Service Level Statement for Estates and Facilities

The Estates and Facilities Department is responsible for maintenance of the physical estate of Birkbeck College, for commissioning new building projects and providing the facilities necessary for an evolving education and research establishment.

Our mission is to provide a high quality environment that meets the requirements of College staff, students and external visitors in an efficient and cost effective way based on a positive, forward thinking approach that promotes best practice.

Objective of the Agreement
The purpose of this Service Level Agreement is to describe the key services provided by the Estates and Facilities Department and the overarching quality standards and degree of professionalism that should be expected by service users.

This Agreement sets out:

- The services we provide to the students, schools, professional and administrative service departments and external partners;
- The overall standard and degree of professionalism we aim to achieve in the provision of our services;
- A mechanism for providing feedback and resolving any problems relating to the delivery of services.

Future reviews and amendments to this Service Level Agreement
This agreement will be reviewed annually as part of the annual planning process and any changes will be agreed with service users. Changes to this agreement will be signed off by all parties annually.

Objectives of the service
Estates and Facilities’ service delivery objectives include the:

- Support of the College’s Strategic Review objectives through the development and enhancement of both existing and new building spaces;
- Provision of all necessary project management services to deal with both the operational and strategic objectives of the College and its’ Schools;
- Management and maintenance of the physical elements and infrastructure of the estate;
- Cost effective management of all allocated budgets in line with the requirements of the Income Distribution Model;
- Support of the Planning Department in the management of space throughout the estate;
- Provision of all necessary environmental and energy management services;
- Provision of an estate wide support service function including cleaning, security, catering, postal and print services, room and teaching bookings.

Service Users

- All students of the College;
- All academic and administrative staff of the Schools;
- All administrative staff of central Departments;
- External visitors to the College.
Responsibilities
The Estates and Facilities Department is led by Philip Cowling, Director of Estates and Facilities:
E-mail: p.cowling@bbk.ac.uk – Tel: 020 7631 6015 – Fax: 020 7631 6019.
In person: Room G23 – Malet Street Main Building.

The Estates and Facilities Department is sub-divided into 3 main functional areas, Helpdesk, Estates and Facilities. Each of these areas is led by a manager who is directly responsible to the Director.

Estates and Facilities Helpdesk
Management of the Estates and Facilities Help desk is led by Nigel Tradewell, Administrative Officer:
E-mail: n.tradewell@bbk.ac.uk – Tel: 020 7631 6013 – Fax: 020 7631 6019.
In person: Room G20 – Malet Street Main Building.

Estates Section
The section has two distinct areas of responsibility, Maintenance and Projects, which deal with very different aspects of managing the physical estate:

- **Maintenance**
The Maintenance section is led by Martin Gummer, Operational Estates Manager:
E-mail: m.gummer@bbk.ac.uk – Tel: 020 7631 6011 – Fax: 020 7631 6019.
In person: Room G21 – Malet Street Main Building.

- **Project Management**
The Project section is led by Malcolm Pearson, Project Manager:
E-mail: m.pearson@bbk.ac.uk – Tel: 0207 631 6029 – Fax: 020 631 6019.
In person: Room G21 – Malet Street Main Building.

Facilities Section
The Facilities section is led by Elizabeth Whitehead, Facilities Manager:
E-mail: e.whitehead@bbk.ac.uk – Tel: 020 7631 6012 – Fax: 020 7631 6019.
In person: Room G22 – Malet Street Main Building.

Service Availability
The Estates and Facilities Department operates varying hours for different areas of service that each section provides. In general the service availability of each area is as follows:

**Estates and Facilities Helpdesk**
The Help desk operates during the following hours:

- Enquiries and Works Requests Mon to Fri 0900 – 1800hrs
- ID Cards Mon to Fri 1000 – 1700hrs

Outside these times, emergency contact should be made via Malet Street Reception ext 6031, where Attendant staff will contact on-call personnel if required.

Your first point of contact to access any of these services should be via:
E-mail: estates-helpdesk@bbk.ac.uk – Tel: ext 2001 – Fax: 020 7631 6019.

