



Reception Porters

Service Level Statement

Campus Services

Directorate of Estates & Campus Services

The Reception Porter provides a reception, portering, mail and security service to users of the University's premises.

22 February 2010

1. Overview

This Service Level Agreement (SLA) is between Reception Porters and all customers of the University of York and agrees to provide the services detailed in below.

This SLA lists the key responsibilities of Reception Porters and all customers of the University of York.

2. Breaches of Agreement/ Comments

Campus Services welcome comments on the SLA's with a view to service improvement. Where customers feel that the service level is not compatible with their requirements or that support given is below stated level, they should contact in first instance:

The Reception Coordinators (David Thompson and Hester de Groot)

Telephone: (01904 32) 2466
Email: admn700@york.ac.uk
Address: Reception Coordinators
University of York, The New Building
Heslington
York YO10 5DD

All complaints will be dealt with in accordance with the University's complaints procedures. If your complaint has not been dealt with to your satisfaction, then please write to:

Head of Campus Services
Information centre
University of York
Heslington
York YO10 5DD

3. Maintenance of Agreement

Any changes, modifications, additions or deletions to the Campus Services Reception Porters SLA will be notified to all customers of University of York, on the Campus services website, no less than 30 days prior to such change coming into effect.

This SLA will be reviewed and amended on a yearly basis on the 22nd of February each year.

Directorate of Facilities Management

Campus Services

Reception Porters

Service	Service Level provision by Reception Coordinator	User Responsibilities
RECEPTION		
Opening Hours	<p>Campus Services will undertake to maintain the accuracy of opening hours of all receptions as displayed on website: http://www.york.ac.uk/campuservices/portering/openinghrs.html</p> <p>In an event where due to exceptional circumstances, a reception will remain closed, users will be notified, and directions given to the nearest 24 hr reception.</p>	<ul style="list-style-type: none"> Users to contact the nearest 24 hr reception or security for emergency assistance (ie lockouts, key cards, first aid etc) in the event of a reception being closed
	A porter will be on duty based at these locations during published hours. For non- portered locations, advise should be sought from Reception Coordinators	<ul style="list-style-type: none"> Users to contact Reception Coordinator if a reception porter assistance is required in a non-portered location
	Emergency assistance is available when a reception is closed, or when temporarily unstaffed, by contacting the Security Centre using the “red” phone in each reception area	<ul style="list-style-type: none"> Users to use an alternative reception(24 hr location) to ask for assistance Users to note that only emergency cover will be responded to in “out of hours” for the non 24 hour receptions.
Red Phone	Security Control will provide an immediate response, subject to operational commitments; Duty Reception Porter availability information will be given. The customer will be advised on the timescale of any service to be provided with a maximum waiting time of 45 minutes, except if the porter is dealing with an emergency.	<ul style="list-style-type: none"> Users must pick up the red phone outside reception and ask for assistance The red phone must be for genuine urgent emergency calls requiring an immediate response The response will be subject to operational commitments
	Signage will be provided at each reception for the guidance of red phone users.	
Keys/ Access	Local and residential keys will be held at each reception for issuance on signature in accordance with local instructions	<ul style="list-style-type: none"> The user is required to satisfy issuance requirements/ confirm identity
	Reception staff will give advice on authorisation levels for key withdrawals in accordance with agreed procedures	<ul style="list-style-type: none"> User/Department to provide authorisation instructions for operational use of keys
	Where keys are not held for issuance, subject to	

