

# JEM Education Support Services Ltd

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28 May 2018

## Name and Contact details of School

## Service Level Agreement

### Objective of this agreement

The purpose of this Service Level Agreement is to describe the key services we provide and the quality standards we have agreed with our service users in terms of service delivery.

This Agreement sets out

- the services we provide to the students, Schools, other internal departments and external partners
- the overall standard which we aim to achieve in the provision of our services
- a mechanism for resolving any problems relating to the delivery of the service

### Period of agreement

The service level agreement shall commence on **1 April 2018** and shall continue uninterrupted for a period of **12 months, until 31 March 2019** (the “expiry date”), **at month 9** the contract will be reviewed by both parties and the ongoing position agreed for the service level agreement in the following year.

#### Contact:

E: [info@jemeducationsupportservices.com](mailto:info@jemeducationsupportservices.com) or telephone Rona on 07725 407 531 or Darren on 07933 551 478 for further information.

Company Number: 10880569

## Future reviews and amendments to this Service Level Agreement

This agreement will be reviewed either:

- Annually as part of the annual planning process **at month 9** and any changes will be agreed with service users.
- If an alternative time frame for the service level agreement is specified, it will be reviewed one month before the end date.
- Changes made to this agreement will be signed off by all parties.
- Termination during the term of this service level agreement by either party will only be permitted on two months' notice.

## Objective of the service

To provide Premises and Facilities Management Service Level Agreement to *The School* to ensure that the school complies with all its statutory obligations.

To include:

- ❖ Legislative and statutory compliance, servicing, testing and inspection of installations and equipment, an overview can be found in Appendix A
- ❖ Premises Compliance Audit Mapping, to establish what services are on site that need to be included within the compliance scheduling.
- ❖ Contractors will be scheduled in at the school's convenience
- ❖ Assess contractor visit reports and advise appropriately
- ❖ An annual Health and Safety walk round with the Headteacher or appointed person
- ❖ Building fabric technical advice
- ❖ Mechanical and electrical technical advice
- ❖ Reactive maintenance (quote will be provided for works)
- ❖ Obtain quotes for works on behalf of the school for other remedial or recommended works
- ❖ Helpdesk
- ❖ Access to vetted and trusted contractors
- ❖ Provide you with template policies and risk assessments if required

## Service Users

*The School*, staff, students and governors.

## Service charges

The cost of providing the agreed service is £1850.00 per year, paid over 10 months (April – January) @ £185.00 per month.

Reactive maintenance will be quoted for as required.

Any additional services purchased will also be charged separately.

Method of payment – we will invoice you monthly as above; our payment terms are strictly 30 days from date of invoice, accepted payment methods are cheque or BACS and are detailed in our invoice.

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- *Please note that JEM Education Support Services Ltd reserve the right to charge late payment interest to undisputed invoices at the rate of 2.5% of the invoice balance, these charges can only be applied to undisputed invoices where the work has been carried out as specified.*
- *For major failures in the delivery of services to the specified standard, where remedial works may either not be possible or required by the Purchaser, JEM Education Support Services Ltd agree that appropriate charges(s) will be deducted in respect of that failure.*

## **Responsibilities – who are we, what we do**

JEM Education Support Services Ltd was set up by Darren Kinsey and Rona Metters to provide a bespoke whole school business and premises management support system for schools. With over 30 years' experience in business and industry we have a unique set of qualifications and skills all our staff are reliable and professional with can do attitude and are experienced in working in schools and therefore understand the uniqueness of supporting schools.

All our staff are fully vetted and have undertaken an enhanced DBS check, which is then subscribed to on the update service.

Where we don't have the necessary skills set we have identified a bank of trusted contractors that we work alongside with, these contractors are also DBS checked and have the same work ethics as JEM Education Support Services and have agreed to work to our Contractors Code of Conduct, *see Appendix B*.

JEM Education Support Services Ltd will provide adequate insurance cover in respect of their employees, vehicles, public liability and indemnity relative to the performance of service.

## **Service availability**

The Premises/Facilities Management Service Level Agreement is provided for the term stated above.

We are also happy to provide our SLA schools with access to telephone support between 8.00 am and 6.00 pm, Monday to Friday, where schools can channel requests, enquiries and complaints. We will ensure that these telephone enquiries are dealt with in a responsive and efficient manner.

You are also able to access the other services available from JEM Education Support Services Ltd, at the applicable cost.

