

Facilities Division  
Service Level Statements

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## **Contents**

### **Facilities – Who we are and what we do**

- Introduction 4
- Facilities mission 5
- Contact details 6

### **Customer care**

- Customer care statement 13
- Customer contact 14
- Feedback – comments and compliments 15
- Complaints process 16

### **Facilities fault reporting - Planon**

- Planon 17
- How to report a fault 17
- To view the progress of a reported fault 18
- Core working hours LU Maintenance / UPP 18
- Planon flow chart 19
- Emergency faults out of normal working hours 20
- Planned preventative maintenance 20

### **Service level priorities**

- Normal working hours 21
- Target completion times for Planon faults/requests during normal working hours 22
- Service monitoring and review 23

### **Project requests**

- How to submit a Project Request 24
- Project request flow chart 25

## **Service level statements**

- Cleaning services to academic areas 26
- Cleaning services to student residences 28
- Travel 30
- Helpdesk (Switchboard and Reception – University House) 31
- Laundrettes 32
- Maintenance of buildings 33
- Maintenance of outdoor sports areas 35
- Maintenance of grounds 36
- Project delivery 37
- Security 38
- Security Building Porters 40
- Security College Porters 41
- Security mail room 42
- Sport Centre 43
- Waste Management and Recycling 46

## **Service level statements – Commercial Services**

- Lancaster Conferences 48
- Visitor Rooms 49
- Design, Photography and Print 50
- Pre-School Centre 56
- Retail Services - Meet, Eat & Drink 58
- Accommodation Services 59

## Introduction

The Facilities Division manages all aspects of the built environment, commercial activities, the provision of sports activity and environmental sustainability. Circa 600 staff manage the diverse portfolio of award winning services for students, staff, visitors and the local community.

- Estates Development
  - New building and refurbishment projects
  - Project requests
  - Space management
  
- Estates Operations
  - Cleaning
  - Maintenance - Electrical, Mechanical and Fabric
  - Scheduled maintenance
  - Grounds maintenance and landscaping
  - TACT –Technical and Compliance Team
  - University House reception and switchboard
  - Customer Service
  - Helpdesk
  
- Security & Portering
  - Security
  - Portering - College/Building
  - Car Parking
  - Mail room
  
- Health and Safety Management
  
- Environmental Management & Sustainability
  
- Travel
  
- Planon System Administration
  
- Sport Lancaster
  
- Commercial Services
  - Design, Photography and Print
  - Lancaster Conferences
  - Laundrettes
  - Meet, Eat and Drink
  - Pre School Centre
  - Retail Services – Bars, cafes and restaurants
  - Accommodation Services
  - Post Office
  - Management of commercial units

More information on all our services is available by following the related link on the Facilities web pages at: <http://www.lancaster.ac.uk/facilities/>

**Our Mission: To make campus an inspiring place to be.**

We raise the bar by working together, caring about other people and what we do, listening, talking, and getting on with the job.

**I will consistently:**

*Raise the Bar*  
*Be a team player*  
*Care*  
*Communicate*  
*Deliver*

**I will not:**

*Work in a bubble*  
*Openly criticise*  
*Ignore issues and problems*  
*Blame others*  
*Be unhelpful*

## Contact Details

<b>Title/Department</b>	<b>Name</b>	<b>Extension</b>	<b>Email- @lancaster.ac.uk</b>
Facilities Helpdesk		5-93333	<a href="mailto:facilities.helpdesk@lancaster.ac.uk">facilities.helpdesk</a>
General Enquiries	Monika Zaczek	5-92243	m.zaczek
Director of Estates, Facilities & Commercial Services	Andrew Burgess	5-92101	a.burgess4
Director of Capital Development and Estate Operations	Paul Morris	5-94818	p.morris3
Executive Assistant	Michele Aldridge	5-92095	m.aldridge
Divisional Administrator	Gemma Bartlett	5-94536	g.bartlett1
<b>Operations</b>	<b>Name</b>	<b>Extension</b>	<b>Email- @lancaster.ac.uk</b>
Assistant Director of Estates (Operations)	Gary Tootle	5-93736	g.tootle
Safety & Compliance Manager	Alastair Brock	5-92320	a.brock
Safety & Compliance Officer	Michelle Hornby	5-92114	m.hornby1
Fire Consultant	Mark Maguire	5-94789	m.maguire
Systems Support Manager	Nick Tonge	5-92998	n.tonge
Systems Support Officer	James Derham	5-94085	j.derham
Head of Engineering and Maintenance	Mark Walker	5-92229	m.walker6
Electrical Engineer	Simon Corless	5-94296	s.corless
Mechanical Engineer	Mark Woodhouse	5-94246	m.woodhouse
Principal Building Surveyor	Michael Easton	5-94959	m.easton
Building Surveyor	Matthew Lakey	5-93383	m.lakey
Senior Maintenance Supervisor	Ian Watson	5-92117	i.watson
Administrative Assistant	Tara Noon	5-94390	t.noon
Fabric Charge hand	Gary Atkinson	5-92332	g.atkinson
Electrical Supervisor	Andrew Newsham	5-92181	a.newsham

Mechanical Supervisor	Alan Waddington	5-92131	a.waddington
Energy Management Systems (EMS) Technician	Trevor Rennison	5-94452	t.rennison
Procurement Officer	Joanne Wilkinson	5-92315	j.wilkinson5
Energy Manager	Jan Bastiaans	5-10042	j.bastiaans
Carbon, Environment and Sustainability Manager	Jonathan Mills	5-92789	jonathan.mills
Travel Plan Co-ordinator	Philip Longton	5-94413	p.longton
<b>Service Delivery</b>	<b>Name</b>	<b>Extension</b>	<b>Email- @lancaster.ac.uk</b>
Head of Service Delivery	Lisa Williams	5-94509	l.williams
Facilities Manager (Including Cleaning)	Alan Procter (Residences)	5-94491	a.j.procter
	Francesca Taylor (Academic – North)	5-94918	f.taylor1
	Karen Peake (Academic - South)	5-93051	k.peake
Landscape Manager	Ian Sturzaker	5-93004	i.sturzaker
Grounds Maintenance Supervisor	Lance Drew	5-93004	
Customer Service Manager	Sue Longfield	5-92500	s.longfield
Security Enquiries	Mark Holden	5-94541	security
Security Operations Manager	Anthony Emmess	5-94086	a.emmess
Day Supervisor/Car Parking	Sandra Fletcher	5-92179	s.fletcher1
Security Duty Supervisors	Wayne Nisbet	5-92091/	w.nisbet
	Robert Bird	5-94541	r.bird
	Stan Wilkinson		s.wilkinson
	John Youren		j.youren
	John Bouskill		j.bouskill
Security Officers	Security Lodge	5-94541	security
Building Porters Great Hall Info Lab reception LEC Library Management School		5-94420	greathallporters
	Karen Coupe	5-10480	k.coupe
	Ken Parry	5-94197	k.parry
		5-92509	
		5-94592	management.school.porters n.academ.suppt
North Departments		5-92186	p.daly

University House	Peter Daly	5-92105	
College Porters			
Bowland		5-92348	Bowland.porters
Cartmel		5-92304	cartmel.porters
County		5-92560	county.porters
Furness		5-93714	furness.porters
Fylde		5-93401	fylde.porters
Grizedale		5-92629	grizedale.porters
Lonsdale		5-92250	lonsdale.porters
Pendle		5-92630	pendle.porters
Graduate		5-93194	gradcoll.porters
Chancellor's Wharf		5-94470	cw.porter
<b>Project Delivery</b>	<b>Name</b>	<b>Extension</b>	<b>Email- @lancaster.ac.uk</b>
Head of Development Projects	Jason Homan	5-92059	j.homan
Development Manager	Anna Cockman	5-93345	a.cockman
	Stuart Foy	5-93191	s.foy
	Vicki Mathews	5-93396	v.mathews
Senior Project Manager	Keith Douglas	5-95162	k.douglas
	Helen Wood	5-93147	h.v.wood
Project Manager	Nicholas Szpunar	5-10678	n.szpunar
	David Wynn-Griffiths	5-94053	d.griffiths
		5-95162	
Assistant Project Manager	Darryl Jacovelli	5-92389	d.jacovelli
Project Building Surveyor	Guy Constantine	5-95075	g.constantine
	Peter Thompson	5-94697	p.thompson3
Project Engineer	Ken Hacking	5-95076	k.hacking
Space Planning Manager	Helen Storey	5-93047	h.storey
Cad Co-ordinator	Dominic Kelly	5-10878	d.kelly
<b>Business Support</b>	<b>Name</b>	<b>Extension</b>	<b>Email - @lancaster.ac.uk</b>
Administration Co-ordinator	Hilary Alcock	5-92380	h.alcock
Administrative Assistants	Monika Zaczek	5-92243	m.zaczek
	Caroline O'Connor	5-92920	c.oconnor
Marketing & Communications Manager	Louisa Duff	5-93436	l.duff
Marketing & Communications Coordinator	Charlotte Lapping	5-93914	c.lapping
	Darren Wilkinson	5-94227	d.wilkinson5
Marketing and Communications Assistant	Madison Piercy	5-93388	m.piercy1



