

# ESTATES COMPLIANCE ARRANGEMENT (ECA)

## ECA 20 – Support Desk Services Compliance



### 1.0 Policy Link (Level 1 Document)

No relevant Level 1 policy document exists.

### 2.0 Purpose

To define the process of logging maintenance, security, cleaning or portage requests and the Estates Support Desk's role in ensuring compliance.

### 3.0 General

This procedure covers reactive maintenance, security, cleaning, and portage requests by logging them in a central location, allocating them to contractors or building champions and reporting the progress of them to the requestor.

### 4.0 Procedure

#### Logging a request

Requests, where possible, should be logged on the Estates website at <http://estates.lincoln.ac.uk/support-desk/>.

Clicking on the relevant link will take the requestor to an online form to complete and submit. This logs the information directly into Planon.

Submitting this form creates a unique job number that can be used by the requestor to track progress on the request through the same website, by clicking the 'My Requests' link.

Each request will be given a priority from P1 to P5. Contractors' performance is measured against these priorities and is reviewed on a monthly basis.

#### Priorities

Maintenance priorities are identified below:

**Priority 1** - Attendance not exceeding 2 hours from notification to investigate and make safe as a matter of urgency. Restore or provide alternative facilities within 24 hours.

**Priority 2** - Attendance the same day if notification is received prior to 1pm or next day before 9am if received after 1pm to investigate and make safe. Permanent restoration of service within 72 hours.

**Priority 3** - Attendance not exceeding 48 hours from notification to investigate and implement a permanent solution within 7 days.

**Priority 4** - Attendance not exceeding 7 calendar days from notification to investigate and implement a permanent solution within 30 days.

**Priority 5** - Attendance not exceeding 30 calendar days from notification to investigate and implement a permanent solution within 60 days.

Security / cleaning and portage priorities are identified below:

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**Priority 1** – Attendance within 1 hour

**Priority 2** – Attendance within 24 hours

**Priority 3** – Attendance within 1 week

**Priority 4** – No attendance time defined

As each request is logged in Planon, it is allocated to the responsible contractor or the building champion, it will automatically identify if a hazard is suspected or known to be present in the area and highlight that a permit to work needs to be completed before works can proceed.

### Other methods of reporting

#### Logging a request by telephone

A call is made internally to extension 6777 and the following information is provided to the support desk who log the information in Planon.

The Support Desk Operator must adhere to the following protocol when taking requests over the telephone:

Ensure that all calls are received in a consistently high-quality manner according to best practise Customer Service.

All incoming calls must be logged – this will ensure that no business issues are lost.

All calls should be answered within five rings.

Initial salutation must state “Good morning / afternoon Estates, \_\_\_\_\_ speaking”

#### Logging a request by email

Email requests should be made to the Estates Support Desk mailbox at [estatessupport@lincoln.ac.uk](mailto:estatessupport@lincoln.ac.uk)

and include relevant building and space information as well as the details of the fault.

### Customer feedback

For any P1 or P2 request made in an academic building the requestor is encouraged to provide the Estates Support Desk with feedback. A follow up telephone call is made by the Business Support Team to the requestor and feedback recorded against the request in Planon. Positive and negative feedback is reviewed on a monthly basis at the team’s monthly meeting.

### External PPM/reactive audit requests

If an external PPM/reactive audit request is received, the following procedure should be followed,

- Estates Support Desk must be informed immediately by emailing [estatessupportdesk@lincoln.ac.uk](mailto:estatessupportdesk@lincoln.ac.uk)

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- Estates Support Desk will email relevant external requestee with Estates Department PPM/reactive audit template (see Appendix 1).
- Requestee will complete the audit template and send back to [estatesupportdesk@lincoln.ac.uk](mailto:estatesupportdesk@lincoln.ac.uk)
- Estates Support Desk will officially task CT Team for request for the information
- CT team will complete and send back to Estates Support Desk for emailing out to requestee.

### PAT failure process

The Estates Support Desk may contact you (vis the Estates Department Communication Officer) with a PAT failure list stating that the following items have failed the Portable Appliance Test (PAT) and must not be used. A lock-off plug has been attached to ensure everyone's safety. The following actions are available to you:

1. Report the item to be repaired or disposed in Planon within 10 working days using [estatesupportdesk@lincoln.ac.uk](mailto:estatesupportdesk@lincoln.ac.uk)
2. Once the item has been repaired safely the lock-off plug will be removed.
3. Follow disposal process below if you don't want the item repaired.

### Disposal process

If the piece of equipment was supplied by the school/college/area as a piece of official works equipment it will be up to the school/college/area concerned to arrange for its repair, replacement, or disposal using Planon.

Disposal methods available are:

- Smaller items (kettles/toaster but no larger) these items can be placed in the small WEEE bins situated near Court 17.
- Any IT equipment must be returned back to ICT for correct disposal.
- All larger electrical items must be disposed of correctly by the school/college/area, this must be done officially by means of Planon. More guidance on this can be sought from the Facilities Manager (Soft Services) in the Estates Department.

If the equipment was supplied by the individual, they will be asked not to return it onto University property until such time that it has passed a PAT test, proof of this pass will be required.

It is the equipment's owners responsibly to correctly dispose of any electrical equipment.

### Permit to Work process

Permits to work should be requested through the Estates website at <http://estates.lincoln.ac.uk/support-desk/>.

Clicking on the relevant link will take the requestor to an online form to complete and submit. This logs the information directly into Planon. The form includes the ability to attach risk assessments and method statements.

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Submitting this form creates a unique job number that can be used by the requestor to track progress on the request through the same website, by clicking the 'My Requests' link.

Requests are then allocated to an appropriate 'Authorising Role' for approval.

### Inductions

Induction records are recorded in Planon against an individual's personnel record. Once an induction is completed the relevant paperwork is to be submitted to the Estates Support Desk to maintain accurate records. The paperwork is uploaded to the personnel record as evidence. Each record contains an induction expiry date.

### **5.0 Estates Department points of contact**

Please contact the Estates Compliance Team/Business Support Team for clarification or further guidance on these Arrangements.

### **6.0 Associated Documents**

#### Internal

##### Level 2 Associated Documents

Reference	Title
N/A	N/A

##### Level 3 Documentation

Reference	Title
N/A	N/A

#### External

Source	Title
N/A	N/A

### **7.0 Change History**

Version	Date	Summary of Changes Made
1	10/03/2021	Estate Compliance Arrangement for Support Desk Services Compliance created
2	07/06/21	Internal Review Board Check
3	25/03/22	RW and SJ review
3.1	13/04/22	For issue

### **8.0 Appendix List**

Appendix	Title
1	External PPM Request Template

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### APPENDIX 1

#### External PPM Request Template

PPM/RJ Information Required	Date Last Completed	PPM Inspection Frequency	Date Next Due (if applicable)	Location Information is held	Comment
Access Doors, Gates & Barriers Management					
Access and Fall Arrest Systems Management					
Electrical systems (including PAT) Management					
F Gas (including any subsequent ODS) Management					
Fire Management					
Gas Management					

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<b>Lifting Equipment Management</b>					
<b>Water Management</b>					
<b>Pressure Systems Management</b>					
<b>Building Management</b>					
<b>Ventilation Management</b>					
<b>PTW Management</b>					
<b>Other</b>					