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Advice and support

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Extract & ventilations

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Fire safety

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Educational links

BUILT ENVIRONMENT SERVICE LEVEL AGREEMENT

2024-25



buitenvironment.bradford.gov.uk

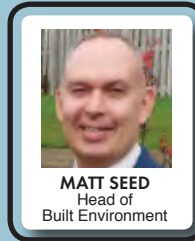


City of
BRADFORD
METROPOLITAN DISTRICT COUNCIL

01274 431877
BEhelpdesk@bradford.gov.uk

BUILT ENVIRONMENT

The team built for you:



- In the event of an emergency, or to log an urgent request, please ring 01274 431877
- For non-urgent repairs raise a job request direct on TF Cloud. Queries for advice can be emailed to BEhelpdesk@bradford.gov.uk



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Please see, or ask for, our insert on current tariffs

The wording in this publication can be made available in other formats such as large print and Braille. Please call 01274 431877.

FOREWORDS

Joanne Hyde, Strategic Director of Corporate Resources



The Built Environment faces many challenges on an annual basis supporting and protecting the maintenance of key Council assets as well as supporting key events such as Elections. This year has been no exception with a focus

being required in relation to issues raised in respect of Reinforced Autoclaved Aerated Concrete (RAAC).

When concerns were raised about RAAC and particularly its potential impact on our school's estate, Built Environment (BE) were already one step ahead. The team of building surveyors were mobilised and RAAC surveys were prioritised over the summer break. It was a mammoth task.

When two schools were identified as areas of concern, all resources were prioritised, and teams worked solidly at initiating and delivering the plans to put temporary accommodation in place so that there was no disruption to education. This meant working

every day, late into the evening and through the weekends to make it happen. The Built Environment teams completely reconfigured both schools creating extra internal teaching space with new access and egress staircases.

It appeared to be an impossible feat, but they pulled it off without a drop of sweat on their brow (figuratively speaking)! Phased plans were developed, areas were secured, and new temporary rooms were put on site where needed. It is at times like this, that the value of the Service that BE provide is appreciated.

It was particularly pleasing to see the hard work being recognised both by the staff and children. As well as inviting them to Crossflatts school for a walk of honour, where all the pupils lined up to welcome and cheer the teams involved, the Head took the time to report the work and her appreciation in her blog to parents. Please read the extract taken from that blog within this brochure and feel confident that when it matters, BE will be there to support you.

Matt Seed, Head of Service



I've been reflecting quite a lot recently with events around the globe and party conferences taking place, however, the Built Environment's key commitment over the last 12 months remains on providing our customers and stakeholders

the best possible service and support to ensure that buildings are safe, secure, and maintained to the correct standards.

Through our SLA, the service works with schools, community centres and other organisations to upgrade/maintain buildings, improving their sustainability and making them an enjoyable space for our young people and children to learn and work in. By working together, we ensure that the regulatory

& statutory requirements and responsibilities placed on you, as duty holders, are managed and maintained to the highest standards.

Everyone is watching the pennies more and more and Energy Management plays a vital role in our ambitions for net zero targets. Colleagues have been working on a variety of schemes and bids for capital investment to support our ambitions and will continue to do so in the coming months and year.

Officers and teams across the Built Environment Service have a wealth of experience, knowledge and expertise which is invaluable both to our stakeholders and to our customers. It enables us to act as a "one stop" resource and be your support mechanism so that when you need us, help/assistance is only an email or phone call away.

RAAC

RAAC is Reinforced Autoclaved Aerated Concrete which is a more lightweight form of concrete that was used in the construction trade in many buildings from the 1950's to the 1980's-90's. It has different material properties from conventional concrete and is highly aerated. Although it was mainly used in the construction of roofs, it has been found in floors and in the walls of a wide range of buildings.

The seriousness of the limited durability of RAAC roofs and other RAAC structures was brought to the forefront recently following the experience of two roof failures which happened with little or no warning. As a result of this, all responsible bodies had to undertake swift action to identify any properties constructed using RAAC and validate the potential risk.

Additional information and guidance for schools can be found on the government's website <https://www.gov.uk/government/publications/reinforced-autoclaved-aerated-concrete-estates-guidance>

Built Environment's Building Surveyors spent the summer holidays surveying maintained schools that fell within the RAAC timescale. Two schools were identified as containing the material. It was then a race against time putting safety measures in place whilst ensuring there was no education time lost for our young citizens.

It was a full team effort which involved the school, Built Environment, contractors, Education, and council colleagues from other areas of the organisation. This is what makes Built Environment different from the rest. With our contacts within the organisation and experience in managing major incidents/disasters. We have the knowledge, skills, expertise, and the contacts to make it happen! The passion within the whole team was second to none. Everyone was prepared to give up their evenings and weekends to meet the deadlines. At the end of it all, when you get copied into a blog like the one from Crossflatts or get invited for a walk of honour by the students, it makes it all worthwhile.



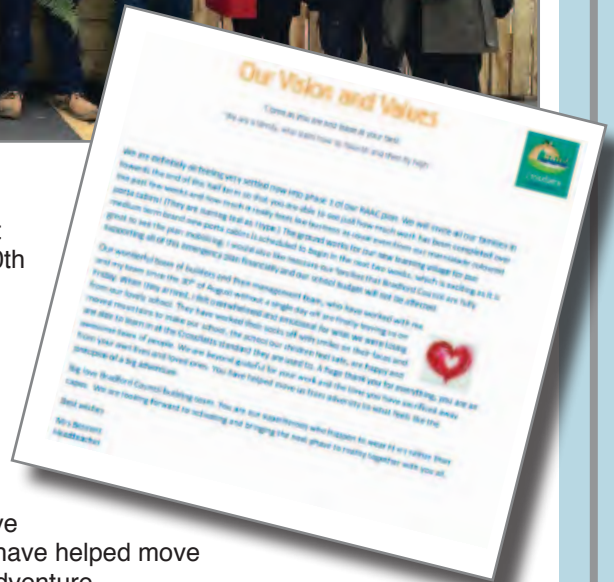
The RAAC team at Crossflatts Primary School

“ Our wonderful team of builders and their management team, who have worked with me and my team since the 30th of August without a single day off finally left us on Friday. When they arrived, I felt overwhelmed and emotional for what we were losing from our lovely schools. They have worked their socks off with smiles on their faces and moved mountains to make our school, the school our children feel safe, are happy and are able to learn in at the Crossflatts standard they are used to. A huge thank you for everything, you are an awesome team of people. We are beyond grateful for your work and the time you have sacrificed away from your own lives and loved ones. You have helped move us from adversity to what feels like the precipice of a big adventure.

Big love to Bradford Council building team. You are superheroes who happen to wear hi vis rather than capes. We are looking forward to activating and bringing the next phase to reality together with you all.

Best wishes

Mrs Bennet, Headteacher
Crossflatts Primary School



INTRODUCTION

About us

Built Environment is a service within Bradford Council's Corporate Resources Department. It specialises in building maintenance and provides professional support to educational and public establishments as well as a corporate service to the whole council estate.

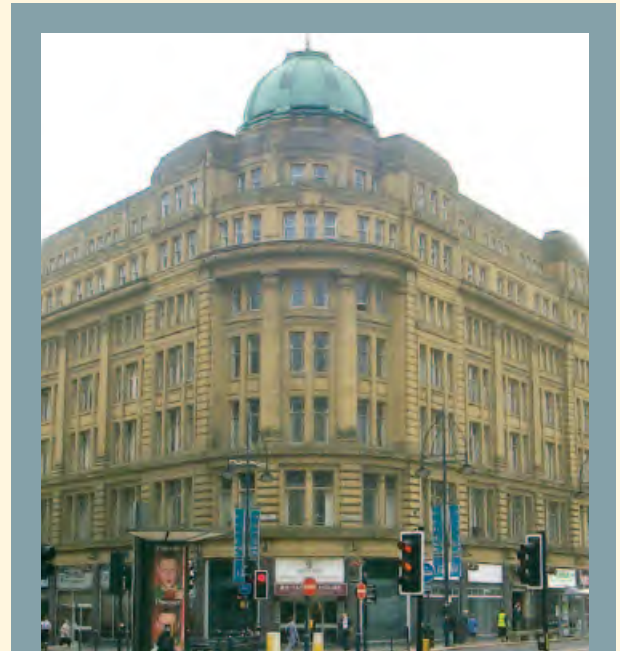
Our team contains the full complement of construction professionals from Building Surveyors to Lift Engineers to make certain that any building related issues and enquiries can be dealt with promptly and efficiently. Industrial Services Group (ISG) enables us to provide and support increasing opportunities for people with disabilities. The team from ISG not only make composite fire and security doors but can also fabricate and install PVC-U windows using System 10 profile from Halo for a variety of applications. This ensures that the team works with a manufacturer that is consistently at the forefront of innovation and technical performance thereby providing our staff with the best opportunities to learn and develop in a fast paced commercial environment.

As part of the ISG group, Festival Lights team are leading the way in designing and creating celebratory lights with over 50 Councils purchasing their products.

Traffic Light System

Our traffic light system is designed to make it easier for you to understand which tasks you need to prioritise to remain legislatively compliant and is self-explanatory.

For clarification, please note that if we have coded an item red (indicating that it is 'Legislative/Essential') it might not necessarily be legislative, but to not carry it out may have serious consequences so should be treated as if it was legislative. e.g. there is currently no legal requirement for Portable Appliance Testing (PAT) however the Government has put regulations into place that relate to the maintenance of electrical appliances. One of the most effective way for you to ensure that these regulations are met is through PAT testing. HSE (as well as your insurance



We are located on the 3rd floor of Britannia House on Broadway in the City Centre.

company) will expect you to perform PA Testing to support compliance to regulations like:

- Health and Safety at Work Act of 1974
- The Electricity at Work Regulations of 1989
- The Provision and Use of Work Equipment Regulations of 1998
- The Management of Health and Safety at Work Regulations of 1999

Consequences of non-compliance (to such as those mentioned above) may be catastrophic and could also result in hefty/unlimited fines and/or imprisonment. So, as you can see, even though PA testing itself is not legally required, it is the most effective way to identifying electrical equipment defects so to carry it out will support your due diligence and compliance with other relevant legislation. Ultimately it may protect you from prosecution and is a critical part of a solution to your organisation's health and safety.



Building educational links

We believe in supporting our school customers in any way that we can (linked to the work we do) both to educate our future generation and to inform our citizens. This may be as simple as a tour of City Hall so children can connect to the rich history of our city and to see the beautiful architecture of the building or learn about the work we have done in the building. Enabling young people to see where their Councillors meet and make decisions that affect the City could spark an interest in community involvement thereby benefitting our community as a whole and help to create responsible citizens.

Quality Assurance

All quality assurance, accreditation and membership information can be found on our website.

<https://builtenvironment.bradford.gov.uk/>

Helpdesk

We have a dedicated helpdesk team for customers who require urgent assistance with repairs and maintenance or queries.

