register will be held by Head Teachers, Facility Officers, and Team Leaders.

59.1.8. Complete log of occurrences, position, method of entrance, etc. of vandalism and break-ins, note any damage incurred and record all losses and advise same to customer contact.

59.1.9. Check and report on effectiveness of anti-vandal installations and systems and report to Head

59.1.10. Teacher or Facility Officers.

59.1.11. Out Of Hours Emergencies will be dealt with on an ad hoc basis as and when they occur. The Police service is provided with a concise list of nominated key holders for each premise. The normal procedure would then in an emergency be implemented by calling one of te key holders out to attend the emergency**. Please note that all costs incurred for this service will be charged back to the Client.**

60. Building and Grounds

60.1. The building and its surrounding area (within the existing curtilege) will be maintained as follows:

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60.1.1. At all times within the prescribed hours, maintain standards of cleanliness paying particular attention to foyer and toilet areas, dealing with spillages and sickness. Keep all areas of building free from litter.

60.1.2. Keep all hard areas, planted areas, paths and car parks, where safe access permits, immediately adjacent to the building within the premises' boundaries clean of litter.

61. Heating Systems

61.1. It is critical that heating plants within all buildings are operated efficiently and effectively and that the services delivered within the building are not disrupted due to heating plant failure. In order to ensure that this service is delivered effectively the Facilities Management function will:

61.1.1. Operate heating plant to prescribed procedures to maintain appropriate temperature and provide hot water.

61.1.2. Check and report on the heating plant operation.

61.1.3. Check fuel levels where appropriate and ensure that the school office is made aware when levels require to be replenished, an adequate level of fuel must be available at all times.

61.1.4. Ensure boiler room(s) are maintained in a clean and tidy condition.

61.1.5. Encourage economic use of fuel conservation in accordance with the authority's guidelines / policies. Assist as required in any energy conservation measures adopted by the authority through liaison with the Council Energy Manager.

61.1.6. Take meter readings on a weekly basis and submit them to the school office and Property Services.

61.1.7. Responsible for the recording of fuel deliveries.

61.1.8. For energy conservation purposes the customer contact should advise the Facilities Management service as appropriate.

62. Hydrotherapy Pool

62.1. The Facilities Management Team will receive the appropriate training by the installation company and achieve the following service schedule by:

62.1.1. The water will be kept clean and chlorination levels checked using the manufactures precise guidelines.

62.1.2. Maintenance of plant, back wash of pool and cleaning of pool surrounds to be carried out as per statutory guidelines.

62.1.3. During school hours, the surrounds and changing areas will be maintained in a presentable condition for each group using the facility.

62.1.4. The cost of all equipment maintenance rests with the individual school, e.g. pool covers

62.1.5. Facilities Services Management will ensure that all Health and Safety procedures relating to pool cleaning and maintenance are adhered to.

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62.1.6. The schools incorporated in this agreement with pools are

Craigmarloch School

63. Health and Safety

63.1. The Facilities Management Team will provide the following Health and Safety function to the building:

63.1.1. Ensure that premises, plant and facilities are such that they are safe and without risk to health.

63.1.2. Where a fault, breakage or system causes danger and risk to users or staff of the premises, immediate steps should be taken to isolate the danger and to prevent use of the room, building, apparatus or system and to report the fault to the appropriate authority.

63.1.3. The Facilities Management service will be acquainted with the procedure for reporting incidents, accidents, dangerous occurrences and occupational diseases within the authority's code of practice.

63.1.4. Assist in securing the safety and welfare of all users of the building, reporting incidents to the responsible person.

63.1.5. Ensure all contractors visiting school premises are briefed on fire evacuation procedures and any other site related health and safety matters.

63.1.6. Take reasonable care for the health and safety of his / her and other persons who may be affected by his / her acts or omissions while at work.

64. Porterage and Storekeeping

64.1. The Facilities Management Team will be responsible for storekeeping of all Facilities Management stock within the building, in a safe and fit for purpose way, at all times complying with Health and Safety Legislation and Service Level Agreement.

64.1.1. The tasks undertaken to provide this service are detailed as follows:

64.1.2. Porterage of portable equipment, mail, stationery, other documentation and materials and equipment within the premises and grounds.

64.1.3. Set out rooms as required following appropriate booking and notification process i.e. minimum notice is 24 hours.

64.1.4. Maintain inventory of Facilities Management materials and equipment.

64.1.5. Receipt of all FM goods and stores delivered to the building ensuring that they are distributed to appropriate persons or checked and put away in stores and kept secure.

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65. On Site Building Maintenance and Handyman Duties

65.1. Minor repairs and maintenance will be delivered at site by the Facilities Management Team.

65.2. In addition to delivering basic handyman duties Facilities Management will also co-ordinate larger repairs and maintenance through effective communication and dialogue via an internal Service Level Agreement which will detail the service level and standard to be achieved from Property Maintenance, Grounds Maintenance and other sub-contractors who may be employed for specific projects, adaptations or other repairs.

65.3. The on site building maintenance and Handyman duties will be provided by achieving the following:

65.3.1. Direct contractor to site. Ensure contractor carries out / completes the job as outlined. Report to responsible person on completion of job.

65.3.2. Log contractor on and off site via Property Register.

65.3.3. Maintenance of records including notification of all defects showing when identified, when notified to responsible person and when repairs were completed. Records also to show work undertaken by the Facilities Management employees and provide details of service.

65.3.4. Liaise with appropriate personnel on all building fabric and maintenance work and seek suitable technical advice and support.

65.3.5. Make safe or isolate hazard to health and safety until effective repair can be arranged and completed.

65.3.6. Where ice has formed or snow has fallen, provide one clear route of pedestrian access (including disabled access) into the building (main entrance or identified entrance) by 8.30am. Additional paths will be cleared during the course of the morning. Salt outside steps and paths.

65.3.7. During severe winter weather where ice has formed or snow has fallen, an additional prioritised gritting and clearing system can be implemented.

65.3.8. Ensure equipment used by facilities staff is in safe and working order including PAT / FIT tests to be carried out annually.