<b>Commercial Services</b>	<b>Name</b>	<b>Extension</b>	<b>Email - @lancaster.ac.uk</b>
Head of Commercial Services	Jo Hardman	5-92089	j.hardman
Retail Services Manager	Pete Welling	5-92159	p.welling
Venue Managers	Gareth Ellis	5-92159	g.ellis1
	Dave Orr	5-92159	d.orr
	Louis Pierce	5-52159	i.pierce
College Bars			
Bowland	The Trough of Bowland	5-92355	
Cartmel	The Winning Post	5-92340	
County	The Northern Oak	5-94903	
Furness	Trevor	5-92954	
Fylde & Café Bar	The Mill	5-92923	
Graduate	The Herdwick	5-92824	
Grizedale	Grizedale Café Bar	5-92634	
Lonsdale	The Red Lion	5-92257	
Pendle	Bar74	5-93575	
Cafés			
Barker House Farm	Barker House Farm	5-93827	
County	Marketplace	5-93260	
County South	The Lounge	5-93260	
Infolab	The Hub @ Infolab	5-94633	
Management School	The Hub @ LUMS	5-94785	
The Deli	The Deli	5-92277	
Costa	Costa	5-95046	
<b>Food Operations</b>	<b>Name</b>	<b>Extension</b>	<b>Email - @lancaster.ac.uk</b>
Central Bookings	Enquiries	5-93260	catering
Head of Hospitality	Ros Wilkinson	5-92264	r.wilkinson1
Food Production and Services Manager	Tracy Prendergast	5-94680	t.prendergast
Assistant Food Operations Manager	Saranne Maclachlan	5-94680	s.maclachlan1
Head Chef	Stuart Kennedy	5-92740	s.kennedy
<b>Lancaster Conferences</b>	<b>Name</b>	<b>Extension</b>	<b>Email - @lancaster.ac.uk</b>
Conference Enquiries		5-92444	lancasterconferences
Head of Conferences, Events and Visitor Services	Helen Bastin	5-94795	h.bastin
Conference and Events Manager	Hilary Barraclough	5-92171	h.barraclough

Business Development Managers	Christopher Jarvis Naomi Cooper	5-92213 5-94639	c.jarvis7 n.cooper1
Venue Manager (Forrest Hill)	Katherine Wharton	5-93901	k.b.wharton
Conference Co-Ordinator	Debbie Szpunar	5-94194	d.szpunar
Assist Conference Co-ordinator	Anna Eddowes-Scott	5-10056	a.eddowes-scott
Conference Assistant	Harry Borland		h.borland
Booking Services Coordinator	Emma Myers	5-10637	e.beaumont
Accommodation Enquiries/Guestroom Receptionist	Hayley Burgess	5-92899	sleep h.burgess1
Revenue Support Manager	Emma Easton	5-93512	e.easton
Administrative Assistant	Leanne Benson	5-92899	l.benson3
<b>Design, Print and Photography</b>	<b>Name</b>	<b>Extension</b>	<b>Email - @lancaster.ac.uk</b>
Reception/Enquiries Administrator	Justin Sidwell	5-92070 5-92436	Printunit/photography j.sidwell
Manager	Steve Thomas	5-92070	s.thomas
Senior Designer	Jon Geddes	5-92069	j.geddes
Graphic Designer	Steve Longdale	5-92811	s.longdale
Digital Print Operator	Catherine Whitehouse	5-92944	c.whitehouse
Digital Print Assistant	Nick Morrice	5-92944	n.morrice
Photographer-Videographer	Mark Gillow	5-95136	m.gillow
<b>Post Office</b>	<b>Name</b>	<b>Extension</b>	<b>Email - @lancaster.ac.uk</b>
Enquiries Manager	Ian Sealey	5-94435 5-94435	i.sealey

<b>Pre-School Centre</b>	<b>Name</b>	<b>Extension</b>	<b>Email - @lancaster.ac.uk</b>
Enquiries		5-94464/ 5-94561	Pscentre
Manager	Adele Stewart	5-94438	a.m.stewart
Deputy Manager	Joanne Daly	5-94505	j.daly
Senior Nursery Officers	Emma Simpson Kathy Yates	5-94561	e.simpson2 k.c.yates
Secretary	Christine Coulton	5-94464	c.coulton
<b>Accommodation</b>	<b>Name</b>	<b>Extension</b>	<b>Email - @lancaster.ac.uk</b>
Enquiries	Sarah Milne Michael Dixon Vicki Powell	5-93554	accommodation
Head of Accommodation	Candace Davies	5-92039	c.davies3
Senior Accommodation Managers	David Thornton Lucyann Featherstone	5-92062 5-93167	d.thornton1 l.e.feathersone
Accommodation Mangers			
Bowland College	Alison Platt	5-94498	bowlandaccommodation
Cartmel College	Andrea Townsend	5-92455	cartmelaccommodation
County College	Jacqui Brian	5-94699	countyaccommodation
Accommodation Assistant	Michelle Wood		
Furness College	Andrew Gibson	5-94288	furnessaccommodation
Fylde College	Denise Rutledge	5-92683	fyldeaccommodation
Graduate College	Joy Payne Mags Gardner Oksana Kotter Donna Power	5-93342	graduateaccommodation
Grizedale College	Tracy Hargreaves	5-92610	grizedaleaccommodation
Lonsdale	Louise Lawless	5-94970	lonsdaleaccommodation
Pendle College	Tim Brunwin	5-94502	pendleaccommodation
Chancellor's Wharf	Jan France	5-94470	cwaccommodation
Lancaster University Homes	Lorayne Ferguson Sarah Milne Michael Dixon	5-93554	homes
Departmental Officer	Sarah Milne	5-93554	s.milne
Systems Officer	Sam Porter	5-92917	s.porter
<b>Sports Centre</b>	<b>Name</b>	<b>Extension</b>	<b>Email - @lancaster.ac.uk</b>
Reception/Enquiries		5-10600	Sportenquiries
Head of Sport	Kim Montgomery	5-94909	k.montgomery
Sport Centre Manager	Debbie Bell	5-10601	d.l.bell

Duty Managers	Brian Eccles Mary Entwistle Rachel Lowe Joe Redhead	5-10602	b.eccles m.e.entwistle r.lowe j.redhead1
Development/Student Engagement Officer	Samantha Cadwallader	5-10605	s.cadwallader
Health & Fitness instructors	Stephen Johnson Ross Mason Kathryn Piece Edward Pike	5-10607	s.johnston r.mason1 k.bartrop e.pike
Physiotherapy Team			<a href="http://www.thelancasterphysiotherapyclinic.co.uk">www.thelancasterphysiotherapyclinic.co.uk</a>
Membership, E/Q & Block Bookings	Melinda Brookes	5-10608	m.brookes
Climbing Wall Instructor	Ben Humphris Lindsey Helvin	5-10609 5-10600	b.humphris l.helvin

## **Customer care statement**

We are committed to ensuring consistent customer service excellence and accessibility is integral to the planning, resourcing and delivery of all our services.

It is our aim for this minimum standard of customer care to be applied across all areas of the Division and for us to be accountable to this commitment.

We aim:

- To develop a “Right-first-time” approach
- To maintain a consistently high standard of customer service from efficient, friendly, accessible and courteous staff, who are committed to the delivery of service excellence
- To be professional, well informed and take a pride in what we do
- To be open and honest, communicative and treat all customers with respect
- To specify what services we will provide and offer a flexible approach in meeting customer requirements
- To be sympathetic and understanding of specific customer needs and keep customers informed
- To provide accessible methods of customer feedback and complaints and respond effectively to secure continuous improvement

Our staff will wear uniforms where provided, be tidy and presentable. Contractors working on the University campus on our behalf receive an induction and work to the same standard as our own staff.

In return we ask:

- You work with us in improving and maintaining the University estate and campus facilities
- You respond positively in helping us to achieve our goal of a world-class university in the global top 100
- To be proactive in the reporting of defects and work requests with reasonable notice
- Assist our staff and supply us with as much information as required, in a timely manner
- Treat our staff with respect; be polite and considerate to other customers

## Customer contact

In person/writing/email to our Customer Service team /Facilities Helpdesk

Completing our online feedback form - talk2us via the Facilities website  
@<http://www.lancaster.ac.uk/facilities/index.htm>

- Email @ [facilities.helpdesk@lancaster.ac.uk](mailto:facilities.helpdesk@lancaster.ac.uk)
- By telephone – 01524 65201 Monday to Wednesday 9.00am – 5.30pm and Thursday/Friday 9.00am – 5.00pm
- By Fax – 01524 92100
- In writing – Customer Service Manager, Facilities, University House, B floor, Lancaster, LA1 4WY

We aim to:

- Acknowledge receipt of all written/email/web communication within 2 working days, this may take longer, if directed to the individual member of staff
- To provide a full response within 10 working. If this is not possible we aim to contact you within 10 working days with details of progress and timescales for a further response and resolution

In person

- University House Reception is open Monday to Wednesday 9.00am – 5.30pm and Thursday/Friday 9.00am – 5.00pm

We aim to:

- Greet customers courteously and professionally
- Deal with your enquiry efficiently and promptly
- Provide accurate up to date information

The Reception area will be attended during office hours. It will be welcoming, have clear signage, accessible, clean, safe and tidy.

