

PART 14 OF THE SCHEDULE

This is Part 14 of the Schedule comprising the Service Level Specifications referred to in the Project Agreement relating to the design, financing and construction of, and the provision of services at Gartnavel Royal Hospital

between

Greater Glasgow Health Board

and

Robertson Health (Gartnavel) Limited

SCHEDULE PART 14

Part 1: Service Level Specification

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Including:

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2. Helpdesk Services
3. Grounds and Gardens Maintenance Services
4. Pest Control Services
5. Utilities Management

SCHEDULE 14

Part 1: Service Level Specification

Sub-Part A: Introduction

1. General and Specific Service Specifications

- 1.1 The Service Level Specification consists of a General Service Specification (Sub-Part B) and Specific Service Specifications (Sub-Part C). Project Co shall comply with the requirements of both the General Service Specification and Specific Service Specifications.
- 1.2 The General Service Specification details the Board's generic service requirements.
- 1.3 The Specific Service Specifications detail the additional particular requirements for each Service.

SCHEDULE 14**Part 1: Service Level Specification****Sub-Part B: General Service Specification****1. Introduction**

1.1 Schedule 14 Part 1 Sub-Part B forms the General Service Specification included in the Board's Service Level Specification.

1.2 Sub-Part B is divided into the following sections:

- a) **Definitions;**
- b) **Leadership** including:
 - i) Management;
 - ii) Continuous Improvement;
 - iii) Performance Monitoring; and
 - iv) Monthly Reporting.
- c) **Staff & Development** including:
 - i) Recruitment;
 - ii) Training and Induction; and
 - iii) Human Resources issues.
- d) **Policy & Strategy** including
 - i) Statutory obligations and Law;
 - ii) NHS and Board Policies;
 - iii) HTM and HBNs;
 - iv) Health & Safety;
 - v) Quality Assurance;
 - vi) Environmental Management; and
 - vii) Contingency Planning.

e) **Partnerships & Resources** including:

- i) Liaison;
- ii) Equipment; and
- iii) Board Representative.

1.2.1 Project Co shall satisfy all relevant requirements of Sub-Part B in delivering the Services defined in the Specific Service Specifications contained within Sub-Part C.

2. Definitions

- 2.1 In this Service Level Specification unless a word or phrase is specifically defined in this Service Level Specification, such word or phrase shall have the meaning given to it in the Schedule Part 1 or HTM Guidance Notes (as applicable). Further, the following words and phrases shall have the following meanings unless the context otherwise requires:

| | |
|---|---|
| "Key Customers" | has the meaning given in Section 3.1 of the Estates Service Level Specification |
| "Performance Parameter" | describes the level of performance that Project Co should achieve to attain compliance with the relevant Service Level Specification. |
| "Planned" | means pre arranged work to a mutually agreed time scale. |
| "Routine" | means any Event that is not seen as immediately detrimental and/or not causing significant operational problems or any Service Request which if not attended to would not be seen as immediately detrimental and/or not causing significant operational problems. |
| "Scheduled" | means recurring work, undertaken against a schedule agreed with the Board. |
| "Service Requirements" | means the requirements described in the General Service Specifications and Specific Service Level Specifications; |
| "Specific Service Specification" | means Sub-Part C to this Service Level Specification. |
| "Service Standards" | means the standard ascribed to each Service in this Service Level Specification. Such standards may be based on quality or time. |

3. Leadership

Management

PP Ref.

01 Project Co shall:

GP01

- a) prior to Service Commencement notify the Board representative of the management structure, responsibilities and lines of communication put in place by Project Co in respect of the Services, and shall inform the Board of any material changes in such structure, responsibilities and lines of communication during the Project Term .
- b) within one month of Service Commencement develop and maintain a procedure to ensure the regular monthly liaison between Project Co's management team and the Board's management so that the delivery of the Services be facilitated and Project Co and the Board is made aware of the day-to-day specific requirements of the individual Board's departments. Project Co to develop a series of exception reporting and management information reports as agreed with the Board Representative;
- c) ensure that systems and controls as agreed with the Board in writing are in place to safeguard property, cash and commodities in all Services and appropriate records are kept and available for inspection at Project Co's expense;
- d) co-ordinate communication and liaison between Service Providers and the Board, implement a comprehensive system of control in the form of management reports relating to the delivery of the Services and shall make the same available to the Board on request by the Board;
- e) analyse each of the Services and, when necessary, in respect of each Service produce a programme that details any proposals for changes to the Services or the Method Statements, the likely impact of those changes, the financial implications of the changes, the impact of the timing of such changes or the Board's ability to carry out its functions and any other matter which the Board may require according to the agreed Variation Procedure.
- f) provide information to the Board for contribution to the Board's internal and external public relations; and
- g) hold a duty of care to notify the Board of any matters which the Project Co considers a hazard, establish systems for the receipt from the Board and dissemination to the Board Employees, Service Providers and Staff of all hazard warnings and safety action bulletin notices published by the NHS which are relevant to the Specific Service and ensure appropriate action is taken and recorded centrally at Project Co's expense. In respect of Waste disposal this obligation extends beyond the boundaries of the Site to the point of disposal/recycling/treatment.

Continuous Improvement (KPI Table can be located after Section 6.2 of this General Service Specification)

- 02** Project Co shall be committed to continuous improvement and shall implement systems to facilitate this objective. At the commencement of Contract Year 2 , and each contract year thereafter, Project Co shall in partnership with the Board agree the annual performance ranges for the Key Performance Indicators. Ranges should be set such that:

GP02

- a) current performance falls within the amber band thus enabling both parties to clearly identify a performance trend in either direction;
- b) no range is set to a lesser standard than the previous year's range.

03 Once set Project Co shall report quarterly on the performance against each Key Performance Indicator to the Board Representative. If performance is found to fall within the Red Range Project Co shall organise and attend a meeting with the Board Representative within two working weeks. By the end of the meeting Project Co shall have produced an agreed action plan with the Board Representative having considered the following **GP03**

- a) the KPI result achieved and the current relevant policy strategy and or methodology;
- b) plan and develop policy strategy and or methodology to improve performance;
- c) programme for deployment of new strategy policy and or methodology;
- d) programme for review of new strategy policy and or methodology.

as set out within the Key Performance Indicators in the Table in Section 6.2

04 Project Co shall implement and monitor such action plans as agreed with the Board Representative. **GP04**

Performance Monitoring

05 Every output described within this Service Level Specification has a corresponding Performance Parameter that describes the criteria used to determine whether Project Co has delivered the Service to the standards required. The Performance Parameters are provided at the end of each Service Level Specification in tabulated form and provide a list of potential Service Failures for each service and a reference to the General Service Specification (reference prefixed by "G") or Specific Service Specification (reference prefixed by "S") against which Project Co's actual performance is assessed. All Performance Parameters are assessed on a pass or fail basis. **GP05**

Each Service Failure (SF) has been categorised as either a Failure Event (FE) or Quality Failure (QF). Each Quality Failure or Failure Event that occurs is assigned a category. These categories are displayed within Appendix B and Appendix C of Part 18 of the Schedule respectively. Each Performance Parameter has been allocated a Performance Monitoring Period that states the period over which the performance of that parameter shall be measured. The Performance Monitoring Periods can be summarised thus:

| Performance Monitoring Period | Frequency |
|-------------------------------|-------------|
| PR | Per request |
| D | Daily |
| W | Weekly |

| | |
|---|-------------|
| M | Monthly |
| Q | Quarterly |
| B | Bi-annually |
| A | Annually |

Table 1 Performance Monitoring Periods

For the avoidance of doubt, the Board has the right to inspect any area of the Facilities to ensure that the Services are performing to the standards set out in this Service Level Specification at any time. The Board is entitled to report any Service Failures or potential Service Failures, The Helpdesk records must be available for inspection by the Board at any time.