- Please ring **01274 431877** to log an urgent request OR
- Email non-urgent requests/queries to **BEhelpdesk@bradford.gov.uk**

Should the office be closed on an evening or weekend then our Helpdesk number still enables access to the out of hours service for emergency repairs/maintenance using the existing number (**01274 431877**). As back-up, if there should be any fault contacting us via our number (for out of hours), then you can also call the council's Call Centre on **01274 431000** where the emergency cover team will help you out.

Other benefits

We have an in depth knowledge of the Council's rules and regulations, excellent working relationship with other council departments and unlimited access to experts. Our good understanding of the statutory duties placed upon you ensures that the best advice is always given to you.

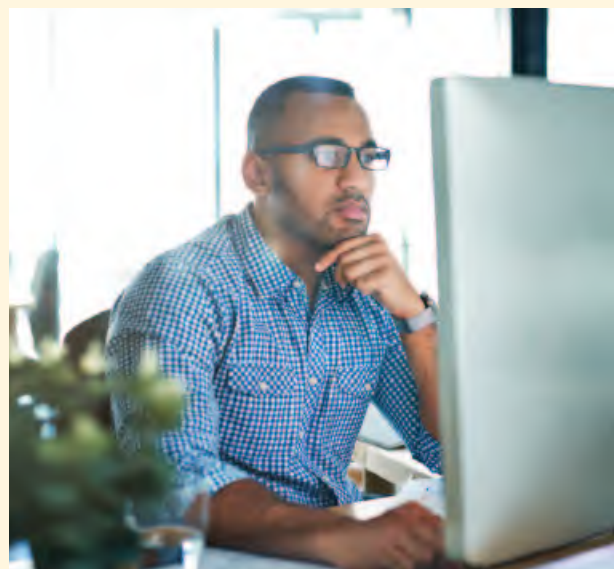
Important information about TF Cloud

Bradford Council's Computer Aided Facilities Management (CAFM) solution is changing. Following a comprehensive tendering process, the provider will change from Technology Forge (TF) to Concerto.

The Council has been using TF to manage property information for approximately 14 years with some modules having limited capability so, for this reason, the move to Concerto is seen as a positive one. Concerto is used by a large number of other Local Authorities with favourable feedback. It is a user-friendly platform with access to more functionality both for the Council and stakeholders. We believe our customers and contractors will like it and it should also be easier to use.

If you have an SLA with us, your existing access to TF Cloud will automatically be moved over to the new solution once it becomes live for users. We will look at any required training to assist you after that.

Currently, Teams within Built Environment are preparing data for the migration to the new system. As a result of this, and the imminent change over, no new access will be granted to TF Cloud. If all goes well, the system will be live from the start of the new financial year in 2024.



SERVICE LEVEL AGREEMENT AT A GLANCE

The SLA package covers advice and support on technical issues and contract administration (when selecting the service through us). It does not cover the Contractors costs for repairs and maintenance or works carried out. The cost of the Service Level Agreement fee is dependent on the size of the building. The cost is calculated per site.

- Small building (up to 500m²) £792
- Medium sized building (501m² – 2000m²) £1,056
- Large building (2001m² – 7000m²) £1,320
- Extra large building (over 7000m²) £1,980

All customers need to log on to the website <https://builtenvironment.bradford.gov.uk/> using their customer login and renew the SLA online. The package includes the following:

Term of SLA

SLA's commence 1 April and end 31 March and can be for a term greater than one year. There may be a financial benefit to the customer when an extended SLA's is taken as the Technical Fee is frozen for the term of the SLA. Customers signing for one year, or cancelling an SLA, may be subject to an increase in price for subsequent years or upon re-registering.

Renewal of SLA

Renewal registrations start January each year. We ask that you renew your SLA as early as possible (preferably

before 11 March) so that relevant schedules can be prepared and orders placed in time for commencement of your SLA. The Technical Fee will not be charged until after the SLA has commenced. Invoices for the Technical Fee generally go our late May/early June.

Late registrations may incur an administration fee.

Abortive Fee

Where we are charged an abortive fee or incur a cost for a service visit that is no longer required (but has not been cancelled with us in a timely manner), then the full cost of that will be invoiced to the customer. This also applies if the equipment to be serviced is not on site at the time of the visit or if the customer refuses the contractor access to the site when an appointment has been made (and agreed) in advance of the visit.

Where an Operative is required to wait an excessive amount of time e.g. over 20 minutes to carry out a service following a scheduled appointment, then additional charges may apply. If the Operative has to leave for the next appointment without being able to carry out the service/maintenance then an abortive fee may be charged.

Payment

We invoice electronically (where possible). Payment is required within 30 days of date of invoice.

Whilst the tables throughout the brochure give an indication of the frequency of servicing, these may vary depending on equipment on site or type of premises. Other factors outside of our control e.g. changes in legislation or incidences like the Pandemic may also impact on any pre-planned frequency.

What the package covers:

What it is	What it means
Asbestos (if requested)	<p>Unlimited advice and support as well as a periodic inspection. Any alterations will be updated on your Asbestos Management Plan provided:</p> <ul style="list-style-type: none"> ● You have not employed an external company to carry out asbestos surveys subsequent to the Council having carried it out. This is only applicable for council owned buildings as we do not carry out an Asbestos Survey for any other properties. ● You have not carried out any asbestos works through an external company without the prior knowledge, involvement and influence of the Council's Asbestos Unit. <p>No responsibility can be taken for management of the asbestos plan by the Asbestos Unit if third parties have been employed to carry out work (without the Asbestos Unit's involvement) as this can directly affect the existing plan and therefore the Asbestos Unit would have no confidence of its accuracy. In such an instance, the Asbestos Unit has the right to withdraw this part of the Service from the SLA unless a specific agreement has been reached between the Asbestos Unit and the Customer.</p>
Contract Management	<ul style="list-style-type: none"> ● Various Teams (along with Procurement) will procure the contractors etc. This means that specifications they have to work to will have been set by experts. ● Customer selects which service is required and we organise the relevant approved contractor (or our own operatives) to carry out the service. ● Issues raised (by our customers) about the contractor will be dealt with by us. ● We will monitor and review the contractor and take action where appropriate/required. ● We will invoice you for the service carried out by the contractor. ● The contractor is answerable to the Council for the delivery of the service. ● The volume of customers we have enables us to detect if a pattern is emerging and enables us to take appropriate action to alert/safeguard customers.

What it is	What it means
Surveyor Visit x 2	Site visits by a Building Surveyor for up to 2 separate incidents e.g. you may have a large crack in the wall appear for which a surveyor is required. But, if the surveyor has to visit several times to monitor/inspect it then that is classed as one incident. Even if there are 5 visits related to it.
Emergency/Major Incident Support	<p>Experts will support you through any major incident or disaster. This could include Building Surveyors, Electricians, Mechanical Engineers etc.</p> <ul style="list-style-type: none"> ● 24/7 availability in the event of an emergency. ● Ring the helpdesk line for access (01274 431877). ● Out of hours calls are automatically diverted to the Council's CCTV Monitoring Station. The team have contact details for all our key people as well as across the Council including our contractors.
Unlimited phone advice and support from experts	<p>If you have concerns about anything building related, and require technical advice, you can speak to our experts to get reassurance/support.</p> <ul style="list-style-type: none"> ● You may already be getting expert support in the background without realising it e.g. The Council's Legionella Officer also gets a copy of the customer's legionella report. If there are any concerns, then the customer will be contacted and support provided to address those concerns. ● Our experts also have access to other experts across the Council e.g. Building Control so can tap into additional resources for advice.
Access to Help Desk (01274 431877)	<p>Service requests for reactive maintenance can be raised direct with the Helpdesk e.g. If you have a leak and urgently need a plumber, or your boiler breaks down then you can contact the helpdesk and they will organise the repair for you or get you a quote.</p> <p>If you need a Technical Expert to provide advice, then ring the Helpdesk and they will either put you through or get someone to ring you back.</p>
Online TF Cloud	<p>TF Cloud is new for our customers. Once you have your TF login and password from us then you have 24/7 access to it (only while your SLA is live).</p> <p>Through it:</p> <ul style="list-style-type: none"> ● You have access to your site's Planned Preventative Maintenance (PPM) schedule on our system for any services you have as part of your SLA. ● You can view service sheets related to the PPM services you have through us. ● You are able to raise reactive job requests on line at your convenience 24/7. ● You can track the status of your job requests. ● More than one person can have access to the records and people can have access to more than one site. ● Head Office can access records for all their sites.
Review of the site	<p>If you are not quite sure whether you have certain equipment on site or whether you have selected the right choices for what you need from us, then a review of your site can be carried out. A Technical Expert will walk through your site/boiler room with you/your site manager, review what you have and advise what you should consider for your PPM as a service through us.</p>
SLA Online	<ul style="list-style-type: none"> ● You can access your SLA online at any time and keep your contact information accurate. ● You can amend your SLA at any time throughout the term of your SLA (without penalty) by contacting BE@bradford.gov.uk ● You will receive important emails/alerts via the online system when you need to be made aware of anything.
Energy Audit (if requested)	<ul style="list-style-type: none"> ● We can carry out a survey of your site and produce a detailed energy report which identifies where savings and improvements can be made, containing indicative costs and estimated savings.
BEMS Support (if system installed)	<ul style="list-style-type: none"> ● Most of our customers are schools which have a Building Energy Management System (i.e. computer based heating controls to control the buildings energy such as heating, ventilation and hot water) installed. Our team may be able to provide support to non-school customers if they have a similar system installed and something should go wrong. If able to, will access systems remotely to monitor or make adjustments. This can help to identify faults and issues earlier through alarms on the system.

Prices available on request for:

1. Condition Surveys
2. Creation of an Asbestos Management Plan (provided up to date electronic plans are available)
3. Fire Risk Assessment

The services we offer via the checklist are not a comprehensive list of all maintenance responsibilities of the school/building custodian/responsible person. It is only services we offer under our planned maintenance SLA. Additional ad-hoc 'reactive' maintenance can be carried out as and when needed (at the customer's request by contacting the Helpdesk) for a vast range of repairs/maintenance/installations. Our service does not replace the general caretaker responsibilities of carrying out regular checks of the plant room and the site to make sure everything is in order and functioning.

