

## **SCHEDULE PART 14**

This is the Schedule Part 14 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 the Stobhill Local Forensic Psychiatric Unit

between

**Greater Glasgow Health Board**

and

**Stobhill Healthcare Facilities Limited**

**Greater Glasgow Health Board  
Local Forensic Psychiatric Unit PFI  
Service Level Specifications**

General Service Specification

**SCHEDULE 14**

Part 1: Service Level Specification

**SCHEDULE 14****Part 1: Service Level Specification****Contents****Sub-Part A Introduction****Sub Part B General Service Specification****Sub-Part C Specific Service Specifications**

Including:

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

**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.
- 1.4 Each Service shall be provided in accordance with the requirements of Estate Code Condition B.
- 1.5 The Services contained within General Service Specification (Sub-Part B) and Specific Service Specifications (Sub-Part C) shall only be carried out within the Site.

**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 the following words and phrases shall have the following meanings unless the context otherwise requires:

**“Performance Parameter”** describes the level of performance that Project Co should achieve to attain compliance with the relevant Service Level Specification.

**“Service Requirements”** means the requirements described in the General Service Specification and the Specific Service 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

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Ref.

GP01

#### 01 Project Co shall:

- a) prior to the Service Commencement Date notify the Board representative of the management structure, responsibilities and lines of communication put in place by Project Co in respect of the Services, any material changes in such structure, responsibilities and lines of communication during the Project Term shall be reported to the Board.
- b) within one month of the Service Commencement Date 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 can 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 and appropriate records are kept and available for inspection at Project Co's expense;
- d) co-ordinate communication and liaison between subcontractors 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 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, subcontractors and Staff of all hazard warnings and safety action bulletin notices published by the NHS 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 each Contract Year 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) movement from one to another may be reasonably expected over the course of a Contract Year.
- c) no range is set to a lesser standard than the previous year's range.

**03** Once set the 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 performance range of the KPI's 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.

**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 in this General Service Specification and at the end of each Specific 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<sup>2</sup>:

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 Facility to ensure that Services are performing to the standards set out in the Service Level Specifications at any time. The Board is entitled to report any Service Failures, or potential Service Failures, to the Helpdesk. 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 Employees, 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

### 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 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):

- g) the deductions to be made from the Service Payment in respect of Failure Events and Quality Failures;
- h) any volume related adjustments to be made to the Service Payment;
- i) 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 as to whether it accepts the contents of the Performance Monitoring Report and shall provide full details of any matter which is not resolved.

## 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 Representative attends 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 5 working days of the anniversary 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 is 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 is operational and disseminating information in a timely manner.	QF	Medium	M	2, 3, 4, 5, 7, 8
GP02	KPI ranges set within 5 Business 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.	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 the Service Commencement Date.	QF	High	PR	2, 3, 4, 8
GP05	Performance Monitoring is carried out in accordance with	QF	High	M	2, 3, 4, 8

Ref	Parameter	SF Type	Category	Performance Monitoring Period	Monitoring Method
	the Performance Monitoring Programme.				
GP06	The monthly Performance Monitoring Report is supplied to the Board in the agreed format and quality no later than 5 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.

- 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 in accordance with local Board Policies. **GP08**
- 09** 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**

- 10** Project Co shall maintain a personal training record in a format agreed with the Board Representative for members of Project Co Staff. **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. **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. **GP12**
- 12a** Project Co shall co-operate as reasonably requested with Board Induction programmes for Board Employees. The content of such to be agreed with the Board. **GP12  
a**
- 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: **GP13**
- 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 applicable Law.

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

- 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**

- 16 In carrying out the duties described in this Service Level Specifications Project Co shall: **GP16**
- 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;  
  
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.
  - c) maintain Staff satisfaction rate above 90 % against a 6-monthly Staff satisfaction surveys for all Staff. The content of which will be agreed with the Board Representative.
- 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 &amp; 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
<i>Training &amp; Induction</i>					
GP10a	Training records for all Project Co 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 undertaking NVQ or similar qualifications or 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	Project Co has completed the survey on the due date and reported the results to the Board Representative.	QF	Medium	B	3, 4, 6, 8
GP16c	Project Co Staff satisfaction rate is above target.	QF	Medium	B	3, 4, 6, 8
GP17	Project Co Staff turnover, sickness and absenteeism are constantly monitored and there are measures in place to reduce	QF	Low	Q	4, 5, 8

Ref	Performance Parameter	SF Type	Category	Performance Monitoring Period	Monitoring Method
	rates.				



## 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: **GP18**
- a) British Standards and Codes of Practice, or equivalent standards;
  - b) Board Policies;
  - c) The Patient's Charter;
  - d) HBNs;
  - e) SHTMs and HTMs;
  - f) SHGNs;
  - g) SHPNs
  - h) HFNs;
  - i) Building Regulations;
  - j) Fire safety requirements, specifically including, but not limited to, Firecode (HTM 81);
  - k) Disability Discrimination Act 1995;
  - l) The Health & Safety at Work etc Act 1974, and associated regulations;
  - m) Data Protection Act 1998;
  - n) Environmental Protection Act 1990.

For the avoidance of doubt, it should be noted that any reference to HTM/HBN is deemed to include SHTM/SHBN and that the requirement of the SHTM/SHBN shall take precedence over the HTM/HBN.

#### ***Integration with Board Policies and Operations***

- 19** Project Co shall assist the Board in the future development of Board Policies by providing information and, subject to Clause 32.6, 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 Representative(s). **GP19**
- 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. **GP20**
- 21** In connection with the provision of the Services, Project Co shall gain approval for all **GP21**

Service delivery timings, Board Employee involvement and local working practices from:

- 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 Clinical Services or Board Non-Clinical Services upon the comfort and or well being of patients, Board Employees and visitors;
- b) Designated Board Representatives;
- c) External advisors or statutory bodies 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.

### **Health & Safety**

**22** Project Co shall:

**GP2  
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 arising in the performance of the Services;
- 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 subcontractors 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 Representative;
  - ii) COSHH manuals; and
  - iii) Method Statements.
- g) ensure all Staff are trained as required by the Fire Precautions Act 1971.

### **Quality Assurance**

**23** Project Co shall maintain a Quality Assurance System in accordance with the requirements of ISO 9001. This shall include but not be limited to:

**GP23**

- a) audit the quality system 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 subcontractors' 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:

**GP24**

- 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:

**GP25**

- 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.

### ***Contingency Planning***

**26** Project Co shall, in co-operation with the Board, develop maintain and up date 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 contingency plans to ensure compliance with the Board's controls assurance procedures:

**GP26**

- 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) In liaison with the Board assist with the Disaster Plan in accordance with Clause 13, defining how Project Co will manage each risk relevant to it and identifying remedial action to be taken. Liaison with the local emergency services should also be involved and included in all disaster planning;
- c) Service Specific risk assessments;

*Board*

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;
- d) Board emergency planning officer.



## 5.2 Policy &amp; Strategy Performance Parameters

Ref	Performance Parameter	SF Type	Category	Performance Monitoring Period	Monitoring Method
GP18	Compliance with statutory and prescribed standards in force at the time of the event	QF	High	M	1, 2, 3, 4, 7, 8
GP19	Compliance with CDM, health and safety and Method Statement requirements in force at the time.	QF	High	M	1, 2, 3, 4, 7, 8
GP19	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
GP20	Authorisation from Board Representative and/or statutory bodies where applicable has been agreed no later than 15 Business Days prior to work commencement in relation to any new or changed working practices.	QF	High	M	2, 4, 5, 7, 8
GP21	All service delivery timings have been agreed by written consent of the Board Representative prior to the Service Commencement Date.	QF	Low	M	2, 3, 4, 8
GP22	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
GP22b	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
GP22c	A suitably qualified safety adviser has reviewed Project Co health and safety policies and procedures against Board health and safety policies and procedures within the last 12 months.	QF	High	A	2, 3, 4, 7, 8
GP22d	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) plastic aprons; e) footwear.	QF	High	D	1, 2, 4, 7, 8
GP22	Suitable and well-stocked first aid facilities are provided and the name of the	QF	High	W	4, 7, 8

Ref	Performance Parameter	SF Type	Category	Performance Monitoring Period	Monitoring Method
	on duty first aider is clearly identified.				
GP22	Health and safety documentation is complete, correct and available for inspection by Board or authorised statutory body.	QF	High	At any moment in time	4, 7, 8
GP23	Project Co has a quality system in accordance with ISO 9001 accreditation	QF	High	B	1, 2, 3, 4, 5., 6, 7, 8
GP24	Project Co has an environmental system in accordance with ISO 14001 accreditation	QF	High	B	1, 2, 3, 4, 5., 6, 7, 8
GP25	Project Co has a demonstrable Sustainable Development Policy that has been developed using NEAT.	QF	High	B	2, 3, 4, 7, 8
GP26	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: **GP27**
- a) all wards and departments in undertaking or preparing to undertake action in respect of works which may impact upon the delivery of Clinical Services, or Board Non-Clinical Services or upon the comfort and/or well being of all patients, visitors, Staff, Board Employees and subcontractors;
  - 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** 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. **GP28**

#### *Equipment*

- 29** Project Co shall: **GP29**
- a) provide such equipment and consumables as are necessary for the performance 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 patients, visitors, Staff, Board Employees, subcontractors and Contractor 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) make all arrangements for the delivery/distribution of stocks of consumables as are necessary for the performance of the Services, materials and other equipment as agreed by the Board;
  - d) ensure such equipment and materials and other consumables as are necessary for the performance of the Services comply with applicable legislation, including but not limited to being individually marked with, and are within, portable appliance testing (PAT) test dates;
  - e) ensure such equipment as is necessary for the performance of the Services is suitably noise-restricted to avoid sound nuisance when using such equipment, particularly in sensitive areas of the Facilities;
  - f) ensure all materials and equipment are selected and/or designed for their intended use are selected so as not to cause damage to surfaces;
  - (g) ensure all equipment and materials used must be consistent with the Board's Control of Infection Policy and approved by the Board.