Each Performance Parameter has also been allocated a Monitoring Method that describes the manner in which such Performance Parameter can be measured. The methods can be summarised thus:

| Monitoring Method | Description/Source |
|-------------------|---|
| 1 | Board/Project Co reports to Helpdesk, Helpdesk Records |
| 2 | Comparison with agreed Method Statements |
| 3 | Comparison against agreed benchmark (applies to format of reports etc) |
| 4 | Project Co self monitoring (in accordance with the Performance Monitoring Programme) |
| 5 | Analysis of information contained in Project Co duty rotas and other operational records |
| 6 | User satisfaction surveys (Board staff, visitors and patients) |
| 7 | Review/reports by Statutory bodies |
| 8 | Board audit (analysis of complaints, random visits, validation checks of Project Co data, deliberate testing etc) |

Table 2 Monitoring Methods

Where within an individual Service Level Specification the 'Performance Monitoring Period' for either a Specific or General Performance Parameter is categorised as 'at any moment in time', then for the avoidance of doubt, if when audited by the Board or Board Representative and either a QF or FE occurs, ProjectCo will agree with the Board or Board Representative, a timescale for rectification of the said QF or FE, so as to avoid the potential for having a QF or FE applied for the same failure within the rectification period prior agreed with the Board or Board Representative.

Monthly Reporting

- 06** Project Co shall prepare a Performance Monitoring Report and deliver it to the Board in accordance with Clause 35.2 The Performance Monitoring Report shall contain the following information in respect of the Contract Month just ended: **GP06**

- a) the monitoring which has been performed in accordance with the Performance

Monitoring Programme with a summary of the findings;

- b) a summary of all incidents reported to the Helpdesk during the Contract Month including the Service Response/Rectification Times and those achieved;
- c) a summary of all Failure Events and Quality Failures;
- d) the Functional Parts affected;
- e) the duration of any Failure Event not responded to and/or rectified on time in any Functional Part in hours, with the time and date it commenced and the time and date it ceased;
- f) the relevant volume related data (eg energy consumed);

The Performance Monitoring Report shall contain the following information in respect of the Contract Month that preceded the month just ended:

- g) the deductions to be made from the Service Payment in respect of Failure Events and Quality Failures;
- h) 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 Service Failure and or Event has occurred.

The Board shall notify Project Co within 5 Business Days of receipt of the Performance Monitoring Report as to whether it accepts the contents of the Performance Monitoring Report and shall provide full details of any matter which is not accepted. If the Monitoring Report is agreed by the Board, the undisputed amount of the Monthly Invoice shall be paid by the Board in accordance with Clause 35.

Leadership Performance Parameters

| Ref | Parameter | SF Type | Category | Performance Monitoring Period | Monitoring Method |
|-------|--|---------|----------|-------------------------------|------------------------|
| GP01a | Management structure established and operating in accordance with Project Co's proposal. | QF | Low | M | 2, 4, 5, 8 |
| GP01b | Appropriate Project Co Staff attend senior management meetings regarding Estates business and reports and information is supplied as requested in the agreed format. | QF | Low | M | 2, 4, 5, 8 |
| GP01c | All systems and controls in place to safeguard property, cash and commodities are functional. | QF | Low | M | 2, 4, 5, 8 |
| GP01d | Monthly Service management reports are served to the Board Representative within 10 working days of the end of each Contract Month in the agreed format and quality. | QF | Low | M | 2, 3, 4, 5, 8 |
| GP01e | Proposed variations to Services are clearly defined in the correct manner and have received written consent from the Board Representative prior to their implementation. | QF | Low | M | 2, 3, 4, 5, 8 |
| GP01f | Information relating to internal and external public relations is supplied in a timely manner to the agreed format and quality. | QF | Low | M | 2, 3, 4, 5, 8 |
| GP01g | A procedure for disseminating hazard and safety warnings which are relevant to the Specific Service is operational and disseminating information in an agreed timely manner. | QF | Medium | M | 2, 3, 4, 5, 7, 8 |
| GP02 | KPI ranges set within 5 working days of Contract Year commencement | QF | Low | A | 3, 4, 8 |
| GP03a | Performance against KPIs is provided to the Board Representative quarterly. | QF | Low | Q | 1, 2, 3, 4, 5, 6, 7, 8 |
| GP03b | action plan developed and produced in agreed format | QF | Low | PR | 3, 4, 8 |
| GP04 | Post implementation monitoring carried out in accordance with agreed timetable and where applicable the agreed action plan. | QF | Low | PR | 1, 2, 3, 4, 5, 6, 7, 8 |
| GP05 | The Performance Monitoring Programme is supplied to the Board in the agreed format no later than 3 months prior to Service Commencement. | QF | High | PR | 2, 3, 4, 8 |
| GP05 | Performance Monitoring is carried out in accordance with the Performance Monitoring Programme. | QF | High | M | 2, 3, 4, 8 |

| Ref | Parameter | SF Type | Category | Performance Monitoring Period | Monitoring Method |
|------|---|---------|----------|-------------------------------|-------------------|
| GP06 | The monthly Performance Monitoring Report is supplied to the Board in the agreed format and quality no later than 10 Business Days after each Contract Month end. | QF | High | M | 2, 3, 4., 8 |

4. Staff & Development

4.1 Service Requirements

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Ref.**

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|-----------|--|-------------|
| 07 | Project Co shall employ sufficient staff to ensure that Services are provided at all times and in all respects in accordance with the Service Level Specification. Project Co shall ensure that a sufficient reserve of staff is available to meet the Service Level Specification during holidays and absences. | GP07 |
|-----------|--|-------------|

Recruitment

- | | | |
|------------------------|---|-------------|
| 08 | Project Co staff shall where required undergo pre-employment health checks and SCRO checked in accordance with Board Policies. | GP08 |
| 09¹² | Where Project Co staff are employed in the Facilities, details of those staff shall be submitted in the agreed format to the designated Board Representative for approval, prior to those staff commencing work | GP09 |

Training & Induction

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|-----------|--|-------------|
| 10 | Project Co shall maintain a personal training record in a format agreed with the Board Representative for Project Co Staff and Project Co-trained Board employee. | GP10 |
| 11 | Project Co shall develop and maintain for Project Co Staff an appropriate induction programme, the content and style of delivery for which shall be approved by the Board on an annual basis (and at any time when circumstances change). The programme shall as a minimum include the items listed in Appendix A – induction programme. Project Co shall contribute to the Board's induction programmes for Board employees. | GP11 |
| 12 | Project Co shall ensure all new Project Co employees involved in the Service delivery undertake the induction programme prior to their commencement of work on Site. Project Co shall contribute to and participate in the Board's induction programme for Board employees. | GP12 |
| 13 | Project Co shall ensure that all Staff engaged in the delivery of the Service, in addition to the induction programme, are at all times properly and adequately notified, trained and instructed and the information recorded within their personal training records (including if reasonably practicable by way of continuing professional development) with regard to: <ul style="list-style-type: none"> a) the task that the individual has to perform; b) all the provisions of this Service Level Specification relevant to the duties to be performed; c) the standing instructions and procedures, where relevant, to the Services; d) all relevant health and safety hazards, rules, policies and procedures concerning health and safety at work and all other mandatory and statutory requirements; e) fire precautions, fire procedures and Firecode; f) the need for Staff to show courtesy and consideration at all times; g) improving energy and resource efficiency within the Facilities in line with applicable Law. | GP13 |

For the avoidance of doubt Project Co shall release staff as may be required from time to time to attend obligatory Board training. Project Co shall at its own expense provide suitably trained replacement staff so as not compromise the level or quality of Service delivery.

