

Appendix C Flow Rates for Hot & Cold Water Systems

C.1 CIBSE and IOP Guides

Appendix D Infrastructure Services

D.1 The following are considered to be categorised as Infrastructure Services:

- a) sanitation and drainage systems;
- b) water systems;
- c) fuel storage plant;
- d) electricity distribution system;
- e) gas distribution system

This list is not exhaustive and Project Co is to fully ascertain all the Board's requirements.

Appendix E Heating & Ventilation

E.1 The following are categorised as heating and ventilation systems:

- a) Ventilation
- b) Central Heating Systems
- c) Local or remote and independent heating sources

This list is not exhaustive and Project Co is to fully ascertain all the Board's requirements.

Appendix F Specialist Services

F.1 The following are considered to be categorised as Specialist Services:

- a) un-interruptable power supply systems;
- b) nurse call, cardiac and emergency alarm systems and equipment;
- c) Patient specialist lifting equipment;
- d) automatic fire fighting system

This list is not exhaustive and Project Co is to fully ascertain all the Board's requirements.

Appendix G Mechanical & Electrical

G.1 The following are considered to be categorised as Mechanical & Electrical services:

- a) building external lighting installation;
- b) internal electrical power and lighting installations;
- c) emergency lighting systems ;
- d) communications systems including bedside communications units;
- e) data cabling;
- f) security and fire alarm systems;
- g) fixed and portable electrical appliances;
- h) lifts (excluding patient lifting equipment);
- i) space heating systems;
- j) cooling systems (including chilled beams);
- k) air conditioning systems;
- l) ventilation extracts and air systems;
- m) fire extinguishing systems;
- n) electrical mains distribution system;
- o) emergency electrical generation plant and equipment;
- p) chilling plant and chilled water storage and distribution systems;
- q) thermal systems and distribution systems;
- r) heating plant, steam and hot water distribution systems;
- s) domestic hot water storage and distribution systems;
- t) central air handling plant;
- u) cold water storage and distribution systems;
- v) emergency electrical central battery systems;
- w) refrigeration equipment ;
- x) water treatment systems;
- y) fixed and portable first aid fire fighting systems other than automatic fire fighting systems under Appendix F;

This list is not exhaustive and Project Co is to fully ascertain the total requirements.

Performance Parameter

Ref	Performance Parameter	SF Type	Category	Service Response Time	Rectification	Performance Monitoring Period	Monitoring Method
ESP01	24 hour Authorised Person emergency cover is maintained	QF	Low	N/A	N/A	M	1, 2, 5, 8
ESP01	24 hour Competent Person emergency cover is maintained.	QF	Low	N/A	N/A	M	1, 2, 4, 5, 8
ESP01	24 hour Suitably Qualified Person cover is maintained –	QF	Low	N/A	N/A	M	1, 2, 4, 5, 8
ESP02a	5 year PPM programmes are produced at the agreed time to the agreed format and quality.	QF	Low	N/A	N/A	A	1, 2, 3, 4, 8
ESP02b	12 Monthly PPM programme is produced at the agreed time to the agreed format and quality and presented to the Board 4 months in advance.	QF	Medium	N/A	N/A	M	1, 2, 3, 4, 8
ESP02c	Monthly PPM report submitted in agreed format and quality to the Board Representative.	QF	Low	N/A	N/A	M	1, 2, 3, 4, 8
ESP03a	External and Internal Building related PPM is carried out in accordance with PPM programme, the Service Standards, Law and Good Industry Practice.	FE	A-C	24 hours	As scheduled	M	1, 2, 4, 5, 8
ESP03b	Fixtures and Fitting related PPM is carried out in accordance with PPM programme, the Service Standards, Law and Good Industry Practice.	FE	A-C	24 hours	As scheduled	M	1, 2, 4, 5, 8
ESP03c	Floor and covering related PPM is carried out in accordance with PPM programme, the Service Standards, Law and Good Industry Practice.	FE	A-C	24 hours	As scheduled	M	1, 2, 4, 5, 8
ESP03d	Infrastructure related PPM is carried out in accordance with PPM programme, the Service Standards, Law and Good Industry Practice.	FE	A-C	24 hours	As scheduled	M	1, 2, 4, 5, 8
ESP03e	Decorative Finishes related PPM is carried out in accordance with PPM programme, the Service Standards, Law and Good Industry Practice.	FE	A-C	24 hours	As scheduled	M	1, 2, 4, 5, 8

Ref	Performance Parameter	SF Type	Category	Service Response Time	Rectification	Performance Monitoring Period	Monitoring Method
ESP03f	Hot and Cold Water System related PPM is carried out in accordance with PPM programme, the Service Standards, Law and Good Industry Practice.	FE	A-C	24 hours	As scheduled	M	1, 2, 4, 5, 8
ESP03g	Heating, Air conditioning and mechanical ventilation related PPM is carried out in accordance with PPM programme, the Service Standards, Law and Good Industry Practice.	FE	A-C	24 hours	As scheduled	M	1, 2, 4, 5, 8
ESP03h	Specialist Services related PPM is carried out in accordance with PPM programme, the Service Standards, Law and Good Industry Practice.	FE	A-C	24 hours	As scheduled	M	1, 2, 4, 5, 8
ESP03i	Electrical Power and Cabled System related PPM is carried out in accordance with PPM programme, the Service Standards, Law and Good Industry Practice.	FE	A-C	24 hours	As scheduled	M	1, 2, 4, 5, 8
ESP03j	Public Health and Drainage related PPM is carried out in accordance with PPM programme, the Service Standards, Law and Good Industry Practice.	FE	A-C	24 hours	As scheduled	M	1, 2, 4, 5, 8
ESP03k	Fire Equipment related PPM is carried out in accordance with PPM programme, the Service Standards, Law and Good Industry Practice.	FE	A-C	24 hours	As scheduled	M	1, 2, 4, 5, 8
ESP04a	Emergency requests for Reactive Maintenance are carried out in accordance with Service Response and Rectification Times, the Service Standards, Law and Good Industry Practice.	FE	A-E	Immediate	4 hours	Per Request	1, 2, 4, 8
ESP04b	Urgent requests for Reactive Maintenance are carried out in accordance with Service Response and Rectification Times the Service Standards, Law and Good Industry Practice.	FE	A-E	n/a	24 hours	Per Request	1, 2, 4, 8
ESP04c	Routine requests for Reactive Maintenance are carried out in accordance with Service Response and Rectification Times, the Service Standards, Law and Good Industry Practice.	FE	A-E	n/a	120 hours	Per Request	1, 2, 4, 8