CHECKLIST

Please contact BE@bradford.gov.uk if you are unsure which services to select for your site.

builtenvironment.bradford.gov.uk BUILT ENVIRONMENT

Services		Please tick the services you want	Comment
<input type="radio"/> Legislative/Essential <input type="radio"/> Advisable <input type="radio"/> Good practice			
Electronic Barriers	Fire Shutter <input type="radio"/>	<input type="checkbox"/>	
	Roller Shutter (Pedestrian) <input type="radio"/>	<input type="checkbox"/>	
	Security Shutter <input type="radio"/>	<input type="checkbox"/>	
	Automatic Doors <input type="radio"/>	<input type="checkbox"/>	
	Electronic Gates <input type="radio"/>	<input type="checkbox"/>	
	Access Control <input type="radio"/>	<input type="checkbox"/>	
Fall Arrest & Anchorage Systems	Safety Lines <input type="radio"/>	<input type="checkbox"/>	
Gas Safety	Boiler/Burner Servicing <input type="radio"/>	<input type="checkbox"/>	
	Gas Tightness Test <input type="radio"/>	<input type="checkbox"/>	
	Science Blocks <input type="radio"/>	<input type="checkbox"/>	
	Bunsen Burners <input type="radio"/>	<input type="checkbox"/>	
	Domestic Cooker Servicing <input type="radio"/>	<input type="checkbox"/>	
	Catering Air Quality Tests <input type="radio"/>	<input type="checkbox"/>	
	Gas Catering Equipment <input type="radio"/>	<input type="checkbox"/>	
Landlord Certificates (Gas Equipment) <input type="radio"/>	<input type="checkbox"/>		
(please note that if your school meals provider is Bradford Council's FM Catering then 'Catering Equipment' is covered under their SLA with you therefore you won't need to order it from us)			
Extract & Ventilations	Fan Cleaning <input type="radio"/>	<input type="checkbox"/>	
	Fan Convector Filter Cleaning <input type="radio"/>	<input type="checkbox"/>	
	Air Handling Unit <input type="radio"/>	<input type="checkbox"/>	
	Air Conditioning <input type="radio"/>	<input type="checkbox"/>	
	TM44 Inspection <input type="radio"/>	<input type="checkbox"/>	
	Fume Cupboard Safety Inspection & Service <input type="radio"/>	<input type="checkbox"/>	
(if your school meals provider is Bradford Council's FM Catering then you are covered under their SLA so no need to select this) ← Fan, extract duct work & filters - inspect & clean <input type="radio"/>	<input type="checkbox"/>		
Water Safety	Legionella monitoring programme <input type="radio"/>	<input type="checkbox"/>	Option 1 (monthly) <input type="checkbox"/> Option 2 (annual) <input type="checkbox"/>
	Swimming Pool Maintenance <input type="radio"/>	<input type="checkbox"/>	
	RPZ Valves <input type="radio"/>	<input type="checkbox"/>	
	Thermostatic Mixing Valves <input type="radio"/>	<input type="checkbox"/>	
	Flygt wastewater pumps inspection and service <input type="radio"/>	<input type="checkbox"/>	
	Unvented Hot Water Systems <input type="radio"/>	<input type="checkbox"/>	
	Inhibitor Dosing Heating <input type="radio"/>	<input type="checkbox"/>	
	Pressurisation Unit and Vessel Service <input type="radio"/>	<input type="checkbox"/>	
	Cold Water Booster Sets Service <input type="radio"/>	<input type="checkbox"/>	
Fire Safety	Fire Risk Assessment <input type="radio"/>	<input type="checkbox"/>	
	Fire Alarm Maintenance <input type="radio"/>	<input type="checkbox"/>	
	Fire Extinguisher Checks <input type="radio"/>	<input type="checkbox"/>	
	Sprinkler System <input type="radio"/>	<input type="checkbox"/>	
	Evacuation chairs annual inspection and service <input type="radio"/>	<input type="checkbox"/>	
Electrical Safety	Emergency Lighting and Maintenance <input type="radio"/>	<input type="checkbox"/>	
	Portable Appliance Testing <input type="radio"/>	<input type="checkbox"/>	
	Lightning Protection <input type="radio"/>	<input type="checkbox"/>	
	UPS (Uninterruptible Power Supply) <input type="radio"/>	<input type="checkbox"/>	
	Periodic Fixed Wire Testing <input type="radio"/>	<input type="checkbox"/>	state date last tested
Monitoring Systems	Intruder Alarm Monitoring <input type="radio"/>	<input type="checkbox"/>	
	Fire Alarm Monitoring <input type="radio"/>	<input type="checkbox"/>	
(New customers: please note that equipment installation may be required before monitoring commences. Do not cancel previous monitoring arrangements until monitoring confirmation is received via CCTV or BE)			
Energy Management	Energy Audit and Report <input type="radio"/>	<input type="checkbox"/>	
	Display Energy Certificates (DECs) <input type="radio"/>	<input type="checkbox"/>	
	Building Energy Management System (BEMS) <input type="radio"/>	<input type="checkbox"/>	

In addition to the above, I am also interested in the following:

Solar PV Panels CCTV

Condition Surveys (Academies and Free Schools only) External Maintenance Project Management of building works

TESTIMONIALS

“ To receive notification in the middle of the night that your school is on fire is one of the most daunting experiences a person can face. You presume that your insurance will sort out everything, however the reality can be very different.

The morning following the fire we contacted our insurance company and their response was ‘Yes that’s fine....just get on with it’. Whilst there was the assurance that the funding was being made available to us, to be told to ‘get on with it!’ was a daunting prospect. Where to start? Who to inform? How to become functional again? How to continue delivering education in the meantime?

We immediately contacted The Council’s Built Environment Team, who have the necessary experience and skills to react and deal with such matters. Built Environment responded quickly to our needs. Within half an hour we had people on site, advising, organising and overseeing everything that needed to be undertaken. It took a lot of pressure and workload off our shoulders at a time when we needed the support and ensured we were up and running as quickly as possible.

We would highly recommend that schools take out an SLA with Building and Technical Service just for the Major Incident/Disaster Recovery cover if nothing else. We know from experience what a difference that cover made to us. ”

*Richard Crabtree
Chief Estates Officer
Exceed Academies Trust*



“ I know most of our schools rely heavily on the services the LA have provided and in particular the comfort of knowing they are doing the right thing with reference to Asbestos Management. Steve’s team have always been there to support, guide, survey and monitor how our schools comply with regulations and I have to say, from personal experience, are second to none. Definitely one of the better LA asbestos units without a shadow of a doubt. Thank you Steve. ”

*Helen Williams
Estates and Health and Safety Manager
Bradford Diocesan Academies Trust*



“ Registering for Built Environment’s SLA has been one of the best decisions we have made at Grange Interlink. The whole team have been absolutely brilliant and taken a lot of pressure off us. Knowing that everything is planned on a schedule and that we now have online access to it (as well as the relevant service sheets) is a game changer. In addition to that, if we do need to talk to someone, then they are only a phone call away.

Understanding that there are experts to advise and assist us whenever we need them gives us the reassurance we need to know that all is well and, should anything go wrong, we will have the right assistance and experts to support us through it. This is important because, as a not for profit organisation, their advice will not be profit driven but be genuine for the safety/improvement of the centre and its staff/users. Having this confidence in the Service enables us to redirect valuable resources into doing what we do best i.e. deliver services to the community.

We have absolutely no hesitation in recommending the Service and would urge organisations that are hesitant to seriously consider it. We feel it is excellent value for money. ”

*Sajad Hussain
Development Officer
Grange Interlink
Community Centre*



“ During the last week of the summer holidays, I went into school, and we unfortunately had a huge flood. I rang Mark for advice as he has always been so helpful and approachable ever since I started my role in schools over 5 years ago. I honestly cannot speak highly enough about him; he came straight to school to manage and assess the situation and took complete control to ensure that we could resolve it as soon as possible.

His professionalism was also noted by my Deputy Head, Site Manager and the Headteacher. I would not have been able to manage and resolve this incident in time for school opening if it had not been for Mark and his quick thinking, dedication, and commitment to ensure to support our school through this. I really do think he is an asset to Bradford council, and I have told other schools to sign up for the SLA because I know no matter what my issue Mark will go above and beyond to help. He remains calm under pressure and always has a friendly smile to offer and lots of support during very stressful situations! ”

*Katy Sugden
School Business Manager
Crossflatts Primary School*



TESTIMONIALS (continued)

Having Built Environment's SLA has not only been good for schools within The Blessed Christopher Wharton Catholic Academy Trust (BCWCAT) but it has also been useful for us as a Trust. It provides us with peace of mind knowing that our schools have the necessary experts to hand and can access advice and support whenever it is required but especially if there was an emergency. In addition to that, as the Head Office of the Trust, we have been able to tap into the experts within various fields too - including Legionella and Fire Safety.

As our Trust continues to expand, all (16) of our schools have an SLA with Built Environment ensuring that help is always at hand for them when they need it. The support that I received from Razwana Mahmood during the initial enquiry of the SLA's was so positive that it was clear the Service puts its customers first. Even to the point where Technical Experts will carry out a full review of a site to understand what equipment is on site and frequency of servicing – a service that is particularly useful when a site has previously been managing their own servicing or if there have been a change/gap in staffing. Customer focus is also reflected in the way the SLA is set up. It is flexible enough to enable us to pick and choose what we need in line with the complexities of some of our schools.

TF Cloud Self Service now adds another dimension to this and I am pleased that one of our schools was given the opportunity to get involved in the initial phase prior to the roll out of the pilot to customers.

Built Environment's SLA is invaluable and I have no hesitation in recommending it to others. ”

Sarah Bryan
BCWCAT Central Office
Blessed Christopher Wharton
Catholic Academy Trust



As the Business Partner overseeing schools within Pennine Academies Yorkshire Trust, I am extremely grateful for the support that Bradford Council's Built Environment have provided me through the SLA.

Knowing that there are experts to hand gives me peace of mind. The SLA has already proven value for money through the expert advice and support we have received. So much so that all our schools are now signed up for the BE SLA. To be able to pick up a phone (at any time) to speak to our SLA contact (Razwana Mahmood) for advice/support or to have a Building Surveyor arrive on site within hours of raising an urgent call is invaluable. In addition to that, knowing that the Legionella Officer also 'has our back' by casting his eye over our copy of the Legionella reports provides confidence that water safety is not compromised. Likewise, the Asbestos Team is second to none in supporting our schools with asbestos management.

Pennine Academies Yorkshire have recently worked closely with Built Environment on the recent addition of TF Cloud Self Service which enables us, as a Trust, to access the Planned Preventative Maintenance schedule for all our schools, raise help-calls directly online 24/7 but, more importantly, it allows us to track those calls (for status progress) and access all the service sheets for maintenance already completed. We have found it to be a very useful tool for us and we're excited about future pipeline development of this application.

Based on my experience, I would highly recommend that schools take out a BE SLA and use the expertise and support available through it as the value for money is unbeatable. ”

David Summerscales
Business Partner
Pennine Academies Yorkshire



ADVICE AND SUPPORT (including Emergency Out of Hours)

Fast response emergency service

In our commitment to provide an efficient and effective service to our customers Built Environment has set up a Fast Response Emergency Service.

During the hours, 7.30am to 4.30pm Monday to Thursday and 4.00pm Friday, a member of staff will be ready to receive and deal with your call promptly and effectively.