65.3.9. Carry out weekly building property check including logging of faults and updating Property Register.

Guidelines in Relation to Minor Repairs and Maintenance (this section requires agreement)

66. BUILDING SECTION

66.1. Replacement of handles on doors or fitments.

66.2. Ensure all door closures are functioning and take appropriate remedial action if necessary.

66.3. Repairs and lubrication of door and furniture hinges and runners.

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66.4. Replacement and tightening of screws on desks and other fitments.

66.5. Replacement of feet on chairs, desks and other fitments.

66.6. Replace paper towel dispensers, soap dispensers and toilet tissues / roll dispensers.

66.7. Remove or fit coat hanger / hooks as required.

66.8. Replace and fit Wall Mounted Litter Bins.

66.9. Assemble / erect shelving and pin boards as required.

66.10. Assemble kit furniture as required to a maximum of 2 hours work per month in each premise.

66.11. Minor repairs and replacement (to meet Health and Safety requirements) to carpets, linoleum, vinyl sheeting and tiles.

66.12. Paint over or remove graffiti as appropriate dependent on nature and type. There may be circumstances where this would result in an additional charge.

66.13. Painting general (e.g. touch up damaged areas as appropriate).

67. ELECTRICAL SECTION

67.1. Replace light bulbs, tubes, sub-main and first line (up to 13 amp) fuses and reset trip switches, subject to any necessary safety precautions.

67.2. Replace starters.

67.3. Change plugs as required.

Note: On no account should electrical work (other than the replacement of 13 amp fuses) be undertaken to circuits or electrical equipment.

68. HEATING / PLUMBING SECTION

68.1. Bleed radiators as required.

68.2. Monitor fuel levels and report findings to Education Office.

68.3. Adjust thermostatic valves as required.

68.4. Replace sink stoppers.

68.5. Fit new washer to leaking taps. First ensuring water is turned off at main.

68.6. Clearance of minor waste pipe blockages.

68.7. Replace and fit broken sanitary fittings. (Toilet seats / dispensers).

68.8. Make adjustments to toilet cisterns as necessary.

68.9. Advise appropriate contractors, where necessary, to ensure all drains and gutters are free flowing and clean. (Ground level only).

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SCOPE OF SERVICE

SPACE MANAGEMENT/LETTING

Service Schedules

APPROVED

69. Lets

69.1. The provision of the letting function for each premise will be the responsibility of Inverclyde Leisure with the lettee being fully responsible for their group while on site. The Facilities Management team (Let Officers) have a role to play however in ensuring Council assets are protected as far as is possible during these lets.

69.2. Good communication and co-operation in the arrangement, amendment, operation and cancellation of school lets is expected between Facilities Management and the Booking Office.

69.3. In order to fulfil this function the Facilities Management team will:

69.3.1. Be responsible for the opening and closing of premises before and after lets. A member of staff will be available at the main entrance from 15 minutes prior to the let starting, until the person in charge of the let arrives. Thereafter it is the responsibility of the lettee to allow access for all other members of their group and to ensure appropriate behaviour of all group members. It is also the responsibility of the lettee to ensure safe use and supervision of equipment during lets.

69.3.2. Prepare accommodation for lets as appropriate and ensure let times and conditions are adhered to and that premises are cleared and cleaned in readiness for the normal premise programme.

69.3.3. Supervise premises and grounds during lets to prevent vandalism and to report any breach of discipline to appropriate authority or leader. During attendance at lets, deal with emergencies and act as a reporting point.Record in the appropriate database any vandalism which occurs.

69.3.4. Advise lettee on the terms and conditions of the let, fire and evacuation procedures and other health and safety related issues. Report to the lettee immediately any damage done to building, fabric or furniture by reason of let.

69.3.5. Advise Booking Office of any instances where contractor work will prohibit a let taking place (maximum 1 week notice).

69.4. The resourcing arrangements contained in this document have been established around the 2003/04 letting pattern as advised by Communities Letting. Annually resourcing arrangements will be reviewed in conjunction with Communities Letting to reflect any new letting patterns, should any costs occur as a result of this review the appropriate budget provision will have to be made. Resourcing arrangements will also reflect the number of people expected for the let and how many areas are in use at one time i.e. if more than three areas then a second person will be required.

69.5. Should any lets finish beyond the normal closing time of the building, 10.00pm in Secondary Schools or the time determined by the annual letting pattern, a charge will be determined and agreed.

70. Communication Process

70.1. The booking office will advise Facilities Management support team of let details per premise on a weekly basis through an electronic database.

70.2. Facilities Cluster Officer will be responsible for collating all let information for their cluster on a weekly basis (Friday).

70.3. Facilities Management will need 10 working days notice of new lets to ensure adequate cover is provided.

70.4. Only in exceptional circumstances should late bookings be accepted otherwise additional premium charges may result.

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70.5. The Facilities Cluster Officer will be responsible for ensuring adequate resources are provided to cover all lets.

71. Availability of Schools

71.1. The list of schools available for school letting is contained within the School Letting Policy.

71.2. No Inverclyde nursery establishments are available for letting. The availability of schools is under constant review and may change from year to year.

72. School Letting Timetable

72.1. This is available from the booking office and is updated on an annual basis.

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73. Maintenance & Repairs

73.1. Prioritising Repairs

73.1.1. Repair Reporting Process

73.1.2. When repair work is required, the Facilities Supervisor will make an assessment to the urgency of the repair and report it as emergency, urgent or routine.

73.1.3. For repairs that are considered ***emergency, urgent***, or technically complex the Property Maintenance Officer will be contacted as soon as possible by telephone at the maintenance office at Devol. Once contact is established the Property Maintenance Officer will decide upon the remedial action required and make arrangements for the work to be undertaken. Sometimes this can be assessed from the initial call but in some instances the Property Maintenance Officer may need to visit the premises. Repair work may be allocated to Property Maintenance or to an approved external Contractor. This must be logged in the Property maintenance log as soon as contact is made with the Property Maintenance Officer.

73.1.4. For repairs that are considered normal or routine the Cluster Officer/ Facility Supervisor should make an entry in the school repairs log of the work required including an accurate description of

73.1.5. the location, a copy of this entry will be sent to the Property Maintenance Officer.

73.1.6. On receipt of the routine repair request, the Property Maintenance Officer will assess the matter, visiting the premises if necessary. Depending upon the availability of funds the repair will either be instructed or designated as a “held job” until such time funding becomes available.