	operational commitments, Reception porters will assist in giving access to authorised persons	
	Residential codes will be issued to authorised persons on receipt of an acceptable means of identity	
	Onity and Kaba replacement cards will be provided to existing user by Reception Porter. The Reception porter will inform the College Administrator for replacement cards for residents.	<ul style="list-style-type: none"> ▪ Users to show Reception porter a suitable means of identification ▪ Users to note new requests must be authorised by departmental administrator / HOD and sent to security services to be actioned. ▪ Departmental administrators or College administrators will charge users accordingly for replacement cards
Queries	Reception staff will provide information to customers on immediate request or within 24 hours of their requirements in a warm, welcoming, helpful professional manner.	<ul style="list-style-type: none"> ▪ To contact the reception point allowing reasonable time for a suitable response
Directions	Reception staff will provide information to customers on immediate request	
Telephone Response	Reception staff will answer the telephone when the reception is staffed.	
MAIL		
Mail	Reception staff will accept delivery of student residential mail not supported by Royal Mail delivery and official internal mail, and distribute to local college mailrooms.	<ul style="list-style-type: none"> ▪ User to provide adequate means of identification
	College Mail rooms will be checked every 3 months to sort and remove uncollected mail; where such mail will be returned to sender.	<ul style="list-style-type: none"> ▪ Users to ensure correct full address is used by the sender(NOT simply University of York)
	Mail delivered on signature (e.g. registered or recorded mail) will be retained in the reception for collection on signature, by the addressee. Reception staff will notify the addressee via the Reception "Parcel List"	<ul style="list-style-type: none"> ▪ User is responsible to periodically check the "Parcel List" ▪ Users to sign for mail as required upon proof of identification
	Mail , e.g. parcels, that cannot be distributed via local pigeon holes will be processed as registered mail	
	In assisting in the delivery of courier mail for Departments, Colleges, Institutes or Centres (DCIC), reception staff will direct deliveries to the relevant location during normal working hours and will accept delivery only during times when the DCIC is closed. The DCIC will be notified at the earliest opportunity. Such mail will require signature upon collection	<ul style="list-style-type: none"> ▪ User to contact nearest Reception for assistance.
First Aid	Campus Services provide full first aid trained	<ul style="list-style-type: none"> ▪ Users to contact nearest

Response	personnel at all Reception Porter locations to provide assistance to staff, students and visitors. Security Services also provide First Aid.	<p>Reception for assistance</p> <ul style="list-style-type: none"> ▪ Users will not be given medication and cannot request assistance administering medication
PORTERING		
Room Preparation	Reception staff will ensure all centrally timetabled teaching rooms are fully serviced prior to 09.15 hours Monday to Friday during term time in accordance with the published standard layout	<ul style="list-style-type: none"> ▪ Users to give 5 working days notice of additional requirements ▪ Users to obtain Reception Coordinators / FM's authorisation for changes/additional requirements. Requests to be initiated via the web, hard copy or email.
	<p>Servicing provided will include:</p> <ul style="list-style-type: none"> ➤ Chalk (white and coloured) daily ➤ Whiteboard pens (3 colours) daily ➤ Erasers daily ➤ Chalkboards wiped daily ➤ Flip charts daily(if provided) and flip chart pens (3 colours) ➤ OHP/carousel check daily 	
	Where additional equipment is required, reception staff will ensure both availability and serviceability, operational commitments permitting	<ul style="list-style-type: none"> ▪ Users to check Planon website for room layout and AV equipment ▪ Users must ensure the correct equipment has been ordered via AV services
	<p>Reception staff will action requests for:</p> <ul style="list-style-type: none"> ➤ Furniture provision / rearrangements ➤ Teaching equipment <p>in accordance with agreement between user and Reception Coordinator / FM</p>	<ul style="list-style-type: none"> ▪ Users must check with room bookings to ensure they book a room with the correct setup and layout of the room and capacity needed before requesting a room change ▪ Users must allow extra time and possible costs for rearranging rooms/furniture
	<p>Reception Coordinators will respond to occasional requests for:</p> <ul style="list-style-type: none"> ➤ Furniture rearrangements for special events ➤ Additional furniture and equipment provision ➤ Same building removals <p>within two working days giving advice, guidance and support</p>	<ul style="list-style-type: none"> ▪ Users must check with room bookings to ensure they book a room with the correct setup and layout of the room and capacity needed before requesting a room change
	Reception Coordinators / FM's will provide support and assistance to enquirers as to operational capability levels i.e. H&S, lift capability, staffing, and size of commitment	<ul style="list-style-type: none"> ▪ For large removals and requests for Nimlok boards, the user should email: mail-room@york.ac.uk