Upon receipt of your call a Surveyor will be assigned who will deal with your problem. In emergency situations a contractor will be requested to respond immediately. The contractor will be asked to confirm any action taken as soon as possible to the Surveyor. If a response has not been received within 2 hours a 'follow up' call, will be made by a team member to the contractor to monitor the action taken and to assess the situation.

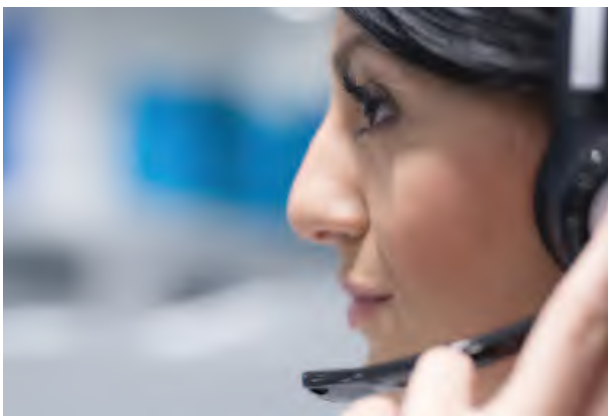
To contact your fast response emergency service telephone 01274 431877

The cost of this service is incorporated within your annual subscription fee. (This does not include the Contractors charges for works).



Major incident/disaster support

If you should suffer a major incident/disaster such as a fire in the building we will be there to support you and help you get back up and running. In such an instance, after contacting the emergency services, we should be your next port of call. Ring our helpdesk and we will get you the support you need. Our service has always provided this cover for the Council so we have all the expertise in-house to give you the right advice and contacts. In addition to this, we have all the experts within the Council to hand to help make things happen.



Emergency out of hours support

Built Environment maintain a database of customer 'out of hours' authorised personnel.

When calls are received from the Council's Emergency Team, staff will deal with the repair on behalf of the customer and report the incident as required to the authorised person.

A member of Built Environment is on call 24/7 and can assist customers whenever there is an emergency (and our assistance is required) or if there is a major incident and Built Environment's support is needed.

The cost of this service is incorporated within your annual subscription fee.

For Out of Hours support service telephone 01274 431000

Condition survey

Our team of Surveyors has the technical knowledge and expertise to advise and guide you in producing a maintenance plan.

The general principle of any maintenance plan is to reduce the high cost of Emergency Works and Day to Day reactive repairs by the implementation of a predetermined programme of planned maintenance work.

The maintenance plan, when combined with the Condition Surveys (previously Asset Management Plan), enables both parties to be informed of the condition and estimated costs of repairs.

For such a strategy to work it is essential to have an understanding of what property maintenance actually means; in its broader sense it can be defined as having the following objectives (not in priority order):

- Minimising cost of repairs
- Compliance with statutory requirements
- Prolonging the buildings useful and economic life
- Allowing the building to function correctly
- Providing a pleasant environment
- Reducing serious structural problems
- Compliance with lease requirements
- Preserving the capital investment
- Preserving our heritage (listed buildings)

Included within your annual subscription is an allowance of 2 site visits (each one being for a separate query) to provide advice and guidance as outlined above.

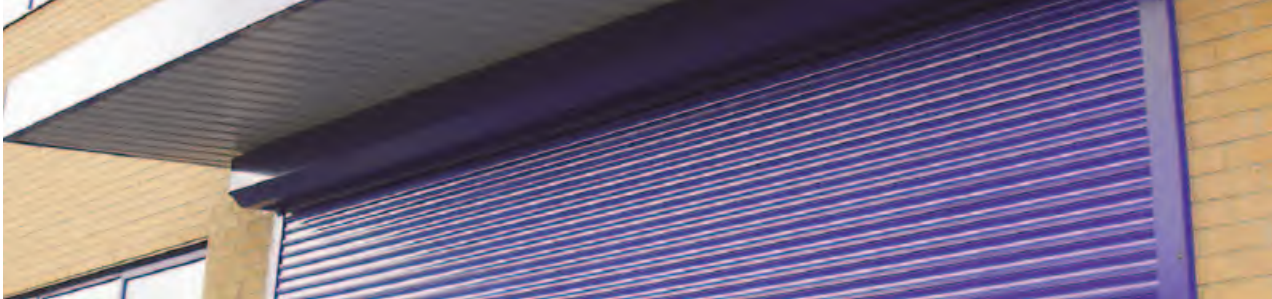
Extra time/visits in addition would be charged as an addition to your annual subscription.

Cost for this service can be provided on enquiry.

Plans produced can assist with the production of Fire Risk Assessments and Asbestos Management Registers



ELECTRONIC BARRIERS



Roller shutter maintenance

If you have roller shutters or automatic doors and gates then you need to comply with the following standard codes of practice:

- BS7036:1996 (Safety at Powered Operated Pedestrian Doors)
- BSEN 1324-1:2003 Industrial/Commercial and Garage Doors and Gates.
- BSS EN 12453:2017 concerning the safety requirements and tests for powered doors, gates and barriers primarily for vehicular use.
- BSEN 12635:2002 Industrial/Commercial and Garage Doors and Gates – Installation and Use.
- BS EN 12604:2017 concerning mechanical requirements and tests for the safety of both powered and non-powered versions of these products

To support you, we offer the following maintenance regime:

Roller Shutters (only fire & pedestrian shutters and not security shutters which are picked up through reactive maintenance requests).

- The Fire Shutters are serviced bi-annually
- Pedestrian shutters are serviced annually

Automatic Doors

- Serviced bi-annually.

Gates

- Serviced bi-annually.

We will monitor and manage these contracts on

your behalf. The cost for this service is dependant on the number of shutters, gates and doors etc.

If you would like to procure any of these services please tick the relevant box on the subscription form.

If you do not take up this option to use our approved contractor then you must make your own arrangements with a suitably qualified registered company.

Should services be secured with a contractor other than BE then please complete the appointed contractors name on the subscription form so that we can update the Council's records.

If you have any queries then please do not hesitate to email our Helpdesk.

Electronic barriers recommendations			BE frequency (minimum)
● Legislative/Essential	● Advisable	● Good practice	
		Fire Shutter ●	Bi-Annual
		Roller Shutter (Pedestrian) ●	Annual
		Security Shutter ●	Annual
		Automatic Doors ●	Bi-Annual
		Electronic Gates ●	Bi-Annual
		Access Control ●	Annual

Legislation /Standard:

- Provision and Use of Work Equipment Regulations 1998 (PUWER) 4th edition 2014
- BS EN 16005 + BS7036-0:2014 (Safety at Powered Operated Pedestrian Doors)
- BSEN 1324-1:2013 Industrial/Commercial and Garage Doors and Gates.
- BSS EN 12453:2017 Powered door, gates and barriers
- BSEN 12635:2002+A1:2008 Industrial/Commercial and Garage Doors and Gates – Installation and Use.
- BS 7671:2008 Requirements for Electrical Installations (IET Wiring Regulations)
- BS EN 12604:2017 Industrial, commercial and garage doors and gates - mechanical aspects - requirements and test methods

FALL ARREST AND ANCHORAGE SYSTEMS

Built Environment (BE) provide service, maintenance and certification of these systems in accordance with:

- EN362 Horizontal Safety Line Systems
- BS354 & 355 Shock Absorbing Lanyard

All are serviced annually and we will monitor and manage this contract on your behalf. The cost for this service is dependant on the safety lines and anchorage points.

If you would like to procure any of these services please tick the relevant box on the subscription form.

If you do not take up the option to use our approved contractor then you must make your own arrangements with a suitably competent contractor.

Should services be secured with a contractor other than BE please could you ensure you complete the appointed contractors name on the subscription form to enable us to update the Councils records.

Edge Protection

Edge protection including handrail, guardrail & barriers should be inspected.

The Provision and Use of Work Equipment Regulations (P.U.W.E.R) 1998 require the "Duty Holder" to ensure that any work equipment provided is;

1. Suitable for use, and for the purpose and conditions in which it is used
2. Maintained in a safe condition for use so that people's Health and Safety is not at risk
3. Inspected in certain circumstances to ensure that it is, and continues to be safe for use.

It is the duty holder's responsibility to ensure that prior to use, equipment provided is inspected by a competent person. Therefore it is essential to have your Protection Systems inspected on a regular basis, by a competent company. It is recommended that the protection system should

be tested and inspected at frequencies not exceeding 12 months.



Fixed Access Ladders, stairs, walkways, barriers and access equipment

Fixed Access Ladders, Stairs, Walkways, barriers & access equipment provide a safe means of access for staff and contractors and are installed for planned maintenance purposes. It is the school's responsibility to ensure these are inspected annually in accordance with guidelines and the manufacturer's instructions. Should our operatives or contractors require access to equipment via fixed access ladders, and the ladders have not been serviced, then an additional charge for servicing them will be applied. Additional costs such as an abortive fee will also be charged as the contractor/operative will have to leave site to return after the ladder inspection has been completed.

A Regular HSE ladder inspection checklist and testing is required under the Provision and Use of Work Equipment Regulations (PUWER) 1998. This must be carried out by a competent person and the findings of this inspection must be recorded.

Fall arrest and anchorage systems recommendations

● Legislative/Essential ● Advisable ● Good practice

BE frequency (minimum)

Safety Lines ● Annual

Legislation /Standard:

- EN362 Horizontal Safety Line systems
- BS354 & 355 Shock Absorbing Lanyard
- EN795 & BS7883 Protection Against falls from Heights - Anchor Devices Requirements and Testing

GAS SAFETY

Burner servicing

Ensuring that appliances are safe to use is a statutory requirement, the appliance testing programme meets this requirement.

Our team of Mechanical Surveyors will:

- Carry out contract procurement, checking costs and quality.
- Administer the contract and maintain records of test dates.
- Provide a report of items tested and the results.
- Incorporate the provision of technical support and guidance on any changes legislation and regulations.

You can rest assured that if you take up the service level agreement with us (and use our approved contractor) then, if notices are issued in technical publications/press regarding the safety of a particular appliance, we will contact you and advise on the actions required.

NOTE: The contractors charges for testing each appliance are not part of this service.

Gas and boiler servicing

Gas appliances must be serviced annually to comply with legislation. In addition to the boiler maintenance, gas pipework (between the gas meter and boiler) must also be maintained in a safe condition. This is called a Gas Tightness Test. It is advisable that if a Gas Tightness Test is required to be carried out, that this is done at same time as the boiler servicing.

Landlords Certificate*

'If you have a building (on or off site) for which you collect rent then you are classed as a landlord. Legislation requires that you provide a Landlords Certificate for all such buildings. This Regulation imposes 2 main duties on Landlords concerning:

- Annual safety checks on gas appliances/flues.
- Ongoing maintenance.

It is important to recognise although related, these duties are separate and distinct. All appliances on site must be identified and any defects noted. The test should include all pipe work and meter installations within the buildings.

