

**Customer Care Department**

**Corporate Property Service**

# **Service Level Agreement**

## **Building Maintenance**

### **Secondary Schools**

**April 2020 - March 2023**

**Property Help Desk**

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## 1. INTRODUCTION AND DEFINITIONS

### 1.1 The Agreement

This is a Service Level Agreement (SLA) between Gwynedd Secondary Schools and Gwynedd Council, regarding providing a Buildings Maintenance service. The maintenance service is provided by the Corporate Property Service, in the Customer Care Department. The Property Service structure chart is included in Appendix B.

The first section defines the organizational aspects of the SLA. The second section outlines the Council and the School's maintenance responsibilities, and the third section refers to other aspects that the Council fulfils on schools behalf as regards the buildings, that are beyond the basic remit of this SLA.

The Agreement does not apply to voluntary controlled (VC) or voluntary aided schools (VA) although these schools also receive a maintenance service.

### 1.2 Aims of the Maintenance Service

The principal aims of the Service is to:

- Forge a Partnership with the Schools to ensure that the buildings are maintained to the highest possible standard.
- Respond promptly to requests for assistance and provide a solution of a high standard and which meets the school's requirements.
- Provide a high standard of customer care in every instance, including constant request for feedback.
- Implement a strategy of dealing with technical problems by paying the minimum number of visits, solving similar problems during one visit.
- Provide technical expertise across the range of disciplines as regards building maintenance.
- Take evidence based action, tailoring the service to an appropriate response.

### 1.3 Length of Agreement

The agreement covers April 2020 until March 2023, and supersedes the previous Service Level Agreement.

### 1.4 Principal elements of the Service

The proposed maintenance service comprises three principal elements:

- a. **Responsive Maintenance** - respond to the School's requests for maintenance work e.g. repair a broken item, an item whose condition has deteriorated or is not in working order. Requests will be referred to the Property Help Desk and a qualified technical officer will take responsibility for the case from start to finish, including making arrangements for a suitable

contractor to attend, providing technical instructions and dealing with the invoice for the work.

The Council is committed to dealing with all requests for work to be done either as soon as possible or on a date that the school finds convenient. The Property officers will assess the nature of the call and a response will immediately be made in urgent cases.

Property officers will request constant feedback from the Schools as to their level of satisfaction with the work done and the overall standard of the service provided. This feedback will be regularly reviewed and used so as to improve the service.

The school may have an obligation to finance this work but that they wish the Council to do it on their behalf. In such an instance, invoices will be directly sent to the school or an expenditure code will be requested beforehand. The second part of this SLA defines responsibilities for different work in greater detail.

- b. **Scheduled Maintenance** - maintenance work (usually substantial) that is scheduled to be done annually e.g. re-roofing, new boilers, new windows. A qualified individual will conduct an inspection of condition at least every three years that will record the state of all elements of every building. All the inspections held throughout the county will enable us to identify the worst situations and that thus first require attention. This will form the basis of an annual programme of maintenance work.

Once up-dated, schools will receive a copy of the condition survey for their school. The survey will clearly indicate any work for which the school is responsible for planning and funding. The Council will monitor the completion of this work and can provide support to arrange for the work to be done if the school so wishes.

Every school will receive a copy of their programme at the start of each financial year. All work will be managed by a Project Manager (e.g. buildings surveyor, architect, mechanical and electrical surveyor) including design, tendering, planning matters, building regulations and health and safety requirements. The Project Manager will be your initial contact as regards day to day matters to do with the specific plan. If you have an enquiry about a plan following its completion, you can contact the Maintenance Client Officer who is responsible for the entire work programme. The Property Help Desk should be contacted following the usual procedure.

- c. **Cyclical Maintenance** – equipment maintenance and inspection work that needs to be done regularly so as to ensure that it works as it should and complies with statutory safety rules e.g. inspect and test gas boilers, inspect and test electrical systems

Legislation stipulates that various systems and elements of a building are inspected and tested at specific times. Failure to carry out these tests would endanger the users health and safety and leave the Council and the school at risk of prosecution.

For your information, appendix D contains a list of cyclical matters for which the schools are responsible.

## **1.5 Access to the Service**

A school may gain access to the Services provided through contacting the Property Help Desk on 01286 679059 or e-mailing [Eiddo@gwynedd.gov.uk](mailto:Eiddo@gwynedd.gov.uk)

The normal Help Desk opening hours are 8.00 a.m. to 5 p.m.

An emergency 24/7 service is also provided to deal with maintenance issues. The same phone number should be used to seek assistance in such an instance - 01286 679059. Out of hours calls will be transferred to the mobile phone of the on duty Property Department Officer. Schools are asked not to contact via e-mail regarding urgent matters out of hours.

Through this Agreement, schools commit to provide complete information about the repair requirements in every instance and to do so as soon as possible once the defect has become apparent.