Ref	Performance Parameter	SF Type	Category	Service Response Time	Rectification	Performance Monitoring Period	Monitoring Method
ESP05	No work is carried out in any areas outside agreed Access Times without prior written consent from the Board Representative.	QF	High	N/A	N/A	M	1, 2, 3, 4, 5, 6, 8
ESP06a	Board is notified at least 1 month prior to statutory or regulatory inspection dates.	QF	Low	N/A	N/A	Q	1, 3, 4, 5, 8
ESP06b	A programme for testing and inspections for forthcoming 12 months is in operation.	QF	Medium	N/A	N/A	A	3, 4, 5, 8
ESP07	Necessary preparation for inspections are made and statutory and insurance surveys and inspections are completed by the agreed date.	QF	High	N/A	N/A	B	1, 4, 5, 8
ESP08	All corrective actions arising from inspections are remedied promptly in accordance with agreed Rectification Time.	FE	C - E	48 hours	As instructed	Following Inspections	1, 4, 5, 8
ESP09	All new Plant and Equipment has been successfully commissioned and maintained in accordance with manufacturer's instructions and maintenance manuals.	QF	Medium	N/A	N/A	B	1, 3, 4, 5, 8
ESP10	Statutory testing of equipment and systems is carried out by competent operator in line with manufacturer's instructions within the agreed statutory or manufacturer's prescribed test period.	QF	High	N/A	N/A	As Statutory Requirements	1, 3, 4, 5, 8
ESP11	In respect of Project Co provided portable equipment, compliance with PAT testing legislation including correct labelling and certification procedures.	QF	High	N/A	N/A	Q	2, 4, 7, 8
ESP12	All relevant work is carried out in accordance with the Permit to Work system.	QF	High	N/A	N/A	M	1, 4, 5, 8

Ref	Performance Parameter	SF Type	Category	Service Response Time	Rectification	Performance Monitoring Period	Monitoring Method
ESP13	No utility/service diversions have been carried out without prior consent by the Board Representative.	QF	High	N/A	N/A	M	1, 2, 3, 4, 5, 8
ESP15	Pest and or the evidence of infection is reported Board Representative promptly.	QF	Low	N/A	N/A	As required	1, 4, 5, 8
ESP16	Fire Safety Systems are compliant with Applicable Law and Service Standards at all times	QF	High	N/A	N/A	M	1, 2, 3, 4, 8
ESP16	Annual Fire Certificate is retained.	QF	High	N/A	N/A	A	4, 7, 8
ESP17	Fire systems are tested regularly against legislation and Service Standards	QF	Medium	N/A	N/A	As appropriate	1, 2, 3, 4, 7, 8
ESP18	Emergency and Fire contingency plans have been developed and the necessary training has taken place.	QF	Medium	N/A	N/A	B	1, 2, 4, 7, 8
ESP19	Fire drills are carried out in accordance with Board and Fire Officer's instructions.	QF	Medium	N/A	N/A	B	1, 2, 3, 4, 8
ESP20	Staff have been trained in HTM83 processes	QF	Low	N/A	N/A	M	2, 4, 5, 8
ESP21	Annual report is provided to the Board Representative on the anniversary of the Commencement Date in the agreed format, quality and standard.	QF	Medium	N/A	N/A	A	3, 4, 8
ESP22	All statutory estates data is accurately recorded, regularly updated and available for inspection by the Board Representative.	QF	High	N/A	N/A	Q	3, 4, 8
ESP23	All Quality Assurance data requirements are accurately recorded, stored and are available for inspection.	QF	Low	N/A	N/A	Q	1, 2, 3, 4, 5, 6, 7, 8
ESP24	Where these are relevant to the provision of the Specific Service, Project Co has an up to date record of the latest HTMs, MDA Notices and Safety Notices and has traceable evidence that relevant action has been taken to	QF	Low	N/A	N/A	Q	4, 7, 8
ESP25	Requests for information are administered in a timely manner	QF	Low	N/A	N/A	PR	1, 4, 5, 7, 8
ESP26	Requests for information from authorised personnel are complied with by the agreed date, quality and format.	QF	Low	N/A	N/A	M	1, 3, 4, 7, 8

Ref	Performance Parameter	SF Type	Category	Service Response Time	Rectification	Performance Monitoring Period	Monitoring Method
ESP27	Complaints procedures are in place and being used to monitor complaints effectively	QF	Low	N/A	N/A	M	1, 2, 3, 4, 8
ESP28	All hardware and software used in the delivery of the Estates Service hold valid licenses and are compatible with Board software and hardware. Where the hardware and software is dedicated to the Garthnavel contract they shall be registered in the Boards name.	QF	Low	N/A	N/A	B	3, 4, 7, 8

Key Performance Indicators

KPI Ref	Standard	Performance Range					
K01	% of PPM carried out as planned				Amber		
K02	% downtime of assets affecting operations						
K03	No. of Emergency faults/request per month.						

Greater Glasgow Health Board Gartnavel Royal Hospital PFI Project

Service Specific Specification – Helpdesk

1. Definitions

1.1

In this Specific Service Specification the following words and phrases shall have the following meanings unless the context otherwise requires:

“Helpdesk Service”	means those services described in this Specific Service Specification.
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2. Key Objectives

2.1 Project Co shall provide a comprehensive Helpdesk Service to facilitate the smooth running of Board operations on a 24 hours a day 365(6) days per year basis. The Helpdesk Service should be fully integrated with existing Board Policies and act as a communication hub for all Services. The Helpdesk Service shall:

- a) Be effective, flexible and efficient in coping with varying demands;
- b) Provide a high level of customer care to all Key Customers;
- c) Marshal resources to the maximum benefit to the Board;
- c) Co-ordinate emergency responses in a proficient and professional manner.

3. Key Customers

3.1 The key customers for the Helpdesk Service are:

- a) Board;
 - b) Board Employees;and
 - c) Emergency Services.
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4. Process**4.1 Scope**

- 4.1.1 Project Co shall comply with all the requirements set out in Sub Part B (General Service Specification) of Part 1 of this Schedule 14 relevant to the delivery of the Helpdesk Service.
- 4.1.2 In addition to 4.1.1 Project Co shall comply with the Service Standards and Service Requirements of this Specific Service Specification.
- 4.1.3 The Helpdesk Service shall form the day to day notification interface between the Board, Project Co and other Service Providers in relation to the following matters only:
- a) all queries and requests relating to the Services;
 - b) the notification of faults and complaints from any of the Key Customers relating to the Services;
 - c) requests for temporary changes to the delivery and scope of services or other Service Provider's service;
 - d) monitoring of alarms and security systems (if appropriate);
 - e) notification of emergencies;
 - f) the issue of instructions and notices by the Board and the other Service Providers in relation to the Agreement;
 - g) request for information relating to the operation of the Helpdesk Service; and
 - h) update of progress regarding any fault notified to the Helpdesk.
- 4.1.4 Project Co shall provide a manned facility receiving, logging, responding appropriately to direct verbal, telephone, letter, facsimile, e-mail and other legal communications and liaising with all users on the progress of work.
- 4.1.5 It is recognised that the Helpdesk Service may co-ordinate response through secondary specific Service personnel. However at all times the central Helpdesk Service shall be fully responsible for managing and co-ordinating the responses and shall be the single point of contact for the Board.
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4.2 Service Requirement

