



FACILITIES SERVICES

SERVICE LEVEL STATEMENT

October 2011

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FACILITIES SERVICES

The Facilities Services Department delivers integrated support for the core University business across its campus network. The aim is to support the University's strategic objectives, with particular focus on planning and developing the estate whilst enhancing the facilities services that the University offers to students, staff, visitors and conference guests.

The work of the department represents the upkeep, maintenance and the strategic capital development of the estate together with the Facilities Services associated with the areas below.

Operational Services

Car Parking
Security and Transport
Hospitality Services
Conference and Event Services
Reception
Catering Services
Housekeeping
Student Accommodation
Postal Services
Courtesy Bus Services
Courier Services

Estates and Infrastructure

Grounds and Gardens
Building Maintenance
Logistics Planning
Campus Signage
Campus Logistics (Moves)
Facilities Help Desk
Capital Development
Door Signs
Property Management
Facilities Administration
Facilities Information Services

More information on the above services can be seen by following the related links on the Facilities Service web pages at: <http://www.canterbury.ac.uk/support/facilities-services/>

A detailed list of services and full information can be found in the index at the front of this document.

FACILITIES SERVICES HELP DESK

FAULT REPORTING

The Helpdesk is staffed between 9am and 5pm, Mondays through to Fridays. Outside of these hours a message can be left or for an emergency situation, information is given about contacting the 24hour Security Service in a clear voicemail message.

The Helpdesk can be contacted by:

- Online via the Facilities Services web pages
<http://www.canterbury.ac.uk/support/estates/fault-reporting.asp> (recommended). Use this facility for buildings related faults only (e.g. not Housekeeping, Logistics or Catering).
- Telephoning the Facilities Helpdesk on extension 2325 or 01227 782325 - All enquiries
- E-mailing the Facilities Helpdesk at facilities-helpdesk@canterbury.ac.uk – All enquires

For emergency callouts outside of normal office hours, please contact the Security Service on extension 2355 or 01227 782355

An e-mail confirming receipt of the fault details will be sent showing the works order number allocated. This number should be quoted in any future communication.

To obtain an update on the progress of a reported fault, the above contact methods should be used. Once a tradesman has attended a works order and reported back to the Estates and Infrastructure office, a work completion e-mail will be sent to the originator stating the feedback provided by the tradesman. If the works order requires further action, the feedback will advise this. The Estates and Infrastructure office may raise further sub orders to complete the work and completion e-mails will be sent accordingly.

A dedicated manager supported by the Facilities Administration Team manages all work orders raised from fault reports.

Comments, Compliments & Complaints

Should a user of any of the services detailed within this document wish to compliment, comment or complain about any facet of the services provided or received then they should make representation to the facilities Help Desk using the contact details shown above.

We will:

- Acknowledge receipt of the communication within one working day.
- Provide a first line response within five working days

ESTATES & INFRASTRUCTURE DEPARTMENT

Introduction

This document sets out the operational objectives of the Estates & Infrastructure Department, which will impact on our customers (students and staff) over the period 2011 – 2013.

The statement takes into account the University's Strategic Plan 2011 - 2015 and the University's Estate Strategy 2008 - 2013.

It describes the service we will deliver to members of the University within an agreed budget, with the level of resources intended to match the demands, made in delivering the mission of the University. Our key objective is for all members in the group to work to deliver a friendly and efficient service which is informed by, and responds to, the needs of the whole University.

Using a FM software package (Planon), we will give regular feedback to our customers and be able to demonstrate the level of response times and any backlog/outstanding works which for whatever reason fail outside our stated response times.

The University has created the roles of departmental Responsible Persons/Building Wardens. They are intended to support the on-going improvement of the student experience through the reporting, recording and receiving feedback on all facilities issues within their department through the FM Help Desk.

Integrated Departmental Services

Communication

To improve access to the services provided by all our departments the University has implemented a Computer Aided Facilities Management (CAFM) software package (Planon), which shares and exchanges data with other University data bases.

Planon is designed to supply information and to simplify the procedures necessary for requesting services from other sections within the FM group of departments. All members of staff have access to this information via the website. This is reviewed regularly and audited on an annual basis.

Service Cover

Where trades expertise depends upon a single member of staff, other staff members will be kept informed of the progress made and records maintained to ensure continuity of service in the event of temporary staffing difficulties due to unforeseen circumstances.

Annual Works Programme

Departments within buildings undergoing annual maintenance should be advised in a timely way prior to the start of any work. We would aim to provide a minimum of four weeks' notice prior to the commencement of work. Upon the agreement by the Project Sponsor we will work with Heads of Department or their identified contact, Responsible Person/Building Warden throughout the work. If necessary, staff can be provided with alternative offices with (limited) telephone and IT communications (subject to availability) or make use of the 'hot desk' areas. Changes agreed to fixtures or furniture should be completed prior to the return of staff to their offices. Departments in adjacent areas which may be affected by the work will also be informed, so the effects of any

disruption may be minimised, the above is subject to approved access and secure funding in place by Easter of the previous financial year.

Emergency Maintenance/Breakdowns

Any emergency will be responded to in a timely manner. Where the situation demands, buildings/services will be isolated until the fault is remedied. Where time and space allow, we will work to ensure that alternative office or teaching space is found as a matter of urgency for staff affected by major failures.

Diversity & Equality

The special needs of disabled students or staff will always be given priority, whether in the provision of residential accommodation, allocation of parking areas, teaching rooms or offices. Formal assessments will be required to provide advice on the provision of special accommodation or furniture.

This is available through a part-time disability Adviser supported by external agencies to advise on compliance to the Disability Discrimination Act 1995. Some grant aid, from HEFCE, has been made available to deal with reasonable adjustment to buildings and the University is funding other on-going initiatives to satisfy conformity. *Estate Management*

The University estate currently covers 123,645 sq m across five campuses in Kent. The department is responsible for all aspects of the Estate (including University residential buildings owned or leased by the University) in Canterbury, Broadstairs, Medway, Folkestone and at Tunbridge Wells (Salomons). The sum insured for the total estate is circa £225 million.

Sustainability

To maximise energy efficiency, we will continue to develop the use of Building Management Systems (BMS) across the University in line with the University Strategic Plan.

- We aim to provide an internal ambient temperature of:
 - 16°C - minimum at the start of the working day (Workplace Health, Safety & Welfare Regulations 1992, Section 7)
 - 19°C - desired space temperature (Fuel and Electricity Order 1980).
 - 23°C - temperature to which areas will be comfort cooled where available (not to offices).
- We will ensure that such systems allow responsive variations depending on building use.
- In conjunction with the Timetabling and Rooming Office, we will ensure that service provision is provided to account for exceptional use of buildings.

CARBON MANAGEMENT PLAN

The Carbon Management Plan covering the period 2010-16 has been written to meet Canterbury Christ Church University's commitment through its Environmental & Sustainability Policy to reduce its use of natural resources and thereby its carbon footprint. There are compelling social & environmental reasons for the University to follow through the actions described in this plan which are in line with its core values.

The University has made Environmental Responsibility and Sustainability one of the seven key themes for its 2011-16 strategic plan, due for publication in June 2011. National targets have been set for carbon reduction through the 2008 Climate Change Act and the University is in support of the drive of the higher education sector to lead in meeting these targets. Many of the opportunities for carbon savings identified in this plan deliver significant revenue cost reductions and have good payback periods.

Baseline Year 2009/10

Emissions from gas, electricity & university owned vehicles were 9,407 tCO₂e (tonnes of Carbon Dioxide equivalent) for 2009/10. These emissions are known as Scope 1 & 2 emissions.

Emissions from water use, waste disposal & business mileage in private cars totaled 848 tCO₂e in 2009/10. Data to define emissions from other business travel and staff & student commuting is not currently fully available. These types of emissions are known as Scope 3 emissions.

Targets

- This plan targets a reduction in Scope 1 & 2 emissions by 35% by July 2016 against a 2009/10 academic year baseline.
- CCCU is targeting a reduction in Scope 1 & 2 emissions of 57% by 2020 against a baseline of the 2009/10 academic year.
- The University has set an aspirational target of a 20% reduction in Scope 3 emissions by 2020 against a 2011/12 baseline. A firm target will be confirmed by the Senior Management team when the baseline is fully established.

More detail on the carbon reduction targets and the relationship to the national and sector targets is shown on the [targets](#) page.

More information

To get an overview of the CCCU Carbon Management Plan [click here](#)

To read the full version of the CCCU Carbon Management Plan [click here](#)

Secure Environment

We will continue to ensure that all buildings and equipment comply with statutory regulations for fire, safety and electrical supply.

- Each term, via the Facilities Services website, we will advise all members of the University of the Weekly Fire Testing Procedures, with quarterly service schedules of the fire alarm systems being

advised two weeks before commencement, again via StaffNet.

- The Responsible Person, in association with the Security Manager, will organise fire evacuation exercises for residential buildings at the beginning of Michaelmas and Lent terms. The Fire Safety Advisor will attend the evacuation.
- All University buildings to be subject to a minimum of one fire evacuation exercise per year; where identified by the Regulatory Reform order. (This would normally exclude houses of multiple occupation)
- Where possible, all statutory testing will be undertaken at times to minimise disruption to staff /students.
- Concerns about Health and Safety, Security and Fire Safety will be dealt with as a matter of urgency through the office of the University Solicitor.
- Evaluation of levels of lighting across the University will be made in response to requests made by staff or students to ensure compliance with C.I.B.S.E. guidelines
- From the above, and with the use of self policing fire risk assessments, items highlighted will be actioned from a recurring fire safety budget.

Building and Service Maintenance

Currently 90% of non residential and 96% of the residential estate is categorised in the highest levels A or B (R.I.C.S. criteria – EMS Report – 2009 - 2010). We will continue to strive, subject to budgetary constraint, to maintain these high levels for the benefit of all members of the University. We will undertake regular assessments of the physical condition and statutory compliance to inform the planned preventative maintenance programme and the annual maintenance and upgrade of plans. Every 5 years a full condition appraisal will be undertaken.