73.2. Time-scales for Repairs and Work Priority

73.2.1. Jobs that are instructed by the Maintenance Officers according to their assessed priority *Details of the prioitisation are available from Property Maintenance.*

73.3. Communication

73.3.1. The Property Maintenance Officer will liaise closely with the Cluster Officer to ensure up to date information is made available on the job status of repair for each building.

73.3.2. This will allow the Facilities Officer to provide feedback on the status of repairs to clients at site level and provide a one stop shop approach to communication for Facilities Management Services.

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SCOPE OF SERVICE

ADULT PRESENCE

APPROVED

This section refers to Standard Circular 9.4 details in APPENDIX B

September 2008 Standard Circular 9.4

Inverclyde Council Education Services

105 Dalrymple Street
GREENOCK
PA151HU

SUPERVISION OF PUPILS BY JANITORS

1. INTRODUCTION

1.1 The Safety and Supervision of Pupils (Scotland) Regulations 1990 place a statutory duty on education authorities to take reasonable care for the safety of pupils under their charge. They also introduce a statutory duty to provide adult supervision at break times. Education authorities are moreover specifically required to ensure that in primary schools attended by 50 or more pupils and in special schools pupils are supervised by at least one adult when in a playground during any break time.

1.2 In order to provide heads of establishment with appropriate resources to meet these requirements, agreement has been reached with the janitors' trade unions to recognise a role janitors have traditionally undertaken. This is now reflected in the pupil supervision duties which form part of janitors' job descriptions.

2. SUPERVISION OF PUPILS

2.1 The janitor can be instructed by the head of establishment or nominee to supervise in the playground or other areas of the school for a period before school opens for classes, during breaks between classes and after classes finish at the end of the school day.

2.2 During periods of supervision the janitor will direct all non-pupils with business in the school to the school office and direct others off the premises.

2.3 The janitor may be instructed to be on hand when pupils are alighting from or boarding contract buses to encourage pupils to act in an orderly manner.

2.4 Under the general direction of the head or nominee the janitor will instruct and direct any staff employed solely for pupil supervision. The janitor will also be responsible for the normal administrative processes in relation to these staff.

2.5 Where other non-teaching staff are involved in pupil supervision, the janitor will liaise as appropriate with these staff.

2.6 It has also been agreed that these duties apply to caretakers and janitors/cleaners in education premises. Thus, in addition to those schools covered by the Regulations, heads of establishment in secondary, small primary and nursery schools can use such staff to supervise pupils as outlined in the job description above.

3. SUPPORT FOR JANITORS

3.1 In assisting in the discharge of the responsibilities in this area the janitor has a right to expect appropriate support. The following support will be provided.

3.2 Formal Training
Property Resources and Facilities Management will carry out formal training of all janitors on this subject. A copy of the training manual which was prepared in conjunction with Education Services is attached as Appendix 1.

3.3 Informal "On the Job" Training

The school policy and procedures in relation to pupil discipline in corridors, playgrounds, wet weather arrangements etc. should be carefully explained to the janitor and those senior staff to whom she/he will report. Particularly important are emergency procedures and the procedures to be followed when the rules are broken. The standards and action expected from the janitor should be made clear to allow her/him to deal effectively with common incidents in playgrounds and around the school. As the formal training can only be very general, detailed school guidelines are essential and should preferably be in written form. The head or nominee, as the janitor's day to day manager, should guide, instruct and generally assist the janitor to be effective in this duty. Any serious problem in management should be brought to the attention of the Property Resources and Facilities Management Team Leader as soon as possible.

3.4 Management Support

Responsibility for the school and the supervision and the welfare of its pupils and other users still rests with the head of establishment. The function of providing an adult presence (within the limits indicated above) may now properly be given to the janitor: the responsibility still remains with the head. It is therefore, essential that heads take the necessary steps to ensure that the janitor is not only properly advised of the procedures to be followed, but also supported in carrying them out.

An important element in providing such support will be to ensure that, so far as is reasonable, there is a senior member of the teaching staff present in the school to whom serious incidents can be reported and from whom instructions can be received. It is recognised, of course, that the full period during which pupil supervision is undertaken extends beyond the school day and that senior staff may not always be present. It is important, therefore, that the guidance given to janitors should be sufficiently clear and comprehensive to allow the head's overall responsibility to be discharged satisfactorily. Appropriate mechanisms must be established for reporting serious incidents as quickly as possible after they occur.

It is important that the janitor's presence is effective and thus the janitor has to be given overt support so that staff, pupils, parents and visitors know that the safety of the pupils is given high priority by the head.

3.5 Briefing/Reporting

Regular briefing/reporting meetings between the janitor and the head are essential. Both parties will acquire knowledge which would be useful to the other to maintain the good conduct of the school. Discussion on suspected incidents concerning drugs, bullying, racial abuse etc should be encouraged and techniques for identifying victims/perpetrators established.

Heads must satisfy themselves of their ability to meet the terms of the Regulations. In the great majority of cases the arrangements set out in this circular would fulfil the education authority's obligations in terms of the Regulations. However Heads may feel that, for some exceptional reason such as serious crime in the vicinity of the school and/or the geography of the playgrounds, the available resources are insufficient. In such cases the head should contact the appropriate head of service without delay. Arrangements will be made for a senior officer to assess the position.

4. SPECIFIC SUPERVISION CONSIDERATIONS

4.1 In determining the deployment of the available supervisory resources the head will have regard to a number of relevant factors:

- Reasonable supervision can be achieved by an adult circulating in the play areas as designated by the head. For many schools this means continually circulating round the outside of the building.

- Particular attention has to be paid to areas close to gates and "rights of way".

- Persistent and/or troublesome trespassers should be reported to the police. It may be that an interdict forbidding access to school grounds is an effective way of deterring known offenders. Heads should discuss the matter fully with the Corporate Director Education and Social Care if considering such action.

- Heads whose schools have extensive grounds may have to restrict the play areas to ensure reasonable supervision of the children. The school board and parents should be made aware of the designated play areas.

- The regulations do not differentiate between wet and dry weather. Thus supervision outside has to be maintained even if only a few pupils remain out in the wet. To maintain overall safety heads may have to look closely at their school's wet weather arrangements.

- Local events may occasionally require special reinforcing of supervision.

