



SPICER SURVEYS
BUILDING CONSULTANCY

SERVICE LEVEL AGREEMENT (SLA)

Helping you to Manage, Maintain & Develop your School Environments

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INTRODUCTION

Who are we?

Established in 1980, Spicer Surveys is an award-winning, education-oriented building consultancy. We've been successfully managing building projects and overseeing maintenance regimes for schools and colleges for over 40 years. With an established client base stretching across the Midlands and along the M40 corridor we are in a perfect position to become your strategic partner and one stop building consultancy for all your school building needs.

This document explains about the Service Level Agreement (SLA) that we offer but whether it be help with CIF bids, planning permission, inspirational design input or help managing your project Spicer Surveys is here to help.

What is it?

The purpose of our Service Level Agreement is to offer professional advice and services to manage and undertake all plant and equipment testing and maintenance for any school site.

Our SLA has been designed to assist property managers/ duty holders in meeting their legal responsibilities and duty of care, in terms of their buildings and equipment. We can also help advise property managers on their own risk assessments, safety audits and certain site management routines/inspections.

What else do we do?

We have been developing and maintaining educational buildings for four decades and have become a 'one stop' building consultancy for many clients. As well as the maintenance aspect we also offer strategic property support services that are available outside the agreement on an ad-hoc basis. These services have been the core of our business for several years, mainly managing capital works projects from inception to completion. Refer to the additional services section detailed later within this document to see what else we can offer.

Why choose Spicer Surveys?

- We're flexible - we can do as much or as little as you like and can tailor packages to suit your needs.
- We're local - operating locally provides you with local contractors & services
- We're dependable - we have been working with schools for over 40 years.
- We're helpful - we've based our service and core company values on being helpful to schools and you won't get a bill every time we take a call or visit your school.
- We form longstanding relationships – for many schools we have become a one stop building consultancy for their building and maintenance needs.
- We're regulated by RICS - a firm Regulated by RICS is one you can trust.
- We're professionals - our staff have a wealth of experience and professional accreditations including chartered surveyors, health & safety officers, architects and more.

- We're transparent - we don't over charge or have large mark ups. We provide you with original contractor quotations and source multiple prices for remedial works.
- We're thorough - any service, test or audit will be assessed by your designated surveyor prior to issuing certification and documentation.
- We're safe - all our staff and suppliers have enhanced DBS and adhere to robust safeguarding policy and procedures
- We offer peace of mind - we provide all our clients access to an emergency call out and reactive repair service which we oversee to ensure schools aren't overcharged and make sure any recurring issues are dealt with properly to save ongoing costs.

If the services set out in this document do not meet the needs of your School, please contact us on 0121 711 7700 and we'll be happy to discuss your specific property needs in more detail and adapt the proposal as required.

CORE PROVISION



Purpose of the Agreement

The aim of the service is to enable Spicer Surveys to provide a high quality, cost effective, professional support service to assist School Governors, Estate Leads, Site Teams and Head teachers in maintaining their buildings to a standard that enhances the quality of education provision, as far as it is possible.

The main objectives of our SLA are:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of service provision to the customer.
- Match perceptions of expected service provision with actual service support & delivery.

Length of Agreement, Charges and Cancellation

This Agreement is typically for 12 months, however, we know most schools operate on a three-year financial forecast so many of our clients prefer to opt in for three years and at fixed rates to suit their budgetary requirements.

Cancellation of the agreement can be requested by either party of the contract by giving three to six months' notice of termination dependant on the length of the agreement.

Our agreements are always reviewed a minimum of once per fiscal year regardless of the length of the agreement. Our surveyor will visit site to discuss the services provided, ensure all the information on site is up-to-date and most importantly that remedial actions have been addressed.

Service Availability

Coverage parameters specific to the service(s) covered in the SLA are as follows:

- Telephone support: 9:00 A.M. to 5:00 P.M. Monday - Friday.
- Outside of office hours client's will be provided with an option for leaving a message whereby action will be taken the following working day or they can be diverted to our 24/7 emergency service provided by a third party contractor.
- Email support: Monitored 9:00 A.M. to 5:00 P.M. Monday - Friday.
- Outside of office hours emails will be collected, however no action can be guaranteed until the next working day.

Areas we cover are as follows:



Derbyshire
Staffordshire
West Midlands
Nottinghamshire
Northamptonshire
Leicestershire
Warwickshire
Worcestershire
Oxfordshire

SCHEDULE OF SERVICES (SERVICE LEVEL AGREEMENTS)

For ease we've broken down our services into sections in order to allow schools to pick and choose what services they want us to provide. There may also be non-statutory planned preventative maintenance which can be added to a school's package should it be required.