We will continue to develop Planon to maximise the efficiency to which we respond to the many lines of fault reporting. The response time will depend on the nature of the fault and the workload of the department; examples of typical electrical, mechanical and building breakdowns are detailed in the tables at the end of this section. Priority classifications are as defined by Sunrise.

- Automated e-mails have been developed to advise staff and students on the progress of repairs.
- Wherever possible, we will ensure that repairs are carried out with the minimum impact on the work of the University, working with the Timetabling and Rooming Office to advise staff or teaching affected by proposed works.
- We will continue to maintain the qualifications of our directly employed staff and ensure that they are fully compliant with the current training standards and requirements
- We will continue to ensure that all Estates & Infrastructure contractors operating in the

University are also appropriately qualified and are coordinated with the work of the University and comply with the 'Contractors Authorisation to Enter University Premises' procedures and 'Permits to Work' requirements.

- We will continue to provide to supply 365 day, 24h emergency cover to Canterbury and the campus network. This is primarily for the benefit of the residential student population and is intended as a 'make safe' response
- In addition, the Assistant Estate & Infrastructure Manager (Buildings) has a liaison role with the Accommodation office with the responsibility for Estate delivery in that area.
- Wherever possible, work to buildings will continue to be planned with advice from potential users where they have been identified.
- Delivery to an appropriate level of quality and to time and budget relies upon any scheme being 'signed off' (agreed) 2 months before commencement.

Response Times

The following Tables set out the response times to fault reporting in order of priority:

| MECHANICAL SERVICES (1) | |
|---------------------------|--|
| PRIORITY 1 – EMERGENCY | <p>Response within 1 working day</p> <ul style="list-style-type: none"> • Water leakage • Smell of gas • Lift entrapment • Blocked drains • Partial loss of sanitary facilities • Loss of hot water • Loss of heating • Loss of air conditioning plant • Lift breakdown • Blocked sink (Accommodation) |

| MECHANICAL SERVICES (1) | |
|-------------------------|--|
| PRIORITY 2 URGENT | Response within 3 working days <ul style="list-style-type: none">• Water boiler• Blocked sink (Toilets) |
| PRIORITY 3 ROUTINE | Response within 5 working days <ul style="list-style-type: none">• Dripping tap |
| PRIORITY 4 COMPLAINT | Response within 5 working days |
| PRIORITY 5 PROJECT | Response within 30 working days |

Response times (2)

| ELECTRICAL SERVICES (2) | |
|--------------------------|--|
| PRIORITY 1 EMERGENCY | <p>Response within 1 working day</p> <ul style="list-style-type: none"> • Loss of electrical supply to the site • Loss of electrical supply to a floor • Loss of power or lighting to student accommodation area. • Tripped circuit • Loss of hot water (electrically heated) Accommodation • Loss of heating (electric) • Fault on fire alarm system • Lighting where no natural daylight available • Lighting where no other lights are available within the area |
| PRIORITY 2 URGENT | <p>Response within 3 working days</p> <ul style="list-style-type: none"> • Loss of hot water (electrically heated) - Toilets |
| PRIORITY 3 ROUTINE | <p>Response within 5 working days</p> <ul style="list-style-type: none"> • Re-lamping of luminaries • Repairs to emergency lights |
| PRIORITY 4 COMPLAINTS | <p>Response within 5 working days</p> |
| PRIORITY 5 PROJECTS | <p>Response within 30 working days</p> <ul style="list-style-type: none"> • Repair incidental related aesthetic damage |

Response Times (3)

Key performance Indicators

| GENERAL REPAIRS (3) | |
|--------------------------|--|
| PRIORITY 1 EMERGENCY | <p>Response within 1 working day</p> <ul style="list-style-type: none"> • Accommodation building – externally insecure doors • Accommodation building – externally insecure window • Accommodation building – blocked/failed sanitary ware • Accommodation building – ingress of rainwater/weather • Accommodation building – fault to fire escape route, furniture or fittings • Security/financial areas – facility externally insecure • Ingress of rainwater • Office/workplace externally insecure • Accommodation building – internally insecure door/window • Make safe trip hazards • Make safe damaged glazing • Cordon off uneven paving |
| PRIORITY 2 URGENT | <p>Response to attend within 3 working days</p> <ul style="list-style-type: none"> • Clear blocked rainwater goods |
| PRIORITY 3 ROUTINE | <p>Response within 5 working days</p> <ul style="list-style-type: none"> • Re-glaze broken glazing • Make level uneven paving |
| PRIORITY 4 COMPLAINTS | <p>Response within 5 working days</p> |
| PRIORITY 5 PROJECTS | <p>Response within 30 working days</p> |

| Service | Detail | Indicator |
|---------------------|---|--|
| Mechanical Services | Responses in line with priority (table (1)) | No. of faults recorded in one month/no. of faults completed within priority to give % of faults outstanding in a month |
| Electrical Services | Responses in line with priority (table (2)) | No. of faults recorded in one month/no. of faults completed within priority to give % of faults outstanding in a month |
| Repair | Responses in line with priority (table (3)) | No. of faults recorded in one month/no. of faults completed within priority to give % of faults outstanding in a month |

CAPITAL SCHEME PROJECT MANAGEMENT

The Capital Schemes are managed by the Assistant Facilities Director (Capital).

We aim to deliver high quality design and project solutions while meeting agreed timescales, priorities and budgets through an efficient, effective and integrated service which meets the requirements of the University project groups and other key clients.

We will:

- Consult with project groups, undertake surveys and develop project briefs.
- Prepare proposals, costs and programmes for projects as required.
- Develop designs, specifications and room data, co-ordinate consultants' input and obtain user sign-off, statutory consents and tenders
- Provide project management services on capital, new build and refurbishment schemes to agreed timescales and cost and quality standards.
- Monitor construction, completion and commissioning.
- Communicate closely with customers throughout the life of projects, managing expectations and feedback up to and beyond completion.
- Deal with snagging and any post completion issues and negotiate settlements of final accounts.

Key Performance Indicators:

| Service | Details | Indicator |
|---|--|---|
| Project initiation and feasibility study | Formation of Project Group to develop brief | Within two months of approval of project or within sufficient time to meet programme. Group to include senior member from user group. |
| Project brief/Options & Client consultation | Instigate any necessary surveys. Provide brief outlines for consultation and further development within the Project Group. | Within 3 months subject to client input and mutual variation and agreed overall project programme. Room data sheets to be available. |
| Design Services | Develop designs and room data sheets. Prepare tender documents and tender works. | Design meets the brief and room data sheets to be completed. |
| Tender Report | Provide full tender report | Within 3 weeks of obtaining competitive tender. Provide recommendations. |
| Award of Contract | Begin implementation of works | Agree works meet specifications. Ensure standard of health & Safety. Ensure work is completed on schedule. |
| Project Reporting | Communicate progress, achievement and expenditure | Monthly to the Project group. |
| Evaluation of Project | <p>Project delivered on programme.</p> <p>Obtain feedback from project group.</p> <p>Obtain feedback from end user group. Audit costs/accounts</p> <p>Benchmark costs of capital projects against HEFCE/BCIS guidelines.</p> | <p>Start & Completion dates are met.</p> <p>Meets with project group expectations.</p> <p>Meets with end user expectations and project brief is met in full.</p> <p>Within HEFCE/BCIS guidelines.</p> |

FACILITIES INFORMATION MANAGEMENT

The Facilities Information department is responsible for the electronic collation and upkeep of all University building information and the administration of the Planon CAFM software including:

- The maintenance and preparation of University building floor plans
- Liaison with Land Registry with respect to building information.
- Liaison with University departments with regards room numbering, usage and classification
- Preparation of the Property Portfolio
- Preparation and maintenance of the Property PlanBook
- Reporting on the estate for senior management
- Collation, preparation and submission of Estate management Statistical (EMS) returns to HEFCE. EMS requires the reporting on 78 categories of measurable estates information and ratios.

Using the Planon CAFM we:

- Provide maintenance and administration of Planon CAFM
- Provide Planon user training
- Ensure the capture of data and enter relevant details onto Planon
- Prepare Planon feedback reports
- Prepare 5% sample checks of work orders
- Prepare statistics for management reporting
- Compile reports and data for environmental purposes

We assist in the following with regards the Estates Strategy and Capital works plan:

- Preparation of the estates Strategy
- Submission of Valuations Office Agency information for property rates evaluation
- Preparation of information and drawings of the estate for planning permissions
- Produce drawings and other information for capital projects

Should you require any of the foregoing services you should in the first instance log your request by e-mail using the Facilities Helpdesk at facilities-helpdesk@canterbury.ac.uk

Key performance Indicators:

| Service | Details | Key performance Indicators |
|--------------------|---|--|
| EMS Return | Accuracy of information used in return. Timing of submission | 95% of data in EMS return supported by relevant data from supplying departments. Return made between 30 days in advance or on deadline. |
| Property Portfolio | Accuracy & timing of document | Updated and ready to publish as requested by FM Directors. |
| Planon data | KPI statistics | Available and published on a monthly basis. |

SIGNAGE

External campus signage

External signage will be provided where necessary to ensure clear and concise directional and bespoke building signage across all the University's campuses. All signage will be produced in accordance with the corporate toolkit recognising the logo, fonts and colours to maintain the corporate identity. The toolkit can be found at <http://www.canterbury.ac.uk/support/external-relations/corporate-identity/index.asp>

Internal signage

Internal signage will be provided for directional purposes and for identifying space (rooms, offices, teaching rooms etc.). All internal signage will follow corporate guidelines.

Highway signage

Highway signage can be applied for via Kent Highways Department for highway directional signage and special events signage. There is a long lead time for acceptance, confirmation and delivery of such signage by the Kent Highways Department.

In all instances, request for signage should be made via the Facilities Help Desk.