- Secondary schools, primary schools with less than 50 pupils, nursery schools, residential schools and residential education centres outwith the scope of the Regulations should take cognisance of their provisions.

5.1 The Safety and Supervision of Pupils (Scotland) Regulations 1990 complements the Council's aim for all its schools that the safety and wellbeing of pupils has to be maintained at all times. The revision of the janitor's job description is intended to assist in realising this aim and it is important that, within the framework of this circular, heads of establishment and janitors should discuss specific measures to be taken in the local circumstances.

ian Fraser
Corporate Director Education and Social Care

APPENDIX 1

INVERCLYDE COUNCIL: EDUCATION SERVICES

JANITORS

Pupil Supervision

1. Introduction
2. Provision of an Adult Presence
3. Pupil Supervision
4. The Janitor as a Deterrent
5. Setting Common Standards
6. The Playground
7. How to Present Yourself in the Playground
8. Coping with Emergencies
9. Janitorial Presence
10. Responsibilities of Heads of Establishment
11. Role of Janitor Instructing or Directing Staff Solely Employed For Pupil Supervision

JANITORS

PUPIL SUPERVISION

1. INTRODUCTION

1.1 The Safety and Supervision of Pupils (Scotland) Regulations 1990 were implemented on 1 April 1990.

1.2 The job description for the janitorial staff includes Pupil Supervision. The role of the janitor here will be to provide an Adult Presence at times when pupils gather, e.g. break times, lunch period, bus termini. It is envisaged that the role of the janitor will be to act as a deterrent at moments of potential "flashpoints".

1.3 In each school pupil supervision will be slightly different as per local school rules, but there will be many things in common.

1.4 It is important that you are absolutely clear what duties and responsibilities are before you start, otherwise all sorts of problems and confusion could arise.

2. PROVISION OF AN ADULT PRESENCE

2.1 The Safety & Supervision of Pupils (Scotland) Regulation 1990 places a statutory duty on Education Authorities to take reasonable care for the safety of pupils under their charge. It also introduces a statutory duty to provide adult supervision at break times.

Definition of an "adult" - an adult means a person who has attained the age of 18

The role of the janitor is to provide an Adult Presence.

3. PUPIL SUPERVISION

3.1 When providing supervision at the designated times you will probably not see any Teachers, e.g. break times, lunch period, bus termini. However, the Head Teacher or Teacher of nominee will back you up if necessary. If something does happen when on duty you should report the matter to the Head Teacher or nominee.

3.2 There are some things in every school that you must report, e.g.

- Racist remarks
- Foul and abusive language
- Smoking
- Bullying/extortion
- Pupils fighting
- Strangers at the gates or within the premises must be shown to the school office or directed off the premises

4. THE JANITOR AS A DETERRENT

4.1 As mentioned earlier it is envisaged that the role of the janitor will be to act as a "deterrent" at moments of potential "flashpoints".

4.2 The best tactic for keeping things under control is prevention. Your presence should stop trouble before it starts, i.e. be a deterrent.

4.3 When you are on duty the pupils should treat you with respect. You will not get this respect automatically just because you are an adult. Young children tend to test out your limits in a *very* provoking way. Older pupils tend to get resentful if they think they are being ordered around.

4.4 Tread carefully if you do find yourself in a situation where pupil's behaviour is borderline. You cannot hope to tackle every single bit of misbehaviour. Concentrate on dealing with the most important things like, for example, a stranger within the premises.

5. SETTING COMMON STANDARDS

5.1 It is important that you and your colleagues all deal with pupil supervision in a similar way. Pupils will spot differences and will try to play one janitor off against the other.

5.2 Remember:

- Treat each pupil fairly and equally, no matter who they are, where they come from, the colour of their skin or what you know about their previous behaviour
- Treat each pupil with respect. Do not ever make degrading comments about them or use unkind labels to describe them.
- Never touch or strike a pupil. Do not ever threaten a pupil physically. Do not "invade" the space around them so that they feel threatened. This is CRITICAL.

NB A janitor must behave as any caring adult would behave.

6. **THE PLAYGROUND**

6.1 A janitor can only be in one place at a time. In large areas the janitor cannot be everywhere.

6.2 Therefore it is reasonable to define the playground area as being the ground inside the school gates except in multi-playground schools. During periods of supervision the role of the janitor is to patrol and provide a presence within the school premises, as directed by the Head Teacher or nominee, but not outwith the school gates.

6.3 When providing pupil supervision it is advisable to keep on the move. Do not stand in one place for any length of time. Try and vary your route to avoid being at the same place at the same time each day.

6.4 It is very important that your patrol covers all areas of the playground. If you stand talking to other janitors or people or spend a long time with a group of pupils it means that all sorts of things could be happening that you do not know about.

6.5 Do not let pupils think that they can get away with things because you are not watching.

7. HOW TO PRESENT YOURSELF IN THE PLAYGROUND

- Look pleasant
- Always be polite and courteous
- Remain distant when approached, i.e. be friendly if pupils approach you in a friendly way
- Do not get too absorbed with what pupils are doing, e.g. games
- Personal questions - answer within limits
- Talking about school work- keep remarks very general
- Talking about families -with caution. Do not pry
- Never discuss teachers or other member of staff
- Never touch a pupil
- Never let a pupil touch you, e.g. cling to your arm

NB During periods of supervision the janitor will direct all non-pupils with business in the school to the School Office and direct others off the premises.

8. COPING WITH EMERGENCIES

8.1 Sooner or later there is bound to be an accident of some sort while you are on duty. Minor cuts and bruises will be the most common injuries but occasionally there could be something serious.

8.2 All accidents, minor or serious, must be reported immediately they occur. You are not trained in First Aid techniques and should not attempt to administer first aid, but you should seek assistance immediately.

9. JANITORIAL PRESENCE

9.1 The janitor can be instructed by the Head Teacher or nominee to supervise pupils in the playground or other areas before the school opens for classes, during breaks between classes and after classes priority will be given to a janitorial presence within the playground.

9.2 The janitor may also be instructed to be present when the pupils are alighting from or boarding contract hire buses.

9.3 Therefore to summarise, janitorial presence will be required for:

- The arrival of school buses and for a period before school opens for classes, i.e. 30 minutes approximately
- Morning interval
- Lunch period
- Afternoon interval
- A period after school finishes and the departure of school buses, i.e. 20 minutes approximately

NB The playground ends at the school gates except for the arrival/departure of school buses.

