

## **Facilities Service Level Agreement**

# Service Level Agreement for the Facilities department

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The Facilities Department is responsible for managing the premises, providing a safe and efficient physical environment. We deliver a range of responsive and cost effective services designed to support Becta staff in the delivery of the Corporate Plan.

## 1 Introduction to Facilities

### Building services

Security and Access  
Space planning and office re-organisations  
Building repairs and housekeeping  
Health & Safety (DSE and risk assessment)  
Warehousing  
Kitchen facilities

### Reception services

Incoming calls  
Visitors  
Rail and air tickets  
Car hire  
Meeting rooms

### Distribution services

Distribution of mail, publications, promotional items, archives, goods and supplies

### 1.1 The Facilities team

The team has 4 fulltime and 3 part time members of staff.

### 1.2 Team structure

Facilities Manager	Gabrielle O'Loughlin	Overall responsibility
Administrator	Tina Hawkeswood	Stationery, access and security
Receptionists	Debbie Wood & Lisa Sanders	Reception & visitor services
Building Services	Malcolm McGivern, John Parris Kalvir Dass	Rail & air bookings Stores & Distribution Mail & courier services Maintenance

### 1.3 Access to services

There are currently 250 people working at Becta sites plus temporary staff and including us in your early planning will help us to deliver a wider range of services to you.

We operate a team diary to enable us to plan our workload in advance, to anticipate peaks and troughs. On occasions it may become necessary to re-prioritise a planned schedule to deal with unexpected demands.

## 2 Premises

Becta is currently operating on 6 sites:

Becta main building, Milburn Hill Road, Science Park, Coventry  
Becta II, Viscount Centre C1 and C2, Milburn Hill Road, Science Park, Coventry  
IPAS, The Chapel, The College Business Centre, Uttoxeter New Road, Derby  
London Office, TTA, Portland House, Stag Place, London

Becta Stores, Torrington Avenue, Coventry  
Delos, Padstow Road, off Torrington Avenue, Coventry

## 2.1 Reception opening hours

### ***Becta main building***

The Becta reception desk and switchboard is staffed from 8.45am to 5.30pm. Outside these hours callers to the switchboard will be directed to the voicemail system. Any messages left will be forwarded to the relevant person by 9.30am on the following working day.

### ***Becta II***

There is no reception facility at Becta II, this is carried out through the main reception desk. Telephone services are directed through the main Becta switchboard.

### ***IPAS Office***

The College Business Centre has a main reception desk between the hours of 9.00 – 12.00 and 1.00 – 5.30, limited services will be provided by this reception desk i.e. visitors. The IPAS Office is open by arrangement with the keyholder between 9.00am and 5.00pm, outside of these hours access will be by arrangement with one of the keyholders. IPAS is not serviced by the main Becta switchboard, although internal calls can be made. IPAS does not have a facility for an out of hours messaging service.

### ***London Office***

There is a reception desk for booking in and out of the London office, however it does not offer further services. The office is open between 8.30am and 5.45pm. There is no telephone service, however the contact number for this office is 020 7925 3700.

### ***Stores at Torrington Avenue & Delos***

The stores is an unmanned facility, access is via Malcolm McGivern.

## 2.2 Security and access

Details available to staff on Becta Intranet.

### ***IPAS Derby***

The IPAS office at Derby has an independent access system. Keyholders and security arrangements are agreed with Ann Charleton, IPAS Manager.

### ***Offsite Stores***

Deliveries and access arranged through the Facilities Office, please contact Malcolm McGivern.

## 2.3 Storage services

### ***Archives***

We offer an off-site archive storage facility.

Archive storage boxes are available on request. A unique number will be allocated to each box. When you need to retrieve the box, email Facilities with your archive number, it will be retrieved within 48 hours.

The archiving process:

If you have boxes of papers that you wish to archive, please use the following procedure:

- Make a keyword list for yourself of the contents of each box
- Put one or two keywords on the outside of the box

- E-mail Malcolm McGivern in Facilities, who holds the record of existing archive boxes, you will be given the next number(s) in the series and these must be placed on the outside of the box.
- Boxes must not weigh more than 15 kilos and the lid must be secure
- Each box must be clearly labelled with a destroy date.