**Estates Section - Maintenance**
The Maintenance Section operates from Mon to Fri during the hours 0800 – 1600hrs. Outside these times any emergency should be reported to the Attendant staff at Malet Street Reception ext 6031, who will contact on-call Maintenance personnel if required.
For any queries regarding any maintenance service matters stakeholders should initially contact the Administration Support Officer, Maintenance section during the above hours via telephone ext. 6024.

Your first point of contact to access any of these services should be via:
E-mail: a.fisher@bbk.ac.uk – Tel: ext 6024 – Fax: 020 7631 6021.

**Estates Section - Projects**
The Projects Section operates from Mon to Fri during the hours 0900 – 1700hrs.

**Facilities Section**
The Facilities Section is composed of various operations and therefore its service availability is specific to operation in question, as detailed below:

- **Security**
The Attendant and Security Services provide a twenty-four hours a day 365 days of the year security presence within Malet Street.

  The following outbuildings have staffed reception points, Clore Management Centre, 43 Gordon Square, and 30 Russell Square which are manned as follows:

<table>
<thead>
<tr>
<th>Mon – Sat</th>
<th>0800 - 2200hrs</th>
<th>Term time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mon – Fri</td>
<td>0800 - 2200hrs</td>
<td>Out of Term</td>
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</tbody>
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25/26 Russell Sq is currently staff 0800h – 1830h Monday to Thursday and 0800h – 1730h on Fridays.

All buildings may additionally be opened at the weekend dependant on the number of room bookings.

Your first point of contact to access any of these services should be via:
E-mail: a.mckeown@bbk.ac.uk – Tel: 020 7631 6020 – Fax: 020 7631 6019.

- **Cleaning**
Cleaning services are undertaken across the estate between the hours 0600 – 1000hrs daily as follows:

  - Clean corridors, mail entrance areas, reception and common areas and centrally
    allocated teaching rooms on a daily basis as follows:

    | Mon to Fri | All Buildings; |
    |-----------|----------------|
    | Sat       | Malet Street, Gordon Square* and Clore Management Centre* (Term Time Only*); |
    | Sun       | Malet Street. |

  - Clean toilets and restock consumables to a maximum of five times per day between the hours of 0700 - 2000hrs (Mon to Sun in buildings scheduled above).

Your first point of contact to access any of these services should be via:
E-mail: a.mckeown@bbk.ac.uk – Tel: 020 7631 6020 – Fax: 020 7631 6019.

- **General Office / Post Room**
The General Office / Post Room is open from Mon to Fri between 0745 - 1645hrs. Monday – Friday.

Your first point of contact to access any of these services should be via:
E-mail: h.lee@bbk.ac.uk – Tel: 020 7631 6329. Fax: 020 7631 6270.
• **Print Unit**
  The Print Unit Office is open from Mon to Fri between 1000 - 1800hrs.

  Your first point of contact to access any of these services should be via:
  E-mail: printunit@bbk.ac.uk – Tel: 020 7631 6300.

• **Catering**
  The various catering outlets provide a food and beverage service during the following times:

  - **Malet Street**
    - Costa Coffee
      - Mon – Fri 0830 - 2200hrs
      - This facility is closed between 1500 - 1530hrs daily
    - Sat 0930 - 1900hrs
    - Sun 1000 - 1800hrs
  
  - **5th Floor Eatery**
    - Mon – Fri 1000 - 2000hrs
    - Hot Food Served 1200 - 1430hrs
    - 1700 - 1930hrs
  
  - **Gordon Square**
    - Mon – Fri 0830 - 2000hrs
    - Sat 0900 - 1700hrs
    - Sun Closed
  
  Your first point of contact to access any of these services should be via:
  E-mail catering@bbk.ac.uk – Tel: 020 7631 6020 – Fax: 020 7631 6019.