## **Description of key services**

- ❖ Provide Premises/Facilities Property Management and Compliance Service Level Agreement

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## What we need from Service Users

- ❖ Access to the school.
- ❖ Access to all relevant MIS systems
- ❖ Access to all relevant information and compliance documentation
- ❖ Access to 5C's (*the Local Authority 'Hazards' folder for contractors detailing hazards, asbestos in particular.*)
- ❖ Access where appropriate to detailed site plans and specifications
- ❖ Provide prompt payment, as per the terms and conditions of the invoice.
- ❖ Give reasonable notice to the "provider" of any variations that may be reasonably required.
- ❖ The "service user" must also inform the "provider" of any potential hazards at the site.

## Additional Services (*additional costs by negotiation*)

### Premises Services

- ❖ 3/5 Year Rolling maintenance programme
- ❖ Accessibility Audit
- ❖ Capital Project Management
- ❖ Cleaning audit
- ❖ Condition Survey
- ❖ COSSH Audit
- ❖ Deep Clean service
- ❖ Fire Risk Assessment and Training
- ❖ Handyman/Caretaker Service
- ❖ Health and Safety support package
- ❖ PAT Testing
- ❖ Security audit
- ❖ Swimming Pools commissioning/De-Commissioning

### School Business Management Services

- ❖ Asset tracking inventory
- ❖ Finance Support
- ❖ First Aid Training
- ❖ GDPR/DPO Support
- ❖ ICT Solutions
- ❖ Mentoring/Training
- ❖ Ofsted readiness
- ❖ Personnel File Audit
- ❖ Project Management
- ❖ Risk assessment
- ❖ Safeguarding support
- ❖ School Business Manager Support
- ❖ Website/Policy compliance audit

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## Contractors

Each contractor will invoice each school directly, and a schedule of contractor's rates will be forwarded to the school at the commencement of each annual contract. JEM Education Support Services Ltd personally negotiate favourable terms from local, trusted contractors with the same work ethics as ourselves avoiding the 'typical' pricing practices of larger companies. We aim to ensure best value for all of schools and assure them that is at the heart of all that we do.

## Service levels/Standards

JEM Education Support Services Ltd will ensure that all services provided are compliant with local authority and statutory regulations.

## Monitoring success

JEM Education Support Services Ltd request that the "service user" regularly supervise and monitor the service delivery to ensure customer satisfaction and service quality.

JEM Education Support Services Ltd request that a termly meeting is scheduled to discuss the level of service provided, to ensure that the "service user" is satisfied with the level of service provided and allows both parties to discuss concerns or queries.

## Complaints

Any query with the level of service provided by JEM Education Support Services Ltd should be reported either by telephone, email or letter as soon as possible. JEM Education Support Service will endeavour to rectify the complaint as per our complaints policy.

## Date of agreement

## Signatories to Agreement

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Rona S Metters

Director

For and on behalf of JEM Education Support Services Ltd

## Signatories to Agreement

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Headteacher

Date:

For and on behalf of *The School*

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## Appendix A

Our Premises Management Service Level Agreement includes the arranging of the following compliance servicing, this list is comprehensive and may include some items that are not applicable to your school. The list is compiled in conjunction with Cambridgeshire County Councils Good Stewardship Guide and the Education Funding Agency's Essential School Maintenance – A Guide For Schools *January 2016*.

<b>Activity</b>
Access Control
Air Conditioning
Asbestos
Automatic Opening Doors
Boilers - Gas
Boilers - Oil
Catering Equipment (Gas appliances/electrical appliances etc)
Catering Extraction Systems
CCTV
Emergency Lighting
Fire Alarm System
Fire Doors
Fire Extinguishers (including Fire Blankets, hoses)
Fire Hydrants
Fire Sprinklers
Fixed Electrical Installations
Gas Equipment (inc heaters, lab taps and systems, CDT Equipment and Systems)
Glazing
Heating Controls
Hoist Servicing (goods)
Hot water blending valve
Ladders (Step, Ladders, Scaffolding)
Lightning Conductors
Local Exhaust Ventilation (e.g Fume cupboards, fume and wood dust extraction systems)
Oil Tanks ( conditions and calibration of gauges)

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Passenger Lifts and hoists (including special needs hoists and tracks)
Perimeter Fencing
Playground and Gym Equipments
Portable Appliance Testing (PAT)
Pressure Relief Valves on Heating systems
Pressure Sets (Used with Heating systems)
Security Lighting
Sewage Pumps
Stage Lighting
Steel Chimneys (soundness)
Swimming Pools including Microbiological water testing
Tree Safety
Water Hygiene

Optional services that can be provided at an additional cost when needed:

- ❖ 3/5 Year Rolling maintenance programme
- ❖ Accessibility Audit
- ❖ Capital Project Management
- ❖ Cleaning audit
- ❖ Condition Survey
- ❖ COSSH Audit
- ❖ Deep Clean service
- ❖ Fire Risk Assessment and Training
- ❖ Handyman/Caretaker Service
- ❖ Health and Safety support package
- ❖ PAT Testing
- ❖ Security audit
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## Appendix B:

### Contractors Code of Conduct

## **JEM EDUCATION SUPPORT SERVICES LTD - CONTRACTOR CODE OF CONDUCT**

JEM Education Support Services Ltd expects all contractors that work on their behalf to follow and abide by the following:

- Observe the code always
- Remember your actions no matter how well intentioned could be misinterpreted. Be mindful of the need to avoid placing yourself in vulnerable situations.
- Any order for works or building contracts should be let with a clear condition that failure to observe the code will entitle JEM Education Support Services Ltd and/or the school to exclude a member of a contractors' staff from the premises.
- This code of conduct is a condition on any order for works or building contract no matter how or by whom the contractor is appointed.
- Issued to all contractors direct by JEM Education Support Services Ltd before any undertaking for work has been entered in to and this Code of Conduct will be signed to agree compliance with the code.

### The undersigned contractor/organisation undertakes to:

- ❖ Provide JEM Education with:
  - Details of DBS for all employees registered on the update service
  - Copies of all insurances held including public liability, public indemnity, employer liability *if applicable*,
  - Risk assessments and method statements for all contracted works
  - Copies of all contractor registration certificate i.e NICEIC, Gas Safe, Corgi etc
  - Copies of Asbestos training certificates
- ❖ Undertake to report any incident or near miss as soon as it occurs
- ❖ Work safely and responsibly and be aware of responsibility for own actions and behaviour. Avoid any conduct which would lead any reasonable person to question their motivation and intentions.
- ❖ It is the responsibility of all adults to safeguard and promote the welfare of children and young people.
- ❖ Avoid contact with children. Never give your personal contact details to children or young people,

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- including mobile telephone number
- ❖ Work and be seen to work, in an open and transparent way.
- ❖ Never be in contact with children without school supervision
- ❖ Stay within the agreed work area and access routes
- ❖ Obtain permission if you need to go outside the agreed work area or access routes.
- ❖ Keep staff informed of where you are and what you are doing
- ❖ Do not use profane or inappropriate language
- ❖ Dress appropriately i.e. dress in a way that:
  - Is unlikely to be viewed as offensive, revealing, or sexually provocative.
  - Does not distract, cause embarrassment or give rise to misunderstanding
  - Is absent of any political or otherwise contentious slogans
  - Is not considered to be discriminatory and is culturally sensitive

## Identity

- ❖ Contractors will provide to each school site on arrival verification of their personal identity by way of photo ID which can be in the form of:
  - Photo Driving Licence
  - Passport
  - Company Photo ID

*If a contractor fails to produce such ID they may be refused entry to the site*

The contractor will comply with the Schools safeguarding information and visitor induction as required by the school.

**I CONFIRM THAT THIS CODE OF CONDUCT WILL BE DISEMINATED TO ALL CONTRACTORS WORKING FOR THIS ORGANISATION AND THAT WE UNDERTAKE TO COMPLY WITH THIS CODE OF CONDUCT:**

<b>NAME OF COMPANY</b>	
<b>SIGNED ON BEHALF OF COMPANY</b>	
<b>NAME</b>	
<b>DATE</b>	

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# JEM EDUCATION SUPPORT SERVICES LTD

Follow each stream and usually you will be compliant

## CONTRACTOR CONTROL MANAGEMENT

### INDUCTION AND DOCUMENTATION

Face to Face induction on site  
 Agreement to work to Schools Safe Systems  
 Asbestos Training Certificate provided  
 Contractor training undertaken suitable for task

### ARRANGEMENTS

Risk Assessments and method statements, toolbox talks or other safety documentation for the task provided  
 Safe tooling and equipment visually checked or PAT tested  
 Dust extraction / COSSH Assessments  
**Gas & electrical**  
 Electrical certification with invoice  
 Electrical certification e.g. NICEIC etc  
 Gas Safe and Calibration Certification  
 Dust extraction on tool  
 Ladders and step ladders safe  
 Safe isolation procedures  
 Safe disposal of waste or waste transfer licence

### INSURANCE

Public Liability  
 Employer Liability  
 Undertaking to report accidents and incidents as they occur

### CONTRACTOR CONTROL

Contractor control separate folder with evidence held  
 Designated person to ensure that vetting scheme is in place to approve contractor  
 Risk assessment for the tasks provided by the contractor at commencement of arrangement  
 Method statements for the tasks provided by the contractor at commencement of arrangement  
 Risk assessments and method statements renewed on new tasks or annually  
 Training certification in date and valid for the task.