Key performance Indicators

| Service | Details | Key Performance Indicators |
|------------------|---------------------------|---|
| External signage | Design, supply & delivery | Requests will be reviewed and a request for a quotation placed within 5 working days of the request. Lead time between order placed and installation will be 20 working days for standard installations. |
| Internal Signage | Design, supply & delivery | Requests for door room signs will be actioned and installed within 5 working days. Requests for internal directional and general building signage will be reviewed within 5 working days of receipt of request. Lead time between order placed and installation will be 20 working days for standard installations. |

| | | |
|-----------------|---------------------------|---|
| Highway Signage | Design, supply & delivery | Requests will be reviewed and submitted for KCC acceptance within 5 working days Lead time between order placed and installation will be 20 working days for standard installations by CCCU nominated contractors. |
|-----------------|---------------------------|---|

GROUNDS & GARDENS

We recognise the importance of the University grounds to all students, members of staff and visitors, particularly potential students. We will: maintain, to a high standard, the diverse environments across the University;

- continue to be sensitive to the security implications of the landscaping;
- ensure that following any development, the surrounding area is planted appropriately;
- ensure where practical, recycling of garden waste
- ensure the planting and upkeep of floral and seasonal bedding displays
- provide displays of cut flowers when in season
- Identify and maintain areas to enhance the biodiversity of the University's environment.
- Ensure a high standard of maintenance (including marking out) of the University sports pitches.

The department is responsible for the litter picking of the extended Canterbury campus and the emptying of externally placed waste bins. We will:

- empty the external bins on a twice weekly basis
- clear litter from areas while attending to upkeep of gardens
- mechanical sweeping of main and accessible path areas on a twice weekly basis

The department is responsible for the external window cleaning and pressure washing of surface areas when required of buildings on the extended Canterbury campus. We will:

- ensure that a due tender process is undertaken for the procurement of a window cleaning contract
- Ensure that windows are cleaned annually (except Augustine House which due to the large area of external glass will be cleaned every six months).

During the winter months the department will provide a gritting and snow clearing service to main access routes as per the Snow & Ice Clearance Procedure with the assistance of the Facilities Services team in extreme conditions.

The Grounds and Gardens department has the expectation that customers will:

- avoid driving across or parking vehicles on areas of grass
- avoid walking and driving on planted areas
- Dispose of litter responsibly in the bins provided
- Ensure that cigarette ends are disposed of in the receptacles provided in the smoking shelters.
- Not climb trees

- Report any issues regarding the grounds and gardens via the Facilities Helpdesk on extension 2325 or facilities-helpdesk@canterbury.ac.uk

Key Performance Indicators

| Service | Details | Key Performance Indicators |
|--------------------|-------------------------------------|--|
| Grounds Issues | 'Faults'/issues reported via Planon | 95% same day response times. |
| Reception displays | Cut flowers | 100% created from self grown products. |
| Window cleaning | Tender/contractor | Monitor cleaning against SLA agreed with contractor |
| Snow clearing | Emergency | In accordance with the Snow & Ice Clearance Procedure. |

CAMPUS LOGISTICS

Introduction

The Campus Logistics and Goods In department provides a range of services to the Canterbury Christ Church University Campus Network. The purpose of this document is to present a service level statement which clearly defines the responsibilities required for delivering these services and the performance standards for services used to support the University's infrastructure.

Objective

The objective of this Service Level Statement is to define and promote the services offered by the Campus Logistics and Goods In team.

Services Provided

The Campus Logistics team provides a responsive Logistics, Goods In and storage service for the varied and diverse needs of the departments and Faculties of the University, including a goods delivery service between Canterbury, Medway, Broadstairs, Folkestone, and Tunbridge Wells campus centres

Services provided are:

- Liaise with staff and agree appropriate and convenient plans for office relocations or removals of furniture/stores as required
- Provide packing boxes, parcel tape and any labels as required prior to office moves.
- Support and liaise with other University departments and campuses to ensure effective office moves/removals service.
- Arrange and manage the provision of external furniture removal companies for larger University logistic moves or relocations as required
- Manage the supply and storage of surplus University furniture and liaise with the Logistics Manager, Purchasing Officer or Project Officers to reduce overall spend on University furniture requirements
- Manage the use and allocation of storage space around the Canterbury Campus
- Manage the University Archive Storage facility including a deposit and retrieval service
- Arrange suitable and audited disposal of archive material in liaison with appropriate contractors as required
- Organise and conduct annual timetabled teaching room furniture audits and report to relevant Facilities Service departments for any room issues
- Provide event set up service where required including furniture in rooms and delivery services as required
- Manage, distribute and store Facilities Management poster/display boards

- Remove broken furniture for repair, replacement or disposal
- Provide efficient Goods Receipt service
- Provide an efficient and reliable collection and delivery service from Goods In/Stores to faculties, departments and offices within the Canterbury Campus area
- Arrange suitable staff cover for Goods In services as appropriate

Service Statement

Our aims and responsibilities

- To provide an effective and responsive logistics/goods in service to staff and students of the University
- Respond and advise on requests for logistics services and agree timescales
- Offer advice and details over any arranged moves including room layouts, furniture requirements and provision of support
- Provide Logistics services in support of University events, including Graduations, Examinations, conference services and academic events as required
- Provide responsive and effective goods in and out service in liaison with courier services and staff or students as required.
- Provide uniformed, trained and competent staff to plan responsible removals and logistical services
- Logistics vehicle maintenance as required. Ensuring all documentation for the use of vehicles for Logistics staff is up to date.
- Prepare risk assessments as required

In dealing with enquiries by e-mail we shall:

- Acknowledge receipt within three working days and where appropriate, indicate a time frame for completion.
- Utilise an auto signature on all e-mails that provides full contact details for all forms of communication.
- Ensure, for e-mail enquiries, an appropriate message is displayed for known absences of one or more working days. Where appropriate, this will include another point of contact in case of emergency.

In dealing with enquiries by telephone we shall:

- Respond to the telephone within a reasonable time frame and in a professional manner, providing a name as point of reference for the caller
- Construct a professional current voicemail message for daily use and for known absences of one or more working days. Where appropriate the voice mail will indicate another point of contact in the case of emergencies.

The campus Logistics Team will:

- Respond to requests in a timely and efficient manner to suit operational priorities as indicated by the Logistics Supervisor
- Provide a 48 hour collection and retrieval service for the archive storage facility as indicated in the Archive Storage Policy
- Ensure correct and up to date information is available from the website including contact details.
- Provide a goods in/out delivery service around the Canterbury campus on a daily basis.
- Ensure all staff are trained appropriately for manual handling and logistics services and to provide a helpful and friendly service.

Related Documents

Archive Policy
Document Retention Policy

Key Performance Indicators:

| Service | Details | Indicators |
|---|--|---|
| Moves | Office moves as advised. Response times as measured by Planon | 95% + of moves completed as scheduled. |
| Post new build/refurbished building furnishing. | Furnishing as required | 95% + of tasks completed in accordance with Project schedule. |
| Logistics | Daily Logistics deliveries ex Goods Inwards deliveries | 100% of items delivered to destination across Canterbury |

FACILITIES ADMINISTRATION TEAM AND HELPDESK

The Facilities Administration Team provides comprehensive administrative support to the Facilities Services Department including financial, secretarial and systems support. A primary role of the Facilities Administration Team is to provide a Facilities Helpdesk service which makes available a focal point for all staff and students to enquire about a range of facilities services and request maintenance or a support services and report faults in relation to buildings or equipment.

Facilities Helpdesk

Objectives of the Service

The Facilities Helpdesk fulfils its responsibilities by:

- Providing a telephone service which handles in the order of 400 calls per month and a Helpdesk email service which receives approximately 600 enquiries a month.
- Ensuring all stakeholder questions and enquiries are met with a courteous, efficient response.
- Initiate works requests for response by the maintenance teams and supply effective monitoring of these requests and other facilities services requests.
- Connecting enquirers to the relevant section within the Facilities or other University departments.

Service Standards

- The Helpdesk is staffed by the Facilities Administration team from 0900 – 1700hrs Mon – Fri. Emergency calls received outside of these hours are referred to Security by a clear answer phone message.
- All calls to the Helpdesk are to be answered in a timely manner and the details of the call recorded according to procedures put in place by the Facilities Administration Manager.
- All Helpdesk email enquiries will receive an immediate response to confirm receipt (via an automated email response) and to be followed up with an informative answer to the enquiry within 24 hours.

- All non buildings related enquiries will be logged on the Sostenuto (Sunrise/Sunriselite) Call Management System to provide an auditable trail of enquires, response times and actions taken to resolve calls.
- All buildings related faults will be recorded on the Facilities Space Management System, Planon, as soon as possible, but on the same day that they are received. All faults will be dealt with by the Estates and Infrastructure team in accordance with the [Estates and Infrastructure Service Level response times](#).
- Requests for Car Parking information and the issue of University staff Parking Permits will be responded in line with the Car Parking Permit Criteria and Permit Allocation Policy. Permits will be produced accordingly and sent to the recipient usually within 5 working days.
- Facilities Administration staff will use specific information received via the Helpdesk telephone, Helpdesk email or advice from Facilities colleagues to accurately enter or amend staff location and telephone number details in Planon, ensuring that this information is fed accurately from Planon into People Search and that the information available to University staff is updated and correct within 3 working days.

Response to enquiries will always be in a helpful manner, not only in relation to all areas of the Facilities department's services including Housekeeping, Logistics and Security, but also to those enquiries misdirected to the Helpdesk and needing advice on re-directing to the correct area for the enquiry.

What we need from Service Users

- We require Helpdesk users to report faults promptly and give reasonable notice when requesting assistance:
- To progress a fault effectively we require details of the caller's name, telephone number with an accurate description of the fault, and its exact location when reporting via telephone or e-mail.
- We expect users to treat the Helpdesk staff with courtesy and respect their professionalism.