#### *Approved List of Subcontractors*

- 30** Project Co shall provide, monitor and update an approved list of subcontractors which have proven relevant skills, qualifications, financial, management and operational experience. **GP30**



## 6.2 Performance Parameters

Ref.	Parameter	SF Type	Category	Performance Monitoring Period	Monitoring Method
GP27	Project Co to liaise and assist external advisers, wards and departments, statutory bodies	QF	Low	M	1, 2, 4, 6, 8
GP27	Project Co has liaised with the relevant Board Employees, patients and visitors where works may impact on Clinical Services.	QF	Medium	At any moment in time.	1, 2, 4, 8
GP28	Project Co has met with the Board Representative at least monthly.	QF	Medium	M	4, 5, 8
GP29	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
GP30	An approved list of Subcontractors is in operation.	QF	Medium	B	4, 5, 8

## Key Performance Indicators

KPI Ref	Parameter	Performance Range		
		Green	Amber	Red
K01	No. of calls to Helpdesk per month	below 50 no.	51 – 80 no.	above 80 no.
K02	No. of Failure Events per month	below 5 no.	5 – 10 no.	above 10 no.
K03	No of Quality Failures per month	below 5 no.	6 – 10 no.	above 10 no.
K04	Customer satisfaction	above 90 %	85 – 90 %	below 85 %
K05	No. of complaints per month	below 3 no.	4 – 5 no.	above 6 no.
K06	No. of RIDDOR incidents per month per 100 WTE per annum	below 0 no	1 – 2 no.	above 2 no.
K07	No. of non- RIDDOR incidents per month per 100 WTE per annum	below 3	4 – 5 no.	above 5 no.

## 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.

## **Appendix A Induction Programme**

As a minimum Project Co's Induction programme shall include the following<sup>4</sup>:

- a) tasks and responsibilities of their job role;
- b) geography of the site and facilities;
- c) explanation of interaction with and lines of communication between Project Co Subcontractors and the Board, and decision making hierarchy;
- 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 materials and equipment;
- 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) Helpdesk user instructions;
- p) Site access and security; and
- q) Board Policies on the facilities and patient groups.

# **Greater Glasgow Health Board Local Forensic Psychiatric Unit PFI**

Specific Service Specification – Estates

h) **Definitions**

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

<b>“Condition B”</b>	has the meaning described to “Condition B” as defined in NHS Estatecode.
<b>“District Valuer”</b>	means an officer of the Commissioners of Inland Revenue for the Site.
<b>“Estates Service”</b>	means the Services to be carried out pursuant to this Specific Service Specification.
<b>“Fire Certificate”</b>	means any fire certificate required pursuant to the provisions of the Fire Precautions Act 1971.
<b>“Fire Safety Policy”</b>	is the Board's policy of that name.
<b>“Infrastructure Service”</b>	means the services defined in Appendix D.
<b>“MDA”</b>	means the Medical Devices Agency.
<b>“Maintenance”</b>	is any maintenance, upkeep; repair, replacement or renewal on the Site in accordance with the Service Standards, Good Industry Practice and the Law, including Plant or Equipment and <b>“Maintain”</b> shall be construed accordingly.
<b>“Mechanical and Electrical Services”</b>	are the Services (including related Plant listed in Appendix G.)
<b>“PAT”</b>	Portable Appliance Testing
<b>“Permit to Work”</b>	means a permit issued by ProjectCo and authorised by the Board for work to be carried out by Project Co, where such work may affect Board Operations and/or Clinical Services
<b>“PPM”</b>	means planned preventative maintenance
<b>“Reactive Maintenance”</b>	means the Maintenance undertaken pursuant to section 4.2 of this Specific Service Specification.
<b>“Specialist Services”</b>	those Services (including related plant) set out in Appendix F.

**j) Key Objectives**

2.1 Project Co shall provide a Estates Service that ensures the integrity of the building fabric, building services, public health and utility systems, furniture and equipment which comprise the Facilities in accordance with Condition B as defined within NHS Estatecode. 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 which are sensitive to the Board's operations (including adherence to agreed security levels and protocols);
- (c) ensure that all Plant, Equipment, systems, buildings, land and external below ground services, Facilities and utility services do not cause or create any hazard to the environment and/or any person on the Site (including taking account of non-ligature and self-harm issues in the Facilities);
- (d) ensure all material and product selection, construction processes, the use and storage of chemical products, contaminated materials, liquids or any other substances do not create or cause a hazard to the Facilities, environment, the Board operations, or any person; and
- (e) 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;

**k) Key Customers**

3.1 The key customers ("Key Customers") for this service are:

- (a) patients;
- (b) the Board;
- (c) Board Employees;
- (d) visitors;

- (e) Subcontractors;
- (f) other nominated specialist Board staff
- (g) infection control teams.

**l) Process****m) 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 Specific Service Specification:
- a) comprehensive maintenance service including planned preventative and Reactive Maintenance;
  - b) planning, design and project management service;
  - 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, filtration and treatment systems;
  - i) air conditioning and ventilation systems;
  - j) boilers, calorifier and heat exchanger systems;
  - k) generating plant and uninterruptible power supply systems (UPS) including online 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) general equipment and Specialist Services (as defined in Appendix F);
- t) waste disposal systems;
- u) catering equipment; [to be confirmed awaiting finalised equipment list]
- v) plant replacement programmes;
- w) street and security lighting systems; and

4.1.6 Project Co shall provide, unless otherwise stated, all requisite plant, equipment and apparatus and consumable items, to the extent that such consumables are required in relation to the performance of the Services, 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 in line with Board policies.

4.1.7 In addition to the legislation and guidance stated in the General Service Specification and the obligations to comply with the Law and Good Industry Practice Project Co shall take full regard of the following:

- a) Board Policies and procedure documentation such as Fire, Equipment, Major Incidents and Health & Safety including 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;
- x) any guidance and standards adopted by the Scottish Executive Health Department.

4.1.8 Project Co shall bear all costs associated with:

- inspecting and testing building fabric and utility, and mechanical and electrical services to ensure they are compliant with applicable Law and Service Requirements, and Good Industry Practice;
- 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.

**n) 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. **SP01**

**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 Equipment meet the Service Standards in Appendix A, 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. The PPM service shall include, but not be limited to : **SP02**
- iv) utility service connections and on-site infrastructure;
  - v) internal and external fabric of the Facilities so that they are properly and safely maintained and remain functional, safe, operationally sound and of good appearance;
  - vi) 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;
  - vii) Specialist Services, which are defined in Appendix F, so that they are properly and safely maintained to remain fully functional, safe and operational;
  - viii) all Equipment, as listed in Schedule 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, on every anniversary of this Agreement, from the Services 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 in accordance with Clause 28 of the Project Agreement in advance of the Service 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;
- 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:

1. Location of the work to be undertaken clearly identifying activities which are anticipated to cause disruption to the Board operations;
2. Risk assessment including health & safety and COSHH implications;
3. Method statements;
4. Time period when the work is to be undertaken;
5. Standards and quality to be achieved;
6. Asset conditions;
7. Resources/sub contractors used;
8. Permits to work needed.

**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. **03**

**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 Priority 1 to 6 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. **SP04**

The service shall be consistently delivered, sensitive to clinical and patient care needs and responsive to the changing requirement of the National Health Service. Where classification anomalies occur Project Co will seek the advice of the Board's Representative.

**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 and the provisions of paragraph 9 of the Access Protocol shall apply. **SP05**

**Statutory Testing**

- 06** Project Co shall advise the Board in writing of all statutory and regulatory tests which 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, sterilisers or any other Plant required for insurance company inspections. **SP06**
- 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. **SP07**
- 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. **SP08**
- 09** Project Co shall be responsible for commissioning all new Plant and Equipment. This shall include the production of maintenance manuals and as fitted drawings within agreed timescales. **SP09**
- 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. **SP10**
- 11** Project Co shall be responsible for the testing, labelling and recording of all portable Equipment (excluding medical and specialist equipment), as required under PAT legislation. This shall include but not be limited to the following tasks: **SP11**
- 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<sup>1</sup>***

- 12** Project Co shall apply to the Board for permits to work where any work may affect Board operations and/or Clinical Services. This includes, but is not limited to works involving or affecting the following: **SP12**

- a) medical gases;
- b) fire alarms;
- c) confined spaces;
- d) hot works including drilling and cutting;
- e) electrical works;
- f) steam;
- g) pressure systems;
- h) energy systems; and
- i) 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. **SP13**

### ***Planning, Design and Project Management<sup>2</sup>***

- 14** From time to time the Board may require Project Co to provide additional technical and supervisory skills to forthcoming projects, where required in accordance with the Schedule Part 22 (Variation Procedure). Project Co shall provide a comprehensive Planning, Design and project management service to the Board to the scope and standard described in Appendix A3 Service Standards. **SP14**

### ***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 Service. **SP15**

**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: **SP16**

- a) applicable Law, Board Policies and any other regulations and guidance notes 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. **SP17**

- 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. **SP18**

For the avoidance of doubt Project Co shall work together with the Board 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 collaborate with the Board and establish 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 collaborate with the Board in carrying out fire drills as agreed with the fire authority or as may be directed by the Board fire officer or other authorised person, in relation to buildings in the Facilities. **SP19**

- 20** In addition the maintenance of fire systems Project Co shall additionally: **S20**

- a) ensure that Project Co Staff shall, if at any time they believe that any matter constitutes a fire risk, report this immediately to the Board representative and 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 **SP21**

- 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.