When they are ready and labelled, e-mail Facilities who will arrange for the despatch to Stores within 48 hours.

### ***Warehouse***

To request retrieval of archived items stored offsite, please e-mail your request to Malcolm McGivern. Items requested will be retrieved within a maximum 48 hours.

### ***Maintenance and housekeeping***

General Assistants undertake minor maintenance and housekeeping tasks, for example if you have a flickering light, a faulty door handle or if there is a spillage, e-mail the General Assistants and Reception. Normal response time is 4 hours.

## **3 Reception services**

### **3.1 Telephones**

We aim to answer callers to Becta within 5 rings area. Callers will be dealt with on an individual basis and not be left on hold. Callers will be put through to the required extension unannounced and if the person they want to speak with is not there and no-one within the office picks up the phone, the caller gets the opportunity to leave a message or return to reception. A brief message can be left with reception, which will be e-mailed to the recipient within 5 minutes, stating the time the call was taken.

The Isdx switchboard at the main building will connect you directly to Becta II and the IPAS Offices. However calls cannot be transferred from the switchboard to Derby extensions.

A regularly updated internal telephone list is available on the intranet.

### **3.2 Visitors**

Reception need to be advised the names of all expected visitors in advance. On arrival Reception will sign them into the building and inform their hosts of arrival. If a visitor has not been collected within 10 minutes of their appointment time, Reception will notify any team member to receive the visitor.

### **3.3 Travel and tickets**

To order rail and air tickets please forward a completed order form, signed and coded, to Reception. Orders received via the internal mail will be booked by the end of business the same day.

Virgin Charity Line rail tickets can be ordered at greatly reduced prices. To enable us to book these tickets we need to place the order **4 clear working days** before the date of travel.

Administrators will be advised on receipt of the ticket by e-mail. Tickets will be held in Reception awaiting collection.

Travel information requests will be answered within a four-hour period. An e-mail will be sent to advise you of the information required as soon as it is available.

### **3.4 Car hire**

Becta currently uses Target Car and Van Hire of Leamington Spa. Special corporate rates have been obtained and vehicles are delivered to Becta. Please complete a purchase order in full and forward to Reception. 24 hours notice is required. A copy of your driving licence is essential for insurance purposes and you must be available to sign for your car when it is delivered.

Reception can also book cars through our travel agent, in order to be sure of your car being delivered, 24 hours notice is required.

## **4 Facilities office services**

### **4.1 Mail in/out**

#### ***Internal Post***

For paper communication within the building, there is an internal mail service. This is collected and distributed at the same time as the external post, from the designated collection points in each office. There are two collections a day and delivery is within one working day.

#### ***External Post***

The first delivery of post will be sorted and distributed by 11am. The second post arrives at 11am. This will be distributed by 3.45pm when the final collection/delivery is made. Royal Mail collects the post at 4.45pm. After this time franked envelopes can be posted at the bottom of Milburn Hill Road. The final collection there is 6.45pm.

### **4.2 Courier services**

As much notice as possible is needed for courier services. Short notice increases the chance of a parcel not reaching its destination on time and increases the expense.

One off parcels will be despatched daily. Packing and despatching in excess of 5 parcels will require one days notice.

To book a courier service you will need to provide full name, address and postcode for the destination, a required delivery time and a budget code. There are a number of options available for this service:

#### ***Standard courier***

This service provides a daily pick-up at 4.30pm by the Courier Company and will deliver the next day up until 5.30pm. This means that it can be delivered at any point during the next day until that time, hence there is no guarantee of next day delivery.

- If you need to ensure a next day delivery to arrive earlier in the day, a dedicated courier will need to be booked.

#### ***Dedicated courier***

A dedicated courier will make your delivery within the specified criteria; this service should be used for all important requests and will be guaranteed.

#### ***Parcelforce***

Parcelforce will provide us with a service that will guarantee delivery for specified delivery times. In order to use this service a minimum of 4 hours notice is required.