Our core service packages consist of the following:

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| SLA 1: Servicing of Mechanical Plant and Equipment | SLA 11: Access Controls |
| SLA 2: Fixed Wiring Inspections (5 yearly) | SLA 12: Intruder Alarm Maintenance and Monitoring |
| SLA 3: Fire Alarm & Emergency Lighting Maintenance | SLA 13: Access control barriers and gates |
| SLA 4: Lightning Protection System Inspection and Test | SLA 14: Nurse & Disabled Call Systems |
| SLA 5: Lift Maintenance | SLA 15: Handling equipment (Hoists etc) |
| SLA 5a: Five yearly LG inspections of Lifts | SLA 16: Fire Fighting Equipment & Extinguisher maintenance |
| SLA 6: Automatic Door Maintenance | SLA 17: Portable Appliance Testing |
| SLA 7: Asbestos Monitoring | SLA 18: CCTV |
| SLA 8: Energy Performance of Buildings (Display Energy Certificates) | SLA 19: Tree Inspections |
| SLA 9: Water Hygiene Risk Assessments | SLA 20: Building Guttering Cleaning |
| SLA 9a: Water Hygiene Monitoring | SLA 21: Asset Management Services |
| SLA 10: Management of Building Management Systems (BMS) | SLA 22: Catering Equipment Servicing |
| | SLA 23: Health & Safety, Ladders & Fall Protection |

REACTIVE REPAIRS & EMERGENCY CALL OUTS



Once an agreement is in place the client will have the benefit of the full use of our reactive attendance & emergency call outs.

This dedicated emergency service gives you peace of mind.

Should you require 'Out of Hours' attendance, we can provide support through our third-party provider, who will be able to offer advice and relevant action at any time of the day. Calls will be answered 24 hours a day, 7 days a week, all year round. High priority response will typically be within 90 minutes.

During office hours you can call the Spicer Surveys office line for assistance. Outside of these hours or whenever you need to you will need to call a dedicated contractor service line which is provided within

For further peace of mind expenditure of emergency call outs is capped as detailed below and our third-party provider is instructed to make safe/repair up to this limit. If additional works are then required or Spicer Surveys Ltd receive an instruction from a client to obtain a quotation for a repair, we will endeavour to inform the client within 5 working days of the quoted cost.

Emergency Call Out & Reactive Costs

A Comprehensive Value Limit (CPL) of £750 per call out/ reactive repair shall be agreed as part of the standard service. This value is subject to annual review and is based on costs from previous works whereby the repairs and call outs were carried out successfully and without the need for additional works.

All our agreed rates take into account all items required for the service provision, such as the deployment of personnel, including surcharges and travel, work equipment, the technical and personal (protective) equipment of the employees, including the necessary tools, equipment and machines as well as auxiliary materials and supplies, etc. We regularly review and source third party providers for our reactive and emergency call out requirements to ensure highly competitive rates are being offered to our clients.



"As a Head teacher, I have worked with Spicers for over ten years, on a number of building projects - from small to large. Excellent service, prompt attention and quotes given have never been superseded by even higher ones! Completed work has always been of the highest quality. Reliable, highly approachable and very efficient. Delighted with the outcomes of this long lasting relationship with Spicers."

(HEAD TEACHER) OUR LADY'S CATHOLIC PRIMARY SCHOOL



SITE MANAGEMENT & TESTING



This list is not exhaustive but shows the key areas of maintenance and testing that should be carried out on a regular basis by the school and form part of the site manager's duties. These are essential duties in reducing PPM issues and very often call outs and repairs can be avoided by regular inspection/maintenance of site plant and equipment.

Item / Area / Issue	Requirement	Frequency (days)
Asbestos	Regular monitoring of visible asbestos to determine condition and action if in decline.	28
Clinical Waste	In accordance with the Hazardous Waste Regulations 2012 ongoing procedures should be followed and a checklist/ procedures should be in place.	30
Control of Substances Hazardous to Health (COSHH)	Checks and monitoring in accordance with code of practice of storage and use of materials hazardous to health.	365
Display of Notices & Signage compliance	Checks to be made to ensure correct and up-to-date information is displayed. Health & Safety warning signage clearly present and visible to raise awareness of potential risks and hazards.	30
DT & Science Equipment Testing	Various equipment contained in labs and workshops to be inspected and tested to ensure safe to use and operated as intended.	180
Emergency Lighting	Walking the site to check emergency lights are in working condition. Disconnect mains lighting to enable a function test of the emergency lighting units. Usually involves turning on and off the "fish key".	28
Stage Lighting	Monthly checks by premises/ site manager to make sure all in working order, safe and operational.	28
Fire Alarm	Testing of call points and sounders on a rotation basis. Also checking that fire doors release where applicable.	7
Fire Drill	Undertake a fire evacuation in line with the school's evacuation plan. Monitor and record.	180
Firefighting equipment & Fire Doors	Visual check to ensure doors release and close properly & equipment is in its assigned location and has not been discharged. Doors should be thoroughly checked on a monthly basis.	7
First Aid Equipment	Regular inspections of equipment to ensure items are not out of date or inadequate for use.	7
Fragile Roofs	Fragile roof access to be clearly signed and guarded to prevent falls through them. Periodic inspection of signage is required.	28