Schools will also have a commitment to provide feedback for the Council as to how satisfied they are with the work, on its completion. Property officers will contact the school for feedback on the work done and without the Site Manager's co-operation, this feedback cannot be used so as to ensure continual improvement to the service.

## **1.6 Resolution of a dispute/complaints**

Any complaints or comments about the Service should be referred to the Property Help Desk in the first instance. Unless there is a satisfactory resolution, the matter should be referred to the Maintenance Client Officer who will try to resolve any difference of opinion on the contents or implementation of this agreement through discussion.

Unless an agreement can be reached, the dispute will be referred to a Buildings Maintenance SLA Dispute Panel. The Panel Members Comprise the Head of Customer Care, Corporate Property Senior Manager, Senior Manager Schools (Resources) and a Secondary Head. The relevant Head will also be invited to present the school's case.

In each case, the Council will respond to correspondence in compliance with the Council's policy of acknowledgement of all letters within 5 days and provide a full response within 15 days.

## **1.7 Confidentiality**

The Corporate Property Service ensures that all staff members respect the confidentiality of all data, and that information is securely stored ensuring full compliance with the Data Protection Act.

## **1.8 Performance Monitoring and quality assurance**

We regularly monitor our performance and annually report on the following measures:

- The average time taken to deal with an individual request for maintenance work to be carried out
- Percentage of positive feedback from schools on completion of requested maintenance work

We also provide reports for every Headteacher on annual expenditure on individual sites

### **1.9 Terminating the agreement**

A written notice of three months will be given before the start of a financial year by either party prior to termination of the agreement.

## **2. RESPONSIBILITIES**

### **2.1 Distribution of responsibilities**

The distribution of responsibilities for various types of maintenance work has been established in the Fair Funding Agreement and this Agreement therefore has to reflect that.

However, secondary schools may continue to request the Council to organise work on their behalf, and by doing so receive:

- a) A technical and qualified service to resolve maintenance problems
- b) A service that deals with health and safety aspects of the organized work
- c) A service that deals with administrative aspects and financial management of the organized work

The Council's Corporate Assets Strategy has ensured a substantial increase in the funding now available for investment in our buildings and attests to the Council's clear commitment to improving the standard of school buildings.

### **2.2 The Council's Responsibilities**

Although the majority of maintenance finance is under the control of schools, some aspects of buildings maintenance remain as the Council's responsibility. These aspects are listed in Appendix C. Any aspect not listed in Appendix C is the school's responsibility.

### **2.3 The school's Responsibilities**

The Headteacher is the Site Manager in all instances at a school. A site manager's responsibilities are outlined in Appendix A and every headteacher is already aware of these and specific training is provided and is still available on request. For further information, please contact your Health and Safety Adviser.

In general, a Site Manager, and the Governing Body, are responsible for ensuring that the site is appropriately managed and in a manner that is safe for all users. This includes planning and funding for work for which they are responsible. The condition surveys mentioned in paragraph 1.4b above will assist every school in this respect.

**NOTE**

**There is a system in place whereby Council authorisation is required before proceeding to carry out certain elements of work on the building. An Application Form for authorisation to Carry out Work on a Building (C1) has been circulated to every school and, mainly due to statutory health and safety implications, it is crucial that an application is submitted prior to undertaking the work.**

**Some elements of the work are exempt from the requirement to obtain authorization under this procedure. Schools will already be aware that this list (C3) is regularly up-dated and circulated to schools. Only the work listed on it can be completed unless authorisation has been received.**

Please note also that the school is responsible for providing access so as to enable Property officers and contractors to fulfil maintenance work.

CONSULTATION DRAFT

### **3. OTHER NON-MAINTENANCE MATTERS**

#### **3.1 Safe Management of Asbestos**

Managing asbestos in buildings has been identified as one of the Council's main health and safety priorities, everybody has a responsibility to ensure that statutory guidelines and regulations are properly implemented. Our aim is to ensure that asbestos does not affect anybody who makes use of our buildings.

The actions that we take in this field are based on Regulation 4 of the 2006 Asbestos in the Workplace Management Regulations.

The Council accepts responsibility for holding a detailed inspection of all buildings so as to identify where there is asbestos. This work has already been done. The Council also has responsibility for holding an annual inspection of the condition of this asbestos and keeping an up-dated register of all pieces of asbestos. Any asbestos found to be in poor condition during the annual inspection and that poses a risk for the building's occupants, will be disposed of by the Council.

The asbestos register has been sent to every site and schools have an obligation to keep it in their "blue box" and show it to any individual or company who intend to carry out work on the site. This is a blanket requirement. Schools have an obligation to keep a register of all contractors who visit the site and as part of the signing in process, the contractor is required to sign stating that he has checked the asbestos register.

The Council's asbestos management scheme is regularly up-dated. It currently stipulates that all work involving contact with asbestos requires a formal Authorisation to Work and should be undertaken by a qualified licenced contractor.

