

ESTATES DIRECTORATE SERVICE DELIVERY PLAN

August 2018

Emergency Contact Numbers

Internal Emergency	Ext 2222	(028 9097 2222)
Security Control	Ext 5099	(028 9097 5099)
Estates Directorate	Ext 5005	(028 9097 5005)
Estates Helpdesk	Ext 5152	(028 9097 5152)
University Safety	Ext 4613	(028 9097 4613)

Maintenance Response Times

Emergency	Response within four hours
Urgent	Response within 24 hours
Standard	Response within five working days
Normal	Response within 20 working days

Prices and Details were correct at the time of printing

Acknowledgments

Thanks to all of the staff in Estates for their hard work, commitment and professionalism in providing our wide range of services. Without their efforts the estate would not be so well presented and be in the world class league that we aspire to.

This is the second issue of the Estates Services Delivery Plan and the Directorate would express a special thanks to all those who contributed to the refresh, together with the new section for University Safety. As in the previous version, editorial input from Richard McElnay and Lorraine McCallum has been essential in formulating the plan.



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Damien Toner

1. Foreword

Welcome to our second release of the Estates Directorate Services Delivery Plan. The Plan was formulated in 2016 to provide a solid platform to communicate the many aspects of services provided by Estates. It confirms our commitment to Vision 2020 and the exciting opportunities this strategy for growth brings. The overall aim of the Estates Directorate is to commit to providing the highest quality service standard to support Faculties, Schools and Directorates as would be expected in a world class University.

Throughout 2017-18 the Directorate's Senior Team have continued to operate a revised communication strategy to engage with Faculties, Schools and Directorates. Communication and understanding the needs of all our colleagues is vital to the success of the University - I am delighted with the uptake of this engagement process which I believe has made a significant difference to our engagement partners all across the University.

Communication is key to the successful delivery of change. This Service Delivery Plan seeks to ensure all areas of the University have maximum visibility of the range and extent of services provided by the Estates Directorate. There is guidance on how these services are deployed and accessed across the whole estate.

I have also witnessed the effect of new quality measurements that were introduced in the first Service Delivery Plan and, as a Directorate delivering first line services, I am planning to continue this initiative going forward. The service delivery capability for 2017 and beyond has been substantially augmented from 1 August 2017 with University Safety

now coming into the Directorate. A new section focusing on the team's service delivery has been added to the Delivery Plan as the first service area reflecting the importance of safety.

This is an exciting time for Estates, we very much welcome the opportunity to work with University Safety in a synergistic relationship and to developing the overall safety culture for the University.

As in the first Service Delivery Plan I am committed to delivering a dynamic, flexible and wide ranging service provision that responds quickly to change. Estates will seize every opportunity to support the University in achieving the corporate goals.

Damien Toner Director of Estates



2. Collaborative Engagement with Faculties, Schools and Directorates

In the context of delivering Vision 2020, the Estates Directorate continues to instigate a comprehensive strategy of engagement and collaboration. As a result of an internal review process, informed by feedback from meetings with Faculties, Schools and Directorates, in 2016 the following arrangements were instigated to maximise communication while building on opportunities for wider collaboration.

The Director of Estates visits Pro-Vice-Chancellors on a quarterly basis. A number of other opportunities to meet fellow Directors and the Faculty Directors of Operations exist at University Operating Board and Professional Services Executive Board. Notwithstanding this, the following formal engagement plans form the core to the Estates Directorate Service Delivery Plan.

Estates Director/ Head of Division	Faculty/ Directorate	Schools	University Operating Board	Professional Services Executive Board	Faculty Collaborative Engagement	Schools Collaborative Engagement	Directorate Collaborative Engagement
Damien Toner Director of Estates			✓	✓			
Peter Erwin Estates Services	Faculty of Medicine, Health and Life Sciences	School of Medicine, Dentistry and Biomedical Sciences School of Biological Sciences School of Pharmacy School of Nursing and Midwifery			✓	✓	
Allan Munro Estates Planning	Faculty of Arts, Humanities and Social Sciences	School of Arts, English and Languages School of Law School of History, Anthropology, Philosophy and Politics Queen's Management School School of Social Science, Education and Social Work			✓	✓	

2. Collaborative Engagement with Faculties, Schools and Directorates (continued)

Estates Director/ Head of Division	Faculty/ Directorate	Schools	University Operating Board	Professional Services Executive Board	Faculty Collaborative Engagement	Schools Collaborative Engagement	Directorate Collaborative Engagement
John Nugent Estates Development	Faculty of Engineering and Physical Sciences	School of Mechanical and aerospace Engineering School of Electronics, Electrical Engineering and Computer Science School of Chemistry and Chemical Engineering School of Mathematics and Physics School of Natural and Built Environment School of Behavioural Science			✓	✓	
Richard McElnay Estates Administration and Resources	Directorate Offices						✓



Collaborative Engagement Meeting

A range of standard topics will be covered in the engagement process and these are set out below.

Topics

Review of Overall Service Across the Directorate

- Planning Division
- Services Division
- Development Division
- Administration and Resources Division
- University Safety Service

Discussion on Service Provision

Agreed Actions

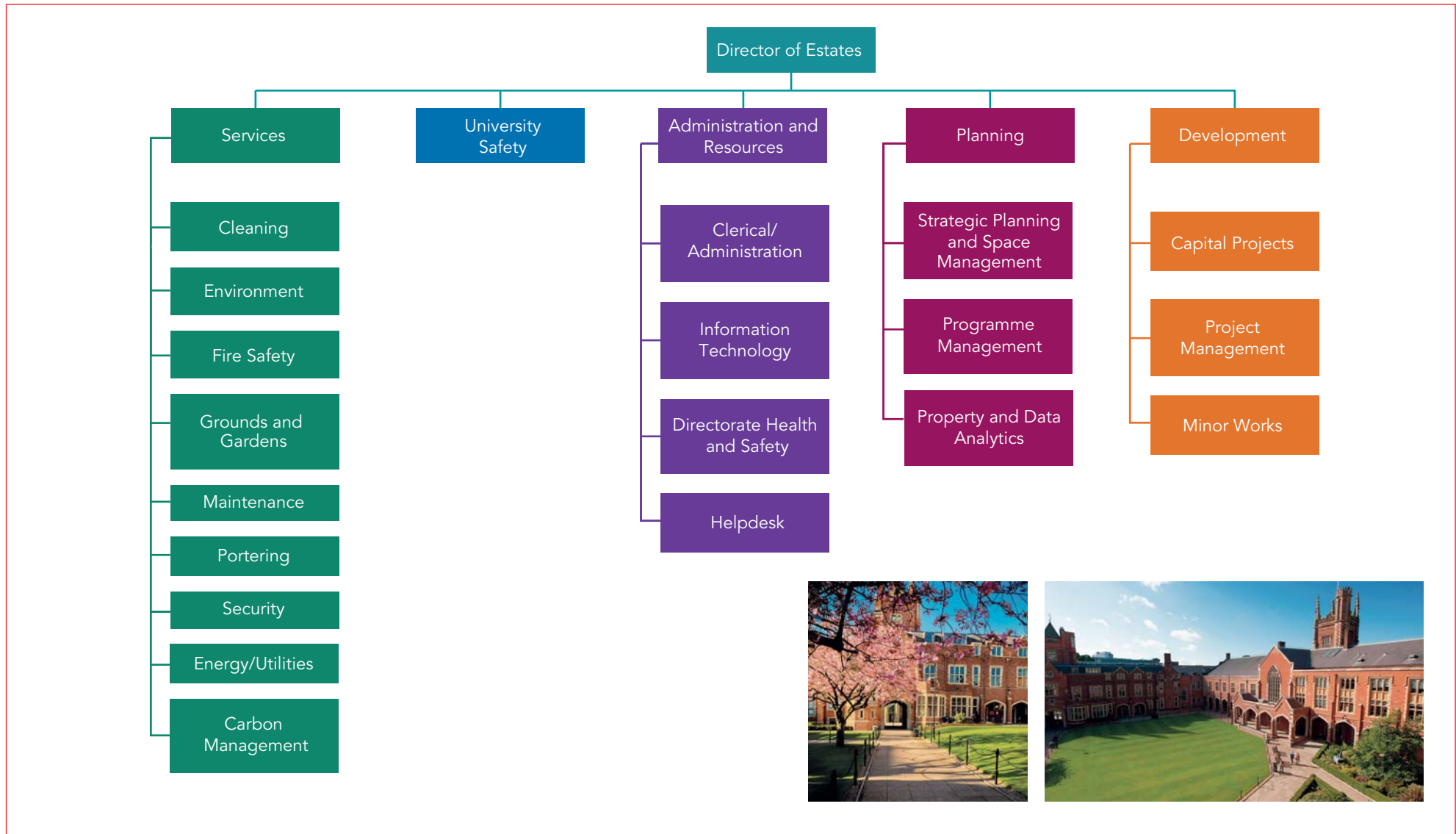
To be agreed at the meeting.





Service Review Survey

A new survey to gauge the overall Service Delivery Plan success or otherwise has been introduced. It is anticipated that this will be completed at each meeting, but if not then at least annually.