SITE MANAGEMENT & TESTING



Item / Area / Issue	Requirement	Frequency (days)
PAT Testing	Undertake visual inspections of portable appliances and make sure they appear safe. Any faults should be logged and reported.	180
PE Equipment	Visual check to ensure equipment is in good order and check to make sure it is operating as intended.	1 (every day)
Playground Equipment	Visual check to ensure equipment is in good order and check to make sure it is operating as intended.	1 (every day)
Safety Glazing	Refer to initial survey/ audit and inspect any areas that have been identified but not yet replaced/ upgraded to ensure they are safe.	180
Swimming Pool	Daily checks on temperature, chlorination levels etc. as per statutory requirements.	1 (every day)
Toilet Extracts	To be vacuumed and/or cleaned in accordance with manufacturer's instructions.	720
Tree Safety	Visual inspection of all trees to make sure they appear to be safe, no hanging branches etc. The latest copy of the tree survey should be referred to whilst undertaking the inspection.	90
Water - Outlets	Flush through all outlets and maintain records of when this was carried out.	30
Water - Shower Heads	De-scaling of showerheads and run water through outlets as required.	90
Water - Storage	Temperature testing of hot and cold stored water systems. Temperatures recorded and if above/ below required thresholds action should be taken to remedy. (may be undertaken as part of SLA)	30
Water - Heat emitters & pipework	Heat emitters and exposed surfaces of pipe work not to exceed regulation temperature	365



ADDITIONAL SERVICES, SITE AUDITS & SURVEYS



These services are available to schools but not included in the Service Level Agreement (if a fee is chargeable this will be agreed before any work is undertaken)

- Strategic advice on managing the Educational Building Estate and obtaining the best value from the capital asset.
- Property Reviews and Audits: these may be for specific geographical areas, service sectors, or for individual Schools.
- Condition Surveys of buildings and estates.
- Further development and management of the Asset Management Plan database (Suitability and Sufficiency).
- Implementation & Management of the Capital Maintenance Programme in a Principal Designer Capacity.
- Preparing feasibility studies and costing for proposed capital works above the de-minimus limit.
- Planning & Building Regulation Applications.
- Topographical Surveys and Measured Plans.
- Fire Risk Assessments.
- Glass & Glazing Safety Audit.

- Mechanical & Electrical Design Service & Feasibility Studies.
- Reinforced Autoclaved Aerated Concrete (RAAC) inspection.
- Assistance with the preparation and submission of funding bids to Central Government Departments or others.
- Follow up meetings to address FRA, DDA & other audit findings outside of the scope of the agreed SLA.
- Contract monitoring, auditing and Quantity Surveyor services.
- Drainage CCTV surveys.
- Roof Surveys & Thermographic Imaging.

Preparation of Specialist Surveys, Audits and Reports

Spicer Surveys can organise surveys and reports for one-off items (not included in the SLA Schedule of Services) which are needed to comply with certain Health and Safety and other legislation. These include Energy, Disabled Access, Fire Risk Assessment, Glazing, Water and Drainage. A fee will be agreed prior to commencing a survey.

Provision of Additional or One-Off Service Contracts

If a school would like to include a contractor who is not on the Approved Contractors List within a Service Contract Tender, or to take up a service contract on equipment or elements that are not already covered by an existing service contract, Spicer Surveys can organise and manage this for a fee. This will be agreed prior to implementing the work.

Assistance with Bids for External Funding

Spicer Surveys have experience in preparing feasibilities and bids for external funding such as CIF, Lottery Funds, College Status Funds, Trust Funds and Charities. A fee will be agreed prior to implementing the work and frequently this fee can be included as part of the bid.

“What can I say, the professionalism and management Spicers provided was second to none. As a result, we have now engaged them on the next project and look forward to a longstanding relationship”

(BUSINESS MANAGER) BISHOP ULLATHORNE CATHOLIC SCHOOL

SERVICE LEVEL AGREEMENT - SCHEDULE OF SERVICES

A photograph of two construction workers in safety gear. One worker, a man with a beard, is wearing a yellow hard hat and a high-visibility vest, pointing towards the right. The other worker, a woman, is also wearing a yellow hard hat and a high-visibility vest, seen from the back. They are standing in front of a building with blue siding. The image has a white geometric overlay on the right side.

WE MANAGE. WE MAINTAIN. WE REPORT

SLA 1: SERVICING OF MECHANICAL PLANT AND EQUIPMENT



Spicer Surveys Ltd shall organise the routine inspections, testing and servicing of the following mechanical plant and equipment as applicable to the site:

- Gas and oiled fired heating or hot water boiler plant including: all associated distribution pipework, pumps, valves and ancillary equipment, plus feed and expansion tanks and/or pressurisation systems.
- Heating and ventilation controls.
- Inspection of flue pipes & chimneys associated with the boiler plant.
- Individual gas fired room heaters and associated equipment.
- All gas distribution pipework, valves and fittings (excluding kitchens).
- Annual cleaning and servicing of LPHW, fan convectors including valves and controls.
- All types of air conditioning and ventilation plant fixed to the building fabric including fume cupboards (excluding the cleaning of the Local Exhaust Ventilation ductwork distribution systems and/or dust extract equipment apart from separate agreements).