Fault Reporting and Progress Check

Three alternatives are made available for the reporting of faults:

- Online via the Facilities Services Estates & Infrastructure website (recommended)
- Contacting the Facilities Helpdesk on extension 2325 or 01227 782325
- Email Facilities Helpdesk at facilities-helpdesk@canterbury.ac.uk

However, the Helpdesk's recommendation is that all faults are reported via the [Facilities Services website](#), apart from the emergency call outs. For emergency callouts outside of office hours, please contact Security on 01227 782355 or ext. 2355.

Reports considered as Emergencies are in relation to the following:

- Work, which if not carried out immediately will endanger the health and safety of people, causes major damage to buildings or affect building security.
- Gas leaks
- Loss of electrical or heating services to a building
- Major water leaks
- Lift breakdown
- Fire or imminent risk of fire or explosion
- Collapse of a structure

All fault reports are followed by an email confirmation with the work order number allocated to the request and details that have been provided.

Once a tradesman has attended to a work order and reported back to the Estates and Infrastructure office, a work completion email will be sent to the originator stating the feedback provided by the tradesman. If the work order requires further action, the feedback will advise of this. The Estates and Infrastructure office may raise further suborders to complete the work and completion emails will be sent accordingly.

A dedicated manager supported by the Facilities Administration Team manages all work orders raised from fault reports.

FACILITIES ADMINISTRATION

The Facilities Administration Team work closely with the department's Facilities Administration Manager in providing a wide range of administrative support to the Facilities Management team and all areas of the Facilities Services department as required to successfully meet the wide range of the objectives for the Facilities Services Team.

Objectives of the Service

The key objective of Facilities Administration Team is to provide a reliable, professional, accurate and timely administrative support service in relation to the following tasks:

- To maintain the back office management information systems;
- To order as required stationary and materials for Facilities Services department;
- To ensure financial deadlines are met for the campus network in accordance with specified deadlines;
- To provide as required comprehensive support for the wide range of multi-disciplinary administrative tasks required throughout the Facilities Services activities;
- To provide additional support to other areas of the department as required, for example switchboard services for the University;
- To service departmental meetings, produce papers take minutes when required;
- To input into key facilities departments systems, Planon, Saffron and other databases and spreadsheets;
- To maintain, as required, the departments systems and administrative records for sickness, annual leave and staff development training records;
- To maintain financial records for departmental procurement and invoicing processes as required;
- To maintain data input to Planon to support the University People Search interface.

Service Standards

All tasks will be completed according to agreed timescales and level of priority. Tasks are categorised for priority using a combination of the priority levels based on the blend of importance and urgency within each activity.

The Facilities helpdesk e-mail (facilities-helpdesk@canterbury.ac.uk) is regularly monitored by the Facilities Administration team throughout Monday – Friday between 0900hrs – 1700hrs. Emails received during this time are sent to the relevant FM section for action without delay.

The Administration team's general clerical work will be prioritised following consultation with the requester. Where possible, clerical administration work will be completed in time for relevant meetings, Finance payment dates, project dates and as requested.

What we need from Service Users

- We require administrative team users to be clear on the requirements of their request with information in the importance and priority of the task.
- Whenever possible for tasks to be requested with reasonable notice
- For consideration to be given to the restraints of tasks that need to be given priority either to meet deadlines or support important activities.
- We expect users to treat the administration staff with courtesy and respect their professionalism;

Key Performance Indicators:

| Service | Details | Indicators |
|----------------------|---|---|
| Telephone answering | Maximum time taken to answer a call | Maximum 20 seconds before call goes to voice mail. |
| Invoices | Checking & processing invoices | Within 5 working days of receipt |
| Facilities helpdesk | Actioning email fault requests to relevant FM section | Immediate acknowledgement via email. Incoming emails actioned to sections hourly through the working day and 100% cleared daily at 5pm Monday – Friday. Faults reported for the Estates & Infrastructure team will be reported to Planon. |
| Mail | Incoming and outgoing departmental mail | Incoming mail distributed twice daily and outgoing mail prepared for courier collection by 3pm daily. |
| Car parking permits | Checking & production of permits | Within three days of receipt |
| StaffNet | Amending details | Within three working days from receipt of information. |
| | | |
| Park & Ride requests | Requests for discounted P&R cards | Immediate acknowledgement via email |

OPERATIONAL SERVICES

Accommodation Services

Introduction

The accommodation service covers all aspects of student accommodation provision in Canterbury, Broadstairs, Folkestone and Medway and the operational management of head lease schemes across the campus network. Regular inspections of all properties include our Home Stay families.

The accommodation staff offer advice and assistance on a range of accommodation options such as halls of residence, head lease property, University-owned property, University-managed property and private sector housing, where priority is given to assisting first year students and students from overseas.

The accommodation office is responsible for implementing an efficient, fair and non-discriminative policy on the allocation of bed spaces during term time.

We aim to provide you with a consistently high level of customer service at all times.

Accommodation Service Aims

- To optimise the opportunities to achieve the highest occupancy level for all accommodation during term time through an efficient, fair and non-discriminative allocation policy;
- To enhance the range and quality of our accommodation through our 5 year student accommodation strategy;
- To ensure our accommodation and its immediate environment is clean and a safe place to live in line with the UUK Code of Practice and Housing Health and Safety Rating System;
- To facilitate staff training so that their knowledge and expertise will benefit them and our customers;
- To annually evaluate the standard and quality of our service through quantitative measures;
- To establish service level agreements with other departments in the University that work in partnership with accommodation services.
- To effectively market all our accommodation to our students;

Dealing with enquiries from our customers:

- Customers will receive a friendly greeting in a professional manner;

- Enquiries will be dealt with straight away but if this is not possible, you will be advised who you need to speak to if we cannot help you directly;
- A private area for confidential enquiries will be provided but if this is not possible immediately, because of an unavailable room, an appointment will be made for you;
- You can request an appointment with a named accommodation member of staff;
- You will have the opportunity to give us feedback on our service;

If you are not happy with our service and wish to make a complaint, you will be given information on how to do this.

Dealing with enquiries by e-mail, letter and fax

We shall:

- Acknowledge receipt within three working days and where appropriate indicate a time frame for responding more fully;
- Utilise a signature on all emails that provides full contact details for all forms of communication;
- Utilise University letterheads and templates ensuring that they contain appropriate department/section/personal contact details;
- Ensure, for e-mail enquiries, an appropriate message is displayed for known absences of one or more working days, where appropriate this will include another point of contact in case of emergency;
- Ensure that mail and faxes are monitored and diverted to appropriate members of staff in a timely fashion.

Dealing with enquiries by telephone

We shall:

- Respond to the telephone within a reasonable time frame in a professional manner providing a name as a point of reference for the caller;
- Construct a professional, current voicemail message for daily use and for known absences for one or more working days. Where appropriate the voicemail recording will indicate another point of contact in case of emergency.

What we expect from our customers

- Response to requests for information in an timely and accurate fashion;
- Treat Accommodation Services staff in a polite, courteous and professional manner;
- Bring to the attention of the Accommodation Manager any service level issues in order that appropriate action can be taken to resolve them.

Monitoring and Evaluation

External

Comments good or bad acknowledge the work we are doing well or help us identify areas for improvement;

Key Performance Indicators:

| Service | Details | Indicators |
|--|-------------------------------------|---|
| Allocation of Accommodation | First year provision | 100% of eligible first year students provided with accommodation |
| Allocation of Accommodation | International and Overseas students | 100% of eligible international and overseas students offered suitable accommodation |
| Allocation of accommodation to disabled students | Registered disabled provision | 100% provision for eligible disabled students. |
| Occupancy | Ensure bedrooms are occupied | 98% overall occupancy in identified residencies throughout the academic year |
| Marketing | Information to prospective students | Information always correct and up to date |
| Maintenance of accommodation | Providing a well maintained room | No complaints received |

CONFERENCE AND EVENT SERVICES

Introduction

The Conference Team forms part of the Catering Department. Currently the responsibility of the department extends to all available facilities on NHR campus, Augustine House and St Martin's Priory. A review of the Conference Strategy is being undertaken during 2010/11 which will encompass all conference facilities across the campus network (including the Salomons Centre), and will be issued once complete.

A small team of staff managed by the Conference Services Manager, who in turn reports to the Catering and Conference Services Manager, operate throughout the year. These team members are supplemented in the summer months with temporary staff, when the department is particularly busy with residential conferences, groups and individual lets.

Dealing with enquiries from our customers

We shall:

- Review requests to ensure that an appropriate response is provided.
- Make every effort to assist with and resolve the majority of enquiries at the initial point of contact.
- Provide accessible, accurate and reliable information and advice.
- Provide service in a polite, courteous and professional manner.
- Maintain a presence at all service points in accordance with advertised availability.

Dealing with enquiries by e-mail, letter and fax

We shall:

- Acknowledge receipt within three working days and where appropriate indicate a time frame for responding more fully.
- Utilise a signature on all emails that provides full contact details for all forms of communication.
- Utilise University letterheads and templates ensuring that they contain appropriate department/section/personal contact details.
- Ensure, for e-mail enquiries, an appropriate message is displayed for known absences of one or more working days, where appropriate this will include another point of contact in case of emergency.
- Ensure that mail and faxes are monitored and diverted to appropriate members of staff in a timely fashion.

Dealing with enquiries by telephone

We shall:

- Respond to the telephone within a reasonable time frame in a professional manner providing a name as a point of reference for the caller.
- Construct a professional, current voicemail message for daily use and for known absences for one or more working days. Where appropriate the voicemail recording will indicate another point of contact in case of emergency.

What we expect from our customers

- Respond to requests for information in an timely and accurate fashion.
- Treat Conference Services staff in a polite, courteous and professional manner.
- Bring to the attention of the Conference Services Manager any service level issues in order that appropriate action can be taken to resolve them.

Monitoring and Evaluation

Conference Services employs a variety of feedback mechanisms, both internal and external to review the quality of the provision of the service provided.