By Telephone

- University Main number - 01524 65201, times as stated above. When the switchboard is closed, a speech recognition automated call handling and messaging system is available
- Helpdesk on 01524 593333 times stated as above. Whenever we are closed our voicemail system will provide clear guidance and advise callers to contact Security on (5) 94541 in an emergency

We aim to:

- To answer all telephone calls to the switchboard/helpdesk within 15 seconds, however telephone calls to individual employees may take longer if they are out of the office

## **Feedback – comments, complaints and compliments**

You can contact us by any of the means mentioned in the section Customer contact.

We welcome your feedback and value your comments, complaints and compliments on our performance and quality of services. This information will help us to continually review and improve our service delivery.

We will record all feedback for periodic analysis to identify trends, frequencies or patterns and develop corrective and preventative action plans.

We aim to:

- Respond positively where areas of improvement are identified and will inform you of any changes made as a result of your suggestion
- Acknowledge compliments to those involved
- On those occasions when we do not always get it right, we will apologise and do our utmost to resolve

## **Comments and compliments**

We aim to:

- Acknowledge receipt of your communication within 2 working days
- To provide a full response within 10 working days
- If we are unable to respond in full we aim to contact you within 10 working days with details of progress and timescales and when we expect to fully reply to your communication

## **Complaints Process**

We want to put things right as quickly as possible. We will investigate all complaints in a thorough and confidential manner.

### **Stage 1**

- Please contact us by any of the methods above
- We aim to acknowledge receipt of your complaint within 2 working days and inform you as to who will be dealing with your complaint and how to contact them
- We will investigate your complaint in detail and provide you with a full written response within 10 working days
- If are unable to respond in full we aim to contact you within 10 working days with details of progress and timescales and when we expect to fully reply to your communication

### **Stage 2**

- If such a resolution is not possible and you feel your complaint has not been resolved to your satisfaction, then please contact the Head of Service delivery – Lisa Williams @ [l.williams@lancaster.ac.uk](mailto:l.williams@lancaster.ac.uk) with full details of your complaint
- The Head of Service Delivery will aim to acknowledge your complaint within 5 working days
- A senior member of staff will investigate your complaint and prepare a written report within 10 working days
- The Head of Service Delivery and the Deputy Director of Facilities will consider the report and write to inform you of their conclusions and any proposed course of action

### **Stage 3**

- If you still believe that your complaint has not been dealt with in a satisfactory manner then can put your concerns to the Director of Facilities, Mark Swindlehurst

## **Arbitration**

Either party may refer any reconcilable matter in dispute to the Chief Administrative Officer, Nicola Owen for arbitration



## **Planon – Facilities fault reporting and Project Request system**

Planon a Computer Aided Facilities Management system is used by Facilities as a primary reactive maintenance reporting system which is available to any person whom has a University computing account and it is accessible 24 hours every day. Planon is a reactive, planned maintenance and asset management solution to manage, monitor, respond and report on faults and requests for all buildings on campus with the inclusion of Project Requests.

All reactive maintenance problems are recorded in the Planon system and have an auto assigned priority category: “Urgent”, “High”, “Medium”, “Low”, “Priority by Supervisor and “Minor-Non Maintenance”. All reactive maintenance problems reported are pre assigned to the relevant Supervisor of the service group needed and routed immediately for works to be carried out. There is an option to receive emails and confirmations and you can track the progress of the works order until completion.

Only Urgent or High priority assigned reactive jobs are attended where necessary outside normal working hours.

### **How to report a fault**

All registered Staff and students with a university logon are authorised to use Planon, and can report faults for maintenance - electrical, mechanical and fabric, cleaning and grounds via:

- On-line Facilities Planon Helpdesk -  
<http://www.lancaster.ac.uk/facilities/services/helpdesk/>
- On-line via the Facilities web site - <http://www.lancaster.ac.uk/facilities/>  
click on Facilities Helpdesk, Report a Fault
- iLancaster, either via the web, Smartphone, iPad or other similar device

Or you can contact the Helpdesk by:

- Email - @ [facilities.helpdesk@lancaster.ac.uk](mailto:facilities.helpdesk@lancaster.ac.uk)
- Telephone –93333 from any internal phone, 01524 5-93333 from an external or mobile phone.
- In person at University House Reception. Open Monday to Wednesday 9.00am – 5.30pm and Thursday/Friday 9.00am – 5.00pm

Outside core hours a voicemail system will provide clear guidance and advise callers to contact Security on (5) 94541 in an emergency.

## **To view the progress of a reported fault**

You can view the progress of the works and to track all other status, please use the "My Active Requests" link on the home page.

Email confirmations will be sent on receipt of a work order, cancelled, on hold and completed where email confirmations are requested and automatically when the priority status has changed to Priority by Supervisor and Minor-Non Maintenance.

The requests/work orders are routed immediately to the relevant trade Supervisor from where they are issued to the operations team as appropriate.

Providing the email confirmations/updates has been requested, an email confirming receipt of the fault details will be sent showing the name of the service supervisor dealing with the works and the job reference number allocated. This number should be quoted in any future communication.

## **Core working hours**

### **Lancaster University Facilities Maintenance**

Monday to Wednesday 8.00am to 4.30pm

Thursday 8.00am to 4.00pm

Friday 8.00am to 1.00pm

Service is provided by Facilities Maintenance on Saturday & Sunday 8.am to 4.30pm; one member of each of the trade teams (Electrical, Fabric, and Mechanical) is on site to attend Urgent requests via instruction from Security as well as routine work.

### **Lancaster University Partnership Programme Maintenance**

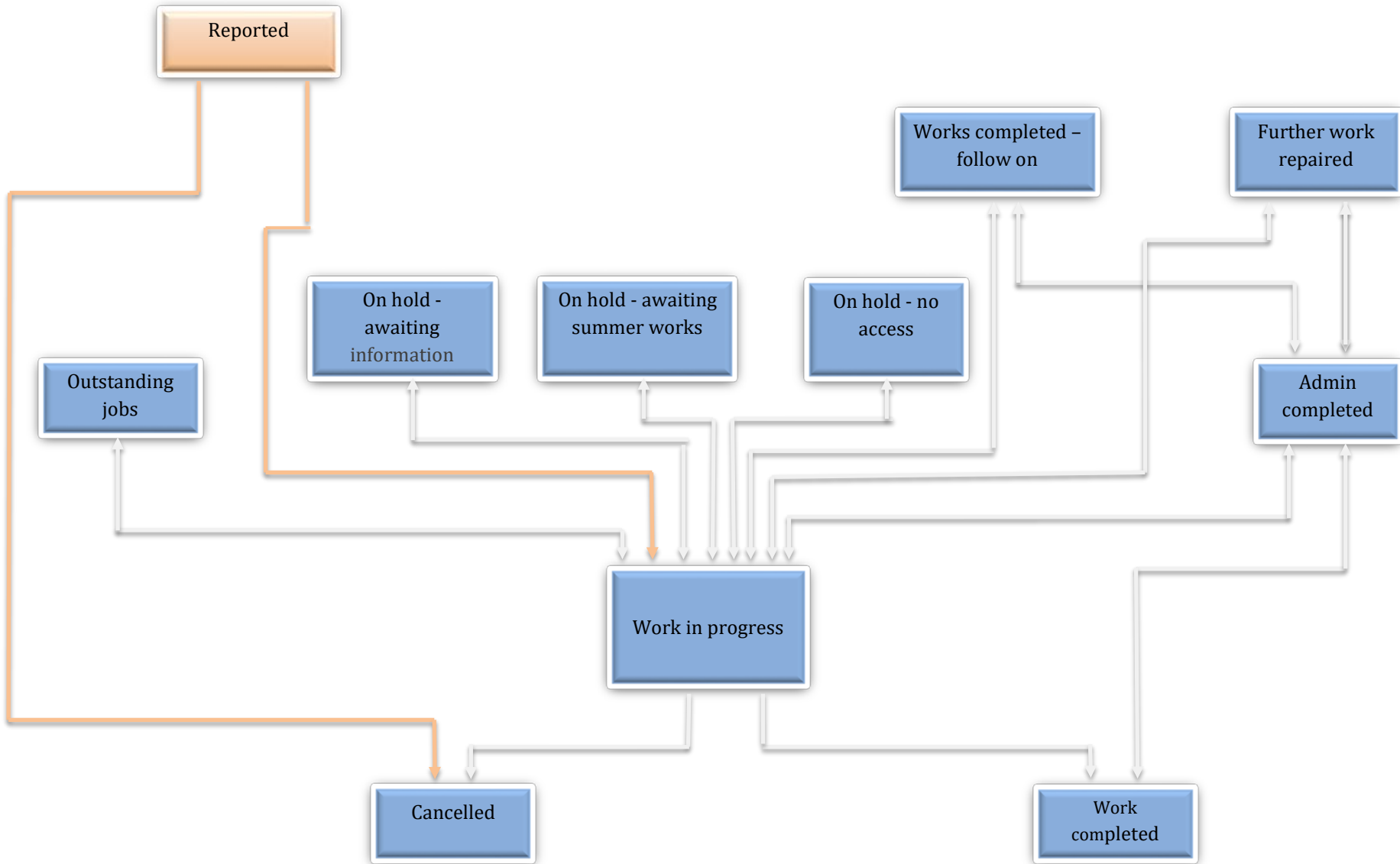
Monday to Friday 8.30am to 4.30pm

No services are provided Saturday or Sunday other than out of core hours call out.