- Air handling units, ancillary equipment and controls.
- Annual inspection of cold water storage tanks and distribution systems, including cleaning and chlorinating as necessary.
- Cleaning kitchen extract canopies in primary school kitchens.
- Heating distribution systems (external to plant room) and all terminal-heating units.
- Incoming cold water supply from the meter to the connection at the point of termination (excluding dripping taps and W.C. cisterns).
- Tank Cold Water and Hot Water Services distribution system to the connection at the point of termination (excluding dripping taps and W.C. cisterns, which will be the responsibility of the school).
- Sewage Pumps and Sump Pumps.
- Kilns.



SLA 2: FIXED WIRING INSPECTIONS (5 YEARLY)



Spicer Surveys Ltd shall organise the routine inspections and testing of the electrical fixed wiring installations (excludes appliances) to allow compliance with the Electricity at Work Regulations 1989 and Institute of Engineering and Technology (IET) Wiring regulations 18th edition. (BS 7671 as amended).

- The tests will be carried out in compliance with part 6 of the BS 7671 including: - initial verification – Inspection and testing (with approved limitations) – Certification.
- Visual inspections will be carried out on the complete installation.
- Where necessary items will be stripped down to allow full inspection.
- Complete circuits will be isolated from the electricity supply to allow instrument testing to be carried out and results recorded. (This can be limited (by agreement) if for operational or safety reasons the electricity supply must be retained.) Or by the use of thermal imagery equipment to determine correct operating temperatures of circuit cables and/or protective devices.



- Upon completion, a Electrical Installation Condition Report will be issued to Spicer Surveys Ltd who will provide a list of repairs if requested by the Property Manager.
- If during the test a dangerous occurrence is identified the contractor will carry out an immediate repair or isolate the offending electricity circuit and seek further guidance from either Spicer Surveys or the Property Manager.
- Upon completion the Electrical Installation Condition Report and remedial repair certificates will be issued to the Property Manager for their retention.
- A quotation and priority guidance will be supplied with the documentation to assist the Property Manager in deciding on the actions that need to be taken.

SLA 3: FIRE ALARM & EMERGENCY LIGHTING MAINTENANCE



Spicer Surveys Ltd shall organise the routine inspections and testing to allow compliance of the installed fire alarm systems to BS 5839 as amended and emergency lighting systems to BS 5266 as amended.

Fire Alarms

Fire Alarms testing and inspections will be carried out Quarterly, annually and 5 yearly as required.

- Visually check and inspect all items of equipment and report on any remedial action necessary.
- Inspection of all detectors/manual call points.
- Inspection of sounders.
- Test operation of system by activation of detection systems.
- Check audibility of sounders.
- Annually clean all detectors.
- Fully test the system.
- Complete on site log-books.

Emergency Lighting

Emergency Lighting tests and inspections will be carried out Quarterly, annually and 5 yearly.

- Visually check and inspect all items of equipment and report on any remedial action necessary.
- Test operation of emergency lamps by activation of test switches or by isolating lighting circuits to replicate a power failure (3hr & 1hr Testing).
- Check condition of lamps and batteries.
- Fully test the system to discharge levels.
- Complete on site log-books.



SLA 4: LIGHTNING PROTECTION SYSTEMS INSPECTION & TESTING



Spicer Surveys Ltd shall organise the routine inspections and testing to allow compliance of the installed lightning protection systems to allow compliance with BS EN 62305 as amended.

- Visually check and inspect all items of equipment: - to include tapes, collectors, downtapes, joints, test points and inspection pits.
- Carry out soil resistance tests.
- Provide certificates and reports.
- Provide prioritised recommendations on remedial actions if required.
- Provide recommendations on improvements to the systems.
- To provide risk assessments as required.



SLA 5: LIFT MAINTENANCE & SLA 5A: FIVE YEARLY LG INSPECTIONS OF LIFTS



Spicer Surveys Ltd shall organise the routine inspections and testing of lift installations to allow compliance of BS EN 13015 amended.

Maintenance of equipment and planet shall be carried out in accordance with the regulations for testing and inspections of lifts as scheduled in the BS EN 13015 regulations and in accordance with BSEN 81 Part 1 or 2 (1998) and the Lifting Operations and Lifting Equipment Regulations/ LOLER (1998), regulation 9. Passenger Lifts shall be maintained at least quarterly. Non-Passenger Lifts shall be maintained at least six monthly. Stairlifts and platform lifts shall be maintained at least six monthly.

Each inspection will consist of the following:

- Visually check and inspect all items of equipment and report on any remedial action necessary.
- Carry out lubrication and minor adjustments to controls and components.
- Carry out inspections and servicing as detailed by manufacturer and as detailed in the recommendations of lift services industries code of practice.
- Provide details of any items that require or will require attention either now or in the near future.