3. Overview of the Directorate

Estates Directorate Structure



Head of Division	Service Provision	
 <p>Administration and Resources Richard McElnay</p>	<ul style="list-style-type: none"> • Financial Control • Administration Services • Directorate Safety Co-ordination • Key Performance Measurement 	<ul style="list-style-type: none"> • Information Management • Co-ordination, Management and Development of ICT • Estates Helpdesk and Access Control Configuration Settings • Collaborative Engagement Lead
 <p>Development John Nugent (Deputy Director)</p>	<ul style="list-style-type: none"> • Detailed design and project management of all new developments and major refurbishment projects • Minor Works projects 	<ul style="list-style-type: none"> • Planned Maintenance • Construction Supervision
 <p>Planning Allan Munro</p>	<ul style="list-style-type: none"> • Overall estate planning and policy • Funding proposals, including feasibility studies • Project Brief development and initial design of capital developments including (if required) management of statutory planning process 	<ul style="list-style-type: none"> • Property Portfolio Management • Rates, property valuation and lease management • Data analysis for functional space utilisation
 <p>Services Peter Erwin</p>	<ul style="list-style-type: none"> • Response, routine and statutory compliance Maintenance • Fire Safety • Security • Cleaning • Portering 	<ul style="list-style-type: none"> • Gardens, grounds and playing field maintenance • Environmental management and sustainability • Vehicle Fleet Management and Travel Planning • Car Park management • Major Incident Planning/Business Continuity • Energy, Utilities and Carbon Management

Glossary of Terms

Access Control System	A Queen's online system to facilitate the control of access to buildings by nominated School/Faculty/Directorate staff. The system allows access to be granted on a person by person basis or by grouped access linked to course pathways.
BLO	Building Liaison Officer. Faculty/Directorate/School appointed person who has been trained in the operation of the Estates Directorate's Planon, Computer Aided Facilities Management System, for the purposes of reporting Estates related faults and booking of services from Estates.
Helpdesk	The Estates Directorate uses Planon as its Computer Aided Facilities Management System referred to as the Estates Helpdesk. This facilitates the logging of service requests and building faults by the BLO.
Car Park Management System	System is available through QOL to manage staff parking permits, registration of vehicles to the system and visitor parking.
IPSC	Internet Protocol Security Centre. The system connects building alarm systems and CCTV cameras to the Central Security Control Room.
IRCEP	International Research Centre for Experimental Physics
Micad	Estates space and asbestos information management system. Provides data to other Estates and University systems on room type, room area, location etc.
IRIS	The University online system for reporting Health and Safety Incidents. The Incident Reporting Information System will be available during 2017-18; Initially as a Pilot in a number of areas and then generally.
Minor Works Requests	A Queen's online system which facilitates requesting, pricing and approval of Minor Works projects to Faculties/Directorates.
PEEPS	Personal Emergency Evacuation Plans. These are evacuation plans specifically tailored to staff or students who may have mobility limitations on leaving a building, i.e. mobility problems.
QPIMS	Queen's Property Information Management System. This provides an interface to Micad for Faculties/Directorates/Schools to update space type.
Queen's Fire Safety Management System	An online computerised system to facilitate allocation and recording of routine fire safety checks by Premises Fire Officers, Fire Wardens and Appointed Persons.
Utility Management System	This system holds information on Gas, Electricity and Water consumption and prices. The core data is used to determine carbon performance and is presented in a Web Widget through Queen's online.
WEEE	Waste Electrical, Electronic Equipment. Any electrical device which has reached the end of its useful life such as fridges, printers, battery chargers etc.
WARPIT	WARPIT is the University's recycling scheme, which allows staff to re-distribute unwanted and underused items within Queen's such as furniture, stationery etc.

4. Communications Strategy

This strategy has been designed to facilitate efficient and effective communications between Estates and the wider University.

If there is any doubt as to who to contact within Estates on any issue, the default contact is Estates ext. 5005 or email estates@qub.ac.uk. If there is any issue arising from failure to respond from this email, please contact the Head of Administration and Resources, Richard McElnay, email r.mcelnay@qub.ac.uk or phone 07800 951432.

1. The Week Ahead

Estates provides weekly updates “The Week Ahead” through the main Estates website. Access to this is made through a link ‘Learn more about this week’s construction activities around Queen’s’. This provides a synopsis of activity planned for the week ahead and indicates what steps Estates have taken to minimise disruption and meet the expectation of the building users.

2. Planned Work

Where works are scheduled to take place in an area, Estates communicate this to the Building Liaison Officers a number of weeks in advance. A more general communication will be issued at least

two weeks in advance of the work to all staff in the building, followed by another one week in advance. The communication will outline the scope of work, what systems may be affected and who to contact in Estates should an issue or concern arise.

3. Urgent/Unplanned Work

Repairs or work of an urgent or unplanned nature will be communicated as early as possible by Estates. Should an outage occur which has not been notified, Estates will issue an update through the All Staff email procedure to alert building users of the issue and what steps/precautions are being taken to minimise disruption or loss.

4. Helpdesk

All requests for work/repairs to buildings and external grounds should be communicated and logged by the Faculty or Directorate’s Building Liaison Officer on the Estates Helpdesk. Emergency calls can be directed to the Estates Helpdesk on ext. 5152. Building Liaison Officers will be called by a member of Estates staff at least 48 hours in advance (if possible given the nature of the request) to arrange a visit to complete the work. On completion, an email will automatically be sent to the Building Liaison Officer confirming the task status as complete. All Building Liaison Officers can interrogate the Helpdesk to check all jobs logged.

5. Emails

Estates staff will generally respond to emails within 24 working hours of receipt.

6. Communications Register

All enquiries on Health and Safety and general complaints are logged on the Estates Directorate’s Communications Register and these are tracked through to completion. All items are formally reviewed by the Estates Health and Safety Review Group on a monthly basis.

7. Collaborative Engagement Meetings

Actions arising from the Faculty/Directorate collaborative engagement process will be formally recorded on the central action register. All items are comprehensively reviewed by the Estates Management Group on a monthly basis.



5. Service Delivery Performance – Compliments and Complaints

Providing a high quality service to the University is at the centre of the Estates Directorate's operational goals. However, it is recognised that unfortunately occasions may occur where the service level is not what was expected and gives cause for concern to service recipients.

Complaints

In order to effectively manage these situations the following procedure should be followed.

1. The issue of concern should initially be raised with the Estates Manager or Safety Officer who has been dealing with it. If you are not satisfied with the outcome you should raise your concern with the Head of Division as listed on page 9.

In all cases the contact person will respond within 24 working hours. You are encouraged to raise issues to the next level if you have any concern about the speed of resolution.

2. Concerns should be raised by verbal communication initially, and a confirmation email will be issued by the respondent at each level. Estates will respond to each issue as soon as possible.
3. Issues will be dealt with confidentially and, where an issue has not been resolved to the satisfaction of the person raising the concern, the Director of Estates may escalate the matter to the Registrar and Chief Operating Officer.

4. If a concern is held to be valid, the Director of Estates may take steps to rectify the issue. If applicable this will be at no cost to the Faculty/Directorate that raised the concern.

Compliments

We would very much welcome feedback of a complimentary nature and we take great pride in passing this on to the relevant personnel.

Services Provided by other Directorates (not Estates)

- Timetabling and Room Booking (Student Plus)
- Audio Visual Services (Information Services)
- Telecoms including Wifi (Information Services)
- Vending Machines (Student Plus)
- Permission to Film/Take Photographs (Student Plus)

6. University Safety

Head of University Safety:	Robin Butler	Ext 5559 Email r.butler@qub.ac.uk
Safety Officer:	Colin Richardson	Ext 4608 Email c.richardson@qub.ac.uk
Biological Safety Officer:	David Norwood	Ext 4610/2473 Email d.norwood@qub.ac.uk
Safety Officer:	Lindsey Smith	Ext 4612 Email l.smith@qub.ac.uk
Safety Officer:	Julie McConkey	Ext 4739 Email julie.mcconkey@qub.ac.uk
Secretary:	Elizabeth Moore	Ext 4613 Email elizabeth.moore@qub.ac.uk



Robin Butler



Julie McConkey



David Norwood



Lindsey Smith



Colin Richardson



Elizabeth Moore

Welcome to the University Safety Service. Our aim is to promote the highest standards of health and safety in education, research and campus life. We have a remit that covers every aspect of the University's undertakings. The Safety team are all chartered safety practitioners with a wide range of expertise. I am very proud of the team, their professional attitude and their contribution in making the University a safer place to work, study, live and socialise.

Provision and delivery of:

Safety Guidance & Advisory Services

Safety Policy and Safety Management System

Safety Training

Safety Monitoring & Compliance Auditing

Specialist Safety Services

(e.g. Environmental Monitoring, Ergonomic Assessment, Manual Handling Assessment, Respiratory Protective Equipment Testing)

Chemical & Clinical Waste Disposal Services

Radiation Protection Services

Specialist Personal Protective Equipment (including Prescription Safety Glasses & VDU Glasses)

Advice & Support for Health & Safety Improvements

Service Need	How Service is Provided	Service Expectation
Safety Training (via STDU)	In-house training delivered by Safety Service staff. Open courses on a range of subjects are provided via the Staff Training & Development programme. These courses are booked via iTrent.	2 or 3 courses on each subject are held each year. Waiting lists for some courses.
Mandatory Safety Training	'Health and Safety Essentials' - A safety induction overview provided via Queen's On-line.	Available on-demand.
Safety Training (bespoke)	A wide range of in-house training delivered by Safety Service staff. Schools or Directorates can request training for staff or students. Courses can be tailored to local needs.	Bespoke training usually delivered within 4 weeks.
Safety Training (specialist)	Training provided by external providers (in-house or externally).	Usually provided within 4 weeks (depending on supplier availability)
Display Screen Eyesight Test and Prescription Glasses	Application to Safety Service. Application forms available on Safety Service web site.	Within 5 working days.
Prescription Safety Glasses	Application to Safety Service. Application forms available on Safety Service web site.	Within 5 working days.

Specialist Safety Services

Ergonomic (DSE) Assessment	Provided in-house by Ergonomist on request.	Usually provided within 4 weeks. Urgent requests will be actioned as soon as practicable.
Manual Handling Assessment	Provided in-house by Ergonomist on request.	Usually provided within 4 weeks. Urgent requests will be actioned as soon as practicable.
Environmental Monitoring (Light, Temperature, Humidity)	Provided in-house by Occupational Hygienist on request.	Usually provided within 4 weeks. Urgent requests will be actioned as soon as practicable.
Noise Level Measurement	Provided by in-house Occupational Hygienist on request.	Usually provided within 4 weeks. Urgent requests will be actioned as soon as practicable.
Face fit Testing (of RPE)	Provided in-house by Occupational Hygienist on request.	Usually provided within 4 weeks. Urgent requests will be actioned as soon as practicable.

