

ESS Service Level Standard Improvements

<p>This service covers works requested by Faculties, Central Services and internal requests for all single trade and multi disciplinary building and engineering improvement works on the campus.</p> <p>Works will be carried out within the published scope and procedures.</p> <p>The service will be provided by an appointed Improvement Team member (s).</p>	<p>This service can be obtained by completing an Improvement Request form available at www.ncl.ac.uk/Services/Improvements or phone the ESS Helpdesk on 7171 and they will forward a form to you.</p>
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Category	Performance Target	Target Rate %
Respond to request for works.	5 working days	95
Appoint Project manager to oversee works	15 working days from response	90
Carry out works to agreed programme	To agreed programme	90

Our responsibility to you

1. We will work with Faculties and Services to develop a brief with enough detail to provide budget costs.
2. On approval of the budget costs we will develop the brief through the relevant design stages and provide cost forecasts and fully consult within the published design procedures.
3. We will provide design solutions for requests for improvement works.
4. We will deliver the project to an acceptable quality, within budget and agreed timescale. When work is required to be completed during the summer recess we must be notified before end March to enable all statutory and financial regulations to be complied with.
5. We will undertake all necessary statutory and non statutory duties required with respect to the building project and advise customers of any known duties required of themselves.

Assistance we need from you

1. Please allow sufficient time for the programming and execution of the works to facilitate effective planning, mobilisation and construction in a safe and efficient manner.
2. Please give a clear and concise written description of the works required, location and expected timescale.
4. Please participate in the development of the project and provide timely information and approvals.
5. Please appoint a project liaison officer to co-ordinate the project with the building and participate in post occupancy evaluations.

3. Your request should be sent through the faculty office for approval and prioritisation.
6. You should note that additional works requested after the project has been approved will result in additional project costs and time.