Provided that for the avoidance of doubt Project Co shall not be obliged to report on the activities of the Board within the Facilities.



**Asset & Property Management**

**22** Project Co shall provide a comprehensive asset and property management service that shall include: **SP22**

- a) maintenance of estate records and information;
- b) provision of estate 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: **SP23**

- a) physical characteristics of the Facilities including but not limited to:
  - 4. the description and address of the Facilities;
  - 5. all area and buildings volume data;
  - 6. condition surveys;
  - 7. all location plans, boundaries and titles relating to the Site;
  - 8. 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) legal or equitable interests in or rights over the Facilities or Site and in addition Project Co shall retain to keep safe all original documentation relating to any such rights or interests;
- c) 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;
- d) 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's Representative or any other relevant Authorised Person.

**24** In addition Project Co shall: **SP24**

- a) maintain hazard notices and safety signs including those issued by the Board and maintain a record of all such hazard notices and safety action notices and put in place procedures to ensure they are located and displayed correctly, and are fully serviceable;
- b) ensure that 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. **SP25**

For the avoidance of doubt this shall include relevant NHS Estates returns such as NHS Scottish Property and Environment Forum (P & EEx), Greencode returns.

- 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. **SP26**

- 27** Project Co shall also maintain records detailing any complaints made with respect to the Service and action taken in response to such requests. **SP27**

- 28** In addition Project Co shall provide the following in support of the asset and property management service: **SP28**

- 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 are compatible and, if not, allow for the upgrade of the Board systems to meet the requirements. Ensure that all Project Co Staff and Board Employee users of specific software/systems are trained and competent to meet the requirements;

## Appendix A – Service Standards

## A.1 Building

Element	Standard
<b>Building Fabric External</b> including: ▪ external walls ▪ roof ▪ fire escapes, ▪ walkways, ▪ safety barriers ▪ balconies ▪ eaves ▪ rendering	▪ All elements of building fabric, finishes and Equipment or a services system component shall be functional, operational and satisfy the performance requirements as specified in the Schedule Part 8 Construction Matters to maintain the Facilities in its current condition. ▪ Sound secure and weatherproof where appropriate. ▪ Free from damp penetration or spalling. ▪ Claddings, copings and parapets are structurally sound and secure. ▪ 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. ▪ Free from debris and moss growth.
<b>Building Fabric Internal</b> including: a) internal walls b) partitions c) ceilings	▪ All elements of building fabric, finishes and Equipment or a services system component shall be functional, operational and satisfy the performance requirements as specified in the Schedule Part 8 Construction Matters to maintain the Facilities in its current condition. ▪ Free from structural cracks and/or deflection. ▪ 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.
<b>Fixtures and Fittings</b>  All Equipment	▪ 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 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. ▪ Free from corrosion.
<b>Floor and Floor Coverings</b>	3. The floor covering is complete, according to the specification. 4. The floor covering is fully fixed to the floor so as not to cause a health and safety hazard. 5. The floor/floor covering is free from tears, scoring, cracks or any other damage that is unsightly and/or could cause a health and safety hazard. 6. 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 resistance, for wheeled beds trolleys, wheel chairs and any other wheeled vehicle in use in the Facilities. ▪ Allow adequate drainage where necessary. ▪ Free from pests.

<b>Decorative Finishes</b> (including paintwork, fabric and special finishes applied to walls, ceilings, woodwork, metalwork, pipework and other visible elements )	<ul style="list-style-type: none"><li>▪ Decorative finishes are complete according to their specification.,</li><li>▪ Free from all but minor surface blemishes or undue wear and tear.</li><li>▪ Free from cracks, or any other surface degradation inconsistent with a building maintained in accordance with Good Industry Practice.</li></ul>
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## A.2 Systems

Element	Requirement
<b>Infrastructure Services</b> (as defined in Appendix D)	
Emergency Power Supply	<ul style="list-style-type: none"> <li>Standby power source shall be operational, secure and tested regularly.</li> <li>Emergency lighting units shall comply with BS5299, be free from dust, operational and fully charged.</li> <li>Batteries and Battery rooms shall be adequately ventilated, free from acid leakage; batteries shall be topped up and fully charged.</li> <li>Static inverters shall be in working order and not overheat during normal operational loading.</li> </ul>
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"> <li>Ratings shall be clearly marked.</li> <li>Fuse elements or circuit breaker mechanisms in working order.</li> <li>Contacts and connections clean and mechanically tight.</li> <li>No overheating during normal operating loads.</li> <li>Secure to authorised access only.</li> <li>Recording instruments operational where necessary.</li> <li>Cable joint boxes free from compound leaks.</li> <li>Marker and covering notices where necessary.</li> </ul>
HV Distribution Systems including distribution equipment, protective devices, isolators, distribution units, OCBs, ACBs and ELCBs	<ul style="list-style-type: none"> <li>Ratings shall be clearly marked.</li> <li>Fuse elements or circuit breaker mechanisms in working order.</li> <li>Contacts and connections clean and mechanically tight.</li> <li>No overheating during normal operating loads.</li> <li>Secure to authorised access only.</li> <li>Recording instruments operational where necessary.</li> <li>Transformers are free from oil leaks.</li> <li>Protective coatings are intact.</li> <li>No signs of excessive heating.</li> <li>Electric strength of oil satisfactory.</li> <li>Cable joint boxes free from compound leaks.</li> <li>Marker and covering notices where necessary.</li> </ul>
<b>Hot &amp; Cold Water Systems</b>	<ul style="list-style-type: none"> <li>Deliver water at the temperatures and flow rates defined in Appendix [E3] without undue noise and vibration.</li> <li>Taps, valves and other related fittings and fixtures function as intended.</li> <li>Pipework and fittings shall be fastened securely to their intended points of anchorage.</li> <li>There shall be no drips or leaks of water from pipework, taps, valves and/or fittings.</li> </ul>
<b>Heating, Air Conditioning and Mechanical ventilation Systems</b> (as defined in Appendix E 'Heating and Ventilation') including fume cupboards humidifiers heaters ductwork mixing boxes and dampers coolers	<ul style="list-style-type: none"> <li>All ventilation systems shall function as intended without undue noise or vibration.</li> <li>Air changes and ventilation levels as required to achieve the Availability Condition.</li> <li>Ductwork, fittings and pipework shall be securely fastened to their intended points of anchorage.</li> <li>There shall be no leaks of water (or other heating/cooling medium) or air from ventilation systems.</li> <li>Secure to authorised access only.</li> <li>Free from corrosion, erosion and organic growth.</li> </ul>

inlet/outlet grilles refrigeration plant cooling towers and other local ventilation systems.	
<b>Specialist Services</b> (as defined in Appendix F 'Specialist Services')	<ul style="list-style-type: none"> <li>▪ All Specialist Services 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 vibrations.</li> <li>▪ 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.</li> </ul>
<b>Electrical Power and other Cabled Systems</b> including (as defined in Appendix G 'Mechanical & Electrical') <ul style="list-style-type: none"> <li>▪ IT,</li> <li>▪ lighting</li> <li>▪ communications,</li> <li>▪ safety and</li> <li>▪ alarm systems</li> </ul>	<ul style="list-style-type: none"> <li>▪ All electrical installations to comply with BS7671 or equivalent.</li> <li>▪ Weatherproof where appropriate.</li> <li>▪ Function as intended without undue noise or vibration.</li> <li>▪ Wiring, fittings, fixtures, controls and safety devices shall be properly housed and fastened securely to their intended point of anchorage and labelled.</li> <li>▪ Lighting conductor should be complete, isolated and comply with BS6651 or equivalent.</li> <li>▪ MICC cable protective coatings intact.</li> <li>▪ Light emittance within design lux levels.</li> </ul>
<b>Public health and other drainage systems</b> (including all sanitary ware and associated fittings)	<p>j) Shall function as intended, without undue noise and vibration.</p> <p>k) Provide a safe and comfortable environment.</p> <p>l) All pipework and fittings fastened securely to their intended points of anchorage.</p> <p>m) There shall be no leakage of waste and/or foul water and/or rain water.</p>
<b>Fire Fighting Equipment</b>	<p>n) Fire extinguishers and other fire fighting equipment shall be maintained in accordance with BS 5306 Part 3 Code of Practice or equivalent.</p> <p>o) Sound, secure and fixed to their intended point of anchorage.</p> <p>p) Fully operational within manufacturer's recommendations.</p> <p>q) Hydrants, sprinklers and hoses shall be at correct operating pressure and capacity.</p> <p>r) Pipework shall be free from corrosion, leaks and drips.</p> <p>s) Be of suitable type and quantity for the hazards present within their vicinity.</p>
	t)