Lancaster University have entered into an accommodation arrangement with UPP, a private sector provider, to work in partnership to design, build, fund, manage and operate over 4,000 student rooms on campus.

Further details can be found at <http://www.lancaster.ac.uk/facilities/services/UPP.htm>

Planon fault/request flow chart



### **Emergency faults out of normal hours**

Faults with a default priority of Urgent or High reported outside normal working hours triggers an automated e-mail to the main Porter and cover Porters to alert them a request of this priority has been reported in their area of responsibility. The Porter is responsible for investigating the request and deciding if a call out attendance is required. If the Porter deems it necessary to call staff to attend they acknowledge the fault within the web reporting form and contact Security.

If a call is required Security will call out the appropriate on call representative.

Security reception which is manned 24 hours, 7 days a week at the Security Lodge, Telephone: 94541.

### **Planned Preventative Maintenance**

To maintain the safety and efficient operation of buildings, plant and equipment and to ensure the statutory compliance of legislation, checks and regulation inspections are carried out on all maintained assets to monitor their condition.

Please refer to the Facilities web site for further details for further details:

<http://www.lancaster.ac.uk/facilities/services/ppm.html>

## **Service level priorities in normal working hours**

When a fault or request has been reported, it is assigned a priority. These priorities reflect the urgency of the fault or request and our commitment to target complete within a specified timescale. These are:

- 1 - URGENT - 4 working hours. Incidents likely to endanger the health and/or welfare of staff, students and general public OR is work, which presents an unacceptable risk to security and/or building fabric
- 2 - HIGH – 2 working days. Essential work which does not present an immediate threat to the health, safety and/or welfare of staff, students and the general public, but if the work is not attended to within a 24 hour period could become such a threat
- 3 - MEDIUM – 5 working days. Repairs and maintenance of a priority nature causing inconvenience to building occupants
- 4 - LOW – 10 working days. Works requiring minor repair/maintenance and causing minor inconvenience to building occupants
- 5 - PRIORITY BY SUPERVISOR. Works causing no inconvenience to building occupants, usually an improvement, superficial repair or a programme of works for a specific or agreed date
- 6 – MINOR NON MAINTENANCE – 30 days. New works for improvement of fixtures/fittings, which currently is not broken or does not exist

### Target completion times for Planon faults/requests during normal working hours

<p>PRIORITY 1 - URGENT</p>	<p>Make safe within 4 working hours</p> <ul style="list-style-type: none"> <li>• Burst water pipe, roof leakage or flood</li> <li>• Fire</li> <li>• Lift entrapment/breakdown</li> <li>• Partial loss of sanitary facilities</li> <li>• Chemical spillage</li> <li>• Failure of essential electricity, water and heating</li> <li>• Fire alarms</li> <li>• Fire Hydrant not working</li> <li>• Faulty/insecure auto doors/windows</li> <li>• Broken glass</li> <li>• Electrical appliances not working: oven, cooker, fridge/freezer in Accommodation</li> <li>• Electrical sockets not working in Accommodation</li> <li>• Gritting</li> </ul>
<p>PRIORITY 2 - HIGH</p>	<p>Complete within 2 working days</p> <ul style="list-style-type: none"> <li>• Air Conditioning problems: not working, too hot/cold/noisy</li> <li>• Block drains</li> <li>• Loss of lighting to bedrooms, stairways and landings</li> <li>• Local heating problems: too hot/cold, or not working. Radiator too hot/cold, not working or leaking</li> <li>• Pest control</li> <li>• Internal cleaning - Bin overflowing, removal of sick, broken glass</li> <li>• Paving loose, uneven or broken</li> <li>• Electrical appliance damaged or parts missing: microwave, fridge/freezer, cooker, kettle, water heater in Accommodation</li> <li>• Sanitary blockages/faulty – drains, sinks, urinals, shower. Tap leaking</li> <li>• Lighting faulty or only light in room failed</li> <li>• Non essential power failure</li> <li>• Doors/windows not open close, hinges and handles faulty</li> </ul>
<p>PRIORITY 3 - MEDIUM</p>	<p>Complete within 5 working days</p> <ul style="list-style-type: none"> <li>• Room clean required</li> <li>• Blockages to roof gulley, basins, smell from drains/basins</li> <li>• Faulty external lighting: vandalised, covered way, road sign, display, bollard or street</li> <li>• Faulty internal lighting: vandalised, light, switch or light cover/shade.</li> <li>• Litter picking</li> <li>• Ventilation: grill missing, filter blocked, noisy</li> <li>• Low water pressure: hot/cold</li> <li>• Other non essential electrical, drainage, paving, lift, heating, plumbing, sanitary, grounds and telephony</li> </ul>

PRIORITY 4 - LOW	<p>Complete within 10 working days</p> <ul style="list-style-type: none"> <li>• Internal/external cleaning; carpet, window, waste bin and sanitary</li> <li>• Launderette cleaning</li> <li>• Bedding packs</li> <li>• Repair to plaster of walls</li> <li>• Lighting: additional required, one of several lights failed, shade or extra socket</li> <li>• Grounds: weeding, power washing, graffiti removal, window cleaning.</li> <li>• Minor repairs: doors, windows and ceilings</li> <li>• Signage replacement or repair</li> <li>• Minor furniture repairs</li> <li>• Minor repairs to flooring</li> <li>• Key cutting</li> <li>• Patch paint after repair or leak</li> <li>• Book a van</li> </ul>
PRIORITY 5 - SUPERVISOR	<p>Complete as specified by Supervisor</p> <ul style="list-style-type: none"> <li>• Scheduled waste management</li> <li>• Scheduled grounds work</li> <li>• External painting</li> <li>• New data connection required</li> </ul>
PRIORITY 6 – MINOR NON MAINTENANCE	<p>Minor non maintenance work</p> <ul style="list-style-type: none"> <li>• New shelves, noticeboards, coat hooks etc</li> </ul>

### **Service monitoring and review**

We aim to measure progress by:

- Continual evaluation through key performance indicators to improve standards of service and delivery
- Customer satisfaction surveys
- Responding to customer and employee feedback
- Investing in our people, through training and development
- Continual review of current practices, processes and policies

## **How to submit a Project Request**

All requests for new work should be submitted to Facilities via Planon using the New Project Request link below:

<http://www.lancaster.ac.uk/facilities/services/helpdesk/projectrequest/>

The form is designed to capture sufficient basic information for an initial assessment to be made on the priority of the proposed work, the availability of funding, the expected size of the project and how best to allocate resources to the project.

Once the form has been completed with sufficient information please click on the 'Submit' button.

## **Authorisation Process**

1. Submitted Project Requests are initially checked for sufficient / complete information. Should any information be found to be missing, the request will be returned to the originator. Please ensure a cost code is included, even if it is only for a quotation.
2. Project Requests are date stamped once submitted to Planon.
3. Automated emails will be issued to the originator on receipt of the Project Request.
4. Project Requests are reviewed at weekly Facilities meeting.
5. When authorised by Facilities, Project Requests are assigned to a Project Manager.
6. Automated email confirmation of the Project Request authorisation and Project Manager assignment is issued to the originator.
7. Further automated email updates will be sent to the originator throughout the lifecycle of the project.

