



Floor 4, Moorfoot Building, 1 Moorfoot, Sheffield S1 4PL

The officer dealing with this Correspondence is;

Bob Mosley

Tel: 01142 735621

Mobile: 07711153659

E-mail: Robert.mosley@sheffield.gov.uk

**Re: Service Package - Kier abortive calls**

Dear Sir/Madam,

As you have bought into this year's Servicing package offered by Property & FM which predominantly uses Kier Sheffield as the main contractor carrying out the work, I thought I must bring to your attention a problem which has recently arisen. Normally, Kier will issue programmes of work for all servicing work which are downloaded on to TF (Technology Forge). These programmes identify when specific servicing work will be carried out at each property and can be accessed direct by schools.

Unfortunately, this year due to the restructuring to bring all property within Resources and under Property & FM, the programmes have been delayed due to the increased number of sites with the actual service orders being administered prior to the programmes being formulated. This has meant that an interim arrangement has been put in place where Kier will phone up the relevant school around a week prior to carrying out their scheduled visit to confirm the date of their appointment and what they will be doing. Although this date has been agreed on numerous occasions, on the actual date of the service visit, some schools have prevented Kier from accessing site and have turned them away. As the programmes for each servicing package are compact, this has left Kier with no work for any operative who has been refused access and resulted in abortive time and cost which Kier have had to absorb to date.

To offset this we have now agreed a protocol regarding appointments for both manned and un-manned sites, to try and keep any problems regarding abortive visits or access and reporting issues to a minimum. As part of these negotiations it has been agreed that Kier can charge £40-00 for any valid abortive abortive visit, which will be passed on to the school.



Below is the agreed protocol and appointment process for your perusal;

### **Appointment Process (Manned Sites) for Service packages**

- 1) P&FM issue communications on an annual basis to occupiers / schools, which states their obligations, "no access" charges, requests for updated information including named on site contacts plus any relevant supplementary information.
- 2) P&FM issue a list of client named contacts and their deputies to Kier / maintenance partner on an annual basis (February) and issue updates when necessary on a regular basis.
- 3) Kier issue all annual servicing programmes stating am/pm appointments to P&FM by end March and issue updates when necessary ( see item 7&8)
- 4) P&FM upload all programmes on to Technology Forge (TF) 1 no week after receipt.
- 5) P&FM issue relevant information on School Point for previously agreed named client contacts so they can check all programme details on TF
- 6) Where there are any problems regarding programme appointments, the client named contact should liaise with Kier's Corporate Building Section/ Maintenance Partner (tel 01142 735850 or 01142 734058) to agree mutual alternative appointment. The client named contact must do this at least 3 working days prior to the original appointment in order to avoid any "no access / abortive visit" charge. If an alternative appointment is agreed, Kier / maintenance partner will contact P&FM Help Desk on a weekly basis and reissue the programme of the relevant service package reflecting the new agreed appointment(s).
- 7) Where it is necessary for Kier / maintenance partner to re-arrange the appointment due to other service needs / priorities, they will use all reasonable endeavours to ensure the appointment is re-arranged at least 3 working days prior to the original appointment. However, it is acknowledged that there will be from time to time exceptional circumstances where appointments will need to be cancelled/re-arranged at short notice (less than the 3 day notification period). In these cases, Kier / maintenance partner will inform P&FM Help Desk of their intentions and reasoning prior to contacting the relevant client named contact.
- 8) A Kier / maintenance partner representative will phone the client named contact to confirm their scheduled appointment as per programme on the Monday (or Tuesday following a Bank Holiday) of the week the appointment has been scheduled.
- 9) Operatives will attend site on the appointed slot ensuring they sign the relevant Log book confirming their attendance and read all the relevant information including Asbestos Management Plan (AMP).The operative must request to see the named client contact or their deputy to inform them verbally of the work they intend to carryout including and estimated duration.
- 10) The client named contact should then allow access to carryout the work and on completion the operative is to report back to reception and the named client

contact to confirm all work is satisfactory, or not fully completed or if additional remedial work is needed. The operative will then leave a copy of any relevant documentation on site with the client named contact and sign out using the Log Book. Kier/maintenance partner will send a copy of any relevant documentation/certification electronically to P&FM Help Desk where it will be uploaded on to TF.

- 11) Where the client named contact doesn't allow access and the Log Book supports the fact that Kier / maintenance partner attended site on time (measured against the updated programme held by P&FM) the operative will leave an abortive visit fee notification card which will incur a no access charge to the relevant site of £40-00. Kier / maintenance partner shall keep a log of all applicable no access / abortive visit charges incurred by clients and present this to P&FM in a monthly report at the relevant monthly Service Review meeting and shall also liaise with the client contact to agree an alternative mutual appointment (as item 7).

**(An abortive visit may only incur a fee if Kier / maintenance partner have attended site as per the agreed programme and have not been notified within the agreed 3 day minimum notification period that an alternative appointment is needed).**

- 12) P&FM shall have the responsibility for validating all no access / abortive visit charges by sampling charges against the relevant programme & Log Book and shall facilitate any agreement between Kier / maintenance partner and the client named contact. Where necessary, Kier / maintenance partner will allow P&FM access to van tracker records to substantiate any claims.

I would be grateful if you could contact our Help Desk with the details for your site contact and deputy.

The contact details of the Property & FM Help Desk are;

- Dave Jack – 0114 273 5621 - [david.jack@sheffield.gov.uk](mailto:david.jack@sheffield.gov.uk)
- Cherie Biggin – 0114 273 5621 - [cherie.biggin@sheffield.gov.uk](mailto:cherie.biggin@sheffield.gov.uk)

If you have agreed an appointment with Kier but for some reason need to rearrange, you can do this by contacting Becky Dransfield of Kier Sheffield on 0114 273 5850 - [Becky.Dransfield@kier.co.uk](mailto:Becky.Dransfield@kier.co.uk)

If you need to rearrange please give as much notice as possible so alternative work arrangements can be made by Kier.

Thank you for your help with this matter.

Yours sincerely

**Bob Mosley**  
Service Delivery Manager