## A.3 Design, Planning and Project Management

Service	Standard
<b>Planning, Briefing &amp; Design</b>	<ul style="list-style-type: none"> <li>h) Provide a complete planning, briefing and design service which maximises functional content and space utilisation with the needs of medical care and support service requirements and utilises good design logic and practice.</li> <li>i) Produce briefs, data sheets, layout plans and drawings, timescales and costing information for future projects and schemes.</li> <li>▪ Liaise with the Board throughout the planning, briefing, design and tendering phases of any project to ensure the Service Requirements are adequately taken into account at all stages of the process.</li> <li>▪ Data sheet information must show all the requirements to complete the project including those solutions/elements which are to be purchased directly as part of the scheme or those which are to be transferred from other areas of the Board.</li> <li>▪ Loaded drawings shall ensure that all facilities can be accommodated within the space available and that it reflects the Board's layout and operational requirements and can be maintained/replaced as necessary.</li> </ul>
<b>Tendering and Contracting</b>	<ul style="list-style-type: none"> <li>d) Project Co shall undertake tendering and contract appointment procedures, contract management and administration, commissioning and training procedures and provide direct support for decant planning and work activities.</li> <li>e) Liaise with the Board throughout the planning, briefing, design and tendering phases of any project to ensure the Board's Construction Requirements are adequately taken account of at all stages of the process.</li> </ul>
<b>Project Management</b>	<ul style="list-style-type: none"> <li>▪ Project management techniques are utilised appropriately to ensure that projects are completed on time, within budget and to acceptable quality standards.</li> <li>▪ A project manager is appointed to provide the project management element on all schemes and projects undertaken within the Board.</li> </ul>
<b>Financial Management</b>	<ul style="list-style-type: none"> <li>▪ Budget costs to be within +/- 10% of PTE.</li> <li>▪ PTE to be within +/- 3% of tender price.</li> <li>▪ Scheme cost at outturn within approved figure.</li> </ul>
<b>Commissioning and Training</b>	<ul style="list-style-type: none"> <li>▪ All requisite building regulations and planning permission approvals are obtained and that any other necessary consultation with regulatory bodies is carried out and their recommendations included within the project brief.</li> <li>▪ New work meets the prescribed design and quality requirements.</li> </ul>

**Appendix B Service Response and Rectification Times****Table 3 Service Response Requirements Times**

Priority	During Normal Working Hours (9:00am – 5:00pm)		Out of Hours (5:01pm – 8:59am)	
	Service Response Time	Rectification Time	Service Response Time	Rectification Time
1	Immediate Response	Within 2 Hours*	1 hour	2 hours*
2	Within 2 hours	Same Contract Day	Next Contract Day – by 9:00am	Next Contract Day
3	Same Contract Day	Next Business Day	Next Contract Day	Next Business Day
4	Next Business Day	Within 5 Business Day(s)	Next Business Day	Within 5 Business Day(s)
5	Within 5 Business Day(s)	Within 15 Business Day(s)	Within 5 Business Day(s)	Within 15 Business Day(s)
6	Within 15 Business Day(s)	Within 30 Business Day(s) or as agreed	Within 15 Business Day(s)	Within 30 Business Day(s) or as agreed

\* Where the Rectification Time is in relation to security and surveillance equipment and systems , the Rectification Time for that event shall be 4 Hours, not 2 Hours.

**PRIORITY LEVEL****EXAMPLES OF ITEMS IN EACH PRIORITY LEVEL**

- 1**
- Anything constituting a breach in security or compromising the safety of patients & staff.
  - Lighting & power circuits, including external.
  - Failure in access or egress to overall Unit.
  - Falling masonry, guttering, drainpipes or anything allowing roof access.
  - Damaged non-removable fixtures & fittings in patient areas.
  - Locks on internal & external doors.
  - Broken windows.
  - Pinpoint system.
  - CCTV.
  - Intercom system.
  - Damaged plasterwork (accessible).
  - Electricity supply.
  - Floods/major leaks.
- 2**
- Air conditioning in patient areas.
  - Waste disposal units.
  - Hot & cold water services.
  - Nurse call systems.
  - Heating system in patient areas.



- 3** Heating systems in non-patient areas.  
Roof leaks.
- 4** Dripping taps.  
General door repairs (priority if compromises safety and security).
- 5** Plasterwork (inaccessible).  
Draughty office windows.  
Faulty blinds.  
Damaged signage.
- 6** Non-maintenance recharge schemes.  
Improvement schemes.  
Re-carpeting.  
Estimates.  
Signs.

## 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

**Appendix E Heating & Ventilation**

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

- a) ventilation;
- 1. central heating systems;
- 2. local or remote and independent heating sources.

**Appendix F Specialist Services**

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

- a) un-interruptible power supply systems;
- b) nurse call, emergency alarm systems and equipment;
- c) automatic fire fighting system.

**Appendix G Mechanical & Electrical**

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

- a) external lighting installation;
- b) internal electrical power and lighting installations;
- c) emergency and security lighting systems ;
- d) communications systems including bedside communications units;
- e) data and telecommunications cabling;
- f) security and fire alarm equipment and systems;
- g) CCTV surveillance equipment and systems (internal & external);
- h) card access security equipment and systems including security doors and associated software;
- i) access controlled doors and systems;
- j) fixed and portable electrical appliances;
- k) lifts (excluding patient lifting equipment);
- l) space heating systems;
- m) cooling systems (including chilled beams);
- n) air conditioning systems;
- o) ventilation extracts and air systems;
- p) fire extinguishing systems;
- q) electrical mains distribution system;
- r) uninterrupted power supply, emergency electrical generation equipment and system;
- s) chilling plant and chilled water storage and distribution systems;
- t) thermal systems and distribution systems;
- u) heating plant, steam and hot water distribution systems;
- v) domestic hot water storage and distribution systems;
- w) central air handling plant;
- x) cold water storage and distribution systems;
- y) emergency electrical central battery systems;
- z) refrigeration equipment (excluding Group 2 Equipment);

- aa) water treatment systems;
- bb) fixed and portable first aid fire fighting systems other than automatic fire fighting systems under Appendix F.

## Performance Parameter

Ref	Performance Parameter	SF Type	Category	Service Response Time	Rectific
SP01	24 hour Authorised Person emergency cover is maintained	QF	High	N/A	N/A
SP01	24 hour Competent person emergency cover is maintained.	QF	High	N/A	N/A
SP01	24 hour Suitably Qualified Person cover is maintained.	QF	High	N/A	N/A
SP02a	5 year PPM programmes are produced at the agreed time to the agreed format and quality.	QF	Low	N/A	N/A
SP02b	12 Monthly PPM programme is produced at the agreed time to the agreed format and quality and presented to the Board 3 months in advance.	QF	Medium	N/A	N/A
SP02c	Monthly PPM report submitted in agreed format and quality to the Board Representative.	QF	Low	N/A	N/A
SP03	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 sche
SP03	Fixtures and fittings related PPM is carried out in accordance with PPM programme, the Service Standards, Law and Good Industry Practice.	FE	A-C	24 hours	As sche
SP03	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 sche
SP03	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 sche
SP03	Decorative finish related PPM is carried out in accordance with PPM programme, the Service Standards, Law and Good Industry Practice.	FE	A-C	24 hours	As sche
SP03	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 sche
SP03	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 sche
SP03	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 sche
SP03	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 sche
SP03	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 sche
SP03	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 sche
SP04	Priority 1 requests for Reactive Maintenance are carried out in accordance with Service Response and	FE	A-E	Immediate	2 hou



Ref	Performance Parameter	SF Type	Category	Service Response Time	Rectific
	Rectification Times, the Service Standards, Law and Good Industry Practice.				
SP04	Priority 2 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	2 hours	Same
SP04	Priority 3 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	Same day	Next c
SP04	Priority 4 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	Next day	Within Busine Day
SP04	Priority 5 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	Within 5 Business Days	Within Busine Day
SP04	Priority 6 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	Within 15 Business Days	Within Busine Day
SP05	No work is carried out in areas outside agreed Access Times without prior written consent from the Board Representative.	FE	High	N/A	N/A
SP06a	Board is notified at least 1 month prior to statutory or regulatory inspection dates.	QF	Low	N/A	N/A
SP06b	A programme for testing and inspections for forthcoming 12 months is in operation.	QF	Medium	N/A	N/A
SP07	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
SP08	All corrective actions arising from inspections are remedied promptly in accordance with agreed Rectification Time.	FE	C - E	48 hours	As instru
SP09	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
SP10	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
SP11	Compliance with PAT testing legislation including correct labelling and certification procedures.	QF	Medium	N/A	N/A
SP12	All relevant work is carried out in accordance with the Permit to Work system.	QF	High	N/A	N/A