Cost for providing a certificate (when carried out at the same time as the Annual Boiler Services visit) is more cost effective than having a certificate inspection on its own.

We will:

- Monitor the contract ensuring work is carried out in accordance with specifications.
- Conduct spot checks to inspect the standard of workmanship analysing the flue gases to ensure burners are operating efficiently and safely i.e. not emitting excessive levels of smoke or carbon monoxide.

Breakdowns of costs which are extra to the service work are carried out on a labour plus materials basis.

You can also request servicing/testing of the following in your school:

- Domestic Cookers
- Any other Gas Pipework
- Catering Air Quality Testing
- Science Blocks
- Mixing Valves
- Bunsen Burners

**All appliances in residential domestic properties will require a Landlords Certificate.*

Catering air quality test

The purpose of the test is to ensure the kitchen has adequate ventilation provided for the appliances installed to operate safely. An air quality test is carried out during the (CP42) gas commercial catering inspection.

Why is it important?

Kitchens can produce significant amounts of fumes and vapours, as well as large amounts of heat during catering and cooking. Ventilation can remove these fumes and vapour and discharge them to a safe location. It is particularly important to ensure there is adequate make-up air for gas-fired appliances, the lack of which can lead to an accumulation of combustion products, such as carbon monoxide and carbon dioxide.

Gas safety recommendations			
● Legislative/Essential	● Advisable	● Good practice	BE frequency (minimum)
●			Annual
●			Annual
●			Annual
●			Annual
●			Annual
●			Annual
●			Annual
●			Annual
(please note that if your school meals provider is Bradford Council's FM Catering then 'Catering Equipment' is covered under their SLA with you therefore you won't need to order it from us)			
●			Annual
Legislation /Standard: • The Gas Safety (Installations and use) Regulations 1998 under the Gas Act 1986			

EXTRACT AND VENTILATIONS



Air conditioning / ventilation systems

Air conditioning/ventilation systems are covered in F-Gas 2009 Regulation which you should comply with.

Areas usually covered by air conditioning/ventilation systems include:

- Data Centres
- Sports Facilities
- Changing Areas
- General Offices

The cost of this service depends on the size and type of the unit you have but we offer maintenance and breakdown cover for these systems also.

We will survey your equipment and make recommendation on what that equipment should serve and what service regime is required.

Frequency of service is dependent on the outcome of the survey results i.e. bi-annually, quarterly etc.

If you would like to procure any of these services please tick the relevant box on the subscription form.

If you do not take up this option to join the centrally organised contract, you must make your own arrangements with a suitable qualified registered company.

Should services be secured with a contractor and not BE then please provide us with the contractors name on the subscription form so that we may update the Council's records.

Extractor fan maintenance and cleaning

If these are not maintained they can get blocked up with dust and particles which will lower the efficiency of the fan, especially if blown down a pipe. We can provide extractor fan maintenance and cleaning contract.

Costs are determined on the amount and size of extractor fans you have.

If you would like to procure this service please tick the relevant box on the subscription form.

If you do not take up the option to use the approved contractor then you must make your own arrangements with a suitable qualified registered company.

TM44 Inspections

An amendment was made to the air conditioning regulations on 28/12/2020 to include energy performance. If you have air conditioning units in your premises and the combined Kw output of all the units (under your responsibility) is over 12Kw, then you now have a duty to undertake a TM44 Inspection. TM44 inspections must be undertaken by an accredited person/company every 5 years. As part of the inspection, the assessor will review efficiency of your system, check for faults, and advise you on how you can make it more efficient and sustainable. It may even help reduce the running costs. The results of the inspection are then also uploaded onto the Government's website. Fines are issued for not undertaking the inspections.

Extract and Ventilations recommendations

	● Legislative/Essential	● Advisable	● Good practice	BE frequency (minimum)
Fan Cleaning		●		Annual
Fan Convector Filter Cleaning		●		Annual
Air Handling Unit	●			Bi-Annual (may be quarterly depending on unit)
Air Conditioning	●			Annual
TM44 Inspections	●			Annual
Fan, extract duct work & filters - inspect & clean	●			Annual
Fume Cupboard Safety Inspection & Service	●			Annual

(if your school meals provider is Bradford Council's FM Catering then you are covered under their SLA so no need to select this)

Legislation /Standard:

- The Workplace (Health, Safety and Welfare) Regulations 1992
- The Health and Safety at Work Act 1974
- Gas Safety (Installation and Use) Regulations 1998
- Control Of Substances Hazardous to Health (COSHH) Regulations 2002
- BS7671:2008 Requirements for Electrical Installations (IET Wiring Regulations)
- Appropriate EU FGAS regulations 842/2006. Commission Regulation 304/2008 and the 2015 Flourinated Greenhouse Gas Regulations S1 no 261 (REFCOM)

WATER SAFETY

Swimming pool maintenance

We have specialist staff who maintain Bradford Council's swimming pools across the district.

We can give you peace of mind by servicing your swimming pool and giving you all the support and guidance you need in order to fulfil your statutory duties. This service is not part of the normal package but a quote can be obtained on request. This cost would not include cost of any repairs that might be needed or contractors charges.



As part of the service we will support you by providing the following:

- Administration of the contract and maintenance of test date records.
- A report of items tested and the results
- Technical support and guidance on any changes to legislation and regulations

Legionella

It is a legal requirement on you as the 'budget holder' to ensure the safety of water systems within your building. You are required to ensure 'a suitable and sufficient assessment' is carried out to 'identify and assess the sources and risks of Legionella bacteria' exposure from water systems.

The risk assessments assists the risk assessor to gauge the risk posed by legionellosis in a wide range of situations and where necessary make recommendations to reduce and control that risk. The evidence of implementation of recommendations allow you to demonstrate compliance with relevant health and safety legislation.

The legionella organism is of particular concern because it is widespread in natural water sources and multiplies rapidly in the conditions found in some building water systems. It is released into the air in water droplets and may be spread by a number of systems commonly found in buildings. It can be devastating and result in the loss of life.

In order to comply with your legal duties, you must also ensure that a competent person (or persons) implement a monitoring programme in accordance with the recommended inspection frequencies detailed in ACoP L8 and HSG274.

See page 29 for more details on additional services available outside the SLA subscription.

(This does not include the contractor's charges for the cost of the risk assessment or any follow up work that is required).



Legionella monitoring programme

There are currently two options that you can choose from:

✓ indicates tasks included in Service Option

Task	Frequency	Option 1	Option 2*
Check temperatures in flow and return pipework at calorifiers	Monthly	✓	✗
Check water temperature up to one minute to see if it has reached 50°C in the sentinel hot taps	Monthly	✓	✗
Check that temperature is below 20°C after running the water for up to two minutes in the sentinel cold taps	Monthly	✓	✗
Dismantle, clean and descale shower heads and hoses	Quarterly	✓	✗
Flush the drain valve at the base of the calorifier to remove sediment, silt or scale build up	Quarterly	✓	✗
Check tank water temperature remote from ball valve and mains temperature at ball valve.	Annually	✓	✓
Arrange for samples to be taken from hot water calorifiers in order to note the condition of the drain water.	Annually	✓	✓
Visually inspect cold water storage tanks and make recommendations for remedial works as necessary	Annually	✓	✓
Check representative hot taps for temperature on a rotational basis	Annually	✓	✗
Check representative cold taps for temperature on a rotational basis	Annually	✓	✗
Audit site personnel records	Each Visit	✓	✓
Annual management review (new requirement)	Annually	✗	✗
Risk assessment A valid risk assessment should already be in place but regularly reviewed and updated as and when changes result in a change to the monitoring regime. A new one to be done if there has been any major change to the water system or a change in use of the building.	Annually + As and when required	✓	✓

**Please note that under this option you must ensure a competent person carries out all the monthly/quarterly tests ticked under option 1. We will only inspect annually.*

Training awareness can be organised but a minimum of 10 delegates are required per session to make it viable. The cost per delegate (at the time of printing) is £30 each. This cost is only applicable to customers who have an SLA with BE. Additional costs apply for delegates that do not have an SLA.

If you would like to procure one of these services please confirm which Option you prefer by writing in the comments box on the subscription form.

If services are secured and managed with an alternative contractor, you will assume responsibility for the upkeep of on-site records and compliance of the monitoring regime.

In the event that you decide not to use our approved contractor then please ensure that you have a valid and accurate risk assessment and provide your

chosen contractor's details on the subscription form. We can then update the Council's records.

Unvented hot water systems

This annual service is for the hot water storage systems usually in your boilerhouse. The service inspects and maintains the operation of the safety valves, pressure reducing valves and expansion vessels.

The service would include recharging the expansion vessels if low on air.

Annual pressure sets, vessel service and cold water booster sets service

In an effort to help you reduce unexpected maintenance costs, we can carry out annual site maintenance visits to maintain pressurisation units, cold water booster sets and issue reports as necessary.

It is both good practice and legislative requirement to have all Pressurisation Units, Expansion Vessels and Cold Water Booster sets serviced annually by a competent person. You must keep a record of any subsequent faults found, including action taken for each fault.

In order to ensure that there is a continuation of service, we would advise that you join this service.

The rates for breakdowns, which are extra to the service work, are also included. Breakdowns are carried out on a labour plus materials basis.

We will manage and monitor the contract closely to ensure that the work is carried out in accordance with our specification. Spot checks will be carried out to inspect the standard of workmanship.

Should services not be secured through BE then please ensure you provide details of your contractor so that we may update the Council's records.

If you have any queries, please do not hesitate to contact Built Environment.

Inhibitor dosing heating

The service includes isolating the boiler, draining off all the pipework and flushing the system.

If your boiler has recently been replaced by BE then we will have automatically dosed the heating system for you so you will only require an annual check.

However, if you have an old boiler then there will be an initial set up cost to fit the dosing pot plus any chemical and annual check costs.

Annual check is carried out by our in-house contractors. The aim of the dosing unit is to stop corrosion of the central heating system and boiler and extend the lifespan of the boiler, radiators and pipework.

The check includes redosing and the cost depends on the size of the building.



Thermostatic mixing valves

Thermostatic Mixing Valves (TMVs) blend hot and cold water to produce water at a temperature that safeguards against the risk of scalding, typically between 38 °C and 46 °C depending on the type of hot water outlet. The blended water downstream of TMVs may provide an environment in which Legionella can multiply, therefore increasing the risks of exposure.

FLYGT wastewater pumps

Flygt wastewater pumps deal with sewerage and require servicing annually. We offer service and maintenance.