9.4 Janitorial Presence during Inclement Weather
In inclement weather, the janitor will be directed by the head or nominee as per wet weather arrangements.

The janitor can be instructed to patrol within buildings as well as patrolling the playground. It is essential that playground supervision continues even in inclement weather.

9.5 Wet Weather Flashpoints
More accidents occur during wet weather. Keep an extra careful watch on wet days - more accidents happen when youngsters are cooped up inside.

On winter when it is cold, pupils will want to loiter inside buildings so they can stay in the warmth a bit longer.

10. RESPONSIBILITIES OF HEADS OF ESTABLISHMENT

10.1 The janitorial function is now centred within the school and is subject to the management control of the Property Resources and Facilities Management Team Leader. However, the janitorial function is still under the daily direction of the Head of Establishment, i.e. Head Teacher or nominee.

10.2 The Head Teacher or nominee will instruct janitorial staff in relation to pupil supervision within the agreed parameters.

11. ROLE OF JANITOR INSTRUCTING OR DIRECTING STAFF SOLELY EMPLOYED FOR PUPIL SUPERVISION

11.1 Some education establishments employ supervisory assistants to assist with pupil supervision. Under the general direction of the head or nominee, the janitor will liaise with, and if necessary, direct or instruct the supervisory assistants.

11.2 The janitor will also be responsible for all relevant administration procedures for these staff, i.e.

- Communications relating to absence
- Timesheets
- Staff records
- Notifications relating to engagements and terminations
- Documentation relating to Health and Safety procedures
- Documentation relating to reporting of accidents

11.3 Potential Flashpoints

There are bound to be times when pupils do not quite behave as you would like. If you are not prepared for what might happen you could be taken off guard.

On the spur of the moment. you might say and do things that would make matters worse. If, however, you have thought things through, in advance, you will be much more likely to do and say the right things and prevent things getting out of hand.

11.4 Potential Flashpoints and Some Points to Think About

Bus Termini

Buses that enter school grounds	Ensure that they enter slowly and that pupils are kept well back
Buses that stop at school gate	Ensure pupils stand on pavements and are in orderly queues. Do not allow queues to "cross" each other

Toilet Areas

Pupils gathering in clusters or at rear of toilet buildings	Patrol regularly to stop groups collecting
Toilets which are kept locked	Know who has the key and the method for gaining access

Pupils Clustering Together

In groups within the playgroup	Patrol regularly to stop groups collecting
Acting suspicious	Report to Head Teacher or nominee immediately
Loitering	Encourage, politely, to "move on"

Commotion in the Pia round

Fighting, bullying, extortion or swearing and abusive lan ua e	Report immediately to Head Teacher or nominee

Smoking

In playground, toilets or within buildings	Report immediately to Head Teacher or nominee

Parental Confrontation

Parent appearing at school gate or an angry parent	Show to School Office and report immediately to Head Teacher or nominee

Dru Abuse and Drunkenness

Group of youngsters huddled together; empty bottles, containers or s rin es	Be vigilant. Report any suspicions to Head Teacher or nominee immediate!

11.5 Identifying your own Flashpoints

In our dealings with other people, we have our own "private flashpoints"- the things that others do instantly makes us irritated. When we feel like this, we talk angrily, we lash out and say things that make matter worse.

There may be things that young people do that will trigger this off in you. If you know what tends to make you mad, and have thought about it, you will be less likely to go off at the deep end, e.g.

A pupil does very slowly and reluctantly something that you have asked to be done	Do not interfere or make comments
A pupil answers you back rudely or impertinently	Remain polite and courteous. Do not lower your standards
A pupil deliberately drops litter	Request politely that pupil uses waste bin provided. Avoid confrontation

11.6 Dealing With Unacceptable Behaviour

Give pupils a chance to take back what they have said if they have been rude	Can act as a brake and prevent situation getting out of hand
Control your anger and irritation	If you do not you will lose your authority
Be polite and courteous at all times	Do not lower your standards by being rude
Avoid being drawn into an argument	Undignified
Find out the facts	Do not make assumptions
Do not threaten disciplinary action at first sign of trouble	Weakens position
Treat each pupil fairly	Keep respect
Avoid patronising and sarcastic remarks	Rude and sets poor example
Do not shout	Adds to commotion and sets bad example
Never touch or strike a pupil	"hands off" policy at all times

NB Unacceptable behaviour should be reported to the Head Teacher or nominee. You will not know every pupil by name. It would be helpful if you could give a brief description of the pupil(s) concerned, e.g. dark hair, stocky build, aged about 15 years, wearing a green jersey with white spots and blue denim jeans.

Inverclyde Council

SCOPE OF SERVICE

ASSOCIATED SERVICES

- **Waste Disposal**
- **Litter Picking**
- **Grounds Maintenance**

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Facilities Management shall, on behalf of our clients, manage all other internal service contracts thus providing a holistic support service to all Council buildings with one point of contact for clients.

Waste Disposal

This service is operated by our Environmental & Commercial Services and provides an uplift service for all waste products at set frequencies for each Council building. Facilities Management will ensure the Service Level Agreement is delivered and will report any failures resolving any issues arising with the service.
Recycling bins have recently been introduced throughout Inverclyde and the procedure for cleaning these bins has yet to be established. Facilities Management will work together with Environmental Services to ensure that these bins are cleaned on a regular frequency.

Litter Picking

This service is split between Facilities Management and Greenspace services. Facilities Management will be responsible for litter picking all hard and soft standing areas within the curtilege of the properties and Parks & Amenities carry out a litter pick prior to grass cutting.

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Inverclyde Council

SCOPE OF SERVICE

ADDITIONAL SERVICES

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A range of additional services are available to individual schools and quotes would be provided on request at an additional charge. These services include, but are not limited, to the following:

- Additional repairs
- 52 week opening
- hospitality catering
- gritting playgrounds
- Stripping back and sanding wooden floors

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APPENDIX A
PERFORMANCE STANDARDS

Service Performance Standards

The following tables set out the major requirements within the Service Level Agreement along with priority and rectification details. The following provides an explanation of the tables:-

Table Element Heading	Description
Major Requirement	A statement of the major function required as part of the service.
Specific Requirement	A breakdown of the major requirement into individual service issues and / or a more detailed explanation of the service outputs.
Relevant information	Information which can be procedures, volumes, quantities, etc. which may assist the Bidders in assessing their response to this ITN.
Availability / Performance Standard	Availability and performance standards which will be used to define an acceptable standard of service delivery.
Priority	Indication of the importance of the aspect of the service to the Council.
Rectification Periods	The timescale within which the Contractor must return the service to the specified performance standard. In certain cases, temporary and permanent rectification periods are specified.