Ref	Performance Parameter	SF Type	Category	Service Response Time	Rectific
SP13	No utility/service diversions have been carried out without prior consent by the Board Representative.	QF	High	N/A	N/A
SP14	[Planning, design and project management tasks undertaken by Project Co on behalf of the Board are executed in accordance/compliance with the Service Standards.]	QF	Medium	N/A	N/A
SP15	Pest and or the evidence of infection is reported to the Board Representative promptly.	QF	Low	N/A	N/A
SP16	Fire safety systems are compliant with statutory regulations and Service Standards at all times	QF	High	N/A	N/A
SP16	Project Co shall take all reasonable action to assist the Board to ensure the Annual Fire Certificate is retained.	QF	High	N/A	N/A
SP17	Fire systems are tested regularly against legislation and Service Standards	QF	Medium	N/A	N/A
SP18	Emergency and Fire contingency plans have been developed and the necessary training has taken place.	QF	Medium	N/A	N/A
SP19	Fire drills are carried out in accordance with Board and Fire Officer's instructions.	QF	Medium	N/A	N/A
SP20	Staff have been trained in HTM83 processes	QF	Low	N/A	N/A
SP21	Annual report is provided to the Board Representative on the anniversary of the Services Commencement Date in the agreed format, quality and standard.	QF	Medium	N/A	N/A
SP22	All statutory estates data is accurately recorded, regularly updated and available for inspection by the Board Representative.	QF	High	N/A	N/A
SP23	All quality assurance data requirements are accurately recorded, stored and are available for inspection.	QF	Medium	N/A	N/A
SP24	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 implement such.	QF	Low	N/A	N/A
SP25	Requests for information are administered in a timely manner.	QF	Low	N/A	N/A
SP26	Requests for information from authorised personnel is provided by the agreed date, quality and format.	QF	Low	N/A	N/A
SP27	Complaints procedures are in place and being used to monitor complaints effectively.	QF	Low	N/A	N/A
SP28	All hardware and software used in the delivery of the Estates Service hold valid licenses, are registered in the Board's name and are compliant with Board software and hardware.	QF	Low	N/A	N/A

**Key Performance Indicators**

KPI Ref	Standard	Performance	
		Green	Amber
<b>K01</b>	% of PPM carried out as planned	90%	85 - 89%
<b>K02</b>	% downtime of assets affecting operations	Above 98 %	95 - 97 %
<b>K03</b>	No. of Priority 1 faults/request per month.	Below 30 no.	31 – 50 no

For this purpose there shall be separately identified for reporting, however disregarded for assessment of KPI's:

- (1) any PPM not carried out;
- (2) any downtime arising; or
- (3) any Priority 1 faults/requests

as a consequence of the Board preventing Project Co from taking access to the Facilities to carry out such PPM.

# **Greater Glasgow Health Board Local Forensic Psychiatric Unit PFI**

Specific Service 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.

## 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 facilities management matters in respect of the Services. The Helpdesk Service shall:

- iv) Be effective, flexible and efficient in coping with varying demands;
- v) Provide a high level of customer care to all Key Customers;
- c) Manage Project Co. Staff to work effectively and efficiently in the provision of this service;
- c) Co-ordinate emergency responses in a proficient and professional manner.

## 3. Key Customers

**3.1** The key customers ("Key Customers") for the Helpdesk Service are:

- u) Board;
- v) Board Employees;
- w) visitors;
- x) emergency services; and
- y) Subcontractors.

#### 4. Process

##### iv) Scope

- 4.1.1 Project Co shall comply with all the requirements set out in Sub Part B (General Service Specification) of Part [4] 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 subcontractors in relation to the following matters only:
9. all queries and requests relating to the Services;
  10. the notification of faults and complaints from any of the Key Customers relating to the Services;
  11. requests for temporary changes to the delivery and scope of services or otherservices;
  12. monitoring of alarms and security systems (if appropriate, excluding the viewing and reviewing of CCTV archives;
  13. notification of emergencies;
  14. the issue of instructions and notices by the Board in relation to the day to day performance of the Services ;
  15. request for information relating to the operation of the Helpdesk Service; and
  16. Update of progress regarding any fault notified to the Helpdesk.
- 4.1.4 Project Co shall operate an off-site manned facility receiving, logging, responding appropriately to 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 for the Services.

## 4.2 Service Requirement

### *Installation and Setting Up*

- 01** Project Co shall ensure that: **SP01**
- 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 (Project Co shall endeavour to ensure that the Helpdesk Service is operational during commissioning phase, provided always that no Service Failure Deductions or Quality Failure Deductions may be levied in relation to the Helpdesk Service during this period prior to the Services Commencement Date);
  - updates to the instructions shall be provided to the Board from time to time, as necessary;
  - following the completion of the user instructions, ensure that all Helpdesk users and Board staff 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. **SP02**
- 03** Project Co shall agree with the Board Representative a call category protocol that enables the Helpdesk operator to determine as per the agreed protocol the category in accordance with the Performance Parameters to this Specific Service Specification for each Service Request made or Event reported. **SP03**
- 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; **SP04**
- 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. **SP05**
- 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: **SP06**
- 1 requester's/reporter's name;
  - 2 date and time;
  - 3 location (Functional Area and Unit);
  - 4 nature of the Service Request or Event;
  - 5 service required;
  - 6 categorisation (priority);
  - 7 Service Response and Rectification Times;
  - 8 unique request reference;
  - 9 contact name to which the request was passed;



- 10 Date and time request passed to the relevant sub-contractor;
- 11 Action taken;
- 12 Actual Response Time and Rectification Time achieved.

- 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 sub-contractor. Such communication shall be documented. **SP07**
- 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. **SP08**
- 09** Project Co 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. **SP09**
- 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: **SP10**
- 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 Part(s)/Unit(s) affected;
  - d) the duration of any Failure Event not rectified on time in any Functional Part/Unit 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) 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: **SP11**
- the exact nature and impact of the amendment;
  - the reason for the amendment;
  - by whom the amendment was authorised.

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- |           |   |             |
|-----------|---|-------------|
| <b>12</b> | The Board shall be given full access to all Helpdesk records during Normal Working Hours as defined in Appendix 2 of Part 10 of the Schedule.   | <b>SP12</b> |
| <b>13</b> | The Helpdesk shall be available and permanently staffed 24 hours per day, 365(6) days per year to respond to all Service Requests or Events reported.   | <b>SP13</b> |
| <b>14</b> | When notified of an emergency, at whatever time, the Helpdesk shall assist in raising the alarm, reporting the incident to internal authorities and external emergency services, co-ordinating the FM response and logging the details.   | <b>SP14</b> |
| <b>15</b> | Project Co shall answer all telephone calls to the Helpdesk within 15 seconds.  | <b>SP15</b> |
| <b>16</b> | Project Co shall keep the Helpdesk user informed should problems occur with executing the Service Response or Event response.   | <b>SP16</b> |
| <b>17</b> | Project Co shall ensure confidentiality is maintained in line with Board Policies.  | <b>SP17</b> |
| <b>18</b> | Project Co shall monitor its activities and shall carry out quarterly customer satisfaction surveys with the Key Customers, excluding emergency services and visitors, (format to be agreed with the Board) and follow up reports and feedback to the Board on a regular basis through the use of documented surveys. | <b>SP18</b> |

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 ( QF have increased from 5 to 22)**

Ref.	Performance Parameter	SF Type	Category	Service Response Time	R
SP01b	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	
SP01c	Helpdesk users 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	
SP02	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	
SP03	A Service Request or Event categorisation and call logging protocol has been agreed with the Board Representative.	QF	Medium	N/A	
SP04	Helpdesk staff are trained to assess likely categorisation of Service requirements from a request.	QF	High	N/A	
SP05	Helpdesk staff are trained to respond in an informed manner to enquiries in accordance with Board Policies.	QF	Medium	N/A	
SP06	All requests and reports are recorded and all data fields are completed to the agreed standard.	QF	High	N/A	
SP07	Activity reports are generated in the agreed format for every Service Request and/or Event reported to the Helpdesk Service.	QF	High	N/A	
SP08	The proposed course of action and applicable Service Response / Rectification Times is communicated to the Helpdesk user.	QF	High	N/A	
SP09	Service Response Times, remedial action and Rectification Time and date, are recorded accurately.	QF	High	N/A	
SP10	Monthly Helpdesk information and data is provided in the agreed format.	QF	High	N/A	
SP11	All amendments are clearly identified and have the necessary authorisation from the Board.	QF	High	N/A	
SP12	Board has access to Helpdesk records at any time.	QF	Medium	N/A	
SP13	The Helpdesk Service is available 24 hours per day, 365(6) days per year.	QF	High	N/A	
SP14	Helpdesk shall co-ordinate the FM response, assist in raising alarms, reporting incidents to internal and	QF	High	N/A	

**Local Forensic Psychiatric Unit PFI Grounds and Gardens Maintenance**

Ref.	Performance Parameter	SF Type	Category	Service Response Time	R
	external authorities and external emergency services and logging of details when notified of an emergency				
<b>SP15</b>	All telephone calls to the Helpdesk Service are answered within 15 seconds.	QF	Medium	N/A	
<b>SP16</b>	Helpdesk users are informed of progress should problems occur.	QF	Medium	N/A	
<b>SP16a</b>	Prior to the departure from the Facilities the sub-contractor shall inform the Helpdesk and the Board of completion in accordance with the agreed protocol.	QF	High	N/A	
<b>SP17</b>	Confidentiality is maintained in accordance with Board Policy.	QF	High	N/A	
<b>SP18a</b>	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	
<b>SP18b</b>	Customer Satisfaction is at 90% or higher.	QF	High	N/A	
<b>SP18b</b>	Produce and implement an agreed action plan as necessary in the event of unsatisfactory report.	QF	High	N/A	

Key Performance Indicators

KPI Ref	Key Performance Indicator	Performance Range	
		Green	Amber
K01	No. of complaints per Contract Month	below 5	6 – 10
K02	Customer satisfaction	Above 95%	90% - 95%
K03	Number of calls not answered in accordance with SP15	5	6 - 10

## **Greater Glasgow Health Board Local Forensic Psychiatric Unit PFI**

Specific Service Specification – Grounds and 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 requires:

**“Grounds and Gardens”** means all external elements of the Site.

**“Grounds and Gardens Maintenance Service”** means those Services to be carried out pursuant to this Specific Service Specification.

