

## ESS Service Level Standard

### Portering

<p>This service covers a range of duties which may include the movement of materials and equipment, furniture, and other sundry items within or between campus buildings, which may require the use of a vehicle and does not exceed a single van load.</p>	<p>This service can be obtained by completing a Request for Portering Services online at <a href="http://estates.ncl.ac.uk/services/porters.php">http://estates.ncl.ac.uk/services/porters.php</a> or contacting ESS Helpdesk &amp; Admin on ext. 87171 Urgent requests should be made to the relevant Area Building Facilities Supervisor.</p>
<p>Each request for the service will fall into one of the groups given below subject to risk assessment. The response will depend on the classification given.</p>	<p>Information and guidance can be obtained from the Area Building Facilities Supervisor:</p>

Category	Performance Target	Target Rate %
Urgent [Unforeseen or unpredicted work] – small one person tanks	Same day (subject to availability)	95%
Urgent (Unforeseen or unpredicted work) – Tasks requiring more than one person.	Same day (subject to availability)	90%

Normal requests for routine movement of materials – pre planned tasks e.g. room set up and layout changes, exam set up, script assistance, attendance at functions, assistance with large deliveries	Respond to request within 2 working days. Complete within agreed timescale	95%
Requests for delivery of bulky, high volume items (more than one van load)	Respond to request within 2 working days. Complete within 10 working days	90%
Outside of normal working hours	Subject to agreement	90%

### Our Responsibility to You

1. We will endeavour to meet the target responses given above
2. If your request for the service is not going to be responded to within the time given above we will notify you by telephone of the expected response date. If your request for the service is not going to be responded to within the time given above we will notify you by telephone of the expected response date
3. We will provide you with a written estimate of the cost of providing the service outside of normal working hours
4. In the event of any complaint or query you should first contact the Area Building Facilities Team Leader who will try to resolve the problem to your satisfaction

### Assistance We Need from You

<p><b>1.</b> Please provide reasonable notice of your request for the service and provide us with your contact information, along with times when you can be reached</p>	<p><b>2.</b> Please allow access at any reasonable time to carry out the work, and ensure that adequate notice has been given to your colleagues of the proposed move to facilitate access</p>
<p><b>3.</b> Please provide a list of items 24 hours before the move and mark the items for removal. We ask that you do not add any items to the list without prior consultation</p>	<p><b>4.</b> If the work is rechargeable we will need an Internal Purchase Requisition for recharging and indicate before work starts if there is any cost limit or any other restrictions we have to work within</p>

### Contact Details

Name	Position	Telephone	Email
Jeanette Trewick	Team Leader (Kings Campus, Sports Grounds)	0191 208 5479	Jeanette.trewick@ncl.ac.uk
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Phill Thompson	Building Facilities Supervisor ( <b>Area M</b> )	0191 208 8099	Phil.thompson@ncl.ac.uk
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