Response and Rectification

There will obviously be services where a lapse in quality or break in provision is more crucial to the overall successful and efficient management of facilities. There are four classes of priority; with 1 being the highest priority and 4 being the lowest priority class.

These classes of priority can then be attached to requests so as to clearly show the priority and the level of response required. We can further expand these priority classes by identifying the timescales in which the response should rectify the matter.

Response and Rectification periods are categorised below.

Priority Class	Description	Response Period	Rectification Period
1	Matters giving rise to an immediate health and safety or security risk	Respond and effect temporary resolution within 1 hour of notification or detection by Facilities Management	Permanent resolution within 1 working day of notification or detection by Facilities Management
2	Matters that pre vent or severely inhibit Inverclyde Council and the schools from conducting its normal operations	Respond and effect temporary resolution within 4 hours of notification or detection by Facilities Management	Permanent resolution within 2 working days of notification or detection by Facilities Management.
3.	Matters that have a detrimental effect to the beneficial occupation of the facilities by the Inverclyde Council and School users	Respond and effect temporary resolution within 1 working day of notification or detection by Facilities Management	Permanent resolution within 5 working days of notification or detection by Facilities Management.

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Priority Class	Description	Response Period	Rectification Period
4.	Matters that relate only to the ongoing provision of an acceptable standard of accommodation	Respond and effect temporary resolution within 2 working days of notification or detection by Facilities Management.	Permanent resolution within 10 working days of notification or detection by Facilities Management.

In a small number of cases, a more stringent rectification time will be stated in the Output Specification and this should be followed.

Definitions

Response Period is defined as the time allowable stated against each priority to attend and make a temporary or permanent repair. The period commences from the time the request is logged with Facilities Management staff.

Rectification Period is defined as the time allowable stated against each priority to attend and make a permanent repair. The period commences from the time the request is logged with Facilities Management. Should a permanent repair not be achievable within the response period the rectification period shall still have commenced from the time the request was logged.

These periods only apply during core and extended core hours unless an emergency situation arises that demands attendance outside of core and extended core hours.

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Major Requirement	Specific Requirement	Relevant Information	Availability / Performance
1 General Cleaning	1.1 Attend to any spillages and other emergency cleaning requirements during Core Hours. --- 1.2 In the event of graffiti inside or outside the building Facilities Management must take appropriate measures to ensure that it is removed or obscured from public display.	This service will include attending to bodily fluid spillages in any part of the school. --- N / A	No failure to complete emergency cleaning requirement within 30 minutes of notification. No failure to restore acceptable standards following action --- No failure to remove from sight within two hours of occurrence / opening of premises / when evident. If obscured as initial remedy then no failure to fully restore the area within five days.
2 Food preparation cleaning	2.1 Perform cleaning to food preparation areas e.g. Home Economics to a standard required to ensure effective operation and lifespan.	Home Economics outwith the scope of this section.	No failure to undertake cleaning in accordance with statutory requirements.
3 Hard Floor Cleaning	3.1 All hard floor coverings including edges and skirting shall be cleaned in such a way to preserve the floor coverings. The process should ensure all floor areas are free from debris, dust, dirt, spillage and scuff marks to display an even lustre on completion. Any stains and deposits should be removed. NO fresh stains shall be evident.	All free-standing receptacles, equipment etc. must be moved to facilitate floor cleaning.	No accumulation of ingrained / impacted dirt, particularly in crevices, corners and edging. No evidence of any accumulation of slurry, residues from cleaning Slippery floor surfaces, discoloration. Build up and scuffing. Misuse of inappropriate cleaning agents. No evidence of dirt or debris under desks etc. around edges of furniture, corners and other areas difficult to access.
4 Soft Floor Coverings	4.1 All soft floor coverings including edges and skirting shall be free from debris dust and dirt. Any stains and deposits should be removed. No fresh stains shall be	N/A	

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Major Requirement	Specific Requirement	Relevant Information	Availability / Performance
	evident.		
5 Slip Resistant Floors	5.1 Floor surfaces having a slip resistant property shall remain slip resistant in particular when there is dampness or water spillage.	N/A	
6 Entry Matting	6.1 Both sides of all entry matting and the floor areas beneath the entry matting shall be free of dust, debris and soiling. Top side of entry matting shall be free from all litter, debris, dirt and soiling.	N/A	
7 Stairs	7.1 All stairs including treads, risers, nosing, banisters, balustrades, handrails, ledges and guards must be free from dust, debris, stains and marks. All stairs shall be free from debris fresh stains and spillage.	N/A	No evidence of debris, fresh stains and spillage.
8 Internal Glass and Mirrors	8.1 All glass / mirrors (excluding external windows) shall be free of dust, void of stains and a streak / smear free finish achieved.	N/A	No evidence of build up areas, around fixtures, streak marks, smears or heavy finger marking.
9 Paintwork, Walls and Doors	9.1 All paintwork, walls and doors, including framework, shall be void of stains and markings (non graffiti) ingrained dust, dirt and cobwebs with a streak / smear free even finish achieved with no visible water marks / tidemarks. No fresh stains shall be evident.	N/A	No evidence of stains, accumulation of dirt and debris particularly on edging and in corners, no cobwebs, watermarks and tidemarks.
10 Ceilings	10.1 All ceiling surfaces shall be free from cobwebs and other alien debris.	N/A	No evidence of cobwebs debris