Internal:

All Conference Services activities are subject to review through the use of questionnaires and feedback forms.

Key performance Indicators:

| Service | Details | Indicators |
|------------|--|--|
| Conference | Facilities | 98% of customers fully satisfied with the quality of facilities offered. |
| Enquiries | Reply to e-mail, letter and fax enquiries within 24 hours | Copies available of e-mails, quotes and correspondence. |
| Revenue | Achieve required budget | Monthly management accounts |
| Invoicing | All invoices to be created and sent to accounts within 7 days of the event | Date of event noted on invoice |

CAMPUS CATERING SERVICES

Introduction

The services of the Catering Department are led by the Catering and Operational Services Manager who in turn reports to the Deputy Director of Facilities. The Catering and Operational Services Manager is operationally assisted by the Catering Services Front of House Manager, the Kitchen Production Manager, Conference Services Manager and Student Building Bar Manager. Members of the Campus Catering staff are assigned to one of the operational units; Food Court, Staff Common Room, Sessions House Café, Touchdown, Student Building Bar and Cafe, Hall Place Enterprise Centre Café, Horizons Restaurant, Broadstairs Campus and Rowan Williams Court Touchdown Medway Cafe. In addition, the Catering and Operational Services Manager is responsible for undertaking periodic peer reviews of services at additional outlets in Augustine House, Folkestone and Salomons Centre. The service is committed to providing a "Service in a Quality of its Own" across the campus network regardless of location. Members of Campus Catering staff adopt an open, professional and customer focused approach with all its customers. In all its dealing with customers the department demonstrates a 'can-do' attitude.

Campus Catering Services Aims

To provide a welcoming, supportive inclusive environment for all students, staff and visitors paying attention to their individual needs and giving them the best quality and value for money service available.

Dealing with enquiries from our customers

We shall:

- Review requests to ensure that an appropriate response and/or referral is provided;
- Make every effort to assist with and resolve the majority of enquiries at the initial point of contact;
- Provide accessible and reliable information and advice;
- Provide service in a polite, courteous and professional manner;
- Maintain a presence at all service points in accordance with advertised availability.

Dealing with enquiries by e-mail, letter and fax

We shall:

- Acknowledge receipt within three working days and where appropriate indicate a time frame for responding more fully;

- Utilise an auto signature on all emails that provides full contact details for all forms of communication;
- Utilise University letterheads and templates ensuring that they contain appropriate department/section/personal contact details;
- Ensure, for e-mail enquiries, an appropriate message is displayed for known absences of one or more working days, where appropriate this will include another point of contact in case of emergency;
- Ensure that mail and faxes are monitored and diverted to appropriate members of staff in a timely fashion.
- In dealing with enquiries by telephone we shall:
- Respond to the telephone within a reasonable time frame in a professional manner providing a name as a point of reference for the caller;
- Construct a professional, current voicemail message for daily use and for known absences for one or more working days. Where appropriate the voicemail recording will indicate another point of contact in case of emergency.

What we expect from our customers

- Response to requests for information in an timely and accurate fashion;
- Treat Catering staff in a polite, courteous and professional manner;
- Bring to the attention of the Director of Hospitality Services any service level issues in order that appropriate action can be taken to resolve them.

Monitoring and Evaluation

Campus Catering Services employs a variety of feedback mechanisms, both internal and external to review the quality of the provision of the service provided.

Internal:

Catering services and hospitality events are subject to review through the use of questionnaires and focus groups. These include focus groups of students to review their experiences of being a catered student in residential campus based accommodation.

External:

Campus Catering Services is subject to external audit each year of its safe food practices. This takes the form of an annual visit by the Environmental Health Officer of the local Council and an annual audit by the externally appointed Health. Additionally, catering services are audited annually for Hospitality Assured.

Key performance Indicators:

| Service | Details | Indicator |
|----------------------|------------------------|--|
| Overall Service | Quality | Maintain Hospitality Assured status. |
| Provision of Service | Availability | Provide service as per published opening times |
| Service | Customer feed back | No written complaints received. |
| Purchasing | Awareness of suppliers | Maintain Fair Trade status. |

| Service | Details | Indicator |
|----------------|--|--|
| | | Follow Sustainable Food Policy |
| Sustainability | Local sourcing | Use local, seasonal and sustainable food. Obtain Food for Life Accreditation |
| Recycling | Minimise environmental impact of operation | Maintain standards as per Environmental Policy and Waste Management Plan. |

HOUSEKEEPING SERVICES

Introduction

Housekeeping Services provide a number of services within Canterbury Christ Church University. The services provided are:

- Building, Office and Washroom Cleaning
- Pest Control
- Waste Disposal/Recycling
- Room Set ups
- Feminine Hygiene
- Housekeeping.

Housekeeping Services Aims

- To contribute to providing a safe and healthy working environment for all students, staff and visitors using University buildings/facilities.
- To enhance the appearance of our facilities and contribute to the delivery of the University's core activities.
- To provide the University with a cost effective service.
- To encourage internal customers to feedback comments regarding the quality of the service directly through a dedicated e mail address or/and through customer questionnaires.
- To ensure that all operatives are adequately trained to supply quality services in a safe and effective manner.
- Aspire to only use eco friendly chemicals that are not harmful to the environment.
- To promote Sustainability and increase levels of recycling throughout the University.

Service Level Standards

Service Level Agreement – Cleaning Schedules

Office Cleaning – Up to Three Persons

| | | |
|---|--|-------------|
| Waste Bins | Occupants responsible to empty and recycle their office bin contents at the nearest recycling point. | As Required |
| Furniture | Damp dust all clear surfaces including windowsills, decks, draw units, cupboards, shelving, notice boards and picture frames | Weekly |
| Fixtures and fittings | Damp wipe telephones | Weekly |
| | Damp wipe skirting, pipe work, radiators and wall fittings below 2 metres | Weekly |
| | Damp wipe furniture frame works and dry polish all bright metalwork | Monthly |
| | Damp wipe free standing fans | monthly |
| | High level dusting of clear furniture above 2 metres | Monthly |
| Carpet and upholstered furniture | Full vacuum and spot clean as necessary | Weekly |

Office Cleaning – Open Plan - Four or More Persons

| | | |
|---|--|------------------------------------|
| Individual waste bins and recycling points | Occupants responsible to empty and recycle their office bin contents at the nearest recycling point. | As Required |
| Furniture | Damp dust all clear surfaces including windowsills, decks, draw units, cupboards, shelving, notice boards and picture frames | 2 X Weekly Tuesday and Thursday |
| Fixtures and fittings | Damp wipe telephones | Weekly |
| | Damp wipe Skirting, pipe work, radiators and wall fittings below 2 metres | Weekly |
| | Damp wipe furniture frame works and dry polish all bright metalwork | Monthly |
| | Damp wipe free standing fans | Monthly |

| | | |
|---|---|--|
| | High level dusting of clear furniture above 2 metres | Monthly |
| Carpet and Upholstered Furniture | Full vacuum and spot clean as necessary | 3 X Weekly Monday, Wednesday and Friday |
| Recycling Points | Empty and replaced with appropriate liner and wash as necessary | Daily |
| Glass Partitions and Paint Work | Spot clean walls/ pillars, glass partitions and partitions clean and smear free | Daily |

Circulation, Communal and Reception Areas

| | | |
|---|---|--------|
| Doors and Door Furnishing | Spot wipe door paintwork | Daily |
| | Damp dust door frames | Weekly |
| | Glass entrancing and vision panels to be clean and smear free on both sides of door | Daily |
| | Door furnishing to be clean and bright work left to its appropriate finish including all hand and kick plates | Daily |
| Hard Flooring | Chewing gum removed | Daily |
| | Swept, washed and left to its appropriate finish | Daily |
| Carpet and Upholstered Furniture | Chewing gum removed | Daily |
| | Full vacuum and spot clean as necessary | Daily |

High Profile Areas and Meeting Rooms

| | | |
|------------------------------|--|--------|
| Waste Bins | Empty and replaced with liner and wash as necessary | Daily |
| Furniture | Damp dust all clear surfaces including windowsills, decks, draw units, cupboards, shelving, notice boards and picture frames | Daily |
| Fixtures and fittings | Damp wipe telephones | Weekly |
| | Damp wipe skirting, pipe work, radiators and wall fittings below 2 metres | Daily |
| | Damp wipe furniture frame works and dry polish all bright metalwork | Daily |
| | Damp wipe free standing fans | Weekly |
| | High level dusting of clear | Weekly |

| | | |
|---|---|-------|
| | furniture above 2 metres | |
| Carpet and upholstered furniture | Full vacuum and spot clean as necessary | Daily |

Teaching Areas

| | | |
|---|--|--------|
| Waste Bins | Empty and replaced with liner and wash as necessary | Daily |
| Furniture | Damp dust all clear surfaces including windowsills, decks, draw units, cupboards, shelving, notice boards and picture frames | Daily |
| Fixtures and fittings | Remove chewing gum from under tables | Weekly |
| | Damp wipe skirting, pipe work, radiators and wall fittings below 2 metres | Weekly |
| | Damp wipe furniture frame works and dry polish all bright metalwork | Daily |
| | High level dusting of clear furniture above 2 metres | Weekly |
| Carpet and upholstered furniture | Remove chewing gum | Daily |
| | Full vacuum and spot clean as necessary | Daily |
| Hard Floors | Remove chewing gum | Daily |
| | Swept, washed and left to its appropriate finish | Daily |

Library

| | | |
|------------------------------|---|--------|
| Recycling Points | Empty and replaced with liner and wash as necessary | Daily |
| Furniture | Damp dust all clear surfaces including windowsills, decks; draw units, cupboards, shelving, notice boards and picture frames. | Daily |
| Fixtures and fittings | Remove chewing gum from under tables | Weekly |
| | Damp wipe Skirting, pipe work, radiators and wall fittings below 2 metres | Weekly |
| | Damp wipe furniture frame works and dry polish all bright metalwork | Daily |

| | | |
|---|--|--------|
| | High level dusting of clear furniture above 2 metres | Weekly |
| Carpet and upholstered furniture | Remove chewing gum | Daily |
| | Full vacuum and spot clean as necessary | Daily |
| Hard Floors | Remove chewing gum | Daily |
| | Swept, washed and left to its appropriate finish | Daily |