Service Need	How Service is Provided	Service Expectation
Clinical Waste Removal Service	Provided by external contractor on request to the Biological Safety Officer	Usually provided within 4 weeks. Urgent requests will be actioned as soon as practicable.
Chemical Waste Removal Service	Annual Waste Collection Service co-ordinated by the Safety Service. Additional collections on request.	Usually provided within 4 weeks. Urgent requests will be actioned as soon as practicable.

Pricing - Charge Rates for Recharge Purposes from 1 August 2018

Discipline	Cost	Notes
Waste Disposal	75% of cost	
Specialist Safety Training (external provider)	100% of cost	
First Aid Training	60% of cost	
Personal Protective Equipment	100% of cost	Cost must be met by the School / Directorate. It is not permissible to charge staff for personal protective equipment.
Radiation Dosimetry Service	100% of cost	
All in-house services	No charge	
Prescription Safety Glasses	No charge	
DSE Eyesight Screening	No charge	
DSE Glasses	No charge	

7. Administration and Resources

Head of Division: **Richard McElnay** Ext 5005
Email r.mcelnay@qub.ac.uk



Richard McElnay

Our Administration and Resources team has 13 staff ranging in skill from clerical, secretarial, administrative, information technology safety and financial professions. This team delivers a range of services to colleagues in other Estates divisions together with campus-wide services such as the Estates Helpdesk and the supply of furniture for staff in new posts, access control configuration settings and support for a number of key IT systems. Communication is at the centre of the team and this is very much demonstrated by our Helpdesk who are the main interface for Estates services and the primary customer focus for services we provide. Administration and Resources continually seek ways of improving performance with the introduction of new and innovative systems and processes to aid efficiency through innovations such as the Safety Document Management System and the Queen's Fire Safety Management System. Our ethos is to encourage participation and diversity across all areas of work. The following section for Administration and Resources sets out our main areas of service provision, with targets for service expectation, and the method of obtaining services from us. I am very proud of the Administration and Resources team and the contribution they provide not only to the Estates Directorate staff but to the wider University.

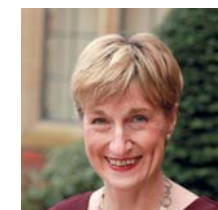
Key Service Provision

Financial Control, Administration Services, Safety Co-ordination, Key Performance Measurement, Information Management, Collaborative Engagement, Furniture Provision, Estates Helpdesk, Access Control configuration settings and Co-ordination and Management and Development of IT.

Key Staff			
Estates Manager (IT Support)	Derrick Black	Ext 1018	Email d.black@qub.ac.uk
Assistant Estates Manager (Clerical, Secretarial, Helpdesk and Safety)	Lorraine McCallum	Ext 1033	Email l.mccallum@qub.ac.uk

7.1 Clerical, Secretarial and Helpdesk

Assistant Estates Manager: **Lorraine McCallum** Ext 1033
 (Clerical and Secretarial, Helpdesk and Safety) Email l.mccallum@qub.ac.uk



Lorraine McCallum

Welcome to the Clerical, Secretarial and Helpdesk team. There are nine staff in the team, four secretarial, three clerical and two staff who manage and operate the Helpdesk. The team are enthusiastic, professional and very customer focused. They all have a “willing to help” attitude and provide support to 50 plus Professional Services staff within the Directorate.

- Clerical/Secretarial Support
- Processing Finance Transactions
- Procurement Services (in conjunction with the Procurement Office)
- Health and Safety – OHSAS 18001
- Helpdesk
- Records Management Communications

Clerical, Secretarial and Helpdesk

Service Need	How Service is Provided	Service Expectation
Safety Document Management System	Safety reporting and documentation supporting safety. System is accessible to specific users with full training support managed and provided by Estates.	Permit to Work information will be immediately available through the electronic system via QOL. Tailored reports can be obtained from estates.systems@qub.ac.uk
Policies and Procedures	All policies and procedures available through centralised resource on Estates Website. Contact is Lorraine McCallum Ext 1033	Additional information requests on Policy and Procedures will be provided within 24 hours of the request excluding weekends and public holidays.
Estates Helpdesk	The Estates Helpdesk provides a linkage between Building Liaison Officers and the Service Division within Estates. Emergency calls can be logged through the Helpdesk. The team are responsible for confirming the job status with the end-user and will contact Estates staff by phone in case of emergency, within working hours only.	All calls will be responded to immediately and follow up calls will be made within the same working day. estates.helpdesk@qub.ac.uk

Service Need	How Service is Provided	Service Expectation
Maintenance Requests	<p>All work requests are logged by designated Building Liaison Officers (BLOs) on the Estates Helpdesk.</p> <p>Information on job status and completions are available to BLOs through the CAFM System.</p>	<p>Additional information can be obtained from the Estates Helpdesk. All queries should be responded to inside four hours (within normal working hours).</p> <p>Reports and costs can be provided by way of tailored reports by the Helpdesk and within four hours, during normal working hours.</p>
Charges in Relation to Portering, Cleaning, Maintenance and Security	Supplied through SharePoint reports and CAFM Building Liaison Officers. Contact Estates Helpdesk estates.helpdesk@qub.ac.uk	Reports are available 12 days into the next reporting period for the previous period. Charges are applied to Schools/ Directorates and Faculties through a batch file. Processing is usually by 28th of each month for jobs that are fully completed.
Procurement	Estates Finance Team support procurement activities through the use of a formal Procurement Protocol approved by University Operating Board. Quotations and tenders for supplies, goods, services and works related services are undertaken through the use of Intend up to the European Procurement Thresholds	<p>The Finance team will issue quotations and tenders for supplies and services only at the request of Estates Personnel. Documentation and publishing of tenders will generally be completed within five working days of request.</p> <p>The service runs alongside the provision of many Minor Works projects and is a key part of this service delivery</p>
Courier Postage Charges	All courier requests are communicated directly to the approved University Courier.. Invoices and airway bills are centrally co-ordinated through the Estates Finance team and charges are applied to Schools/Faculties and Directorates project codes through a batch file on a monthly basis.	Charges are generally processed in the month following use of the courier service. Where project codes for charges are unknown this may delay the charge by a further month.
Financial Transactions	The Estates Finance Team can provide analysis of recharges together with the processing of journals for cost transfers.	Recharge queries will normally be responded to within three working days.
Furniture	Estates manage a budget to provide furniture for new posts. Requests for such furniture can be logged via the Estates Helpdesk (estates.helpdesk@qub.ac.uk) or by email to l.mccallum@qub.ac.uk Should your desk or chair become damaged or unusable through wear and tear, these will be replaced by Estates.	Standard items of furniture will normally be supplied within 14 working days. Contact should be made through the Building Liaison Officer in your area. Furniture will be replaced on a like for like basis. Chairs will be provided as agreed with University Safety.

Service Need	How Service is Provided	Service Expectation
Service Contracts	Administration and Resources manage the programme of tendering for services and suppliers with the Procurement Office. The process includes tracking renewals, placing new contracts and updating the contract management system.	A series of meetings is held with the Procurement Office to manage the contract programme. Contractor performance is reviewed. Opportunities to collaborate with other procurement teams is explored. For any further information on the process contact Lorraine McCallum.
OHSAS 18001	Estates Health and Safety Management System	For information on any aspects of the system contact Lorraine McCallum

7.2 IT Support Group

Estates Manager: **Derrick Black** Ext 1018
(IT Support) Email d.black@qub.ac.uk

IT Support Officer: **Grainne George** Ext 1093
Email g.george@qub.ac.uk



Derrick Black



Grainne George

The Information Technology Support Group (ITSG) are responsible for the management of a series of core institutional computer systems such as Micad (used for Space and Asbestos Management), the On-Line Access Control System, Fire Safety Compliance and the Car Park Management Systems. Two new core systems to manage Incidents and Accidents for the University (IRIS) and the provision of Contractor Data Management are expected to be added to these core systems during 2017.

The systems group are also responsible for key Estates solutions which include the Minor Works and Staff Location Management Systems, while providing operational support for the Safety Document Management System and the Hirsch Velocity solution.

ITSG staff also provide technical expertise to Estates and others in the specification and development of requirements to enhance the end user experience.

Service Need	How Service is Provided	Service Expectation
Building Access Control	<p>Authorised access provided through QOL. Issues should be reported to IT Support Group. Policy and Procedures available at Estates Web-Site Link:</p> <p>Safety Service Website http://www.qub.ac.uk/directorates/HumanResources/OccupationalHealthandSafety/FileStore/HSPolicies/</p>	<p>Access to buildings is controlled by the QOL site. Access is reviewed on a daily basis. Additions, modifications and deletions are updated at 10:00 hours each day. Updates to specified areas requiring additional approval are updated within 24 hours of the approval.</p> <p>Management and update of approved system requests for nominated Requestors and Authorisers.</p> <p>Subject to Data Protection, reports on access to buildings can be provided as required by contacting the IT Support Group.</p>
Staff Location	<p>Authorised access provided through QOL. Issues should be reported to IT Support Group.</p>	<p>Provides management of Staff and Post Graduate Research Student location details. New staff and research students need to be allocated a space when they commence employment of their study.</p> <p>Management of nominated access for requestors.</p> <p>Reports can be provided as requested.</p>
Car Park Management	<p>Authorised individual access for staff and students through QOL.</p>	<p>Support of all users for access to the system. Help and advice on user profiles and vehicle details.</p>

Service Need	How Service is Provided	Service Expectation
Fire System Management	<p>Authorised access for appointed staff and students. Using the following web link.</p> <p>http://fire-mgt.ads.qub.ac.uk/user/</p>	Support all users. Provision of detailed reports on request to Estates IT Support Group.
Safety Document Management System	<p>Providing authorised access to the computerised Safety Document Management System using the link below</p> <p>http://143.117.17.83/qublive/</p>	Ongoing system operational support and computer training for Senior Authorised, Authorised and Competent Persons.
Estates Minor Works System	Authorised and approved access for nominated School and Directorate staff.	Management of the system and provision of user support.
Space Management (Micad)	<p>Authorised access to the system using the web link below:</p> <p>http://qub.micadipr.net/Default.asp</p>	<p>Provide support on the operation of the system for all users.</p> <p>Reports can be provided as required on request to Estates IT Support Group.</p>
Asbestos Management	<p>Authorised access to the system using the web link below:</p> <p>http://qub.micadipr.net/Default.asp</p>	<p>Provide support on the operation of the system for all users.</p> <p>Reports can be provided as required on request to Estates IT Support Group.</p>
Incident Reporting Information System (IRIS)	Authorised access to the system will be made available through Queen's online during 2017-18.	The Estates IT Support Group will relay any issues of access or faults to the relevant Information Services Directorate individual and provide updates as necessary.
Requirements Analysis and System Specification	<p>A series of meetings are held with those members of Estates or Faculties/Schools to determine the system requirements.</p> <p>A detailed specification and progress plan is devised from these requirements.</p>	Specifications and project plans generally take between three to twelve weeks depending on the complexity of the design.