Installation and Setting Up

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| 01 | Project Co shall ensure that: | HSP01 |
| | <ul style="list-style-type: none">(a) clear instructions on the agreed use of the Helpdesk Service will be provided to the Board in an agreed form at least 30 days before the Helpdesk Service commences operations (Helpdesk Service to be operational during commissioning phase);(b) updates to the instructions shall be provided to the Board from time to time, as necessary;(c) following the completion of the user instructions, ensure that all Helpdesk users, other Service Providers and Board Employees are familiar with these Helpdesk service instructions. | |
| 02 | Project Co shall ensure that all new Staff are familiarised with the use of the Helpdesk as part of their induction training. Project Co shall also provide ad-hoc training as may be required to ensure users are aware of procedural updates. | HSP02 |
| 03 | Project Co shall agree with the Board Representative a call category protocol that enables the Helpdesk operator to determine automatically the category in accordance with the Performance Parameters to this Service Specific Specification for each Service Request made or Event reported. | HSP03 |
| 04 | Helpdesk staff shall be trained to assess the likely classification of service requirements resulting from a Service Request made or Event reported in accordance with the agreed Service Failure categories and respond accordingly; | HSP04 |
| 05 | Project Co shall train Helpdesk Staff to respond in an informed manner to enquiries in accordance with Board Policies. The Helpdesk Staff shall comply with appropriate codes of conduct. | HSP05 |
| 06 | Project Co shall log all Service Requests made and Events reported. Project Co shall record all relevant details, including but not limited to, the following information: <ul style="list-style-type: none">(a) requester's/reporter's name;(b) date and time;(c) location (Functional Area and Unit);(d) nature of the Service Request or Event;(e) service required;(f) categorisation (priority);(g) Service Response Times and Rectification Times;(h) unique request reference;(i) Service Provider and contact name to which the request was passed;(j) Date and time request passed to the relevant Service Provider;(k) Action taken;(l) Actual Response Time and Rectification Time achieved. | HSP06 |
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- 07** Project Co shall generate an activity request report for each Service Request or Event reported. The activity request report shall be communicated to the relevant Service provider. Such communication shall be documented. **HSP07**
- 08** Project Co shall inform the Help Desk user as to the proposed course of action and Response Time and Rectification Time allocated. The Helpdesk Service shall co-ordinate the appropriate response to all requests. **HSP08**
- 09** The relevant Service Provider shall respond to the Service Request or Event reported and on completion of the remedial activity shall inform the Helpdesk Service together with the achieved response, rectification time and the action undertaken. This information is to be logged onto the Helpdesk system. **HSP09**
- 10** Project Co shall provide all such information and or data as is required to complete the monthly Performance Monitoring Report. This shall include but not be limited to: **HSP10**
- a) a summary of all Service Requests and Events reported to the Helpdesk during the Contract Month including allotted target Service Response/Rectification Times where applicable and those achieved;
 - b) a summary of all Failure Events and Quality Failures;
 - c) the Functional Parts affected;
 - d) the duration of any Failure Event not rectified on time in any Functional Part in minutes, with the time and date it commenced and the time and date it ceased;
 - e) the deductions to be made from the Service Payment in respect of Failure Events and Quality Failures;
 - f) any volume related adjustments to be made to the Service Payment;
 - g) the number of Service Failure Points (SFP's) to be awarded in respect of Failure Events and Quality Failures on a daily basis. This part of the report should also show the rolling total for the past six months and highlight any day in this period that the rolling six-month total breaches a SFP threshold.
- For the avoidance of doubt all reports shall clearly identify the Functional Area, Unit and or Service in which each Event has occurred or Service Request posted.
- 11** Information logged with the Helpdesk shall not be amended unless there is a system in place to record: **HSP11**
- a) the exact nature and impact of the amendment;
 - b) the reason for the amendment;
 - c) by whom the amendment was authorised.
- 12** The Board shall be given full access to all Helpdesk records at any time. **HSP12**
- 13** The Helpdesk shall be available 24 hours per day, 365(6) days per year to respond to all Service Requests or Events reported. **HSP13**
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| 14 | In the event of an emergency, at whatever time, the Helpdesk shall assist in raising the alarm, reporting the incident to internal and external authorities, co-ordinating the response and logging the details. | HSP14 |
| | | |
| 15 | Project Co shall answer all telephone calls within 15 seconds. | HSP15 |
| | | |
| 16 | Project Co shall keep the Helpdesk user informed should problems occur with executing the Service Response or Event response. | HSP16 |
| | | |
| 17 | Project Co shall ensure confidentiality is maintained in line with Board Policies | HSP17 |
| | | |
| 18 | Project Co shall monitor its activities and shall carry out quarterly customer satisfaction surveys and follow up reports and feedback to the Board on a regular basis through the use of documented surveys. | HSP18 |

Where satisfaction is found to be below 90% the Helpdesk Service shall carry out a review and produce an action plan to address the problem.

Performance Parameters

Ref.	Performance Parameter	SF Type	Category	Service Response Time	Rectification Time	Performance Monitoring Period	Monitoring Method
HSP01a	Helpdesk Service procedures and instructions for users are provided to the Board 30 days prior to Helpdesk Service Commencement	QF	Medium	N/A	N/A	Per Occasion	1, 2, 3, 4, 8
HSP01b	Helpdesk Service operational procedures are correctly represented by the user instructions and all updates have been provided to the Board prior to changes being implemented.	QF	Medium	N/A	N/A	B	1, 2, 3, 4, 8
HSP01c	Key Customers and Board Employees have received training with regards to Helpdesk Service user instructions and are subsequently briefed on any retrospective changes.	QF	Medium	N/A	N/A	A	1, 4, 5, 8
HSP02	All new staff receive adequate instruction on the use of the Helpdesk Service as part of their induction programme and are subsequently briefed on any retrospective changes.	QF	Medium	N/A	N/A	B.	3, 4, 5, 8
HSP03	A Service Request or Event categorisation and call logging protocol has been agreed with the Board Representative.	QF	Medium	N/A	N/A	A	1, 2, 3, 4, 8
HSP04	Helpdesk staff are trained to assess likely categorisation of Service requirements from a request.	QF	Medium	N/A	N/A	M	1, 2, 4, 5, 8
HSP05	Helpdesk staff are trained to respond in an informed manner to enquiries in accordance with Board Policies.	QF	Medium	N/A	N/A	M	1, 5