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|-----------|--|-------------|
| 14 | Project Co shall provide to its Staff access to accredited training for a nationally recognised scheme, for example, National Vocational Qualifications. | GP14 |
| 15 | Project Co shall ensure that all Project Co Staff are offered immunisation having regard to the nature of the duties carried out by the Staff pursuant to the Services including immunisation against Tetanus and Hepatitis B in accordance with the standing instructions and procedures. | GP15 |

Human Resource Issues

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|-----------|--|-------------|
| 16 | <p>In carrying out the duties described in this Service Level Specifications Project Co shall:</p> <ul style="list-style-type: none"> a) ensure all Project Co staff are properly and presentably dressed in appropriate uniforms and work wear (including protective clothing and footwear where required), maintain a high standard of personal hygiene commensurate with their allocated tasks, and wear identification badges at all times while working in the Facilities. b) develop and implement reporting procedures to the Board with regard to Staff suffering from any illness which may compromise the health and/or safety of any Board Employee, patient or visitor and to identify instances of any Staff having knowingly had contact with any person with any illness which may compromise the health and/or safety of any Board Employee, patient or visitor; <p>For the avoidance of doubt this shall include staff who have recently returned from overseas travel in countries which the Occupational Health Department deemed to be of high risk. Project Co shall comply with Board Policies in this regard.</p> <ul style="list-style-type: none"> c) maintain staff satisfaction rate above 60% against a 6-monthly staff satisfaction surveys for all Service Provider staff. The content of which will be agreed with the Board Representative. | GP16 |
| 17 | Project Co shall devise and operate methods to minimise staff turnover, sickness and absenteeism to within Service standards, monitor and record this information to determine reasons for turnover and institute packages and or solutions to maintain the standard. | GP17 |

4.2 Staff & Development Performance Parameters

| Ref | Performance Parameter | SF Type | Category | Performance Monitoring Period | Monitoring Method |
|---------------------------------|--|---------|----------|-------------------------------|-------------------|
| GP07 | There are no reported Project Co Staff shortages. | QF | Low | M | 1, 5, 8 |
| GP08 | All proposed Project Co staff have been medically screened by Occupational Health before employment in this Service. | QF | High | M | 5, 8 |
| GP09 | All proposed Project Co staff have been vetted and approved for work | QF | High | M | 2, 4, 5, 7, 8 |
| <i>Training & Induction</i> | | | | | |
| GP10a | Training records for all Project staff are complete, up to date and available for inspection. | QF | Medium | M | 4, 5, 8 |
| GP10b | Training records for each Board employee trained by Project Co are complete, up to date and available for inspection. | QF | Medium | M | 4, 5, 8 |
| GP11 | Project Co has a current induction programme agreed by the relevant Board Representative that has been reviewed within the last 12 months. | QF | Low | B | 4, 5, 8 |
| GP12 | All staff have received induction training prior to starting work. | QF | Low | M | 4, 5, 8 |
| GP13 | Project Co shall maintain and operate a programme of continuous professional development through tool box talks, training events, information sheets or on the job training. | QF | Low | B | 4, 5, 8 |
| GP14 | Project Co staff are offered access to NVQ or similar qualifications and Project Co is actively promoting the scheme. | QF | Low | B | 4, 5, 8 |
| GP15 | An immunisation programme is operating and all Project Co staff have been offered suitable inoculations. | QF | Medium | M | 4, 5, 8 |
| <i>General</i> | | | | | |
| GP16a | Project Co staff are appropriately dressed and wear valid identification badge at all times | QF | Medium | At any moment in time | 1, 2, 3, 4, 5, 8 |
| GP16b | Reporting procedures for staff having come into contact with high-risk persons or areas are in place and are being correctly used. | QF | Medium | M | 2, 3, 4, 5, 8 |
| GP16c.1 | Project Co has completed the staff satisfaction survey on the due date and reported the results to the Board Representative. | QF | Medium | B | 3, 4, 6, 8 |
| GP16c.2 | Project Co Staff satisfaction rate is above target. | QF | Medium | B | 3, 4, 6, 8 |

| Ref | Performance Parameter | SF Type | Category | Performance Monitoring Period | Monitoring Method |
|------|---|---------|----------|-------------------------------|-------------------|
| GP17 | Project Co Staff staff turnover, sickness and absenteeism are constantly monitored and there are measures in place to reduce rates. | QF | Low | Q | 4, 5, 8 |

5. Policy & Strategy

5.1 Service Requirements

General

- 18** Project Co shall comply with Good Industry Practice and NHS Requirements. With respect to Services, compliance with Good Industry Practice and NHS Requirements shall be deemed to include but not be limited to compliance with the following: **GGP18**
- a) British Standards and Codes of Practice, or equivalent standards;
 - b) Board Policies;
 - c) Patient's Rights and Responsibilities;
 - d) HBNs;
 - e) SHTMs and HTMs;
 - f) HGNs;
 - g) HFNs;
 - h) Building Regulations;
 - i) Fire safety requirements, specifically including, but not limited to, Firecode (HTM 81);
 - j) Disability Discrimination Act 1995;
 - k) The Health & Safety at Work Act etc 1974;
 - l) Data Protection Act 1998;
 - m) Environmental Protection Act 1990; and

Integration with Board Policies and Operations

- 19** Project Co shall assist the Board in the future development of Board Policies by providing information and revising and agreeing with the Board relevant procedures in connection with the provision of the Services. Project Co shall document all philosophies and methods of delivery of the Services in Method Statements and procedures manuals. These documents shall be kept up to date at all times and made available to all relevant Project Co staff and Board Representatives. **GGP19**
- 20** Project Co shall seek approval from the designated Board Representative(s) at least 15 Business days prior to implementation for all new working practices, or working practices that have changed from those already agreed with the Board, before any such new or revised working practices have been implemented. Such Board approvals shall be confirmed in writing by an authorised Board Representative before applicable new or changed working practices are implemented. **GGP20**
- 21** In connection with the provision of the Services, Project Co shall gain approval for all Service delivery timings, Board Employee involvement and local working practices from: **GGP21**
- a) Wards and departments in undertaking or preparing to undertake action in respect of delivery of any aspect of the Services which may impact upon the delivery of Board services or upon the comfort and or well being of patients, Board's Employees and

visitors;

- b) Designated Board Representatives;
- c) External advisors or Statutory bodies (where required by the Board) in respect of any aspect of the Services.

Such Board approvals shall be confirmed in writing by an authorised Board Representative before applicable Service delivery parameters are applied. The time taken for the Board to grant such approval shall not be counted in measuring Project Co performance against Response or Rectification times.

Health & Safety

22 Project Co shall without prejudice to other provisions of the Agreement:

**GGP2
2**

- a) administer and manage Project Co's compliance with its health and safety obligation insofar as they relate to the provision of the Services;
- b) advise the Board of any breaches of health and safety Law or other regulations;
- c) procure the services of a safety adviser qualified to at least the NEBOSH Certificate level or equivalent and co-ordinate the production, amendment and updating of the health and safety procedures of Project Co and the Service Providers with the intent of achieving consistency with the Board's health and safety policy;
- d) provide all staff with suitable and appropriate personal protective equipment;
- e) ensure suitable first aid facilities are provided to all Staff;
- f) maintain and keep up to date health and safety records and documentation and make these available for inspection by the Board including but not limited to:
 - i) risk assessments in respect of all of the Services and make these available for inspection to the Board's Adviser;
 - ii) COSHH manuals; and
 - iii) Method statements.
 - iv) record of actions and reports to the Board relating to Hazard Warning & other relevant notifications which are relevant to the Specific Service in accordance with Board Policies and Procedures.
- g) ensure all Staff are trained as required by the Fire Precautions Act 1971 and on Board Operating Procedures, including but not limited to response and action to alarms.
- h) ensure all deliveries to Project Co or Project Co party do not cause obstructions on the site and that any main routes are not obstructed at any time by Project Co or any Project Co party.

Quality Assurance

23 Project Co shall maintain a Quality Assurance System in accordance with the ISO 9001 as amended. This shall, without prejudice to other provisions of the Agreement, include but not be limited to:

GGP23

- a) audit the Service Providers quality systems as required to ensure Project Co's overall compliance with the Service Level Specification and Performance Monitoring System;
- b) ensure appropriate records are completed and maintained for audit purposes;
- c) allow Board access to records at all times and provide a liaison person;
- d) provide the Board with such information as it may require in order to fulfil its obligations to compile NHS Controls Assurance Returns;
- e) ensure that Service Providers management, supervisors and staff are trained to achieve the level of understanding of the required quality system appropriate to their role;

Environmental Management

- 24** Project Co shall maintain an Environmental Management System in accordance with the requirements of ISO 14001. This shall include but not be limited to:

GGP24

- a) an Environmental Policy;
- b) regular review of organisation's environmental aspects;
- c) setting objectives and targets to improve environmental impacts;
- d) operational control procedures;
- e) monitoring and recording;
- f) role allocation and training;
- g) non-conformance and corrective action process;
- h) system audit and management review.