8. Planning Division

Head of Division:	Allan Munro	Ext 2005 Email a.munro@qub.ac.uk
Project Manager:	John Phelan	Ext 1091 Email j.phelan@qub.ac.uk
Project Manager:	Stephen Duffield	Ext 1019 Email s.duffield@qub.ac.uk
Project Manager:	Conor McGowan	Ext 1017 Email c.mcgowan@qub.ac.uk
Project Manager:	Jacqueline Kearns	Ext 1104 Email j.kearns@qub.ac.uk
Project Manager:	Grainne Wallace	Ext 3601 Email g.wallace@qub.ac.uk
Estates Manager (Properties and Data Analytics)	Alastair McBurnie	Ext 1016 Email a.mcburnie@qub.ac.uk



Allan Munro



John Phelan



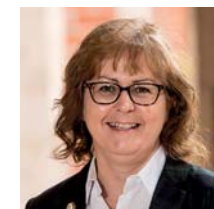
Stephen Duffield



Conor McGowan



Alastair McBurnie



Jacqueline Kearns



Grainne Wallace

Welcome to the Estates Planning Division

We have a wide remit across the estate primarily ensuring that we develop and improve the estate in support of the Academic Development Plan. The team includes architects, chartered surveyors and chartered engineers. Our Capital Development Plan is transforming the campus and my team will continue to work closely with Faculties, Schools and Directorates in order to ensure a fully integrated strategy which underpins the University's ambitions, supports the delivery of Vision 2020 and the strategic priorities set out in the Corporate Plan.

I am pleased to offer the service capability as described in the following sections and would welcome any feedback, good or bad, on our service provision. I have a very professional team and they make a tremendous contribution to the delivery of a world class sustainable campus.

Key Service Provision

Property Portfolio Management, Overall Estates Planning and Policy, Rates and Valuation, Data Analysis for Functional Space Utilisation, Funding Proposals, including feasibility studies and Initial Design of Capital Developments.

Service Need	How Service is Provided	Service Expectation
Development of Faculty Strategic Plan	<p>The strategic Estates Plan for the development of the Faculty must be based on the Academic Plan and the long-term targets for the Faculty. It will form a major element of the University's Estates Strategy which covers a 10 year planning period and is updated on a five year cycle. This strategy will form the basis for planning within the period and will be the context for major Capital Plan projects and reorganisations.</p> <p>The Faculty Estates Plan will be developed by a Faculty Plan Working Group and approved by the Faculty Executive Board on a five year cycle with annual interim review.</p>	Estates Planning will support the Faculty Plan Working Group, identify appropriate staff to serve on the Group and support the programme agreed with the Faculty.
Business Case for Additional Space and/or Capital Works	If the Faculty identifies a need for additional space or conversion of existing space, the Faculty contacts the Head of Estates Planning. Initial discussions are held to assess requirements and review options. If agreed, and appropriate space is available, this will be allocated. Where works are required, a business case will be developed and resources applied through Capital Projects Group. Estates Planning will allocate a Project Manager to take the project forward.	Initial meeting will generally take place within two weeks of request.
Estates Management Statistics (costs allocated per square metre such as electricity, gas, water, maintenance, rates)	The Head of Estates Planning should be provided with the level of detail required. All space occupancy is held on the Micad System. This holds information on who occupies what space, floor, areas and building layout plans.	Within two weeks
Occupancy in Teaching Rooms (based on annual survey)	The Head of Estates Planning will provide a report tailored to the specific request.	Within one week
Provision of Drawings and Bespoke Drawings for Specific Business Needs	<p>The Head of Estates Planning will provide record drawings of existing accommodation as required.</p> <p>Should bespoke drawings be required to support business case development these can be provided. This may include providing assistance on internal space planning.</p>	<p>Record drawing provided within one week.</p> <p>Initial meeting to review requirements within two weeks.</p>

Service Need	How Service is Provided	Service Expectation
Property Rates	The Estates Manager (Property and Data Analytics) will provide information on current rates costs.	Within two days of the initial request.
Leasing and Commercial Tenancy Advice	If agreed in principle, the Estates Manager (Property and Data Analytics) will provide assistance and advice together with liaison with the University's Solicitors. All Leases and licenses will be recorded on the lease module of Micad.	Initial advice and work carried out by the Property and Data Analytics Section. Initial response within two working days. Time to complete by agreement subject to scale of requirement. Central management and reporting of leases will be provided by Estates. Reports will generally be provided within three working days.
Outline proposals describing stakeholder needs.	Where stakeholders identify relatively minor works, Estates Planning will endeavour to provide indicative proposals as to how the needs may be delivered. This may include room planning proposals, desk layouts, simple spatial reorganisation proposals and sketch layouts to inform brief development discussions.	Proposals will flow from initial meetings with stakeholders and outputs will be aligned to Faculty/School programmes where possible. Initial capture of needs will usually be within two weeks of meetings.

9. Development Division

Head of Division:

John Nugent

Ext 5005

Email jf.nugent@qub.ac.uk



John Nugent

Welcome to the Estates Development Division

This Division includes staff covering all aspects of project delivery associated with the University's Capital Programme.

This can range from the procurement of minor works to large scale refurbishment and new build projects across every area of the estate which can affect the entire spectrum of students and staff experience.

Staff included chartered engineers, surveyors and architects together with Clerk of Works, Mechanical Inspectors and Electrical Inspectors. The team seek to demonstrate innovation, best practice and deliver value for money – and in doing so limiting the impact to the University's core business by effective communication with key stakeholders.

Team members are encouraged to push their boundaries and work closely with Faculties, Schools and other Directorates in order to seek collaborative opportunities to improve our services.

John Nugent, Head of Estates Development would welcome any feedback on the service capability described in the following sections. We are very proud of our team and the contribution it makes to the delivery of a world class sustainable campus.

Key Service Provision

Detailed Design and Project Management of all New Developments and Major Refurbishment Projects, Minor Works Projects, Planned Maintenance and Construction Supervision.

Major Projects

Senior Estates Manager: **Brian Martin** Ext 1095
 (Major Projects) Email brian.martin@qub.ac.uk



John Devlin



Conor Kilgallen



Peter King

The Major Project team is headed up by Brian Martin and is responsible for the procurement of contracts and associated professional services for the development of new buildings, completion of major refurbishment and infrastructure enhancements. The team consists of Project Managers, Electrical Engineers and Mechanical Engineers together with support from Site Supervisors. The contact details for the Project Managers are outlined below and the main service provision is provided in the Service Needs section.



Nigel Livingstone



Thomas Mahon



Brian Martin

Major Projects Team

Project Manager	Ext	Email	Core Responsibilities	Major Projects	Minor Works
Conor Kilgallen	1105	c.kilgallen@qub.ac.uk	Project Management	●	●
Peter King	1156	p.j.king@qub.ac.uk	Infrastructure, Planning, Electrical Engineering	●	
Nigel Livingstone	1094	n.livingstone@qub.ac.uk	Project Management	●	
Thomas Mahon	1099	t.mahon@qub.ac.uk	Project Management	●	
John Devlin	1108	j.devlin@qub.ac.uk	Project Management, Mechanical Engineering	●	

Service Need	How Service is Provided	Service Expectation
<p>Major Project Management</p> <ul style="list-style-type: none"> • New Buildings • Major Refurbishments • Infrastructure Enhancements 	<p>Capital Project Work is undertaken once funding and agreement to proceed is confirmed by the Capital Projects Group.</p> <p>Estates Project Managers are allocated to the project and co-ordinate stakeholder meetings.</p> <p>On significant or complex major projects, a “Soft Landings” approach will be adopted to the migration, occupation and initial operation of the building. This will involve the Estates, Design and Construction teams meeting with the building users to plan and manage the migration and occupation of the faculty and to deal with any issues which may arise post occupation. Attendance will continue for a year beyond occupation at which point the ongoing management of the maintenance of the building will be taken up by Estates Services.</p> <p>The point of contact for Major Project Management is the Senior Estates Manger, Brian Martin (Ext 1095, brian.martin@qub.ac.uk).</p>	<p>An Estates Manager will be appointed and the project will be progressed within two weeks of approval. Where projects require to be fast tracked, these will be progressed as soon as possible.</p> <p>Contact will be made with the Senior User within one week of appointment of the Estates Manager. During the design stage, end user enquiries will be responded to within two working days.</p> <p>To improve communications with end users, site supervisors (Clerk of Works, Mechanical and Electrical Inspectors) are generally embedded within Major Capital Projects in close proximity to the planned works at construction stage. Queries will normally be responded to within four working hours.</p> <p>Post-completion client queries will generally be responded to within five working days. Where items are considered to be business critical they will be responded to on the same day.</p>

Minor Works and Planned Maintenance

Senior Estates Manager: **Bill Annesley**
 (Minor Works and Planned Maintenance)

Ext 1109
 Email b.annesley@qub.ac.uk



Bill Annesley



Peter Brennan



Dean Corry

The Minor Works and Planned Maintenance Team is headed up by Bill Annesley and the team are responsible for building refurbishment and improvement works, planned maintenance works, mechanical, electrical and energy reduction schemes. The team consists of Project Managers, Electrical and Mechanical Engineers. Contact details are provided in the following table together with the major responsibilities for the team.