SLA 6: SERVICING OF AUTOMATIC POWERED DOORS



Spicer Surveys Ltd shall organise the routine inspections, testing and servicing of Automatic Powered Doors in compliance with B.S. 7036 as amended. This will include the following:

- Visually check and inspect all items of equipment.
- Clean and grease all mechanical components.
- Check all safety devices and safety systems are operating correctly.
- Ensure that all sensors are operating correctly and adjust if necessary.
- Check all functions of the control panel including operation.
- Check the correct operation of automatic door closing systems.
- Carry out all servicing as detailed by the maker's recommendations.
- Submit worksheet to customer detailing work done and recommendations.
- Submit full written report and quotation for remedial works as required.

SLA 7: ASBESTOS MONITORING



Spicer Surveys Ltd shall organise the ongoing monitoring of asbestos by accredited contractors following the initial Management / R&D surveys previously carried out.

This monitoring will provide compliance with the following:

- The Control of Asbestos Regulations 2012.
- The Health & Safety at Work Act 1974.
- The Management of Health & Safety at Work Regulations 1999.
- The Workplace (Health, Safety & Welfare) Regulations 1992.
- The Construction (Design and Management) Regulations 2007.
- The Defective Premises Act 1972.

Re-inspections: will investigate the building's / sites asbestos register, re-inspect, document findings, and summarise any works required to ensure compliance with the relevant regulations. The re-inspections are required to be carried out at 12 monthly intervals, or sooner if the property is subjected to major alterations or additions. Spicer Surveys Ltd shall:

- Co-ordinate timescales and the programme for re-inspections with relevant property managers / clients' departments.
- Liaise with suitable competent asbestos surveying consultants to carry out the required re-inspections surveys.
- Provide copies of the current asbestos register information and the most recent survey reports for the annual re-inspections to be based on.
- Receive the revised re-inspection data from the surveying consultant(s) and upload into the Councils Asbestos Database.
- Advise property managers / client departments of suitable actions in light of any high-risk situations discovered from the re-inspections.

In order to complete the Risk Assessments, input will be required from the school to confirm use of areas / potential exposure to people etc. and it is expected that this information will be provided. In some instances, if a high-risk situation is identified it may be necessary to make an area secure until repair or removal is achieved.



SLA 8: THE ENERGY PERFORMANCE OF BUILDINGS CERTIFICATES AND INSPECTIONS (DEC)



Spicer Surveys Ltd shall organise the management and the processes required to allow for the compliance with Building Regulations Part L2 and The Statutory Instrument 2007 No. 991 "The Energy Performance of Buildings (Certificates and Inspections) (England & Wales) Regulations 2007" including:

- The gathering of information by Accredited Energy Surveyors carrying out on-site surveys.
- The provision of scaled drawings of each building are to be provided by the school. If none available additional charges may apply.
- The issue of data detailing energy usage and annual consumption.
- The re-issue of the validated DEC and review of the advisory report as necessary.
- For schools that bought into other schemes not provided by Spicer Surveys Ltd in previous years, a separate agreement that may incur additional charges will need to be secured to provide the completion of subsequent certificates.



SLA 9 & 9A: WATER HYGIENE RISK ASSESSMENTS AND MONITORING



Spicer Surveys Ltd shall organise the management and the processes required to allow for compliance with Approved Code of Practice and Guidance L8 - The Control of Legionella Bacteria in Water Systems, which in turn provides for compliance with various elements of the Health and Safety at Work Act 1974 : as required of the Employer. Which will comprise of:

- Management of on-going monitoring (SLA9) of water systems including risk assessments (SLA9a) to provide compliance with ACOP L8. (See note 1 for property managers responsibility).
- Water systems will be monitored with findings recorded into the site specific log book, including.
- Annual servicing of swimming pools, filtration and chlorinating.

SLA 9: Risk Assessments

Risk assessments shall be revised as required by ACOP L8. The results shall be recorded and issued to the Property Manager/Site Manager for their attention and retention.

Any alteration to the water service systems must be notified for inclusion in an updated Risk Assessment.

SLA 9: Monitoring

Monthly

- a) Temperatures of hot water circulation systems.
- b) Temperatures of cold water systems, Control (Sentinel) outlets.
- c) Temperatures of hot water systems, Control (Sentinel) outlets.
- d) General check of management of hot and cold water systems.

Three Monthly

- e) Cleaning of shower systems.

Six Monthly

- f) Check blenders and record temperatures.
- g) Storage temperatures of cold water tanks.
- h) Storage temperatures of cold water tanks integral to Fortic type water heater.
- i) Internal condition of cold water storage tanks.

Twelve Monthly

- j) Temperatures of a representative number of hot and cold water outlets.
- k) Water Quality discharged from storage type water heaters.



SLA10: MANAGEMENT OF BUILDING MANAGEMENT SYSTEMS



Spicer Surveys Ltd shall provide an annual inspection of the Building Management Systems installed and shall comprise of the following:

- Amendments to time and holiday scheduling as required.
- Regular reviews of the operation of HVAC plant and equipment controlled by the Building Management System.
- Alarm reporting of plant failure and reporting direct to individual client properties on alarm conditions of boilers, pumps etc. Arranging breakdown attendance.
- Access to 24hr breakdown callout contract with a third-party provider (additional charges may apply - see reactive repairs).