Ref.	Performance Parameter	SF Type	Category	Service Response Time	Rectification Time	Performance Monitoring Period	Monitoring Method
HSP06	All requests and reports are recorded and all data fields are completed to the agreed standard.	QF	High	N/A	N/A	M	1, 2, 3, 4, 8
HSP07	Activity reports for the relevant Service Provider are generated in the agreed format for every Service Request and/or Event reported to the Helpdesk Service.	QF	High	N/A	N/A	M	1, 3, 4, 8
HSP08	The proposed course of action and applicable Service Response / Rectification Times is communicated to the Key Customer.	QF	Low	N/A	N/A	M	1, 4, 6, 8
HSP09	Service Response Times, remedial action and Rectification Time and date, are recorded accurately.	QF	High	N/A	N/A	M	1, 2, 3, 4, 8
HSP10	Monthly Helpdesk information and data is provided in the agreed format.	QF	High	N/A	N/A	M	1, 2, 3, 4, 8
HSP11	All amendments are clearly identified and have the necessary authorisation from the Board.	QF	High	N/A	N/A	M	1, 3, 4, 8
HSP12	Board has access to Helpdesk records at any time.	QF	Medium	N/A	N/A	Per Occasion	1, 4, 8
HSP13	The Helpdesk Service is available 24 hours per day, 365(6) days per year.	QF	High	N/A	N/A	D	1, 2, 4, 6, 8
HSP14	Provide assistance in raising alarms, reporting incidents to internal and external authorities and logging of the details in the event of an emergency.	QF	High	N/A	N/A	Per Incident:	1, 2, 3, 4, 5, 7, 8
HSP15	All telephone calls to the Helpdesk Service are answered within 15 seconds	QF	Medium	N/A	N/A	M	1, 4, 8

Ref.	Performance Parameter	SF Type	Category	Service Response Time	Rectification Time	Performance Monitoring Period	Monitoring Method
HSP16	Helpdesk users are informed of progress should problems occur	QF	Medium	N/A	N/A	M	1, 2, 4, 6, 8
HSP17	Confidentiality is maintained in accordance with Board Policy.	QF	High	N/A	N/A	M	1, 3, 4, 6, 8
HSP18a	Customer satisfaction surveys of the agreed format are undertaken quarterly and the Service of 90 % of Helpdesk users and report results to the Board Representative within 5 days of the period end.	QF	Low	N/A	N/A	Q	1, 3, 4, 5, 8
HSP18b	Customer Satisfaction is at 90% or higher.	QF	Medium	N/A	N/A	Q	1, 4, 6, 8
HSP18b	Produce and implement an agreed action plan as necessary in the event of unsatisfactory report.	QF	High	N/A	N/A	M	1, 4, 5, 8

Key Performance Indicators

KPI Ref	Key Performance Indicator	Performance Range	
K01	No. of calls not answered in accordance with SP15		Amber
K02	Customer Satisfaction		

Greater Glasgow Health Board Gartnavel Royal Hospital PFI Project

Specific Service Specification – Grounds & Gardens Maintenance

1. Definitions

- 1.1 In this Specific Service Specification the following words and phrases shall have the following meanings unless the context otherwise require:

"Grounds & Gardens" means all external elements of the Site.

"Grounds & Gardens Maintenance Service" means those Services to be carried out pursuant to this Grounds and Garden Maintenance Specific Service Specification.

2. Key Objectives

- 2.1 To provide a comprehensive Grounds & Gardens Maintenance Service 24 hours per day 365(6) days per year that is responsive to seasonal weather and growing conditions in order to:
- a) Maintain a landscape that is both functional and complementary to the Board Site and local environment throughout the year;
 - b) Maintain the Grounds & Gardens to facilitate the smooth running of core Board operations including ensuring access to the Facility at all times;
 - c) Provide and maintain a safe, logical and clear circulation routes across the Site that are accessible to all bona fide patients/visitors.

3. Key Customers

- 3.1 The key customers for the Grounds & Gardens Maintenance Service are:
- a) Patients;
 - b) the Board;
 - c) Board Employees;
 - d) Staff;
 - e) Visitors;
 - f) Emergency Services;
 - g) Service Providers/Contractors.
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4. Process

4.1 Scope

- 4.1.1 Project Co shall comply with all requirements set out in Sub Part B (General Service Level Specification) of Part 1 of this Schedule 14 relevant to the delivery of the Grounds and Gardens Maintenance Service.
 - 4.1.2 In addition to the applicable provisions set in the General Service Specification, Project Co shall comply with the Service Standards and Service Requirements of this Specific Service Specification.
 - 4.1.3 The Grounds and Gardens Maintenance Service shall be delivered 365(6) days per year on a planned and reactive basis.
 - 4.1.4 The Grounds and Gardens Maintenance Service shall provide the following, in accordance with the Service Standards and the provisions of this Specific Service Specification:
 - a) A planned and ad-hoc horticulture service;
 - b) A planned and reactive maintenance programme for all external structures and surfaces;
 - c) An emergency call-out service to address such occurrences as fallen trees, etc;
 - 4.1.5 The Grounds and Gardens Maintenance Service shall provide a full horticulture service across the Site. This shall include, but not be limited to:
 - a) Shrub pruning;
 - b) Hedge cutting;
 - c) Tree maintenance/surgery;
 - d) Lawn care including mowing and edging;
 - e) Flower bed maintenance;
 - f) Weeding;
 - g) Planting, including shrubs, trees, flower beds.
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4.1.6 The Grounds and Gardens Maintenance Service shall provide a comprehensive grounds maintenance service across the Board Site. This shall include but not be limited to:

- a) Roads and pathways;
 - b) Signage; including lighting
 - c) Courtyards and paved areas;
 - d) Boundary walls and fences;
 - e) Car parks;
 - f) External furniture including street furniture; including replacement of light fittings and elements
 - g) Lawns, open areas;
 - h) Paved areas and hardstandings.
 - i) External staircases/fire escapes
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4.2 Service Requirements

- 01** Project Co shall provide a planned preventative Grounds and Gardens Maintenance Service based around a monthly maintenance programme. Project Co shall identify and schedule all preventative work, the nature of the work and the affected area(s) in a programme format agreed with Board Representative. The programme shall be provided to the Board Representative in the agreed format at least 5 working days before the commencement of the programme period which shall be one calendar month. The programme shall also highlight areas where the Board's or other Service Provider's co-operation is required before work can be started for example in areas where car parks may need to be temporarily closed. **GGSP01**

Horticulture

- 02** Project Co shall provide a planned and reactive horticulture Service that delivers the Service Standard described in Table 1 of Appendix A and the Response and Rectification Times described in Appendix B of this Service Level Specification. **GGSP02**
- 03** In addition to the Horticulture Service Standards described in Table 1 Horticulture Service Standards in Appendix A the Grounds and Gardens Maintenance Service shall: a) Ensure that all flower beds are fully stocked for the season. **GGSP03**