- 25** Project Co, in designing their Service delivery models shall demonstrate a proactive approach by demonstrating an integrated approach to sustainable development using NEAT (NHS Environmental Assessment Tool). This shall include but not be limited to the following areas:

GGP25

- a) Conservation – energy, wood, paper, horticulture, water;
- b) Pollution – climate change, Ozone depletion, vehicle emissions, biocides and artificial fertilisers, asbestos, hazardous substances, batteries, solvents and paints, biodegradables and litter;
- c) Procurement;
- d) Waste- recycling;
- d) Estate Management;

- e) Monitoring and auditing.

Emergency, Continuity & Contingency Planning

- 26** Project Co shall jointly with the Board develop maintain and update each year, or as may be needed by changing circumstances, to cater for changes in Board Policies, new technology and changes in Law the following emergency, continuity & contingency plans to ensure compliance with the Board's controls assurance procedures: **GGP26**
- a) Fire and Evacuation Action Plan that shall include the fire precaution procedures Project Co shall operate in regard to the provision of the service, including staff training and awareness, and fire drills/evacuations;
 - b) Disaster action plan defining how Project Co will manage those aspects of each risk which are the responsibility of Project Co and identifying remedial action to be taken. The Project Co Disaster plan should take cognisance of and comply with the Disaster Plan put in place by the Board. Liaison with the local emergency services should also be involved included in all disaster planning;
 - c) Service Specific Risk Assessments;

Each plan shall be developed in co-operation with the

- a) Board's Fire Safety Officer;
- b) Local Authority Fire Prevention Officer;
- c) emergency services;

5.2 Policy & Strategy Performance Parameters

| Ref | Performance Parameter | SF Type | Category | Performance Monitoring Period | Monitoring Method |
|---------------|--|---------|----------|-------------------------------|-------------------|
| GGP18 | Compliance with statutory and prescribed standards in force at the time of the event | QF | High | M | 1, 2, 3, 4, 7, 8 |
| GGP19a | Compliance with CDM, H&S and Method Statement Requirements in force at the time. | QF | High | M | 1, 2, 3, 4, 7, 8 |
| GGP19b | Method Statements and procedures are complete, up to date and available for inspection by the Board Representative. | QF | High | M | 1, 2, 4, 7, 8 |
| GGP20 | Authorisation from Board Representative and/or statutory bodies where applicable has been agreed prior to work commencement. for inter alia for all new/amended Working Practices. | QF | High | M | 2, 4, 5, 7, 8 |
| GGP21 | All service delivery timings that may impact upon the delivery of Board services or upon the comfort and or well being of patients, Board's employees and visitors, have been agreed by written consent of the Board Representative before applicable Service delivery parameters are applied. | QF | Low | M | 2, 3, 4, 8 |
| GGP22 | A comprehensive and up to date health and safety manual is available and used by all Staff and Board Employees. | QF | High | M | 2, 3, 4, 7, 8 |
| GGP22b | Reporting procedures for accidents and/or breaches of statutory health and safety obligations are available known and understood by all staff and adhered to. | QF | High | M | 2, 3, 4, 7, 8 |
| GGP22c | A suitably qualified Safety Adviser has reviewed Project Co health and safety policies and procedures against Board H&S policies and procedures within the last 12 months. | QF | High | A | 2, 3, 4, 7, 8 |
| GGP22d | Staff are provided with suitable, appropriate and British Standard or EU equivalent compliant personal protective equipment (PPE) and clothing including but not limited to: a) Uniforms; b) Gloves; c) Goggles; d) Footwear. | QF | High | D | 1, 2, 4, 7, 8 |

| Ref | Performance Parameter | SF Type | Category | Performance Monitoring Period | Monitoring Method |
|--------|---|---------|----------|-------------------------------|------------------------|
| GGP22e | Suitable and well-stocked first aid facilities are provided and the name of the on duty First Aider is clearly identified. | QF | High | W | 4, 7, 8 |
| GGP22f | H&S documentation is complete, correct and available for inspection by Board or authorised statutory body. | QF | High | At any moment in time | 4, 7, 8 |
| GGP22g | All deliveries to Project Co do not cause obstructions on the site and any main routes are not obstructed at any time by Project Co or any Project Co party. | QF | High | At any moment in time | 1, 4, 7, 8 |
| GGP23 | Project Co carries out its activities in accordance with the requirements of ISO 9001 or equivalent or better [or 9002 whichever is applicable]. Following 15Months of operations Project Co has valid ISO9001 accreditation or equivalent or better [or 9002 whichever is applicable]. | QF | High | B | 1, 2, 3, 4, 5., 6,7, 8 |
| GGP24 | Project Co carries out its activities in accordance with the requirements of ISO 14001 or equivalent or better. Following 15Months of operations Project Co has valid ISO14001 accreditation or equivalent or better. | QF | High | B | 1, 2, 3, 4, 5., 6,7, 8 |
| GGP25 | Project Co has a demonstrable Sustainable Development Policy that has been developed using NEAT. | QF | High | B | 2, 3, 4, 7, 8 |
| GGP26 | Project Co has developed and reviewed contingency plans and actively disseminated this to all stakeholders and staff. | QF | Medium | A | 2, 4, 7, 8 |

6. Partnerships & Resources

6.1 Service Requirements

Liaison

- 27** In connection with the provision of Services Project Co shall regularly liaise with: **GGP27**
- a) all wards and departments in undertaking or preparing to undertake action in respect of works which may impact upon the delivery of Board services or upon the comfort and/or well being of Board Employees, patients and/or visitors. ;
 - b) Board Representatives, including but not limited to fire officers, health and safety advisors, control of infection officers, directors of pharmacies, crime prevention officers, and
 - c) external advisors and statutory bodies in respect of the Services provided.

Board Representative

- 28** Prior to Actual Completion and thereafter from time to time the Board shall provide to Project Co a written list of all persons (" each a Board Representative") employed by the Board to whom the Board has delegated certain responsibilities and obligations of the Board under the Service Level Specifications and who are authorised by the Board to act upon their behalf in connection with such functions. **GGP28**

Equipment

- 29** Project Co shall: **GGP29**
- a) provide such equipment and consumables as are necessary for the provisions of the Service Level Specification at Project Co's cost and shall ensure that such equipment is maintained in such a manner and replaced from time to time, so as to ensure that the health and or safety of all Key Customers is at all times safeguarded;
 - b) ensure sufficient stocks of materials and consumables are maintained for the provision of the Services and that such materials shall be stored in a clean and tidy manner in areas to be agreed by the Board;
 - c) have equipment disinfected in accordance with the programme agreed by the Board; and
 - d) make all arrangements for the delivery/distribution of Project Co stocks of consumables, materials and other equipment as agreed by the Board.

Approved List of Service Providers

- 30** Project Co shall provide, monitor and update an Approved List of Service Providers and Suppliers which have proven relevant skills, qualifications, financial, management and operational experience. **GGP30**

6.2 Performance Parameters

| Ref. | Parameter | SF Type | Category | Performance Monitoring Period | Monitoring Method |
|--------------|--|---------|----------|-------------------------------|---------------------|
| GGP27 | Project Co has met with the Board Representative at least monthly. | QF | Medium | M | 4, 5, 8 |
| GGP28 | Project Co has liaised with the relevant Board staff, where works may impact clinical operations. | QF | Medium | At any moment in time. | 1, 2, 4, 8 |
| GGP29 | All equipment used in the delivery of the Service is in good working order, carries the correct and valid certification/licence, and is being used by a trained operative (where applicable) | QF | Medium | At any moment in time | 1, 2, 3, 4, 5, 7, 8 |
| GGP30 | An Approved List of Contractors is in operation and all listed providers undergo regular vetting. | QF | Medium | B | 4, 5, 8 |

Key Performance Indicators

| KPI Ref | Parameter | Performance Range |
|---------|--|-------------------|
| K01 | No. of calls to Helpdesk per month | Amber |
| K02 | No. of Failure Events per month | |
| K03 | No of Quality Failures per month | |
| K04 | Customer Satisfaction | |
| K05 | No. of complaints per month | |
| K06 | No. of RIDDOR incidents per month per 100 WTE per annum | |
| K07 | No. of non- RIDDOR incidents per month per 100 WTE per annum | |

Note 1

Key Performance Indicators track Project Co performance trends. They are intended to be used as a tool for continuous improvement and are a mechanism by which dialogue between the Board and Project Co is triggered with the intention of devising an action plan to counter negative performance movements if applicable. They have no link to the payment mechanism.