For frequent time scheduling alterations, Infrequent and one-off changes to time schedules please call or email the office during working hours. Office hours are generally 08.30 – 16.30 Monday to Friday.



SLA 11: ACCESS CONTROLS



Spicer Surveys Ltd shall organise the routine inspections, testing and servicing of Access Controls Systems (keypad – proximity – remote control) including:

- Six monthly visits.
- Visually check and inspect all items of equipment and report on any remedial action necessary.
- Inspection of all safety circuits and detectors.
- Inspections of control equipment.
- Inspection of audible alarms and beacons.
- Test operation of system.
- Check audibility of sounders.
- Clean all detectors.
- Fully test the system.
- Complete on-site logbooks.



SLA 12: INTRUDER ALARM MAINTENANCE & MONITORING



Spicer Surveys Ltd shall organise the routine inspections, testing and servicing of installed intruder alarms including:

- Six monthly/ Annual visits dependant on manufacturer requirements.
- Visually check and inspect all items of equipment and report on any remedial action necessary.
- Inspection of all detectors / manual emergency call points.
- Inspection of audible alarms and beacons.
- Test operation of system.
- Check audibility of sounders.
- Annually clean all detectors.
- Fully test the system.
- Complete on site log-books.
- Check connections with monitoring stations.



SLA 13: ACCESS CONTROLLED BARRIERS AND GATES



Spicer Surveys Ltd shall organise the routine inspections, testing and servicing of installed Access Controlled Barriers and Gates including:

- Visually check and inspect all items of equipment.
- Clean and grease all mechanical components.
- Check all safety devices and safety systems are operating correctly.
- Ensure that all sensors are operating correctly and adjust if necessary.
- Check all functions of the control panel including operation.
- Check the correct operation of automatic barrier/gate closing systems.
- Carry out all servicing as detailed by the maker's recommendations.
- Submit worksheet to customer detailing work done and recommendations.
- Submit full written report, force test results and quotation for remedial works as required.

The above operations are to be carried out on each of the 2 routine service visits per year to each installation.



SLA 14: NURSE & DISABLED CALL SYSTEMS



Spicer Surveys Ltd shall organise the routine inspections, testing and servicing of installed nurse call systems including:

- Visually check and inspect all items of equipment.
- Replace defective batteries as necessary.
- Ensure that all sensors are operating correctly and adjust if necessary.
- Check all functions of the control panel including operation.
- Check the correct operation of printer (if applicable).
- Carry out all servicing as detailed by the maker's recommendations.
- Submit worksheet to customer detailing work done and recommendations.
- Submit full written report and quotation for remedial works.

The above operations are to be carried out on an annual service visit to each installation.



SLA 15: HANDLING EQUIPMENT



Spicer Surveys Ltd shall organise the routine inspections, testing and servicing of installed Handling Equipment (Static Hoists, Movable Hoists, Powered or Manual Track Mounted Hoists, Hi-Lo Baths etc.) including:

- Visually check and inspect all items of equipment.
- Clean and grease all mechanical components.
- Check all safety devices and safety systems are operating correctly.
- Ensure that all sensors are operating correctly and adjust if necessary.
- Check all functions of the operation control.
- Carry out annual LOLER inspection.
- Carry out all servicing as detailed by the maker's recommendations.
- Submit worksheet to customer detailing work done and recommendations.
- Submit full written report and quotation for remedial works.

The following operations are to be carried out on each of the 2 routine service visits per year to each installation.



SLA 16: FIRE FIGHTING EQUIPMENT



Spicer Surveys Ltd shall organise the routine inspections, testing and servicing of installed Fire Fighting Equipment. The following operations are to be carried out on annual service visits:

- Visually check and inspect all items of equipment. (to include):
 - Fire extinguishers, hose reels, fire blankets, and any other appliance used in connection with fire fighting
 - Fire signage of all types.
- Submit worksheet to customer detailing work done and recommendations.
- Submit full written report and quotation for remedial works as required.



SLA 17: PORTABLE APPLIANCE TESTING



Spicer Surveys Ltd shall organise the routine inspections, testing of Portable Appliances. The following operations are to be carried out on each requested visit.

- Visually check and inspect all items of equipment.
- Carry out tests and checks as required to comply with the latest IET Code of Practice for In-service Inspection and Testing of Electrical Equipment.
- Submit Logbook of appliances tested and update any existing log books submit a worksheet to the Property Manager/Site Manager detailing work done and recommendations.



SLA 18: CCTV



Spicer Surveys Ltd shall organise the inspection, testing and servicing of installed CCTV systems. The following operations are to be carried out on an annual service visit to each installation:

- Check cameras, clean lenses and adjust as necessary.
- Check functionality of PTZ cameras.
- Check connections.
- Check power supplies.
- Check switches for correct operation.
- Check recorders for correct functionality and recording quality, adjusting parameters as required to meet current operating conditions.
- Check monitors, clean screens and adjust to optimum picture quality.



SLA 19: TREE INSPECTIONS



Spicer Surveys Ltd shall organise, the ongoing inspection of trees within the site boundaries by appropriately qualified arboriculturists.