Maintenance

- 04** Project Co shall ensure all external areas of the Board Site are sound, safe and tidy and in accordance with the Service Standards described in Table 2 Grounds Maintenance Standards and Response and Rectification Times in Appendix B of this Service Level Specification. **GGSP04**
- 05** The Grounds and Gardens Maintenance Service shall additionally: **GGSP05**
- a) maintain the integrity of all site fencing;
 - b) maintain and clean all street furniture across the Board Site including but not limited to bollards, signage, bus stops, street lights. This shall include rectification of replacement of light elements, vandalism and graffiti;
 - c) Minimise the number of potential sites for vermin habitation;

Site Access

- 06** Project Co shall ensure access routes comply with the Disability Discrimination Act. This shall include provision for cars or minibuses to set down disabled or elderly people at entrances, safely and without hindrance. **GGSP06**
- 07** Project Co shall ensure emergency vehicles have access to the Board Site and to the faces of the buildings. The Service shall ensure fire paths are used where roads do not give the required access. The Service shall ensure all fire access is agreed with the Board Fire Officer and the Fire Service and in accordance with the Firecode Regulations. The Service shall ensure use of hatched road markings to help to prevent misuse of emergency vehicle access routes. **GGSP07**
- 08** Project Co shall ensure there is minimal interference to access routes for emergency vehicles, including ambulances. In addition, congestion and speed restriction measures shall be avoided on any access routes required by the Fire Service. Fire Service access-routes shall be clearly sign-posted. The Service shall ensure appropriate speed control measures are in place on the roads of the Site. **GGSP08**
- 09** The Grounds and Gardens Maintenance Service shall ensure pedestrian access routes are free from obstruction. **GGSP09**

- 10** Other than for the clearing of snow & ice which shall be carried out by the Board, Project Co shall develop and implement contingency plans for ensuring access and egress to the site is maintained throughout periods of adverse weather conditions. **GGSP10**

Administration

- 11** Project Co shall maintain all records, showing areas occupied, status, materials used, activities carried out, date of activity and conduct inspections to ensure that all areas are in good order. Develop, document and maintain procedures required for the effective operation of the roads and paths activities to ensure availability of access to all essential areas for all services. **GGSP11**
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Appendix A Service Standards

Table 1 Horticulture Service Standards

Element	Standard
Trees, Shrubs & Hedges	<ul style="list-style-type: none"> ▪ Trimmed, pruned and/or cut to maintain healthy growth and so as to minimise: <ul style="list-style-type: none"> ▪ the risk of crime and or vandalism; ▪ the opportunity for storm wind damage; ▪ risk of fire; ▪ the obstruction of roadways, pathways, car parks, street lighting etc. ▪ Are secure and safe; ▪ Reasonably free from dead or dying branches; ▪ Reasonably free from litter; ▪ Reasonably free from disease and/or aphid infestation; ▪ Replaced as and when necessary to maintain appearance.
Grassed Areas	<ul style="list-style-type: none"> ▪ Shall be of uniform appearance with no patches; ▪ Edges shall be trimmed; ▪ Free from mole and/or rabbit infestation; ▪ Reasonably free from fallen leaves, weeds and litter, excrement; ▪ Shall be maintained to a uniform length between 25 and 50 mm.
Flower Beds	<ul style="list-style-type: none"> ▪ Fully stocked with an appropriate mix of annual, perennial and display plants to provide aesthetically pleasing beds throughout the year; ▪ Reasonably free from fallen leaves, weeds and litter; ▪ Reasonably free from disease and/or aphid infestation.

Table 2 Grounds Maintenance Standards

Element	Standard
Site Circulation Routes including: <ul style="list-style-type: none"> ▪ Pavings; ▪ Paths; ▪ Driveways; ▪ Roads; ▪ Car parks; ▪ Hardstandings ▪ Facility Entrances 	<ul style="list-style-type: none"> ▪ Sound safe and even surface with no potholes or sinkings ▪ Reasonably free from standing water ▪ Reasonably free from fallen leaves, moss algae or interstitial weeds ▪ Kerbs and edgings are sound ▪ No loose kerbs or paving stones ▪ Road markings are clear and complete ▪ Free from graffiti and or vandalism ▪ Provides provision for good disabled access such as the the visually impaired and wheelchair users
External Furniture and structures including: <ul style="list-style-type: none"> ▪ Street lights; ▪ Guard rails; ▪ Copings; ▪ Statues or ornamental objects 	<ul style="list-style-type: none"> ▪ Sound secure safe and free from damage ▪ Operating at their design performance where applicable ▪ Reasonably free from moss algae and/or interstitial weeds ▪ Free from graffiti and or vandalism
Boundaries Including: <ul style="list-style-type: none"> ▪ Fences/Walls ▪ Gates 	<ul style="list-style-type: none"> ▪ Intact safe sound and secure ▪ Free from graffiti and damage ▪ Locks are operational
External Play/Recreation Areas	<ul style="list-style-type: none"> ▪ Safe secure ▪ Suitable for disabled and elderly access ▪ Accessible and easily observable by carers and staff ▪ Free from graffiti and or vandalism
External Sign posting	<ul style="list-style-type: none"> ▪ Compliant with NHS guidance – "Wayfinding" ▪ Secure and sound ▪ Not hinder visibility to car and pedestrians at junctions ▪ Be in appropriate locations ▪ Highly visible, both day and night ▪ Offer clear and concise information ▪ Free from graffiti and or vandalism
Gutters and Drains	<ul style="list-style-type: none"> ▪ Swept ▪ Reasonably free from litter, leaves, weeds and extraneous material
Board Site	<ul style="list-style-type: none"> ▪ Reasonably free from litter including cigarette ends and chewing gum residue ▪ Bins shall be less than 75% capacity and free from malodour

Appendix B – Response & Rectification Times

Table 3 - Response & Rectification Times

Category	Response Time	Rectification
EMERGENCY	Immediate – within 5 –10 Minutes	4 hours
URGENT	n/a	24 hours
ROUTINE	n/a	120 hours

Performance Parameters

[illegible]