• **Room Bookings and Audio Visual Office**
  These offices operate the following opening times:

  - **Room Bookings Office Opening Times**:
    - Mon – Fri 0830 - 1800hrs
    - Mon – Fri 0830 - 1630hrs
  
  Your first point of contact to access any of these services should be via:
  E-mail roombookings@bbk.ac.uk – Tel: 020 7631 6271 – Fax: 020 7631 6019.

  - **Audio Visual Office Opening Times**:
    - Mon – Fri 0800 - 2130hrs
    - Sat 0800 - 1600hrs
    - Mon – Fri 0800 - 1800hrs
  
  Your first point of contact to access any of these services should be via:
  E-mail avtechnicians@bbk.ac.uk – Tel: 020 7631 6220 – Fax: 020 7631 6019.
Description of Key Services

Estates and Facilities Helpdesk
The Estates and Facilities Helpdesk provides the main administrative support function for the Estates and Facilities Department and a focal point for all Birkbeck stakeholders to make general College enquiries, report routine and emergency calls about building or equipment faults and request maintenance and facilities services.

Its main key service functions include the:

- Provision of a courteous, efficient switchboard service to facilitate all external and internal telephone enquiries through a single point of contact;
- Operation of the Departmental Works Request system to facilitate the management all routine and emergency reports and failures as advised by any stakeholder including the effective monitoring of these requests;
- Operation of the ID card production facility for all contracted staff members and Contractors who work at the College, dealing with both the issuing of new cards and the resolution of functional failures.

Full details relating to this service can be found using the hyperlink shown below:
http://www.bbk.ac.uk/ef/helpdesk/index.shtml

Estates Section
The Estates section is responsible for the effective management of the physical and infrastructure elements which form the College’s estate including the commissioning of new buildings, maintaining and adapting existing buildings and the provision of both environmental and energy management services.

In general the key services provided by the section are to:

- Respond promptly to all members of the Birkbeck Community, liaising as appropriate with all sections of the Department to ensure a fully co-ordinated service is provided at all times;
- Provide on request, information to the College or external organisations about any aspect of the physical estate;
- Arrange for actions relating to leases when required, e.g. surrenders, dilapidation claims and reports, leaseholder requirements;
- Monitor planning issues affecting the College and its estate;
- Arrange for rating revaluations for the College rating complex in liaison with occupiers;
- Arrange for leases, licence agreements and way-leaves to be negotiated and agreed when required;
- Give initial advice on Landlord and Tenant Issues for business occupations and to take appropriate action including, when necessary, obtaining legal advice;
- Oversee the Departments’ tendering process promptly and in accordance with the College’s Financial Regulations;
- Provide plans and drawings in digital or hard copy and information on building areas to College or external organisations promptly;
- Acquire and dispose of property in accordance with agreed policies of the College.

Estates Section – Maintenance
The Maintenance section is an in-house team of professional management and craft staff who are responsible for ensuring that all College properties comply with mandatory and statutory legislation in respect of electrical and mechanical services, building condition and health and safety regulations, in order to provide a safe working and living environment for all stakeholders.

The section fulfils these responsibilities through:
• The execution of all day-to-day repairs and maintenance tasks with the minimum disruption to stakeholders and operation of buildings, in liaison with occupiers to a standard specified. The response times currently operating are as follows:
  o Priority 1: Emergency - Attend immediately;
  o Priority 2: Very Urgent - Attend within 4 hours, full repairs within 2 working days;
  o Priority 3: Urgent - Investigate within 8 hours, full repairs within 5 working days;
  o Priority 4: Routine - Investigation within 5 working days, replace/repair within 30 working days.
• The execution of a Planned Preventative Maintenance (PPM) programme to ensure that all aspects of electrical and mechanical plant and equipment are maintained on a regular basis to derive the optimum life cycle from them;
• The management of a Computer Aided Facilities Management (CAFM) system to initiate, allocate, plan, cost and undertake all Works Requests;
• The selection and use of professional external contractors and consultants to ensure the College meets all necessary statutory and mandatory compliance matters;
• The execution of various adaptation and refurbishment projects including long-term maintenance works, annual service contracts and building improvements;
• The operation of an effective and immediate response to any emergency relating to building structure, services or health and safety facilities ensuring staff attend or make arrangements for qualified persons to attend the emergency. If the emergency cannot be rectified immediately it will be left in a safe condition and repaired as soon as possible thereafter. An emergency will be classified as anything that would cause a fatality, serious damage to the property or serious hazard to health and safety and may involve:
  o Gas leak;
  o Water leak, flood;
  o Electrical failure;
  o Storm damage;
  o Structural damage;
  o Hazardous fumes;
  o Lift failure (either when occupied or sole service in building);
  o Personal accident – threat or major injury/danger to life;
  o Dangerous glazing;
  o Major security risk.