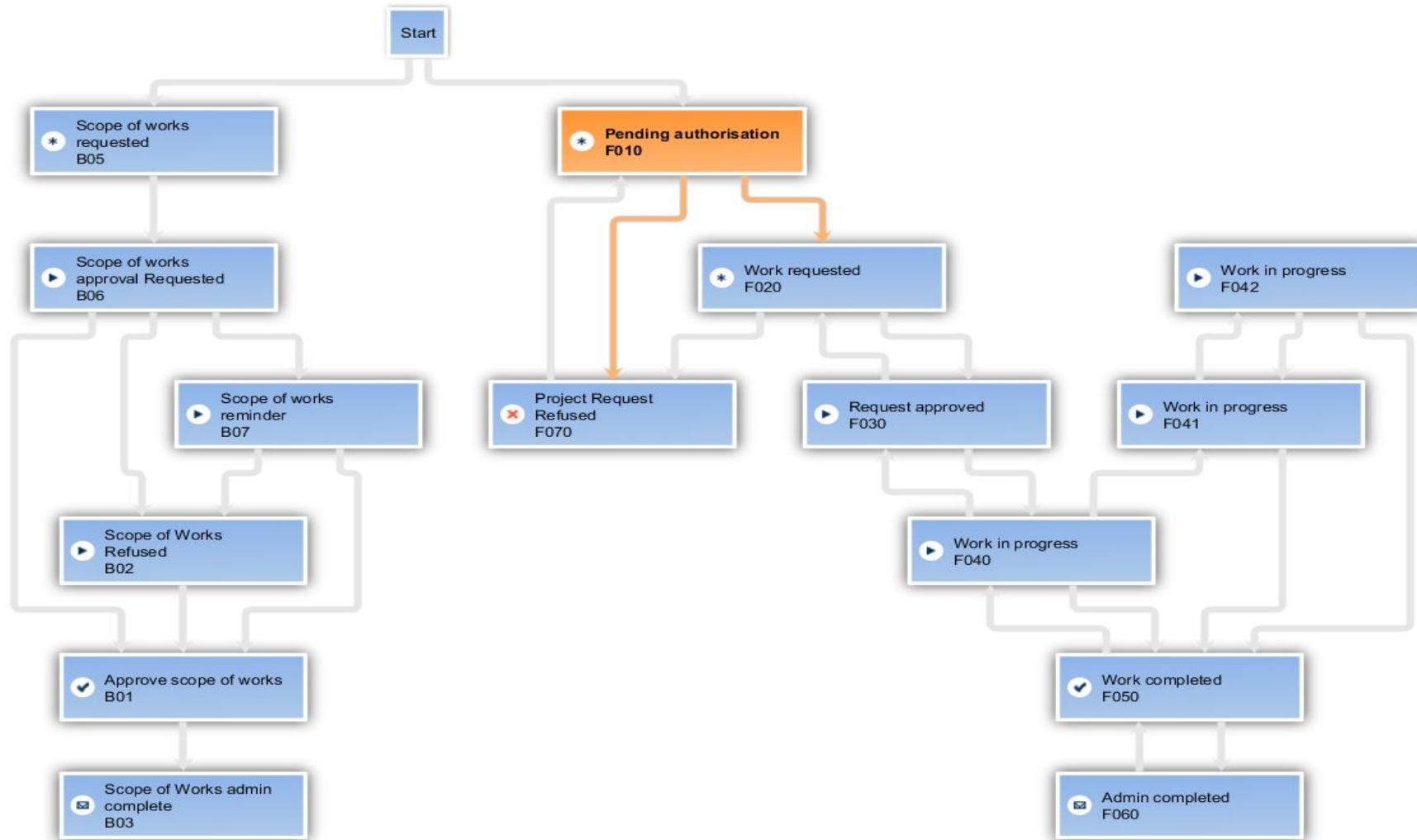
The process of reviewing, authorising and assigning the submitted Project Request (Actions 3-6 above) may take up to 21 days.

## **To view the progress of a project request**

You can view the progress of the project request and to track all other status, please use the "My Project Requests" link on the Project Request web page, as above.



## Project Request flow chart



## Service level statement

**Core Service:** Cleaning Services to Academic Areas

**Service Provider and Contact name:** Karen Peake – South campus  
Francesca Taylor – North Campus  
Facilities Managers  
(Please refer to website for exact buildings)

## Schedule of services

### *The frequencies are currently:*

Empty Recycling waste bins	Daily
Office clean	Monthly
Toilets	Daily
Kitchen areas	Daily
Corridors	Weekly
Reception areas	Daily
Stairs	Weekly
Laboratories/Workshops	Weekly
Lecture rooms/Seminar Rooms	Daily
Computer rooms	Weekly
Library (public areas)	Daily
Windows	2 external clean per annum 1 internal per annum

### ***Exclusions:***

Telephones  
Computers  
Desk/work surfaces if not cleared of papers  
Floors if not clear and unobstructed  
Crockery  
Blackboards and whiteboards  
Cookers, fridges, microwaves and freezers (termly)  
Cleaning above shoulder height 2m

In times of excessive sickness or absence, there may be insufficient staff to meet this service level. Facilities will endeavour to keep the disruption to service levels to a minimum.

## What we need from the customer

- Free and unhindered access
- Heads of department to ensure that areas are maintained by their staff in reasonable conditions and are used for correct purpose

- Waste receptacles provided should not be over-filled so that they cannot be taken away
- Pre arrange the provision of waste bags and removal of heavy bags due to office clearance. This is not included in the usual cleaning service
- Adequate period of notice (at least 1week) for exception items (cleaning to vacated rooms, change of timetable of use / special requirements)
- Co-operation with any recycling schemes
- The request for cleaning services outside the service level above to be logged during normal working hours via Planon - Facilities fault reporting system either on-line or via the Facilities Helpdesk.

## Service level statement

**Core Service:** Cleaning Services to Student Residences

**Service Provider and Contact name:** Alan Procter  
Facilities Manager

## Schedule of services

The provision of a cleaning service to student residential accommodation

### *The frequencies are currently:*

#### Residences

Communal toilets / shower areas	Daily (Monday – Friday)
Kitchens	Daily (Monday – Friday)
Corridors / communal areas	Weekly
Stairs	Weekly
Residence rooms	As reported / vacated
Windows	Annually

#### Communal College space

Recycling bins	Daily
College offices	Monthly
College reception / communal areas	Daily
College bars / JCR's	Daily

#### During Conference Lettings

Rooms	Daily as per booking sheets
Kitchens	Daily
Communal areas	Daily
Stairs	Weekly

#### Other

Carpet cleaning	As per deep clean cycle
Curtains dry cleaned	As per deep clean cycle

### **Exclusions:**

Computers  
Any surface not cleared  
Floors if not clear and unobstructed  
Crockery / glass / cutlery  
College porters lodges  
Cookers, fridges, microwaves and freezers  
Cleaning above shoulder height 2m during term time

Working outside core hours (core hours 8am – 3pm Mon to Fri) and Bank holidays

Water extraction following minor floods (this is undertaken by the porter)

In times of excessive sickness or absence, there may be insufficient staff to meet this service level, individual cleaners will cover for each other to ensure that as a minimum waste bins are emptied and communal toilets and shower areas are cleaned.

### **What we need from the customer**

- Free and unhindered access
- Waste receptacles provided not over-filled so they can be removed
- Residents to remove their rubbish to euro bins especially at weekend / bank holidays
- Residents to adhere to residence contract
- Due to finite resources, customers must give adequate consideration to the volume of work being requested and must be phased to provide an even workload
- Residential areas to be maintained in a reasonable condition and used for the correct purpose as stated in residence handbook
- Areas to be vacated at specified times and left as they were found upon occupation
- Information on bookings / room allocations or special cleaning requirements to be available at least two weeks in advance and confirmed in writing (cleaning to vacated rooms, change of use etc.)
- Conference and residential bookings to be co-ordinated through the summer planning group to maintain an even workload for cleaning services and to be available one term in advance
- The request for additional cleaning services not covered in this statement to be logged during normal working hours via Planon - Facilities fault reporting system either on-line or via the Facilities Helpdesk

## Service level statement

<b>Core Service:</b>	Travel
<b>Service Provider and Contact name:</b>	Philip Longton Travel Co-ordinator

## Schedule of services

To implement the Travel Plan, which provides the overarching strategic direction for transport and commuting at Lancaster University, against the key objective.

- Provide up to date knowledge and expertise for all transport related matters
- Liaise with Stagecoach management to agree, deliver, monitor and improve upon University bus services and the benefits offered to staff and students to travel by bus
- To review every five years the Travel Plan and conduct staff and student travel surveys at least every three years as part of the review process to monitor the progress the University is making towards its travel targets and to gain valuable feedback and ideas from staff and students. Results to be published via the Facilities Travel web site
- To review and implement an annual Car Parking & Travel Policy as a key delivery mechanism of the University Travel Plan

## What we need from the customer

- Recognition that it is the responsibility of all staff, students and other key stakeholders to actively reduce dependence on travel by car, by encouraging greater use of car-sharing, public transport, walking and cycling
- To travel to, from and around campus and on University business as sustainably as possible, thus minimizing carbon emissions and congestion on campus and the local highway network
- Compliance with University travel and parking policies
- To email comments and suggestions to [parkingpolicy@lancaster.ac.uk](mailto:parkingpolicy@lancaster.ac.uk) or direct to the Service Provider. To complete staff and student travel surveys. Customer feedback is important to this Service Level Statement.

## **Service level statement**

<b>Core Service:</b>	Helpdesk
<b>Service Provider and Contact name:</b>	Sue Longfield Customer Service Manager

## **Schedule of services**

The Facilities Helpdesk provides a central point of contact for staff, students and visitors to enquire about the range of services provided by Facilities, report and follow-up of repairs, faults, complaints and failures, during core working hours.

