

Office Services SLA

A) Date and version history

| Version | Date |
|--|-------------------|
| Office Services Service Level Agreement Version 0.1 First draft of the agreement prior to pilot | 23 August 2010 |
| Office Services Service Level Agreement Version 0.2 Comments from the BSB | 24 August 2010 |
| Office Services Service Level Agreement Version 0.3 | 17 September 2010 |
| Office Services Service Level Agreement Version 0.4 | 21 September 2010 |

B) Parties Involved and Lead Officers

| Service Provider | Lead Officer |
|---|----------------------------|
| Office Services Team, Central Services, Bar Council | Sam Forman, Office Manager |

| Service Users | Lead Officer |
|--|------------------------|
| All staff members at the Bar Standards Board, who require use of the office building | Mandie Lavin, Director |

C) Overview of the agreement

| How this agreement will meet the businesses needs |
|--|
| The staff at the Bar Standards Board (~60 users) requires the office accommodation at 289/293 High Holborn to support the day to day business and in delivering the objectives set out in the business plan. All Office Services requirements such as premises, building security & access, facility management, central purchasing, health & safety, switchboard & reception services, print & distribution services, video conferencing, space planning and data protection will be provided and supported by the Office Services Team, and where necessary training will be given to services users, and faults/issues will be investigated and resolved. |

D) Requirements

| What is required by the service user |
|---|
| Central Purchasing: <ul style="list-style-type: none">• Produce an annual budget in consultation with the Directors of Central Services and of the BSB• Abide by purchasing policies that are in place in line with the Finance Manual• Endeavour to achieve best value for provision of all goods and services through negotiation and application for appropriate discounts• Run tender exercises and review suppliers where appropriate, in accordance with the Finance Manual• Recommend contractors from a list of preferred suppliers where appropriate• Authorise expenditure within approved limits• Place and manage utilities and equipment contracts• Purchase office furniture when necessary and within budgetary limits |

- Purchase stationery for the organisation.

Premises:

- Ensure annual service charges statements received from the Managing Agents are produced within budgetary limits and any additional spend is investigated and agreed
- Validate service charge expenditure and investigate where appropriate
- Hold weekly meetings with the Managing Agents regarding current work in progress and future maintenance projects
- Take the lead with any rent reviews arising within the lease term
- Ensure rent/service charge/insurance and rate demands are met
- Ensure any contractual obligations within the lease are met (i.e. internal decorating)
- Advise on any issues relating to the lease of the building
- Act as point of contact between the Bar Council and our professional advisors on building related matters
- Ensure staff are aware of any visitors attending site on behalf of the Landlord

Health & Safety:

- Manage day to day issues relating to Bar Council premises, provide a safe and efficient physical environment
- Manage fire safety equipment, fire wardens and fire drills at site
- Organise fire evacuation drills and ensure that these are carried out bi-annually
- Develop and maintain an evacuation plan for all staff and visitors to the building
- Undertake and monitor risk assessments to satisfy workplace legislation, including Display Screen Equipment (DSE) and fire risk
- Ensure Disability Discrimination Act compliance within areas of the building where appropriate.
- Arrange annual portable appliance testing
- Provide advice and guidance for any Health & Safety issues
- Authorise reimbursement of employees for eye examinations

Facility Management:

- Manage day to day issues relating to Bar Council premises, providing a safe and efficient physical environment
- Arrange and maintain office cleaning, air conditioning/heating, recycling/confidential shredding and repairs/maintenance. Ensure appropriate SLA's and service delivery criteria are in place and are monitored
- Liaise with Managing Agents on management of common areas
- Project manage, monitor and optimise site utilisation and space allocation
- Manage facilities fault/defect reporting systems so that issues are resolved in an agreed and timely manner
- Report any facilities issues or problems within the common areas to the Managing Agents
- Provide all staff via email with at least 48 hours notice of scheduled, non-emergency essential maintenance, which may be scheduled during working hours
- Provide staffing cover for maintenance undertaken outside of working hours.