Full details relating to this service can be found using the hyperlink shown below:
http://www.bbk.ac.uk/ef/ourservices/maintenance.shtml

• Estates Section – Projects
The Project Manager has a responsibility to manage and oversee all building projects throughout the College. These projects encapsulate both large-scale planned strategic projects as well as smaller bespoke projects for Schools and Departments. All projects are carried out under the control and supervision of the Project Manager who will from time to time supplement the management of a specific project with professional external consultants.

The Project Manager fulfils these responsibilities through:
• The execution of all projects with the minimum disruption to building users and operation of buildings.
• The Project Manager will fully liaise and consult with the Client School/Department in order to obtain a full brief of requirements for the project, agreed and signed for
by both parties thereby ensuring the project is completed to this agreed brief. This agreement will apply equally to quality, timescale and budget.

- The establishment of a Project Group where the project impacts across several Estates disciplines and to liaise with those disciplines to ensure effective communication to building occupants in the developing and commissioning process;
- The execution and management of all projects in compliance with the College Financial Regulations strictly monitoring project costs to ensure compliance with the approved budgetary authority;
- Undertaking all projects in accordance with all statutory and Health and Safety requirements;
- The management and use of a Computer Aided Design (CAD) drawing package to maintain the database of all drawings for the estate and to facilitate any project drawing requirements;
- The appointment and use of professional external contractors and consultants to ensure the College meets all necessary statutory and mandatory compliance matters.
- The right is reserved to decide the level of professional expertise required for the specific project, whether this be in-house or external;
- The provision of progress reports for all projects being undertaken at the Estates Committee.

Full details relating to this service can be found using the hyperlink shown below:
http://www.bbk.ac.uk/ef/ourservices/projects.shtml

**Facilities Section**

The Facilities section is responsible for the effective management of all the soft service elements of the College’s estate including operation of all Receptions, CCTV, Catering, Cleaning and Security to an agreed service standard.

The Facilities section is an in-house team of professional management, Attendant staff and Portering, Audio Visual technicians, Print room and Room Booking staff who are responsible for ensuring that all the main non-infrastructure service requirements throughout the College are provided to exacting standards to ensure a pleasant and safe working and living environment for all stakeholders. Catering, Cleaning, Reception Services at Egmont House and Night Security are managed through external contractors.

The section fulfils these responsibilities through:

- The provision of in-house Attendant and Portering service and an outsourced night security service which, is outsourced to CIS Security Services Limited, to ensure that the College has a security presence to act as a first point of response to breaches of security and to minimise criminal activity. Reception Services at Egmont House are managed through Equinox Security. Full details relating to this service can be found using the following hyperlink; http://www.bbk.ac.uk/ef/Security%20SLS%20-%20Aug%2009.pdf

- The provision of a full cleaning, sanitary hygiene and room set up service to ensure that all College facilities are suitably clean for daily use. Full details relating to this service can be found using the hyperlink shown below
  http://www.bbk.ac.uk/ef/ourservices/cleaning.shtml

- The provision of a full postal service including goods received and returned and the ordering and distribution of stationery within the College. Full details relating to this service can be found using the hyperlink shown below
  http://www.bbk.ac.uk/ef/ourservices/postal.shtml

- The provision of a Print Unit service to facilitate all departmental and individual needs in terms of printing and reprographics services (excluding small copying jobs completed on
departmental copiers). Full details relating to this service can be found using the following hyperlink