Ray Mathews



Kevin McKenna

Minor Works and Planned Maintenance Team

Project Manager	Ext	Email	Core Responsibilities	Major Projects	Minor Works
Dean Corry	1096	d.corry@qub.ac.uk	Project Management		●
Ray Mathews	3158	r.mathews@qub.ac.uk	Project Management		●
Kevin McKenna	3271	kevin.mckenna@qub.ac.uk	Electrical Engineering	●	●
Peter Brennan	1119	p.brennan@qub.ac.uk	Mechanical Engineering	●	●

Service Need	How Service is Provided	Service Expectation
<p>Minor Works (Generally Building work up to a value of £250k)</p> <ul style="list-style-type: none"> • Building Refurbishment and Improvement Works • Planned Maintenance Work • Mechanical and Electrical Work • Work aimed at Energy Reduction 	<p>The person requiring the work completes a Minor Works Request Form via Queen's Online.</p> <p>A Project Manager is assigned to each approved project. They contact the Requestor to arrange an initial meeting to discuss the work required.</p> <p>A Cost Estimate is prepared for consideration by the Requestor and, provided adequate funding is available, the work is scheduled for completion.</p> <p>A meeting is arranged with the Requestor to agree the best time to do the work and keeps the Requestor informed as matters progress through regular meetings and email.</p> <p>When the work is finished, the Project Manager meets with the Requestor to ensure that everything has been completed to their satisfaction.</p> <p>The contact in Estates is Senior Estates Manager Bill Annesley (Ext 1109, mailto: b.annesley@qub.ac.uk)</p>	<p>An Estates Manager will be appointed and the project will be progressed within two weeks of approval. Where projects require to be fast tracked, these will be progressed as soon as possible.</p> <p>Contact will be made with the Senior User within one week of appointment of the Estates Manager. During the design stage, end user enquiries will be responded to within two working days.</p> <p>Post-completion client queries will generally be responded to within five working days. Where items are considered to be business critical they will be responded to on the same day.</p>

10. Services Division

Head of Division: **Peter Erwin** Ext 5005
Email p.erwin@qub.ac.uk



Peter Erwin

Welcome to the Estates Services Division. We have a wide remit across all areas of the University. The Services team has a range of staff, covering all aspects of the day to day operation of the estate providing a safe and efficient working environment for students, staff and visitors. The staff team includes cleaners, porters, security staff, chartered engineers, chartered surveyors, fire safety professionals, electricians, maintenance fitters, builders, grounds and gardening staff and environmental professionals. I am pleased to offer the service capability as described in the following sections and would welcome any feedback, good or bad, on our service provision. I am very proud of my team and the contribution they play to the smooth and reliable operation of the estate.

Key Staff			
Estates Manager (Cleaning and Portering)	Keith Halliday	Ext 1110	Email k.halliday@qub.ac.uk
Estates Manager (Energy and Carbon Management)	Tony Schmidt	Ext 1098	Email a.schmidt@qub.ac.uk
Estates Manager (Environmental)	Sara Lynch	Ext 1198	Email s.lynch@qub.ac.uk
Estates Manager (Fire Safety)	Ciaran Connolly	Ext 1120	Email ciaran.connolly@qub.ac.uk
Head Gardner (Grounds and Gardens)	Paul Wallace	Ext 3013	Email p.wallace@qub.ac.uk
Estates Manager (Maintenance)	Jonathan Dennison	Ext 1114	Email j.dennison@qub.ac.uk
Head Groundsman (Playing Fields)	Gary Thompson	Tel: 028 9062 6902	Email g.thompson@qub.ac.uk
Estates Manager (Security)	Dara Curley	Ext 1113	Email d.curley@qub.ac.uk

10.1 Cleaning

Estates Manager: **Keith Halliday** Ext 1110
Email k.halliday@qub.ac.uk

Cleaning Monitoring Officer: **Simone D'Arcy** Ext 3095
Email s.d'arcy@qub.ac.uk

The Cleaning service provides the routine scheduled indoor cleaning and specialist/non-routine cleaning using in-house staff and contractors. The following table sets out the service expectation, funded by Estates, together with the frequency of cleaning.



Keith Halliday



Simone D'Arcy



Mark Ireland
Team Leader



Ann Marie Mulholland
Team Leader



Linda Rogan
Team Leader

Service Need	How Service is Provided	Service Expectation
Routine Cleaning	Provided by Estates personnel or contractor service on a Monday to Friday 6.00am - 2.00pm	Reports of any cleaning issues to be actioned next working day.
Specialist/Non Routine Cleaning	Contracted service booked through Estates Helpdesk.	Requests to be actioned within 48 hours (normal working days)
Window Cleaning	Contracted service provider booked through Estates Helpdesk.	Requests are actioned normally within five working days.
Carpet Cleaning	Contracted service provider booked through Estates Helpdesk.	Requests are actioned normally within five working days.
Cleaning Blinds	Contracted service provider booked through Estates Helpdesk.	Requests are actioned normally within five working days.
Cleaning Audits	Audits are carried out by internal Estates personnel and, where applicable, a joint inspection with the Contracted service provider. Carried out between 8.00am – 12.00 noon Monday to Friday.	Additional inspections can be provided by internal Estates staff within 48 hours Monday to Friday.

Timetabled Service Provision

Area	Daily	Weekly	Monthly	Quarterly	As required
GENERAL OFFICE					
Clean front entrances, steps, recesses etc	✓				
Suction clean main entrance foot mats and damp mop well	✓				
Empty waste bins, change liners as necessary	✓				
Dust all wooden surfaces (e.g. desks, bookcases), chairs legs, supports and fire extinguishers		✓			
Damp wipe and leave smear free all synthetic surfaces on desks, storage units and counters		✓			
Damp wipe windowsills, ledges and skirting boards to remove marks and dust		✓			
Dust or damp wipe all filing cabinets		✓			
Damp wipe telephones using recommended sanitiser product		✓			
Vacuum all fabric covered furniture and screens including daily spot clean as required			✓		
Dust all door frames, tops and jambs, pictures, notice boards and frames			✓		
Damp wipe doors			✓		
Damp dust any artificial plants				✓	
FLOORING (HARD)					
Remove chewing gum and hard deposits – as necessary	✓				
Damp mop and sanitise – washroom/toilet, kitchen	✓				
Damp mop – all vinyl/tiled flooring	✓				
Sweep and clean spots and spillages		✓			
FLOORING (SOFT)					
Clean spots and spillages	✓				
Remove chewing gum and hard deposits as necessary	✓				
Suction clean soiled carpeted areas	✓				
Suction clean all carpets		✓			
Suction clean edges and corners with appropriate tool			✓		
KITCHEN AND VENDING					
Clean and sanitise all work surfaces and tables, fixtures and fittings	✓				
Clean fronts of vending machines and drip trays if necessary	✓				
Empty waste bins, damp wipe and sanitise	✓				
Floor cleaning – vacuum floor, clean edges and corners with appropriate tool	✓				
Damp mop vinyl/tiled surfaces	✓				
Spot clean cupboards, door frames, light switches, kick and push plates, handles		✓			

Area	Daily	Weekly	Monthly	Quarterly	As required
Damp wipe exterior of fridge, microwave, worktops and doors		✓			
Spot wipe walls, partitions and glazed areas		✓			
Remove limescale from sink and taps				✓	
WASHROOM/TOILETS					
Clean, sanitise and polish all vitreous fixtures including toilet bowls, urinals and hand-basins	✓				
Clean splashbacks and mirrors and leave smear free	✓				
Empty all waste bins, damp wipe and disinfect	✓				
Replenish soap and toilet rolls	✓				
Polish chrome and stainless steel fittings		✓			
Dust or damp wipe shelves, dryers, cisterns, sanitary disposal units and towel cabinets		✓			
Descale toilet bowls and urinals (using separate chemical)				✓	
Remove limescale from sinks and taps				✓	
Spot clean walls, doors and partitions					✓

Pricing - Additional Cleaning (where charges apply)

Charge rates for recharge purposes from 1 August 2018

Service	Cost
Carpet Cleaning	£1.50 per m ²
Window Cleaning	Costed per job depending on height and size of glazing, access etc.
Venetian Blinds	Standard Window (186 x 180 cm ²) <ul style="list-style-type: none"> • Clean - £12.00 • Repair - £12.00
Cleaning (Normal Hours)	£13 per hour - 6.00am - 2.00pm
Out of Hours Cleaning (after 2.00pm, weekend and University closure period)	£74 for four hours minimum. £19.50 per hour (four hour, minimum charge for call outs, or separate working day) 1 hour is approximately 250 m ² of cleaning for general areas.

10.2 Energy & Carbon Management

Estates Manager:	Anthony Schmidt	Ext 1098 Email a.schmidt@qub.ac.uk
Energy Officer:	Alan Hughes	Ext 1101 Email alan.hughes@qub.ac.uk
Data Analyst	Lee Bore	Ext 1162 Email l.bore@qub.ac.uk



Anthony Schmidt



Alan Hughes



Lee Bore

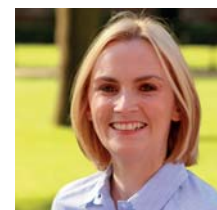
The Energy & Carbon Management service provides the overall management of the University's business requirements in the following areas:

- Carbon Management
- Energy related Compliance
- Energy Conservation.
- Utility Contracts.