Tree owners/managers have a duty of take reasonable care for the safety of those who may come within the vicinity of a tree. This duty of care is led by:

- The Health and Safety at Work Act 1974.
- Health & Safety at Work Act 1974 Section 3(1).
- The Occupiers Liability Act 1957 & 1984.

The following operations will be undertaken on an annual basis:

- Walkover inspection of all trees within the site boundaries (not recorded).
- Individual inspection of trees with obvious defects as identified through the course of a walkover inspection (recorded).
- Undertake a risk assessment of defect trees in relation to their position, size and condition.
- Provide a prioritised list of recommendations or remedial tree work actions if required.
- Provide a plan which indicates the position of defect trees within the site boundaries.
- If during an inspection a tree which poses an unacceptable risk is identified, the contractor will immediately inform Spicer Surveys and the Property Manager.



SLA 20: BUILDING GUTTER CLEANING



Spicer Surveys shall organise the annual cleaning of the building rainwater gutter system. The following operations are to be carried out on each requested visit.

- Cleaning of the buildings rain water gutter system.
- To remove gutter debris from site.

Generally clearing and cleaning of guttering, hoppers and downpipes, to ensure roofs are not pooling water which would curtail their life span. Does not include the clearing/ cleaning of gullies or ACO channels or any other item at ground level.



SLA 21: ASSET MANAGEMENT SERVICES



The governing body has a responsibility to manage the school's buildings and Spicer Surveys Ltd can offer an asset management service that will aid the governing body in this function.

This will feed into funding mechanisms in the school's funding formula and will be able to inform any capital bids.

The service will offer:

- Arranging floor area surveys for any new build/reconfigurations.
- Providing up to date floor plans and room schedules.
- Arranging condition surveys to be updated every four years.
- Updating and re-issuing condition surveys following any works completed.

This section of the SLA will be priced dependant on individual needs of each site which will be assessed at time of quotation and can be costed as a separate service if required.



SLA 22: CATERING EQUIPMENT SERVICING



Spicer Surveys Ltd shall organise the annual inspection, testing and servicing of the following catering equipment as applicable to the site:

Gas

- A gas tightness test within kitchens up to and including the appliance and its respective connection.
- Installation and pipe work sized correctly.
- Emergency control valve checks.
- Gas governor check.
- CO2 Measurement and Testing Report.
- Clean and examine burner jets - set flame combustion.
- Appliance or equipment safety check.
- Cooler door seals and hinges check.
- Emergency control valves position and accessibility.

Electrical

- In-service inspection and Testing of Electrical Equipment
- Maintenance and servicing carried out by a suitably registered and qualified engineer.
- Fridge/Freezer thermostat calibration.
- Control Switches/contacts/connections/cable conditions checks.
- Protective electrical bonding checks.
- Appliance water temperature check.



SLA 23: HEALTH & SAFETY, LADDERS & FALL PROTECTION



KEY CONTACT POINTS



H&S Audit

Spicer Surveys Ltd shall organise an annual inspection to be carried out by an experienced & competent health & safety auditor (ISO 45001: 2018 Auditor Trained) to building(s) as required in accordance with HSG65 and to fulfil the requirements listed in the table shown.

Ladders

HSE Guidance states that all access steps and ladders should be regularly inspected by a competent person. As part of this SLA, all ladders and stepladders will be identified and inspected annually by a competent person and colour coded for the calendar year.

Personal Fall Protection Equipment

There are several types of personal fall protection systems and equipment. Users of these systems require high levels of training and appropriate close supervision:

- Work restraint systems and equipment.
- Work positioning systems and equipment.
- Rope access systems.
- Fall arrest systems and equipment.

The detailed inspection is undertaken in line with risk assessment which is usually 12 monthly; however, for equipment used more frequently or in more severe operating conditions more frequent interim inspections are required.

Examples of items included within a H&S audit

H&S Policy	Plant /Tools & Equipment	Housekeeping	Workplace (ventilation and heating)
Risk Assessments	Lifts	Toilet & Washing Facilities	Computers and similar equipment
Inspection/Monitoring	Minibuses	Internal Areas – Classrooms, Circulation Areas	Playground Equipment
Fire Safety	Hazardous Substances	External Areas	PE Equipment
Asbestos	First Aid	Security/Safeguarding	Work at height (falls)
Contractors	Medication	Swimming Pools	Furniture and fixtures
Electrical/Gas	Accident Reporting	LEV/Extraction Systems	Manual handling
Legionella	Training (H&S)	Windows & Ventilation	Movement around the classroom (slips and trips)

Position/Type of Contact	Telephone	Email (Available during Working Day only)
Office Helpdesk	0121 711 7700	office@spicersurveys.com OR propertyservices@spicersurveys.com
Emergency Call Out & Out of Hours	0121 711 7700 (option 4) OR	office@spicersurveys.com OR propertyservices@spicersurveys.com

Should you require 'Out of Hours' attendance, we provide all our client's with support through our third-party provider, who will be able to offer advice and relevant action at any time of the day. Calls will be answered 24 hours a day, 7 days a week, all year round. High priority response will typically be within 90 minutes. Further details of all your contacts including emergency and out of hours numbers will be provided as part of your bespoke set up package.