Water safety recommendations		BE frequency (minimum)	
● Legislative/Essential	● Advisable	● Good practice	
Legionella monitoring programme	●		Option 1 <input type="checkbox"/> Monthly Option 2 <input type="checkbox"/> Annual
Swimming Pool Maintenance	●		Annual
RPZ Valves	●		Annual
Thermostatic Mixing Valves	●		Annual
Flygt wastewater pumps inspection & service	●		Annual
Unvented Hot Water Systems	●		Annual
Inhibitor Dosing Heating		●	Site dependant
Pressure Sets	●		Annual
Vessel Service	●		Annual
Cold Water Booster Sets Service	●		Annual

Legislation /Standard:

- Approved Code of Practice L8 (for the Edition) 2013 and HSE Technical Guidance HSG274 parts 1, 2 and 3
- The Pressure Systems Safety Regulations 2000
- Pressure Equipment Regulations 1999

FIRE SAFETY

The annual maintenance ensures Fire Alarm Systems and Emergency

Lighting Installations within your school are tested and serviced to comply with Section 6 of BS 5839-1:2017, Section 12 BS 5266-1:2016 and Section 7 of BS 50172:2004. This involves the testing and servicing of the batteries, the annual duration testing of your emergency lighting and statutory operational tests of the fire alarm systems and components. These tests may require up to a maximum of four visits per annum for compliance with current regulations.

Fire Door Certification

Whilst third party certification is not a legal requirement (nor is it available for everything) it does however give you confidence that the performance of life critical products is not compromised in your premises. It evaluates quality in manufacture, installation and maintenance through an independent third party so you can be sure you are getting a fit for purpose product. As part of our commitment of a quality service to our customers, Built Environment have chosen to pursue the BM TRADA Q Mark scheme to ensure new installation and maintenance of fire doors meets the high standards that the scheme requires.

Fire Alarm

If during the 6 monthly Fire Alarm Servicing, the panel batteries are found to be faulty (or out of date) our engineers will inform you of the fault and give advice on appropriate procedures to follow. If you should require Built Environment to replace the batteries for you then this can be done however please note that there will be a charge for this.

Your monthly emergency lighting and weekly fire alarm checks must still be carried out along with record keeping of all activities. It is very important to ensure you keep up to the minimum service levels to comply with the relevant British Standards.

Customers interested in joining or renewing the subscription to the scheme must tick and complete the relevant details on the subscription form within this brochure. We will process this ASAP upon receipt of the subscription in order to avoid any interruption in the maintenance and testing schedule.

We will monitor the contract closely on your behalf to ensure all operations are carried out satisfactorily and will advise all participants of any items which require attention. Separate quotations will be provided for any items not covered to enable you to take appropriate action.

Fire Equipment Service

Fire extinguishers, fire blankets and evacuation chairs require stringent maintenance to ensure they will work when needed or are, more importantly, safe to use.

Annual servicing inspections and certification to the appropriate Code of Practice by a competent person is a legal requirement under The regulatory Reform (Fire Safety) Order 2005 and may also be required for your insurance.



As a Class 1 Medical Device, an evacuation chair should be regularly serviced and maintained to ensure its safe operation and that the equipment you are providing meets the requirements of PUWER regulation. You need to ensure that it is:

- Suitable for use for the purpose and conditions in which it is to be used
- Maintained in a safe condition so that people's health and safety is not at risk
- Inspected, in certain circumstances, to ensure that it is and continues to be safe for use..

Records must be kept of the inspection or service and it should be carried out by a competent person who has the necessary skills, knowledge and experience to perform the task.



Active fire protection systems (AFPS) sprinkler system

It is a requirement that AFPS are well maintained to ensure reliability and serviced bi-annually. Procedures need to be in place to ensure regular maintenance and testing is carried out in accordance with BS EN 12845+A2.

The performance of passive fire protection systems can deteriorate in time due to corrosion. In particular systems using water, they are prone to rust deposits which can block sprinkler heads and spray nozzles.

The examination will record any changes to the fire hazard or its conditions of operation e.g. changes in structure, occupancy, heating or lighting and the distance that goods are stored below the sprinkler heads to ensure these are within the distance recommended.

Fire risk assessments

The responsible person as part of the Regulatory Reform (Fire Safety) order 2005 has a legal duty to ensure that a suitable and sufficient fire risk assessment is carried out to their premises.

In the case of schools the responsible person is the head teacher.

Once this detailed fire risk assessment has taken place fire safety policies and procedures need to be developed which will form your fire strategy plan.

BE offer a service where we undertake the fire risk assessment with you, and provide guidance on the tests and checks that you need to carry out to keep it up to date.

All our Fire Risk Assessors are 3rd party accredited. This provides you peace of mind that the surveyors have been independently verified, and are deemed competent within the field to undertake the work on your site.

The FRA will:

- Identify possible dangers and risks
- Consider who may be especially at risk
- Eliminate or reduce the risk from fire as far as reasonably possible and provide general fire precautions to deal with any possible risk left
- Create a plan to deal with any emergency and keep a record of your findings
- Review your findings when necessary



Fire safety recommendations		BE frequency (minimum)
● Legislative/Essential	● Advisable	● Good practice
		Risk Assessment ●
		Fire Alarm Maintenance ●
		Fire Extinguisher Checks ●
		Sprinkler System ●
		Evacuation chairs annual inspection and service ●
Legislation /Standard: <ul style="list-style-type: none"> • The Regulatory Reform (Fire Safety) Order (RRFSO) 2005 • Part 6, Section 26 of BS 5839-1:2017 • BS EN 12845+A2 • Provision and Use of Work Equipment Regulations 1998 (PUWER) 4th edition 2014 • Section 12 BS 5266-1:2016 • Section 7 BS 50172:2004 		If no longer valid or a significant change occurs Bi-Annual Annual Quarterly Annual

ELECTRICAL SAFETY



Portable appliance testing

Ensuring that appliances are safe to use is a statutory requirement, the appliance testing programme meets this requirement.

Our team of Electrical Surveyors:

- Carry out contract procurement, checking costs and quality.
- Administer the contract and maintain records of test dates.
- Provide a report of items tested and the results.
- Incorporate the provision of technical support and guidance on any changes to legislation and regulations.

You can rest assured that if you take up the service level agreement with us, and the testing is managed through us, then you are in safe hands.

NOTE: The contractors charges for testing each appliance are not part of this service.

Periodic fixed wire testing

It is a legal requirement to ensure that your electrical installations are safe. The Electricity at Work Regulations 1989 require that all electrical installations are maintained in a safe condition and therefore must be periodically inspected and tested. This testing must comply with the British Standard for Electrical Installations (BS7671).

Electrical Hard Wire Testing & Inspection is necessary because all electrical installations deteriorate due to a number of factors such as damage, wear, tear, corrosion, excessive

electrical loading, ageing and environmental influences. The testing allows you to action concerns at the earliest opportunity. Evidence of the testing would enable you to present a due diligence defence in the event of an accident to show that you have fulfilled your legal obligation.

The service includes:

- Carrying out contract procurement, checking costs and quality.
- Administering the contract and maintaining records of test results.
- Auditing of recommendations made/work carried out by contractor.
- Provide a report of the condition of the electrical installation and a recognised Electrical Safety Certificate.
- Making recommendations for any remedial works that are required.
- Administering the procurement of the remedial works required (subject to approval from the customer to cover any costs for the work)
- Incorporating the provision of technical support and guidance on any changes to legislation and regulations

NOTE: Any contractors charges for testing the electrical installation are not part of this service.

Should you secure services from a contractor other than our approved supplier then please provide details so that we may update the Council's records.



Emergency lighting maintenance

Emergency lighting systems require a full duration test per annum, and as a process of elimination to rectify faults with your emergency lighting system, we offer free lamp replacements for any non-working emergency light fittings. If any emergency light fittings are found to be at fault they will need to be repaired or replaced. Built Environment can fully fit these for you.

In the unlikely event that the cause of failure is more than just a replacement fitting you will be advised and act on your instructions.

UPS (uninterruptible power supply)

In case of power interruptions in data centres, or on any ICT equipment, UPS Systems will instantaneously supply power for a limited period of time to enable you to quickly and safely shut down systems.

We offer maintenance and call out through our contractors.

Lightning protection

We offer advice, installation and maintenance of systems.

While there is no statutory requirement to install a lightning protection system on your building, it is however a statutory requirement that any lightning protection systems installed are maintained and tested at regular intervals by specialists, preferably not exceeding 12 months. This ensures compliance to Section 5 of the Electricity at Work Act 1989.

We can offer advice on any of these points and on the British and EN Standards, BS 6651 / BS EN 62305 and how they may or may not apply to your building.



Electrical safety recommendations		BE frequency (minimum)
● Legislative/Essential	● Advisable	● Good practice
Emergency Lighting and Maintenance	●	Annual
Periodic Fixed Wire Testing	●	5 yearly
Portable Appliance Testing	●	Annual
Lightning Protection	●	Annual
UPS (Uninterruptible Power Supply)	●	Annual

Legislation /Standard:

- Electricity at Work Act 1989
- Section 7 of BS50172 2004
- Section 12 of BS 5266-1:2011
- BS7671:2008 Requirements for Electrical Installations (IET Wiring Regulations)
- BS EN:62305:2011 Code of Practice for Protection of Structures against Lightning

MONITORING SYSTEMS



We offer advice, installation and maintenance on intruder alarms, CCTV and fire alarm monitoring systems. The cost of CCTV is site dependent due to the complexities of each site.

We use a fully accredited Cat2 ARC for all our monitoring needs so you can rest assured that it is fully recognised to industry standard.

Fire Alarm monitoring

The British Standard for fire alarm systems in buildings incorporates a Code of Practice referring to remote monitoring of fire alarm systems and Alarm Receiving Centres (ARC).

The Standard makes recommendations for both communication with fire and rescue services and the monitoring of critical path signals for system faults and fire alarms. The signalling equipment we install meets with all the requirements and recommendations.

The Standard also makes recommendations for a periodic inspection and test of the fire alarm systems which include the alarm signalling equipment. Although fire alarm systems are periodically inspected, the alarm signalling equipment itself may be overlooked. In addition to the periodic testing of the alarm systems, we offer a separate service visit to sites to check the signalling equipment and to ensure that signals are being sent (and received) and that back-up batteries are in good order.



Intruder alarm monitoring

There are standards around intruder alarm installations, maintenance and monitoring systems, but unlike fire there is no statutory requirement. There are however, recommendations from trade association and grades of alarm systems. The monitoring that we offer will meet all requirements necessary.

The equipment:

For our SLA we issue the equipment free of charge to our Contractor for installation, however all arrangements for its installation and costs have to be borne by yourself. A typical installation cost for the monitoring equipment is £250 - £350 (subject to the site being surveyed). The equipment remains your property (whilst the SIM card remains ours) but monitoring will only be carried out while you have an active SLA agreement with us.

It is very important that if you select this service for the first time that you do not expect the service to commence immediately as Monitoring of any systems will only commence when our equipment has been installed and we've received key holder information.

Once this is done you will then receive confirmation from our ARC that monitoring is taking place. Until then, you must ensure that you have alternative systems in place to cover you.

Additional costs may apply for any work identified during service i.e. battery change (generally once every 4-5 years).