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11 Furniture, Fixtures and Fittings Including Architectural Ironmongery	11.1 All furniture, fixtures and fittings including architectural ironmongery shall be cleaned appropriately to ensure protection. The process should ensure the above to be free from dust, void of stains, with a streak / smear free finish achieved. All furniture, fixtures and fittings shall be void of fresh stains and spillage. --- 11.2 All sinks, wash-hand basins, surfaces and their appropriate visible pipework, splash backs, taps, chains and plugs shall be void of all soiling, detergent and / or water marks.	N/A --- ---	No evidence of accumulated grime, dirt chemical build up and / or stains resulting from other associated processes. --- No misuse of inappropriate cleaning agents.
12 Waste Receptacles	All waste receptacles shall be clean, dry, dust / dirt free and an acceptable odour free finish achieved.	N/A	No occurrence of overflowing receptacles. No failure to prevent the receptacles from becoming foul smelling heavily soiled. No failure to replace bin liners where appropriate.
13 Shelves, Glass Displays, Bookcases and Cupboard Interiors	To be free of dust, ingrained dirt, streak marks, smears or heavy build up particularly in corner areas.	This task is only applicable if shelves etc. have been cleared for cleaning purposes – normally carried out during deep clean over summer	No evidence of dust, ingrained dirt, streak marks, smears or heavy particularly in corner areas.
14 Furniture (Internal / Underside)	Desks, tables, chairs and radiators shall be cleaned appropriately to ensure protection. The process should ensure the above to be free from chewing gum deposits, ingrained dust and accumulated dirt.	This task is only applicable if furniture etc. has been cleared for cleaning purposes.	No evidence of chewing gum deposits, ingrained dust and accumulated dirt.

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15	Light Fittings, Reflectors and Diffusers.	Light fittings, reflectors and diffusers should be cleaned appropriately to ensure protection. The process should ensure the above to be free from ingrained dirt, dust and debris, dead insects and void of all stains and markings.	N/A	No evidence of ingrained dirt, dust and debris and void of all stains and markings.
16	Toilet Hygiene	Provision should be made to ensure that toilet facilities will be free of any permanent odours. The cleaning process should ensure protection of all surfaces. All sinks, baths, w.c's, urinals, troughs, cisterns, shower heads, chains and plugs should be free of all stains, ingrained dirt, build up of limescale and dry germ, streak / smear free finish achieved.	This task is to ensure complete sanitation of all toilet furniture and fittings, walls, floors and all other surfaces.	No occasion of persistent complaints regarding odours. No evidence of stains, ingrained dirt, build up of limescale, dry germ, smears.
17	Nursery Schools	In all Nursery Schools which have babies, appropriate "anti bacterial" detergent will be used on finishes and floors.		
18	Toilet Services	**18.1** A constant supply of consumables will be maintained by Facilities Management including the following: Toilet Paper Hand Towels (except where only hand dryers are used). Soap.	N/A	No failure of availability of supplies at the point of use.
19	Internal Glass Partitions	All internal glass partitions shall be free of dust, void of fingerprinting, stains, markings and verdigris with a dry streak / smear free finish achieved. All surrounds, ledges, paintwork and fittings shall be free of dust, void of fingerprinting, stains and markings with a dry streak smear free finish achieved.	N / A	No evidence of an accumulation of slurry, soap or residues from cleaning agents. No evidence of a build up on edging, around fixtures and in corner areas. No evidence of streak marks, smears or finger markings.

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20 External Cleaning	**21.1** A programme of collection will be implemented by Facilities Management to ensure that there is no accumulation of litter within the grounds at any time.	Frequency of litter collection will depend on rate of accumulation. Particular attention should be given to grounds following break periods and lunch times.	No failure to prevent accumulation of litter in the grounds of the building. No failure to regularly restore the grounds to a litter free condition
	21.2 Waste bins to be provided at entrance points and in other pedestrian areas will be emptied and cleaned regularly such that they never overflow and are kept in a sanitary condition.	N / A	No occurrence of overflowing receptacles. No failure to prevent the receptacles from becoming foul smelling and / or heavily soiled
	21.3 A programme of cleaning will be implemented by Facilities Management to ensure that there is no accumulation of silt and other matter on roads, car parking and pedestrian areas. --- **21.4** After a fall of snow, or in icy conditions the property gritting plan must be actioned and followed as per the schedule of importance.	Frequency of cleaning will depend on rate of accumulation. --- N/A	No failure to prevent accumulation of dirt to the roads and pathways. No failure to regularly restore the roads and pathways to a condition free of silt and other matter. --- No failure to ensure pathway is cleared of snow or ice 30 minutes prior to school opening.
22. Secondary School day cleaning and Nursery lunchtime cleaning.	Provision of day cleaning service in Secondary Schools and lunchtime cleaning in Nurseries		No failure to provide service
23. Provide a catering service for	The minimum service users should be offered:	The range of foods available must meet	No incident of catering service being unavailable at

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Major Requirement	Specific Requirement	Relevant Information	Availability / Performance
school users	Provide meals and other related services in all schools. Provide meals in primary, secondary and nursery schools. Process vouchers for free school meals. Ensure service standards are maintained. Ensure appropriate nutritional standards are achieved.	the demands of ethnic, religious, special diet and vegetarian customers in line with demographic guidelines. The unit meal price charged will not exceed the maximum unit price set by the Council for the value of a free meal voucher reviewed annually in line with the Retail Price Index / Inflation Factor. Nutritional analysis software provides structural information on standards (available from Nov. 04)	any outlet during the school operational hours. --- No incident of failure to meet food hygiene / safety regulations. --- No failure to offer an appropriate range of beverages and foods during the school operational hours. --- No failure to have in place an implemented an appropriate training plan. --- No failure to achieve nutritional standards
24. Provide additional catering services on request	Facilities Management will arrange on request the provision of a range of buffet options / hospitality to Council staff and other users of school premises. --- Upon request buffets will be laid out as required, served as indicated and subsequently cleared and removed from site. --- Make adequate provisions for the necessary services to be provided from 0800 hrs to 1500 hrs every school day. This shall alter in accordance with special meals and outwith normal school days.	The cost of the buffet service will be invoiced to the Council / client separately. --- All costs for this service (including consumption and supply of consumables) should be included by Facilities Management. Special meal and non school days shall be invoiced separately. ---	No failure to arrange as required within 5 working days of request. --- No failure to provide service during the required hours. No failure to ensure that kitchen premises and equipment are kept lockfast and secure against unauthorised use / entry at the end of service. --- No failure to provide adequate cutlery, crockery, trays etc. to deliver the service.