OUR POLICIES & GDPR



GDPR

Spicer Surveys is committed to protecting the privacy and security of your personal information.

Our policy and privacy notices describe how we collect and use personal information about you during and after your working relationship with us, in accordance with the General Data Protection Regulation (GDPR). It applies to all employees, workers, and contractors and full details can be found within the policy which is available upon request.

Health and Safety and Risk Management

Spicer Surveys will comply with all Construction and property related legislation to include CDM regulations (including undertaking the duties of the Client), DDA requirements, asbestos legislation, legionella, fire, lift, electrical and gas regulations. Additionally, Spicer Surveys Ltd will always comply with our own Health and Safety Policy.

The school will ensure that adequate time and resources (as required by the CDM Regulations) are made available to manage this SLA. Spicer Surveys will ensure compliance with the duties of the Client and the Designer, which includes reviewing all contractors' risk assessments and method statements.

Managing Contractors and Consultants

Spicer Surveys Ltd will manage all contractors in their duties, raise all orders and issue instructions, check method statements and risk assessments and will undertake site investigations (where necessary) to inspect and diagnose appropriate solutions to reported problems.

Safeguarding

Spicer Surveys operate a robust safeguarding policy in accordance with current safeguarding guidance and legislation with sub-contractors and supply chains being checked on a regular basis. All staff and contractors attending school sites will have adequate DBS checks and have the right to work in the UK.

Please note it is not a legal requirement for staff to show DBS certificates and they cannot be demanded under the Rehabilitation of Offenders Act. It remains the employer's responsibility to ensure that operatives attending sites are appropriate, fit and proper for working in the respective environment.

A copy of the safeguarding policy as well as the anti-human trafficking policy is available upon request.

Works on school sites will be required to be carried out in a safe manner to protect and safeguard children and building users from harm at all times. Spicer Surveys will deal promptly and robustly with any infringements by contractors/consultants or with concerns raised by schools over any safeguarding issues that are in connection with the service provided under this SLA.

Procurement

Schools have a legal responsibility for purchasing a broad range of goods and services; however, purchasing effectively and obtaining best value requires time and resources. Consideration must also be given to the relevant risks when procuring goods, works and services, including reputational risk. It is therefore essential to ensure suppliers:

- Are financially stable.
- Have appropriate and adequate insurance cover.
- Fully meet legislative requirements including compliance with TUPE regulations where relevant.
- Meet required health and safety standards as PAS 91.
- Are DBS checked and have adequate safeguarding policies in place.

All of these checks are carried out by Spicer Surveys as pre-qualification criteria prior to tendering works. As a result all procurement undertaken by Spicer Surveys on behalf of schools will be in accordance with current DfE guidance (School Financial Standing Orders and Contract Procedure Rules and in compliance with relevant UK legislation and Public Contract Regulations 2015), Financial Regulations and RICS Procurement guidelines including advertising, approval of procurement plans, equalities impact assessments, prequalification, tender documents and invitation to tender, tender evaluation including technical and financial credit checks, tender reduction negotiation, award of contract approvals, contracts and preparation of reports and presentations as required.

SLA GLOSSARY



Abbreviation	Description
ACM	Asbestos Containing Material
ACO	Brand name for channel and drainage products
ACOP	Approved Code of Practice
AFFF	Aqueous Film-Forming Foam
AMP	Asset Management Plan
BAFE	British Approvals for Fire Equipment
BS	British Standard
CAR	Control of Asbestos Regulations
CCTV	Close Circuit TeleVision
CDM	Construction Design Management
COSHH	Control of Substances that are Hazardous to Health
CPL	Comprehensive Price/Value Limit
DBS	Disclosure & Barring Service
DDA	Disability Discrimination Act

Abbreviation	Description
DEC	Display Energy Certificate
DFE	Dept of Education
FRA	Fire Risk Assessment
GDPR	General Data Protection Regulations
HASWA	Health and Safety at Work Act 1974
HSE	Health & Safety Executive
HVAC	Heating, Ventilation & Air Conditioning
IEE	Institute of Electrical Engineers
IET	Institute of Engineering & Technology
ISO	International Standards Organisation
LAMP	Local Asbestos Management Plan
LOLER	Lifting Operations & Lifting Equipment Regulations
LPHW	Low Pressure Hot Water
MAC	Multi Academy Company

Abbreviation	Description
MAT	Multi Academy Trust
NACOSS	National Approval Council for Security Systems
PTZ	Pan-Tilt-Zoom
PUWER	Provision & Use of Work Equipment Regulations
RAAC	Reinforced Autoclave Aerated Concrete
R&D	Research & Development
RICS	Royal Institute of Chartered Surveyors
RPI	Retail Price Index
SAFed	Safety Assessment Federation
SLA	Service Level Agreement
TMV	Thermostatic Mixer Valves
TUPE	Transfer Undertaking Protection of Employment
UKAS	United Kingdom Accreditation Service
VA	Voluntary Aided
WC	Water Closet



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