If a delivery on your behalf does not arrive at the time requested, please notify Reception immediately, so that action can be taken without delay.

### 4.3 Mailings

A minimum of 48 hours notice is required for Facilities to carry out a mailing. A mailing consists of 25 to 300 items providing those items will go through the franking machine. All mailings will be prioritised according to the Facilities Diary. Envelopes must be ordered through the Office Supplies link on the Becta Intranet home page to fit in with the anticipated time of your mailing.

When sending out mailings of more than 25 identical items as part of a project, a yellow mass mailing slip must be completed with a budget code and manager's signature so that the costs can be correctly allocated. This will be completed and forwarded to Finance by the Facilities Team.

Mailings over 300 should be directed to a Mailing House, particularly when there are multiple publications within the mailing. A current list of Mailing Houses is on the Intranet within the Facilities page.

Boxed items i.e. not a standard envelope package, will be sent by courier. As this is a different service the upper quantity is 5.

### 4.4 Goods In

All deliveries come through the Goods In Department. The blue copy of the purchase order pad should be sent to Goods In immediately the order is placed, detailing the expected delivery date.

Deliveries cannot be forwarded internally until the blue copy order is received in Goods In.

Goods received through Goods In Dept will be distributed within 24 hours maximum. 90% will be delivered within one hour.

### 4.5 Stationery

All stationery must be ordered through Facilities

There is a standard stock of stationery items in store. This can be viewed on the Intranet Home Page under Office Supplies and here your order can be placed on-line. Stock orders placed before 11 am will be delivered to you before 5pm that working day.

Outside of this standard stock, e-mail Tina with your request and budget code, the order will be placed by 5pm that working day.

### 4.6 Publication requests

Orders for free publications and promotional items held in stores are available via the ordering system on the Intranet, **under Facilities**. It is an on-line ordering system.

Orders placed before 11am will normally be delivered to you before 5pm on the following working day.

Exceptions are during stocktaking and directorate meetings, however you will be informed when placing the order.

### 4.7 Meeting rooms

Meeting Rooms and the services available can be booked via the Intranet.

Details of room capacity, layout, optional equipment available and the location of the room can be found on the Intranet under Meeting rooms and then click **Room Details**.

A daily schedule of the meeting rooms booked is prepared by Reception and posted outside each meeting room on a daily basis.

## **4.8 Photocopiers and paper**

### ***Photocopying***

Paper supplies to the copier are re-stocked each day and toner levels are monitored on a regular basis.

Photocopiers are maintained on a regular basis by Canon.

If you experience any problems with paper jams, or need toner or staples, please request help by email through Malcolm McGivern. Your problem will be dealt with within 2 hours providing it can be done in-house, alternatively Canon will attend the machine within 24hrs.

## **4.9 Space planning and office moves**

Office moves are co-ordinated with the Facilities team and the Technical team. Project plans for each move will be agreed between the Facilities Manager and the appropriate Manager in advance of any work starting.

## **4.10 Health and safety**

There are four first aid people at the various premises of Becta as listed below:

Becta - Carol Jones and Malcolm McGivern  
Becta 2 - Clair Whitmore  
IPAS - Jessica Jackson

All Health & Safety issues received by 11am will be acknowledged by 5pm on the following working day. Response time will be dictated by the seriousness of the issue.

Fire drills, COSHH regulations and risk assessments all fall within the responsibility of the Facilities Office.

## **5 Review and monitoring**

### **5.1 Review and monitoring of the Service Level Agreement**

It is the aim of the Corporate Services Team to set up a Service Level Agreement Monitoring Committee chaired by the Head of Corporate Services. The Facilities Team Service Level Agreement will be monitored in accordance with the schedule and policies of that Committee.

### **5.2 Complaints and disputes**

In the event of any complaint or dispute between Facilities and internal customers, this should be dealt with through the Facilities Line Manager in the first instance. If the complaint is unresolved after 5 working days, it will be escalated to the Head of Department, Corporate Services.