

Children & Young People's Services

To: Head teachers / Chair of Governors of all Non
VA Devon Primary schools and Special Schools,
Principals / Chair of Governors Secondary
schools / Colleges.
Chairs of DAPH, SHAD, DAB, DASH and DAG
Members of SOF
RC & C of E Dioceses

Strategic Planning Group
County Hall
Topsham Road
Exeter
EX2 4QG

cc: Strategic Planning (Simon Niles / Chris Cooper /
Jane Baker / Leo Critchlow / Neil Pateman /
Andy Dexter / Kate Dixon / Jim Weedon / Fiona
Colamarino)
Caroline Armstrong, Devon Finance Services
Jon Williams, BTU
Chris Jay, NPS (South West) Ltd

Tel: 01392 382531

Email: chris.dyer@devon.gov.uk

Fax: 01392 382025

17 March 2008

Dear Colleague

Devon Maintenance Partnership (DMP) and NPS South West
Limited Maintenance and Minor Works Service Level Agreement
(SLA) for Non VA Schools

You may recall my letter of the 8th February outlining the new maintenance
arrangements for schools. The Devon Maintenance Partnership is the
replacement for the Promise 4 scheme. I also provided details of a new Service
Level Agreement for maintenance and minor works projects that are being offered
to schools by NPS South West Limited.

Both proposals were presented to the School Organisation Forum on 27th
February 2008 as well as at a series of 10 road shows at varying locations around
the County during March 2008 as part of the corporate roll out of the new
procurement contracts for works up to £300,000.00.

The Devon Maintenance Partnership has been jointly developed between CYPS
and NPS South West Limited as a way of ensuring that the testing and servicing of
specified plant and equipment together with regular condition inspections of the
building are being carried out. It is expected that all schools (with the exception of
trust schools for whom the above is optional) will need to subscribe to this service
unless they are able to demonstrate that they have equivalent arrangements in
place.

Textphone 0845 1551020 SMS Text 0777 3333 231

www.devon.gov.uk

Children & Young People's Services Director: Anne Whiteley

audit commission
a Good Value Council

The Service Level Agreement offered by NPS South West Limited is an additional optional agreement which has 4 levels of service: Level 1 – advice, Level 2 response maintenance, Level 3 planned maintenance and Level 4 minor works schemes.

You will need to subscribe to level 1 in order to continue to have access to NPS staff. Levels 2, 3 and 4 are effectively “pay as you go” and you can choose when and how often to use them to suit your specific needs.

In order to set up the new Devon Maintenance Partnership subscribing schools will receive an invoice from DCC as part of their overall invoice for portfolio services.

Schools who wish to subscribe to the additional NPS Service Level Agreement will be invoiced in April from NPS.

In order to maintain continuity of service from 1st April 2008, we now require you to confirm your intention to take up either or both schemes by completing and returning the attached form. Please remember that schools are deemed to be in the DMP unless they demonstrate their competency to sit outside it – you therefore only need to complete Section 1 if you wish to be considered for opting out.

For further information about the proposed Devon Maintenance Partnership please contact either: Chris Dyer (CYPS) on 01392 382531 or by email on chris.dyer@devon.gov.uk; or Chris Jay (NPS (South West) Ltd) on 01392 382192 or by email on chris.jay@devon.gov.uk. The document detailing this scheme can be found at www.devon.gov.uk/cypsp-maintenancepartnership.pdf

For further information about NPS South West Ltd Service Level Agreements please contact Chris Jay NPS South West Ltd on 01392 382192 or by email on chris.jay@devon.gov.uk. The document detailing this scheme can be found at www.devon.gov.uk/cypsp-npssw-sla.pdf

Yours sincerely

(signed) *Chris Dyer*

Chris Dyer
Capital Programme Manager

Please complete and fax back to 01392 381850 (NPS South West Limited)

For the attention of Chris Jay Director of Maintenance and Minor Works

DEVON MAINTENANCE PARTNERSHIP AND NPS SOUTH WEST SERVICE LEVEL AGREEMENT FOR MAINTENANCE AND MINOR WORKS

1. Devon Maintenance Partnership

We **do not wish** to subscribe to the Devon Maintenance Partnership for the period 1st April 2008 to 31st March 2010 in accordance with the proposal document

2. NPS South West Limited – Service Level Agreement for Maintenance and Minor Works

We **wish to / do not wish** to subscribe to Level 1 of NPS South West limited Service Level Agreement for the period 1st April 2008 to 31st March 2010 in accordance with the proposal document

Strike out as applicable

Please complete

Signed -----

Print name -----

Location -----

Location Code -----