

PLANNING & CAPITAL PROJECTS SERVICE LEVEL STANDARD

This Service Level Standard covers all requests for capital works, with a value in excess of £250,000. The project will be managed in line with the performance targets listed below

Category	Performance Target	Target Rate
Respond to request information on project process.	5 working days	95%
Appoint Project manager to guide the customer through the process	5 working days from confirmation of project as a Faculty/Service priority	95%
Carry out works to agreed programme	To agreed programme	95%

Our Obligations to You

We will describe the development process and procedures for capital projects and highlight the client responsibilities.

We will work with Faculties and Services to develop a brief with enough detail to provide Estimated costs.

On approval of the Estimated costs we will develop the brief through the relevant design stages and provide cost forecasts, risk register and timeline programmes and fully co-ordinate and manage all relevant stakeholders in the design process.

We will deliver the project to an acceptable quality, within budget and agreed timescale.

We will undertake the client duties on behalf of the university as defined under the Construction (Design and Management) Regulations 2007 and advise clients on health and safety issues.

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.

We will introduce feedback analysis at key stages in the design and building process for our customers, to ensure that we are maintaining the quality of service expected of us.

Your Obligations to Us

You will allow sufficient time for the programming and execution of the works to facilitate effective planning, mobilisation and construction in a safe and efficient manner.

You should provide a clear and concise written description of the works required, including the location and preferred timescale.

You will provide a Business case for projects over £1 million and seek approval to proceed to the next stage (aided by Finance and ESS).

You will provide a 'Project Champion' for the project and provide timely information and approvals to the Steering Group.

You will develop and manage change control procedures in liaison with the Project Manager.