Appendix A Induction Programme

As a minimum Project Co's Induction programme for Project Co staff shall include the following:

- a) tasks and responsibilities of their job role;
- b) geography of the site and facilities;
- c) interaction with, lines of communication between and decision making hierarchy Service Provider, other Project Co/Contractors and the Board;
- d) knowledge of Health and Safety Law and other Law that falls within the scope of the individual's role.;
- e) Board Policies on Health and Safety, and all other Board Policies;
- f) use of machines relevant to the provision of the services;
- g) use of relevant computer systems;
- h) handling, storage and use of cleaning materials and equipment including familiarisation with Board's colour coding COSHH training;
- i) lifting and handling;
- j) customer care;
- k) personal hygiene;
- l) appropriate dress and rules of conduct while on the Site or Facilities,
- m) fire risks and fire precautions;
- n) first aid training;
- o) control of aggression;
- p) Helpdesk User instructions;
- q) Site Access and Security; and
- r) Guidance on the Facilities and patient groups.

Project Co shall also contribute to and participate to the Board's induction programme for Board Employees.

Appendix B Monthly Performance Reports

For the avoidance of doubt all monthly performance reports shall clearly identify the Functional Area, Unit and/or Service in which each Service Failure and/or Event has occurred.

The Rectification Time shall include but not be limited to the following actions: a) make good any Service Failure in such a way as to restore all functional capability and to meet all Availability Conditions using methods acceptable as Good Industry Practice and meeting all applicable health and safety standards and operational policies; b) carry out any testing work that may be required; c) ensure that the Board Representative is, where necessary, informed of progress and any likely delays; d) minimise, where at all practical, the disruption to other Functional Parts and Services; e) inform the Board Representative if any work undertaken during the Rectification Time is likely to impact on any other Functional Parts or Services especially where such effect may interrupt the provision of Clinical Services..

The Service Failure response will include but not be limited to the following actions: a) establish the nature, location and cause of the problem and attend the Site if necessary; b) appoint a suitably qualified, experienced and accountable person to assess the situation who, within reasonable limits, is empowered to take or authorise any required action; c) take all necessary actions to make the Functional Part safe and secure, thereby as a minimum fulfilling all Health and Safety requirements; d) when necessary, give the Board's Representative an assessment of the problem, the action taken, details of any work required with timescales and any limitations that this may impose on the related Functional Parts or Services.

The above is to be read in conjunction with Part 18 of the Schedule (Payment Mechanism).

Greater Glasgow Health Board Gartnavel Royal Hospital PFI Project

Specific Service Specification – Estates Service

1. Definitions

- 1.1 In this Specific Service Specification the following words and phrases shall have the following meaning:

“Commencement Date”

“Condition B” has the meaning described to “Condition B” as defined in NHS Estatecode .

“District Valuer” means an officer of the Commissioners of Inland Revenue for the Site.

“Estates Services” means the Services to be carried out pursuant to this Specific Service Specification.

“Fire Certificate” means fire certificate required pursuant to the provisions of the Fire Precautions Act 1971.

“Fire Safety Policy” is the Board's policy of that name.

“Infrastructure Service” means the services defined in Appendix D.

“MDA” means the Medical Devices Agency.

“Maintenance” means any maintenance, upkeep, repair, replacement or renewal of any part of any building on the Site in accordance with the Service Standards, Good Industry Practice and Law, including Plant or Equipment and **“Maintain”** shall be construed accordingly.

“Mechanical and Electrical Services” means the Services (including related Plant listed in Appendix G.)

PAT means Portable Appliance Testing

“Planned Preventative Maintenance (PPM) Programme” the programme prepared by Project Co to carry out planned preventive maintenance requirements on all relevant equipment in accordance with the provisions of sections 11-15 (Planned Preventative Maintenance).

“Permit to Work” means a safety document which is a form of declaration signed by an Authorised Person, to a person in charge of work to be carried out on any Plant, Equipment or Service, where such a permit is required by section 12 of this Specific Service Specification. It makes known to such person exactly what is safe to work on. In the case of electrical systems it makes known exactly what equipment is dead, isolated from all live circuit conductors, has been discharged, is connected to earth, and is safe to work on.

“Specialist Services” means those Services (including related Plant) set out in Appendix F

2. Key Objectives

- 2.1 Project Co shall provide an Estates Service that ensures the integrity of the building fabric, building services, public health and utility systems, furniture and equipment which comprise the Facilities. Project Co shall:
- (a) minimise disruption to the Board's operation in the delivery of the Estates Service;
 - (b) provide an efficient, responsive, comprehensive and effective Estates Service which is cost effective and is based on sound technical and operational requirements and standards;
 - (c) ensure that all plant, equipment, systems, buildings and utility services do not cause or create any hazard to the environment and/or any person on the Site; and
 - (d) maintain a safe environment using safe working practices including the use of a recognised risk assessment/management system to ensure that standards stay high, and that any slippage is recognised and corrected;

3. Key Customers

- 3.1 The key customers for this service are:

- (a) Patients;
- (b) Board;
- (c) Board Employees;
- (d) Visitors
- (e) Service Providers;
- (f) 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 Estates 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 Project Co shall provide the Estates Service 24 hours per day 365(6) days per year in accordance with the requirements of this Specific Service Specification.
- 4.1.4 Project Co shall provide to the Board the following elements under this Estates Service Level Specification:
- a) comprehensive maintenance service including planned preventative and reactive maintenance;
 - b) planning, design and project management service for projects approved by a Board Representative, in connection with the Project Operations
 - c) fire systems service; and
 - d) asset and property management service.
- 4.1.5 Under the obligations of the Estates Service Project Co shall be responsible for, but not limited to the maintenance of the following elements of the Site/Facilities in accordance with the Service Standards and Service Requirements of this Specific Service Specification:
- a) external replacement programmes;
 - b) external repairs;
 - c) internal and external painting/redcoration programmes;
 - d) internal replacement programmes;
 - e) gutters and rainwater systems;
 - f) drainage and sewerage systems
 - g) chimneys and lightning conductor systems
 - h) water storage, distribution and treatment systems;
 - i) air conditioning and ventilation systems;
 - j) boilers, calorifier and heat exchanger systems;
 - k) generating plant and uninterruptable power supply systems (UPS) including on line testing;
 - l) battery systems;
 - m) electrical systems including HV and LV systems;
 - n) lifts and lifting equipment;
 - o) compressors and vacuum plant systems;
 - p) heating and domestic hot water systems;
 - q) fire prevention, alarm and fire fighting systems including testing;
 - r) security and surveillance equipment and systems;
-

- s) specialist services;
- t) waste disposal systems;
- u) catering equipment;
- v) plant replacement programmes;
- w) street and security lighting systems;
- x) Project Co provided telecommunications and IT equipment and systems;
- y) IT infrastructure linkages;
- z) Project Co procured Group 1 equipment (as specified in ITN Volume 2 Appendix B);
- aa) Project Co provided Audio Visual Equipment;
- bb) Emergency and Nurse Call systems;

4.1.6 Project Co shall provide, unless otherwise stated, all requisite plant, equipment, apparatus and consumable items required for the proper execution of all work which Project Co is required to carry out under this Specific Service Specification; including scaffolding, craneage, tackle, machinery, tools or other appliances and everything else necessary for the work, and shall be responsible for their conveyance, use, subsequent removal, making good and cleaning.