Ref	Performance Parameter	SF Type	Category	Response	Rectification	Recording Freq.	Monitoring Method
GGSP05a	Fencing and boundaries properly maintained.	QF	Medium	N/A	N/A	W	1, 2, 4, 8
GGSP05b	Street and garden furniture is maintained in accordance with manufacturer's instructions.	QF	Low	N/A	N/A	M	1, 2, 4, 7, 8
GGSP06	Ensure all access routes comply with the Disability Discrimination Act	QF	Medium	N/A	N/A	M	1, 2, 3, 4, 7, 8
GGSP07	Ensure all access and egress routes for emergency vehicles are safe, clearly marked and free from obstruction at all times.	QF	Low	N/A	N/A	M	1, 4, 8
GGSP08a	Ensure all fire escape routes are safe, clearly marked and free from obstruction.	QF	High	N/A	N/A	M	1, 4, 8
GGSP08b	Ensure all Fire Service access routes are clearly marked and free from obstruction.	QF	High	N/A	N/A	M	1, 4, 8
GGSP09	Ensure all pedestrian walkways are free from obstruction.	QF	Medium	N/A	N/A	M	1, 4, 8
GGSP10	With the exemption of the clearing of snow & ice, Systems for forecasting and implementing contingencies for adverse weather conditions are in place.	QF	Medium	N/A	N/A	PR	1, 2, 4, 8
GGSP11	Ensure records of all inspections and activities undertaken in the course of providing the Grounds & Gardens Maintenance Service are complete, to the agreed format and available for inspection by the Board Representative.	QF	Low	N/A	N/A	M	1, 2, 4, 7, 8

Key Performance Indicators

KPI Ref	Key Performance Indicator	Performance Range	
	There are no Service Specific KPIs for this Service at present		Amber

Greater Glasgow Health Board Gartnavel Royal Hospital PFI Project

Specific Service Specification – Pest Control

1. Definitions

- 1.1 In this Specific Service Specification the following words and phrases shall have the following meanings unless the context otherwise requires:

"Pest Control Service" means those Services to be carried out pursuant to this Specific Service Specification.

2. Key Objectives

- 2.1 Project Co shall provide a reactive and programmed Pest Control Service across the Board Site. The key objectives of the Service are to:
- a) Provide the Board with a technical and fully operational Pest Control Service. The Service will be comprehensive, covering all land and property within the Board Site;
 - b) Ensure that effective and economic pest control measures are implemented and that they are in accordance with the Board's provision of patient care over the use of facilities by the Key Customers;
 - c) Ensure that all Project Co staff are familiar with the facilities to determine the best and safest way to deliver the Pest Control service at all times.

3. Key Customers

- 3.1 The key customers for the Pest Control Service are:
- a) Patients;
 - b) Board;
 - c) Board Employees
 - d) Staff;
 - e) Visitors;
 - f) Service Providers.
 - g) Infection Control Teams
-

4. Process

4.1 Scope

- 4.1.1 Project Co shall comply with all requirements set out in Sub Part B (General Service Specification) of Part 1 of this Schedule 14 relevant to the delivery of the Pest Control Service.
- 4.1.2 In addition to the applicable provisions set in the General Service Specification, Project Co shall comply with the Service Standards and Service Requirements of this Specific Service Specification.
- 4.1.3 The Pest Control Service shall provide, manage and operate a comprehensive system of pest control management in accordance with the Service Standards and the provisions of this Specific Service Specification. Types of Pests historically experienced by Boards in past years have included but not limited to:

Insects including:

- Flies;
- Cockroaches;
- Millipedes;
- Wasps;
- Stored product insects such as moths;
- Lice and mites;
- Silverfish;
- Ants;
- Fleas;
- Crickets;
- Bees;
- Hornets.

Rodents including:

- Rattus Norvegicus (common, brown or Norway rat);
- Rattus Rattus (ship or black rat);
- Mus domesticus (house mouse);
- Grey squirrels.

Birds including:

- Feral pigeons;
- Sparrows.

4.2 Service Requirements

01

Project Co shall provide a comprehensive preventative, reactive (requested) and on-call (out of hours) service arrangement, using personnel who are fully trained, qualified and able to provide the high quality professional and practical advice. Two planned preventative site assessments to be made at night, one in the winter months and one in the summer months.

In addition the Pest Control Service shall provide emergency pest control advice to the Board; an on-call emergency service facility must apply *in* and *outside* normal working hours for dealing with non-routine, urgent and emergency requests; the Service must respond if requested, visit the site and take the appropriate action.

02

The Pest Control Service shall undertake all work in a safe and cost effective manner which maximises availability of the Board's resources and reduces to an absolute minimum the risk in terms of safety, food hygiene, infection control, damage to land and buildings, loss of clinical service activity, etc from pest infestation.

PP
Ref.

PSP01

PSP02

- 03** [Project Co shall provide safe and efficient methods of catching, destroying and safely disposing of pests (adopting safe and humane procedures in all instances). The Pest Control Service shall ensure all insect and rodent control systems shall be tamper resistant.] **PSP03**
- 04** Project Co shall be expected to use chemical treatments only with the Board's consent and where other forms of prevention are ineffective in controlling pests. The Pest Control Service shall ensure the use of chemicals, including pesticides, are strictly controlled and monitored and fully comply with the Control of Substances Hazardous to Health (COSHH) regulation requirements – records of their use must be available for inspection by the Board and other authorised organisations/personnel. If the Pest Control Service wishes to use any other form of chemical product which has not been formally authorised by the Board in writing, it must obtain written authority prior to use. In all cases no chemicals shall be used by the Pest Control Service that may come into contact with patients, and or visitors directly or indirectly. **PSP04**

Reporting

- 05** Project Co shall supply the Board, on an agreed date each month, with a service report giving a complete overview on pest control activity within the Board Site during the previous month and identifying future action. The Pest Control Service shall measure, record and report the following information: **PSP05**
- a) Provide a signed and dated report detailing the locations and areas inspected and treated and the product name and COSHH number of the pesticide used if applicable;
 - b) Number, type and location of infestations reported;
 - c) Any evidence of any pest and any belief that any infestation is associated with any other premises whether Board owned or otherwise that may affect the Site and/or Board Estate.
 - d) Recommend preventative measures to minimise re-infestation.
-

Performance Parameters

Ref	Performance Parameters	SF Type	Category	Service Response Time	Rectification	Performance Monitoring Period	Monitoring Method
PSP01	Planned site assessment are undertaken at the frequency and time agreed with the Board Representative.	QF	Medium	N/A	N/A	B	1, 2, 3, 4, 8
PSP01a	Emergency requests are attended and rectified within the Response and Rectification Times.	FE	A-E	15 minutes	To be agreed	PR	1, 4, 8
PSP01b	Urgent requests are attended and rectified within the Response and Rectification Times.	FE	A-D	1 hour	To be agreed	PR	1, 4, 8
PSP01c	Routine requests are attended and rectified within the Response and Rectification Times.	FE	A-C	1 working day	To be agreed	PR	1, 4, 8
PSP02a	Food preparation and food storage areas are free from pest infestation.	QF	High	N/A	N/A	M	1, 4, 7, 8
PSP02b	Clinical areas are free from pest infestation	QF	High	N/A	N/A	M	1, 4, 7, 8
PSP02c	Non-clinical areas including non-food storage areas are free from infestation.	QF	Medium	N/A	N/A	M	1, 4, 7, 8
PSP03	Pest deterrents and capture and disposal methods are efficient and humane.	QF	Low	N/A	N/A	M	2, 4, 7, 8
PSP04a	Procedures are comply with infection control policies and procedures	QF	Medium	N/A	N/A	M	2, 4, 7, 8
PSP04b	Safety requirements and procedures relating to the use of pest control chemicals are clearly complied with.	QF	Medium	N/A	N/A	M	2, 4, 7, 8