Switchboard & Reception Services:

- Aim to answer calls to the Bar Standards Board within 5 rings and transfer to the required extension announced
- Email the recipient within 10 minutes stating the time the call was taken where messages are left with Reception
- Notify the member of staff whose visitors are in Reception
- Put unexpected visitors through to a member of staff via the telephone situated in the waiting area if Reception are unable to resolve their query

- Book courier services for staff within the building.
- Book taxis for members of staff.
- Set up meeting rooms for internal and external meetings, including the preparation of tea and coffee as required.
- Search for NEW meeting requests in the online diary every 30 minutes and add any new requests to both the online and paper diary immediately. Notify staff of any potential double bookings and try to arrange alternative arrangements where possible within 10 minutes of receiving request.
- Ensure the Reception area and switchboard are covered throughout the day and including the lunch period (12:30 - 14:30).
- Perform a weekly stock-check of tea-bags, coffee, biscuits etc and place an order if necessary.

Print & Distribution Services:

- Operate a print and finishing service for multiple printing requests including colour copying and binding between the hours of 9.00am to 5.00pm, Monday to Friday.
- Provide an in-house colour printing service, chargeable to departmental budget codes
- Ensure all printing requests are distributed within 24 hours unless otherwise agreed
- Complete all printing requests by the time stated on the requisition (unless in exceptional circumstances eg power failure)
- Bulk purchase print room supplies including central purchasing of paper and envelopes
- Provide managed facilities for self service photocopying on each floor
- Maintain print section machinery and equipment
- Recharge all externally sourced printing to the requester at cost
- Periodically provide master copies of agenda, minutes and table items to the Registry Officer
- Collect the DX from sorting office and distribute together with external post (if delivered) and internal mail, including faxes and daily press cuttings from 10am.
- Sort and distribute external post once delivered by Royal Mail (can be up to 3pm).
- Arrange three internal collections per day commencing at 10am, 3pm and 4pm although for last minute distribution staff are able to deliver to the Print Room by 5.10pm at the latest.
- Undertake minor maintenance and housekeeping tasks, i.e. flickering lights, faulty door handle, picture hanging. Normal response time is 4 hours.
- Complete small internal office moves and furniture relocation requests by agreed deadline
- Following notification of expectancy of urgent faxes/correspondence, the print room staff will advise the appropriate BSB of its arrival as soon as possible

Video Conferencing/External Room Hire:

- Manage video conferencing and external room hire services.
- Provide an efficient and professional service to all external customers

Project Management/Space Planning:

- Be responsible for the organisation and implementation of all office moves involving IT where appropriate and where required
- Be involved and co-ordinate with the IT Services team from design to completion in respect of refurbishment or new build projects, under an Office Services lead
- Inform and/or gain consent from the landlord for any alternation or addition to the premises
- Consult with Director regarding all moves, with wider staff consultation as agreed

Training:

- Undertake group or one-to-one induction meetings with new employees to explain Health & Safety, Office Procedures and Data Protection
- Arrange evacuation chair refresher training for designated staff
- Appoint fire wardens and arrange training annually
- Appoint first aiders and arrange 2 year refresher training when appropriate
- Undertake practical training where required for phone and video conferencing operation

Building Security & Access:

- Manage safety, access and security processes.
- Undertake the out of hours contact role for OCS Security during absence and/or holiday of Director Central Services
- Undertake the out of hours contact role for OCS Security from Friday evening until Monday morning.
- Maintain a list of staff and next of kin contact numbers in a secure/safe environment at home; where important issues occur (such as building closure) notify staff via phone, text or email.
- Following consultation with Chief Executive and Directors, inform staff if access to the building is compromised
- Ensure security of the building during power failure or failure of the alarm or security systems
- Implement and review disaster recovery plan (currently work in progress – updates to be presented to the SLA meetings)
- Maintain up-to-date databases for both the alarm and access control systems and keep records of members of staff with front door keys and fobs
- Program fobs for new staff upon receipt of New Starters Form. Fobs provided to staff on the first day they commence in their new post
- Produce reports concerning alarm and access control systems for Director of Central Services within 16 working hours of request
- Ensure both the access control and alarm systems are in full working order by carrying out a daily inspection of both systems
- Ensure any faulty fobs are collected, rectified and returned to recipient within 3 hours
- Liaise with alarm engineers on all access control and alarm issues. Fault response time is 8 working hours.