Monitoring systems recommendations

Legislative/Essential	Advisable	Good practice	BE frequency (minimum)
	Intruder Alarm Monitoring	Annual	Annual
	Fire Alarm Monitoring	Annual	Annual

Legislation /Standard:

- The Regulatory Reform (Fire Safety) Order (RRFSO) 2005

ENERGY MANAGEMENT

The Energy Management Team's main responsibility is for safeguarding our natural resources and finding ways to reduce our impact on the environment and save money.

The Service has the expertise to support customers with their energy management which, along with water costs, can form a significant part of your budget. By making step changes within the organisation to reduce your carbon footprint, you could play an even greater role in educating the public and become a role model for others to follow. Making people aware of the difference you are making will enhance their understanding of how they can change their own behaviour and practices to help the environment.

As part of your SLA, The Energy Management Team can offer you independent advice on which technologies and equipment to install, calculate paybacks and assist in the design for your site.



Solar panels

Built Environment have a team of qualified engineers who can assist in feasibility, payback analysis and procurement of Photovoltaic (PV) systems to generate electricity. The generation of electricity by the PV Panels will help you to reduce your energy bills.

Our team can provide you with advice and guidance as part of the SLA but procurement and installation of the panels is not included within the package.

A quote can be obtained on enquiry as each customers request will be unique and not all premises will be suitable for location of the panels.

We also provide a monitoring service to ensure the panels are functioning to capacity.

This item is sold as a relatively maintenance free system, however we can provide a system health check service to ensure that they are maintaining their recommended output.

This service will include ensuring panels are clean and dirt free and measuring outputs.

Energy audits

The Energy Management Team can undertake an energy audit of your site to identify where savings and improvements can be made from simple low or no cost steps such as heating control adjustment through to higher cost refurbishment options such as lighting replacement schemes.

The detailed report would contain indicative costs and estimated savings where energy efficiency measures are recommended. This service is not part of the standard SLA .

A cost for the service can be supplied upon enquiry as cost is dependent on the size/type of building/ site.





Display Energy Certificates (DECs)

Public buildings including schools over 250m² must display a Display Energy Certificate prominently at all times. DECs are designed to promote the improvement of energy performance of buildings. The certificate looks similar to energy labels provided on electrical appliances such as fridges or freezers- it uses a similar scale for energy efficiency, i.e. A-G with A being the most efficient and G the least. A new DEC must be produced every year and an advisory report every 7 years.

Building Energy Management Systems (BEMS)

BEMS is a generic term used to describe computer-based control systems to control your building's energy e.g. heating, ventilation and hot water systems. BEMS, however, may also be used to control other systems within the building such as windows, doors, renewable technologies or burglar alarms.

A BEMS system can manage one or a group of building and when designed, installed, commissioned and operated correctly will significantly improve the operational efficiency of the site. Typically energy consumption can be reduced by 20%.

Where a site has Heating Controls installed, The Energy Management Team can attend site and audit the performance of this system, ensuring that the controls are functioning as efficiently as possible whilst maintaining the comfort of the users in the building.

This would include liaising with the relevant staff on site to ensure the controls have been set up properly to meet the correct criteria required in the building, which may include temperatures, humidity and time schedules.

Schools with more complex controls also known as a BEMS can also connect to their own IT network (if they have a compatible Trend or Delta BEMS system) to be able to view the systems operation remotely, for example, from a computer in reception. This makes it easier to monitor the system, adjust site temperatures, operating times and a facility to identify faults and issues early through BEMS alarms. The Energy Management Team is able to help schools install a BEMS on their existing heating system

Safety is also increased through the use of BEMS as it reduces the need for staff, such as caretakers, to enter dangerous boiler rooms.

Please email the helpdesk for further information/ costs or for advice on managing your own BEMS systems.

Energy management recommendations

	● Legislative/Essential ● Advisable ● Good practice	BE frequency (minimum)
Energy Audit and Report	●	3-5 Years (or when planning a change in the building)
Installation of up-to-date BEMS system	●	n/a
SALIX bid writing	●	n/a
Display Energy Certificates (DECs)	●	Annual

Legislation /Standard:

- The Building Energy Performance Directive 2002/91/EC of the European Parliament
- The Energy Performance of Buildings (Certificates and Inspections) (England and Wales) Regulations 2007

ADDITIONAL SERVICES

Asbestos

You may not think that you have asbestos in your property but whether you have or not you are required by legislation (Regulation 4 of the Control of Asbestos Regulations 2012) to manage asbestos in all non-domestic properties.

What is asbestos?

Asbestos is the name given to the fibrous forms of several silicate minerals of magnesium, calcium and iron. It is non flammable and a good heat insulator. Asbestos has been widely used in insulation products and construction materials.



Asbestos can cause a number of conditions, most of which are debilitating or fatal. The conditions themselves may not surface until many years after the initial exposure to asbestos.

It is essential that the building custodian makes all contractors and maintenance workers aware of the Asbestos Management Plan and the information contained within it. It is also good practice for all staff and building users to be made aware of the Asbestos Management Plan.

Current legislation requires that prior to carrying out any works that may impact on the fabric of a building an assessment should be carried out as to whether a more in depth asbestos survey is required. As per the Council's Asbestos Policy, our team will carry out this assessment. They advise on a course of action.

For most building works a Refurbishment/Demolition Asbestos Survey will be required prior to any works starting on site.

Our Surveying & Compliance Team of experienced qualified personnel can provide an effective asbestos advice and management package that is cost effective.

Advice and guidance on asbestos is incorporated within your annual subscription fee.

External maintenance

Weathering such as exposure to rain, frost, snow, wind and ultra violet rays will rapidly cause deterioration of painted or treated surfaces.

Typical external surfaces i.e. gutters, rainwater goods, gable boards, soffits, fascias, cladding, doors, windows and other previously painted walls or render, should be annually inspected for signs of breakdown. Cracked or peeling paintwork is the most common fault.

Design and Compliance Team

We can provide full design services from inception to handover and use. The team includes Project Managers, Architects, Quantity Surveyors and Principal Designers. Our Clerks of Work team can also support Clients to ensure contractors carry out works to a high standard.

There is a charge for feasibility study and a fee based charge once a project is agreed and progresses to design stage.



Gutters and gullies

Should be cleaned out internally every year ensuring outlets are clear.

Lifts and lifting appliances

Lifts, Lifting Appliances (ceiling hoists, mobile hoists, platform hoists etc) are all covered under the Lift Operations and Lifting Equipment Regulations and require testing and servicing at predetermined intervals that vary dependant upon the type of lifting equipment/appliance being considered. For example passenger lifts must be tested, inspected by the insurer every 6 months and should ideally be serviced monthly.

The cost of the following services are incorporated within your annual subscription fee:

- Advice and guidance as required on the type of service that should be in place to comply with legislation.
- Technical support and guidance on any changes to legislation and regulations.
- Advice on the feasibility of installation of lifts or lifting appliances (this does not include the preparation, specification and tendering etc., involved in the provision of new installations which can be provided for a percentage fee based on the cost of the full installation).

This does not include the contractors/insurers charges for inspection, tests, servicing and any repairs needed.

Project design and construction

Our qualified personnel offer a professional, technical service. We will listen to your ideas and requirements, offering advice and guidance on your proposals.

We will produce a feasibility study (additional costs apply) incorporating budget estimates and ensure that these are within your financial limitations.

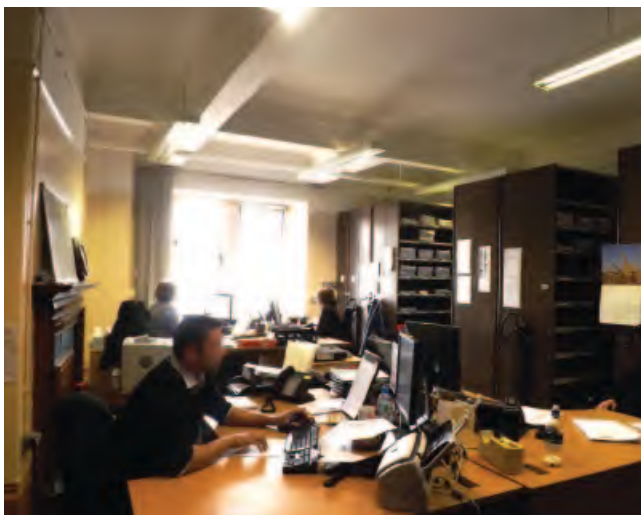
We will ensure that the scheme meets the requirements of health and safety legislation, construction and design management regulations, planning and building control, obtaining planning consent and building regulation approval where required.

Client Initiations Document' we will produce a full specification, schedule of works along with associated construction drawings including any appointed consultants designs eg Structural drawings. Each tender will be issued under JCT standard building contracts and tendered following the councils standing orders and financial regulations. Contractors who are invited to tender will have been vetted to ensure that they are financially secure, have the relevant public liability and indemnity insurances and a proven Health and Safety policy.

We will ensure that all Audit requirements are met and will undertake any required discussions with the DFE on your behalf.

We will provide contract and financial monitoring throughout the project reporting regularly to the customer on the contract progress.





Before and after The refurbishment of a City Hall office to one of the new Register Office marriage rooms

We will manage practical completion/handover and will monitor during the defects period with retention of monies until the end of the period.

A standard fee based on the final construction cost applies for this service.

This fee does not include statutory fees such as planning and building control applications, CDM or the appointment of any external consultants such as structural design engineers, these fees are dependant on size and type of project.

Full budget breakdown will be provided prior to the clients authorisation to proceed.

Please email our Helpdesk to initiate an enquiry for any building works/projects

Windows and external doors

Industrial Services Group (ISG) has a clear remit to improve employment opportunities for disabled people through local commercial enterprises. The standard of work and service never take a back seat and all staff have every opportunity to learn and improve their skills in order to keep up with the fast pace of the business world around them.



ISG manufacture and install cutting edge UPVC window and door systems with an extensive variety of finishes. For the safety and security conscious, they can also provide high security composite doors and fully certified fire check doors. The products are fully compliant with UK Building Regulations and are certified by reputable third party testing houses.