#### **Schools should not undertake any work that would disturb asbestos.**

There is a further reference to asbestos management in the Site Manager duties in appendix A.

#### **3.2 Compliance with Fire Risk Assessment requirements**

Since the introduction of the 2005 Regulation Amendment Order (Fire Safety), there is now a requirement to conduct a Fire Risk Assessment on all buildings that serve as a workplace. The purpose of such an assessment is to identify matters that could endanger life or the building itself if a fire broke out and to provide recommendations on how that risk can be lessened. The Council's Fire Policy is based on these requirements.

The Council has completed Fire Risk Assessments on the buildings. Such assessments identify dangers and an Action Plan will then be prepared to deal with the issues highlighted.

The action plan identifies work required on the building e.g. up-grade fire doors, new fire alarm etc. The Council will be responsible for the work.

The action plan also identifies management issues e.g. the need to conduct regular fire alarm tests, fire door kept open by an item of furniture etc. Resolving these managerial matters will be the school's responsibility.

The fire risk assessment will be repeated in its entirety every three years and the school will receive a copy.

The Council holds an annual risk assessment review and sends it to the School. The school has a legal duty to respond to these reviews and return them to the Council having been signed. There is support available to interpret these reports if you so wish – you can contact via the Property Help Desk in the usual manner.

The list of Site Manager's duties in appendix A contains a further reference to fire risk management matters.

### **3.3 Legionnaires Disease**

The Council has adopted a Policy on Water Hygiene and Controlling Legionnaires Disease in response to the need to aim to eliminate or ameliorate, wherever reasonable and practical, the risks of Legionnaires Disease bacteria in its buildings. This requirement stems from various pieces of legislation that places a legal obligation on the Council to ensure that water hygiene standards reach the requirements set by the Health and Safety Executive (HSE).

The Policy stipulates the need to undertake an appropriate risk assessment in every property in order to locate and identify circumstances that could breed this bacteria. The Council will be responsible for holding these risk assessments and for responding to any subsequent work to rectify/upgrade.

The list of site Manager's duties listed in Appendix A contains a further reference to Legionnaires disease management issues.

### **3.4 Advising on General Property related Matters**

From time to time, general advice is required on buildings or site related matters. This advice is available through contacting the Property Help Desk following the usual procedure.

### **3.5 Estates Service**

The Council has an Estates Management Service with Chartered Surveyors and Valuers doing property purchasing, selling and leasing work, including setting capital and rental valuations.

There is a requirement to use this Service when renting or making any kind of building or site related agreement. The Service is available to advise and assist the Schools to deal with such matters.

The Service also deals with the schools rates levels and presents rates appeals on their behalf.

### **3.6 Energy Conservation Service**

The Council has adopted a Carbon Management Scheme with the objective of trying to reduce our carbon emissions by 30% by 2014/15 and thus far we have been very successful in this regard as we have already achieved 17% by the end of 2011/12.

This is achieved through a combination of investment in our buildings and through advice and raising awareness of energy conservation methods.

We have already invested in new energy efficient boilers, new lighting, insulation etc, that has led to revenue savings of over £250,000 per annum. We will continue with this investment and work will be done on school buildings.

A Raising Awareness Officer has also been appointed and the Low Energy Schools Scheme has thus far been a huge success. In the first year, 35 primary schools made an average saving of 32% on their energy use.

We are also preparing a detailed business plan to present renewable energy schemes for several schools.

For advice on energy conservation related matters, please contact the Property Help Desk following the usual procedure.

### **3.7 Assisting Schools with self-financed projects**

If a school wishes to self-finance work on the buildings, there is support available from the Maintenance Service. If it involves minor work where detailed designs and building planning/regulations authorisation is not required, then support can be obtained free of charge. If it involves more substantial work, it may have to be referred to an Architect or Buildings Surveyor in Gwynedd Consultancy and a fee will be charged for the time spent undertaking the work. In such a case, you will receive support from a Client Officer free of charge to assist you to provide instructions for an Architect etc.

Remember if a School intend to arrange work themselves, it is essential that they present a request for authorisation from the Council on the usual C1 form (see appendix CH) before undertaking any work.

Support with such projects is available through contacting the Property Help Desk in the usual manner.

### **3.8 Contractor Management**

Responsibility for ensuring safe working practices and that a contractor is qualified to do the work rests with the person/s who commissions the work to be done, be it a Property officer or a Site Manager. This is a legal requirement under Building Management and Design Regulations (CDM).

All Site Managers should therefore ensure, if he does work on the school after receiving authorisation following submission of C1 form, that he receives a methodology declaration from a contractor before agreeing for the work to commence on a site. If you are in any doubt, you should consider asking the Council to do the work on your behalf.

Compliance with the requirement that all contractors sign a register on arrival at the site and confirm that he has checked the asbestos register is an integral part of the safe management of contractors process.