## **2. Key Objectives**

- 2.1 To provide a comprehensive Grounds and Gardens Maintenance Service, excluding patient gardening, 24 hours per day 365 days per year that is responsive to seasonal weather and growing conditions in order to:
- v) Maintain an aesthetically pleasing landscape that is both functional and complementary to the Site and local environment throughout the year;
  - vi) Maintain the Grounds and Gardens to facilitate the smooth running of core Board operations including ensuring access to the Facilities at all times;
  - vii) Maintain the Grounds and Gardens in such a way as to promote a positive image of the Board to all Key Customers.
  - viii) 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 ("Key Customers") for the Grounds and Gardens Maintenance Service are:

- 9. patients;
- 10. Board;
- 11. Board Employees;
- 12. visitors;
- 13. Emergency services;
- 14. Subcontractors.



## 4. Process

### 1.6 Scope

- 4.1.1 Project Co shall comply with all requirements set out in Sub-Part C (General Service Specification) of Sub Part B 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:
4. A planned and ad-hoc horticulture service;
  5. A planned and reactive maintenance programme for all external structures and surfaces;
  6. An emergency call-out service to address such occurrences as fallen trees and snow or ice;
- 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:
- j) Shrub pruning;
  - k) Hedge cutting;
  - l) Tree maintenance/surgery;
  - m) Lawn care including mowing and edging;
  - n) Flower bed maintenance;
  - o) Weeding;
  - p) Planting, including shrubs, trees, flower beds.
- 4.1.6 The Grounds and Gardens Maintenance Service shall provide a comprehensive grounds maintenance service across the Site. This shall include but not be limited to:
- d) Roads and pathways;

- e) Signage; including lighting
- f) Courtyards and paved areas;
- g) Boundary walls and fences;
- h) Car parks;
- i) External furniture including street furniture; including replacement of light fittings and elements
- j) Lawns, open areas;
- k) Paved areas and hardstandings;
- l) External staircases/fire escapes.

## 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 Business 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 subcontractor's co-operation is required before work can be started, for example in areas where car parks may need to be temporarily closed. **SP01**

### **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 Specific Service Specification. **SP02**
- 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: **SP03**
- e) Provide and maintain adequate supplies of bedding plants and flowers for both internal and external applications;

### **Maintenance**

- 04** Project Co shall ensure all external areas of the 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 Specific Service Specification. **SP04**
- 05** The Grounds and Gardens Maintenance Service shall additionally: **SP05**
- i) Provide, erect and maintain the integrity of all site fencing;
- j) Provide, erect, maintain and clean all street furniture provided by Project Co. This shall include rectification of replacement of lighting elements, vandalism and graffiti;
- k) Minimise the number of potential sites for vermin habitation;

### **Site Access**

- 06** Project Co shall ensure access routes comply with the Disability Discrimination Act 1995. This shall include provision for cars or minibuses to set down disabled or elderly people at entrances, safely and without hindrance. **SP06**
- 07** Project Co shall ensure emergency vehicles have access to the 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 Grounds and Gardens Maintenance Service shall ensure use of hatched road markings to help to prevent misuse of emergency vehicle access routes. **SP07**

- 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 Grounds and Gardens Maintenance Service shall ensure appropriate speed control measures are in place on the roads of the Board Site. The Grounds and Gardens Maintenance Service shall consider extending speed control measures although roads that carry ambulance traffic shall be excluded; **SP08**
- 09** The Grounds and Gardens Maintenance Service shall ensure pedestrian access routes are convenient, short and safe. The Grounds and Gardens Maintenance Service shall ensure pedestrians are segregated from vehicular traffic by the provision of walkways from bus stops and designated car parks and throughout the Site and well lit both day and night; **SP09**
- 10** Project Co shall develop and implement contingency plans for ensuring access and egress to the Site is maintained throughout periods of adverse weather conditions. This shall include Staff briefing and provision of specialist equipment to for gritting, salting, de-icing, snow and ice clearance. In support of these preventative measures the Grounds and Gardens Maintenance Service shall provide a 24-hour rapid response service to clear snow, ice and/or standing water and grit all roads, pathways, car parks and external fire escape routes. **SP10**

#### **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. **SP11**

## Appendix A Service Standards

Table 4 Horticulture Service Standards

Element	Standard
<b>Trees, Shrubs and Hedges</b>	<p>vi) Trimmed, pruned and/or cut to maintain healthy growth and so as to minimise:</p> <p>vii) the risk of crime and or vandalism;</p> <p>viii) the opportunity for storm wind damage;</p> <p>ix) risk of fire;</p> <p>17. the obstruction of roadways, pathways, car parks, street lighting etc.</p> <p>d) Are secure and safe;</p> <p>e) <u>Reasonably clear of</u> dead or dying branches;</p> <p>f) <u>Reasonably clear of</u> litter;</p> <p>g) <u>Reasonably clear of</u> disease and/or aphid infestation;</p> <p>h) Replaced as and when necessary to maintain appearance.</p>
<b>Grassed Areas</b>	<p>z) Shall be of uniform appearance with no patches;</p> <p>aa) Edges shall be trimmed;</p> <p>bb) <u>Reasonably clear of</u> mole and/or rabbit infestation;</p> <p>cc) <u>Reasonably clear of</u> fallen leaves, weeds and litter, excrement;</p> <p>dd) Shall be maintained to a uniform length between 25 and 50 mm.</p>
<b>Flower Beds</b>	<p>ee) Fully stocked with an appropriate mix of annual, perennial and display plants to provide aesthetically pleasing beds throughout the year;</p> <p>ff) <u>Reasonably clear of</u> fallen leaves, weeds and litter;</p> <p>gg) <u>Reasonably clear of</u> disease and/or aphid infestation.</p>

Table 5 Grounds Maintenance Standards

Element	Standard
<b>Site circulation routes</b> including: f) Pavings; g) Paths; h) Driveways; i) Roads; j) Car parks; k) Hardstandings  l) Facility entrances	e) Sound safe and even surface with no potholes or sinkings f) <u>Reasonably clear of</u> standing water, ice, snow g) <u>Reasonably clear of</u> fallen leaves, moss algae or interstitial weeds h) Kerbs and edgings are sound i) No loose kerbs or paving stones j) Road markings are clear and complete k) Free from graffiti and or vandalism l) Provides provision for good disabled access such as the visually impaired and wheelchair users
<b>External furniture and structures</b> including: <ul style="list-style-type: none"> <li>• Street lights;</li> <li>• Guard rails;</li> <li>• Copings;</li> <li>• Statues or ornamental objects</li> </ul>	m) Sound secure safe and free from damage n) Operating at their design performance where applicable o) Free from moss algae and/or interstitial weeds p) Free from graffiti and or vandalism
<b>Boundaries</b> Including: <ul style="list-style-type: none"> <li>• Fences/walls</li> <li>• Gates</li> </ul>	q) Intact safe sound and secure r) Free from graffiti and damage s) Locks are operational t) Free from graffiti and or vandalism
<b>External play/recreation areas</b>	u) Safe secure v) Suitable for disabled and elderly access w) Accessible and easily observable by carers and staff x) Free from graffiti and or vandalism
<b>External sign posting</b>	y) Compliant with NHS guidance – “Wayfinding” z) Secure and sound aa) Not hinder visibility to car and pedestrians at junctions bb) Be in appropriate locations cc) Highly visible, both day and night dd) Offer clear and concise information ee) Free from graffiti and or vandalism
<b>Gutters and drains</b>	ff) Swept gg) <u>Reasonably clear of</u> litter, leaves, weeds and extraneous material
<b>Site</b>	g) <u>Reasonably clear of</u> litter including cigarette ends and chewing gum residue h) Bins shall be less than 75% capacity and free from malodour

## Appendix B – Response and Rectification Times

Table 6 - Response and Rectification Times

Priority	During Normal Working Hours (9:00am – 5:00pm)		Out of Hours (5:01pm – 8:59am)	
	Service Response Time	Rectification Time	Service Response Time	Rectification Time
1	Immediate Response	Within 2 Hours	1 hour	2 hours
2	Within 2 hours	Same Contract Day	Next Contract Day – by 9:00am	Next Contract Day
3	Same Contract Day	Next Business Day	Next Contract Day	Next Business Day
4	Next Business Day	Within 5 Business Day(s)	Next Business Day	Within 5 Business Day(s)
5	Within 5 Business Day(s)	Within 15 Business Day(s)	Within 5 Business Day(s)	Within 15 Business Day(s)
6	Within 15 Business Day(s)	Within 30 Business Day(s) or as agreed	Within 15 Business Day(s)	Within 30 Business Day(s) or as agreed

### PRIORITY LEVEL

### EXAMPLES OF ITEMS IN EACH PRIORITY LEVEL

- 1** Anything constituting a breach in security or compromising the safety of patients and staff.  
Lighting and power circuits, including external.  
Failure in access or egress to overall Unit.  
Falling masonry, guttering, drainpipes or anything allowing roof access.  
Damaged non-removable fixtures and fittings in patient areas.  
Locks on internal and external doors.  
Broken windows.  
Pinpoint system.  
CCTV.  
Intercom system.  
Damaged plasterwork (accessible).  
Electricity supply.  
Floods/major leaks.
- 2** Air conditioning in patient's areas.  
Waste disposal units.  
Hot and cold water services.  
Nurse call systems.  
Heating system in patient areas.
- 3** Heating systems in non-patient areas.  
Roof leaks.
- 4** Dripping taps.