- Provision of front of house service in University House; switchboard inclusive of a directory enquiry service and main reception for the University, dealing with a broad range of enquiries and requests for general information
- All Facilities related faults received by the Helpdesk via email, telephone or in person will be logged on the Facilities Planon system, as soon as possible on the same day received. All faults will be dealt with in accordance with the Facilities Service Level Statements. Emergency faults outside core working hours should be reported to Security on 94541
- All calls directed to the University switchboard will be answered within an average of 15 seconds with external calls taking priority
- All reception staff will provide a courteous, polite and professional meet and greet service to visitors, staff and students. They will phone the relevant department to announce the arrival of their visitor
- Notification of Planned Preventative Maintenance (PPM) and window cleaning as per website - <http://www.lancaster.ac.uk/facilities/services/ppm.html>
- Loan of conference telephone

## **What we need from the customer**

- Treat our staff with respect be polite and considerate to other customers
- We require Helpdesk users to report faults promptly and give reasonable notice
- Assist our staff and supply us with as much information as required
- Collect visitors promptly from the University House reception area
- Advise the team in advance of any meetings, conferences and visitors

## **Service level statement**

<b>Core Service:</b>	Provision of Managed Laundrette Facilities
<b>Service Provider and Contact name:</b>	Circuit Laundrettes tel: 0800 0924068

## **Schedule of services**

- The provision of a laundrette facility contained within a pleasant environment which will be managed and cleaned daily
- Provision of well maintained equipment with an efficient and effective response to breakdowns
- Provision of laundrette service to disabled students
- Provision of free phone facility to report and log faults
- Provision of support service 364 days per year

## **What we need from the customer**

- All equipment to be used for purpose provided
- Waste receptacles provided to be used
- Areas to be maintained in a reasonable condition by users and used for the correct purpose
- Areas to be vacated at specified times and left as they were found upon occupation



## Service Level Statement

<b>Core Service:</b>	Maintenance of Buildings
<b>Service Provider and Contact name:</b>	Ian Watson Senior Maintenance Supervisor

## Schedule of services

Facilities operations maintenance is responsible for repairs, service, and replacement where necessary of building fabric, mechanical and electrical services in situ. Exceptions are for equipment, services or fabric installed by the department or their contractors.

- A prioritised routine maintenance service with a frequency of response as specified
- An emergency callout service outside of core working hours and Bank holidays
- A maintenance programme to ensure the basic structure and services are maintained in a functional condition
- A Planned Preventive Maintenance (PPM) programme to fixed plant and equipment (excluding departmental) for compliance with statutory requirements and to maintain such plant and equipment in functional working order including statutory testing
- Maintenance and statutory testing of fire precaution systems, fire doors, fire alarm systems, emergency lighting, refuge systems, fire stopping and compartmentation, hydrants, fire extinguishers, sprinkler and suppression systems
- Maintenance of heating, cooling, ventilation and air conditioning systems, gas and steam boilers, heat curtains, emitters, fume cupboard, and LEV systems
- Maintenance and annual thorough examination of lifts, chair lifts and hoists
- Maintenance to roads, footpaths, car parks, external way finding and warning signage
- Maintenance of master keyed locking systems, key and lock records and the provision of a replacement key service
- Monitoring of electrical, heating, ventilation and cooling systems via Building Management System (BMS), to provide as practical as possible comfortable and energy efficient environment
- Recharges of rectification works were it's determined condition other than fair wear and tear
- Residential inspection and repair programs during summer vacation period to return property to acceptable occupancy condition
- In term inspection and repair program on residential accommodation communal areas. Recharge for damages considered beyond fair wear and tear shall be undertaken

## What we need from the customer

- Request for maintenance services to be logged via Planon Helpdesk at <http://www.lancaster.ac.uk/facilities/services/helpdesk/>
- Emergency work to be reported via Planon and confirmation to your Building/College Porter or Security
- Clear information about the nature of the fault to assist determination of appropriate priorities
- Unhindered access to the space, and where appropriate give details of restricted access, key holders, safety precautions, etc
- Responsibility for the space occupied or managed, reporting faults as they occur or are discovered rather than let them be found on inspection programs or at the end of academic year
- Adherence to Facilities and maintenance policies as shown on Facilities web site, e.g. Use of electric heaters
- Windows and doors to be securely closed when spaces not occupied to prevent damage during high winds and storm conditions
- Lighting to be switched off during period's buildings or spaces unoccupied to assist energy conservation
- No interference with safety devices or safety systems including:
  - Wedging doors open or jam locks to disengage or propping open
  - Disablement of door closer devices
  - Damage to or disconnection of smoke or heat detectors
  - Interference with fire, intruder, access or warning system device
  - Interference with window restrictors
  - Security and fire protection systems are in place to protect users of buildings by maintaining integrity to allow enough time for buildings to be vacated safely, interference with any devices or fabric forming the protection could lead to serious consequences
  - No storage of combustible materials in corridors, staircases, stairwells and by any fire door

## Service level statement

**Core Service:** Maintenance of Outdoor Sports Areas

**Service Provider and Contact name:** Ian Sturzaker  
Landscape Manager

## Schedule of services

The maintenance of external sports facilities as per Sports Pitch Maintenance Plan available on Facilities website

### *The frequencies are currently:*

#### ***Pitch marking***

Astro Turf	as requested
Grass Pitches	as requested (6No football & 4No rugby)

#### ***Maintenance***

Verti drain pitches	once a term
Sand top dress	annually
Fertiliser application to sport pitches	3 times a year
Overseed	annually
Herbicide treatment	annually
Grass cut	March – Oct every 16 days
Mechanical sweeping to astro-turf pitch	weekly
Mechanical sweeping to tennis courts & MUGA's	weekly
Herbicide spray to tennis courts & MUGA's	3 times a year

## What we need from the customer

- Formal requests with regards to bookings and availability for student use to be channelled through the Secretary of the Athletic Union and discussed with the Sports Centre in the first instance
- Minimum of three working days' notice for bookings
- Formal requests for conference should be co-ordinated and agreed with all parties to include conference centre, sports centre and grounds
- The request for landscape maintenance services to be logged during normal working hours via Planon - Facilities fault reporting system either on-line or via the Facilities Helpdesk

## **Service level statement**

<b>Core Service:</b>	Maintenance of Grounds
<b>Service Provider and Contact name:</b>	Ian Sturzaker Landscape Manager

## **Schedule of services**

- The provision of a Landscape Maintenance Service to grassland, woodland, wetlands, trees amenity areas and plantings as per Horticultural Maintenance Schedule available on the Facilities website
- Undertake health and safety checks to tree stock, play area, woodland trail, water saving devices and football/rugby goals and take appropriate action as required
- Cleaning of all external areas including hard surfacing to include sweeping, emptying litter bins, collecting litter on a daily basis
- Cleaning to BBQ stations on a weekly basis March through to July
- Ad hoc cleaning of external signage and annual clean of all external signage
- The salting and snow clearing from footpaths, roads and car parks to a prioritised plan with a provision of a call-out service for salting roads and footpaths (Nov – Feb). Policy and plan available on the Facilities website
- The provision of an emergency call-out service for fallen or dangerous trees

## **What we need from the customer**

- To ensure that their activities and use of the landscape does not have a detrimental effect on the character or usability of the University Estate and to assist Facilities in keeping the general amenity spaces clean tidy and to a high standard
- The request for Landscape maintenance services to be logged during normal working hours via Planon - Facilities fault reporting system either on-line or via the Facilities Helpdesk

## Service level statement

<b>Core Service:</b>	Project Delivery
<b>Service Provider and Contact name:</b>	Jason Homan Head of Development Projects

## Schedule of services

- The preparation of feasibility studies, design development, tender procurement and construction of all new build, remodelling or refurbishment projects. This typically includes the assessment of technical viability, cost and benefit analysis, risk management and the project's fit with current strategies
- The provision of effective and efficient project and programme management from project inception to completion and handover of asset

## What we need from the customer

- The formal project "trigger" is a completed Project Request, submitted via the Facilities web site - <http://www.lancaster.ac.uk/facilities/services/helpdesk/projectrequest/> .  
  
Project request is an electronic process and authorising officers/Head of Departments will use Planon to approve the work. Subject to satisfying initial schedule, funding and scope criteria, the project will then be formally allocated to a Project Manager and an automated email confirmation of the Project Request authorisation and Project Manager assignment is issued to the originator.  
The progress of the project request can be tracked at "My Project Requests" link via the Facilities web site - <http://www.lancaster.ac.uk/facilities/services/helpdesk/projectrequest/> .
- To ensure that the most effective service provision can be planned the Heads of each Faculty should communicate with the Facilities Head of Project Delivery at least twice a year to provide advance visibility of potential project workload
- The customer should be aware of their required involvement within the project delivery process

## **Service level statement**

**Core Service:** Security Reception

**Service Provider and Contact name:** Security Officers

## **Schedule of services**

Lancaster University Security Department provides a range of services to the University Campuses, operates twenty four hours a day and 365 days a year including all Bank Holidays, Christmas and New Year.

The services we currently provide include:-

- Conduct regular foot and mobile patrols
- Monitoring CCTV, fire and intruder alarm from the control room
- Key holding and alarm response services
- Car parking permit administration and car parking enforcement
- Security consultancy advice for events
- Partnership and effective liaison with University based Police Team
- Liaison with the emergency services at incidents
- Presentations to staff and students on security and personal safety
- Security surveys for new and existing buildings
- Student liaison
- Evac Chair / First Aid/ Defibrillator provision
- Car parking / traffic management for events, graduation, open days etc.
- 24hr Control Room.
- Bank/ cash escorts.
- Empty pay & display car parking machines.
- Contact / request out of hours University on call maintenance services for emergencies.

### **What we need from the customer**

- It is the responsibility of students and staff who live and work at the University to inform the Security Department of any suspicious activity or issues that may impact on the welfare of the campus community to help us keep campus safe and secure.
- The welfare of our staff remains paramount to us; therefore we expect the courteous manner that is provided to students, staff and visitors by the security department is in turn reciprocated.