		for any arrangements
Additional / Out of hours portering	Campus Services will provide porter(s) for out of hours events and additional portering as required.	<ul style="list-style-type: none"> ▪ Users must request portering service from Reception Coordinator (RC) giving two weeks notice ▪ The user must provide a charge code to the RC for the additional hours provided ▪ In case of out of hours portering the chargeable times to include 30 minutes prior to and following the event. In some areas a minimum of 3 hours applies
Special Events	Reception Porters provide support for major university events like: <ul style="list-style-type: none"> ▪ Exams ▪ Graduations ▪ Open days 	<ul style="list-style-type: none"> ▪ Users to note for any special setups, out of hours portering may be required. Users to contact Reception Coordinators with a minimum of ten working days notice
SECURITY		
Incident Reporting	Reception porters with support from Security Services will respond to reports of all incidents upon University property or involving associated staff, students or visitors. Reception porters will respect confidentiality at all times.	<ul style="list-style-type: none"> ▪ Users are to report incidents without delay to the nearest reception or security centre ▪ Users are required to follow security advice to ensure good practise / preserve evidence ▪ Users are to make personal contact i.e. telephone or in person to report incidents. Email is not to be used
	Reception porters provide written reports (IRISTI) for all incidents detailing all facts known, action taken and detailed timings. <i>Security Services will distribute the final summary report the next working day by 10.00 hrs.</i>	
	All crimes will be reported via <i>security</i> to North Yorkshire police who will assist in all subsequent enquiries as required	<ul style="list-style-type: none"> ▪ Users (owners) are responsible for reporting personal loss to the police even when committed upon University property ▪ Users are responsible / required to remain at the scene to assist in the subsequent investigation/ report compilation
	Reception Porters support Security Services in taking all steps available to prevent crime and deter criminal activity to minimise risk and loss to	<ul style="list-style-type: none"> ▪ Users to be vigilant at all times and help in maintaining your own

	personnel and property	<ul style="list-style-type: none"> environment secure Users are to assist the investigation by ensuring their actions do not disturb or compromise the crime scene
Accident Reporting	<p>Reception Porters will assist user with completing an accident form. Reception porters will complete an accident form in case the user fails to do so. Accidents should be reported using the SOLAR system. All reports will be copied in to the immediate line manager of the person who had the accident. Remedial action will be taken by the porters where needed.</p>	<ul style="list-style-type: none"> Users are responsible to report accidents to their direct line manager/ supervisor. In case they are not available please locate nearest reception, where Reception porter will assist. Users must inform Reception porter of accident in case follow up action must be taken
Maintenance reporting	<p>Reception porters will report any maintenance issues on Planon for Estates to action. If user reports the same issue again, Reception Porter will check Planon to ensure report is still live and take appropriate action.</p>	<ul style="list-style-type: none"> Users to report any maintenance issues / requests to nearest Reception Porter
Lost & Found	<p>Reception porters will log any lost or found items using the IRISTI system. On a weekly basis, all Found items will be sent to the Security Helpdesk in the Information Centre. All items will be stored for 3 months after which it will be disposed of. (to charities).</p>	<ul style="list-style-type: none"> All users to hand in any Found items to your nearest receptions or the Information centre All users to log any Lost items to nearest receptions or Information centre Users to show proof of ID for collecting Found items
Fire Alarms	<p>Reception porters will respond to assist in:</p> <ul style="list-style-type: none"> ➤ Evacuation ➤ First aid ➤ Intelligence gathering ➤ Fire Brigade access ➤ Business continuity ➤ Welfare and safety of evacuees ➤ Security of the scene ➤ Provision of reports ➤ Evacuation of persons from refuges <p><i>(Security monitors the University's fire alarm system)</i></p>	<ul style="list-style-type: none"> Users should follow University of York's emergency procedures at all times
Intruder Alarms	<p>Reception Porters will respond to the intruder alarm system or notification of the system with support from Security Services to:</p> <ul style="list-style-type: none"> ➤ Protect life ➤ Prevent crime ➤ Protect property ➤ Prevent loss or damage 	<ul style="list-style-type: none"> In the event of an activation, users are responsible for remaining at the scene to await arrival of Reception porter/ security to give details of cause of activation Users are responsible for ensuring crime scene is preserved.

Panic Alarms	Reception Porters will respond immediately upon request from Security Services to the activation of identified Panic Alarms (PA). Where PA's are not identified, the response will be as per intruder alarms (see above)	<ul style="list-style-type: none"> Users are to use PA's where necessary, but not for non-emergency situations
Disabled rooms/ Lift alarms	Reception porters will respond to disabled room/ lift alarm activations immediately upon request from security services (where alarms are linked to the Security centre)	<ul style="list-style-type: none"> Users are responsible for the correct use of installed systems. Where users activate an alarm in error, they are to contact the Security Centre to alleviate an inappropriate operational response
CCTV	Reception Porters support Security Services when operationally committed by observing CCTV screens and responding accordingly.	
Patrolling	Reception Porters will provide a minimum of 4 local patrols of their college and surrounding areas between 1900 hrs and 0700 hrs daily.	<ul style="list-style-type: none"> It is the users responsibility to ensure that their area of operation is secure, and where appropriate alarmed, before departing, and to report all suspicious incidents immediately
	Reception Porters will patrol during the day in conjunction with operational needs such as closing down and opening up of buildings or responding to requests.	