Service Need	How Service is Provided	Service Expectation
Carbon Management	Implement the effective delivery of the University's Carbon Management Plan.	Progress reviewed biannually.
Compliance	Ensuring compliance with statutory legislation, accreditation schemes and sector requirements relating to energy and carbon management.	In line with statutory, sector and the University's business requirements.
Energy Conservation	Projects to conserve energy will be assessed and if found to meet the University's financial criteria funding will be provided.	Feasibility study usually completed within one month of project identification.
Funding options for energy efficiency projects	The University, in partnership with Salix Finance, has setup a Green Revolving Fund (GRF) to help finance energy conservation initiatives. Upon submission to Estates any initiative will be assessed against the GRF scheme criteria to determine funding eligibility.	Funding eligibility determined within 4 weeks of receiving request.
Energy Audits	Periodic energy audits will be completed in areas where energy consumption appears higher than expected. These will identify equipment left on unnecessarily and quantify potential energy savings.	Completed within 6 weeks of being requested.
Advice & Training	Advice and training will be provided to Environmental Champions upon request as part of Green Impact Scheme.	Dates and training content will be agreed following a request.
Specifying Equipment	Assistance will be provided upon request to help specify and review any proposed equipment.	To be agreed following a request.
Energy Supply Contracts & Budgeting	Contracts are typically renewed annually by way of tendering. Budgets are set annually and reviewed monthly based on historic consumption patterns, contract rates and market forecasts.	Contracts – Renewed Annually Budgets – Compiled Annually Cash Flow – Reviewed Monthly.

10.3 Environmental

Estates Manager (Environmental):	Sara Lynch	Ext 1198 Email s.lynch@qub.ac.uk
Assistant Estates Manager (Environmental):	Nicola Keown	Ext 1167 Email nicola.keown@qub.ac.uk
Assistant Estates Manager (Environmental):	John McCann	Ext 1154 Email john.mccann@qub.ac.uk



Sara Lynch



Nicola Keown



John McCann

Provision and delivery of:

- Waste management and recycling services
- The Estates ISO 14001 Environmental Management System and associated policies
- Environmental awareness campaigns and behaviour change initiatives
- The University's Asbestos Management Plan
- The University's Travel Plan, car parking and vehicle management

Service Need	How Service is Provided	Service Expectation
Asbestos Information and Removal	Building Liaison Officers have access to asbestos information through the Estates Helpdesk. Asbestos removal work is undertaken by a specialist contractor. For help and advice contact Sara Lynch, Estates Manager (Environment) on ext 1198.	Emergency – actioned within two hours. Urgent queries/issues – actioned within 24 hours. Standard queries/issues – actioned within five working days.
Car Parking	Staff wishing to apply for a parking permit must do so via Queen's online. It should be noted that there are lengthy waiting lists for all University car parks. Limited visitor parking is available in a number of car parks across the campus. This is facilitated via the Car Park Management System via Queen's online. Spaces are allocated on a first come first served basis. Permit renewal is undertaken on an annual basis. For help and advice on car parking at the University contact John McCann at permits@qub.ac.uk	Online applications for car parking permits – are immediately added to the waiting list. Emergency issues – actioned within four hours. Urgent queries/issues – actioned within 24 hours. Standard queries/issues – actioned within five working days.

Service Need	How Service is Provided	Service Expectation
Waste Management	<p>The day to day collection of waste and recyclables across the estate is co-ordinated by the Estates Environment team. A waste management contract is in place for the collection of general waste and recyclables.</p> <p>Ad-hoc collections outside of the normal collection schedule can be requested via the Estates Helpdesk. Costs for this service are provided in the next section.</p> <p>Requests for additional internal recycling bins should be made using the Estates Helpdesk.</p> <p>For information or queries in relation to waste management and recycling contact Nicola Keown environment@qub.ac.uk</p>	<p>Emergency – actioned within four hours</p> <p>Urgent – actioned within 24 hours</p> <p>Standard – actioned within five working days.</p> <p>Normal – actioned within 20 working days.</p>
Office/Building Relocation	<p>Collection of furniture, waste and recyclables arising from office clear outs can be requested via the Estates Helpdesk. Where large volumes of waste are likely to be generated a skip can be provided.</p> <p>Furniture suitable for re-use can be placed on the University re-use website WARPit.</p> <p>Costs associated with this service are provided in the next section.</p>	<p>Emergency – actioned within four hours.</p> <p>Urgent – actioned within 24 hours.</p> <p>Standard – actioned within five working days.</p> <p>Normal – actioned within 20 working days.</p>
Waste Electrical and Electronic Equipment (WEEE) e.g. Fridges, IT Equipment, Lab Equipment	<p>Collections of WEEE can be requested by placing a request on the Estates Helpdesk.</p> <p>The University's appointed waste contractor for WEEE will undertake secure data removal and shredding of hard drives within IT and Printers.</p> <p>See page 39 for costs associated with this service.</p>	<p>Emergency – actioned within four hours.</p> <p>Urgent – actioned within 24 hours.</p> <p>Standard – actioned within five working days.</p> <p>Normal – actioned within 20 working days.</p>

Service Need	How Service is Provided	Service Expectation
Paper Recycling	<p>All office paper (confidential and non-confidential) is disposed of via white recycling sacks provided by the University's appointed paper recycling contractor. Paper recycling sacks can be requested from the Porters on ext 3068.</p> <p>Paper recycling will be undertaken via a weekly scheduled collection from a dedicated secure collection point (as defined by the Faculty or Directorate).</p> <p>The paper is taken off site by the appointed contractor where it is securely shredded and recycled.</p> <p>Ad-hoc collections outside of the routine weekly collection can be organised by placing a request on the Estates Helpdesk. A charge may be applied for this service.</p>	<p>Emergency – actioned within four hours.</p> <p>Urgent – actioned within 24 hours.</p> <p>Standard – actioned within five working days.</p> <p>Normal – actioned within 20 working days.</p> <p>One weekly scheduled collection.</p>
Green Impact and Environmental Awareness Campaigns	<p>Green Impact is the University's environmental accreditation scheme for Faculties and Directorates which supports the delivery of the University's Carbon Management Plan. Delivery of the program is co-ordinated by the Estates Environmental team.</p> <p>A number of environmental campaigns are delivered alongside the Green Impact Programme.</p> <p>For information or queries in relation to the Green Impact Programme or any of the University environmental campaigns email carbonmanagement@qub.ac.uk</p>	<p>Standard – actioned within five working days.</p>
Sustainable Travel	<p>A number of incentive schemes aimed at encouraging the uptake of sustainable travel are available to staff.</p> <p>These include:</p> <ul style="list-style-type: none"> • Cycle Plus (University Cycle to Work Scheme) • Interest Free Travel Loan (for Rail Travel) <p>Cycling facilities (including cycle parking), are provided across the University estate.</p> <p>For information or queries in relation to sustainable travel contact John McCann john.mccann@qub.ac.uk</p>	<p>Standard – actioned within five working days.</p>

Timetabled Service Provision

	Daily	Weekly	Monthly	As required	Annual
Co-ordinate day to day collection of waste across the campus (general waste, cardboard, plastic bottles, cans, paper, toner cartridges, scrap metal, glass, waste oils)	✓				
Ad-hoc collection of waste (e.g. IT Equipment, Furniture, Hazardous Waste, White Goods, Laboratory Equipment, Fridges and Freezers, Wooden Pallets)	✓				
Co-ordinate bulk waste collections from various locations across the Estate				✓	
Paper recycling collection		✓			
Provision of waste recycling bins (eg paper, plastic, batteries, cans)				✓	
Ad-hoc assistance with clear-outs				✓	
Car parking permit renewal for staff					✓

Pricing – Charge Rates for Recharge Purposes from 1 August 2018

Additional Service not funded by Estates where charges apply

Discipline	Rate – Normal Hours	Rate – Overtime Hours Excluding Public/Bank Holidays
Environmental (Waste and van collection operative)	£32.00 per hour	£40.50 per hour

Cost of Additional Waste Collections

Service	Charge
Bags containing General Waste /Miscellaneous furniture items for disposal	Collection charge £32.00 per hour (van plus one operative) Disposal charge – for further information email environment@qub.ac.uk
Provision of a Skip (collection and disposal of waste)	Charge for collection and disposal as per appointed waste contractor's tendered rates – for further information email environment@qub.ac.uk
Office/ Building Clear-outs	Charge for collection and disposal as per appointed contractor's tendered rate (see page 35 for details) – for further information email environment@qub.ac.uk Items exchanged via WARPit are delivered free of charge.
Waste Electrical/Electronic Equipment	
IT Equipment and Secure Data Removal	No disposal charge. A collection charge of £45.00-£95.00 may apply if removed directly from the Faculty/ Directorate by the appointed contractor.
Fridges and Freezers	Disposal charge £12.50 per domestic fridge* Disposal charge £45.00 per commercial fridge* An additional collection charge of £45.00-£95.00* may apply if removed directly from the Faculty/ Directorate by the appointed contractor.
Laboratory Equipment	Small scale laboratory equipment – no disposal charge*. Medium to large equipment – individually priced by the waste contractor. An additional collection charge of £45.00-£95.00 may apply if removed directly from the Faculty/Directorate by the appointed contractor*.

* Charges are based on contract rates (August 2018- July 2019) and are subject to annual review, for further information on current prices contact environment@qub.ac.uk

10.4 Fire Safety

Estates Manager: **Ciaran Connolly** Ext 1112
Email ciaran.connolly@qub.ac.uk

Assistant Estates Manager: **Nigel Dunlop** Ext 1092
Email nigel.dunlop@qub.ac.uk



Ciaran Connolly



Nigel Dunlop

Fire Safety provides the overall fire safety management across the University in conjunction with local management who deal with day to day fire safety management on behalf of their Head of School/Director. Provides fire precaution maintenance and fire risk assessment services.

Service Need	How Service is Provided	Service Expectation
Fire Safety Management System	System training is provided by the Estates Manager (Fire Safety) and Assistant Estates Manager (Fire Safety).	Provided when a new Premises Fire Officer is appointed.
Fire Risk Assessments	Periodic Fire Risk Assessments (FRAs) are completed for all University buildings by the appointed consultants. These will identify physical or managerial issues that need to be addressed. Each FRA assessment report includes an action plan which is allocated to those responsible; completion of actions is monitored by the Estates Manager (Fire Safety) and Assistant Estates Manager (Fire Safety).	FRAs have been carried out for all University buildings and are reviewed at intervals in accordance with the following criteria: <ul style="list-style-type: none"> • 1 year – sleeping accommodation, heritage buildings, large complex buildings and those with a single stair as the means of escape or an unusually high fire risk • 3 years – modern buildings with a relatively low life risk and those which are fully compliant with current building fire safety regulations • 5 years – buildings where there is minimal or no risk to life
Maintenance of fire safety equipment and systems	Maintenance is provided by a contracted-in service on a scheduled basis as per the timetable on page 42.	Maintenance is provided in accordance with the timetabled service provision.
Fire Incident Investigations	All fires and fire alarm activations are investigated by the Estates Fire Safety team.	Reports are completed for all fires. Reports are completed for all fire alarm activations in core estate buildings.