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Major Requirement	Specific Requirement	Relevant Information	Availability / Performance
25 Maintenance of Light Equipment	Facilities Management will provide and maintain light equipment required to deliver the service including provision of adequate trays and cutlery		No failure to clean / maintain / service / test equipment to comply with relevant legislation.
26. Maintenance of Heavy Equipment	Education & Social Care will provide and maintain all heavy equipment required to deliver the service provided budget provision is agreed,	A list of "heavy" equipment is available on request.	No failure to maintain / repair / replace heavy equipment which results in a failure to deliver the Catering Service
27. Waste Disposal	Facilities Services employees will remove all rubbish from the Catering area to a designated location on-site in a safe and hygienic manner.	N/A	No failure to remove rubbish to the designated location. No failure to secure waste receptacles in a safe and hygienic manner provided secure storage is available.
28. Dining Room Furniture	Facilities Services employees will be responsible for the setting up and clearing of all dining room furniture to designated areas within dining area. They will arrange to clean tables and chairs and spot check floor for any spillages (sweep as necessary).	N/A	No failure to set up tables and chairs for lunch time service. No failure to clear all areas of the dining room (including tables and chairs) end of service.
29. Security, uplift of cash	Ensure cash is handed over to Education Staff and a signature for receipt received and thereafter banked on an agreed frequency by a member of Facilities Staff.	N/A With the exception of PPP schools.	No failure to bank cash at agreed frequency

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30. Caretaking	To maintain secure access to schools To act as an official police-informed key-holder --- Provide call out response for all out of hours events --- Regular fire and inspection audits must be carried out and the results and action taken recorded	Facilities Services employees will open the school to users in accordance with agreed opening times. Facilities Services employees will ensure the building is vacant at closing time and secure the building. --- All keys held by Facilities services employees will be kept securely at all times (24/7) Emergency team to attend site within 1 hour All audits and inspections to be documented by Site Co-ordinator	No failure to open on time or to ensure building is vacant at closing time No failure to secure keys No failure to respond to call out No failure to carry out audit
31. On Site Building Maintenance & Handyman tasks	To ensure all contractors log in to the building, and are made aware of all H & S requirements --- To ensure ice and snow removed as per the location gritting plan as per the schedule of importance. --- To carry out minor repairs as outlined in the agreement	All contractors will log in using Property Log System and will receive standard briefing by a Facilities Services employee. --- To ensure pathway from school gate to main school entrance is gritted when ice or snow is present, and safe pathway available for school opening List of types of minor repairs to be completed by agreed timescale	No failure of any contractor to log in or to receive standard briefing No failure to ensure single safe pathway from gate to main entrance 30 minutes prior to school opening. No failure to complete repairs within agreed time scale
32. Space Management / Letting	To prepare letted accommodation as specified and advise lettees of their	Prepare rooms as booking form indicates e.g. layout, chairs,	No failure to have room prepared on time or to ensure lettee receives

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Major Requirement	Specific Requirement	Relevant Information	Availability / Performance
	responsibility as outlined in the Booking Office Letting Policy	equipment in time for let beginning. To ensure all lettees are advised of H & S and other responsibilities	briefing
34. Adult Presence	To provide preventative presence and reactive measures To pupil safety.	To provide visible adult presence at agreed times in playground areas and other agreed designated areas	No failure to provide adult presence at agreed times.
35.Associated Services	Environmental – to ensure waste is uplifted at agreed locations and frequency as per the agreement set with Education & Communities and Environmental & Commercial Services.		

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Major Requirement	Specific Requirement	Relevant Information	Availability / Performance
36. Customer Relationship Management	Reporting process to provide analysis of service requests and Facilities Management responses	Facilities Management is expected to take a proactive approach to resolving recurring problems by preparing solutions for discussion at client meetings	No failure to provide reports specified level of detail at monthly intervals.
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	Regular meetings with each Head Teacher or nominated representative to review service delivery and recurring faults	Minuted meeting notes with action points and dates to be agreed at meeting To ensure reports in sufficient numbers are delivered to premise contact within 7 days	No failure within Facilities Management to attend meetings at agreed dates / times
	Provision of regular reports on the status of faults and other reactive works, rectification times, progress and completion.		No failure to provide specified level of reports

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STATUTORY INSPECTION WORK

FOOD SAFETY REPORTS

The Cluster Officers receive Food Safety inspection reports highlighting any defects within a kitchen which contravene health regulations and are charged with the responsibility of inspecting the premises and instructing repairs / adaptations and ensuring compliance with the required regulations.

HEALTH & SAFETY

The Cluster Officers are responsible for ensuring all works carried out within their properties are done so in accordance with health and safety regulations and are duty bound to report any contravention of such regulations to Human Resources, Health and Safety Officers.

RISK ASSESSMENT

Risk Assessments are not wholly the remit of Human Resources Health and Safety Officers. Facilities Team Leader and Cluster Officers carry out Risk Assessments on a daily basis with regard to repair requests of clients based on years of experience and knowledge of their property portfolio. On occasion the Team Leader or Cluster Officers will carry out a Risk Assessment on a specific item of concern to the clients/ Employees at their request and advice or action it as required.

STATUTORY REGULATIONS

- **Workplace (H&S) Regulations 1992**
- **Food Safety Act 1990 and Regulations 1995**

- **Workplace (Health and Safety and Welfare) Regulations 1992 Covering**
  - Maintenance and servicing of equipment
  - Ventilation, temperature and lighting
  - Cleanliness of workplace
  - Workspace suitability
  - Design and arrangement of work stations
  - Fall protection
  - Glazing
  - Doors and gates
  - Sanitary and washing facilities
  - Welfare facilities

- **Management of Health and Safety Act 1992**
  - Assessment of risk to health and safety of anyone who may be affected by work or activity instructed by Inspectors or others and putting in place preventative measures.

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- **Display Screen Regulations 1992**
  - Assess suitability of work station. Design and ensure minimum requirements are met. Advise on specialist lighting requirements.

- **Food Safety Act 1990**

- **The Food Safety (General Food Hygiene) Regulations 1995**
  - Regulation 4(3) of these regulations state that:

    A proprietor of a food business shall identify any step in the activities of the food business that is critical to ensuring food safety and ensure that adequate safety procedures are identified, implemented, maintained and reviewed.

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