General door repairs (Priority if compromises safety and security)

- 5            Plasterwork (inaccessible).  
             Draughty office windows.  
             Faulty blinds.  
             Damaged signage.
- 6            Non-maintenance recharge schemes.  
             Improvement schemes.  
             Re-carpeting.  
             Estimates.  
             Signs.



## Performance Parameters

Ref	Performance Parameter	SF Type	Category	Response
<i>Horticulture</i>				
SP01	The forthcoming monthly maintenance programme is provided to the Board Representative in the agreed format and quality on by the agreed date.	QF	Medium	N/A
SP02a	Works described in the monthly programme are executed in accordance with the Response and Rectification Times to the relevant Service Standard.	FE	A-C	Within 15 minutes of agreed time.
SP02	Priority 1 request for the Grounds and Gardens Maintenance Service is carried out within Response and Rectification Time.	FE	A-E	Immediate
SP02	Priority 2 request for Grounds and Gardens Maintenance Service is carried out within Response and Rectification Time.	FE	A-E	2 hours
SP02	Priority 3 request for Grounds and Gardens Maintenance Service is carried out within Response and Rectification Time.	FE	A-E	Same day
SP02	Priority 4 request for Grounds and Gardens Maintenance Service is carried out within Response and Rectification Time.	FE	A-C	Next day
SP02	Priority 5 request for Grounds and Gardens Maintenance Service is carried out within Response and Rectification Time.	FE	A-C	Within 5 Business Days
SP02	Priority 6 request for Grounds and Gardens Maintenance Service is carried out within Response and Rectification Time.	FE	A-C	Within 15 Business Days
SP03a	Ensure all flower beds and internal arrangements are fully and fully stocked for the season.	QF	Low	N/A
<i>Maintenance</i>				
SP04	See SP02			
SP04	See SP02			
SP04	See SP02			
SP05a	Fencing and boundaries are installed correctly, to the prescribed on accordance with Board instructions.	QF	Medium	N/A
SP05b	Street and garden furniture is correctly installed and maintained in accordance with manufacturer's instructions.	QF	Low	N/A

Ref	Performance Parameter	SF Type	Category	Response
SP06	Ensure all access routes comply with the Disability Discrimination Act 1995.	QF	Medium	N/A
SP07	Ensure all access and egress routes for emergency vehicles are safe, clearly marked and free from obstruction at all times.	QF	Low	N/A
SP08a	Ensure all fire escape routes are safe, clearly marked and free from obstruction.	QF	High	N/A
SP08b	Ensure all Fire Service access routes are clearly marked and free from obstruction.	QF	High	N/A
SP09	Ensure all pedestrian walkways are free from obstruction and are segregated from vehicular traffic.	QF	High	N/A
SP10	Systems for forecasting and implementing contingencies for adverse weather conditions are in place and implemented as and when required.	QF	Medium	N/A
SP11	Ensure records of all inspections and activities undertaken in the course of providing the Grounds and Gardens Maintenance Service are complete, to the agreed format and available for inspection by the Board Representative.	QF	Low	N/A

### Key Performance Indicators

KPI Ref	Key Performance Indicator	Performance Range		
		Green	Amber	Red
	There are no Service Specific KPIs for this Service			



**NHS Greater Glasgow Primary Care Health Board**  
**Local Forensic Psychiatric Unit PFI**  
Service Specific Specification – Pest Control

## 1. Definitions

- 1.1 In this Service Level 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 Service Level Specification.

## 2. Key Objectives

- 2.1 Project Co shall provide a reactive and programmed Pest Control Service across the 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 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 and the use of the 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 ("Key Customers") for the Pest Control Service are:
- a) patients;
  - b) Board
  - c) Board Employees
  - d) visitors;
  - e) Infection Control Teams
  - f) sub-contractors.

## 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 Service Specific 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 Service Level Specification. Types of pests historically experienced by health 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. Planned preventative site assessments and inspections shall be implemented every 13 weeks to find any evidence of pest activity and maintain pest free conditions.

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 Pest Control Service must respond if requested, visit the site(s) and take the appropriate

PP  
Ref.

SP01

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. **SP02**
- 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. This shall only be implemented following consultation with the Board regarding location and type of proposed control stations, with a view to ensuring the safety of patients and countering the threat of self-harm. **SP03**
- 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 COSHH 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. **SP04**

### **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 Site during the previous month and identifying future action. The Pest Control Service shall measure, record and report the following information: **SP05**
- 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.



**Appendix A - Service Response and Rectification Times**

Priority	During Normal Working Hours (9:00am – 5:00pm)		Out of Hours (5:01pm – 8:59am)	
	Service Response Time	Rectification Time	Service Response Time	Rectification Time
1	Immediate Response	Within 2 Hours	1 hour	2 hours
2	Within 2 hours	Same Contract Day	Next Contract Day – by 9:00am	Next Contract Day
3	Same Contract Day	Next Business Day	Next Contract Day	Next Business Day
4	Next Business Day	Within 5 Business Day(s)	Next Business Day	Within 5 Business Day(s)
5	Within 5 Business Day(s)	Within 15 Business Day(s)	Within 5 Business Day(s)	Within 15 Business Day(s)
6	Within 15 Business Day(s)	Within 30 Business Day(s) or as agreed	Within 15 Business Day(s)	Within 30 Business Day(s) or as agreed

**PRIORITY LEVEL****EXAMPLES OF ITEMS IN EACH PRIORITY LEVEL**

- 1**
- Anything constituting a breach in security or compromising the safety of patients & staff.
  - Lighting & power circuits, including external.
  - Failure in access or egress to overall Unit.
  - Falling masonry, guttering, drainpipes or anything allowing roof access.
  - Damaged non-removable fixtures & fittings in patient areas.
  - Locks on internal & external doors.
  - Broken windows.
  - Pinpoint system.
  - CCTV.
  - Intercom system.
  - Damaged plasterwork (accessible).
  - Electricity supply.
  - Floods/major leaks.
- 2**
- Air conditioning in patient areas.
  - Waste disposal units.
  - Hot & cold water services.
  - Nurse call systems.
  - Heating system in patient areas.
- 3**
- Heating systems in non-patient areas.
  - Roof leaks.
- 4**
- Dripping taps.
  - General door repairs (Priority if compromises safety and security)
- 5**
- Plasterwork (inaccessible).

Draughty office windows.  
Faulty blinds.  
Damaged signage.

- 6** Non-maintenance recharge schemes.  
Improvement schemes.  
Re-carpeting.  
Estimates.  
Signs.

## Performance Parameters

Ref	Performance Parameters	SF Type	Category	Service Response Time	Rectification	Performance Monitoring Period	Monitoring Method
SP01	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
SP01	Priority 1 requests are attended and rectified within the Response and Rectification Times.	FE	A-E	Immediate	2 hours	PR	1, 4, 8
SP01	Priority 2 requests are attended and rectified within the Response and Rectification Times.	FE	A-D	2 hours	Same day	PR	1, 4, 8
SP01	Priority 3 requests are attended and rectified within the Response and Rectification Times.	FE	A-D	Same day	Next day	PR	1, 4, 8
SP01	Priority 4 requests are attended and rectified within the Response and Rectification Times.	FE	A-C	Next day	Within 5 Business Days	PR	1, 4, 8
SP01	Priority 5 requests are attended and rectified within the Response and Rectification Times.	FE	A-C	Within 5 Business Days	Within 15 Business Days	PR	1, 4, 8
SP01	Priority 6 requests are attended and rectified within the Response and Rectification Times.	FE	A-C	Within 15 Business Days	Within 30 Business Days	PR	1, 4, 8
SP02	Food preparation and food storage areas are free from pest infestation.	QF	High	N/A	N/A	M	1,4, 7, 8
SP02	Clinical areas are free from pest infestation	QF	High	N/A	N/A	M	1,4, 7, 8

Ref	Performance Parameters	SF Type	Category	Service Response Time	Rectification	Performance Monitoring Period	Monitoring Method
SP02	Non-clinical areas including non-food storage areas are free from infestation.	QF	Medium	N/A	N/A	M	1, 4, 7, 8
SP03	Pest deterrents and capture and disposal methods are efficient and humane.	QF	Medium	N/A	N/A	M	2, 4, 7, 8
SP04	Procedures are comply with infection control policies and procedures	QF	Medium	N/A	N/A	M	2, 4, 7, 8
SP04	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
SP05	Service report is delivered by the agreed date, to the agreed standard, to the Board Representative.	QF	Medium	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.	Green < 10	Amber 10 –20 Red >20

# **Greater Glasgow Health Board Local Forensic Psychiatric Unit PFI**

## **Specific Service Specification – Utilities Management**

## 1. Definitions

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

<b>“Utility Provider”</b>	means the provider of Utilities
<b>“Utilities”</b>	means the services described in paragraph 4.1.3 of this Specific Service Specification
<b>“Utilities Management Service”</b>	means those services to be carried out pursuant to this Specific Service Specification

## **18. Key Objectives**

- a. Project Co shall provide a comprehensive Utilities Management Service on a 24 hours a day 365(6) days per year basis to meet the Service Requirements. The service shall be based on the principles of sustainable development to:
  - i) optimise the use of energy within the Facility;
  - j) provide an environmentally friendly solution wherever practicably or economically possible; and
  - k) ensure that the provision of all Utilities is continuously maintained throughout the Operational Term.