ISG consistently receive widespread recognition for manufacturing and installation in both refurbishment and new-built projects and we are proud to have them join our expanding team. Please check out their website or contact them for further information

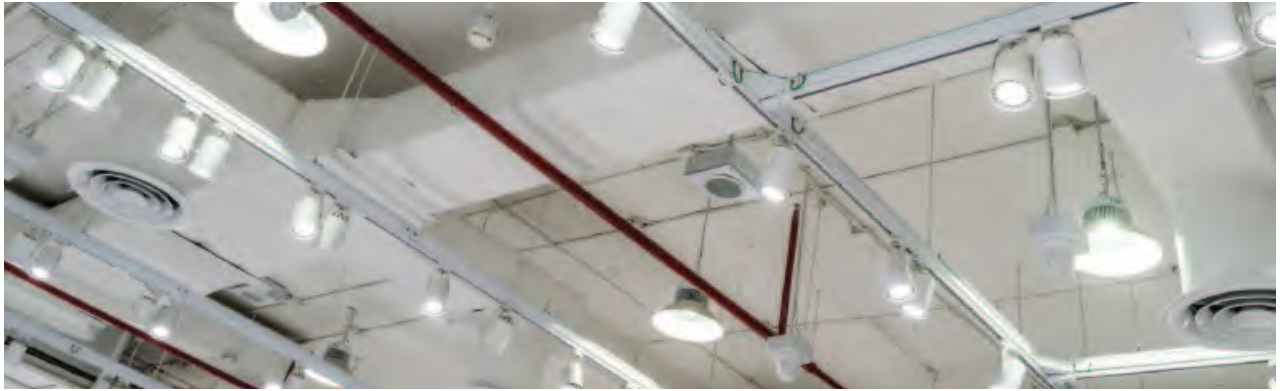
<https://industrialservicesgroup.co.uk/>

Festival Lights

Festival Lights is part of the Industrial Services Group (ISG). ISG support the local disabled community through their special disabilities programmes which generate opportunity in long term employment for them.

Festival Lights can create and design bespoke lights for any festivals or celebration and their work is visible up and down the country. They work with over 50 councils nationwide. Their designs can be column or cross street mounted and they can light up buildings and trees to create the special atmosphere you want. If storage of the lights may be an issue then Festival Lights might be able to store them for you until your next festival.

Please email our Helpdesk to initiate an enquiry for any building works/projects



BUILDING WORKS AND QUALITY ASSURANCE

For further information please contact our Helpline on 01274 431877

These services are offered in a addition to the Annual Service Level Agreement

Built Environment

Built Environment Teams provide an excellent service to our clients across the Bradford district of the full range of building and maintenance works. We have the size to cope with larger schemes and a highly skilled and focussed re-active maintenance team to deal with any emergencies or small works. We have the skill sets to deliver, and a commitment to a quality end product that ensures our customers' confidence in our service is well founded.

- **Programme of planned maintenance**
- **New build projects**
- **24 hour emergency call out service**
- **Emergency works are responded to within one hour**
- **Urgent Works are responded to within 24 hours**

Whether using us for a programme of planned maintenance, a new build project, or in an emergency through our 24 hour emergency call out service, you can rest assured the quality of the service you receive from us will be first rate.

Painting and decorating

External painting

It is essential that all painted surfaces be repainted/treated at least every 5 years (where modern day softwood is used in construction i.e. fascia board, soffits and windows which have been treated with wood preservatives) will require recoating every 2-3 years.

Internal decorative enhancement

First impressions are always important. It is good practice therefore to ensure that reception areas, corridors halls, and offices are kept in good condition.



GOOD PRACTICE

You could reduce the cost of repairs by ensuring that you have a programme of planned preventative maintenance (PPM) in place.

Regular inspections through PPM ensures that emerging issues (or risks) are identified early and addressed promptly. Reactive maintenance can sometimes be more costly as significant damage may have already been caused through neglect of a minor issue . More importantly, it may impact on the health and safety of your pupils, visitors or employees which could be picked up by Ofsted during an inspection. Preparation and planning will ensure you are fully informed about the property that you are responsible for, and should Ofsted ask, then you will be able to show the planned schedule for repair and maintenance of your building. We can assist you with the preparation of the PPM for your site.

When commencing projects, select your contractors very carefully. Considered contractor selection is a fundamental process in ensuring the project is delivered on time and within the budget. Credentials should be checked to ensure they are appropriately qualified to advise you or to carry out the work you request. They should also have liability and indemnity insurance cover (minimum £2m). If they intend to do hot work or demolitions then the cover should be minimum £10m. Remember, you can reduce the stress as we can deliver projects of all sizes and we check and monitor all the relevant insurance covers and trade accreditations.

We have experience of schools asking us to rectify works carried out by private contractors. They have been caught out in the belief that they have a bargain when in reality it cost them dearly. It is important to bear in mind that the cheapest quote is not always necessarily best value.

If you intend to carry out alterations, modifications, refurbishment or major building works (e.g. extensions) then you must get permission from your Landlord. In most cases, that is the Council. If you do not acquire the relevant permissions prior to commencing the work then you may end up incurring additional costs to rectify substandard or unapproved projects. Failure to comply may result in the Council (or your landlord) taking appropriate action to put right any breach.



Construction Design and Management (CDM) Regulations changed in 2015. Health and Safety Executive is now putting more onus on the client. These changes are far reaching. Don't get caught out if you are managing any projects.

Here are some of the other areas that should form part of your regular inspections/service/maintenance as part of the PPM which the SLA does not cover:

- Service and maintenance of convector heaters - fan assisted and natural
- Fire alarm (test different fire points to ensure it is in working order)
- Drinking water dispensers (change filters at least monthly)
- Door maintenance (check door closures, hinges, locking mechanisms, general condition and operation)
- Gutter and roof cleaning (clear debris and check joints)
- Gully cleaning
- Window maintenance (ensure hinges and mechanisms are oiled and glass is in good order). For timber window frames ensure checks are carried out prior to painting. Painting should take place every 3-5 years as part of the PPM.
- Pathways (check for uneven surfaces, subsistence, weeds or lichen)
- Steps and handrails (check for loose fittings and slip/trip hazards)
- Fences (check general condition)
- Grounds (trim shrubs, control weeds, cut grass)

These checks should be appropriate to the task/ risk therefore some may need to be carried out more regularly (daily) than others (annually).

EDUCATIONAL LINKS

We believe that we have a role to play in educating our young people as well as preserving skills which may be lost over time. We therefore offer a very comprehensive apprenticeship scheme in partnership with Bradford College's City Training services and provide up to 4 years of training in various trades for school leavers. During restoration of heritage buildings, such as Bradford City Hall, some of these trainees are given the opportunity to work alongside master craftsmen to see heritage skills in action and to learn application/restoration techniques of old.

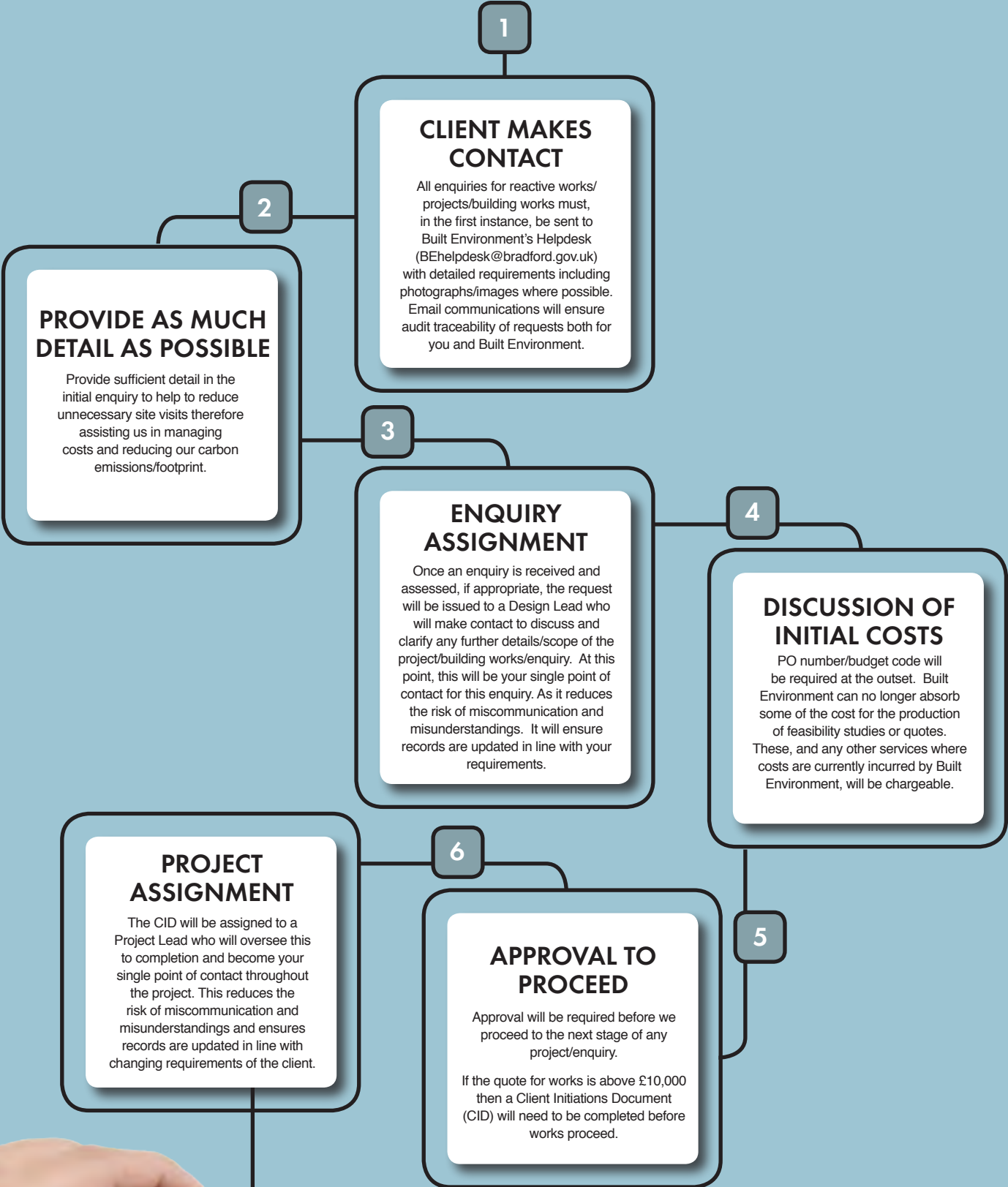
Apprenticeships are fantastic in their own right but we understand that we could play a more significant role in supporting schools with learning outside the classroom environment. For this reason, we are always happy to discuss what can be done to attain any desired outcomes they wish to achieve. We are confident that together we can develop tailor made sessions to support learning around Health & Safety, History, Art & Design, Citizenship, English etc depending on where the session takes place. We can do this either on site, during building works at the school, or by providing a limited number of opportunities for children to visit Bradford City Hall for a tour. Children can see the artefacts, The Council Chamber (to see



where local political decisions are made) visit the Law Court (to see where justice used to be served and where many TV programmes/films have been made) or see some of the beautiful architecture and learn about the local Legend of the Bradford Boar. If they are very lucky . . . they may even bump into the Lord Mayor, Council Leader or the Chief Executive!

CLIENT INITIATION

How the process generally works:





**To make enquiries about an SLA please
telephone 01274 431419**

Visit our website:

builtenvironment.bradford.gov.uk

for a quick and convenient online registration

Built Environment, 3rd Floor, Britannia House,
Hall Ings, Bradford, West Yorkshire BD1 1HX