Data Protection:

- Provide data protection advice and guidance to members of staff
- Action any subject access received in conjunction with relevant department with the standard 40 day timeframe
- Provide training to staff on the eight data protection principles
- Register any amendments to notification with the Information Commissioner

What is required by the service provider**Central Purchasing:**

- Place any orders for stationery through the Assistant Office Manager by email using the global ordering form only. Telephone orders will not be taken
- Consult with the Office Manager regarding cost and budget for any additional office furniture requirements. Provide the Office Manager with timely notification for furniture requirements so appropriate budget provision can be made. Failure to do so may result in the requirement not being met.

Health & Safety:

- Maintain their duty under the Health & Safety Act to take reasonable care for their own health & safety and that of others who may be affected by their acts or omissions
- Be familiar with safe exit routes and emergency procedures.
- Participate in fire evacuation exercises
- Report any defects or obvious maintenance issues including appliances to the Assistant Office Manager
- Implement any recommended procedures within the Health and Safety Policy
- Be vigilant at all times and report anything suspicious to the Office Manager.

Facility Management:

- Report all facilities faults as soon as detected/identified/noticed to the Assistant Office Manager by email where possible
- Switch off any electrical appliances at the end of each day
- Co-operate with maintenance activity within the building.

Switchboard & Reception Services:

- Check the group function on phones is set appropriately
- Ensure voicemail is current and updated to reflect absence in the office
- Ensure long absences are covered, set up appropriate voicemail recordings or advise reception of office absences, so that external contacts can be kept informed
- Book meetings into the online diary and ensure 'NEW' is written before the event title of the meeting and that 30 minutes is left between bookings
- Assistance may be required from BSB staff for large meetings where furniture needs to be moved; such instances require 30 minutes preparation time prior to the meetings scheduled start time and the meeting organiser must be available to assist Reception staff during this time if required
- Ensure meeting organiser tests phone/video conferencing equipment 20 minutes prior to start of meeting
- Provide the following information to Reception when booking a courier; full name, address and postcode for the destination and a required delivery time.
- Provide the following information to Reception, ideally via e-mail, when booking a taxi; full name, time of pickup, full address of pickup, contact number, full address of destination, no. of passengers, any other relevant information. As much notice as possible is required when placing bookings
- Notify Reception of any staff absences
- To agree any changes in use of meetings rooms with Office Manager

Print & Distribution Services:

- BSB staff to provide a forward plan of board and committee meetings
- Complete a printing request form for all print requirements both internal and external and give at least 24 hours' notice where special arrangements will be required (ie requirements that are not specified on the Print Form)
- Allow 2 days for the completion of work requests and give notice of time-sensitive jobs where possible. Liaise with Print and Distribution Supervisor regarding turnaround times where appropriate.
- Provide a valid budget code on placement of externally sourced printing and in-house colour printing.
- Inform the Print Room by email or telephone of any housekeeping tasks required.
- Leave post to be distributed in internal post trays within each department
- Ensure any DX to be distributed is taken to the Print Room by 5pm if not collected

during the internal mail collection.

- Use self service photocopiers with due care and report machine faults where encountered to the Assistant Office Manager
- Ensure that external printing work is only undertaken after consultation with the Office Manager
- Print Room to be notified of any urgent correspondence expected by BSB staff, so that this can be relayed as soon as possible

Telephone/Video Conferencing

- Complete a video conferencing request form following conversation with Assistant Office Manager
- Provide the following essential details when completing a booking request: Company name; contact name; address; contact number; email address; conference date; start/finish times; no of attendees; attendee name(s); case reference (where applicable); full details of linking site (including name; telephone number; email address; ISDN number).
- BSB meeting organiser receives a confirmation form within 24 hours from receipt of booking form by Office Services
- Be bound by the terms and conditions sent with original booking requests.

Project Management/Space Planning:

- Provide timely and accurate information in order to allow the resources and plans to be put in place to facilitate required move.
- Involve Office Manager at conception of any future projects
- Co-operate with all plans.

Building Security & Access:

- Ensure that the last person to leave the floor at the end of the day sets the alarm, switches out lights and puts the 'alarm set' notice on the door.
- Advise the Assistant Office Manager the next morning if the alarm was activated by a staff member out of hours.
- On receipt of New Starter form from HR, fobs for new staff will be provided within 1 working day
- Advise the Assistant Office Manager if any fobs are faulty.
- Inform the Assistant Office Manager if fobs are required for weekend access.