Service Need	How Service is Provided	Service Expectation
Fire Extinguisher Training	Fire extinguisher training is provided by the Assistant Estates Manager (Fire Safety) in conjunction with the Fire Extinguisher Maintenance Contractor.	Provided on an ad-hoc basis to staff and students in laboratories or other high risk areas as requested.
Management of Fire Alarm Activations	Fire alarm activations are recorded by Security and these are monitored and reviewed by the Estates Manager (Fire Safety) and Assistant Estates Manager (Fire Safety). Measures are put in place to reduce the amount of unwanted fire signals.	Fire alarm activations are reviewed on a monthly basis.
Fire Safety Training	Online or face-to-face fire safety training is mandatory and available for all staff.	Fire safety training must be completed annually by all staff.
Fire Drills/Evacuation Training	Routine fire evacuation drills are organised and completed by building users normally by the nominated Premises Fire Officer. The Estates Manager (Fire Safety) and Assistant Estates Manager (Fire Safety) can attend for observation reasons.	Fire evacuation drills must be completed annually and at the start of the first semester for student occupied buildings.
Personal Emergency Evacuation Plans (PEEPs)	PEEPs are completed for disabled staff and students as required by the Assistant Estates Manager (Fire Safety).	PEEPs are completed as required by the Equal Opportunities or Disability teams respectively.
Emergency Response	The Estates Manager and Assistant Estates Manager (Fire Safety) provide a 24 hour emergency response to all fire related incidents.	Responding to emergencies as a member of the University Initial Response Team

Timetabled Service Provision

Area	Daily	Weekly	Monthly	Twice Monthly	Quarterly	Six Monthly	Annual
Automatic Fire Suppression Systems (water based)					✓		
Automatic Fire Suppression Systems (Gaseous)						✓	
Fire Alarm Systems					✓		
Fire Escapes							✓
Final Exit Door Checks							✓
Fire Extinguishers							✓
Fire Hydrants							✓
Fire Shutters and Smoke Curtains							✓
Dry Risers						✓	

Pricing - Charge Rates for Recharge Purposes from 1 August 2018

Discipline	Cost	Notes
Fire Risk Assessments	Will be confirmed on request	All commercially active areas are recharged for Fire Risk Assessments.

10.5 Gardens and Grounds

Head Gardener: **Paul Wallace** Ext 3013
Email p.wallace@qub.ac.uk

Head Groundsman: **Gary Thompson** Phone 02890 626902
Email g.thompson@qub.ac.uk



Paul Wallace



Gary Thompson

The Gardens and Grounds service provides the gardening and landscape services to create an aesthetically pleasing campus landscape yet is managed with wildlife conservation as an integral part of it.

Service Need	How Service is Provided	Service Expectation
Landscape Maintenance in Addition to the Standard Service	Requests for additional service to be logged through the Estates Helpdesk.	Response is within the standard response times for Maintenance. Special requests can be agreed with the Head Gardener.
Litter Control	A routine litter lift is provided by the Gardens and Grounds Team. Any additional requests to be logged through the Estates Helpdesk.	Response is within the standard response times for Maintenance. Special requests can be agreed with the Head Gardener.
Winter Plan	The Winter Plan includes snow clearance and gritting of paths and steps. Additional requests should be logged through the Estates Helpdesk.	Response is within the standard response times for Maintenance. Special requests can be agreed with the Head Gardener.
Upper Malone Playing Fields	Detailed service provided to maintain the pitches at Upper Malone Playing Fields	Response is within the standard response times for maintenance or by special agreement. Special requests can be agreed with the Head Groundsman.

Timetabled Service Provision

	Daily	Weekly	Monthly	Quarterly	Half Yearly	As Required
Aeration				✓		
Edging			✓			
Fertilizing				✓		
Grass Cutting (March to October)		✓				
Hard surface cleaning						✓
Hedge cutting				✓		
Leaves (October to January only)	✓					
Litter lifting	✓					
Moss control				✓		
Mulch					✓	
Pruning					✓	
Replanting					✓	
Scarifying					✓	
Seeding					✓	
Snow clearance and gritting						✓
Verti-draining					✓	

Pricing - Charge Rates for Recharge Purposes from 1 August 2018

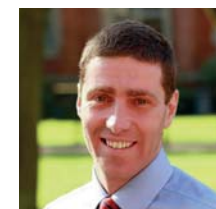
Discipline	Rate - Normal Hours	Rate – Overtime Hours Excluding Public/Bank Holidays
Gardening	£17.00 per hour	£25.50 per hour

10.6 Maintenance

Estates Manager:	Jonathan Dennison	Ext 1114	Email j.dennison@qub.ac.uk
Estates BMS Officer	Paul Andrews	Ext 1313	Email p.andrews@qub.ac.uk
Assistant Estates Manager	Barry Mulholland	Ext 1030	Email b.mulholland@qub.ac.uk
Assistant Estates Manager	Brian Matchett	Ext 1106	Email b.matchett@qub.ac.uk
Assistant Estates Manager	Ruairdhri Broderick	Ext 1087	Email r.broderick@qub.ac.uk
Assistant Estates Manager	Stephen McFerran	Ext 3690	Email s.mcferran@qub.ac.uk



Ruairdhri Broderick



Jonathan Dennison



Paul Andrews



Stephen McFerran



Barry Mulholland



Brian Matchett

Provides the maintenance and repair of building fabric and engineering services; includes reactive repairs, statutory inspection and maintenance together with emergency callouts. The service is delivered by both in-house staff and contractors.

Service Need	How Service is Provided	Service Expectation
Reactive Maintenance – during normal working hours (Repairs to lighting, doors, ceilings, toilets, floors, heating leaks, roof leaks etc)	BLOs and students log requests through the Estates Helpdesk system or, in an emergency, call Estates Helpdesk ext 5152. Repairs are carried out by a combination of in-house staff or contracted service providers.	All calls will be responded to within the timescales noted in the response time section. BLOs are updated on the status of work by logging onto the Estates Helpdesk system or calling the Estates Helpdesk on ext 5152.
Reactive Maintenance - Callouts for Emergency Repairs out of hours	Contact Estates Security on ext 5099 to log the fault. A callout rota is operated by Estates staff and, if possible, these tradespersons will provide first line inspection and repairs. Other actions, including supervisory staff and the use of contracted service providers, will be organised as required.	All calls will be responded to within the timescales noted in the response time section.

Service Need	How Service is Provided	Service Expectation
Statutory Maintenance	<p>Statutory maintenance is provided for the following systems:</p> <ul style="list-style-type: none"> • Lifts and Lifting Equipment • Emergency Lighting • Water Systems • Pressure Systems • Fixed Electrical Systems • Local Exhaust Ventilation <p>These tasks are carried out by a combination of in-house staff or contracted service providers.</p>	<p>A schedule and frequency of inspections is provided in the next section.</p> <p>All work is carried out in accordance with relevant British Standards and Health and Safety Regulations.</p>
Heating (Temperature Settings, on-off times and service availability)	<p>Estates centrally control the heating, cooling and ventilation in the majority of the University's buildings. Alterations to settings and initial fault finding are managed by Estates staff. System repairs and upgrades are carried out by a combination of in-house staff or contracted service providers.</p>	<p>All requests for heating adjustments should be made before mid-day of the preceding day.</p> <p>Adjustments are made through an on-line system. Timescales for repairs are noted in the response section.</p>
Minor Building/ Services Alterations	<p>Requests to be logged through the Estates Helpdesk. Works scope and cost will be agreed with the end-user prior to engaging Estates staff or a contracted service provider.</p>	<p>Depending on complexity and lead times – 1 week to 2 months</p>

Service Need	How Service is Provided	Service Expectation
Painting and Decorating (Service additional to that provided by Estates in areas where graffiti and/or serious dilapidation has occurred)	Requests to be logged through the Estates Helpdesk, indicative costs will be provided prior to engaging the contracted service provider.	Depending on workload – 1 week to 2 months.
Flooring (Repairs and Upgrades)	Flooring faults to be logged through the Estates Helpdesk. Repairs will be undertaken by the contracted service provider.	Depending on complexity and lead times –1 week to 2 months. For areas of serious dilapidation or for safety reasons within 24 hours.