## **Service level statement**

<b>Core Service:</b>	Building Porters
<b>Service Provider and Contact name:</b>	Facilities Porters (Buildings)

## **Schedule of services**

To provide, a comprehensive and supportive portering service, to University buildings and Departments

- Provide daily portering services to all buildings including opening up and locking off
- Provide portering support to ceremonies, examinations and University events  
Arrange classrooms, study/examination areas to suit timetabled requirements
- Deliver teaching aids and other equipment to classrooms within designated buildings
- Assist in building management matters in designated buildings
- Provide an element of security monitoring during normal course of duties as a secondary function
- Response to non-direct items delivered within four hours of receipt
- Timely response to enquiries from students, staff and visitors

## **What we need from the customer**

- Discuss your requirements well in advance
- Provide at least 24 hours' notice, via telephone or email when collection or despatch of bulk mail is required
- Provide written notification of room set up and other requirements for special events, preferably three weeks in advance (special arrangements apply to degree ceremonies and large events)
- Inform us in advance of any expected large deliveries



## **Service level statement**

<b>Core Service:</b>	College Porters
<b>Service Provider and Contact name:</b>	Facilities Porters (Colleges)

## **Schedule of services**

To provide, a comprehensive and supportive portering service, to University Colleges

The services College based Security staff currently provide include:-

- Conduct regular foot and mobile patrols
- Monitoring CCTV, fire and intruder alarm from the control room
- Key holding and alarm response services
- Car parking advice and direction
- Partnership and effective liaison with University based Police Team
- Liaison with the emergency services at incidents
- 24 hour student liaison and care
- First Aid provision in the event of injuries and emergencies
- Provide daily portering services to the Colleges including opening up and locking off
- Collect and deliver items of mail
- Take safe custody of found property and keep accurate records of lost property
- Timely response to enquiries from students, staff and visitors

## **What we need from the customer**

- It is the responsibility of the students and staff who live and work at the University to inform the Security Department of any issues that may impact on the welfare of members of the campus community.
- The welfare of our staff remains paramount to us; therefore we expect the courteous manner that is provided to students, staff and visitors by the security department is in turn reciprocated.

## **Service level statement**

<b>Core Service:</b>	Postal Services
<b>Service Provider and Contact name:</b>	Mail Room - Security

## **Schedule of services**

To provide efficient and effective external and internal postal and courier services (mail) to Lancaster University and partner organisations by ensuring that the Facilities Division staff provide a customer focused, quality service and remain the credible service provider of choice.

- Collect all outgoing internal and external mail from departments and buildings for delivery to the Post Room
- Provide a postal service including collection of outgoing, distribution of internal and distribution of incoming external mail. External mail will be charged to the relevant department
- Process by 12.30 hrs the following day all outgoing second-class mail received in the Post Room by 14.00 hrs
- Sort all internal mail
- Remove confidential waste ensuring compliance with all relevant legislation
- Comply with Environmental legislation and good practice in disposing of waste material
- Whilst carrying out duties on Campus report immediately any issues affecting Health and Safety
- Keep at all times in a secure environment courier parcels and items of post received at the University Post Rooms
- Exercise care by only handing over postal items after identification (i.e. Library card) has been produced

## **What we need from the customer**

- Place outgoing mail in available pigeon holes and mail baskets in designated positions
- Clearly mark and adequately label internal mail
- Restrict the practice of personal postal deliveries being made to the University

## Service level statement

### Core Service:

Leisure, sport and competitive activities to students, staff and wider community.

### Service Provider and Contact name:

Kim Montgomery Head of Sport  
Debbie Bell – Centre Manager  
Rachel Lowe – Duty Manager  
Mary Entwistle – Duty Manager  
Bryan Eccles - Duty Manager  
Joe Redhead – Duty Manager

### Schedule of services

The Sports Centre is responsible for promoting and delivering a high standard of indoor and outdoor leisure, sport and competitive activities on a planned or casual basis in order to inspire, grow and sustain participation.

The Centre primarily provides a multi-sport service to meet the needs of national and international students as well as to staff and the wider community.

We are committed to the welfare of all users, upon request we will provide bespoke wellbeing and training plans and provide wellbeing classes tailored to the needs of students during specific times during the academic year.

- Undertake and maintain all appropriate and relevant risk assessments and safe systems of work
- Maintain the Centres commitment to staff development and on-going training to industry and governing body standards.
- Invest in all areas to keep the facilities current and to a high standard.
- Provide an excellent customer focused service.
- Address safeguarding concerns promptly.
- Communicate any unforeseen cancellations to customers.
- Promote and support a clean and sustainable environment.
- Promote social inclusion.
- Provide first aid when necessary.
- Respond to personal requests, from Sport Lancaster Your Comments within two working days with a full response within ten working days.

The brand name for sport activities at Lancaster University is Sport Lancaster, services include:

- Recreation and community engagement as well as BUCS and well being
- BUCS fixtures - BUCS clubs training and coaching sessions
- Wellbeing activities
- Swimming - Adult and Children's swimming lessons. Swimming galas with state of the art timing equipment, water polo, canoe polo, octopush
- Sauna and Steam room
- Climbing - Adult and Children's climbing lessons.
- Sports Hall
  - Badminton
  - Volleyball
  - 5 aside football
  - Hockey
  - Basketball
  - Trampolining
  - Circuits
  - Archery
- Studio
  - Adult and children's classes
  - Strength and Conditioning
  - High and low impact classes
- 4 squash courts
- Fitness Suite includes a split level 100-station gym with an extensive range of cardiovascular and resistance machines.
  - Ground floor free weights
  - First floor cardio machines
  - Personal Training
- Outdoor facilities
  - 8 tennis courts
  - 5 netball courts (including 2 floodlit)
  - 2 multi-use games areas for 5 aside football, training, basketball
  - 3G
  - 2 floodlit synthetic grass pitches
  - 6 association football pitches
  - 3 rugby pitches
  - Artificial cricket wicket

Crown bowling green  
Lacrosse pitch  
Golf  
Fly fishing

- Woodland Walk and Trim Trail

**What we need from the customer:**

- Respect the rules, regulations and etiquette of the centre.
- Respect the property of the University.
- Provide personal details and information when necessary in the interest of health and safety.
- Comply with the emergency procedures for the Centre.
- Respect the decision of staff.
- Report any safeguarding or other concerns to staff.
- Members to use the swipe entry access at all times.
- Support a clean and sustainable environment.
- Use the lockers provided within the Centre for security.
- Cancellation of membership to be made one month in advance by e mail or letter.
- Cancellation of bookings to be made on-line or by phone.
- Comply with the car park regulations.
- Continuous feedback in order that we can improve our service.

## **Service level statement**

<b>Core Service:</b>	Waste and Recycling
<b>Service Provider and Contact name:</b>	Jon Mills Carbon, Environment & Sustainability Manager

## **Schedule of services**

- To provide adequate and appropriate storage facilities for waste and recyclable materials inside of buildings which have been fitted out with recycling facilities. These should be appropriately located and signed. To make available storage containers for recycling in all student residence kitchens
- To provide adequate and appropriate storage facilities for waste and recyclable materials in external areas prior to removal from site. These should be appropriately located, signed and adhere to fire regulations to help protect people and buildings
- To ensure that collections of waste from site are sufficient and meet all requirements
- To comply with all waste management legislative requirements
- To make available specific arrangements for the appropriate collection, removal and safe disposal or recycling of specialist items of waste such as WEEE, batteries, fridges, confidential waste and large items of general waste. To comply with all legislative requirements in this regard
- To apply the waste hierarchy in prioritizing (1) waste minimization (2) reuse and (3) recycling

## **What we need from the customer**

- Recognition that it is the responsibility of all members of staff and students to actively reduce waste materials, reuse or recycle them if possible and to help the University meet its recycling targets and legislative requirements
- To use the appropriate recycling arrangements where they are in place
- To not contaminate different waste streams together or leave waste on the ground outside of designated storage containers
- To feedback any waste issues to the relevant person / department so that they can be investigated and addressed

- To transfer waste materials to their appropriate external storage container where arrangements are not in place to do this through the cleaning staff, e.g. student kitchen waste and recyclates, large items of cardboard or general waste in office/academic areas
- To be aware of the adverse environmental impacts of waste and the use of the earth's natural resources
- Student residents must not leave waste and recycling to build up in student kitchens but remove the waste and recycling to the clearly labeled waste containers in the nearest bin store and do so on a regular basis
- To be aware of the adverse environmental impacts of waste and the use of the earth's natural resources.