Data Protection:

- Provide the Data Protection Officer (Office Manager) with immediate notice of any subject access received externally.
- Ensure the Data Protection Officer is involved in any DP statements to be written or included in future correspondence
- Abide by data protection principles
- Abide by the document retention requirements as details in Staff Instructions and accordingly with departmental policy

E) Length of agreement and review date

| Length of Agreement | Review Date |
|---|--|
| This SLA will be reviewed annually | 31 August 2011 |
| There will be a 3 month review of the additional arrangements in the SLA, carried out by the service provider and the service users | 3 month review to be carried out in January 2011 |

F) Specifications

| Level of Service | Target |
|---|---|
| Provide in-house print service (Shorter timeframes by agreement if workloads permit) | Distributed within 1 working day of request |
| Answer callers to the BSB Reception | Answer calls to within 5 rings |
| Solve faults and issues as quickly as possible | 8 working hours from fault call to resolution |
| Space Planning and office restructure – projects completed within agreed deadline | 95% deadlines met |
| Meet agreed deadlines regarding requests for new equipment | 95% deadlines met |
| Undertake minor maintenance and housekeeping tasks, i.e. flickering lights, faulty door handle, picture hanging. Normal response time is 4 hours. | 4 working hours |
| Ensure any faulty fobs are collected, rectified and returned to recipient within 3 hours | 3 working hours |
| Liaise with alarm engineers on all access control and alarm issues. Fault response time is 8 working hours. | 8 working hours |

G) Quality

| Level of Service | Target |
|--|--|
| An overview of the provision of advice, which will note both good examples as well as areas where there may be concerns, will be reported to the quarterly SLA meetings. | Report from the BSB will be presented to the quarterly SLA meeting |
| Office equipment is of sufficient quality to carry out BSB activities (This measure is used to indicate areas for further investigation, so where peaks occur in the number of issues being reported to Office Services, the team can investigate these areas to ensure that the office equipment/suppliers are of sufficient quality) | 15 issues logged per week |

H) Timing

| Requests for service | Time frame |
|--|-----------------------------------|
| Users, when requesting new office equipment, should give a reasonable amount of notice | Minimum 10 working days notice |
| Users, when requesting printing requirements | Minimum of 8 working hours notice |
| Users, when requesting building access for new staff | Minimum of 1 working days notice |
| Users, when requesting department space planning restructure/reorganisation | At least 3 months notice |

I) Availability of Service

| When can you contact us | Hours |
|---|------------------|
| You can contact us during normal office hours | 8.30am – 17.15pm |

| | |
|---|----------------------------|
| | Monday to Friday |
| There will be limited service outside of office hours | Weekends and Bank Holidays |
| In an emergency we can be contacted on 07886 189214 or 07917 221366 | 24 hours |

J) Performance monitoring and reporting

| Measures | Reported to |
|--|--|
| The measures detailed in F) G) and H) will be monitored through overview reports that detail the quality and timeliness of advice; the reports will note both good examples as well as areas where there may be concern. | Will be presented by both the Office Services Team and the BSB to the Quarterly SLA Meetings |

K) Dispute resolution

| First Steps | Responsibility |
|--|--------------------------------|
| The Office Manager and the Service Users should initially attempt to resolve any disputes as to whether the SLA has been adhered to (targets and requirements met/not met). This may include reviewing the content of the SLA. Where issues around prioritisation occur, these must be raised with the Directors | Office Manager / Service users |

| Second Steps | Responsibility |
|--|--|
| If the issues cannot be resolved locally, then they should be raised with either of the Directors. Non-compliance with the SLA should be discussed with the reasons why targets or requirements cannot, or have not, been met. Resolution or remedial action should be investigated and then agreed by both Directors. | Director of Central Services, BSB Director |

| Third Steps | Responsibility |
|---|-------------------------------|
| The Directors can refer SLA issues to the Chairs Committee if the prioritisation of services or independence of the regulatory functions are, or may become, compromised. The Committee may decide that the BSB should explore other avenues, possibly external sources, for service provision. | Chair of the Chairs Committee |

L) Signatures

| Name and Job Title | Signature and Date |
|--|----------------------------|
| Sam Forman Office Manager | <i>S Forman</i> , 23/08/10 |
| Oliver Delany Director - Central Services | |
| Mandie Lavin Director - BSB | |