Timetabled Service Provision

Area	Daily	Weekly	Monthly	Twice Monthly	Quarterly	Six Monthly	Annual
PLANNED MAINTENANCE							
Air Conditioning Servicing					✓		
Automatic Blinds							✓
Automatic Windows							✓
Boiler and Heating System Treatment							✓
Boiler House / Plant Room Inspections							✓
Borewell Inspections		✓			✓	✓	
Building Management System Maintenance - Critical Areas							✓
Chimney Maintenance							✓
Compressor Checks			✓				✓
External Lighting							✓
Fan Coil Inspections						✓	
Gas Boiler Combustion Analysis						✓	
Generator Maintenance			✓			✓	
Humidifiers Service							✓

Area	Daily	Weekly	Monthly	Twice Monthly	Quarterly	Six Monthly	Annual
IRCEP Inspections	✓						
McClay Library Inspections	✓						
Oil Tanks Inspection							✓
Pest Control					✓		
Power Washing						✓	
Pressurisation Service							✓
Pure Water Generator Checks		✓					
Roof And Gutter Cleaning							✓
Solar Equipment Checks			✓				✓
Steam Generator Checks	✓				✓		✓
Sump Pumps Check				✓			
Van Inspections (Estate Vehicles only or by special request)		✓					
Ventilation Plant Checks and Maintenance						✓	
Water Conservation Systems			✓				
Water Meter Readings					✓		

Area	Daily	Weekly	Monthly	Twice Monthly	Quarterly	Six Monthly	Annual	Every 5 Years
STATUTORY MAINTENANCE								
Automatic Door Opening Systems						✓	✓	
Central Battery			✓		✓	✓	✓	
Emergency Light Fittings Test.			✓				✓	
External Fire Escape Stairs							✓	
Fall Arrest Systems							✓	
Fire Escapes							✓	
Fire Exit Checks							✓	
Fixed Electrical Systems Insurance Inspections								✓
Gas and Oil Boiler Maintenance						✓		
Gas Detection Systems							✓	
Gas Manifolds							✓	
High Voltage Equipment							✓	
Insurance Inspections (pressure systems, hoists, cranes & slings)						✓	✓	

Area	Daily	Weekly	Monthly	Twice Monthly	Quarterly	Six Monthly	Annual
Ladder Inspections							✓
Legionella Inspections and Flushing		✓	✓			✓	
Lift Inspection and Maintenance			✓		✓		
Lightning Protection							✓
Local Exhaust Ventilation and Fume Cupboards							✓
Steam Boilers Maintenance						✓	

Response Times

Emergency Response	Response within four hours	<p>Response to all emergencies will be immediate. Emergencies are deemed to be an incident likely to pose an immediate danger to life, a health and safety hazard or cause serious structural damage to a building.</p> <p>Examples of Emergency Response – following a phone call and request on Planon:</p> <ul style="list-style-type: none"> • Risk to life or substantial damage to property • Smell of gas • Major water leak or flood resulting in immediate damage to structure, services or equipment • Major loss of power supply • Major structure/damage, including ceiling collapse • Total loss of heating in building • Major loss of building security • Main drainage blockage • Broken windows that pose a security problem or are not weatherproof • Blocked toilets and sewers
Urgent	Response within 24 hours	<p>An urgent incident is defined as an incident likely to pose a danger and inconvenience to building users.</p> <p>Examples of Urgent Response – following a phone call and request on Planon:</p> <ul style="list-style-type: none"> • Internal lighting faults affecting large areas. • Partial loss of heating • Repair of floor covering that may be a trip hazard • Repair/replacement of faulty door closer • Partial loss of power to room or area • Dangerous or uneven pavings • Minor internal plumbing leaks • Overflow pipe discharging

Standard	Response within five working days	<p>A standard incident is defined as requiring minor repair/maintenance and causing minor inconvenience to building users.</p> <p>Examples of Standard Response – following a phone call and request via the Estates Helpdesk:</p> <ul style="list-style-type: none"> • Delivery of furniture from our stores or relocation of departments • Replacement of broken/missing toilet seat • Changing locks to rooms • Partial loss of heating, lighting • Door/lock faulty
Normal	Response within 20 working days	<p>A normal incident is defined as an incident causing no substantial inconvenience to building users, usually an improvement or superficial repair.</p> <p>Examples of Standard Response – following a phone call and request via the Estates Helpdesk:</p> <ul style="list-style-type: none"> • Upgrading of lighting/power • Provision of shelving • Redecoration of rooms • Renewing worn but safe floor covering • Replacing worn but undamaged sanitary fittings • Patch repair wall and ceiling plaster
By Agreed Date		<p>BLO to agree date with Helpdesk and note date on the Helpdesk request</p> <p>Examples of Standard Response – following a phone call and request via the Estates Helpdesk:</p> <ul style="list-style-type: none"> • Delivery of furniture from our stores or relocation of department • Redecoration of rooms

Pricing - Charge Rates for Recharge Purposes from 1 August 2018

Discipline	Rate - Normal Hours	Rate – Overtime Hours Excluding Public/Bank Holidays
Joiners/Electricians/Fitters/Plumbers	£23.00 per hour	£34.50 per hour
General Assistant/Mechanical Assistant	£17.00 per hour	£25.50 per hour
Painting	£5.00 per m ²	N/A
Uplift, Supply & Lay Flooring	£25.00 per m ²	N/A

10.7 Portering

Estates Manager:	Keith Halliday	Ext 1110 Email k.halliday@qub.ac.uk
Head Porter:	Martin Mooney	Ext 3068 Email m.mooney@qub.ac.uk
Assistant Head Porter:	Sam Graham	Ext 3068 Email s.g.graham@qub.ac.uk



Keith Halliday



Martin Mooney



Sam Graham

Provides mail room services, delivery of mail, room set-ups, VIP transport and internal furniture moves. Responsible for providing Gopak tables and blue exhibition boards at the guided charge rates.

Service Need	How Service is Provided	Service Expectation
Mail Room Services	Monday to Friday 8.00am - 6.00pm all year. Central Post Room facility, Administration Building.	Reports and analysis of postage expenditure can be provided within 48 hours of request.
Mail Delivery	Walks during term time 10.30am -1.00pm. For large returns of mail a collection service is available.	Requests to be actioned within 24 hours of request.
Building Porters	Porters are stationed in the Ashby Building and the MBC during Monday to Friday. Requests outside of these hours are charged and subject to availability.	Request to be actioned within 24 hours (working days only).
Room Set-ups	Set-ups will be facilitated as required and booked through the Estates Helpdesk.	Normally next working day.
Centrally Bookable Rooms	Rooms are checked on a rolling programme. Issues to be logged on the Estates Helpdesk.	Response within 24 hours (working days only).
Transport	Available as and when booked subject to charges and availability.	Booked through the Estates Helpdesk.
Office/Furniture Moves	Available from contracted third party via the Estates Helpdesk.	Booked through the Estates Helpdesk.

Pricing – Charge Rates for Recharging Purposes from 1 August 2018

Discipline	Rate - Normal Hours	Rate – Overtime Hours Excluding Public/Bank Holidays
Portering Staff	£15.00 per hour	£22.50 per hour
Driver/Assistant & Van	£49.00 per hour	£65.00 per hour
Delivery Services (Contracted Third Party van plus two operatives)	£50.10 per hour	£60.00 per hour

Exhibition Boards and Gopak Tables

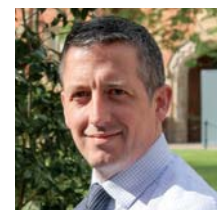
Description	Cost per Unit
Blue Exhibition Board	£8.00 per day for up to 3 days, after 3 days it becomes a weekly charge of £30.00
Gopak Table	£5.00 per day for up to 3 days, after 3 days it becomes a weekly charge of £20.00
Delivery Charges (to non-University venues and Portaferry). Hire costs include cost of delivery to University locations. Additional charge for non-University venues.	Will be charged at cost using the cheapest available method.

10.8 Security

Estates Manager: **Dara Curley** Ext 1113
Email d.curley@qub.ac.uk

Assistant Estates Manager: **Richard Sheridan** Ext 1103
Email r.sheridan@qub.ac.uk

Provides a 24 hour per day security presence across the campus and is the primary contact in the event of all emergencies. Monitors the CCTV, intruder alarm and fire alarm systems, as well as managing the access control system and enforcing the car parking regulations.



Dara Curley



Richard Sheridan



Hugh Lewsley
Section Leader (Day)



Drew McCabe
Section Leader (Day)



David Manna
Section Leader (Night)



Paul McGuinness
Section Leader (Night)

Service Need	How Service is Provided	Service Expectation
Manned Security Guarding	<p>All Security staff are Security Industry Authority (SIA) licenced and vetted.</p> <p>A uniformed security patrolling and response service is provided across the campus 24 hours per day, seven days per week, both on foot and in dedicated, branded Security vehicles.</p> <p>They provide a response to alarm activations and are used to detect and deter crime.</p>	Emergency Response is provided immediately.
CCTV and Alarm Monitoring	The extensive surveillance camera network and alarm management system is monitored and controlled from the Security Control Room, using the IPSC system.	Routine CCTV or alarm queries via telephone or email will be responded to within three working days.
Crime Prevention Advice	Crime prevention advice is offered to all staff and students by contacting the Security Control Room on ext 5099/98 or by email to security@qub.ac.uk	Crime prevention advice queries via telephone or email will be responded to within three working days.

Service Need	How Service is Provided	Service Expectation
Access to Buildings	The electronic access control system is managed by the Security Control Room.	Routine access control queries via telephone or email will be responded to within three working days. All requests to amend building opening or closing times must be submitted via the Estates Helpdesk at least 48 hours in advance.
VIP/high Profile Events	The Security Team also provide security advice to all high profile and VIP events.	VIP/high profile event queries via telephone or email will be responded to within three working days.
Lost and Found Property	Lost and found property is managed by the Security team.	Please contact the Security Control Room on ext 5099/98 for further information.
Winter Gritting Plan	Snow clearance and gritting is co-ordinated by the Security team. Campus specific Meteorological Service reports inform the Security team when gritting is required.	Please contact the Security Control Room on ext 5099/98 for further information.
Car Parking Enforcement	University parking regulations are enforced by the Security team, this includes the immobilisation of vehicles. Limited visitor parking is available in a number of car parks across the campus. This is facilitated via the online Car Park Management system through Queen's online. Spaces are allocated on a first come first served basis. For help and advice on car parking at the University contact John McCann on ext 1154	Routine access control queries via telephone or email will be responded to within three working days.
Business Continuity Plan	Business Continuity Planning and Emergency Planning is co-ordinated by the Estates Manager (Security). All Faculties are required to have a Business Continuity Plan and to validate it every year.	Advice and assistance will be provided on an individually agreed timeframe, due to the potential complexity of the process.

Pricing - Charge Rates for Recharge Purposes 1 August 2018

Discipline	Rate - Normal Hours	Rate – Overtime Hours Excluding Public/Bank Holidays
Security	£14.00 per hour	£21.00 per hour
Security Contractor Rates	£13.00 inc VAT	N/A
CCTV/Intruder Alarm/Access Control Engineer	£43.00 inc VAT	N/A



Contact details

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