## **19. Key Customers**

3.1 The key customers ("Key Customers") for the Utilities Management Service are:

- hh) patients;
- ii) Board;
- jj) Board Employees;
- kk) visitors;
- ll) Subcontractors;

## 4. Process

### 6.1 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 Utilities Management Service.

4.1.2 In addition to the requirements set out in Sub Part B (General Service Level 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 Utilities services including but not limited to:

m) electricity;

n) gas;

o) fuel oil;

p) water;

q) sewerage.

4.1.4 Project Co shall be responsible for:

g) securing and maintaining connections to Utility Provider services of adequate capacity to supply the requirements of the Board under all anticipated operating conditions;

h) ensuring Utilities supply specifications are consistent with the requirements of the Facilities;

i) undertaking all testing, cleaning and maintenance as required by the Utility Provider;

j) putting in place a procurement procedure that ensures Utility Provider charges are optimised; and

k) arranging for standby provisions to cater for those eventualities where Utility Provider connections are unable to meet the demand placed on them to ensure continuity of service provision.

### 6.2 Service Requirements

#### ***Procurement and Continuity of Supply***

01 Project Co shall procure all Utilities at market rates with consideration given to purchasing energy derived from renewable energy sources. Project Co shall continue to lead contract negotiations with the Utility Provider to identify the most appropriate tariffs to the Board and liaise with other relevant parties (such as subcontractors) regarding other elements of the energy package with the supplier, such as alternative energy options. **SP01**



- 02** 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 Key Customers. **SP02**
- 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. **SP03**
- 04** Project Co shall inform the Board Representative of all scheduled interruptions to any Utilities supply whether or not it may affect Board operations. **SP04**
- 05** Project Co shall have sole responsibility for ensuring that all-external utility infrastructure, from the point of connection to the Utility Provider distribution/connection point, to the point of connection to the buildings comprising the Facilities. This is to be maintained in a fully functioning condition and in compliance with relevant standards and regulations including but not limited to: **SP05**
- a) NHS Energy Policy;
- Board Policies;
  - Utility Provider regulations;
  - 'Sustainable Development' in the NHS; and
  - Health and safety regulations
- 06** Project Co shall , when required in accordance with the Variation Procedure set out in the Schedule Part 22 (Variation Procedure), review and amend as required the utility supply specifications such that they are consistent with the Service Requirements . **SP06**

#### **Utilities Information and Management**

- 07** In relation to property and buildings comprising the Facilities, Project Co shall maintain appropriate records in relation to all specific license requirements where 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. **SP07**
- 08** Project Co shall ensure all test certificates and appropriate documentation and records (in particular those relating to any aspects of safety or statutory **SP08**

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compliance) are maintained accurately and updated appropriately and are available for inspection by the Board or any other relevant party during Normal Working Hours.

- 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 during Normal Working Hours. **SP09**
- 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 Utilities Management Service. For the avoidance of doubt this shall include NHS Scottish Property and Environment Forum (P & EFEx), Greencode returns. **SP10**
- 11** Project Co shall maintain records detailing any complaints made with respect to the Utilities Management Service and action taken. **SP11**
- 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 within 10 Business Days of receipt of said request. **SP12**

**Utility Efficiency Management<sup>a</sup>**

**13** Project Co shall ensure the Utilities Management Service is, comprehensive in nature, addresses all technical, managerial, operational and purchasing issues, and maintains the integrity of supply of each the Utilities. The Utilities Management Service shall include but not be limited to: **SP13**

- l) monitoring and controlling the performance of buildings, plant and equipment in so far as applicable to the performance of the Services to minimise the consumption of energy and other utilities whilst enabling the attainment of optimum environmental conditions required for modern health care buildings;
- m) designating Staff as either competent or suitable and suitably qualified, trained designated people to provide the Utility Management Service;
- n) administering hazard and safety notices, recording, distributing and evaluating such notices and ensuring that all required notification and rectification procedures to the NHS and M.D.A. of any equipment or plant failure are complied with/actioned;
- o) advising on Utilities consumption and revenue cost implications throughout the Project Term;
- p) provision, management and operation of an effective building management system;
- q) production of an annual Utilities report for the Board (together with the monthly progress reports);
- r) Together with the Board form and chair a joint Utilities working group. This group will meet at least annually and Project Co shall agree with the Board a utility conservation policy;
- s) inform any sub-contractor Staff, of the aims of the Board energy policy and are given guidance on its implementation;





**Performance Parameter (QF increased from 9 to 29)**

Ref.	Parameter	SF Type	Category	Service Response Time	Rectification Time	Performance Monitoring Period	Monitoring Method
<b>SP01a</b>	Procure Utilities at minimum cost with consideration of renewable sources of energy.	QF	Medium	N/A	N/A	A	3, 4, 8
<b>SP01b</b>	Lead contract negotiations with the Utility Provider to identify the most appropriate tariffs to the Board and liaise with other relevant parties.	QF	Low	N/A	N/A	A	4, 8
<b>SP02a</b>	The integrity of electrical supply to essential circuits and distribution networks is maintained at all times.	QF	High	N/A	N/A	M	4, 8
<b>SP02b</b>	The integrity of electrical supply to non-essential circuits and distribution networks is maintained at all times.	QF	Medium	N/A	N/A	M	4, 8
<b>SP02c</b>	The integrity of water supply is maintained at all times.	QF	High	N/A	N/A	M	1, 4, 8
<b>SP02d</b>	The integrity of gas supply is maintained at all times.	QF	High	N/A	N/A	M	1, 4, 8
<b>SP02e</b>	The integrity of oil supply is maintained at all times.	QF	High	N/A	N/A	M	1, 4, 8
<b>SP02f</b>	The integrity and functionality of the sewage and trade effluent disposal systems are maintained at all times.	QF	High	N/A	N/A	M	1, 4, 8
<b>SP03a</b>	Contingency plans addressing the loss of each or all Utilities are in place and have been reviewed within the last 12 months.	QF	High	N/A	N/A	A	4, 8
<b>SP03b</b>	Contingency plans are executed as planned with due expediency following the loss of one or more utilities.	FE	C - E	Immediate	As planned	Per Event	1, 4, 8
<b>SP04</b>	Obtain written consent from the Board Representative prior to scheduled interruptions in Utilities.	QF	High	N/A	N/A	M	2, 3, 4, 7, 8
<b>SP05</b>	Ensure external utility infrastructure is maintained in a fully	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
	functioning condition.						
<b>SP06</b>	Ensure all Utilities provided are consistent with the Service Requirements.	QF	Medium	N/A	N/A	M	2, 3, 4, 7, 8
<b>SP07</b>	Ensure all utility licenses are current, correct for the current supply requirements and available for inspection by the Board, statutory bodies and or Utilities Provider.	QF	High	N/A	N/A	Any moment in time.	2, 3, 4, 7, 8
<b>SP08</b>	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
<b>SP09</b>	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
<b>SP10</b>	Prepare and supply information reasonably required by any party, to whom the Board is obliged to present information relating to performance of Project Co.	QF	Low	N/A	N/A	D	2, 3, 4, 7, 8
<b>SP11</b>	Maintain records regarding complaints about the Project Co and the action taken.	QF	Medium	N/A	N/A	M	2, 3, 4, 7, 8
<b>SP12</b>	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
<b>SP13a</b>	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
<b>SP13b</b>	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
<b>SP13c</b>	Administer hazard and safety notices in accordance with	QF	High	N/A	N/A	R	2, 3, 4, 7, 8

Ref.	Parameter	SF Type	Category	Service Response Time	Rectification Time	Performance Monitoring Period	Monitoring Method
	Board Policies.						
SP13d	Provide advice on Utilities 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
SP13e	Provision, management and operation of an effective Building Management System. <sup>1</sup>	QF	High	N/A	N/A	R	2, 3,4, 7,8
SP13f	Provide annual Utilities report to the Board in the agreed format and quality on the anniversary of Service Commencement Date.	QF	Low	N/A	N/A	A	2, 3,4, 7,8
SP13g	Provide monthly report detailing Utilities usage and efficiencies achieved in the agreed format.	QF	Medium	N/A	N/A	M	2, 3,4, 7,8
SP13h	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
SP14	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
SP15	All Project Co Staff have received training regarding; NHS Energy Policy, Sustainable Development in the NHS, Board Energy Strategy and Utilities providers rules and regulations.	QF	Low	N/A	N/A	A	2, 3,4, 7,8



Key Performance Indicators<sup>2</sup>

KPI Ref	Standard	Performance Range	
K01		Green	Amber