Ref	Performance Parameters	SF Type	Category	Service Response Time	Rectification	Performance Monitoring Period	Monitoring Method
PSP05	Service report is delivered by the agreed date, to the agreed standard, to the Board Representative.	QF	Low	N/A	N/A	M	2, 4, 7, 8

Key Performance Indicators

KPI Ref	Key Performance Indicator	Performance Range	
K1	Number of pest related calls to helpdesk per month.		Amber

Greater Glasgow Health Board Gartnavel Royal Hospital PFI Project

Specific Service Specification – Utilities Management

1. Definitions

- 1.1 Any reference to the "Specific Service Specification" in this Part 5 Sub-Part C of Schedule 14 shall be a reference to this Specific Service Specification (including the Appendices hereto).
- 1.2 In this Specific Service Specification the following words and phrases shall have the following meanings unless the context otherwise requires:

"Utility Provider" means the provider of Utilities.

"Utilities" means the services described in paragraph 4.1.3 of this Part 5 of Sub Part C of Part 14 of the Schedule

2. Key Objectives

- 2.1 Project Co shall provide a comprehensive Utilities Management service on a 24 hours a day 365(6) days per year basis to meet the requirements of the Board's operations. The service shall be based on the principles of sustainable development to:
- a) optimise the use of energy within the Board;
 - b) provide an environmentally friendly solution wherever practicably or economically possible; and
 - c) ensure that the provision of all utilities is continuously maintained throughout the duration of the agreement.

3. Key Customers

- 3.1 The key customers for the Project Co are:
- a) Patients;
 - b) Board;
 - c) Board Employees
 - d) Staff;
 - e) Visitors;
 - f) Service Providers;
 - g) Utility Provider.
-

4. Process**4.1 Scope**

- 4.1.1 Project Co shall comply with all requirements set out in Sub Part B (General Specific Service Specification) of Part 1 of this Schedule 14 relevant to the delivery of the Project Co.
- 4.1.2 In addition to the requirements set out in Sub Part B (General Specific Service Specification), Project Co shall comply with the standards and requirements set out in this Specific Service Specification .
- 4.1.3 Project Co shall procure and manage on a 24 hours a day 365(6) days per year basis all Utility services including but not limited to:
- a) electricity;
 - b) gas;
 - c) fuel oil;
 - d) water (pass-through cost);
 - e) waste water and sewerage (pass-through cost);
 - f) communications including telephones/data, IT infrastructure only;
 - g) solid Waste disposal (where waste generated by Project Co);
 - h) liquid Waste disposal(where waste generated by ProjectCo); and
 - i) surface water disposal.
-

4.1.4 Project Co shall be responsible for:

- a) securing and maintaining connections to Utility Provider services of adequate capacity to supply the requirements of the Board under all anticipated operating conditions;
- b) ensuring Utility supply specifications are consistent with the requirements of the Board operations as specified in the Project Agreement;
- c) undertaking all testing, cleaning and maintenance as required by the Utility Provider;
- d) putting in place a procurement procedure that ensures Utility Provider charges are optimised;; and
- e) arranging for standby provisions to cater for those eventualities where Utility Provider connections are unable to meet the demand placed on them, for example:
 - Electricity;
 - Water supply including bottled water as required;
 - Heating including temporary heating for local failure;
 - Telephones including fall back provision / alternative provision
 - Wastewater and sewerage

The above list is not exhaustive.

4.2 Service Requirements

Procurement and Continuity of Supply

- | | | |
|-----------|---|--------------|
| 01 | Project Co shall procure all Utilities at minimum cost with consideration given to purchasing energy derived from renewable energy sources Project Co shall continue to lead contract negotiations with the Utilities Supplier to identify the most appropriate tariffs to the Board and liaise with other relevant parties (such as Service Providers) regarding other elements of the energy package with the supplier, such as alternative energy options. | USP01 |
| 02 | The Project Co shall ensure that an adequate continuous supply of energy is available 24 hours a day, 365(6) days per year for the operational term. This shall include the provision of standby provision for essential electrical power supplies. Project Co shall ensure the provision of Utilities such that wherever possible Utilities can be maintained without disruption to Utility User(s). | USP02 |
| 03 | Where significant disruption to Board operations as a result of Project Co fulfilling its obligation of providing Utilities is unavoidable, Project Co shall agree with the Board appropriate arrangements to minimise the extent and duration of the disruption at Project Co's expense. | USP03 |
| 04 | Project Co shall inform the Board Representative of all scheduled interruptions to any Utility supply whether or not it may affect Board operations. | USP04 |

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- 05** Project Co shall have sole responsibility for ensuring that all-external Utility infrastructure, from the point of connection to the Utility Company distribution/connection point, to the point of connection to the buildings comprising the Facilities is maintained in a fully functioning condition and in compliance with relevant standards and regulations including but not limited to: **USP05**
- a) NHS Energy Policy and Scottish Healthcare Supplies purchasing agreements;
 - b) Board Policies;
 - c) Utility Supplier regulations; and
 - d) 'Sustainable Development' in the NHS.
- 06** Project Co shall regularly review and amend as required the utility supply specifications such that they are consistent with the requirements of the Board operations. **USP06**

Utilities Information and Management

- 07** In relation to property and buildings comprising the Facilities, the Project Co shall maintain appropriate records in relation to all specific license requirements where the Project Co is responsible for obtaining such licenses. Where the Board is responsible, Project Co shall only be obliged to maintain records that have been provided to it by the Board. **USP07**
- 08** Project Co shall ensure all test certificates and appropriate documentation and records (in particular those relating to any aspects of safety or statutory compliance) are maintained accurately and updated appropriately and are available for inspection by the Board or any other relevant party. **USP08**
- 09** Project Co shall ensure all information and records are up to date, precise and accurate and available for inspection by the Board or any other relevant party. **USP09**
- 10** Project Co shall prepare and supply all information reasonably required by any party, to whom the Board are obliged to present information at any time in relation to the performance of the utility management service. For the avoidance of doubt this shall include P & EEx, Greencode returns. **USP10**
- 11** Project Co shall maintain records detailing any complaints made with respect to the utilities management service and action taken. **USP11**
- 12** Project Co shall provide, on request by the Board Representative any ad hoc reports as required by the Board relating to the provision of utilities to the Facilities or the Project Co within 7 working days after receipt of said request. **USP12**
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Utility Efficiency Management