## **Service level statement**

**Core Service:** Lancaster Conferences

**Service Provider and Contact name:** Conference Team

## **Schedule of services**

- To sell & deliver conferences & events meeting customer expectations and generating profit
- Deal with conference & event enquiries and process bookings as per industry standard
- Provide clean meeting space ensuring the room is set up as per customer specification
- Provide AV/IT facilities as per customer specification offering support throughout the event
- Provide an efficient and friendly reception area for delegate registration, key distribution and delegate information point
- Ensure that catering services are delivered on time as per the agreed standard in a friendly and efficient manner
- Provide clean bedrooms with hot water ensuring requirements are met

## **What we need from the customer**

- Signed booking contract as per agreed deadline
- Full programme of requirements as per booking conditions
- Payment within 28 days
- Customer feedback



## **Service level statement**

<b>Core Service:</b>	Visitor rooms
<b>Service Provider and Contact name:</b>	Conference Team

## **Schedule of services**

- To sell & deliver B&B & Self catering accommodation
- Deal with enquiries and process bookings as per industry standard
- Deal with payments in an efficient way as per University financial regulations
- Provide an efficient, helpful and friendly reception area for check-in, key collection and general information point
- Ensure that Breakfast are served to agreed standard in a clean and customer focused environment
- Provide clean bedrooms with hot water ensuring requirements are met
- Provide internet access in rooms free of charge
- Operate an efficient on-line booking system supported by KX

## **What we need from the customer**

- Completed booking form with requirements
- Payment on booking
- Customer feedback

## **Service level statement**

<b>Core Service:</b>	Printing and Copying
<b>Service Provider and Contact name:</b>	Steve Thomas Manager

## **Schedule of services**

The provision of a comprehensive printing, copying and finishing service, in accordance with the needs of the University and in line with the Way of Life ethos.

Including:

A professional print room capable of meeting the copy, print, scanning and finishing requirements of the University.

- Opening during the core University hours with no closure for lunch
- Standard four day turn around for digital print and shorter deadlines by agreement
- The provision of a web based job submission and ticketing system
- Job costing and estimates via email, telephone and online through DSF
- Colour and mono copying and printing duplex and simplex on appropriate paper stocks sourced from sustainable FSC suppliers
- Trimming folding creasing binding and finishing services
- Wide format printing and laminating
- Delivery of all print jobs unless collection specified and collection of hard copy by arrangement
- Advice on best practise and most cost effective print and finishing solutions

## **Exceptions**

We will always endeavour to meet a clients deadline however during September and October turnaround times in the print room will vary up to 10 working days. All work submitted before September will be ready for the start of the October term.

## **What we need from the customer**

### **Printroom:**

An accurate job ticket submitted in person or online including:

- Print ready PDF or high quality hard copy documents
- Deadline including time if specific
- Print and finishing specification and customer contact details
- An appropriate method of payment: cash cheque requisition, cost code or invoice details
- Delivery address where appropriate

## **Service level statement**

<b>Core Service:</b>	Photography
<b>Service Provider and Contact name:</b>	Steve Thomas Manager

## **Schedule of services**

The provision of a comprehensive and professional photographic service, in accordance with the needs of the University and in line with the Way of Life ethos.

A professionally equipped photographic studio located on campus

Location photography on and off campus

Hi resolution Digital Photography

Photographic services offered:

- Press and publicity
- Studio
- Portraiture visa and graduation photography
- Aerial photography
- Copying and digitising artwork
- Architecture
- Commercial/Industrial
- Course and Cohort groups
- Site Progress and civil engineering
- Illustration for books magazines and web pages
- Open during core hours and out of hours by arrangement
- Advice including creative and technical input to staff and departments requiring photography
- Advice on best practise
- Job costing and enquiries via telephone and email

## **Exceptions**

During July the availability of a photographer may be limited due to Graduation Photography

## **What we need from the customer**

An accurate photographic brief including:

- The purpose of the photographs
- Timeline of the project shooting schedule and deadline for final images
- Specification of output files or prints
- Customer contact details
- Level of budget and restrictions
- Geographic location and GPS information for aerial work
- Model release and or permissions where individuals or groups are being photographed for publication
- Locations to be arranged and booked where necessary
- Safety information risk assessment and induction where appropriate
- An appropriate method of payment: cash cheque requisition, cost code or invoice details
- Delivery address for images and or prints

## **Service level statement**

**Core Service:** Design

**Service Provider and Contact name:** Jonathan Geddes  
Senior Designer

## **Schedule of services**

The provision of a comprehensive and professional design service, in accordance with the needs of the University and in line with the Way of Life ethos.

Design services offered:

- Design for print
- Design for digital
- Artwork preflight service
- Creative design solutions
- Design consultation
- Brand creation and development
- Open during core hours and out of hours by arrangement
- Advice including creative and technical input to staff and departments requiring design
- Advice on best practise and best value
- Job costing and enquiries via telephone and email

## **Exceptions**

During July the availability of design services may be limited due to Graduation Photography

## **What we need from the customer**

An accurate brief including:

- The purpose of the project
- Outcome expectation
- Timeline of the project

- Specification of output
- Customer contact details
- Copyright permissions where content is supplied by the client
- Level of budget and restrictions
- Locations to be arranged and booked where necessary
- Safety information risk assessment and induction where appropriate
- An appropriate method of payment: cash cheque requisition, cost code or invoice details
- Delivery address for artwork

## **Service level statement**

**Core Service:** Pre-School Centre

**Service Provider and Contact name:** Adele Stewart  
Centre Manager

## **Schedule of services**

- Our aim is to provide a warm caring and safe environment for your child and to develop their abilities by using play and planned activities for all age ranges
- The Pre School Centre will support both child and parent during the course of your booking. We will provide a safe and stimulating environment where each child will be encouraged to achieve their potential by a caring, informed and knowledgeable team of dedicated staff

In addition we will:

- Inform you as soon as possible as to whether your application has been successful
- Provide the agreed childcare facilities for your child at the agreed times (subject to any closure days and anything beyond our reasonable control)
- Try to accommodate any requests for additional sessions
- Provide you with regular verbal updates on your child's progress upon request
- Consult Children's Social Care if significant concerns have been raised about a child and there is reason to suspect the child is being abused or neglected or is likely to be abused
- Further details available via the Pre School Centre website @ <http://www.lancaster-preschoolcentre.co.uk/>

## **What we need from the customer**

Rules and regulations will be kept to a minimum but certain parental obligations must be met in order to facilitate the effective and efficient management of the centre, to enable essential records to be kept in line with the registration requirements, for health and safety and other reasons in the best interest of the children. In order to obtain and retain a place at the Pre School Centre, Parents must undertake to abide by the following requirements:



- Provide correct and necessary information for proper records to be kept
- Allow sufficient time to settle your child into the Centre
- Collect your child at the end of the sessions at the agreed times
- Inform the centre if anyone other than the adults registered with the centre will be collecting a child from centre either during or at the end of the day. Provide a password to Pre School staff and the adult collecting
- Inform the centre as far as possible in advance of known absences from the centre due to holidays etc
- Collect a child from the centre if the Centre advises that s/he is too ill to complete the session, or give permission for someone else to do so
- The Centre taking all reasonable precautions in looking after your child including a child being taken to hospital by the Pre-school Centre or any other source of medical attention for treatment in the event of an emergency (with us informing you or the person noted on the booking form as soon as possible of any problems using the contact details provided to us on the booking form, regarding which you are responsible for updating us, as and when there are any changes to such details)
- Give written authorisation for administration of prescribed medication

## **Service level statement**

**Core Service:** Retail Services – Meet, Eat & Drink

**Service Provider and Contact name:** Jo Hardman  
Head of Commercial Services

Pete Welling  
Retail Services Manager

Ros Wilkinson  
Head of Hospitality

## **Schedule of services**

The delivery of a range of retail services including the provision of a food offering, the sale & supply of alcohol and hot & cold soft drinks with the inclusion of a variety of entertainments to meet the expectations and needs of students, staff and visitors alike.

- To undertake and maintain all appropriate and relevant risk assessment
- To deliver quality and value across the range of services
- To aim to outperform other providers in the sector
- To train and develop all staff to a high standard in operational activities, customer service and industry related knowledge
- To understand, create and enhance the customer experience of Lancaster University
- To invest and reinvest in all areas of our services
- To comply with all industry and relevant authority legislation

## **What we need from the customer**

- An understanding of our services through transparent processes and ease of use
- Pride in our services and a desire to become actively involved in the venues, be it through employment, as a customer or by volunteering
- A respect and want for our services and staff, akin to ownership and loyalty
- Repeat visits to our venues and a culture of recommendation of our services
- A desire to communicate swiftly and clearly with us with regard to experiences in our Venues

## **Service level statement**

<b>Core Service:</b>	Accommodation Services
<b>Service Provider and Contact name:</b>	Candace Davies Head of Accommodation

## **Schedule of services**

The provision of a comprehensive range of management and customer services to students living in University managed accommodation.

Provision of a property accreditation service for students; ensuring that registered properties exceed minimum standards and that providers/landlords meet fit and proper standards in-keeping with Lancaster's reputation for quality campus accommodation.

- Central team responding to any accommodation related enquiries as well as providing departmental, business, web and systems support
- Accommodation Manager located in each College to provide responsive and professional customer services to students in accommodation. Working in partnership with the College to support the College community and collaboratively across the wider University to provide an excellent student experience.
- Dedicated member of staff inspecting off campus accommodation for registered landlords and providers in the Lancaster University Homes Scheme. Providing expert advice to providers/landlords and students regarding city centre student accommodation to ensure continuation of the student experience when living off campus.

## **What we need from the customer**

- Treat fellow students and flat/house mates with respect and tolerance allowing for the diverse nature of the student population
- Treat all staff with respect
- Report any feedback about our services quickly , clearly and politely
- Abide by the obligations detailed in the Accommodation contract when living on campus
- Abide by College and University rules