4.1.7 In addition to the legislation and guidance stated in the General Service Specification and without prejudice to Project Co's general obligation to comply with the Agreement, the obligations to comply with Law and Good Industry Practice Project Co shall take full regard of the following:

- a) Board policies and procedure documentation e.g. Fire, Equipment, Major Incidents, Health & Safety incl. Accident & Incident reporting.
 - b) Fire Practice Notes
 - c) NHS, Scottish, Property and Environmental Forum Estates Policy;
 - d) NHS Estatecode
 - e) The Management of Health and Safety at Work Regulations 1999;
 - f) The Electricity at Work Regulations 1989;
 - g) The Electricity Supply Regulations 1988;
 - h) The Workplace (Health, Safety and Welfare) Regulations 1992
 - i) Control of Pollution Regulations et seq. including but not limited to:
 - i) Control of Pollution (discharge into sewers) Regulations 1976;
 - ii) Control of Pollution (oil storage) Regulations 2001;
 - iii) Control of Pollution (radioactive waste) Regulations 1976;
-

- j) Gas Safety (Installation And Use) Regulations 1994;
- k) The Manual Handling Operations Regulations 1992;
- l) Gas Burning Installations 1994;
- m) Confined Spaces Regulations 1997;
- n) The Personal Protective Equipment at Work Regulations 1992;
- o) Health and Safety Executive Booklet HS(G)54 1998;
- p) The Provision and Use of Work Equipment Regulations 1992;
- q) Control of Hazardous Substances to Health Regulations 2002;
- r) Noise At Work Regulations 1989;
- s) Fire Precautions Act 1971;
- t) Fire Precautions (Workplace) (Amendment) Regulations 1999;
- u) The Pressure Systems Safety Regulations 2000;
- v) Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995;
- w) all relevant enactments, regulations and working rules relating to safety, health and welfare.

4.1.8 Project Co shall bear all costs associated with:

- a) inspecting and testing building fabric, utilities within the site boundary, and mechanical and electrical services to ensure they are compliant with applicable Law and Board requirements, and Good Industry Practice;
- b) producing such reports as required by applicable Law and other regulations, informing the Board which statutory reports have been carried out and making available to the Board copies of such reports.

4.2 Service Requirements

Staff Competencies

- 01** Project Co shall ensure that adequate Authorised Persons, Competent Persons and Suitably Qualified Persons as required by relevant standards and Good Industry Practice are available 24 hours a day 365(6) days per year to undertake maintenance tasks as may be required to meet the requirements of this Specific Service Specification. **ESP01**

Planned Preventative Maintenance/Programmed Maintenance

- 02** Project Co shall provide a comprehensive planned preventive maintenance/programmed maintenance service at such times and in such a manner that the Facilities, Plant and **ESP02**
-

Equipment meet the Service Standards in Appendix A of this Specific Service Specification, Good Industry Practice, Condition B as defined within NHS Estatecode and the requirements of Law at all times. The planned preventative maintenance/programmed maintenance service shall seek to actively reduce the risk of reactive repairs and maintenance work, which may or may not affect the Board. Project Co's PPM Service shall include, but not be limited to :

- a) utility service connections and on-site infrastructure;
- b) internal and external fabric of the Facilities so that they are properly and safely maintained and remain functional, safe, operationally sound and to Estatecode Condition B;
- c) mechanical and electrical services including air conditioning, hot and cold water system, electrical and cabling systems, heating and vent systems and the alarm system, such that they are properly and safely maintained and remain functional, safe and operational;
- d) Specialist Services, so that they are properly and safely maintained to remain fully functional, safe and operational;
- e) all Equipment, as listed in Schedule Part 13 of the Project Agreement.

Project Co shall produce and issue to the Board for approval:

- a) five year rolling PPM plans for the Facilities, including life-cycle maintenance, planned improvement and replacement programmes, and a report for the Facilities, not later than 3 months prior to the commencement of each subsequent Contract Year, from the commencement date, in a format to be agreed between the parties;
- b) detailed PPM Programmes for every 12-month period. The 12-month PPM Programmes shall be submitted to the Board at least four months in advance of the Commencement Date or subsequent anniversary. The PPM Programmes shall include but not be limited to information relating to any implications arising from carrying out the work content of the report and its effects, if any, on Board Operations while work is in progress; and
- c) a Monthly Maintenance Report for each calendar month, in a format agreed with the Board, which includes:
 - i) all maintenance (planned or otherwise) undertaken in that month where repeated defects occur Project Co should establish plans for preventing further future occurrences within a timescale to be agreed with the Board;
 - ii) a schedule of all failures to comply with the requirements of this Specific Service Specification and Project Co's procedures in connection with the provision of Estates Service as previously agreed with the Board;
 - iii) details of training of personnel, changes of personnel, testing (statutory, PAT, insurance company and legionella) and changes to established working practices that have occurred in that month and that shall be undertaken during the following two months.

In addition to describing the performance of the previous month the Monthly PPM reports shall include details of the forthcoming month's work and including the following

information as a minimum:

- a) Location of the work to be undertaken clearly identifying activities which are anticipated to cause disruption to the Board's operations;
- b) Risk Assessment including Health & Safety and COSHH implications;
- c) Method statements;
- d) Time period when the work is to be undertaken;
- e) Standards and quality to be achieved;
- f) Asset conditions;
- g) Resources/sub contractors used;
- h) Permits to work needed.
- i) Fire Safety, Infection Control

- 03** Project Co shall carry out and complete all planned preventive maintenance/programmed maintenance at the agreed scheduled time to meet the requirements of the Service Standard, Law, Good Industry Practice and Condition B of Estatecode. **ESP03**

Reactive Repairs & Maintenance

- 04** Project Co shall provide a comprehensive reactive repairs and maintenance service, including a service giving immediate technical and managerial support and advice, on an Emergency, Urgent and Routine Service Request basis. Project Co shall respond and rectify within the Service Response and Rectification Times stated in Table 1 in Appendix B to achieve the Service Standards described in Appendix A and to meet the requirements of Law. **ESP04**

Access Times

- 05** In the event that a department or area is in use by the Board during the Access Times agreed with Board Representative for each Functional Area/Unit within the Facilities the Board may inform Project Co that the Estate Service shall not be carried out due to the disruption to Board Operations. Project Co shall liaise with the Board to agree an alternative time to carry out the Service. Where Project Co carries out the Service at the agreed alternative time, Project Co shall be deemed to have complied with carrying out the Service. In the event that a department or area is in use by the Board during the access times agreed with Board Representative for each Functional Area/Unit within the Facilities the Board may inform Project Co that the Estate Service shall not be carried out due to the disruption to Board Operations. Where the Board refuses access to the Facilities pursuant to this Service Standard only and not in connection with any of the other terms or provisions of this Agreement, such refusal shall be a deliberate act of the Board for the purposes of clause 8.7.2 of this Agreement. Project Co shall liaise with the Board to agree an alternative time to carry out the Service. Where Project Co carries out the Service at the agreed alternative time, Project Co shall be deemed to have complied with carrying out the Service. **ESP05**

Statutory Testing

- 06** Project Co shall advise the Board in writing of all statutory and regulatory tests which **ESP06**
-

may be required to be carried out; attend upon and undertake where appropriate insurance, statutory and regulatory tests which may be required by Law, insurers or the Health and Safety Executive, in liaison with the Board; and prepare and reinstate boilers, lifts, calorifiers or any other plant required for insurance company inspections.

- 07** Project Co shall prepare and reinstate the Plant, as may be required, to enable engineering insurance surveyors to carry out inspections. Project Co shall assume responsibility for planning and organising arrangements with the surveyors that shall be integrated into the schedule of Planned Preventative Maintenance. **ESP07**
- 08** Project Co shall be responsible for all corrective actions arising from such inspections and shall undertake such works to ensure Plant and Equipment attains and maintains the standards required to satisfy the requirements of the statutory and regulatory tests. **ESP08**
- 09** Project Co shall be responsible for commissioning all new Project Co provided plant and equipment. This shall include the production of maintenance manuals and as fitted drawings within agreed timescales. **ESP09**
- 10** Project Co shall be responsible for the routine/regular testing of standby generators, standby domestic pumps, fire alarms, emergency lighting systems, exit signs and electrical distribution systems; the testing and servicing of hand fire appliances; and testing for legionella. **ESP10**
- 11** Project Co shall be responsible for the testing, labelling and recording of all Project Co provided portable Equipment, as required under PAT Law. This shall include but not be limited to the following tasks: **ESP11**
- a) testing and certifying all portable test equipment, pressure gauges and recording equipment;
 - b) testing and certifying all fixed instrumentation and shall take the necessary action to repair, replace and adjust such devices as required; and
 - c) ensuring that all test equipment is itself tested and carries the necessary valid certification.