13 Project Co shall ensure the service is cost effective, comprehensive in nature, addresses all technical, managerial, operational and purchasing issues, and maintains the integrity of supply of each Utility. The utilities management service shall include but not be limited to: **USP13**

- a) monitoring and controlling the performance of buildings, plant and equipment to minimise the consumption of energy and other utilities whilst enabling the attainment of optimum environmental conditions required for modern health care buildings;
 - b) designating staff as either competent or suitable and suitably qualified, trained designated people to provide the Utility Management Service;
 - c) administering such Hazard and Safety Notices as may be relevant to the Specific Service, recording, distributing and evaluating such notices and ensuring that all required notification and rectification procedures to the NHS and M.D.A. (as defined in Part 1 Sub-Part C of Schedule 14) of any equipment or plant failure are complied with/actioned;
 - d) advising on Utility consumption and revenue cost implications throughout the project term for estate upgrading/modernisation schemes and new developments;
 - e) provision, management and operation of an effective building management system;
 - f) production of an annual Utility report for the Board (together with monthly progress reports);
 - g) form and chair a joint Utility working group. This group will meet at least annually and Project Co shall agree with the Board a utility conservation policy;
 - h) inform any sub-contractor staff, are made aware of the aims of the Board energy policy and are given guidance on its implementation.
-

Performance Parameter

Ref.	Parameter	SF Type	Category	Service Response Time	Rectification Time	Performance Monitoring Period	Monitoring Method
USP01a	Procure Utilities at minimum cost with consideration of renewable sources of energy.	QF	Medium	N/A	N/A	A	3, 4, 8
USP01b	Lead contract negotiations with the Utilities supplier to identify the most appropriate tariffs to the Board and liaise with other relevant parties.	QF	Low	N/A	N/A	A	4, 8
USP02a	The integrity of electrical supply to essential circuits and distribution networks is maintained at all times.	FE	A-E	1 Hour	4 Hours	M	4, 8
USP02b	The integrity of electrical supply to non-essential circuits and distribution networks is maintained at all times.	FE	A-E	2 Hours	24 Hours	M	4, 8
USP02c	The integrity of water supply is maintained at all times.	FE	A-E	1 Hour	4 Hours	M	1, 4, 8
USP02d	The integrity of gas supply is maintained at all times.	FE	A-E	1 Hour	4 Hours	M	1, 4, 8
USP02e	The integrity of oil supply is maintained at all times.	FE	A-E	1 Hour	4 Hours	M	1, 4, 8
USP02f	The integrity and functionality of the sewage and trade effluent disposal systems are maintained at all times.	FE	A-E	1 Hour	4 Hours	M	1, 4, 8
USP02g	The integrity and functionality of the telephone systems infrastructure is maintained at all times.	FE	A-E	1 Hour	4 Hours	M	1, 4, 8
USP03a	Contingency plans addressing the loss of each or all Utilities are in place and have been reviewed within the last 12months.	QF	High	N/A	N/A	A	4, 8
USP03b	Contingency plans are executed as planned with due expediency following the loss of one or more utilities.	QF	High	N/A	N/A	Per Event	1, 4, 8
USP04	Receive written consent from the Board Representative prior to scheduled interruptions in Utilities.	QF	High	N/A	N/A	M	2, 3,4, 7,8

Ref.	Parameter	SF Type	Category	Service Response Time	Rectification Time	Performance Monitoring Period	Monitoring Method
USP05	Ensure external Utility infrastructure is maintained in a fully functioning condition.	QF	High	N/A	N/A	M	2, 3,4, 7,8
USP06	Ensure all Utilities provided are consistent with the requirements of the Board operations.	QF	Medium	N/A	N/A	M	2, 3,4, 7,8
USP07	Ensure all Utility Licenses are current, correct for the current supply requirements and available for inspection by the Board, Statutory Bodies and or Utility Supplier.	QF	High	N/A	N/A	Any moment in time.	2, 3,4, 7,8

USP08	Ensure all test certificates and appropriate documentation and records are maintained accurately, updated regularly and available for inspection by the Board or any other relevant party.	QF	Medium	N/A	N/A	Any moment in time.	2, 3, 4, 7, 8
USP09	Ensure all information and records are up to date, precise, accurate and available for inspection by the Board or any other relevant party.	QF	Medium	N/A	N/A	Any moment in time.	2, 3, 4, 7, 8
USP10	Prepare and supply information reasonably required by any party, to whom the Board is obliged to present information relating to performance of the Project Cos.	QF	Low	N/A	N/A	D	2, 3, 4, 7, 8
USP11	Maintain records regarding complaints about the Project Co and the action taken.	QF	Medium	N/A	N/A	M	2, 3, 4, 7, 8
USP12	Provision of ad hoc reports as required by the Board relating to the Project Co within the stated timeframe.	QF	Low	N/A	N/A	D	2, 3, 4, 7, 8
USP13a	Monitor and control the performance, plant and equipment to minimise Utilities consumption whilst achieving the optimum environmental conditions required by the Board.	QF	Medium	N/A	N/A	D	2, 3, 4, 7, 8
USP13b	Staff records clearly indicate staff as competent or suitable and suitable qualified trained persons.	QF	Low	N/A	N/A	M	2, 3, 4, 7, 8
USP13c	Administer those Hazard and Safety Notices which are relevant to the Specific Service in accordance with Board Policies.	QF	High	N/A	N/A	R	2, 3, 4, 7, 8
USP13d	Provide advice on Utility consumption and revenue cost implications for upgrade/modernisation and new development by the Board.	QF	Low	N/A	N/A	R	2, 3, 4, 7, 8
USP13e	Provision, management and operation of an effective Building Management System.	QF	High	N/A	N/A	R	2, 3, 4, 7, 8

USP13f	Provide annual Utility report to the Board in the agreed format and quality on the anniversary of service commencement.	QF	Low	N/A	N/A	A	2, 3, 4, 7, 8
USP13g	Provide monthly report detailing Utility usage and efficiencies achieved in the agreed format.	QF	Medium	N/A	N/A	M	2, 3, 4, 7, 8
USP13h	Ensure the energy working group has met at least once within the last 12 months.	QF	Low	N/A	N/A	A	2, 3, 4, 7, 8
USP14	All Board Employees and sub-contractor staff are aware of the aims of the Board Energy Policy and given advice on its implementation.	QF	Low	N/A	N/A	A	2, 3, 4, 7, 8
USP15	All Project Co staff have received training regarding; NHS Energy Policy, Sustainable Development in the NHS, Board Energy Strategy and Utility providers rules and regulations.	QF	Low	N/A	N/A	A	2, 3, 4, 7, 8

Key Performance Indicators

KPI Ref	Standard	Performance Range	
K01	Total Energy Consumption (tbc)	Gj/100m ³	Amber Gj/100m ³ >Gj/100m ³