Wash Rooms and Toilet Areas

| | | |
|--|--|--------------|
| Waste Bins | Empty and replaced with liner and wash as necessary | Daily |
| Sanitary Fittings | Toilets and urinals bright work with the appropriate finish | Daily |
| | Descale toilets and urinals | Weekly |
| | Wash hand basins and splash backs clean leaving bright work with the appropriate finish | Daily |
| | Shower cubical clean and smear free with no accumulation of soap deposits within the shower areas. Bright work with the appropriate finish | Daily |
| Walls and Toilet Cubical | Spot clean with attention to areas under hand dryers. Walls should be left smear free with a uniform appearance | Daily |
| | Floor to ceiling clean including toilet partition / door tops dry buff tiled areas | Bi Weekly |
| Mirrors | Clean and smear free | Daily |
| Floors | Swept and washed left smear free | Daily |
| | Machine scrubbed and left with its appropriate finish | Bi Weekly |
| Feminine Hygiene Disposal | Bins damp dusted | Daily |
| | Disposal | Min 4 Weekly |
| Feminine Hygiene Dispensers where institute | Replenished | Min 4 Weekly |
| Consumables | Toilet rolls and hand soap as necessary | Daily |

Staff Designated Kitchen Areas

| | | |
|-----------------------|---|--|
| Waste Bins | Empty and replaced with liner and wash as necessary | Daily |
| Kitchen Work Surfaces | If clear damp wipe | Daily |
| Kitchen Sink | If clear clean | Daily |
| | Descale | Weekly |
| Floor | Swept and washed left smear free | Daily |
| Fridge | If emptied Defrost and clean | Christmas, Easter and Summer. Day to be agreed between Housekeeping and department |

SERVICE LEVEL STATEMENT FOR STUDENTS LIVING IN RESIDENTIAL ACCOMMODATION

Your accommodation which includes your bedroom, kitchen and toilet/shower room (if applicable) is your home for the next academic year and you are responsible for its cleanliness. You are expected to keep your own bedroom and en-suite facility, if you have one, clean and tidy.

You and the other residents in your house or flat are collectively responsible for keeping all shared areas clean and tidy. This includes kitchens, living/dining areas, toilets, showers and bathrooms. You are to remove all rubbish and recycling to the designated areas adjacent to your accommodation.

You will be provided with cleaning equipment (shower cleaning gel and toilet sanitiser) including a vacuum cleaner, mop, bucket, dustpan and brush. Cleaning materials such as washing-up liquid and surface cleaners are your responsibility. You should avoid using bleach based cleaning materials as these can damage certain surfaces.

Our Commitment to You

- Communal areas that you share with residents of other flats or houses such as entrances to the building, corridors and stairs will be cleaned weekly by the Housekeeping Team. To comply with Fire and Health & Safety Regulations these areas must be kept clear of obstructions and rubbish.
- Every week a member of the Housekeeping Department will inspect your room (pre-arranged day 48 hours notice) and all shared areas to ensure that standards of cleanliness are being maintained. Inspection dates will be notified to you in advance.
- If inspections reveal that your accommodation is not being kept to the required standard you will be notified of what you should do to rectify the situation and when a re-inspection will take place. If, on re-inspection, your accommodation still fails to meet the required

standard a formal warning will be issued.

- Failure to rectify the situation or persistent failures may lead to the Housekeeping Team carrying out a remedial clean of the area concerned. This service will be charged to you and where appropriate your fellow residents.
- To assist you and your fellow residents keep your accommodation clean and tidy the following guidelines have been devised. Since you are jointly responsible for your communal areas you may wish to work out a rota so that you each do your fair share.

Bedroom and En-suite Facilities

You should keep your bedroom and en-suite clean and hygienic. Vacuum the carpet periodically, wipe hard surfaces with a damp cloth and keep your shower and toilet in a clean and hygienic condition. Empty your bin regularly and take waste to the correct collection point. Remember to use the recycling facility for bottles, cans, newspapers etc. You must supply your own toilet rolls.

Shared Toilets and Bathrooms

Clean toilets, basins, baths and showers after use. Check plugholes for obstructions such as soap or hair. Wash the floor on a regular basis using a mop and bucket. Remember to rinse the mop out thoroughly after use. Do not leave the mop in the dirty water as this is unhygienic and will cause a build up of bacteria and an unpleasant odour. You must supply your own toilet rolls.

Kitchens

Wash up dirty dishes after every meal using washing up liquid in hand hot water. Wipe up spillages on cookers, worktops etc as they happen. Wipe down the worktops, dining table, draining boards and sink every day. Clean the cooker every week, especially the grill pan. Dirty grill pans can cause fires. Sweep and mop the floor regularly. If the floor is wet after cleaning make sure that the other residents know that the floor may be slippery. Do not overfill the fridge or freezer since this will stop them working properly. Check that perishable food is disposed of once it has past its use by date. Remove rubbish every day. Take it to the correct disposal point and remember to use the recycling facilities for bottles, cans and newspapers.

Internal Flat/House Corridors

Vacuum the carpet and dust surfaces at least once a week.

Before Leaving Your House/Flat

Before going home at holiday times and when leaving your accommodation at the end of the summer term you must make sure that you leave your room and all communal areas in a clean and tidy condition. Make sure you have emptied the cupboards, fridge and freezer and removed all rubbish. Check that you have taken all of your personal possessions.

General Points to Remember

- Keep cleaning equipment in a hygienic state. Check the vacuum cleaner bag regularly, do not let it become overfull as this will impair the machine's function and may damage the motor. Replacement bags are available from most supermarkets and DIY Stores
- Do not use the vacuum cleaner to pick up liquids or broken glass.
- Avoid using bleach or bleach based cleaning materials as these can damage some surfaces and your clothing.
- Report damage or defects to the Accommodation Office or your Accommodation Site Security Caretakers/Wardens as soon as possible.
- If you require advice or assistance with a cleaning related problem please ask. We will do our best to help.

Charges for Cleaning

You are responsible for keeping your bedroom and shared facilities clean and tidy. If, on inspection, your accommodation is not in an acceptable condition you will be advised that you must rectify the situation and when a re-inspection will occur. If you fail to remedy the situation additional cleaning may then be undertaken by the Housekeeping Department. Charges will be made to the resident(s) for providing these services at the rate of £8 per hour.

Summary

This document forms part of the terms and conditions of your licence to occupy the accommodation.

Dealing with Enquiries

Dealing with enquiries from our customers

We shall:

- Review requests to ensure that an appropriate response is provided.
- Make every effort to assist with and resolve the majority of enquiries at the initial point of contact.
- Provide accessible, accurate and reliable information and advice.
- Provide service in a polite, courteous and professional manner.

Dealing with enquiries by e-mail, letter and fax

We shall:

- Acknowledge receipt within three working days and where appropriate indicate a time frame for responding more fully.

- Utilise a signature on all emails that provides full contact details for all forms of communication.
- Utilise University letterheads and templates ensuring that they contain appropriate department/section/personal contact details.
- Ensure, for e-mail enquiries, an appropriate message is displayed for known absences of one or more working days, where appropriate this will include another point of contact in case of emergency.

Dealing with enquiries by telephone

We shall:

- Respond to the telephone within a reasonable time frame in a professional manner providing a name as a point of reference for the caller.
- Construct a professional, current voicemail message for daily use.

What we expect from that our customers

- We expect customers to treat Housekeeping Services staff in a polite, courteous and professional manner.
- Bring to the attention of the Housekeeping Services Manager any service level issues in order that appropriate action can be taken to resolve them.

Housekeeping Service Provision

- Housekeeping Services will provide the staff, equipment and materials required to provide the agreed service, within the resources available.
- At times of staff shortages we will prioritise the areas to be cleaned.
- Housekeeping Services will advise users of the day when accommodation is scheduled to be cleaned.
- The service will be provided on weekdays except Bank Holidays and University customary closure days.
- A minimum of service will be provided at weekends were necessary.

Other Housekeeping Services Provided

Room / Exam Set Up

Please contact Housekeeping Services as soon as possible with your requirements.

Stating:

- What your requirements are and how you would like the room to be set up
- What room you will be using.

- What day and date.

Please note: the bigger your requirements are, the more notice we will need.

If your requirements are no longer needed **PLEASE TELL US**

Pest Control and Confidential waste

Please contact Housekeeping Services on Ext. 2235.

Monitoring and Evaluation

Housekeeping Services has a “Quality Monitoring System” where a part of every building is inspected and recorded and evaluated on a monthly basis.

Key Performance Indicators:

| Service | Details | Indicators |
|---|--------------------------|--|
| Cleaning offices and general teaching areas | Frequency/standard | 95% of SLS met in full terms of actions and frequency |
| Cleaning Student Accommodation | Frequency/standard | 95% of SLS met in full terms of actions and frequency |
| Emergency calls | Response time | 100% of calls opened and completed on a daily/monthly basis via the Sunrise system |
| Enquiries | By e-mail, letter or fax | Response within 3 working days |
| Complaints | Response | First line response within 5 working days. |

MAIL ROOM

Introduction

The service of the mail room function is led by the Front of House Manager who in turn reports to the Deputy Director of Facilities (Operational) as Head of Department. The department is responsible for the despatching of all outgoing mail (including that from Rochester House and Augustine House), the receipt of all incoming mail including recorded delivery / special delivery items, courier delivered internal mail to other campuses and sites within Canterbury, upkeep of the pigeon hole room and the distribution of incoming student post. The mail room function operates daily from 8.30 am until 12.30 and 12.50 until 5.30 each weekday. Outside of these times a posting chute is located in the corridor adjacent to the quadrangle whereby un-franked mail can be safely stored until the office re-opens. Items of post greater than 2kg are despatched from goods inwards using DHL or similar carrier and this aspect will be covered under the Goods Inwards SLS.