- [http://www.bbk.ac.uk/ef/ourservices/printunit/index.shtml](http://www.bbk.ac.uk/ef/ourservices/printunit/index.shtml)

The provision of professional food service ensuring a consistent service in areas where catering is provided as agreed by the College. Full details relating to this service can be found using the hyperlink shown below

[http://www.bbk.ac.uk/ef/ourservices/catering/external.shtml](http://www.bbk.ac.uk/ef/ourservices/catering/external.shtml)

- The allocation and management of rooms and audio visual equipment for teaching, internal meetings, training sessions and conferences. Full details relating to this service can be found using the hyperlink shown below

[http://www.bbk.ac.uk/ef/roombookings/staff/index.shtml](http://www.bbk.ac.uk/ef/roombookings/staff/index.shtml)

### What we need from Service Users

In general users of Estates and Facilities services are expected to:

- Be familiar with and comply with all College Estates and Facilities policies and procedures relating to all areas of operation; full details are available via the hyperlink adjacent to each service described above;
- Keep abreast of all Estates matters via e-mail, notices or any other form of messaging service;
- Make themselves familiar with the Estates and Facilities procedures for reporting faults, accidents or incidents, wilful damage or persons acting suspiciously;
- Report all problems to the Estates Helpdesk ensuring complete details relating to the fault, including building and room location, exact nature of problem and effect on current operations are fully explained;
- Ensure appropriate authorisation is sought and given for any service requirement of a security nature such as ID card matters or of a financial nature such as rechargeable works being undertaken on behalf of a School/Department;
- Minimise security risks at all times by securing their personal and College property within locked rooms or secure facilities and informing Reception/Security when working outside of normal office hours;
- Be aware of and respect ‘The Midnight Rule’ in respect to access to the College premises and ensure when leaving any office that the door is closed and locked at all times;

### Service Standards

The Estates and Facilities Department aims to provide a high quality, professional and efficient service that is cost-effective, based on best practice and meet the requirements of the College.

The general service expectations and standards include the following:

- Ensuring a high availability of all mains services and equipment throughout the College;
- Provision of an effective and responsive administrative service, answering all calls to both the Switchboard and Helpdesk in a timely manner and managing all ID card issues;
- Aim to resolve any mains service failures affecting core business functions within the shortest timeframe possible;
- Keep any service disruptions due to planned maintenance or project works to a minimum and ensure engagement with appropriate representatives of user community to schedule works at the most convenient time to the majority of users affected, where possible;
- Keep the Birkbeck community informed of mains service issues;
- Aim to meet the requirements of all KPI's.

The detailed service standards for each section of Estates and Facilities are outlined within the individual hyperlinks noted against each key service above.

### Key Performance Indicators (KPI's)

E&F SLA Draft 300709
Estates and Facilities will report annually on performance against the following KPIs:

- Response to Works Requests in terms of both Inspection Time and Completion Time taken by all service providers;
- Level of user satisfaction with the services provided by the Department through the Works Request CAFM system operated by the Helpdesk.

The detailed key performance indicators for each section of Estates and Facilities are outlined within the individual hyperlinks noted against each key service above.

**Monitoring Success**

The Estates and Facilities Department will undertake a monitoring process on an annual basis to inform its yearly planning. Regular reporting to the following forums feed into this cycle:

- Senior Management Team (SMT)
- Estates Committee

Monthly management meetings and weekly section meetings are also used as a forum to reflect on current practice, outcomes and budgets and to ensure a fully integrated response from the department on individual projects.

**Customer Feedback**

The Helpdesk operate, as an integrated element within the Works Request system, an automated customer feedback function, which records both positive and negative feedback.

Comments on the service provided are welcomed and all stakeholders are encouraged to provide honest feedback. This will be reviewed regularly and where required corrective action undertaken to ensure that we provide the best possible service delivery and value for money with the resources available.

**Complaints**

See the Core Service Level Agreement that applies to all Central Administration Departments.

Date of Agreement

Signatories of Agreement