Permits to Work

- 12** Project Co shall apply to the Board for Permits to Work where any work may affect Board operations and/or the Clinical Services. This includes, but is not limited to works involving or affecting the following: **ESP12**
- a) fire alarms;
 - b) confined spaces;
 - c) Hot Works including drilling and cutting;
 - d) electrical works;
 - e) pressure systems;
 - f) energy systems; and
 - g) roof working;

and any other area or type of work so identified by the Board.

Diversions of Utility/Building Services

- 13 Project Co shall insofar as possible avoid the need for utility/service diversions. Where diversions are necessary, Project Co shall (other than in an emergency) contact the Board and gain approval to divert the same as required. The work shall be carried out with the minimum of interference to existing installations and the normal operation of the building. **ESP13**

Planning, Design and Project Management

- 14 Not Used **ESP14**

Pest Reporting

- 15 In carrying out the duties described within this Specific Service Specification Project Co shall report all evidence that indicates the presence of vermin or pests, identified while the Estates Service is being provided, to Board's Representative. For the avoidance of doubt, the Estates Service shall not be deemed to include any measures or procedures required to manage any occurrence of pests in the Facilities as this shall be provided through the Pest Control Services. **ESP15**

Fire Safety Systems & Procedures

- 16 Project Co shall provide a planned and reactive maintenance Service that shall regularly maintain, repair and replace where necessary all fire prevention/detection equipment, including fire safety systems and equipment, automatic fire detection and alarm systems, portable and fixed fire fighting systems and equipment, at the Facilities as may be required from time to time to maintain all fire equipment in compliance with: **ESP16**
- a) applicable Law, Board Policies and any other regulations in force from time to time; and
 - b) Service Standards set out in Appendix A of this Specific Service Specification.

Where any such equipment requires replacement, Project Co shall replace such equipment with equipment of equivalent or higher standard.

- 17 Project Co shall establish and maintain suitable systems and procedures to ensure that all fire equipment is examined and tested and shall keep records of all tests and the dates thereof in an accurate and sufficiently detailed manner. **ESP17**
- 18 Project Co shall collaborate with the Board within timescales set out by NHS Firecode and/or other Law, or, where these are not stated, within reasonable periods of time, to agree all emergency procedures and contingency plans as these shall relate to the provision of any aspect of Project Co's obligations and responsibilities as set out in the Agreement. **ESP18**
- For the avoidance of doubt Project Co shall have a sole obligation to maintain in readiness and implement where necessary, contingency plans should any of the fire safety systems in the Facilities fail to function as intended.
- 19 Project Co shall establish and implement procedures for fire drills in liaison with the fire authority, or as required by Law in relation to buildings on the Site. Project Co's nominated fire officer shall liaise with the Board's Representative in respect of procedures for the evacuation of buildings in the event of fire. Project Co shall ensure that fire drills are carried out as agreed with the fire authority or as may be directed by **ESP19**

- the Board fire officer or other authorised person, in relation to buildings in the Facilities.
- 20** In addition the maintenance of fire systems Project Co shall additionally: **ESP20**
- a) ensure that Project Co staff or Service Provider Staff shall, if at any time they believe or become aware that any matter constitutes a fire risk, then (i) report this immediately to the Board representative and (ii) take such remedial action as may be necessary;
 - b) ensure all Project Co staff are given fire safety lectures in compliance with HTM 83 section 5
 - c) ensure that any person carrying out hot working activities on the Site does so only after receipt of an approved permit to work, which shall include full details of proposed activities.
- 21** Project Co shall prepare an annual written report for the Board providing the following information on the Site: **ESP21**
- a) Confirmation that the Facilities used by the Board in the delivery of its healthcare services, including, but not limited to, fire compartmentalisation design, provision of escape routes and provision of fire fighting equipment and systems, complies with the minimum requirements of NHS Firecode and all other applicable Law relating to fire safety;
 - b) Confirmation that procedures for which Project Co is responsible, including emergency procedures and contingency plans, as these relate to the Fire Safety Policy agreed with the Board, comply with the minimum requirements of NHS Firecode and all other applicable Law relating to fire safety;
 - c) Current status of fire certification; and
 - d) All circumstances where Project Co believes, using due skill and care, the Board is conducting its activities in a way where there are non-compliances with NHS Firecode and/or other applicable Law relating to fire safety.

Asset & Property Management

- 22** Project Co shall provide a comprehensive Asset and Property Management service that shall include: **ESP22**
- a) maintenance of estate records and information;
 - b) provision of Estates Service information to Authorised Persons or statutory bodies;
 - c) administration of Estate information and business.
- 23** Project Co shall collect, manage and update all Estate records and information on behalf of the Board. This shall include but not be limited to the information regarding: **ESP23**
- a) physical characteristics of the Facilities including but not limited to:
 - i) the description and address of the Facilities;
 - ii) all area and buildings volume data;
 - iii) condition surveys;
-

- iv) all location plans, boundaries and titles relating to the Site;
 - v) up to date CAD drawings for structural, mechanical and electrical element/systems that are to be linked to the Board elements/systems. Ensure that all systems provided are compatible for access of information by the Board and Project Co.
- b) specific licence requirements where Project Co is responsible for obtaining such licences. Where the Board is responsible, Project Co shall only be obliged to maintain records that have been provided to it by the Board;
- c) test certificates and appropriate documentation and records (in particular those relating to any aspects of safety or statutory compliance) shall be maintained accurately and shall be updated appropriately and shall be available for inspection by the Board or any other relevant party;

Project Co shall ensure all information and records are complete, precise and clearly identifiable and as a minimum be kept to a standard that shall satisfy the requirements of the NHS Estatecode. All such information shall be available for inspection at the reasonable request of the Board representative or any other relevant Authorised Person.

24 In addition Project Co shall:

ESP24

- a) maintain those hazard notices relevant to the Specific Service and safety signs including those issued by the Board and maintain a record of all such hazard notices and safety signs and put in place procedures to ensure they are located and displayed correctly, and are fully serviceable;
- b) ensure that where relevant to the provision of the Specific Service, all required notification procedures to the **NHS** and **MDA** of any Equipment or Plant failure are complied with;
- c) to the extent that Project Co is required to maintain Equipment, be responsible for supplying, administering and distributing Equipment evaluation records required by the **NHS** and **MDA** in accordance with required distribution procedures;

Providing Information

- 25** Project Co shall prepare and supply all information reasonably required by any person, firm, governmental authority or other body to whom the Board is obliged to present information at any time in relation to the performance of the Estates Service. **ESP25**

For the avoidance of doubt this shall include relevant NHS Estates returns such as ERIC.

- 26** Project Co shall keep the Board's representative informed and appraised of the records specified and liaise and co-operate fully with the duly appointed officers of appropriate authorities including but not limited to the District Valuer. **ESP26**
- 27** Project Co shall also maintain records detailing any complaints made with respect to the Service and action taken in response to such requests. **ESP27**
- 28** In addition Project Co shall provide the following in support of the Asset and Property Management Service: **ESP28**

- a) provide hardware and software to the Facilities to run relevant linked systems. Equipment and software is to be kept upgraded to reflect market standards;
 - b) with any upgrade of software Project Co is to ensure that the Board systems installed by Project Co are compatible and, if not allow for the upgrade of the Board systems to meet the requirements. Ensure that all Project Co staff, retained staff(if any) and Board Employee users of the specific software/systems are trained and competent to meet the requirements;
 - c) monitor rent and/or rates reviews and challenge where unduly charged.
-

Appendix A – Service Standards

A.1 Building

(Ensure that any element as described in this Appendix A.1 which is replaced at any time during the Operational Period is replaced by an element of the same or better quality as the element being replaced).