The department is based in Ab03 of the North Holmes Campus and is staffed by two part-time staff.

Aims of the Service

To provide a welcoming, professional and accurate postal service for the staff of the University. Also to provide a safe and accurate method of receiving student mail.

General levels of Service

What can expected from the service

- All external mail delivered to the mail room by 4pm each week day will leave via the Royal Mail, duly franked, on that same day. There will be no Royal Mail collections at weekends or bank holidays.
- All internal mail will be sorted via the pigeon hole system by 10am each week day.
- All mail destined for sites within Canterbury and other Campuses will be despatched from the mail room in departmentally marked up pouches or boxes by 9am each week day. These pouches and boxes will then be used to return mail back to the NHR mail room on subsequent return journeys.
- Recipients of items received via recorded or special delivery will be notified via e-mail and items will not be released without a signature. Such items destined for Augustine House and Rochester House will be segregated in transit and require signature at the respective reception before release.
- Students receiving items of recorded delivery / special delivery will be notified via e-mail for collection from the Security lodge in the Chapel Foyer.
- The mail room staff will actively research and network to ensure that they are able to advise the best method of despatching.
- The pigeon hole room and the mail room area will be tidy, free from hazards and welcoming at all times.

What we expect from our customers

- To treat the mail room staff in a polite courteous and professional manner.
- All mail to be pre-sorted into class and forward facing i.e. first, second, air mail with no staples and departmental code detailed on the top left hand corner.
- 24 hours advanced warning of impending mailshot (1000 items).

Key Deliverables

- To appraise all staff annually and using core competencies to develop personal progression.
- To hold regular staff meeting and provide feedback at all times.
- To improve communications between all staff in the department and also externally to the department.
- To monitor and report upon sickness / absence and conduct back to work interviews.
- To encourage improving individuals own continuing professional development.
- To apply best practice in all aspects of the service provision.
- To contribute fully to the University Environmental Policy.

Monitoring

- Random checking of outgoing mail for accuracy of franking is in operation.

Key Performance Indicators:

| Service | Details | Indicators |
|--|--|--|
| Incoming general mail (including internal mail) | Sorting | 100% sorted and distributed to pigeon holes or made available for courier collection daily. |
| Outgoing mail | Franking and preparing for despatch | 100% prepared for collection by Royal Mail (or other service) daily. |
| Incoming Recorded mail | Notification to addressee | 100% notification via e-mail to addressee daily |
| Outgoing Recorded mail | Preparation for collection | 100% correct tariff franking and signature obtained from Royal Mail upon collection daily. |
| Outgoing Recorded mail | Tracking | 100% accuracy of records relating to recorded mail held by Mail Room to facilitate tracking of reported non delivered recorded mail. |
| Complaints | Written, e-mail, letter via the Facilities Help Desk | First line response within 5 working days |

INTER CAMPUS COURIER SERVICE

The University provides a daily (Monday to Friday) inter campus courier service providing a swift same day delivery service for internal mail and packages to the University network.

The service is contracted to an external provider but the responsibility of the management of this service falls to the Deputy Director of Facilities (Operational) as Head of Department. This service is line managed by the Front of House Manager.

The route taken by the external provider can be found at:

<http://www.canterbury.ac.uk/support/facilities-services/inter-campus-courier.asp>.

The external provider will normally start the route from the Mail room in North Holmes Road at approximately 10am and return at around 4pm.

Our Aim

To provide a reliable and efficient inter campus mail service.

General levels of service

What can be expected from the service

- All mail to be transported in sealed pouches.
- Any disruption to the service due to for example, traffic or weather will be advised to the relevant location as soon as possible.
- The external provider will ensure all staff wear uniform plus an identity badge at all times.
- All mail will be transported in a road worthy vehicle.

What we expect from our customers

- All mail destined for internal circulation to be properly packaged and addressed.
- No hazardous materials to be sent.
- Parcels over 11kg or of an abnormal shape to be notified in advance.
- No extra pickups or deviations to the existing route to be made with the courier.

Key Deliverables

- To maintain an effective partnership with the service provider and provide two way feedback.
- To liaise with internal customers regularly to ensure service provided meets expectation.
- To apply best practice in all aspects of the service provision.
- To contribute fully to the University Environmental Policy.
-

Key Performance Indicators

| Service | Details | Indicators |
|----------------|---|--|
| Daily delivery | Delivery of packages/pouches | 100% daily delivery of all packages/pouches collected for forward destinations. Balance delivered following working day. |
| Security | Packages awaiting delivery the following day | 100% off loaded at NHR Goods In for overnight security purposes and reloaded the following day. |
| Complaints | Written, faxed, verbal via the Facilities Help Desk | First line response within 5 working days |

RECEPTION/SWITCHBOARD SERVICES

Introduction

The service of the reception(s) / switchboard function is led by the Deputy Director of Facilities (Operational) as Head of Department. The service is line managed by the Front of House Manager. The department is responsible for answering and extending incoming telephone calls into the University as well as providing a professional and welcoming front of house service to our students, visitors and staff across three reception areas based within Canterbury.

The switchboard function which is based at the Old Sessions House will operate daily from 7.30am until 9.00pm Monday to Thursday, from 07.30 to 18:00 on a Friday and from 8.30 until 13:00 on Saturday morning. Calls outside these times will be handled by the University Security staff.

The three reception areas are manned as follows:

The Old Sessions House

07:30 – 21:00 (Monday to Thursday)

07:30 - 18:00 Friday

08:30 - 13:00 Saturdays

Rochester House

08:30 – 17:30 Monday to Friday

Augustine House

07:30 - 18:00 Monday to Friday

Our Aims

To provide a welcoming, professional and informative first point of contact for our students, visitors and staff. To provide a courteous, prompt and polite telephone answering service.

General levels of Service

What can be expect from the service

- All calls directed to the University Switchboard (Aastra MX-One) externally or internally are to be answered within an average of 10 seconds with external calls answered as a priority. Callers will be put through to the required extension unannounced and if the person they want to speak with is unavailable and no-one within the office picks up the phone, the caller will have the opportunity to leave a voicemail message (if set up). The receptionists / switchboard operators are not able to take messages.

- Recipients of faxes to be notified immediately of arrival and will be despatched either via pigeon holes or be collected from the reception area. A log to be kept of all incoming / outgoing fax transmissions.
- A courteous, polite and professional meet and greeting service to our students, staff and visitors. We will sign the visitors into the building. We will phone the relevant department to announce the arrival of their visitor and look after your visitor until they are collected.
- We will network with other departments with the organisation to ensure we are fully up to date with meetings, conferences; visitors etc and this information will be stored electronically on a shared diary system.
- We will use the University intranet based people search as our source of information in respect of extension numbers, room numbers etc.
- We will issue visitor parking permits on a first come first served basis in conjunction with the University parking policy.
- All reception staff will wear a corporate uniform and are individually identified by name badge.
- The visitor reception area will be tidy and welcoming at all times.

What we expect from our customers

- To treat the reception / switchboard staff in a polite, courteous and professional manner.
- To collect visitors promptly from the visitor area and not expect them to find their own way.
- To advise the team in advance of any meetings, conferences, visitors either by phone or e-mail.

Key Deliverables

- To appraise all staff annually and using core competencies to develop personal progression.
- To hold regular staff meetings and provide feedback at all times.
- To improve communications between all staff in the department and also externally to the department.
- To monitor and report upon sickness/absence and conduct back to work interviews.
- To encourage improving individuals own continuing professional development.
- To apply best practice in all aspects of the service provision.
- To contribute fully to the University Environmental Policy.

Monitoring

- The average switchboard response time is produced on a weekly basis, following interrogation of the call logging system and made available to managers and staff.

Key Performance Indicators:

| Service | Details | Indicators |
|----------------|---|---|
| Call Answering | Time | 95% of calls answered within ten seconds based on Call Logger information |
| Call answering | Call extending | 95% of calls extended to correct extension at first attempt as shown on call Logger |
| Reception | Information | 100% correct information provided to visitors. Information obtained from web pages and locally kept diary system. |
| Fax | Incoming | All faxes will be notified to the addressee immediately upon receipt. |
| Complaints | e-mail, written, fax, verbal via the Facilities help Desk | First line response within 5 working days. |

UNIVERSITY SHUTTLE BUS SERVICE

The University provides a shuttle bus service running from the Old Sessions House (TOSH) to Hall Place. It will call at Rochester House and Augustine House en route. The service is sub contracted out to an external provider but the responsibility of the management of this service falls to the Deputy Director of Facilities (Operational) as Head of Department. This service is line managed by the Front of House Manager.

The service runs hourly Monday to Friday with the first run leaving TOSH at 08:30 and the last return journey from Hall Place at 18:10. The full timetable can be viewed on line at:

<http://www.canterbury.ac.uk/support/facilities-services/courtesy-shuttle.asp>

The timetable is also displayed at each reception location and also at the Security Lodge.

The minibus used by the external provider is a 12 seat vehicle with wheelchair access.

Our Aim

To provide a reliable, prompt and efficient shuttle bus service to meet the requirements of students and staff wishing to travel within the Canterbury locations.

General levels of Service

What can be expected from the service

- The minibus used will be clean, tidy and fully road worthy at all times.
- The drivers will be trained in the use of the wheelchair access.
- The drivers will provide a professional and customer focused level of service to all passengers.
- Every effort will be made to ensure that the timetable will be adhered to although constraints such as heavy traffic may impact on this.

What we expect from our customers

- To treat the drivers in a polite and courteous manner and not ask for a deviation to the route.
- To advise the Front of House Manager in advance of any requirement that may necessitate a group of passengers in excess of 12 requiring travelling at one time.
- To observe the Health and Safety notice displayed within the vehicle.
- Not to smoke inside the vehicle.

