

Policy and Resources Cabinet Committee Report – 10 September 2024

Item: Facilities Management bi-annual update report

Appendix A – SLA and Indicative Scenarios

1. Background

1.1. FM works consist largely of two types of work, Planned and Reactive. These are managed via the contract and have specific tolerances and SLAs applied.

1.2. The table below identifies the tolerances for planned works. The Contractor shall deliver Routine Maintenance and provide the relevant certification and/or report within the following tolerances from the dates assigned within the Routine Maintenance Schedule:

Routine Maintenance Frequency	Tolerance
Statutory Maintenance, Tests and Inspections	Within 72 hours of the relevant date specified in the Routine Maintenance Schedule and in any event prior to becoming non-compliant
Inspections where Authority Policy exceeds Statutory requirements	Within 72 hours of the relevant date specified in the Routine Maintenance Schedule and in any event prior to becoming non-compliant
Critical Systems	On the date specified in the Routine Maintenance Schedule
Daily save where Statutory Maintenance, Tests and Inspections	On the date specified in the Routine Maintenance Schedule
Weekly save where Statutory Maintenance, Tests and Inspections	Within 72 hours of the date specified in the Routine Maintenance Schedule
Monthly save where Statutory Maintenance, Tests and Inspections	Within 5 Business Days of the date specified in the Routine Maintenance Schedule
Quarterly save where Statutory Maintenance, Tests and Inspections	Within 5 Business Days of the date specified in the Routine Maintenance Schedule
6 Monthly save where Statutory Maintenance, Tests and Inspections	Within 5 Business Days of the date specified in the Routine Maintenance Schedule
Annually save where Statutory Maintenance, Tests and Inspections	Within 5 Business Days of the date specified in the Routine Maintenance Schedule

1.3. To ensure swift Responses to reactive works, the contractors must meet the Service Level Agreements (SLA) time frames as outlined below. To assist the help desk teams in allocated the correct Priority Level to each reactive task, a list of scenarios have been agreed upon which is also supplied below. Failure to meet the SLA or correctly attribute the tasks with the correct level, results in a KPI failure.

Priority Level	Description	Action	Service Level Core Sites	Service Levels Non-Core Sites
A	Matters giving rise to an immediate security, health and safety or environmental risk.	Attend	Within 2 hours	Within 3 hours
		Permanent Rectification OR Interim Rectification and Raise Child Service Request	Within 6 hours	Within 6 hours
B	Matters which prevent or severely restrict the Authority from conducting normal operations or have an adverse impact on the Authority's reputation.	Attend	Within 3 hours	Within 6 hours
		Permanent Rectification OR Interim Rectification and Raise Child Service Request	12 hours	24 hours
C	Matters which impinge upon the proper working of the facilities in relation to all users but have no reputational risk.	Permanent Rectification	Within 2 Business Days	Within 5 Business Days
D	Matters of a routine nature	Permanent Rectification	Within 5 Business Days	Within 5 Business Days
E	Change or cosmetic requests	Price Schedule Complete	5 days 2 Business Days following approval. 20 days following approval	5 days 2 Business Days following approval. 20 days following approval
F	Specialist audio conference equipment	Attend	15 minutes	15 minutes
G	Lift Entrapment	Attend and Release	1 hour	1 hour
H	Quotations requested by Authority	Submission	10 Business Days	10 Business Days

Priority Level	Indicative Scenarios (Guidance Only)
A	<ul style="list-style-type: none"> • Security intruder alarm system fault - where it's likely to cause a nuisance to the surrounding neighbours or the building cannot be secured/locked • Closed circuit television fault where service user safety is a concern e.g., Case conferencing • External windows operation – cannot close/lock to secure the building • Security incident i.e., theft, burglary, or problem affecting personal safety or security of the building. • External/entrance door operation if this impacts on fire plan/security of the building • Failure of gate or barrier operation – where it prevents access into or from site • Roof leak that gives rise to health and safety risk i.e., collapse or impacts services • Water leaks/ingress via roof, windows, ground source, drains or faulty plumbing that creates an unsanitary situation or immediate health and safety impact to builder users • Boiler failure affects the whole building and services unless boiler is not required for heating building • No heating where the internal temperature is below 17 degrees. • No hot water in the whole building or where there is a legionella risk • No hot water in an area of a care home, short break, or respite centre • Leak or plumbing issues preventing use of toilets where alternative facilities are not available. • Loss of water affecting the whole building • Loss of power affecting the whole building • Environmental incident e.g. flooding, fuel/oil/chemical spillage, land/air/water way contamination • Sewage incidents, unintentional substance release, wastewater treatment plant system or plant failure • General lighting failure that compromises ability of staff to work, building security plan or general health and safety • Complete fire alarm failure • Activation/Fault of the fire alarm system • Asbestos incident with potential exposure • Major electrical fault creating a hazard for occupants • Fire or risk of fire/explosion • Gas leak • Structural damage • Failure of sprinkler system • Ceiling collapse • uninterruptable power supply systems (where not integrated within IT Assets) • heating, ventilation and air conditioning in server rooms • generators • Vesda system in Kent History and Library Centre

B	<ul style="list-style-type: none"> • Security intruder alarm fault • Water leaks/ingress via roof, windows, ground source, drains or faulty plumbing that doesn't create an unsanitary situation or cause an immediate risk to building users • Loss of water to part of the building except care homes and respite centres • Loss of power to part of the building except care homes and respite centres • Water treatment plant pump failure – where there is no potential contamination of the water course • Lift breakdown without entrapment – where there are other lifts available in the building • Heating failure affecting parts of a building where temperature is above 17 degrees except care homes and respite centres. • Emergency lighting fault where there is no alternative emergency lighting within the area and no borrowed light • Broken window • Damage that prevents occupant access into building • Building Management System (BMS) fault – where boilers and Air handling units (AHUs) cannot be operated manually
C	<ul style="list-style-type: none"> • Failure of CCTV camera where the overall security of the site has not been compromised (i.e. not affecting case conferencing) • Failure of gate or barrier operation – where it can be manually operated • General lighting failure that does not compromises building occupancy • Leak or plumbing issues affecting toilets where alternative facilities are available
D	<ul style="list-style-type: none"> • Damage to building fabric • Water leak that does not cause immediate damage or impact building occupancy but causes water loss • General lighting maintenance requirements i.e. repair and replacement of lamps • General building maintenance e.g. any door furniture, hardware and viewing panels • Non-urgent battery replacement • Damage to gutters with no additional impact on building or users
E	<ul style="list-style-type: none"> • Shelf fitting, filling holes, carpet tile replacement, noticeboard installation and repairs, display cabinet repair, signage placing, clock – changing, easing and adjusting non-fire doors, painting, general repairs etc.
F	<ul style="list-style-type: none"> • Microphones plus acoustics only applicable where required on the Service matrix

1.4. The core premises are currently comprised of approximately 40 buildings. These are buildings that have statutory / regulated service provision i.e. Children Respite Services or Adult Social Care or have a key function that without the normal operation of the building the authority or key partners i.e. NHS, would not be able to perform key services i.e. Multi Agency Specialist Hubs (MASH) sites.

1.5. Core and non-core buildings can be added to the contract as required via the Contract Change Notice process and will be priced accordingly. As the provision of regulated sleeping accommodation increases, so will the number of core sites in contract.

2. Contact Details

Report Authors: Tony Carty Head of Facilities Management 03000 41 72 43 anthony.carty@kent.gov.uk	Relevant Director: Rebecca Spore Director of Infrastructure 03000 41 67 16 rebecca.spore@kent.gov.uk
---	--