| Element | Standard |
|---|--|
| Building Fabric External including: <ul style="list-style-type: none"> External walls Roof Fire escapes, walkways, safety barriers balconies eaves rendering | <ul style="list-style-type: none"> All elements of building fabric, finishes, furniture and Equipment or a services system component shall be functional, operational and satisfy the performance requirements as specified in Schedule 8 Part 3 - The Boards Construction Requirements Sound secure and weatherproof where appropriate Free from damp penetration or spalling Claddings, copings and parapets are structurally sound and secure Reasonably free from areas capable of harbouring vermin and/or pests chimney stacks/flues are structurally sound and secure and flue is free from blockages/excess soot. Reasonably free from debris and moss growth |
| Building Fabric Internal including: <ul style="list-style-type: none"> Internal walls Partitions ceilings | <ul style="list-style-type: none"> All elements of building fabric, finishes, furniture and Equipment or a services system component shall be functional, operational and satisfy the performance requirements as specified in Schedule 8 Part 3 - The Boards Construction Requirements free from structural cracks and/or deflection reasonably free from damp and vermin free from undue damage and of reasonable appearance for location Comply with the requirements set out in CIBSE guidelines free from unsealed asbestos |
| Fixtures and Fittings including <ul style="list-style-type: none"> doors (external, internal and fire) windows and cills, hatches, vents, ironmongery, shelving cupboards, railings, racking, notice boards, mirrors, balustrades Magnetic door holders | <ul style="list-style-type: none"> operate as intended, in a safe way, without making undue noise and without including observable stains on hinges, locks, catches and handles, and without binding, rubbing or catching in any way; shall function as intended, and shall be reasonably free from all but minor surface blemishes and wear and tear luminescent strips, signs, notices, warning signs where appropriate are intact, legible and illuminated where appropriate; reasonably free from corrosion |
| Floor and Floor Coverings | <ul style="list-style-type: none"> The floor covering is complete, according to their specification The floor covering is fully fixed to the floor so as not to cause a health and safety hazard; The floor/floor covering is reasonably free from tears, scoring, cracks or any other damage that is unsightly and/or could cause a health and safety hazard; Floor coverings/surfaces shall be maintained in such a way as to provide a suitable uniform surface (taking into account the pre-existing sub-surface), with minimal |

| | |
|--|---|
| | <p>resistance, for wheeled beds trolleys, wheel chairs and any other wheeled vehicle in use in the Facilities</p> <ul style="list-style-type: none"> ▪ allow adequate drainage where necessary; ▪ free from pests |
| Decorative Finishes (including paintwork, fabric and special finishes applied to walls, ceilings, woodwork, metalwork, pipework and other visible elements) | <ul style="list-style-type: none"> ▪ Decorative finishes are complete according to their specification, ▪ Reasonably free from all but minor surface blemishes or undue wear and tear; ▪ free from cracks, or any other surface degradation inconsistent with a building maintained in accordance with Good Industry Practice; |

A.2 Systems

(Ensure that any element as described in this Appendix A.2 which is replaced at any time during the Operational Period is replaced by an element of the same or better quality as the element being replaced).

| Element | Requirement |
|---|--|
| Infrastructure Services (as defined in Appendix D) | |
| Emergency Power Supply | <ul style="list-style-type: none"> ▪ Standby power source shall be operational, secure and tested regularly ▪ Emergency lighting units shall comply with BS5299, be reasonably free from dust, operational and fully charged ▪ Batteries and Battery rooms shall be adequately ventilated, free from acid leakage; batteries shall be topped up and fully charged ▪ Static inverters shall be in working order and not overheat during normal operational loading |
| MV Distribution System including distribution equipment and protective devices fuse switches, isolators, distribution boards, fuses, MCBs, ACB, ELCBs and RCD's, exposed distribution cables | <ul style="list-style-type: none"> ▪ Ratings shall be clearly marked ▪ Fuse elements or circuit breaker mechanisms in working order ▪ contacts and connections clean and mechanically tight ▪ no overheating during normal operating loads ▪ secure to authorised access only ▪ recording instruments operational where necessary ▪ cable joint boxes free from compound leaks ▪ marker and covering notices where necessary |
| HV Distribution Systems including distribution equipment, protective devices, isolators, distribution units, OCBs, ACBs and ELCBs | <ul style="list-style-type: none"> ▪ Ratings shall be clearly marked ▪ Fuse elements or circuit breaker mechanisms in working order ▪ contacts and connections clean and mechanically tight ▪ no overheating during normal operating loads ▪ secure to authorised access only ▪ recording instruments operational where necessary ▪ transformers are free from oil leaks ▪ protective coatings are intact ▪ no signs of excessive heating ▪ electric strength of oil satisfactory ▪ cable joint boxes free from compound leaks ▪ marker and covering notices where necessary |

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| Hot & Cold Water Systems | <ul style="list-style-type: none"> ▪ Deliver water at the temperatures and flow rates defined in Appendix C without undue noise and vibration; ▪ Taps, valves and other related fittings and fixtures function as intended; ▪ Pipework and fittings shall be fastened securely to their intended points of anchorage; ▪ There shall be no drips or leaks of water from pipework, taps, valves and/or fittings. |
| Heating, Air Conditioning and Mechanical ventilation Systems (as defined in Appendix E 'Heating & Ventilation') including fume cupboards humidifiers heaters ductwork mixing boxes and dampers coolers inlet/outlet grilles refrigeration plant cooling towers and other local ventilation systems. | <ul style="list-style-type: none"> ▪ All ventilation systems shall function as intended without undue noise or vibration; ▪ air changes and ventilation levels as required to achieve the Availability Condition; ▪ Ductwork, fittings and pipework shall be securely fastened to their intended points of anchorage; ▪ There shall be no leaks of water (or other heating/cooling medium) or air from ventilation systems ▪ Secure to authorised access only ▪ Reasonably free from corrosion, erosion and organic growth |
| Specialist Services (as defined in Appendix F 'Specialist Services') | <ul style="list-style-type: none"> ▪ All Specialist Service shall function as intended, at the correct temperatures, quality and standards and flow rates as defined in Appendix F 'Specialist Services' without undue noise or vibration; ▪ All pipework and fittings shall be fastened securely to their intended points of anchorage. There shall be no leaks of piped gases and/or liquids and/or solids |
| Electrical Power and other Cabled Systems (as defined in Appendix G 'Mechanical & Electrical') including <ul style="list-style-type: none"> ▪ IT, ▪ Lighting ▪ communications, ▪ safety and ▪ alarm systems | <ul style="list-style-type: none"> ▪ All electrical installations to comply with BS7671 or equivalent.. ▪ weatherproof where appropriate ▪ Function as intended without undue noise or vibration; ▪ Wiring, fittings, fixtures, controls and safety devices shall be properly housed and fastened securely to their intended point of anchorage and labelled. ▪ Lighting conductor should be complete, isolated and comply with BS6651 or equivalent ▪ MICC cable protective coatings intact ▪ Light emittance within design Lux levels |
| Public health and other drainage systems (including all sanitary ware and associated fittings) | <ul style="list-style-type: none"> ▪ shall function as intended, without undue noise and vibration, ▪ provide a safe and comfortable environment; ▪ all pipework and fittings fastened securely to their intended points of anchorage; ▪ there shall be no leakage of waste and/or foul water and/or rain water. |
| Fire Fighting Equipment | <ul style="list-style-type: none"> ▪ Fire extinguishers and other fire fighting equipment shall be maintained in accordance with BS 5306 Part 3 Code of Practice or equivalent ▪ Sound, secure and fixed to their intended point of anchorage ▪ Fully operational within manufacturer's recommendations ▪ Hydrants, sprinklers and hoses shall be at correct operating pressure and capacity; |

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| | <ul style="list-style-type: none">▪ Pipework shall be reasonably free from corrosion, leaks and drips▪ Be of suitable type and quantity for the hazards present within their vicinity |
| Lifts | <ul style="list-style-type: none">▪ shall function as intended without undue noise or vibration▪ shall have a fully functioning control panel and phone▪ no persons shall be trapped in a lift for more than 30 minutes |

A.1 Design, Planning and Project Management

Not used

Appendix B Service Response and Rectification Times**Table1 Service Response Requirements**

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

Notes

1. Response and Rectification Times run concurrently.