Key Deliverables

- To keep in regular contact with service provider.
- Monitor and re-act quickly to any complaints.
- Contribute fully to the University Environmental Policy.

Monitoring

- Maintain records of numbers of passengers to ensure service provided is sufficient.

Key Performance Indicators

| Service | Details | Indicators |
|------------------|---|---|
| Daily service | Time table | Operate 95% of services within scheduled time table. |
| Customer Service | Service provided by driver | No complaints received regarding customer service within each calendar month period |
| Complaints | Written, faxed, verbal via the Facilities Help Desk | First line response within 5 working days. |

SECURITY AND TRANSPORT SERVICES

Introduction

The Security and Transport Department provides a range of services to the Canterbury Christ Church University Campuses. The purpose of this document is to represent a service level statement which clearly defines the responsibilities required for delivering these services and the performance standards for services used to support the university's infrastructure.

Objectives

The objective of this Service Level Statement is to promote a unity between the Security Department and other departments within the University.

Scope

This document is a statement of the services provided by the Security Department, as specifically described in the security operational procedures.

Services Provided

Today's Security Department is a professional, robust and flexible unit that is able to respond effectively to any situation that may occur. Services we currently provide include:

- Foot and mobile security patrols.
- CCTV, fire and intruder alarm monitoring from our control room.
- Key holding and alarm response services.
- Car parking enforcement.
- Security consultancy advice for events.
- Liaison with the emergency services at incidents.
- Presentations to staff and students on security and personal safety.
- Security surveys for new and existing buildings.
- Risk management and business continuity advice.
- Student liaison.

Our aims and responsibilities

- To provide an effective service to our students, staff and visitors in a manner that is considered to be polite, professional and courteous.
- We will make every effort to deal with customer requests and enquiries.
- We aim to provide advice and support to all students, staff and visitors.
- Investigate any complaints about the quality of service provided by the Security Department and rectify any issues where possible.
- It is the responsibility of the Security Department to provide wherever practically possible, a safe and secure environment for all students, staff and visitors.
- The Security Department will respond to all emergency situations and where possible we will provide first aid provisions for injured persons.

Students, Staff and Visitors Responsibilities

It is the responsibility of the students and staff who work for Canterbury Christ Church University to inform the Security Department of any issues that may impact on the welfare of the aforementioned persons.

The welfare of our staff remains paramount to us; therefore we expect the courteous manner that has been bestowed upon students, staff and visitors by the security department to be reciprocated.

Performance Targets

The performance targets are set and managed by the Security Manager.

The performance levels for 2011/2012 will be calculated over twelve consecutive months.

| OBJECTIVES | TARGET |
|---|--------|
| To coordinate a response to a first aid call immediately upon notification to the Security Services | 100% |
| To carry out at least 15 patrols in a 24 hr period. Night patrols will utilise call point logging | 75% |
| To have an officer in attendance following a fire alarm activation. | 80% |
| To provide a prompt 'one stop' solution to a query where possible without referring customer to others. | 80% |

Actual % of targets met will be published in October 2012

Hours of support

The Security Department operates twenty four hours a day and 365 days a year basis including Bank Holidays, Christmas and New Year.

Related documents

Security Policy

You may contact us by using any of the methods outlined below:

By post or in person:

Canterbury Christ Church University

Security Department

North Holmes Road

Canterbury

Kent

CT1 1QU

Telephone:

01227 782355 (Ext 2355 internally)

Email:

security.officers@canterbury.ac.uk

Emergency contact number:

01227 782111 or extn. 2111

TRANSPORT

Introduction

The Security Department provides a range of services to the Canterbury Christ Church University Campuses. One of the services that the department provides is the maintenance, servicing and hiring of the security vehicles, these vehicles are also available to all staff to book on a regular basis. The purpose of this document is to represent a service level statement which clearly defines the responsibilities required for delivering these services and the performance standards for services used to support the university's infrastructure.

Objectives

The objective of this Service Level Statement is to define the security department responsibility to maintaining, refuelling and hiring of the security departments vehicles.

Scope

This document is a statement of one of the services provided by the Security Department, as specifically described in the security operational procedures.

Transport services we currently provide include:

- Cleaning of the security department vehicles.
- To provide vehicle familiarization course to all staff prior to driving the University vehicles.
- Servicing and upkeep of all the security department vehicles.
- Car parking enforcement.
- Car park patrolling.
- The reserving of car park spaces.
- The refuelling of the security departments vehicles.

Our aims and responsibilities

- To provide an effective service to our students, staff and visitors in a manner that is considered to be polite, professional and courteous.

- We will make every effort to deal with customer requests and enquiries however due to other commitments we are unable to offer a chauffeur service unless it has been authorised by the security management team.
- We aim to provide transport advice to all students, staff and visitors.

Students, Staff and Visitors Responsibilities

It is the responsibility of the students and staff who work for Canterbury Christ Church University to inform the Security Department of any problems with the vehicles that may impact on the welfare of the aforementioned persons.

Any penalty notices that are given are the responsibility of the driver of the vehicle and not the University's the responsibility.

Performance Targets

The performance targets are set and managed by the Security Manager and the Director of operational services.

The performance levels for 2010/2011 will be calculated over twelve consecutive months.

| OBJECTIVES | TARGET |
|--|--------|
| To insure that the correct paperwork for the vehicles is being filled in correctly | 100% |
| To clean the security vehicles on a regular basis | 75% |
| To check that there is adequate fuel in the vehicles | 80% |
| To make sure that the security managed vehicles are serviced on a regular basis | 80% |

Actual % of targets met will be published in October 2011

Hours of support

The Security Department operates on a twenty four hours a day and 365 days a year basis including Bank Holidays, Christmas and New Year.

Related documents

Security Policy

How to contact Security and Transport Services

You may contact us by using any of the methods outlined below:

Post or in person:

Canterbury Christ Church University

Security Department

North Holmes Road

Canterbury

Kent CT1 1QU

Telephone:

01227 782355 (Ext 2355 internally)

Email:

security.officers@canterbury.ac.uk

Emergency contact number: 2111

CAR PARKING

Introduction

Car parking enforcement arrangements are in place across the entire Campus Network. This enforcement affects staff, students and visitors.

All cars parked in University car parks must display a valid parking permit.

Student parking is available at Broadstairs, Medway, Hall Place and Salomons. A fee is payable. There is no parking for students on the North Holmes Campus.

Staff parking is determined against set criteria and assessed by a SMT member. A fee is payable according to salary and % of FTE.

Visitor parking is free. Provision is made at each Campus for disabled staff and students to park in a designated bay.

Enforcement though the Security team is in operation and a fine is payable for contravention of the parking regulations. The operation is led by the Deputy Director of Facilities through the Security Manager.

The provision of parking permits is arranged through the Facilities administration team.

The University is a member of the British Parking Association.

Aims of the Service

To provide a fair and proactive approach to car parking at the University and its campuses

What can be expected of the service:-

1. All enforcement notices will be issued in accordance of the University Car Parking policy found at <http://www.canterbury.ac.uk/support/facilities-services/car-parking.asp> . Enforcement is through either a Warning notice with no fee payable or a Parking Notice for which £70 is payable, reduced to £35 if paid within 14 days. Non payment of a Parking Notice could lead to progression to a debt collecting agency.
2. All staff permits will be issued in accordance with strict criteria set. Permits are authorised by the relevant SMT member and payment will be through monthly deduction from salary.
3. Students permits are applied for, against a set criteria via an application form locally at their campus base and the fee payable will be taken as one payment. The application forms are available at <http://www.canterbury.ac.uk/support/facilities-services/car-parking.asp>.

4. Staff parking permits will be despatched via the Facilities Admin team within a 5 day timescale. Permits will be sent via the internal post system. Lost permits will incur a £10 replacement charge. Changes to car registration are free of charge.
5. Student permits will be available for collection from the respective campus and students will be notified via e-mail when the permit is ready to be collected.
6. An appeal system is in place to challenge any Parking Notices. Appeals are to be made in writing and will be considered and decided by the Deputy Director of Facilities or his deputy. All appeals will result in the Notice being put on hold until a decision on the appeal is made. Appeal letters will be acknowledged and the outcome advised via letter within 7 working days.
7. Any car issued with a Parking Notice will have the ticket displayed on the offending vehicle's windscreen in a weather proof pocket.
8. Photographs (minimum of 3) will be taken of the offending car and can be used in evidence of an appeal.
9. First reminder letters will be sent after 14 days of non payment of the £35 and advising of 28 day period in which to pay the increased amount of £70. Thereafter, should the Notice still not be paid, the amount outstanding may be passed to a debt recovery agent for recovery of the monies due. This will incur additional costs.
10. All payments for Notices should be sent to Canterbury Christ Church University, P O Box 978, Northampton NN7 9AT.
11. All information relating to staff/student car registrations are held on a secure database.

What we expect from our customers

- To treat any enforcing officer in a polite, courteous and professional manner
- To abide by the car parking regulations set out in the car parking policy
- To inform the Facilities Administration team of any change of car registration or ceasing of a permit in a timely manner.

Related Documents

Car Parking Policy

Data Protection

Key Performance Indicators

| Service | Details | Indicators |
|---------------------------|--|---|
| Supply of permit | Permit to be displayed clearly on windscreen | Facilities Administration team will process approved permit within 5 working days |
| Appeal of Parking Notices | | All appeals against Notices acknowledged and decision made within 7 working days |

MANAGEMENT AND REVIEW OF THE SERVICE LEVEL STATEMENT

Annual Amending the SLS

Suggestions and feedback on the content of this document are welcome. This document will be reviewed on a periodic basis. Suggested changes should be made in writing so that they can be included in the revised version.

Periodic review

This is a living document that will continue to evolve and develop to incorporate feedback from the Canterbury Christ Church University's management team, as the requirements of the core business change and grow.